

## FRAMEWORK SCHEDULE 4

### TEMPLATE ORDER FORM AND TEMPLATE CALL OFF TERMS

#### **[GUIDANCE NOTE:**

*The parties' attention is drawn to the various customer guidance notes highlighted in GREEN and information/schedules to complete and square brackets highlighted in YELLOW in this document.*

*Customers awarding the Call Off Contract by way of the Further Competition Procedure should note that they are responsible for identifying any parts of the Supplier's responses to the further competition documentation which are relevant to the Call Off Contract and incorporating them within before signature. For example, if the Customer has asked award questions about the provision of Services and wishes responses to be binding upon the Supplier, then the Customer must supplement its already defined Call Off Schedule 2 (Services) with such responses. Or, if the Customer has assessed price at Further Competition, then the Customer must insert such price responses into Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing). Customer may as an alternative insert the Supplier's entire response to the further competition documentation as a Call Off Schedule, however as a matter of best practice, the Authority does not recommend this approach for this type of procurement.*

*Before any Call Off Contract is entered, the Customer should ensure that they have read the customer guidance notes, taken any actions necessary and then delete the guidance notes from this document and the square brackets or both the square brackets and the text included in them.*

*The guidance is not exhaustive and has been included to assist the Customer in completing the required information with sufficient detail.*

*If the Customer requires the assistance of the Supplier to fill in certain sections of the Template Order Form this will be agreed between the parties.*

*Delete this page before signature]*

RM4167

Call Off Version 1

## PART 1 – [TEMPLATE] ORDER FORM

### SECTION A

This Order Form is issued in accordance with the provisions of the Framework Agreement dated [xxxxx]<sup>1</sup>. The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract and for the avoidance of doubt this Call Off Contract consists of the terms set out in this Order Form and the Call Off Terms.

DATE [dd/mm/yyyy]

ORDER NUMBER [ ]

FROM [ ] "CUSTOMER"<sup>2</sup>

TO [ ] "SUPPLIER"<sup>3</sup>

### SECTION B

#### 1. CALL OFF CONTRACT PERIOD

##### 1.1 Call Off Commencement Date:

[dd/mm/yyyy]<sup>4</sup>

##### 1.2 Call Off Expiry Date:

End date of Call Off Initial Period

[dd/mm/yyyy]<sup>5</sup>

End date of Call Off Extension Period

[dd/mm/yyyy]<sup>6</sup>

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<sup>1</sup> [Guidance Note: specify the name and date of the Framework Agreement between the Supplier and the Authority pursuant to which the Call Off Contract is entered]

<sup>2</sup> [Guidance Note: Include Customer contract reference number and contact details (including postal and email addresses- see Clause 55.6 of the Template Call Off Terms), details of Customer Representative (see Clause 20.3 of the Template Call Off Terms), and/or other Customer profile information as appropriate.]

<sup>3</sup> [Guidance Note: Include Supplier's contact details (including postal and email addresses - see Clause 55.6 of the Template Call Off Terms), details of Supplier Representative (see Clause 20.2 of the Template Call Off Terms), Supplier's account manager and/or other Supplier profile information as appropriate]

<sup>4</sup> [Guidance Note: Insert the commencement date for this Call Off Contract. It is strongly advisable that the Call Off Commencement Date should coincide with the formation of the Call Off Contract in accordance with section 8 of the Order Form. For the avoidance of doubt, the Customer can request that certain Deliverables (e.g. delivery times of Services) take place on dates after the Call Off Commencement Date e.g. see Clause 8.2 of the Template Call Off Terms]

<sup>5</sup> [Guidance Note: Insert the date on which the Call Off Initial Period is to expire. Note the Crown Commercial Service recommends that the duration of the Call Off Contract Period should usually be no longer than four (4) years. If you consider that the Call Off Contract Period should be longer please speak to your legal and/or procurement team. See also Clause 5 (Call Off Contract Period) of the Template Call Off Terms]

<sup>6</sup> [Guidance Note: Insert the date on which any Call Off Extension Period is to expire. Note the Crown Commercial Service recommends that the duration of the Call Off Contract Period should usually be no longer

## 2. CUSTOMER CORE SERVICES REQUIREMENTS

### 2.1 Services required <sup>7</sup>

[In Call Off Schedule 2 (Services)]

### 2.2 Location/Sites of Delivery

[ ] <sup>11</sup>

### 2.3 Dates for Delivery of the Services

[ ] <sup>12</sup>

### 2.4 Implementation Plan

[In Part A of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel)] <sup>13</sup>

### 2.5 Standards

[In Call Off Schedule 7 (Standards)] <sup>14</sup>

### 2.6 Service Levels

[In Part A of Call Off Schedule 6 (Service Levels and Performance Monitoring)] <sup>15</sup>

### 2.7 Business Continuity and Disaster Recovery

[In Call Off Schedule 9 (Business Continuity and Disaster Recovery)] <sup>17</sup>

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than four (4) years. If you consider that the Call Off Contract Period should be longer please speak to your legal and/or procurement team See also Clause 5 (Call Off Contract Period) of the Template Call Off Terms]

<sup>7</sup> [Guidance Note: Include a description of the Services required under this Call Off Contract in Call Off Schedule 2 (Services). Details of all the Services can be found in Part A of Framework Schedule 1 (Services and Key Performance Indicators). When awarding by way of a Direct Award, Call Off Schedule 2 (Services) should reflect the documentation issued to the Supplier in accordance with paragraph 2 of Framework Schedule 5 (Call Off Procedure). If awarding by way of a Further Competition Procedure, Call Off Schedule 2 (Services) should reflect the documentation issued to the Suppliers in accordance with paragraph 3.1.3 of Framework Schedule 5 (Call Off Procedure) as refined by the Customer to reflect information (if any) submitted by the successful Supplier during a Further Competition Procedure. For example, if the Customer wanted Suppliers to supplement the Customer's initial requirements by asking award questions about the way in which the Supplier would provide Services, then the Customer should ensure that such responses are incorporated.]

<sup>11</sup> [Guidance Note: Include details of where the Services must be Delivered and any related instructions]

<sup>12</sup> [Specify the date(s) and the time(s) or time period(s) when the Services must be Delivered. See also Clause 6.2.3 of the Template Call Off Terms in relation to time of Delivery. Consider if you should make "time of the essence" in respect of any delivery dates]

<sup>13</sup> [Guidance Note: See Part A of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) and the guidance set out therein. Consider if you need an Implementation Plan. An Implementation Plan will not be required for all contracts. The higher the value, complexity or importance of the contract, the more likely that an Implementation Plan should be incorporated]

<sup>14</sup> [See Clause 11 of the Template Call Off Terms and the definition of Standards. Consider whether you need any additional standards. If necessary, set them out in Call Off Schedule 7 (Standards).]

<sup>15</sup> [Guidance Note: Key Performance Indicators are included in Framework Schedule 1 (Services and Key Performance Indicators) and are for the Authority to monitor performance of the Framework Agreement. These are not the same as Service Levels which are a performance management tool for Customers at call off stage and are linked to payment. See Clause 13 of the Template Call Off terms and Part A of Call Off Schedule 6 (Service Levels and Performance Monitoring) for further information].

<sup>17</sup> [Guidance Note: See Clause 15 of the Call Off Terms and Call Off Schedule 9 (Business Continuity and Disaster Recovery. Consider if you require any specific Business Continuity and Disaster Recovery

[For the purposes of the definition of “Disaster” in Call Off Schedule 1 (Definitions) the “Disaster Period shall be [*insert an appropriate period of time*]]

## 2.8 Performance Monitoring

[In Annex 1 to Part B (Additional Performance Monitoring Requirements) of Call Off Schedule 6 (Service Levels and Performance Monitoring)]<sup>18</sup>

## 2.9 Security

[In Call Off Schedule 8 (Security)]<sup>19</sup>

## 2.10 Period for providing the Rectification Plan

[In Clause 38.2.1(a) of the Call Off Terms]<sup>20</sup>

## 2.11 Exit Management

[ ]<sup>21</sup>

# 3. SUPPLIER'S INFORMATION

## 3.1 Supplier's inspection of Sites, Customer Property and Customer Assets

[In Clause 45.5 of the Call Off Terms and Call Off Schedule 10 (Exit Management)]<sup>22</sup>

## 3.2 Commercially Sensitive Information

[ ]<sup>23</sup>

# 4. CUSTOMER RESPONSIBILITIES

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requirements. If so, remove the square brackets and yellow highlighting here and complete Call Off Schedule 9 (Business Continuity and Disaster Recovery. Further, the definition of Disaster will not be made out unless Services are (or reasonably anticipated to be) unavailable for a specified period of time. Please insert the “Disaster Period” where indicated]

<sup>18</sup> [Guidance Note: See Clause 19.3 (Performance Monitoring) and Part B of Call Off Schedule 6 (Service Levels Performance Monitoring). If you have specified any additional or alternative monitoring requirements during a Further Competition Procedure, include them in Annex 1 of Part B of that Call Off Schedule]

<sup>19</sup> [Guidance Note: Consider short and long form security provisions in Call Off Schedule 8 (Security) and select the form which is appropriate to your requirements. Include the details of the Parties' security representatives if you select the long form. Include your Security Policy in Annex 1 of Call Off Schedule 8 and the Supplier's draft Security Management Plan (if you have requested one during the Further Competition Procedure) in Annex 2 of Call Off Schedule 8]

<sup>20</sup> [Guidance Note: See Clause 38.2.1(a) of the Template Call Off Terms and settle the period within which the Supplier should provide a Rectification Plan when the Customer elects to follow the Rectification Plan Process]

<sup>21</sup> [Guidance Note: See Clause 45.5 of the Template Call Off Terms and Call Off Schedule 10 (Exit Management). In accordance with the guidance set out in Call Off Schedule 10 (Exit Management), consider refining and/or deleting the Call Off Schedule as per your requirements]

<sup>22</sup> [Guidance Note: See Clauses 2, 30 and 31 of the Template Call Off Terms. Consider if inspection of the Sites by the Supplier is required. Insert any issues raised by the Supplier in respect of any aspects of the Sites, Customer Assets, Customer Property being unsuitable for the provision of the Services and any action which is to be taken in respect thereof]

<sup>23</sup> [Guidance Note: Include any Commercially Sensitive Information of the Supplier and the duration for which it should be confidential. This may have been set out in the Supplier's tender. This will be relevant in e.g. assisting the Customer in respect of compliance with FOIA]

#### 4.1 Customer Responsibilities

[In Part B of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel)] / [ ]<sup>24</sup>

### 5. CALL OFF CONTRACT CHARGES AND PAYMENT

#### 5.1 Call Off Contract Charges payable by the Customer (including any applicable Milestone Payments and/or discount(s), but excluding VAT) and payment terms/profile including method of payment (e.g. Government Procurement Card (GPC) or BACS)

[In Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)]<sup>25</sup>

#### 5.2 Estimated Year 1 Call Off Contract Charges

[Insert amount in words] [£ X]<sup>26</sup>

#### 5.3 Undisputed Sums Limit

[For the purposes of Clause 42.1.1 the Undisputed Sums Limit shall be [Insert amount in words] [£ X]<sup>27</sup>

## SECTION C

### 6. CUSTOMER OTHER CONTRACTUAL REQUIREMENTS<sup>28</sup>

#### 6.1 Call Off Guarantee

<sup>24</sup> [Guidance Note: See Part B of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) and the guidance therein. Add any other Customer Responsibilities agreed between the Parties]

<sup>25</sup> [Guidance Note: Insert details of the Call Off Contract Charges and payment terms/profile in Annexes A and B of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing) and settle all other information in square brackets in that Call Off Schedule. The Call Off Contract Charges should be compliant with Framework Schedule 3 (Charging Structure) and Customers are also referred to Framework Schedule 5 (Call Off Procedure). If an Implementation Plan is included, consider whether Milestone Payments should be added, staged and linked to the Achievement of particular Milestones (see the guidance in Part A of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel)). Also consider with Clauses 36.2.1(a) and 36.2.2 of the Template Call Off Terms and insert sum in the definition of Estimated Year 1 Call Off Contract Charges in Call Off Schedule 1 (Definitions)]

<sup>26</sup> [Guidance Note: Some clauses in the Call Off Contract will be dependent on the amount which is the Estimated Year 1 Call Off Contract Charges, namely, Clauses 36.2.1(b)(i) to 36.2.1(b)(iii) and 36.2.2(a). Please insert the estimated amount for Year 1 Call Off Contract charges in this section of the Template Order Form. ]

<sup>27</sup> [Guidance Note: Under Clause 42.1.1, the Supplier can, in certain circumstances, terminate the Call Off Contract where undisputed sums due are not paid by the Customer. The Customer will not have this right to terminate unless certain conditions are met. One such condition is that the aggregated amount of undisputed sums exceeds the "Undisputed Sums Limit". Please insert an appropriate amount to be the "Undisputed Sums Limit". It is suggest that this be equivalent to one (1) month's average Call Off Contract Charges, unless the Customer believes there are good reasons why this should be some other figure]

<sup>28</sup> [Guidance Note: Consider the list of further contractual requirements set out in this paragraph, as indicated in each sub-paragraph and the footnotes therein. Then populate and/or settle this paragraph 6 according to your requirements. Customers placing multiple Orders of the same nature which contain the same requirements may decide to populate/settle this information once and repeat it in respect of future Orders]

[This Call Off Contract will be subject to a Call Off Guarantee]<sup>29</sup>

[insert name of Call Off Guarantor]<sup>30</sup>

## 6.2 Key Personnel

[In Part C of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) and Clause 26 of the Call Off Terms shall apply]<sup>31</sup>

## 6.3 Relevant Convictions

[Clause 27.2.1 shall apply]<sup>32</sup>

## 6.4 Failure of Supplier Equipment

[Clause 32.8 of the Call Off Terms shall apply. For the purposes of Clause 32.8, the value for X shall be [insert number of Service Failures] and the value for Y shall be [insert number of months]<sup>33</sup>

## 6.5 Protection of Customer Data

[ ]<sup>34</sup>

## 6.6 Testing

[ ]<sup>35</sup>

## 6.7 Limitations on Liability

[In Clause 36 of the Call Off Terms]<sup>36</sup>

## 6.8 [Insurance]

[Clause 37 of the Call Off Terms shall apply]<sup>37</sup>

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<sup>29</sup> [Guidance Note: See Clause 4, Clause 41.1 and 45.1 of the Template Call Off Terms. Consider whether the Supplier should provide a Call Off Guarantee on or before the Call Off Commencement Date. If so, stipulate there that the Call Off Contract is subject to a Call Off Guarantee.]

<sup>30</sup> [Guidance Note: See Clause 4, Clause 41.1 and Clause 45.1 of the Template Call Off Terms. If this Call Off Contract is subject to a Call Off Guarantee then set out the details of the Call Off Guarantor]

<sup>31</sup> [See Clause 26 of the Template Call Off Terms and include any Key Personnel (and their Key Roles) in Part C of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel)]

<sup>32</sup> [See Clause 27.2.1. Switch this clause on if you want the Supplier shall ensure that no person with a Relevant Conviction is used in the provision of the Services without Approval ]

<sup>33</sup> [Guidance Note: See Clause 32.8 of the Template Call Off Terms. That clause allows the Customer to request the replacement of any Supplier Equipment if it causes 'X' number of Service Failures within 'Y' months. In addition to switching this clause on, please specify the values for 'X' and 'Y' ]

<sup>34</sup> [Guidance Note: See Clause 34.2.3 of the Template Call Off Terms. If required from the outset, specify here the format for the Supplier to supply the Customer Data to the Customer when needed; or make provision in Call Off Schedule 8 (Security Management) and cross refer to it here]

<sup>35</sup> [Guidance Note: See Clause 11.6 of the Template Call Off Terms. If Testing is not required delete Clause 11.6 and Call Off Schedule 5: Testing. If Testing is required indicate the broad requirement/s here and then complete Call Off Schedule 5: Testing in detail]

<sup>36</sup> [Guidance Note: See Clause 36 of the Template Call Off Terms and consider if the default financial limits of liability set therein are appropriate in respect of your requirements. Customers may stipulate different financial limits as an Alternative Clause (see paragraph 4.5 of Schedule 14 (Alternative and/or Additional Clauses) but cannot materially depart from those set by the Authority at the framework procurement stage. If Alternative Clauses are selected, please refer to them in Paragraph 7.3 of the Template Order Form]

[Insert additional Insurance requirements]

## 6.9 Termination without cause notice period

[The minimum number of days for the purposes of Clause 41.7 of the Call Off Terms shall be [ten10] ]<sup>38</sup>

## 7. ADDITIONAL AND/OR ALTERNATIVE CLAUSES<sup>39</sup>

### 7.1 Supplemental requirements to the Call Off Terms

[ ]

### 7.2 Amendments to/refinements of the Call Off Terms

[ ]

### 7.3 Alternative and/or Additional Clauses (select from Call Off Schedule 14 (Alternative and/or Additional Clauses))

[ ]

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<sup>37</sup> [Guidance Note: See Clause 37 of the Template Call Off Terms. If stipulated during a Further Competition Procedure, include your requirements to the Supplier to effect and maintain insurance and any specific minimum insurance policies here or set out in a separate Call Off Schedule if necessary and cross refer to it here]

<sup>38</sup> [Guidance Note: See Clause 41.7 of the Template Call Off Terms. Consider if you require a different notice period in respect of termination without cause. If so amend in this section of the Order Form]

<sup>39</sup> [Guidance Note: Include any other amendments and/or refinements to the Template Call Off Terms prior to those becoming the Call Off Terms. Paragraph 7.3 of the Template Call Off Form deals with those default Additional or Clauses as set out in Call Off Schedule 14 of the Template Call Off Terms (Alternative and/or Additional Clauses). Customers should state here which ones apply, if any. Paragraphs 7.1 and 7.2 of the Template Call Off Form enable Customers to insert new provisions and amend current provisions respectively. Note that any such additions and/or changes must always be in accordance with the Law and the requirements of Framework Schedule 5 (Call Off Procedure). If you place repeat Orders of the same nature which contain the same requirements, consider creating a customised set of amended and/or refined Template Call Off Terms or a Call Off Schedule containing those amendments or refinements to the existing Template Call Off Terms (including incorporating any Alternative or Additional Clauses from Call Off Schedule 14 (Alternative and/or Additional Clauses)) which you can use with every Order]

**8. FORMATION OF CALL OFF CONTRACT**

**8.1 BY SIGNING AND RETURNING THIS ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the terms set out in the Order Form and this Call Off Contract.**

**8.2 The Parties hereby acknowledge and agree that they have read the Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.**

**8.3 In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Order Form from the Supplier within two (2) Working Days from receipt.**

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

Name and Title	
Signature	
Date	

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

Name and Title	
Signature	
Date	



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## PART 2 – [TEMPLATE] CALL OFF TERMS

### TERMS AND CONDITIONS

#### A. PRELIMINARIES

##### 1. DEFINITIONS AND INTERPRETATION

- 1.1 In this Call Off Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in Call Off Schedule 1 (Definitions) or the relevant Call Off Schedule in which that capitalised expression appears.
- 1.2 If a capitalised expression does not have an interpretation in Call Off Schedule 1 (Definitions) or relevant Call Off Schedule, it shall have the meaning given to it in the Framework Agreement. If no meaning is given to it in the Framework Agreement, 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.
- 1.3 In this Call Off Contract, unless the context otherwise requires:
- 1.1.1 the singular includes the plural and vice versa;
  - 1.1.2 reference to a gender includes the other gender and the neuter;
  - 1.1.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
  - 1.1.4 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
  - 1.1.5 the words "**including**", "**other**", "**in particular**", "**for example**" and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words "**without limitation**";
  - 1.1.6 references to "**writing**" include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
  - 1.1.7 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 this Call Off Contract;
  - 1.1.8 references to "**Clauses**" and "**Call Off Schedules**" are, unless otherwise provided, references to the clauses and schedules of this Call Off Contract and references in any Call Off Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Call Off Schedule in which these references appear; and
  - 1.1.9 the headings in this Call Off Contract are for ease of reference only and shall not affect the interpretation or construction of this Call Off Contract.

- 1.4 Subject to Clauses 1.4.4 and 1.6 (Definitions and Interpretation), in the event of and only to the extent of any conflict between the Order Form, the Call Off Terms and the provisions of the Framework Agreement, the conflict shall be resolved in accordance with the following order of precedence:
- 1.1.10 the Framework Agreement, except Framework Schedule 20 (Tender);
  - 1.1.11 the Order Form;
  - 1.1.12 the Call Off Terms;
  - 1.1.13 Framework Schedule 20 (Tender).
- 1.5 Any permitted changes by the Customer to the Template Call Off Terms and the Template Call Off Form under Clause 4 (Call Off Procedure) of the Framework Agreement and Framework Schedule 5 (Call Off Procedure) prior to them becoming the Call Off Terms and the Call Off Form and the Parties entering this Call Off Contract shall prevail over the Framework Agreement.
- 1.6 Where Framework Schedule 20 (Tender) contains provisions which are more favourable to the Customer in relation to this Call Off Contract, such provisions of the Tender shall prevail. The Customer shall in its absolute and sole discretion determine whether any provision in the Tender is more favourable to it in this context.

## 2. DUE DILIGENCE

- 1.7 The Supplier acknowledges that:
- 2.1.1 the Customer has delivered or made available to the Supplier all of the information and documents that the Supplier considers necessary or relevant for the performance of its obligations under this Call Off Contract;
  - 2.1.2 it has made its own enquiries to satisfy itself as to the accuracy and adequacy of the Due Diligence Information;
  - 2.1.3 it has satisfied itself of all relevant details (whether by inspection or having raised all relevant due diligence questions with the Customer before the Call Off Commencement Date) and has entered into this Call Off Contract in reliance on its own due diligence alone; and
  - 2.1.4 it shall not be excused from the performance of any of its obligations under this Call Off Contract on the grounds of, nor shall the Supplier be entitled to recover any additional costs or charges, arising as a result of any:
    - (a) misinterpretation of the requirements of the Customer in the Order Form or elsewhere in this Call Off Contract; and/or
    - (b) failure by the Supplier to satisfy itself as to the accuracy and/or adequacy of the Due Diligence Information; and/or
    - (c) failure by the Supplier to undertake its own due diligence.

## 3. REPRESENTATIONS AND WARRANTIES

- 1.8 Each Party represents and warranties that:
- 3.1.1 it has full capacity and authority to enter into and to perform this Call Off Contract;

- 3.1.2 this Call Off Contract is executed by its duly authorised representative;
  - 3.1.3 there are no actions, suits or proceedings or regulatory investigations before any court or administrative body or arbitration tribunal pending or, to its knowledge, threatened against it (or, in the case of the Supplier, any of its Affiliates) that might affect its ability to perform its obligations under this Call Off Contract; and
  - 3.1.4 its obligations under this Call Off Contract constitute its legal, valid and binding obligations, enforceable in accordance with their respective terms subject to applicable (as the case may be for each Party) bankruptcy, reorganisation, insolvency, moratorium or similar Laws affecting creditors' rights generally and subject, as to enforceability, to equitable principles of general application (regardless of whether enforcement is sought in a proceeding in equity or Law).
- 1.9 The Supplier represents and warrants that:
- 3.1.5 it is validly incorporated, organised and subsisting in accordance with the Laws of its place of incorporation;
  - 3.1.6 it has all necessary consents (including, where its procedures so require, the consent of its Parent Company) and regulatory approvals to enter into this Call Off Contract;
  - 3.1.7 its execution, delivery and performance of its obligations under this Call Off Contract does not and will not constitute a breach of any Law or obligation applicable to it and does not and will not cause or result in a Default under any agreement by which it is bound;
  - 3.1.8 as at the Call Off Commencement Date, all written statements and representations in any written submissions made by the Supplier as part of the procurement process, including without limitation to its Tender and any other documents submitted remain true and accurate except to the extent that such statements and representations have been superseded or varied by this Call Off Contract;
  - 3.1.9 as at the Call Off Commencement Date, it has notified the Customer in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in connection with any Occasions of Tax Non Compliance;
  - 3.1.10 it has and shall continue to have all necessary rights in and to the Third Party IPR, the Supplier Background IPRs and any other materials made available by the Supplier (and/or any Sub-Contractor) to the Customer which are necessary for the performance of the Supplier's obligations under this Call Off Contract including the receipt of the Services by the Customer;
  - 3.1.11 it shall take all steps, in accordance with Good Industry Practice, to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or Trojans, spyware or other malware) into systems, data, software or the Customer's Confidential Information (held in electronic form) owned by or under the control of, or used by, the Customer;
  - 3.1.12 it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under this Call Off Contract;

- 3.1.13 it is not affected by an Insolvency Event and no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Supplier's assets or revenue; and
  - 3.1.14 for the Call Off Contract Period and for a period of twelve (12) months after the termination or expiry of this Call Off Contract, the Supplier shall not employ or offer employment to any staff of the Customer which have been associated with the provision of the Services without Approval or the prior written consent of the Customer which shall not be unreasonably withheld.
- 1.10 Each of the representations and warranties set out in Clauses 3.1 and 3.2 shall be construed as a separate representation and warranty and shall not be limited or restricted by reference to, or inference from, the terms of any other representation, warranty or any undertaking in this Call Off Contract.
- 1.11 If at any time a Party becomes aware that a representation or warranty given by it under Clauses 3.1 and 3.2 has been breached, is untrue or is misleading, it shall immediately notify the other Party of the relevant occurrence in sufficient detail to enable the other Party to make an accurate assessment of the situation.
- 1.12 For the avoidance of doubt, the fact that any provision within this Call Off Contract is expressed as a warranty shall not preclude any right of termination the Customer may have in respect of breach of that provision by the Supplier which constitutes a material Default.

#### **4. CALL OFF GUARANTEE**

- 1.13 Where the Customer has stipulated in the Order Form or elsewhere in this Call Off Contract that the Call Off Contract shall be conditional upon receipt of a Call Off Guarantee, then, on or prior to the Call Off Commencement Date or on any other date specified by the Customer, the Supplier shall deliver to the Customer:
- 4.1.1 an executed Call Off Guarantee from a Call Off Guarantor; and
  - 4.1.2 a certified copy extract of the board minutes and/or resolution of the Call Off Guarantor approving the execution of the Call Off Guarantee.
- 1.14 The Customer may in its sole discretion at any time agree to waive compliance with the requirement in Clause 4.1 by giving the Supplier notice in writing.

#### **B. DURATION OF CALL OFF CONTRACT**

#### **5. CALL OFF CONTRACT PERIOD**

- 1.15 This Call Off Contract shall commence on the Call Off Commencement Date and the term of this Call Off Contract shall be the Call Off Contract Period.

#### **C. CALL OFF CONTRACT PERFORMANCE**

#### **6. IMPLEMENTATION PLAN**

- 1.16 Formation of Implementation Plan

- 6.1.1 Where the Parties agreed in the Order Form (or elsewhere in this Call Off Contract) that an Implementation Plan (or parts thereof) shall be provided in draft by the Supplier prior to the commencement of the provision of the Services, the Supplier's draft must contain information at the level of detail necessary to manage the implementation stage effectively and as the Customer may require. The draft Implementation Plan shall take account of all dependencies known to, or which should reasonably be known to, the Supplier.
- 6.1.2 The Supplier shall submit the draft Implementation Plan to the Customer for Approval (such decision of the Customer to Approve or not shall not be unreasonably delayed or withheld) within such period as specified by the Customer in the Order Form (or elsewhere in this Call Off Contract).
- 6.1.3 The Supplier shall perform each of the Deliverables identified in the Implementation Plan by the applicable date assigned to that Deliverable in the Implementation Plan so as to ensure that each Milestone identified in the Implementation Plan is Achieved on or before its Milestone Date.
- 6.1.4 The Supplier shall monitor its performance against the Implementation Plan and Milestones (if any) and any other requirements of the Customer as set out in this Call Off Contract and report to the Customer on such performance.

#### **1.17 Control of Implementation Plan**

- 6.1.5 Subject to Clause 6.2.2, the Supplier shall keep the Implementation Plan under review in accordance with the Customer's instructions and ensure that it is maintained and updated on a regular basis as may be necessary to reflect the then current state of the provision of the Services. The Customer shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.
- 6.1.6 Changes to the Milestones (if any), Milestone Payments (if any) and Delay Payments (if any) shall only be made in accordance with the Variation Procedure and provided that the Supplier shall not attempt to postpone any of the Milestones using the Variation Procedure or otherwise (except in the event of a Customer Cause which affects the Supplier's ability to achieve a Milestone by the relevant Milestone Date).
- 6.1.7 Where so specified by the Customer in the Implementation Plan or elsewhere in this Call Off Contract, time in relation to compliance with a date, Milestone Date or period shall be of the essence and failure of the Supplier to comply with such date, Milestone Date or period shall be a material Default unless the Parties expressly agree otherwise.

#### **1.18 Rectification of Delay in Implementation**

- 6.1.8 If the Supplier becomes aware that there is, or there is reasonably likely to be, a Delay under this Call Off Contract:  
it shall:



notify the Customer as soon as practically possible and no later than within two (2) Working Days from becoming aware of the Delay or anticipated Delay; and

include in its notification an explanation of the actual or anticipated impact of the Delay; and

comply with the Customer's instructions in order to address the impact of the Delay or anticipated Delay; and

use all reasonable endeavours to eliminate or mitigate the consequences of any Delay or anticipated Delay; and

if the Delay or anticipated Delay relates to a Milestone in respect which a Delay Payment has been specified in the Implementation Plan, Clause 6.4 (Delay Payments) shall apply.

### 1.19 Delay Payments

6.1.9 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 Customer such Delay Payments (calculated as set out by the Customer in the Implementation Plan) and the following provisions shall apply:

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 Customer as a result of the Supplier's failure to Achieve the corresponding Milestone;

Delay Payments shall be the Customer's exclusive financial remedy for the Supplier's failure to Achieve a corresponding Milestone by its Milestone Date except where:

the Customer is otherwise entitled to or does terminate this Call Off Contract pursuant to Clause 41 (Customer Termination Rights) except Clause 41.7 (Termination Without Cause); or

the delay exceeds the number of days (the "**Delay Period Limit**") specified in Part A of Call Off Schedule 4: (Implementation Plan, Customer Responsibilities and Key Personnel) for the purposes of this sub-Clause, commencing on the relevant Milestone Date;

the Delay Payments will accrue on a daily basis from the relevant Milestone Date and shall continue to accrue until the date when the Milestone is Achieved (unless otherwise specified by the Customer in the Implementation Plan);

no payment or concession to the Supplier by the Customer or other act or omission of the Customer shall in any way affect the rights of the Customer to recover the Delay Payments or be deemed to be a waiver of the right of the Customer to recover any such damages unless such waiver complies with Clause 48 (Waiver and Cumulative Remedies) and refers specifically to a waiver of the Customer's rights to claim Delay Payments; and

the Supplier waives absolutely any entitlement to challenge the enforceability in whole or in part of this Clause 6.4.1 and Delay

Payments shall not be subject to or count towards any limitation on liability set out in Clause 36 (Liability).

## 7. SERVICES

### 1.20 Provision of the Services

- 7.1.1 The Supplier acknowledges and agrees that the Customer relies on the skill and judgment of the Supplier in the provision of the Services and the performance of its obligations under this Call Off Contract.
- 7.1.2 The Supplier shall ensure that the Services:  
comply in all respects with any description of the Services in Call Off Schedule 2 (Services) or elsewhere in this Call Off Contract;  
and  
are supplied in accordance with the provisions of this Call Off Contract and the Tender.
- 7.1.3 The Supplier shall perform its obligations under this Call Off Contract in accordance with:  
all applicable Law;  
Good Industry Practice;  
the Standards;  
the Security Policy;  
the ICT Policy (if so required by the Customer); and  
the Supplier's own established procedures and practices to the extent the same do not conflict with the requirements of Clauses 7.1.3(a) to 7.1.3(e).
- 7.1.4 The Supplier shall:  
at all times allocate sufficient resources with the appropriate technical expertise to supply the Deliverables and to provide the Services in accordance with this Call Off Contract;  
subject to Clause 22.1 (Variation Procedure), obtain, and maintain throughout the duration of this Call Off Contract, all the consents, approvals, licences and permissions (statutory, regulatory contractual or otherwise) it may require and which are necessary for the provision of the Services;  
ensure that any products or services recommended or otherwise specified by the Supplier for use by the Customer in conjunction with the Deliverables and/or the Services shall enable the Deliverables and/or the Services to meet the requirements of the Customer;  
ensure that the Supplier System and Supplier Assets will be free of all encumbrances (except as agreed in writing with the Customer) and will be Euro Compliant; and  
ensure that the Services are fully compatible with any Customer Property or Customer Assets described in Part B of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities

and Key Personnel) (or elsewhere in this Call Off Contract) or otherwise used by the Supplier in connection with this Call Off Contract;

minimise any disruption to the Sites and/or the Customer's operations when providing the Services;

ensure that any Documentation and training provided by the Supplier to the Customer are comprehensive, accurate and prepared in accordance with Good Industry Practice;

co-operate with the Other Suppliers and provide reasonable information (including any Documentation), advice and assistance in connection with the Services to any Other Supplier and, on the Call Off Expiry Date for any reason, to enable the timely transition of the supply of the Services (or any of them) to the Customer and/or to any Replacement Supplier;

assign to the Customer, or if it is unable to do so, shall (to the extent it is legally able to do so) hold on trust for the sole benefit of the Customer, all warranties and indemnities provided by third parties or any Sub-Contractor in respect of any Deliverables and/or the Services. Where any such warranties are held on trust, the Supplier shall enforce such warranties in accordance with any reasonable directions that the Customer may notify from time to time to the Supplier;

provide the Customer with such assistance as the Customer may reasonably require during the Call Off Contract Period in respect of the supply of the Services;

deliver the Services in a proportionate and efficient manner;

ensure that neither it, nor any of its Affiliates, embarrasses the Customer or otherwise brings the Customer into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Customer, regardless of whether or not such act or omission is related to the Supplier's obligations under this Call Off Contract; and

gather, collate and provide such information and co-operation as the Customer may reasonably request for the purposes of ascertaining the Supplier's compliance with its obligations under this Call Off Contract.

7.1.5 An obligation on the Supplier to do, or to refrain from doing, any act or thing shall include an obligation upon the Supplier to procure that all Sub-Contractors and Supplier Personnel also do, or refrain from doing, such act or thing.

## **8. SERVICES**

### **8.1 Time of Delivery of the Services**

8.1.1 The Supplier shall provide the Services on the date(s) specified in the Order Form (or elsewhere in this Call Off Contract) and the Milestone Dates (if any). Such provision shall include compliance with the obligation on the Supplier set out in Clause 6 (Implementation Plan).

### 1.21 Location and Manner of Delivery of the Services

- 8.1.2 Except where otherwise provided in this Call Off Contract, the Supplier shall provide the Services to the Customer through the Supplier Personnel at the Sites.
- 8.1.3 The Customer may inspect and examine the manner in which the Supplier provides the Services at the Sites and, if the Sites are not the Customer Premises, the Customer may carry out such inspection and examination during normal business hours and on reasonable notice.

### 1.22 Undelivered Services

- 8.1.4 In the event that any of the Services are not Delivered in accordance with Clauses 7.1 (Provision of the Services), 8.1 (Time of Delivery of the Services) and 8.2 (Location and Manner of Delivery of the Services) ("**Undelivered Services**"), the Customer, without prejudice to any other rights and remedies of the Customer howsoever arising, shall be entitled to withhold payment of the applicable Call Off Contract Charges for the Services that were not so Delivered until such time as the Undelivered Services are Delivered.
- 8.1.5 The Customer may, at its discretion and without prejudice to any other rights and remedies of the Customer howsoever arising, deem the failure to comply with Clauses 7.1, (Provision of the Services), 8.1 (Time of Delivery of the Services) and 8.2 (Location and Manner of Delivery of the Services) and meet the relevant Milestone Date (if any) to be a material Default.

### 1.23 Obligation to Remedy of Default in the Supply of the Services

- 8.1.6 Subject to Clauses 33.9.2 and 33.9.3 (IPR Indemnity) and without prejudice to any other rights and remedies of the Customer howsoever arising (including under Clauses 8.3.2 (Undelivered Services) and 38 (Customer Remedies for Default)), the Supplier shall, where practicable:
  - remedy any breach of its obligations in Clauses 7 and 8 within three (3) Working Days of becoming aware of the relevant Default or being notified of the Default by the Customer or within such other time period as may be agreed with the Customer (taking into account the nature of the breach that has occurred); and
  - meet all the costs of, and incidental to, the performance of such remedial work.

### 1.24 Continuing Obligation to Provide the Services

- 8.1.7 The Supplier shall continue to perform all of its obligations under this Call Off Contract and shall not suspend the provision of the Services, notwithstanding:
  - any withholding or deduction by the Customer of any sum due to the Supplier pursuant to the exercise of a right of the Customer to such withholding or deduction under this Call Off Contract;
  - the existence of an unresolved Dispute; and/or
  - any failure by the Customer to pay any Call Off Contract Charges,

unless the Supplier is entitled to terminate this Call Off Contract under Clause 42.1 (Termination on Customer Cause for Failure to Pay) for failure by the Customer to pay undisputed Call Off Contract Charges.

## 9. STANDARDS AND QUALITY

- 1.25 The Supplier shall at all times during the Call Off Contract Period comply with the Standards and maintain, where applicable, accreditation with the relevant Standards' authorisation body.
- 1.26 Throughout the Call Off Contract Period, the Parties shall notify each other of any new or emergent standards which could affect the Supplier's provision, or the receipt by the Customer, of the Services. The adoption of any such new or emergent standard, or changes to existing Standards, shall be agreed in accordance with the Variation Procedure. Any change to an existing Standard which is included in Framework Schedule 2 (Services and Key Performance Indicators) shall, in addition, require the prior written consent of the Authority.
- 1.27 Where a new or emergent standard is to be developed or introduced by the Customer, the Supplier shall be responsible for ensuring that the potential impact on the Supplier's provision, or the Customer's receipt of the Services is explained to the Customer (within a reasonable timeframe), prior to the implementation of the new or emergent Standard.
- 1.28 Where Standards referenced conflict with each other or with best professional or industry practice adopted after the Call Off Commencement Date, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard or Standards shall require Approval (and the prior written consent of the Authority where the relevant Standard or Standards is/are included in Framework Schedule 2 (Services and Key Performance Indicators) and shall be implemented within an agreed timescale.
- 1.29 The Supplier shall ensure that the Supplier Personnel shall at all times during the Call Off Contract Period:
  - 9.1.1 be appropriately experienced, qualified and trained to supply the Services in accordance with this Call Off Contract;
  - 9.1.2 apply all due skill, care, diligence in faithfully performing those duties and exercising such powers as necessary in connection with the provision of the Services; and
- 1.30 obey all lawful instructions and reasonable directions of the Customer (including, if so required by the Customer, the ICT Policy) and provide the Services to the reasonable satisfaction of the Customer.
- 1.31 Where a standard, policy or document is referred to in Call Off Schedule 7, (Standards) by reference to a hyperlink, then if the hyperlink is changed or no longer provides access to the relevant standard, policy or document, the Supplier shall notify the Customer and the Parties shall agree the impact of such change.

## 10. TESTING

- 1.32 This Clause 11.6 shall apply if so specified by the Customer in the Order Form or elsewhere in this Call Off Contract.

1.33 The Parties shall comply with any provisions set out Call Off Schedule 5 (Testing).

## **11. SERVICE LEVELS**

1.34 The Parties shall comply with the provisions of Part A (Service Levels) of Call Off Schedule 6 (Service Levels and Performance Monitoring).

1.35 The Supplier shall at all times during the Call Off Contract Period provide the Services to meet or exceed the Service Level Performance Measure for each Service Level Performance Criterion.

1.36 The Supplier acknowledges that any Service Level Failure may have a material adverse impact on the business and operations of the Customer and that it shall entitle the Customer to the rights set out in the provisions of Part A of Call Off Schedule 6 (Service Levels and Performance Monitoring).

1.37 Not more than once in each Contract Year the Customer 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 Level Performance Criteria and the Supplier shall not be entitled to object to, or increase the Call Off Contract Charges as a result of such changes, provided that:

11.1.1 the total number of Service Level Performance Criteria for which the weighting is to be changed does not exceed the number set out, for the purposes of this clause, in Annex 2 to Part A of Call Off Schedule 6: Service Levels and Performance Monitoring;

11.1.2 the principal purpose of the change is to reflect changes in the Customer's business requirements and/or priorities or to reflect changing industry standards; and

11.1.3 Not used.

## **12. BUSINESS CONTINUITY AND DISASTER RECOVERY**

1.38 Where specified in the Order Form, or elsewhere this Call Off Contract the Parties shall comply with the provisions of Call Off Schedule 9 (Business Continuity and Disaster Recovery).

## **13. DISRUPTION**

1.39 The Supplier shall take reasonable care to ensure that in the performance of its obligations under this Call Off Contract it does not disrupt the operations of the Customer, its employees or any other contractor employed by the Customer.

1.40 The Supplier shall immediately inform the Customer of any actual or potential industrial action, whether such action be by the Supplier Personnel or others, which affects or might affect the Supplier's ability at any time to perform its obligations under this Call Off Contract.

1.41 In the event of industrial action by the Supplier Personnel, the Supplier shall seek Approval to its proposals for the continuance of the supply of the Services in accordance with its obligations under this Call Off Contract.

1.42 If the Supplier's proposals referred to in Clause 16.3 are considered insufficient or unacceptable by the Customer acting reasonably then the Customer may terminate this Call Off Contract for material Default.

1.43 If the Supplier is temporarily unable to fulfil the requirements of this Call Off Contract owing to disruption of normal business solely due to a Customer Cause, then subject to Clause 17 (Supplier Notification of Customer Cause), an appropriate allowance by way of an extension of time will be Approved by the Customer. In addition, the Customer will reimburse any additional expense reasonably incurred by the Supplier as a direct result of such disruption.

#### 14. **SUPPLIER NOTIFICATION OF CUSTOMER CAUSE**

1.44 Without prejudice to any other obligations of the Supplier in this Call Off Contract to notify the Customer in respect of a specific Customer Cause (including the notice requirements under Clause 42.1.1 (Termination on Customer Cause for Failure to Pay)), the Supplier shall:

14.1.1 notify the Customer as soon as reasonably practicable ((and in any event within two (2) Working Days of the Supplier becoming aware)) that a Customer Cause has occurred or is reasonably likely to occur, giving details of:

the Customer Cause and its effect, or likely effect, on the Supplier's ability to meet its obligations under this Call Off Contract; and

any steps which the Customer can take to eliminate or mitigate the consequences and impact of such Customer Cause; and

use all reasonable endeavours to eliminate or mitigate the consequences and impact of a Customer Cause, including any Losses that the Supplier may incur and the duration and consequences of any Delay or anticipated Delay.

#### 15. **CONTINUOUS IMPROVEMENT**

1.45 The Supplier shall have an ongoing obligation throughout the Call Off Contract Period to identify new or potential improvements to the provision of the Services in accordance with this Clause 18 with a view to reducing the Customer's costs (including the Call Off Contract Charges) and/or improving the quality and efficiency of the Services and their supply to the Customer. As part of this obligation the Supplier shall identify and report to the Customer once every twelve (12) months:

15.1.1 the emergence of new and evolving relevant technologies which could improve the Sites and/or the provision of the Services, and those technological advances potentially available to the Supplier and the Customer which the Parties may wish to adopt;

15.1.2 new or potential improvements to the provision of the Services including the quality, responsiveness, procedures, benchmarking methods, likely performance mechanisms and customer support services in relation to the Services;

15.1.3 changes in business processes and ways of working that would enable the Services to be provided at lower costs and/or at greater benefits to the Customer; and/or

15.1.4 changes to the Sites business processes and ways of working that would enable reductions in the total energy consumed annually in the provision of the Services.

- 1.46 The Supplier shall ensure that the information that it provides to the Customer shall be sufficient for the Customer to decide whether any improvement should be implemented. The Supplier shall provide any further information that the Customer requests.
- 1.47 If the Customer wishes to incorporate any improvement identified by the Supplier, the Customer shall request a Variation in accordance with the Variation Procedure and the Supplier shall implement such Variation at no additional cost to the Customer.

#### **D. CALL OFF CONTRACT GOVERNANCE**

##### **16. PERFORMANCE MONITORING**

- 1.48 The Supplier shall comply with the monitoring requirements set out in Part B of Call Off Schedule 6 (Service Levels and Performance Monitoring) unless the Customer has previously waived this requirement in writing.
- 1.49 The Supplier shall implement all measurement and monitoring tools and procedures necessary to measure, monitor and report on the Supplier's performance of the provision of the Services against the applicable Service Levels at a level of detail sufficient to verify compliance with the Service Levels. Unless the Customer specifies otherwise, the Supplier shall obtain Approval of the relevant measuring and monitoring tools and procedures prior to using the same.
- 1.50 In the case of any additional or alternative monitoring requirements of the Customer, the provisions relating to performance monitoring of this Call Off Contract shall apply as set out in Annex 1 to Part B of Call Off Schedule 6 (Service Levels and Performance Monitoring).

##### **17. REPRESENTATIVES**

- 1.51 Each Party shall have a representative for the duration of this Call Off Contract who shall have the authority to act on behalf of their respective Party on the matters set out in, or in connection with, this Call Off Contract.
- 1.52 The initial Supplier Representative shall be the person named as such in the Order Form. Any change to the Supplier Representative shall be agreed in accordance with Clause 27 (Supplier Personnel).
- 1.53 The Customer shall notify the Supplier of the identity of the initial Customer Representative within five (5) Working Days of the Call Off Commencement Date. The Customer may, by written notice to the Supplier, revoke or amend the authority of the Customer Representative or appoint a new Customer Representative.

##### **18. RECORDS, AUDIT ACCESS AND OPEN BOOK DATA**

- 1.54 The Supplier shall keep and maintain for seven (7) years after the Call Off Expiry Date (or as long a period as may be agreed between the Parties), full and accurate records and accounts of the operation of this Call Off Contract including the Services provided under it, any Sub-Contracts and the amounts paid by the Customer.
- 1.55 The Supplier shall:



- 18.1.1 keep the records and accounts referred to in Clause 21.1 in accordance with Good Industry Practice and Law; and
- 18.1.2 afford any Auditor access to the records and accounts referred to in Clause 21.1 at the Supplier's premises and/or provide records and accounts (including copies of the Supplier's published accounts) or copies of the same, as may be required by any of the Auditors from time to time during the Call Off Contract Period and the period specified in Clause 21.1, in order that the Auditor(s) may carry out an inspection to assess compliance by the Supplier and/or its Sub-Contractors of any of the Supplier's obligations under this Call Off Contract including for the following purposes, to:
- verify the accuracy of the Call Off Contract Charges and any other amounts payable by the Customer under this Call Off Contract (and proposed or actual variations to them in accordance with this Call Off Contract);
  - verify the costs of the Supplier (including the costs of all Sub-Contractors and any third party suppliers) in connection with the provision of the Services;
  - verify the Supplier's and each Sub-Contractor's compliance with the applicable Law;
  - identify or investigate an actual or suspected Prohibited Act, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Customer shall have no obligation to inform the Supplier of the purpose or objective of its investigations;
  - identify or investigate any circumstances which may impact upon the financial stability of the Supplier, the Framework Guarantor and/or the Call Off Guarantor and/or any Sub-Contractors or their ability to perform the Services;
  - obtain such information as is necessary to fulfil the Customer's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;
  - review any books of account and the internal contract management accounts kept by the Supplier in connection with this Call Off Contract;
  - carry out the Customer's internal and statutory audits and to prepare, examine and/or certify the Customer's annual and interim reports and accounts;
  - 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 Customer has used its resources;
  - review any Performance Monitoring Reports provided under Part B of Call Off Schedule 6 (Service Levels and Performance Monitoring) and/or other records relating to the Supplier's performance of the provision of the Services and to verify that these reflect the Supplier's own internal reports and records;

verify the accuracy and completeness of any information delivered or required by this Call Off Contract;

review the Supplier's quality management systems (including any quality manuals and procedures);

review the Supplier's compliance with the Standards;

inspect the Customer Assets, including the Customer's IPRs, equipment and facilities, for the purposes of ensuring that the Customer Assets are secure and that any register of assets is up to date; and/or

review the integrity, confidentiality and security of the Customer Data.

1.56 The Customer shall use reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Supplier or delay the provision of the Services save insofar as the Supplier accepts and acknowledges that control over the conduct of audits carried out by the Auditor(s) is outside of the control of the Customer.

1.57 Subject to the Supplier's rights in respect of Confidential Information, the Supplier shall on demand provide the Auditor(s) with all reasonable co-operation and assistance in:

18.1.3 all reasonable information requested by the Customer within the scope of the audit;

18.1.4 reasonable access to sites controlled by the Supplier and to any Supplier Equipment used in the provision of the Services; and

18.1.5 access to the Supplier Personnel.

1.58 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this Clause 21, unless the audit reveals a Default by the Supplier in which case the Supplier shall reimburse the Customer for the Customer's reasonable costs incurred in relation to the audit.

## 19. CHANGE

### 1.59 Variation Procedure

19.1.1 Subject to the provisions of this Clause 22 and of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing), either Party may request a variation to this Call Off Contract provided that such variation does not amount to a material change of this Call Off Contract within the meaning of the Regulations and the Law. Such a change once implemented is hereinafter called a "**Variation**".

19.1.2 A Party may request a Variation by completing and sending the Variation Form to the other Party giving sufficient information for the receiving Party to assess the extent of the proposed Variation and any additional cost that may be incurred.

19.1.3 The Customer may require the Supplier to carry out an impact assessment of the Variation on the Services (the "**Impact Assessment**"). The Impact Assessment shall be completed in good faith and shall include:

details of the impact of the proposed Variation on the Services and the Supplier's ability to meet its other obligations under this Call Off Contract;

details of the cost of implementing the proposed Variation;

details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the Call Off Contract Charges, any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party;

a timetable for the implementation, together with any proposals for the testing of the Variation; and

such other information as the Customer may reasonably request in (or in response to) the Variation request.

19.1.4 The Parties may agree to adjust the time limits specified in the request for Variation to allow for the preparation of the Impact Assessment.

19.1.5 Subject to 22.1.4, the receiving Party shall respond to the request within the time limits specified in the Variation Form. Such time limits shall be reasonable and ultimately at the discretion of the Customer having regard to the nature of the Services and the proposed Variation.

19.1.6 In the event that:

the Supplier is unable to agree to or provide the Variation; and/or

the Parties are unable to agree a change to the Call Off Contract Charges that may be included in a request of a Variation or response to it as a consequence thereof,

the Customer may:

agree to continue to perform its obligations under this Call Off Contract without the Variation; or

terminate this Call Off Contract with immediate effect, except where the Supplier has already fulfilled part or all of the Order Form in accordance with this Call Off Contract or where the Supplier can show evidence of substantial work being carried out to provide the Services in accordance with the Order Form and this Call Off Contract, and in such a case the Parties shall attempt to agree upon a resolution to the matter. Where a resolution cannot be reached, the matter shall be dealt with under the Dispute Resolution Procedure.

19.1.7 If the Parties agree the Variation, the Supplier shall implement such Variation and be bound by the same provisions so far as is applicable, as though such Variation was stated in this Call Off Contract.

## 1.60 Legislative Change

19.1.8 The Supplier shall neither be relieved of its obligations under this Call Off Contract nor be entitled to an increase in the Call Off Contract Charges as the result of a:

General Change in Law;

Specific Change in Law where the effect of that Specific Change in Law on the Services is reasonably foreseeable at the Call Off Commencement Date.

19.1.9 If a Specific Change in Law occurs or will occur during the Call Off Contract Period (other than as referred to in Clause 22.2.1(b)), the Supplier shall:

notify the Customer as soon as reasonably practicable of the likely effects of that change including:

whether any Variation is required to the provision of the Services, the Call Off Contract Charges or this Call Off Contract; and

whether any relief from compliance with the Supplier's obligations is required, including any obligation to Achieve a Milestone and/or to meet the Service Level Performance Measures; and

provide to the Customer with evidence:

that the Supplier has minimised any increase in costs or maximised any reduction in costs, including in respect of the costs of its Sub-Contractors;

as to how the Specific Change in Law has affected the cost of providing the Services; and

demonstrating that any expenditure that has been avoided, for example which would have been required under the provisions of Clause 18 (Continuous Improvement), has been taken into account in amending the Call Off Contract Charges.

19.1.10 Any change in the Call Off Contract Charges or relief from the Supplier's obligations resulting from a Specific Change in Law (other than as referred to in Clause 22.2.1(b)) shall be implemented in accordance with the Variation Procedure.

## **E. PAYMENT, TAXATION AND VALUE FOR MONEY PROVISIONS**

### **20. CALL OFF CONTRACT CHARGES AND PAYMENT**

#### **1.61 Call Off Contract Charges**

20.1.1 In consideration of the Supplier carrying out its obligations under this Call Off Contract, including the provision of the Services, the Customer shall pay the undisputed Call Off Contract Charges in accordance with the pricing and payment profile and the invoicing procedure in Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing).

20.1.2 Except as otherwise provided, each Party shall each bear its own costs and expenses incurred in respect of compliance with its obligations under Clauses 12 (Testing), 21 (Records, Audit Access and Open Book Data), 34.5 (Freedom of Information), 34.6 (Protection of Personal Data).

20.1.3 If the Customer fails to pay any undisputed Call Off Contract Charges properly invoiced under this Call Off Contract, the Supplier shall have the right to charge interest on the overdue amount at the applicable rate under the Late Payment of Commercial Debts (Interest) Act 1998, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.

20.1.4 If at any time during this Call Off Contract Period the Supplier reduces its Framework Prices for any Services which are provided under the Framework Agreement (whether or not such Services are offered in a catalogue, if any, which is provided under the Framework Agreement) in accordance with the terms of the Framework Agreement, the Supplier shall immediately reduce the Call Off Contract Charges for such Services under this Call Off Contract by the same amount.

#### **1.62 VAT**

20.1.5 The Call Off Contract Charges are stated exclusive of VAT, which shall be added at the prevailing rate as applicable and paid by the Customer following delivery of a Valid Invoice.

20.1.6 The Supplier shall indemnify the Customer on a continuing basis against any liability, including any interest, penalties or costs incurred, which is levied, demanded or assessed on the Customer at any time (whether before or after the making of a demand pursuant to the indemnity hereunder) in respect of the Supplier's failure to account for or to pay any VAT relating to payments made to the Supplier under this Call Off Contract. Any amounts due under this Clause 23.2 (VAT) shall be paid in cleared funds by the Supplier to the Customer not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Customer.

#### **1.63 Retention and Set Off**

20.1.7 The Customer may retain or set off any amount owed to it by the Supplier against any amount due to the Supplier under this Call Off Contract or under any other agreement between the Supplier and the Customer.

20.1.8 If the Customer wishes to exercise its right pursuant to Clause 23.3.1 it shall give notice to the Supplier within thirty (30) days of receipt of the relevant invoice, setting out the Customer's reasons for retaining or setting off the relevant Call Off Contract Charges.

20.1.9 The Supplier shall make any payments due to the Customer without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Supplier has obtained a sealed court order requiring an amount equal to such deduction to be paid by the Customer to the Supplier.

#### **1.64 Foreign Currency**

20.1.10 Any requirement of Law to account for the Services in any currency other than Sterling, (or to prepare for such accounting) instead of and/or in addition to Sterling, shall be implemented by the Supplier free of charge to the Customer.

20.1.11 The Customer shall provide all reasonable assistance to facilitate compliance with Clause 23.4.1 by the Supplier.

## **1.65 Income Tax and National Insurance Contributions**

20.1.12 Where the Supplier or any Supplier Personnel are liable to be taxed in the UK or to pay national insurance contributions in respect of consideration received under this Call Off Contract, the Supplier shall:

at all times comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, and the Social Security Contributions and Benefits Act 1992 and all other statutes and regulations relating to national insurance contributions, in respect of that consideration; and

indemnify the Customer against any income tax, national insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made (whether before or after the making of a demand pursuant to the indemnity hereunder) in connection with the provision of the Services by the Supplier or any Supplier Personnel.

20.1.13 In the event that any one of the Supplier Personnel is a Worker as defined in Call Off Schedule 1 (Definitions) who receives consideration relating to the Services, then, in addition to its obligations under Clause 23.5.1, the Supplier shall ensure that its contract with the Worker contains the following provisions:

that the Customer may, at any time during the Call Off Contract Period, request that the Worker provides information which demonstrates how the Worker complies with the requirements in Clause 23.5.1, or why those requirements do not apply to it. In such case, the Customer may specify the information which the Worker must provide and the period within which that information must be provided;

that the Worker's contract may be terminated at the Customer's request if:

the Worker fails to provide the information requested by the Customer within the time specified by the Customer under Clause 23.5.2(a); and/or

the Worker provides information which the Customer considers is inadequate to demonstrate how the Worker complies with Clauses 23.5.1(a) or 23.5.1(b) or confirms that the Worker is not complying with those requirements; and

that the Customer may supply any information it receives from the Worker to HMRC for the purpose of the collection and management of revenue for which they are responsible.

## **21. PROMOTING TAX COMPLIANCE**

1.66 If, at any point during the Call Off Contract Period, an Occasion of Tax Non-Compliance occurs, the Supplier shall:

21.1.1 notify the Customer in writing of such fact within five (5) Working Days of its occurrence; and

- 21.1.2 promptly provide to the Customer:
- details of the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and
  - such other information in relation to the Occasion of Tax Non-Compliance as the Customer may reasonably require.
- 1.67 In the event that the Supplier fails to comply with this Clause 24 and/or does not provide details of proposed mitigating factors which in the reasonable opinion of the Customer are acceptable, then the Customer reserves the right to terminate this Call Off Contract for material Default.

## 22. **BENCHMARKING**

- 1.68 Notwithstanding the Supplier's obligations under Clause 18 (Continuous Improvement), the Customer shall be entitled to regularly benchmark the Call Off Contract Charges and level of performance by the Supplier of the supply of the Services, against other suppliers providing services substantially the same as the Services during the Call Off Contract Period.
- 1.69 The Customer, acting reasonably, shall be entitled to use any model to determine the achievement of value for money and to carry out the benchmarking evaluation referred to in Clause 25.1 above.
- 1.70 The Customer shall be entitled to disclose the results of any benchmarking of the Call Off Contract Charges and provision of the Services to the Authority and any Contracting Authority (subject to the Contracting Authority entering into reasonable confidentiality undertakings).
- 1.71 The Supplier shall use all reasonable endeavours and act in good faith to supply information required by the Customer in order to undertake the benchmarking and such information requirements shall be at the discretion of the Customer.
- 1.72 Where, as a consequence of any benchmarking carried out by the Customer, the Customer decides improvements to the Services should be implemented such improvements shall be implemented by way of the Variation Procedure at no additional cost to the Customer.
- 1.73 The benefit of any work carried out by the Supplier at any time during the Call Off Contract Period to update, improve or provide the Services, facilitate their delivery to any other Contracting Authority and/or any alterations or variations to the Charges or the provision of the Services, which are identified in the Continuous Improvement Plan produced by the Supplier and/or as a consequence of any benchmarking carried out by the Authority pursuant to Framework Schedule 12 (Continuous Improvement and Benchmarking), shall be implemented by the Supplier in accordance with the Variation Procedure and at no additional cost to the Customer.

## F. **SUPPLIER PERSONNEL AND SUPPLY CHAIN MATTERS**

### 23. **KEY PERSONNEL**

- 1.74 This Clause shall apply if so specified in the Order Form, or elsewhere in this Call Off Contract. Part C of Call Off Schedule 4 (Implementation Plan, Customer

Responsibilities and Key Personnel) lists the key roles (“**Key Roles**”) and names of the persons who the Supplier shall appoint to fill those Key Roles at the Call Off Commencement Date.

- 1.75 The Supplier shall ensure that the Key Personnel fulfil the Key Roles at all times during the Call Off Contract Period.
- 1.76 The Customer 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 Personnel.
- 1.77 The Supplier shall not remove or replace any Key Personnel (including when carrying out its obligations under Call Off Schedule 10 (Exit Management)) unless:
  - 23.1.1 requested to do so by the Customer;
  - 23.1.2 the person concerned resigns, retires or dies or is on maternity or long-term sick leave;
  - 23.1.3 the person’s employment or contractual arrangement with the Supplier or a Sub-Contractor is terminated for material breach of contract by the employee; or
  - 23.1.4 the Supplier obtains the Customer’s prior written consent (such consent not to be unreasonably withheld or delayed).
- 1.78 The Supplier shall:
  - 23.1.5 notify the Customer promptly of the absence of any Key Personnel (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);
  - 23.1.6 ensure that any Key Role is not vacant for any longer than ten (10) Working Days;
  - 23.1.7 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Personnel and, except in the cases of death, unexpected ill health or a material breach of the Key Personnel’s employment contract, this will mean at least three (3) Months’ notice;
  - 23.1.8 ensure that all arrangements for planned changes in Key Personnel provide adequate periods during which incoming and outgoing personnel work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Services; and
  - 23.1.9 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 Personnel whom he or she has replaced.
  - 23.1.10 shall and shall procure that any Sub-Contractor shall not remove or replace any Key Personnel during the Call Off Contract Period without Approval.



1.79 The Customer may require the Supplier to remove any Key Personnel that the Customer considers in any respect unsatisfactory. The Customer shall not be liable for the cost of replacing any Key Personnel.

## 24. SUPPLIER PERSONNEL

### 1.80 Supplier Personnel

24.1.1 The Supplier shall:

provide a list of the names of all Supplier Personnel requiring admission to Customer Premises, specifying the capacity in which they require admission and giving such other particulars as the Customer may reasonably require;

ensure that all Supplier Personnel:

are appropriately qualified, trained and experienced to provide the Services with all reasonable skill, care and diligence;

are vetted in accordance with Good Industry Practice and, where applicable, the Security Policy and the Standards;

obey all lawful instructions and Services to the reasonable satisfaction of the Customer; and

comply with all reasonable requirements of the Customer concerning conduct at the Customer Premises, including the security requirements set out in Call Off Schedule 8 (Security);

subject to Call Off Schedule 11 (Staff Transfer), retain overall control of the Supplier Personnel at all times so that the Supplier Personnel shall not be deemed to be employees, agents or contractors of the Customer;

be liable at all times for all acts or omissions of Supplier Personnel, so that any act or omission of a member of any Supplier Personnel which results in a Default under this Call Off Contract shall be a Default by the Supplier;

use all reasonable endeavours to minimise the number of changes in Supplier Personnel;

replace (temporarily or permanently, as appropriate) any Supplier Personnel as soon as practicable if any Supplier Personnel have been removed or are unavailable for any reason whatsoever;

bear the programme familiarisation and other costs associated with any replacement of any Supplier Personnel; and

procure that the Supplier Personnel shall vacate the Customer Premises immediately upon the Call Off Expiry Date.

24.1.2 If the Customer reasonably believes that any of the Supplier Personnel are unsuitable to undertake work in respect of this Call Off Contract, it may:

refuse admission to the relevant person(s) to the Customer Premises; and/or

direct the Supplier to end the involvement in the provision of the Services of the relevant person(s).

- 24.1.3 The decision of the Customer as to whether any person is to be refused access to the Customer Premises shall be final and conclusive.

#### 1.81 **Relevant Convictions**

- 24.1.4 Where specified in the Order Form or elsewhere in this Call Off Contract, the Supplier shall ensure that no person who discloses that he has a Relevant Conviction, or who is found to have any Relevant Convictions (whether as a result of a police check or through the procedure of the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Services without Approval.

- 24.1.5 Notwithstanding Clause 27.2.1, for each member of Supplier Personnel who, in providing the Services, has, will have or is likely to have access to children, vulnerable persons or other members of the public to whom the Customer owes a special duty of care, the Supplier shall (and shall procure that the relevant Sub-Contractor shall):

carry out a check with the records held by the Department for Education (DfE);

conduct thorough questioning regarding any Relevant Convictions; and

ensure a police check is completed and such other checks as may be carried out through the Disclosure and Barring Service (DBS),

and the Supplier shall not (and shall ensure that any Sub-Contractor shall not) engage or continue to employ in the provision of the Services any person who has a Relevant Conviction or an inappropriate record.

#### 25. **NOT USED**

#### 26. **SUPPLY CHAIN RIGHTS AND PROTECTION**

##### 1.82 **Appointment of Sub-Contractors**

- 26.1.1 The Supplier shall exercise due skill and care in the selection of any Sub-Contractors to ensure that the Supplier is able to:

manage any Sub-Contractors in accordance with Good Industry Practice;

comply with its obligations under this Call Off Contract in the Delivery of the Services; and

assign, novate or otherwise transfer to the Customer or any Replacement Supplier any of its rights and/or obligations under each Sub-Contract that relates exclusively to this Call Off Contract.

- 26.1.2 Prior to sub-contacting any of its obligations under this Call Off Contract, the Supplier shall provide the Customer with:

the proposed Sub-Contractor's name, registered office and company registration number;

the scope of any Services to be provided by the proposed Sub-Contractor; and

where the proposed Sub-Contractor is an Affiliate of the Supplier, evidence that demonstrates to the reasonable satisfaction of the Customer that the proposed Sub-Contract has been agreed on "arm's-length" terms.

26.1.3 If requested by the Customer within ten (10) Working Days of receipt of the Supplier's notice issued pursuant to Clause 29.1.2, the Supplier shall also provide:

a copy of the proposed Sub-Contract; and

any further information reasonably requested by the Customer.

26.1.4 The Customer may, within ten (10) Working Days of receipt of the Supplier's notice issued pursuant to Clause 29.1.2 (or, if later, receipt of any further information requested pursuant to Clause 29.1.3), object to the appointment of the relevant Sub-Contractor they consider that:

the appointment of a proposed Sub-Contractor may prejudice the provision of the Services or may be contrary to the interests respectively of the Customer under this Call Off Contract;

the proposed Sub-Contractor is unreliable and/or has not provided reasonable services to its other customers; and/or

the proposed Sub-Contractor employs unfit persons,

in which case, the Supplier shall not proceed with the proposed appointment.

26.1.5 If:

the Customer has not notified the Supplier that it objects to the proposed Sub-Contractor's appointment by the later of ten (10) Working Days of receipt of:

the Supplier's notice issued pursuant to Clause 29.1.2; and

any further information requested by the Customer pursuant to Clause 29.1.3; and

the proposed Sub-Contract is not a Sub-Contract which shall require the written consent of the Authority and the Customer in accordance with Clause 29.2 (Appointment of Sub-Contractors).

the Supplier may proceed with the proposed appointment.

### **1.83 Appointment of Sub-Contractors**

26.1.6 The Authority and the Customer have consented to the engagement of the Sub-Contractors listed in Framework Schedule 7 (Sub-Contractors).

26.1.7 Where the Supplier wishes to enter into a new Sub-Contract or replace a Sub-Contractor, it must obtain the prior written consent of the Authority and the Customer (the decision to consent or otherwise not

to be unreasonably withheld or delayed). The Authority and/or the Customer may reasonably withhold its consent to the appointment of a Sub-Contractor if any of them considers that:

the appointment of a proposed Sub-Contractor may prejudice the provision of the Services or may be contrary to its interests;

the proposed Sub-Contractor is unreliable and/or has not provided reasonable services to its other customers; and/or

the proposed Sub-Contractor employs unfit persons.

26.1.8 Except where the Authority and the Customer have given their prior written consent under Clause 29.2.1, the Supplier shall ensure that each Sub-Contract shall include:

provisions which will enable the Supplier to discharge its obligations under this Call Off Contract;

a right under CRTPA for the Customer to enforce any provisions under the Sub-Contract which confer a benefit upon the Customer;

a provision enabling the Customer to enforce the Sub-Contract as if it were the Supplier;

a provision enabling the Supplier to assign, novate or otherwise transfer any of its rights and/or obligations under the Sub-Contract to the Customer or any Replacement Supplier;

obligations no less onerous on the Sub-Contractor than those imposed on the Supplier under this Call Off Contract in respect of:

data protection requirements set out in Clauses 34.1 (Security Requirements), 34.2 (Protection of Customer Data) and 34.6 (Protection of Personal Data);

FOIA requirements set out in Clause 34.5 (Freedom of Information);

the obligation not to embarrass the Customer or otherwise bring the Customer into disrepute set out in Clause 7.1.4(l) (Provision of Services);

the keeping of records in respect of the services being provided under the Sub-Contract, including the maintenance of Open Book Data; and

the conduct of audits set out in Clause 21 (Records, Audit Access & Open Book Data);

provisions enabling the Supplier to terminate the Sub-Contract on notice on terms no more onerous on the Supplier than those imposed on the Customer under Clauses 41 (Customer Termination Rights), 43 (Termination by Either Party) and 45 (Consequences of Expiry or Termination) of this Call Off Contract;

a provision restricting the ability of the Sub-Contractor to Sub-Contract all or any part of the provision of the Services provided to the Supplier under the Sub-Contract without first seeking the written consent of the Customer;

not used.

#### **1.84 Supply Chain Protection**

- 26.1.9 The Supplier shall ensure that all Sub-Contracts contain a provision:
- requiring the Supplier to pay any undisputed sums which are due from it to the Sub-Contractor within a specified period not exceeding thirty (30) days from the receipt of a Valid Invoice;
  - requiring that any invoices submitted by a Sub-Contractor shall be considered and verified by the Supplier in a timely fashion and that undue delay in doing so shall not be sufficient justification for failing to regard an invoice as valid and undisputed;
  - requiring the Sub-Contractor to include in any Sub-Contract which it in turn awards suitable provisions to impose, as between the parties to that Sub-Contract, requirements to the same effect as those required by sub-clauses (a) and (b) above; and
  - conferring a right to the Customer to publish the Supplier's compliance with its obligation to pay undisputed invoices within the specified payment period.
- 26.1.10 The Supplier shall:
- pay any undisputed sums which are due from it to a Sub-Contractor within thirty (30) days from the receipt of a Valid Invoice;
  - include within the Performance Monitoring Reports required under Part B of Call Off Schedule 6 (Service Levels and Performance Monitoring) a summary of its compliance with this Clause 29.3.2, such data to be certified each quarter by a director of the Supplier as being accurate and not misleading.
- 26.1.11 Any invoices submitted by a Sub-Contractor shall be considered and verified by the Supplier in a timely fashion. Undue delay in doing so shall not be sufficient justification for failing to regard an invoice as valid and undisputed.
- 26.1.12 Notwithstanding any provision of Clauses 34.3 (Confidentiality) and 35 (Publicity and Branding) if the Supplier notifies the Customer that the Supplier has failed to pay an undisputed Sub-Contractor's invoice within thirty (30) days of receipt, or the Customer otherwise discovers the same, the Customer shall be entitled to publish the details of the late or non-payment (including on government websites and in the press).

#### **1.85 Termination of Sub-Contracts**

- 26.1.13 The Customer may require the Supplier to terminate:
- a Sub-Contract where:
    - the acts or omissions of the relevant Sub-Contractor have caused or materially contributed to the Customer's right of termination pursuant any of the termination events in Clause 41 (Customer Termination Rights) except Clause 41.7 (Termination Without Cause); and/or

the relevant Sub-Contractor or its Affiliates embarrassed the Customer or otherwise brought the Customer into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Customer, regardless of whether or not such act or omission is related to the Sub-Contractor's obligations in relation to the Services or otherwise; and/or

a Sub-Contract where there is a Change of Control of the relevant Sub-Contractor, unless:

the Customer has given its prior written consent to the particular Change of Control, which subsequently takes place as proposed; or

the Customer has not served its notice of objection within six (6) months of the later of the date the Change of Control took place or the date on which the Customer was given notice of the Change of Control.

#### **1.86 Competitive Terms**

26.1.14 If the Customer is able to obtain from any Sub-Contractor or any other third party more favourable commercial terms with respect to the supply of any materials, equipment, software, services used by the Supplier or the Supplier Personnel in the supply of the Services, then the Customer may:

require the Supplier to replace its existing commercial terms with its Sub-Contractor with the more favourable commercial terms obtained by the Customer in respect of the relevant item; or

subject to Clause 29.4 (Termination of Sub-Contracts), enter into a direct agreement with that Sub-Contractor or third party in respect of the relevant item.

26.1.15 If the Customer exercises the option pursuant to Clause 29.5.1, then the Call Off Contract Charges shall be reduced by an amount that is agreed in accordance with the Variation Procedure.

26.1.16 The Customer's right to enter into a direct agreement for the supply of the relevant items is subject to:

the Customer making the relevant item available to the Supplier where this is necessary for the Supplier to provide the Services; and

any reduction in the Call Off Contract Charges taking into account any unavoidable costs payable by the Supplier in respect of the substituted item, including in respect of any licence fees or early termination charges.

#### **1.87 Retention of Legal Obligations**

26.1.17 Notwithstanding the Supplier's right to sub-contract pursuant to this Clause 29 (Supply Chain Rights and Protection), the Supplier shall remain responsible for all acts and omissions of its Sub-Contractors and the acts and omissions of those employed or engaged by the Sub-Contractors as if they were its own.

### **G. PROPERTY MATTERS**

## **27. CUSTOMER PREMISES**

### **1.88 Licence to occupy Customer Premises**

- 27.1.1 Any Customer Premises shall be made available to the Supplier on a non-exclusive licence basis free of charge and shall be used by the Supplier solely for the purpose of performing its obligations under this Call Off Contract. The Supplier shall have the use of such Customer Premises as licensee and shall vacate the same immediately upon completion, termination, expiry or abandonment of this Call Off Contract and in accordance with Call Off Schedule 10 (Exit Management).
- 27.1.2 The Supplier shall limit access to the Customer Premises to such Supplier Personnel as is necessary to enable it to perform its obligations under this Call Off Contract and the Supplier shall co-operate (and ensure that the Supplier Personnel co-operate) with such other persons working concurrently on such Customer Premises as the Customer may reasonably request.
- 27.1.3 Save in relation to such actions identified by the Supplier in accordance with Clause 2 (Due Diligence) and set out in the Order Form (or elsewhere in this Call Off Contract), should the Supplier require modifications to the Customer Premises, such modifications shall be subject to Approval and shall be carried out by the Customer at the Supplier's expense. The Customer shall undertake any modification work which it approves pursuant to this Clause 30.1.3 without undue delay. Ownership of such modifications shall rest with the Customer.
- 27.1.4 The Supplier shall observe and comply with such rules and regulations as may be in force at any time for the use of such Customer Premises and conduct of personnel at the Customer Premises as determined by the Customer, and the Supplier shall pay for the full cost of making good any damage caused by the Supplier Personnel other than fair wear and tear. For the avoidance of doubt, damage includes without limitation damage to the fabric of the buildings, plant, fixed equipment or fittings therein.
- 27.1.5 The Parties agree that there is no intention on the part of the Customer to create a tenancy of any nature whatsoever in favour of the Supplier or the Supplier Personnel and that no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to this Call Off Contract, the Customer retains the right at any time to use any Customer Premises in any manner it sees fit.

### **1.89 Security of Customer Premises**

- 27.1.6 The Customer shall be responsible for maintaining the security of the Customer Premises in accordance with the Security Policy. The Supplier shall comply with the Security Policy and any other reasonable security requirements of the Customer while on the Customer Premises.
- 27.1.7 The Customer shall afford the Supplier upon Approval (the decision to Approve or not will not be unreasonably withheld or delayed) an opportunity to inspect its physical security arrangements.

## 28. CUSTOMER PROPERTY

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

## 29. SUPPLIER EQUIPMENT

- 1.97 Unless otherwise stated in the Order Form (or elsewhere in this Call Off Contract), the Supplier shall provide all the Supplier Equipment necessary for the provision of the Services.
- 1.98 The Supplier shall not deliver any Supplier Equipment nor begin any work on the Customer Premises without obtaining Approval.
- 1.99 The Supplier shall be solely responsible for the cost of carriage of the Supplier Equipment to the Sites and/or any Customer 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 Customer Premises, including the cost of packing, carriage and making good the Sites and/or the Customer Premises following removal.
- 1.100 All the Supplier's property, including Supplier Equipment, shall remain at the sole risk and responsibility of the Supplier, except that the Customer shall be liable for



loss of or damage to any of the Supplier's property located on Customer Premises which is due to the negligent act or omission of the Customer.

- 1.101 Subject to any express provision of the BCDR Plan 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 Level Performance Measures.
- 1.102 The Supplier shall maintain all Supplier Equipment within the Sites and/or the Customer Premises in a safe, serviceable and clean condition.
- 1.103 The Supplier shall, at the Customer's written request, at its own expense and as soon as reasonably practicable:
- 29.1.1 remove from the Customer Premises any Supplier Equipment or any component part of Supplier Equipment which in the reasonable opinion of the Customer is either hazardous, noxious or not in accordance with this Call Off Contract; and
  - 29.1.2 replace such Supplier Equipment or component part of Supplier Equipment with a suitable substitute item of Supplier Equipment.
- 1.104 For the purposes of this Clause 32.8, 'X' shall be the number of Service Failures, and 'Y' shall be the period in months, as respectively specified for 'X' and 'Y' in the Order Form or elsewhere in this Call Off Contract. If this Clause is specified to apply, and there are no values specified for 'X' and/or 'Y', in default, 'X' shall be two (2) and 'Y' shall be twelve (12). Where a failure of Supplier Equipment or any component part of Supplier Equipment causes X or more Service Failures in any Y Month period, the Supplier shall notify the Customer in writing and shall, at the Customer's request (acting reasonably), replace such Supplier Equipment or component part thereof at its own cost with a new item of Supplier Equipment or component part thereof (of the same specification or having the same capability as the Supplier Equipment being replaced).

## **H. INTELLECTUAL PROPERTY AND INFORMATION**

### **30. INTELLECTUAL PROPERTY RIGHTS**

#### **1.105 Allocation of title to IPR**

- 30.1.1 Save as expressly granted elsewhere under this Call Off Contract:
- the Customer shall not acquire any right, title or interest in or to the Intellectual Property Rights of the Supplier or its licensors, including:
    - the Supplier Background IPR;
    - the Third Party IPR;
    - the Project Specific IPR.
  - the Supplier shall not acquire any right, title or interest in or to the Intellectual Property Rights of the Customer or its licensors, including the:
    - Customer Background IPR; and
    - Customer Data.

- 30.1.2 Where either Party acquires, by operation of Law, title to Intellectual Property Rights that is inconsistent with the allocation of title set out in Clause 33.1, it shall assign in writing such Intellectual Property Rights as it has acquired to the other Party on the request of the other Party (whenever made).
- 30.1.3 Neither Party shall have any right to use any of the other Party's names, logos or trade marks on any of its products or services without the other Party's prior written consent.

**1.106 Licence granted by the Supplier: Project Specific IPR**

- 30.1.4 The Supplier hereby grants to the Customer, or shall procure the direct grant to the Customer of, a perpetual, royalty-free, irrevocable, non-exclusive licence to use the Project Specific IPR including but not limited to the right to copy, adapt, publish and distribute such Project Specific IPR.

**1.107 Licence granted by the Supplier: Supplier Background IPR**

- 30.1.5 The Supplier hereby grants to the Customer a perpetual, royalty-free and non-exclusive licence to use the Supplier Background IPR for any purpose relating to the Services (or substantially equivalent services) or for any purpose relating to the exercise of the Customer's (or, if the Customer is a Central Government Body, any other Central Government Body's) business or function.
- 30.1.6 At any time during the Call Off Contract Period or following the Call Off Expiry Date, the Supplier may terminate a licence granted in respect of the Supplier Background IPR under Clause 33.3.1 by giving thirty (30) days' notice in writing (or such other period as agreed by the Parties) if there is a Customer Cause which constitutes a material breach of the terms of 33.3.1 which, if the breach is capable of remedy, is not remedied within twenty (20) Working Days after the Supplier gives the Customer written notice specifying the breach and requiring its remedy.
- 30.1.7 In the event the licence of the Supplier Background IPR is terminated pursuant to Clause 33.3.2, the Customer shall:
  - immediately cease all use of the Supplier Background IPR;
  - at the discretion of the Supplier, return or destroy documents and other tangible materials that contain any of the Supplier Background IPR, provided that if the Supplier has not made an election within six (6) months of the termination of the licence, the Customer may destroy the documents and other tangible materials that contain any of the Supplier Background IPR; and
  - ensure, so far as reasonably practicable, that any Supplier Background IPR that is held in electronic, digital or other machine-readable form ceases to be readily accessible (other than by the information technology staff of the Customer) from any computer, word processor, voicemail system or any other device containing such Supplier Background IPR.

**1.108 Customer's right to sub-license**

- 30.1.8 The Customer shall be freely entitled to sub-license the rights granted to it pursuant to Clause 33.2.1 (Licence granted by the Supplier: Project Specific IPR).
- 30.1.9 The Customer may sub-license:
- the rights granted under Clause 33.3.1 (Licence granted by the Supplier: Supplier Background IPR) to a third party (including for the avoidance of doubt, any Replacement Supplier) provided that:
    - the sub-license is on terms no broader than those granted to the Customer; and
    - the sub-license only authorises the third party to use the rights licensed in Clause 33.3.1 (Licence granted by the Supplier: Supplier Background IPR) for purposes relating to the Services (or substantially equivalent services) or for any purpose relating to the exercise of the Customer's (or, if the Customer is a Central Government Body, any other Central Government Body's) business or function; and
  - the rights granted under Clause 33.3.1 (Licence granted by the Supplier: Supplier Background IPR) to any Approved Sub-Licensee to the extent necessary to use and/or obtain the benefit of the Project Specific IPR provided that the sub-license is on terms no broader than those granted to the Customer.

#### **1.109 Customer's right to assign/novate licences**

- 30.1.10 The Customer shall be freely entitled to assign, novate or otherwise transfer its rights and obligations under the licence granted to it pursuant to Clause 33.2 (Licence granted by the Supplier: Project Specific IPR); and
- 30.1.11 The Customer may assign, novate or otherwise transfer its rights and obligations under the licence granted pursuant to Clause 33.3 (Licence granted by the Supplier: Supplier Background IPR) to:
- a Central Government Body; or
  - 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 Customer.
- 30.1.12 Where the Customer is a Central Government Body, any change in the legal status of the Customer which means that it ceases to be a Central Government Body shall not affect the validity of any licence granted in Clause 33.2 (Licence granted by the Supplier: Project Specific IPR) and/or Clause 33.3 (Licences granted by the Supplier: Supplier Background IPR). If the Customer ceases to be a Central Government Body, the successor body to the Customer shall still be entitled to the benefit of the licences granted in Clause 33.2 (Licence granted by the Supplier: Project Specific IPR) and Clause 33.3 (Licence granted by the Supplier: Supplier Background IPR).
- 30.1.13 If a licence granted in Clause 33.2 (Licence granted by the Supplier: Project Specific IPR) and/or Clause 33.3 (Licence granted by the

Supplier: Supplier Background IPR) is novated under Clauses 33.5.1 and/or 33.5.2 or there is a change of the Customer's status pursuant to Clause 33.5.3 (both such bodies being referred to as the "Transferee"), the rights acquired by the Transferee shall not extend beyond those previously enjoyed by the Customer.

#### **1.110 Third Party IPR**

30.1.14 The Supplier shall procure that the owners or the authorised licensors of any Third Party IPR grant a direct licence to the Customer on terms at least equivalent to those set out in Clause 33.3 (Licence granted by the Supplier: Supplier Background IPR) and Clause 33.5.2 (Customer's right to assign/novate licences). If the Supplier cannot obtain for the Customer a licence materially in accordance with the licence terms set out in Clause 33.3 (Licences granted by the Supplier: Supplier Background IPR) and Clause 33.5.2 (Customer's right to assign/novate licences) in respect of any such Third Party IPR, the Supplier shall:

notify the Customer in writing giving details of what licence terms can be obtained from the relevant third party and whether there are alternative providers which the Supplier could seek to use; and

only use such Third Party IPR if the Customer Approves the terms of the licence from the relevant third party.

#### **1.111 Licence granted by the Customer**

30.1.15 The Customer hereby grants to the Supplier a royalty-free, non-exclusive, non-transferable licence during the Call Off Contract Period to use the Customer Background IPR and the Customer Data solely to the extent necessary for providing the Services in accordance with this Call Off Contract, including (but not limited to) 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 34.3 (Confidentiality); and

the Supplier shall not without Approval use the licensed materials for any other purpose or for the benefit of any person other than the Customer.

#### **1.112 Termination of licenses**

30.1.16 Subject to Clause 33.3 (Licence granted by the Supplier: Supplier Background IPR), all licences granted pursuant to this Clause 33 (Intellectual Property Rights) (other than those granted pursuant to Clause 33.6 (Third Party IPR) and 33.7 (Licence granted by the Customer)) shall survive the Call Off Expiry Date.

30.1.17 The Supplier shall, if requested by the Customer in accordance with Call Off Schedule 10 (Exit Management), grant (or procure the grant) to the Replacement Supplier of a licence to use any Supplier Background IPR and/or Third Party IPR on terms equivalent to those set out in Clause 33.3 (Licence granted by the Supplier: Supplier Background IPR) subject to the Replacement Supplier entering into reasonable confidentiality undertakings with the Supplier.

- 30.1.18 The licence granted pursuant to Clause 33.7 (Licence granted by the Customer ) and any sub-licence granted by the Supplier in accordance with Clause 33.7.1 (Licence granted by the Customer) shall terminate automatically on the Call Off Expiry Date and the Supplier shall:
- immediately cease all use of the Customer Background IPR and the Customer Data (as the case may be);
  - at the discretion of the Customer, return or destroy documents and other tangible materials that contain any of the Customer Background IPR and the Customer Data, provided that if the Customer has not made an election within six months of the termination of the licence, the Supplier may destroy the documents and other tangible materials that contain any of the Customer Background IPR and the Customer Data (as the case may be); and
  - ensure, so far as reasonably practicable, that any Customer Background IPR and Customer Data that are held in electronic, digital or other machine-readable form ceases to be readily accessible from any computer, word processor, voicemail system or any other device of the Supplier containing such Customer Background IPR and/or Customer Data.

#### **1.113 IPR Indemnity**

- 30.1.19 The Supplier shall at during and after the Call Off Contract Period, on written demand indemnify the Customer against all Losses incurred by, awarded against or agreed to be paid by the Customer (whether before or after the making of the demand pursuant to the indemnity hereunder) arising from an IPR Claim.
- 30.1.20 If an IPR Claim is made, or the Supplier anticipates that an IPR Claim might be made, the Supplier may, at its own expense and sole option, either:
- procure for the Customer the right to continue using the relevant item which is subject to the IPR Claim; or
  - replace or modify the relevant item with non-infringing substitutes provided that:
    - the performance and functionality of the replaced or modified item is at least equivalent to the performance and functionality of the original item;
    - the replaced or modified item does not have an adverse effect on any other Services;
    - there is no additional cost to the Customer; and
    - the terms and conditions of this Call Off Contract shall apply to the replaced or modified Services.
- 30.1.21 If the Supplier elects to procure a licence in accordance with Clause 33.9.2(a) or to modify or replace an item pursuant to Clause 33.9.2(b), but this has not avoided or resolved the IPR Claim, then:
- the Customer may terminate this Call Off Contract by written notice with immediate effect; and

without prejudice to the indemnity set out in Clause 33.9.1, the Supplier shall be liable for all reasonable and unavoidable costs of the substitute services including the additional costs of procuring, implementing and maintaining the substitute items.

## **31. SECURITY AND PROTECTION OF INFORMATION**

### **1.114 Security Requirements**

- 31.1.1 The Supplier shall comply with the Security Policy and the requirements of Call Off Schedule 8 (Security) including the Security Management Plan (if any) and shall ensure that the Security Management Plan produced by the Supplier fully complies with the Security Policy.
- 31.1.2 The Customer shall notify the Supplier of any changes or proposed changes to the Security Policy.
- 31.1.3 If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision of the Services it may propose a Variation to the Customer. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Call Off Contract Charges shall then be subject to the Variation Procedure.
- 31.1.4 Until and/or unless a change to the Call Off Contract Charges is agreed by the Customer pursuant to the Variation Procedure the Supplier shall continue to provide the Services in accordance with its existing obligations.
- 31.1.5 The Supplier must comply with the requirements set out in paragraphs 3.6.3 of Part A of Framework Schedule 2 (Services and Key Performance Indicators) and ensure that its Sub-Contractors, where appropriate, comply with those requirements in order to demonstrate compliance with the technical requirements prescribed by Cyber Essentials.

### **1.115 Protection of Customer Data**

- 31.1.6 The Supplier shall not delete or remove any proprietary notices contained within or relating to the Customer Data.
- 31.1.7 The Supplier shall not store, copy, disclose, or use the Customer Data except as necessary for the performance by the Supplier of its obligations under this Call Off Contract or as otherwise Approved by the Customer.
- 31.1.8 To the extent that the Customer Data is held and/or Processed by the Supplier, the Supplier shall supply that Customer Data to the Customer as requested by the Customer and in the format (if any) specified in this Call Off Contract and in any event as specified by the Customer from time to time in writing.
- 31.1.9 The Supplier shall take responsibility for preserving the integrity of Customer Data and preventing the corruption or loss of Customer Data.

- 31.1.10 The Supplier shall perform secure back-ups of all Customer Data and shall ensure that up-to-date back-ups are stored off-site at an Approved location in accordance with any BCDR Plan or otherwise. The Supplier shall ensure that such back-ups are available to the Customer (or to such other person as the Customer may direct) at all times upon request and are delivered to the Customer at no less than six (6) Monthly intervals (or such other intervals as may be agreed in writing between the Parties).
- 31.1.11 The Supplier shall ensure that any system on which the Supplier holds any Customer Data, including back-up data, is a secure system that complies with the Security Policy and the Security Management Plan (if any).
- 31.1.12 If at any time the Supplier suspects or has reason to believe that the Customer Data is corrupted, lost or sufficiently degraded in any way for any reason, then the Supplier shall notify the Customer immediately and inform the Customer of the remedial action the Supplier proposes to take.
- 31.1.13 If the Customer Data is corrupted, lost or sufficiently degraded as a result of a Default so as to be unusable, the Supplier may:
  - require the Supplier (at the Supplier's expense) to restore or procure the restoration of Customer Data to the extent and in accordance with the requirements specified in Call Off Schedule 9 (Business Continuity and Disaster Recovery) or as otherwise required by the Customer, and the Supplier shall do so as soon as practicable but not later than five (5) Working Days from the date of receipt of the Customer's notice; and/or
  - itself restore or procure the restoration of Customer Data, and shall be repaid by the Supplier any reasonable expenses incurred in doing so to the extent and in accordance with the requirements specified in Call Off Schedule 9 (Business Continuity and Disaster Recovery) or as otherwise required by the Customer.

#### 1.116 Confidentiality

- 31.1.14 For the purposes of this Clause 34.3, the term **“Disclosing Party”** shall mean a Party which discloses or makes available directly or indirectly its Confidential Information and **“Recipient”** shall mean the Party which receives or obtains directly or indirectly Confidential Information.
- 31.1.15 Except to the extent set out in this Clause 34.3 or where disclosure is expressly permitted elsewhere in this Call Off Contract, the Recipient shall:
  - treat the Disclosing Party's Confidential Information as confidential and keep it in secure custody (which is appropriate depending upon the form in which such materials are stored and the nature of the Confidential Information contained in those materials); and
  - not disclose the Disclosing Party's Confidential Information to any other person except as expressly set out in this Call Off Contract or without obtaining the owner's prior written consent;

not use or exploit the Disclosing Party's Confidential Information in any way except for the purposes anticipated under this Call Off Contract; and

immediately notify the Disclosing Party if it suspects or becomes aware of any unauthorised access, copying, use or disclosure in any form of any of the Disclosing Party's Confidential Information.

31.1.16 The Recipient shall be entitled to disclose the Confidential Information of the Disclosing Party where:

the Recipient is required to disclose the Confidential Information by Law, provided that Clause 34.5 (Freedom of Information) shall apply to disclosures required under the FOIA or the EIRs;

the need for such disclosure arises out of or in connection with:

any legal challenge or potential legal challenge against the Customer arising out of or in connection with this Call Off Contract;

the examination and certification of the Customer's accounts (provided that the disclosure is made on a confidential basis) or for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer is making use of any Services provided under this Call Off Contract; or

the conduct of a Central Government Body review in respect of this Call Off Contract; or

the Recipient has reasonable grounds to believe that the Disclosing Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010 and the disclosure is being made to the Serious Fraud Office.

31.1.17 If the Recipient is required by Law to make a disclosure of Confidential Information, the Recipient shall as soon as reasonably practicable and to the extent permitted by Law notify the Disclosing Party of the full circumstances of the required disclosure including the relevant Law and/or regulatory body requiring such disclosure and the Confidential Information to which such disclosure would apply.

31.1.18 Subject to Clauses 34.3.2 and 34.3.7, the Supplier may only disclose the Confidential Information of the Customer on a confidential basis to:

Supplier Personnel who are directly involved in the provision of the Services and need to know the Confidential Information to enable performance of the Supplier's obligations under this Call Off Contract; and

its professional advisers for the purposes of obtaining advice in relation to this Call Off Contract.

31.1.19 Where the Supplier discloses Confidential Information of the Customer pursuant to this Clause 34.3.5, it shall remain responsible at all times for compliance with the confidentiality obligations set out in this Call Off Contract by the persons to whom disclosure has been made.



- 31.1.20 The Customer may disclose the Confidential Information of the Supplier:
- to any Central Government Body on the basis that the information may only be further disclosed to Central Government Bodies;
  - to the British Parliament and any committees of the British Parliament or if required by any British Parliamentary reporting requirement;
  - to the extent that the Customer (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
  - on a confidential basis to a professional adviser, consultant, supplier or other person engaged by any of the entities described in Clause 34.3.7(a) (including any benchmarking organisation) for any purpose relating to or connected with this Call Off Contract;
  - on a confidential basis for the purpose of the exercise of its rights under this Call Off Contract; or
  - to a proposed transferee, assignee or novatee of, or successor in title to the Customer,
- and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Customer under this Clause 34.3.
- 31.1.21 Nothing in this Clause 34.3 shall prevent a Recipient from using any techniques, ideas or Know-How gained during the performance of this Call Off Contract in the course of its normal business to the extent that this use does not result in a disclosure of the Disclosing Party's Confidential Information or an infringement of Intellectual Property Rights.
- 31.1.22 In the event that the Supplier fails to comply with Clauses 34.3.2 to 34.3.5, the Customer reserves the right to terminate this Call Off Contract for material Default.

#### **1.117 Transparency**

- 31.1.23 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Call Off Contract and any Transparency Reports under it is not Confidential Information and shall be made available in accordance with the procurement policy note 13/15 [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/458554/Procurement\\_Policy\\_Note\\_13\\_15.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/458554/Procurement_Policy_Note_13_15.pdf) and the Transparency Principles referred to therein. . The Customer shall determine whether any of the content of this Call Off Contract is exempt from disclosure in accordance with the provisions of the FOIA. The Customer may consult with the Supplier to inform its decision regarding any redactions but shall have the final decision in its absolute discretion.

- 31.1.24 Notwithstanding any other provision of this Call Off Contract, the Supplier hereby gives his consent for the Customer to publish this Call Off Contract in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including any changes to this Call Off Contract agreed from time to time.
- 31.1.25 The Supplier shall assist and cooperate with the Customer to enable the Customer to publish this Call Off Contract.

#### **1.118 Freedom of Information**

- 31.1.26 The Supplier acknowledges that the Customer is subject to the requirements of the FOIA and the EIRs. The Supplier shall:
- provide all necessary assistance and cooperation as reasonably requested by the Customer to enable the Customer to comply with its Information disclosure obligations under the FOIA and EIRs;
  - transfer to the Customer all Requests for Information relating to this Call Off Contract that it receives as soon as practicable and in any event within two (2) Working Days of receipt;
  - provide the Customer with a copy of all Information belonging to the Customer requested in the Request for Information which is in its possession or control in the form that the Customer requires within five (5) Working Days (or such other period as the Customer may reasonably specify) of the Customer's request for such Information; and
  - not respond directly to a Request for Information unless authorised in writing to do so by the Customer.
- 31.1.27 The Supplier acknowledges that the Customer may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. The Customer shall take reasonable steps to notify the Supplier of a Request for Information (in accordance with the Secretary of State's Section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this Call Off Contract) the Customer shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the FOIA and/or the EIRs.

#### **1.119 Protection of Personal Data**

- 31.1.28 Where any Personal Data are Processed in connection with the exercise of the Parties' rights and obligations under this Call Off Contract, the Parties acknowledge that the Customer is the Data Controller and that the Supplier is the Data Processor.
- 31.1.29 The Supplier shall:

Process the Personal Data only in accordance with instructions from the Customer to perform its obligations under this Call Off Contract;

ensure that at all times it has in place appropriate technical and organisational measures to guard against unauthorised or unlawful Processing of the Personal Data and/or accidental loss, destruction, or damage to the Personal Data, including the measures as are set out in Clauses 34.1 (Security Requirements) and 34.2 (Protection of Customer Data);

not disclose or transfer the Personal Data to any third party or Supplier Personnel unless necessary for the provision of the Services and, for any disclosure or transfer of Personal Data to any third party, obtain the prior written consent of the Customer (save where such disclosure or transfer is specifically authorised under this Call Off Contract)

take reasonable steps to ensure the reliability and integrity of any Supplier Personnel who have access to the Personal Data and ensure that the Supplier Personnel:

- are aware of and comply with the Supplier's duties under this Clause 34.6.2 and Clauses 34.1 (Security Requirements), 34.2 (Protection of Customer Data) and 34.3 (Confidentiality);
- 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 Customer or as otherwise permitted by this Call Off Contract; and
- have undergone adequate training in the use, care, protection and handling of personal data (as defined in the DPA);

notify the Customer within five (5) Working Days if it receives:

- from a Data Subject (or third party on their behalf) a Data Subject Access Request (or purported Data Subject Access Request) a request to rectify, block or erase any Personal Data or any other request, complaint or communication relating to the Customer's obligations under the DPA;
- any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data; or
- 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;

provide the Customer with full cooperation and assistance (within the timescales reasonably required by the Customer) in relation to any complaint, communication or request made (as referred to at Clause 34.6.2(e)), including by promptly providing:

the Customer with full details and copies of the complaint, communication or request;

where applicable, such assistance as is reasonably requested by the Customer to enable the Customer to comply with the Data Subject Access Request within the relevant timescales set out in the DPA; and

the Customer, on request by the Customer, with any Personal Data it holds in relation to a Data Subject; and

if requested by the Customer, provide a written description of the measures that has taken and technical and organisational security measures in place, for the purpose of compliance with its obligations pursuant to this Clause 34.6.2 and provide to the Customer copies of all documentation relevant to such compliance including, protocols, procedures, guidance, training and manuals.

31.1.30 The Supplier shall not Process or otherwise transfer any Personal Data in or to any country outside the European Economic Area or any country which is not determined to be adequate by the European Commission pursuant to Article 25(6) of Directive 95/46/EC (together "**Restricted Countries**"). If, after the Call Off Commencement Date, the Supplier or any Sub-Contractor wishes to Process and/or transfer any Personal Data in or to any outside the European Economic Area, the following provisions shall apply:

the Supplier shall propose a Variation to the Customer which, if it is agreed by the Customer, shall be dealt with in accordance with the Variation Procedure and Clauses 34.6.3(b) to 34.6.3(c);

the Supplier shall set out in its proposal to the Customer for a Variation details of the following:

the Personal Data which will be transferred to and/or Processed in or to any Restricted Countries;

the Restricted Countries to which the Personal Data will be transferred and/or Processed; and

any Sub-Contractors or other third parties who will be Processing and/or receiving Personal Data in Restricted Countries;

how the Supplier will ensure an adequate level of protection and adequate safeguards in respect of the Personal Data that will be Processed in and/or transferred to Restricted Countries so as to ensure the Customer's compliance with the DPA;

in providing and evaluating the Variation, the Parties shall ensure that they have regard to and comply with then-current Customer, Central Government Bodies and Information Commissioner Office policies, procedures, guidance and codes of practice on, and any approvals processes in connection with, the Processing in and/or transfers of Personal Data to any Restricted Countries; and

the Supplier shall comply with such other instructions and shall carry out such other actions as the Customer may notify in writing, including:

incorporating standard and/or model clauses (which are approved by the European Commission as offering adequate safeguards under the DPA) into this Call Off Contract or a separate data processing agreement between the Parties; and

procuring that any Sub-Contractor or other third party who will be Processing and/or receiving or accessing the Personal Data in any Restricted Countries either enters into:

a direct data processing agreement with the Customer on such terms as may be required by the Customer; or

a data processing agreement with the Supplier on terms which are equivalent to those agreed between the Customer and the Sub-Contractor relating to the relevant Personal Data transfer, and

in each case which the Supplier acknowledges may include the incorporation of model contract provisions (which are approved by the European Commission as offering adequate safeguards under the DPA) and technical and organisation measures which the Customer deems necessary for the purpose of protecting Personal Data.

31.1.31 The Supplier shall use its reasonable endeavours to assist the Customer to comply with any obligations under the DPA and shall not perform its obligations under this Call Off Contract in such a way as to cause the Customer to breach any of the Customer's obligations under the DPA to the extent the Supplier is aware, or ought reasonably to have been aware, that the same would be a breach of such obligations.

## 32. **PUBLICITY AND BRANDING**

1.120 The Supplier shall not:

32.1.1 make any press announcements or publicise this Call Off Contract in any way; or

32.1.2 use the Customer's name or brand in any promotion or marketing or announcement of orders,

32.1.3 without Approval (the decision of the Customer to Approve or not shall not be unreasonably withheld or delayed).

1.121 Each Party acknowledges to the other that nothing in this Call Off Contract either expressly or by implication constitutes an endorsement of any products or services of the other Party (including the Services and Supplier Equipment) and each Party agrees not to conduct itself in such a way as to imply or express any such approval or endorsement.

## I. **LIABILITY AND INSURANCE**

### 33. LIABILITY

#### 1.122 Unlimited Liability

- 33.1.1 Neither Party excludes or limits its liability for:
- death or personal injury caused by its negligence, or that of its employees, agents or Sub-Contractors (as applicable);
  - bribery or Fraud by it or its employees;
  - breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
- any liability to the extent it cannot be excluded or limited by Law.
- 33.1.2 The Supplier does not exclude or limit its liability in respect of the indemnity in Clause 33.9 (IPR Indemnity) and in each case whether before or after the making of a demand pursuant to the indemnity therein.

#### 1.123 Financial Limits

- 33.1.3 Subject to Clause 36.1 (Unlimited Liability), the Supplier's total aggregate liability:
- in respect of other Losses incurred by the Customer under or in connection with this Call Off Contract as a result of Defaults by the Supplier shall in no event exceed:
    - in relation to any Defaults occurring from the Call Off Commencement Date to the end of the first Call Off Contract Year, one hundred and fifty per cent (150%) of the Estimated Year 1 Call Off Contract Charges;
    - in relation to any Defaults occurring in each subsequent Call Off Contract Year that commences during the remainder of the Call Off Contract Period, one hundred and fifty per cent (150%) of the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the previous Call Off Contract Year; and
    - in relation to any Defaults occurring in each Call Off Contract Year that commences after the end of the Call Off Contract Period, one hundred and fifty per cent (150%) of the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the last Call Off Contract Year commencing during the Call Off Contract Period.
- 33.1.4 Subject to Clauses 36.1 (Unlimited Liability) and 36.2 (Financial Limits) and without prejudice to its obligation to pay the undisputed Call Off Contract Charges as and when they fall due for payment, the Customer's total aggregate liability in respect of all Losses as a result of Customer Causes shall be limited to:
- in relation to any Customer Causes occurring from the Call Off Commencement Date to the end of the first Call Off Contract Year, a sum equal to the Estimated Year 1 Call Off Contract Charges;

in relation to any Customer Causes occurring in each subsequent Call Off Contract Year that commences during the remainder of the Call Off Contract Period, a sum equal to the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the previous Call Off Contract Year; and

in relation to any Customer Causes occurring in each Call Off Contract Year that commences after the end of the Call Off Contract Period, a sum equal to the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the last Call Off Contract Year commencing during the Call Off Contract Period.

#### **1.124 Non-recoverable Losses**

33.1.5 Subject to Clause 36.1 (Unlimited Liability) neither Party shall be liable to the other Party for any:

indirect, special or consequential Loss;

loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).

#### **1.125 Recoverable Losses**

33.1.6 Subject to Clause 36.2 (Financial Limits), and notwithstanding Clause 36.3 (Non-recoverable Losses), the Supplier acknowledges that the Customer may, amongst other things, recover from the Supplier the following Losses incurred by the Customer to the extent that they arise as a result of a Default by the Supplier:

any additional operational and/or administrative costs and expenses incurred by the Customer, including costs relating to time spent by or on behalf of the Customer in dealing with the consequences of the Default;

any wasted expenditure or charges;

the additional cost of procuring Replacement Services for the remainder of the Call Off Contract Period and/or replacement Deliverables, which shall include any incremental costs associated with such Replacement Services and/or replacement Deliverables above those which would have been payable under this Call Off Contract;

any compensation or interest paid to a third party by the Customer; and

any fine, penalty or costs incurred by the Customer pursuant to Law.

#### **1.126 Miscellaneous**

33.1.7 Each Party shall use all reasonable endeavours to mitigate any loss or damage suffered arising out of or in connection with this Call Off Contract.

33.1.8 Any Deductions shall not be taken into consideration when calculating the Supplier's liability under Clause 36.2 (Financial Limits).

33.1.9 Subject to any rights of the Customer under this Call Off Contract (including in respect of an IPR Claim), any claims by a third party where an indemnity is sought by that third party from a Party to this

Call Off Contract shall be dealt with in accordance with the provisions of Framework Schedule 21 (Conduct of Claims).

#### 34. **INSURANCE**

- 1.127 This Clause 37 will only apply where specified in the Order Form or elsewhere in this Call Off Contract.
- 1.128 Notwithstanding any benefit to the Customer of the policy or policies of insurance referred to in Clause 31 (Insurance) of the Framework Agreement, the Supplier shall effect and maintain such further policy or policies of insurance or extensions to such existing policy or policies of insurance procured under the Framework Agreement in respect of all risks which may be incurred by the Supplier arising out of its performance of its obligations under this Call Off Contract.
- 1.129 Without limitation to the generality of Clause 37.2 the Supplier shall ensure that it maintains the policy or policies of insurance as are stipulated in the Order Form or elsewhere in this Call Off Contract.
- 1.130 The Supplier shall effect and maintain the policy or policies of insurance referred to in this Clause 37 for six (6) years after the Call Off Expiry Date.
- 1.131 The Supplier shall give the Customer, on request, copies of all insurance policies referred to in this Clause 37 or a broker's verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.
- 1.132 If, for whatever reason, the Supplier fails to give effect to and maintain the insurance policies required under this Clause 37 the Customer may make alternative arrangements to protect its interests and may recover the premium and other costs of such arrangements as a debt due from the Supplier.
- 1.133 The provisions of any insurance or the amount of cover shall not relieve the Supplier of any liability under this Call Off Contract. It shall be the responsibility of the Supplier to determine the amount of insurance cover that will be adequate to enable the Supplier to satisfy any liability in relation to the performance of its obligations under this Call Off Contract.
- 1.134 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 Customer (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.

#### J. **REMEDIES AND RELIEF**

#### 35. **CUSTOMER REMEDIES FOR DEFAULT**

##### 1.135 **Remedies**

- 35.1.1 Without prejudice to any other right or remedy of the Customer howsoever arising (including under Call Off Schedule 6 (Service Levels and Performance Monitoring)) and subject to the exclusive financial



remedy provisions in Clause 6.4.1(b) (Delay Payments), if the Supplier commits any Default of this Call Off Contract then the Customer may (whether or not any part of the Services have been Delivered) do any of the following:

at the Customer's option, give the Supplier the opportunity (at the Supplier's expense) to remedy the Default together with any damage resulting from such Default (and where such Default is capable of remedy) or to supply Replacement Services and carry out any other necessary work to ensure that the terms of this Call Off Contract are fulfilled, in accordance with the Customer's instructions;

carry out, at the Supplier's expense, any work necessary to make the provision of the Services comply with this Call Off Contract;

if the Default is a material Default that is capable of remedy (and for these purposes a material Default may be a single material Default or a number of Defaults or repeated Defaults - whether of the same or different obligations and regardless of whether such Defaults are remedied - which taken together constitute a material Default):

instruct the Supplier to comply with the Rectification Plan Process;

suspend this Call Off Contract (whereupon the relevant provisions of Clause 44 (Partial Termination, Suspension and Partial Suspension) shall apply) and step-in to itself supply or procure a third party to supply (in whole or in part) the Services;

without terminating or suspending the whole of this Call Off Contract, terminate or suspend this Call Off Contract in respect of part of the provision of the Services only (whereupon the relevant provisions of Clause 44 (Partial Termination, Suspension and Partial Suspension) shall apply) and step-in to itself supply or procure a third party to supply (in whole or in part) such part of the Good and/or Services;

35.1.2 Where the Customer exercises any of its step-in rights under Clauses 38.1.1(c)(ii) or 38.1.1(c)(iii), the Customer shall have the right to charge the Supplier for and the Supplier shall on demand pay any costs reasonably incurred by the Customer (including any reasonable administration costs) in respect of the supply of any part of the Services by the Customer or a third party and provided that the Customer uses its reasonable endeavours to mitigate any additional expenditure in obtaining Replacement Services.

#### **1.136 Rectification Plan Process**

35.1.3 Where the Customer has instructed the Supplier to comply with the Rectification Plan Process pursuant to Clause 38.1.1(c)(i):

the Supplier shall submit a draft Rectification Plan to the Customer for it to review as soon as possible and in any event within the number of Working Days specified in the Order Form or

elsewhere in this Call Off Contract (or such other period as may be agreed between the Parties) from the date of Customer's instructions. The Supplier shall submit a draft Rectification Plan even if the Supplier disputes that it is responsible for the Default giving rise to the Customer's request for a draft Rectification Plan.

the draft Rectification Plan shall set out:

full details of the Default that has occurred, including a root cause analysis;

the actual or anticipated effect of the Default; and

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).

35.1.4 The Supplier shall promptly provide to the Customer any further documentation that the Customer requires to assess the Supplier's root cause analysis. If the Parties do not agree on the root cause set out in the draft Rectification Plan, either Party may refer the matter to be determined by an expert in accordance with paragraph 5 of Call Off Schedule 12 (Dispute Resolution Procedure).

35.1.5 The Customer may reject the draft Rectification Plan by notice to the Supplier if, acting reasonably, it considers that the draft Rectification Plan is inadequate, for example because the draft Rectification Plan:  
is insufficiently detailed to be capable of proper evaluation;  
will take too long to complete;  
will not prevent reoccurrence of the Default; and/or  
will rectify the Default but in a manner which is unacceptable to the Customer.

35.1.6 The Customer shall notify the Supplier whether it consents to the draft Rectification Plan as soon as reasonably practicable. If the Customer rejects the draft Rectification Plan, the Customer shall give reasons for its decision and the Supplier shall take the reasons into account in the preparation of a revised Rectification Plan. The Supplier shall submit the revised draft of the Rectification Plan to the Customer for review within five (5) Working Days (or such other period as agreed between the Parties) of the Customer's notice rejecting the first draft.

35.1.7 If the Customer consents to the Rectification Plan, the Supplier shall immediately start work on the actions set out in the Rectification Plan.

## **36. SUPPLIER RELIEF DUE TO CUSTOMER CAUSE**

1.137 If the Supplier has failed to:

36.1.1 Achieve a Milestone by its Milestone Date;

36.1.2 provide the Services in accordance with the Service Levels;

36.1.3 comply with its obligations under this Call Off Contract,

(each a "Supplier Non-Performance"),  
and can demonstrate that the Supplier Non-Performance would not have occurred but for a Customer Cause, then (subject to the Supplier fulfilling its obligations in Clause 17 (Supplier Notification of Customer Cause)):

the Supplier shall not be treated as being in breach of this Call Off Contract to the extent the Supplier can demonstrate that the Supplier Non-Performance was caused by the Customer Cause;

the Customer shall not be entitled to exercise any rights that may arise as a result of that Supplier Non-Performance to terminate this Call Off Contract pursuant to Clause 41 (Customer Termination Rights) except Clause 41.7 (Termination Without Cause);

where the Supplier Non-Performance constitutes the failure to Achieve a Milestone by its Milestone Date:

the Milestone Date shall be postponed by a period equal to the period of Delay that the Supplier can demonstrate was caused by the Customer Cause;

if the Customer, acting reasonably, considers it appropriate, the Implementation Plan shall be amended to reflect any consequential revisions required to subsequent Milestone Dates resulting from the Customer Cause;

if failure to Achieve a Milestone attracts a Delay Payment, the Supplier shall have no liability to pay any such Delay Payment associated with the Milestone to the extent that the Supplier can demonstrate that such failure was caused by the Customer Cause; and/or

where the Supplier Non-Performance constitutes a Service Level Failure:

the Supplier shall be entitled to invoice for the Call Off Contract Charges for the provision of the relevant Services affected by the Customer Cause,

in each case, to the extent that the Supplier can demonstrate that the Service Level Failure was caused by the Customer Cause.

1.138 In order to claim any of the rights and/or relief referred to in Clause 39.1, the Supplier shall:

36.1.4 comply with its obligations under Clause 17 (Notification of Customer Cause); and

36.1.5 within ten (10) Working Days of becoming aware that a Customer Cause has caused, or is likely to cause, a Supplier Non-Performance, give the Customer notice (a "**Relief Notice**") setting out details of:

the Supplier Non-Performance;

the Customer Cause and its effect on the Supplier's ability to meet its obligations under this Call Off Contract; and

the relief claimed by the Supplier.

1.139 Following the receipt of a Relief Notice, the Customer shall as soon as reasonably practicable consider the nature of the Supplier Non-Performance and the alleged Customer Cause and whether it agrees with the Supplier's assessment set out in the Relief Notice as to the effect of the relevant Customer Cause and its entitlement to relief, consulting with the Supplier where necessary.

1.140 Without prejudice to Clauses 8.5 (Continuing obligation to provide the Services), if a Dispute arises as to:

36.1.6 whether a Supplier Non-Performance would not have occurred but for a Customer Cause; and/or

36.1.7 the nature and/or extent of the relief claimed by the Supplier,

either Party may refer the Dispute to the Dispute Resolution Procedure. Pending the resolution of the Dispute, both Parties shall continue to resolve the causes of, and mitigate the effects of, the Supplier Non-Performance.

1.141 Any Variation that is required to the Implementation Plan or to the Call Off Contract Charges pursuant to this Clause 39 shall be implemented in accordance with the Variation Procedure.

### **37. FORCE MAJEURE**

1.142 Subject to the remainder of this Clause 40 (and, in relation to the Supplier, subject to its compliance with any obligations in Clause 15 (Business Continuity and Disaster Recovery)), a Party may claim relief under this Clause 40 from liability for failure to meet its obligations under this Call Off Contract for as long as and only to the extent that the performance of those obligations is directly affected by a Force Majeure Event. Any failure or delay by the Supplier in performing its obligations under this Call Off Contract which results from a failure or delay by an agent, Sub-Contractor or supplier shall be regarded as due to a Force Majeure Event only if that agent, Sub-Contractor or supplier is itself impeded by a Force Majeure Event from complying with an obligation to the Supplier.

1.143 The Affected Party shall as soon as reasonably practicable issue a Force Majeure Notice, which shall include details of the Force Majeure Event, its effect on the obligations of the Affected Party and any action the Affected Party proposes to take to mitigate its effect.

1.144 If the Supplier is the Affected Party, it shall not be entitled to claim relief under this Clause 40 to the extent that consequences of the relevant Force Majeure Event:

37.1.1 are capable of being mitigated by any of the provision of any Services, including any BCDR Services, but the Supplier has failed to do so; and/or

37.1.2 should have been foreseen and prevented or avoided by a prudent provider of services similar to the Services, operating to the standards required by this Call Off Contract.

1.145 Subject to Clause 40.5, as soon as practicable after the Affected Party issues the Force Majeure Notice, and at regular intervals thereafter, the Parties shall consult in good faith and use reasonable endeavours to agree any steps to be taken and an appropriate timetable in which those steps should be taken, to enable continued provision of the Services affected by the Force Majeure Event.

1.146 The Parties shall at all times following the occurrence of a Force Majeure Event and during its subsistence use their respective reasonable endeavours to prevent and mitigate the effects of the Force Majeure Event. Where the Supplier is the Affected Party, it shall take all steps in accordance with Good Industry Practice to overcome or minimise the consequences of the Force Majeure Event.

1.147 Where, as a result of a Force Majeure Event:

37.1.3 an Affected Party fails to perform its obligations in accordance with this Call Off Contract, then during the continuance of the Force Majeure Event:

the other Party shall not be entitled to exercise any rights to terminate this Call Off Contract in whole or in part as a result of such failure unless the provision of the Services is materially impacted by a Force Majeure Event which endures for a continuous period of more than ninety (90) days; and

the Supplier shall not be liable for any Default and the Customer shall not be liable for any Customer Cause arising as a result of such failure;

37.1.4 the Supplier fails to perform its obligations in accordance with this Call Off Contract:

the Customer shall not be entitled:

during the continuance of the Force Majeure Event to exercise its step-in rights under Clause 38.1.1(b) and 38.1.1(c) (Customer Remedies for Default) as a result of such failure;

to receive Delay Payments pursuant to Clause 6.4 (Delay Payments) to the extent that the Achievement of any Milestone is affected by the Force Majeure Event; and

to withhold and retain any of the Call Off Contract Charges to the extent that a Service Level Failure has been caused by the Force Majeure Event; and

the Supplier shall be entitled to receive payment of the Call Off Contract Charges (or a proportional payment of them) only to the extent that the Services (or part of the Services) continue to be provided in accordance with the terms of this Call Off Contract during the occurrence of the Force Majeure Event.

1.148 The Affected Party shall notify the other Party as soon as practicable after the Force Majeure Event ceases or no longer causes the Affected Party to be unable to comply with its obligations under this Call Off Contract.

1.149 Relief from liability for the Affected Party under this Clause 40 shall end as soon as the Force Majeure Event no longer causes the Affected Party to be unable to comply with its obligations under this Call Off Contract and shall not be dependent on the serving of notice under Clause 40.7.

## **K. TERMINATION AND EXIT MANAGEMENT**

### **38. CUSTOMER TERMINATION RIGHTS**

### **1.150 Termination in Relation to Call Off Guarantee**

- 38.1.1 Where this Call Off Contract is conditional upon the Supplier procuring a Call Off Guarantee pursuant to Clause 4 (Call Off Guarantee), the Customer may terminate this Call Off Contract by issuing a Termination Notice to the Supplier where:
- the Call Off Guarantor withdraws the Call Off Guarantee for any reason whatsoever;
  - the Call Off Guarantor is in breach or anticipatory breach of the Call Off Guarantee;
  - an Insolvency Event occurs in respect of the Call Off Guarantor; or
  - the Call Off Guarantee becomes invalid or unenforceable for any reason whatsoever,
- and in each case the Call Off Guarantee (as applicable) is not replaced by an alternative guarantee agreement acceptable to the Customer; or
- the Supplier fails to provide the documentation required by Clause 4.1 by the date so specified by the Customer.

### **1.151 Termination on Material Default**

- 38.1.2 The Customer may terminate this Call Off Contract for material Default by issuing a Termination Notice to the Supplier where:
- the representation and warranty given by the Supplier pursuant to Clause 3.2.5 (Representations and Warranties) is materially untrue or misleading, and the Supplier fails to provide details of proposed mitigating factors which in the reasonable opinion of the Customer are acceptable;
  - as a result of any Defaults, the Customer incurs Losses in any Contract Year which exceed 80% of the value of the Supplier's aggregate annual liability limit for that Contract Year as set out in Clause 36.2.1(b) (Liability);
  - the Customer expressly reserves the right to terminate this Call Off Contract for material Default, including pursuant to any of the following Clauses: 6.2.3 (Implementation Plan), 8.3.2 (Services), 16.4 (Disruption), 21.5 (Records, Audit Access and Open Book Data), 24 (Promoting Tax Compliance), 34.3.9 (Confidentiality), 50.6.2 (Prevention of Fraud and Bribery);
  - the Supplier commits any material Default of this Call Off Contract which is not, in the reasonable opinion of the Customer, capable of remedy; and/or
  - the Supplier commits a Default, including a material Default, which in the opinion of the Customer is remediable but has not remedied such Default to the satisfaction of the Customer in accordance with the Rectification Plan Process.
- 38.1.3 For the purpose of Clause 41.2.1, a material Default may be a single material Default or a number of Defaults or repeated Defaults (whether of the same or different obligations and regardless of whether such

Defaults are remedied) which taken together constitute a material Default.

#### **1.152 Termination in Relation to Financial Standing**

38.1.4 The Customer may terminate this Call Off Contract by issuing a Termination Notice to the Supplier where in the reasonable opinion of the Customer there is a material detrimental change in the financial standing and/or the credit rating of the Supplier which:

adversely impacts on the Supplier's ability to supply the Services under this Call Off Contract; or

could reasonably be expected to have an adverse impact on the Suppliers ability to supply the Services under this Call Off Contract.

#### **1.153 Termination on Insolvency**

38.1.5 The Customer may terminate this Call Off Contract by issuing a Termination Notice to the Supplier where an Insolvency Event affecting the Supplier occurs.

#### **1.154 Termination on Change of Control**

38.1.6 The Supplier shall notify the Customer immediately in writing if the Supplier undergoes or is intending to undergo a Change of Control and (provided this does not contravene any Law) shall notify the Customer immediately in writing and provide full details the Change of Control and of any circumstances suggesting that a Change of Control is planned or in contemplation or has taken place. The Customer may terminate this Call Off Contract by issuing a Termination Notice to the Supplier within six (6) Months of:

being notified in writing that a Change of Control has occurred or is planned or in contemplation; or

where no notification has been made, the date that the Customer becomes aware that a Change of Control has occurred or is planned or is in contemplation,

but shall not be permitted to terminate where an Approval was granted prior to the Change of Control.

#### **1.155 Termination for breach of Regulations**

38.1.7 The Customer may terminate this Call Off Contract by issuing a Termination Notice to the Supplier on the occurrence of any of the statutory provisos contained in Regulation 73 (1) (a) to (c).

#### **1.156 Termination Without Cause**

38.1.8 The Customer shall have the right to terminate this Call Off Contract at any time by issuing a Termination Notice to the Supplier giving written notice of at least the number of days stipulated, for the purposes of this Clause 41.7.1, in the Order Form or elsewhere in this Call Off Contract.

#### **1.157 Termination in Relation to Framework Agreement**

38.1.9 The Customer may terminate this Call Off Contract by giving by issuing a Termination Notice to the Supplier if the Framework Agreement is terminated for any reason whatsoever.

### 1.158 Termination In Relation to Benchmarking

38.1.10 The Customer may terminate this Call Off Contract by issuing a Termination Notice to the Supplier if the Supplier refuses or fails to comply with its obligations as set out in paragraphs 1 and 2 of Framework Schedule 12 (Continuous Improvement and Benchmarking).

### 1.159 Termination in Relation to Variation

38.1.11 The Customer may terminate this Call Off Contract by issuing a Termination Notice to the Supplier for failure of the Parties to agree or the Supplier to implement a Variation in accordance with the Variation Procedure.

### 1.160 Termination for failing to comply with the technical requirements of Cyber Essentials

41.11.1 Where the Supplier fails to comply with the technical requirements prescribed by Cyber Essentials in accordance with Clause 34.1.5 of this Framework Agreement, the Customer shall be entitled to terminate this Call-Off Contract with immediate effect by serving notice in writing on the Supplier

## 39. SUPPLIER TERMINATION RIGHTS

### 1.161 Termination on Customer Cause for Failure to Pay

39.1.1 The Supplier may, by issuing a Termination Notice to the Customer, terminate this Call Off Contract if the Customer fails to pay an undisputed sum due to the Supplier under this Call Off Contract which in aggregate exceeds the amount stipulated in the Order Form or elsewhere in this Call Off Contract for the purposes of this Clause 42.1.1 (the “**Undisputed Sums Limit**”), and the said undisputed sum due remains outstanding for forty (40) Working Days (the “**Undisputed Sums Time Period**”) after the receipt by the Customer of a written notice of non-payment from the Supplier specifying:

the Customer’s failure to pay; and

the correct overdue and undisputed sum; and

the reasons why the undisputed sum is due; and

the requirement on the Customer to remedy the failure to pay; and

this Call Off Contract shall then terminate on the date specified in the Termination Notice (which shall not be less than twenty (20) Working Days from the date of the issue of the Termination Notice), save that such right of termination shall not apply where the failure to pay is due to the Customer exercising its rights under this Call Off Contract including Clause 23.3 (Retention and Set off).

39.1.2 The Supplier shall not suspend the supply of the Services for failure of the Customer to pay undisputed sums of money (whether in whole or in part).

## 40. TERMINATION BY EITHER PARTY



### 1.162 **Termination for continuing Force Majeure Event**

40.1.1 Either Party may, by, by issuing a Termination Notice to the other Party terminate this Call Off Contract if, in accordance with Clause 40.6.1(a) (Force Majeure).

## 41. **PARTIAL TERMINATION, SUSPENSION AND PARTIAL SUSPENSION**

1.163 Where the Customer has the right to terminate this Call Off Contract, the Customer shall be entitled to terminate or suspend all or part of this Call Off Contract provided always that, if the Customer elects to terminate or suspend this Call Off Contract in part, the parts of this Call Off Contract not terminated or suspended can, in the Customer's reasonable opinion, operate effectively to deliver the intended purpose of the surviving parts of this Call Off Contract.

1.164 Any suspension of this Call Off Contract under Clause 44.1 shall be for such period as the Customer may specify and without prejudice to any right of termination which has already accrued, or subsequently accrues, to the Customer.

1.165 The Parties shall seek to agree the effect of any Variation necessitated by a partial termination, suspension or partial suspension in accordance with the Variation Procedure, including the effect that the partial termination, suspension or partial suspension may have on the provision of any other Services and the Call Off Contract Charges, provided that the Supplier shall not be entitled to:

41.1.1 an increase in the Call Off Contract Charges in respect of the provision of the Services that have not been terminated if the partial termination arises due to the exercise of any of the Customer's termination rights under Clause 41 (Customer Termination Rights) except Clause 41.7 (Termination Without Cause); and

41.1.2 reject the Variation.

## 42. **CONSEQUENCES OF EXPIRY OR TERMINATION**

1.166 **Consequences of termination under Clauses 41.1 (Termination in Relation to Guarantee), 41.2 (Termination on Material Default), 41.3 (Termination in Relation to Financial Standing), 41.8 (Termination in Relation to Framework Agreement), 41.9 (Termination in Relation to Benchmarking) and 41.10 (Termination in Relation to Variation)**

42.1.1 Where the Customer:

terminates (in whole or in part) this Call Off Contract under any of the Clauses referred to in Clause 45.1; and

then makes other arrangements for the supply of the Services,

the Customer may recover from the Supplier the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Customer throughout the remainder of the Call Off Contract Period provided that Customer shall take all reasonable steps to mitigate such additional expenditure. No further payments shall be payable by the Customer to the Supplier until the Customer has established the final cost of making those other arrangements.

**1.167 Consequences of termination under Clauses 41.7 (Termination without Cause) and 42.1 (Termination on Customer Cause for Failure to Pay)**

42.1.2 Where:

the Customer terminates (in whole or in part) this Call Off Contract under Clause 41.7 (Termination without Cause); or

the Supplier terminates this Call Off Contract pursuant to Clause 42.1 (Termination on Customer Cause for Failure to Pay),

the Customer shall indemnify the Supplier against any reasonable and proven Losses which would otherwise represent an unavoidable loss by the Supplier by reason of the termination of this Call Off Contract, provided that the Supplier takes all reasonable steps to mitigate such Losses. The Supplier shall submit a fully itemised and costed list of such Losses, with supporting evidence including such further evidence as the Customer may require, reasonably and actually incurred by the Supplier as a result of termination under Clause 41.7 (Termination without Cause).

42.1.3 The Customer shall not be liable under Clause 45.2.1 to pay any sum which:

was claimable under insurance held by the Supplier, and the Supplier has failed to make a claim on its insurance, or has failed to make a claim in accordance with the procedural requirements of the insurance policy; or

when added to any sums paid or due to the Supplier under this Call Off Contract, exceeds the total sum that would have been payable to the Supplier if this Call Off Contract had not been terminated.

**1.168 Consequences of termination under Clause 43.1 (Termination for Continuing Force Majeure Event)**

42.1.4 The costs of termination incurred by the Parties shall lie where they fall if either Party terminates or partially terminates this Agreement for a continuing Force Majeure Event pursuant to Clause 43.1 (Termination for Continuing Force Majeure Event).

**1.169 Consequences of Termination for Any Reason**

42.1.5 Save as otherwise expressly provided in this Call Off Contract:

termination or expiry of this Call Off Contract shall be without prejudice to any rights, remedies or obligations accrued under this Call Off Contract prior to termination or expiration and nothing in this Call Off Contract shall prejudice the right of either Party to recover any amount outstanding at the time of such termination or expiry; and

termination of this Call Off Contract shall not affect the continuing rights, remedies or obligations of the Customer or the Supplier under Clauses 21 (Records, Audit Access & Open Book Data), 33 (Intellectual Property Rights), 34.3 (Confidentiality), 34.5 (Freedom of Information) 34.6 (Protection of Personal Data), 36 (Liability), 45 (Consequences of Expiry or Termination), 51 (Severance), 53 (Entire Agreement), 54 (Third Party Rights) 56 (Dispute Resolution) and 57 (Governing Law

and Jurisdiction), and the provisions of Call Off Schedule 1 (Definitions), Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing), Call Off Schedule 10 (Exit Management), Call Off Schedule 12 (Dispute Resolution Procedure) and, without limitation to the foregoing, any other provision of this Call Off Contract which expressly or by implication is to be performed or observed notwithstanding termination or expiry shall survive the Call Off Expiry Date.

#### **1.170 Exit management**

42.1.6 The Parties shall comply with the exit management provisions set out in Call Off Schedule 10 (Exit Management).

### **L. MISCELLANEOUS AND GOVERNING LAW**

#### **43. COMPLIANCE**

##### **1.171 Health and Safety**

43.1.1 The Supplier shall perform its obligations under this Call Off Contract (including those in relation to the Services) in accordance with:

all applicable Law regarding health and safety; and

the Customer's health and safety policy (as provided to the Supplier from time to time) whilst at the Customer Premises.

43.1.2 Each Party shall promptly notify the other of as soon as possible of any health and safety incidents or material health and safety hazards at the Customer Premises of which it becomes aware and which relate to or arise in connection with the performance of this Call Off Contract

43.1.3 While on the Customer Premises, the Supplier shall comply with any health and safety measures implemented by the Customer in respect of Supplier Personnel and other persons working there and any instructions from the Customer on any necessary associated safety measures.

##### **1.172 Equality and Diversity**

43.1.4 The Supplier shall:

perform its obligations under this Call Off Contract (including those in relation to provision of the Services) in accordance with:

all applicable equality Law (whether in relation to race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise); and

any other requirements and instructions which the Customer reasonably imposes in connection with any equality obligations imposed on the Customer at any time under applicable equality Law;

take all necessary steps, and inform the Customer of the steps taken, to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission or (any successor organisation).

#### 1.173 Official Secrets Act and Finance Act

- 43.1.5 The Supplier shall comply with the provisions of:  
the Official Secrets Acts 1911 to 1989; and  
section 182 of the Finance Act 1989.

#### 1.174 Environmental Requirements

- 43.1.6 The Supplier shall, when working on the Sites, perform its obligations under this Call Off Contract in accordance with the Environmental Policy of the Customer.
- 43.1.7 The Customer shall provide a copy of its written Environmental Policy (if any) to the Supplier upon the Supplier's written request.

### 44. ASSIGNMENT AND NOVATION

1.175 The Supplier shall not assign, novate, Sub-Contract or otherwise dispose of or create any trust in relation to any or all of its rights, obligations or liabilities under this Call Off Contract or any part of it without Approval.

1.176 The Customer may assign, novate or otherwise dispose of any or all of its rights, liabilities and obligations under this Call Off Contract or any part thereof to:

- 44.1.1 any other Contracting Authority; or
- 44.1.2 any other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Customer; or
- 44.1.3 any private sector body which substantially performs the functions of the Customer,

and the Supplier shall, at the Customer's request, enter into a novation agreement in such form as the Customer shall reasonably specify in order to enable the Customer to exercise its rights pursuant to this Clause 47.2.

1.177 A change in the legal status of the Customer such that it ceases to be a Contracting Authority shall not, subject to Clause 47.4 affect the validity of this Call Off Contract and this Call Off Contract shall be binding on any successor body to the Customer.

1.178 If the Customer assigns, novates or otherwise disposes of any of its rights, obligations or liabilities under this Call Off Contract to a body which is not a Contracting Authority or if a body which is not a Contracting Authority succeeds the Customer (both "Transferee" in the rest of this Clause) the right of termination of the Customer in Clause 41.4 (Termination on Insolvency) shall be available to the Supplier in the event of insolvency of the Transferee (as if the references to Supplier in Clause 41.4 (Termination on Insolvency) and to Supplier or Framework Guarantor or Call Off Guarantor in the definition of Insolvency Event were references to the Transferee).

### 45. WAIVER AND CUMULATIVE REMEDIES

1.179 The rights and remedies under this Call Off Contract may be waived only by notice in accordance with Clause 55 (Notices) and in a manner that expressly states that a waiver is intended. A failure or delay by a Party in ascertaining or exercising a right or remedy provided under this Call Off Contract or by Law shall

not constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise of that right or remedy.

1.180 Unless otherwise provided in this Call Off Contract, rights and remedies under this Call Off Contract are cumulative and do not exclude any rights or remedies provided by Law, in equity or otherwise.

#### 46. **RELATIONSHIP OF THE PARTIES**

1.181 Except as expressly provided otherwise in this Call Off Contract, nothing in this Call Off Contract, nor any actions taken by the Parties pursuant to this Call Off Contract, shall create a partnership, joint venture or relationship of employer and employee or principal and agent between the Parties, or authorise either Party to make representations or enter into any commitments for or on behalf of any other Party.

#### 47. **PREVENTION OF FRAUD AND BRIBERY**

1.182 The Supplier represents and warrants that neither it, nor to the best of its knowledge any Supplier Personnel, have at any time prior to the Call Off Commencement Date:

47.1.1 committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; and/or

47.1.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act.

1.183 The Supplier shall not during the Call Off Contract Period:

47.1.3 commit a Prohibited Act; and/or

47.1.4 do or suffer anything to be done which would cause the Customer or any of the Customer's employees, consultants, contractors, sub-contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.

1.184 The Supplier shall during the Call Off Contract Period:

47.1.5 establish, maintain and enforce, and require that its Sub-Contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act;

47.1.6 keep appropriate records of its compliance with its obligations under Clause 50.3.1 and make such records available to the Customer on request;

47.1.7 if so required by the Customer, within twenty (20) Working Days of the Call Off Commencement Date, and annually thereafter, certify to the Customer in writing of the Supplier and all persons associated with it or its Sub-Contractors or other persons who are supplying the Services in connection with this Call Off Contract. The Supplier shall provide such supporting evidence of compliance as the Customer may reasonably request; and

- 47.1.8 have, maintain and where appropriate enforce an anti-bribery policy (which shall be disclosed to the Customer on request) to prevent it and any Supplier Personnel or any person acting on the Supplier's behalf from committing a Prohibited Act.
- 1.185 The Supplier shall immediately notify the Customer in writing if it becomes aware of any breach of Clause 50.1, or has reason to believe that it has or any of the Supplier Personnel have:
- 47.1.9 been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
- 47.1.10 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
- 47.1.11 received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this Call Off Contract or otherwise suspects that any person or Party directly or indirectly connected with this Call Off Contract has committed or attempted to commit a Prohibited Act.
- 1.186 If the Supplier makes a notification to the Customer pursuant to Clause 50.4, the Supplier shall respond promptly to the Customer's enquiries, co-operate with any investigation, and allow the Customer to audit any books, records and/or any other relevant documentation in accordance with Clause 21 (Records, Audit Access and Open Book Data).
- 1.187 If the Supplier breaches Clause 50.3, the Customer may by notice:
- 47.1.12 require the Supplier to remove from performance of this Call Off Contract any Supplier Personnel whose acts or omissions have caused the Supplier's breach; or
- 47.1.13 immediately terminate this Call Off Contract for material Default.
- 1.188 Any notice served by the Customer under Clause 50.4 shall specify the nature of the Prohibited Act, the identity of the Party who the Customer believes has committed the Prohibited Act and the action that the Customer has elected to take (including, where relevant, the date on which this Call Off Contract shall terminate).

#### 48. SEVERANCE

- 1.189 If any provision of this Call Off Contract (or part of any provision) is held to be void or otherwise unenforceable by any court of competent jurisdiction, such provision (or part) shall to the extent necessary to ensure that the remaining provisions of this Call Off Contract are not void or unenforceable be deemed to be deleted and the validity and/or enforceability of the remaining provisions of this Call Off Contract shall not be affected.
- 1.190 In the event that any deemed deletion under Clause 51.1 is so fundamental as to prevent the accomplishment of the purpose of this Call Off Contract or materially alters the balance of risks and rewards in this Call Off Contract, either Party may give notice to the other Party requiring the Parties to commence good faith negotiations to amend this Call Off Contract so that, as amended, it is valid and enforceable, preserves the balance of risks and rewards in this Call Off Contract

and, to the extent that is reasonably practicable, achieves the Parties' original commercial intention.

1.191 If the Parties are unable to resolve the Dispute arising under this Clause 51 within twenty (20) Working Days of the date of the notice given pursuant to Clause 51.2, this Call Off Contract shall automatically terminate with immediate effect. The costs of termination incurred by the Parties shall lie where they fall if this Call Off Contract is terminated pursuant to this Clause 51.

#### 49. **FURTHER ASSURANCES**

1.192 Each Party undertakes at the request of the other, and at the cost of the requesting Party to do all acts and execute all documents which may be necessary to give effect to the meaning of this Call Off Contract.

#### 50. **ENTIRE AGREEMENT**

1.193 This Call Off Contract and the documents referred to in it constitute the entire agreement between the Parties in respect of the matter and supersedes and extinguishes all prior negotiations, course of dealings or agreements made between the Parties in relation to its subject matter, whether written or oral.

1.194 Neither Party has been given, nor entered into this Call Off Contract in reliance on, any warranty, statement, promise or representation other than those expressly set out in this Call Off Contract.

1.195 Nothing in this Clause 53 shall exclude any liability in respect of misrepresentations made fraudulently.

#### 51. **THIRD PARTY RIGHTS**

1.196 The provisions of paragraph 9.9 of Schedule 10 (Exit Management) ("**Third Party Provisions**") confer benefits on persons named in such provisions other than the Parties (each such person a "**Third Party Beneficiary**") and are intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.

1.197 Subject to Clause 54.1, 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.

1.198 No Third Party Beneficiary may enforce, or take any step to enforce, any Third Party Provision without the prior written consent of the Customer, which may, if given, be given on and subject to such terms as the Customer may determine.

1.199 Any amendments or modifications to this Call Off Contract may be made, and any rights created under Clause 54.1 may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.

#### 52. **NOTICES**

1.200 Except as otherwise expressly provided within this Call Off Contract, any notices sent under this Call Off Contract must be in writing. For the purpose of this Clause 55, an e-mail is accepted as being "in writing".

1.201 Subject to Clause 55.3, the following table sets out the method by which notices may be served under this Call Off Contract and the respective deemed time and proof of service:

Manner of delivery	Deemed time of delivery	Proof of Service
Email (Subject to Clauses 55.3 and 55.4)	9.00am on the first Working Day after sending	Dispatched as a pdf attachment to an e-mail to the correct e-mail address without any error message
Personal delivery	On delivery, provided delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the next Working Day	Properly addressed and delivered as evidenced by signature of a delivery receipt
Royal Mail Signed For™ 1 <sup>st</sup> Class or other prepaid, next Working Day service providing proof of delivery	At the time recorded by the delivery service, provided that delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the same Working Day (if delivery before 9.00am) or on the next Working Day (if after 5.00pm)	Properly addressed prepaid and delivered as evidenced by signature of a delivery receipt

1.202 The following notices may only be served as an attachment to an email if the original notice is then sent to the recipient by personal delivery or Royal Mail Signed For™ 1<sup>st</sup> Class or other prepaid in the manner set out in the table in Clause 55.2:

- 52.1.1 any Termination Notice (Clause 41 (Customer Termination Rights)),
- 52.1.2 any notice in respect of:
  - partial termination, suspension or partial suspension (Clause 44 (Partial Termination, Suspension and Partial Suspension)),
  - waiver (Clause 48 (Waiver and Cumulative Remedies))
  - Default or Customer Cause; and
- 52.1.3 any Dispute Notice.

1.203 Failure to send any original notice by personal delivery or recorded delivery in accordance with Clause 55.3 shall invalidate the service of the related e-mail transmission. The deemed time of delivery of such notice shall be the deemed time of delivery of the original notice sent by personal delivery or Royal Mail Signed For™ 1<sup>st</sup> Class delivery (as set out in the table in Clause 55.2) or, if



earlier, the time of response or acknowledgement by the other Party to the email attaching the notice.

1.204 This Clause 55 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution (other than the service of a Dispute Notice under the Dispute Resolution Procedure).

1.205 For the purposes of this Clause 55, the address and email address of each Party shall be the address and email address set out in the Order Form.

### **53. DISPUTE RESOLUTION**

1.206 The Parties shall resolve Disputes arising out of or in connection with this Call Off Contract in accordance with the Dispute Resolution Procedure.

1.207 The Supplier shall continue to provide the Services in accordance with the terms of this Call Off Contract until a Dispute has been resolved.

### **54. GOVERNING LAW AND JURISDICTION**

1.208 This Call Off Contract and any issues, Disputes or claims (whether contractual or non-contractual) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales.

1.209 Subject to Clause 56 (Dispute Resolution) and Call Off Schedule 12 (Dispute Resolution Procedure) (including the Customer's right to refer the Dispute to arbitration), the Parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any Dispute or claim (whether contractual or non-contractual) that arises out of or in connection with this Call Off Contract or its subject matter or formation.

## CALL OFF SCHEDULE 1: DEFINITIONS

1. In accordance with Clause 1 (Definitions and Interpretations) of this Call Off Contract the following expressions shall have the following meanings:

<b>"Achieve"</b>	means in respect of a Test, to successfully pass such Test without any Test Issues in accordance with the Test Strategy Plan and in respect of a Milestone, the issue of a Satisfaction Certificate in respect of that Milestone and <b>"Achieved"</b> , <b>"Achieving"</b> and <b>"Achievement"</b> shall be construed accordingly;
<b>"Additional Clauses"</b>	means the additional Clauses in Call Off Schedule 14 (Alternative and/or Additional Clauses) and any other additional Clauses set out in the Order Form or elsewhere in this Call Off Contract;
<b>"Affected Party"</b>	means the party seeking to claim relief in respect of a Force Majeure;
<b>"Affiliates"</b>	means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
<b>"Alternative Clauses"</b>	means the alternative Clauses in Call Off Schedule 14 (Alternative and/or Additional Clauses) and any other alternative Clauses set out in the Order Form or elsewhere in this Call Off Contract;
<b>"Approval"</b>	means the prior written consent of the Customer and <b>"Approve"</b> and <b>"Approved"</b> shall be construed accordingly;
<b>"Approved Sub-Licensee"</b>	means any of the following: a Central Government Body; any third party providing services to a Central Government Body; and/or 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 Customer;
<b>"Auditor"</b>	means: the Customer's internal and external auditors; the Customer's statutory or regulatory auditors; the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office HM Treasury or the Cabinet Office any party formally appointed by the Customer to carry out audit or similar review functions; and

	successors or assigns of any of the above;
"Authority"	means [REDACTED] whose offices are located at [REDACTED] (the "Authority");
"BCDR Plan"	means the plan prepared pursuant to paragraph 2 of Call Off Schedule 9 (Business Continuity and Disaster Recovery), as may be amended from time to time;
"BCDR Services"	means the Business Continuity Services and Disaster Recovery Services;
"Business Continuity Services"	has the meaning given to it in paragraph 4.2.2 of Call Off Schedule 9 (Business Continuity and Disaster Recovery);
"Call Off Commencement Date"	means the date of commencement of this Call Off Contract set out in paragraph 1.1 of the Order Form;
"Call Off Contract"	means this contract between the Customer and the Supplier (entered into pursuant to the provisions of the Framework Agreement) consisting of the Order Form and the Call Off Terms;
"Call Off Contract Charges"	means the prices (inclusive of any Milestone Payments and exclusive of any applicable VAT), payable to the Supplier by the Customer under this Call Off Contract, as set out in Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing), for the full and proper performance by the Supplier of its obligations under this Call Off Contract less any Deductions;
"Call Off Contract Period"	means the term of this Call Off Contract from the Call Off Commencement Date until the Call Off Expiry Date, which shall in no event exceed a maximum duration of three (3) years;
"Call Off Contract Year"	means a consecutive period of twelve (12) Months commencing on the Call Off Commencement Date or each anniversary thereof;
"Call Off Expiry Date"	means: the end date of the Call Off Initial Period or any Call Off Extension Period; or if this Call Off Contract is terminated before the date specified in (a) above, the earlier date of termination of this Call Off Contract;
"Call Off Extension Period"	means the period of time commencing the day after the end date of the Call Off Initial Period to the last day of the extension period as stated in the Order Form;
"Call Off Guarantee"	means a deed of guarantee that may be required under this Call Off Contract in favour of the Customer in the form set out in Framework Schedule 13 (Guarantee) granted pursuant to Clause 7 (Call Off Guarantee);

"Call Off Guarantor"	means the person, in the event that a Call Off Guarantee is required under this Call Off Contract, acceptable to the Customer to give a Call Off Guarantee;
"Call Off Initial Period"	means the term from the Call Off Commencement Date to the last day of the initial Call Off Term term stated in the Order Form;
"Call Off Procedure"	has the meaning given to it in Framework Schedule 1 (Definitions);
"Call Off Schedule"	means a schedule to this Call Off Contract;
"Call Off Terms"	means these terms and conditions entered by the Parties (excluding the Order Form) in respect of the provision of the Services, together with the Call Off Schedules hereto;
"Central Government Body"	means 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:  Government Department;  Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);  Non-Ministerial Department; or  Executive Agency;
"Change in Law"	means any change in Law which impacts on the supply of the Services and performance of the Call Off Terms which comes into force after the Call Off Commencement Date;
"Change of Control"	means a change of control within the meaning of Section 450 of the Corporation Tax Act 2010;
"Charges"	means the charges raised under or in connection with this Call Off Contract from time to time, which Charges shall be calculated in a manner which is consistent with the Charging Structure;
"Charging Structure"	means the structure to be used in the establishment of the charging model which is applicable to each Call Off Agreement, which structure is set out in Framework Schedule 3 (Framework Prices and Charging Structure);
"Commercially Sensitive Information"	means the Confidential information listed in the Order Form (if any) comprising of a commercially sensitive information relating to the Supplier, its IPR or its business or which the Supplier has indicated to the Customer that, if disclosed by the Customer, would cause the Supplier significant commercial disadvantage or material financial loss;

<b>"Comparable Supply"</b>	means the supply of Services to another customer of the Supplier that are the same or similar to the Services;
<b>"Confidential Information"</b>	means the Customer's Confidential Information and/or the Supplier's Confidential Information, as the context specifies;
<b>"Continuous Improvement Plan"</b>	means a plan for improving the provision of the Services and/or reducing the Charges produced by the Supplier pursuant to Framework Schedule 12 (Continuous Improvement and Benchmarking);
<b>"Contracting Authority"</b>	means the Authority, the Customer and any other bodies listed in paragraph VI.3 of the OJEU Notice;
<b>"Control"</b>	means control as defined in section 1124 and 450 Corporation Tax Act 2010 and "Controls" and "Controlled" shall be interpreted accordingly;
<b>"Conviction"</b>	means other than for minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 by virtue of the exemptions specified in Part II of Schedule 1 of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (SI 1975/1023) or any replacement or amendment to that Order, or being placed on a list kept pursuant to section 1 of the Protection of Children Act 1999 or being placed on a list kept pursuant to the Safeguarding Vulnerable Groups Act 2006;
<b>"Costs"</b>	<p>the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Services:</p> <p>the cost to the Supplier or the Sub-Contractor (as the context requires), calculated per Man Day, of engaging the Supplier Personnel, including:</p> <ul style="list-style-type: none"> <li>base salary paid to the Supplier Personnel;</li> <li>employer's national insurance contributions;</li> <li>pension contributions;</li> <li>car allowances;</li> <li>any other contractual employment benefits;</li> <li>staff training;</li> <li>work place accommodation;</li> <li>work place IT equipment and tools reasonably necessary to provide the Services (but not including items included within limb (b) below); and</li> <li>reasonable recruitment costs, as agreed with the Customer;</li> </ul>

	<p>costs incurred in respect of those Supplier Assets which are detailed on the Registers and 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 Customer or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;</p> <p>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 Services;</p> <p>Reimbursable Expenses to the extent these are incurred in delivering any Services where the Call Off Contract Charges for those Services are to be calculated on a Fixed Price or Firm Price pricing mechanism (as set out in Framework Schedule 3 (Framework Prices and Charging Structure);</p> <p>but excluding:</p> <p>Overhead;</p> <p>financing or similar costs;</p> <p>maintenance and support costs to the extent that these relate to maintenance and/or support services provided beyond the Call Off Contract Period whether in relation to Supplier Assets or otherwise;</p> <p>taxation;</p> <p>finances and penalties;</p> <p>amounts payable under Clause 25 (Benchmarking); and</p> <p>non-cash items (including depreciation, amortisation, impairments and movements in provisions);</p>
<b>"Crown"</b>	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
<b>"Crown Body"</b>	means any department, office or executive agency of the Crown;
<b>"CRTPA"</b>	means the Contracts (Rights of Third Parties) Act 1999;
<b>"Customer"</b>	means the customer(s) identified in the Order Form;
<b>"Customer Assets"</b>	means the Customer's infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Customer and which is

	or may be used in connection with the provision of the Services;
<b>"Customer Background IPR"</b>	<p>means:</p> <p>IPRs owned by the Customer before the Call Off Commencement Date, including IPRs contained in any of the Customer's Know-How, documentation, software, processes and procedures;</p> <p>IPRs created by the Customer independently of this Call Off Contract; and/or</p> <p>Crown Copyright which is not available to the Supplier otherwise than under this Call Off Contract;</p>
<b>"Customer Cause"</b>	means any breach of the obligations of the Customer or any other default, act, omission, negligence or statement of the Customer, of its employees, servants, agents in connection with or in relation to the subject-matter of this Call Off Contract and in respect of which the Customer is liable to the Supplier;
<b>"Customer Data"</b>	<p>means:</p> <p>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 Customer's Confidential Information, and which:</p> <p>are supplied to the Supplier by or on behalf of the Customer; or</p> <p>the Supplier is required to generate, process, store or transmit pursuant to this Call Off Contract; or</p> <p>any Personal Data for which the Customer is the Data Controller;</p>
<b>"Customer Premises"</b>	means premises owned, controlled or occupied by the Customer which are made available for use by the Supplier or its Sub-Contractors for provision of the Services (or any of them);
<b>"Customer Property"</b>	means the property, other than real property and IPR, including any equipment issued or made available to the Supplier by the Customer in connection with this Call Off Contract;
<b>"Customer Representative"</b>	means the representative appointed by the Customer from time to time in relation to this Call Off Contract;
<b>"Customer Responsibilities"</b>	means the responsibilities of the Customer set out in the Part B of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) and any other responsibilities of the Customer in the Order Form or agreed in writing between the Parties from time to time in connection with this Call Off Contract;

<p><b>"Customer's Confidential Information"</b></p>	<p>means:</p> <p>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 Customer (including all Customer Background IPR and Project Specific IPR);</p> <p>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 Customer's attention or into the Customer's possession in connection with this Call Off Contract; and</p> <p>information derived from any of the above;</p>
<p><b>"Cyber Essentials"</b></p>	<p>means one of the two levels of certification which are available under the Cyber Essentials Scheme;</p>
<p>"Data Controller"</p>	<p>has the meaning given to it in Framework Schedule 1 (Definitions);</p>
<p>"Data Processor"</p>	<p>has the meaning given to it in Framework Schedule 1 (Definitions);</p>
<p>"Data Protection Legislation" or "DPA"</p>	<p>has the meaning given to it in Framework Schedule 1 (Definitions);</p>
<p>"Data Subject"</p>	<p>has the meaning given to it in Framework Schedule 1 (Definitions);</p>
<p>"Data Subject Access Request"</p>	<p>means a request made by a Data Subject in accordance with rights granted pursuant to the DPA to access his or her Personal Data;</p>
<p>"Deductions"</p>	<p>means all deductions which the Customer is paid or is payable under this Call Off Contract;</p>
<p>"Default"</p>	<p>means any breach of the obligations of the Supplier (including but not limited to including abandonment of this Call Off Contract in breach of its terms) or any other default (including material Default), act, omission, negligence or statement of the Supplier, of its Sub-Contractors or any Supplier Personnel howsoever arising in connection with or in relation to the subject-matter of this Call Off Contract and in respect of which the Supplier is liable to the Customer;</p>
<p>"Delay"</p>	<p>means:</p> <p>a delay in the Achievement of a Milestone by its Milestone Date; or</p> <p>a delay in the design, development, testing or implementation of a Deliverable by the relevant date set out in the Implementation Plan;</p>
<p>"Delay Payments"</p>	<p>means the amounts payable by the Supplier to the Customer in respect of a delay in respect of a Milestone as specified in</p>



	the Implementation Plan;
"Delay Period Limit"	shall be the number of days specified in Call Off Schedule 4 (Implementation Plan) for the purposes of Clause <b>Error! Reference source not found.</b> ;
"Deliverable"	means an item or feature in the supply of the Services delivered or to be delivered by the Supplier at or before a Milestone Date listed in the Implementation Plan (if any) or at any other stage during the performance of this Call Off Contract;
"Delivery"	means delivery in accordance with the terms of this Call Off Contract as confirmed by the issue by the Customer of a Satisfaction Certificate in respect of the relevant Milestone thereof (if any) or otherwise in accordance with this Call Off Contract and accepted by the Customer and " <b>Deliver</b> " and " <b>Delivered</b> " shall be construed accordingly;
"Disaster"	means the occurrence of one or more events which, either separately or cumulatively, mean that the Services, or a material part thereof will be unavailable (or could reasonably be anticipated to be unavailable) for the period specified in the Call Off Order Form (for the purposes of this definition the "Disaster Period");
"Disaster Recovery Services"	Services embodied in the processes and procedures for restoring the provision of Services following the occurrence of a Disaster, as detailed further in Call Off Schedule 8 (Business Continuity and Disaster Recovery);
"Disclosing Party"	has the meaning given to it in Clause 34.4.1 (Confidentiality);
"Dispute"	means any dispute, difference or question of interpretation arising out of or in connection with this Call Off Contract, including any dispute, difference or question of interpretation relating to the Services, failure to agree in accordance with the Variation Procedure or any matter where this Call Off Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;
"Dispute Notice"	means a written notice served by one Party on the other stating that the Party serving the notice believes that there is a Dispute;
"Dispute Resolution Procedure"	means the dispute resolution procedure set out in Call Off Schedule 11 (Dispute Resolution Procedure);
"Documentation"	means all documentation as: a) is required to be supplied by the Supplier to the Customer under this Call Off Contract; b) would reasonably be required by a competent third party capable of Good Industry Practice contracted by

	<p>the Customer to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Goods and/or Services;</p> <p>c) is required by the Supplier in order to provide the Goods and/or Services; and/or</p> <p>d) has been or shall be generated for the purpose of providing the Goods and/or Services;</p>
"DOTAS"	has the meaning given to it in Framework Schedule 1 (Definitions);
"Due Diligence Information"	means any information supplied to the Supplier by or on behalf of the Customer prior to the Call Off Commencement Date;
"Environmental Policy "	means 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 Customer;
"Environmental Information Regulations or EIRs "	means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations;
"Estimated Year 1 Call Off Contract Charges"	means the sum in pounds estimated by the Customer to be payable by it to the Supplier as the total aggregate Call Off Contract Charges from the Call Off Commencement Date until the end of the first Call Off Contract Year stipulated in the Order Form or elsewhere in this Call Off Contract;
"Expedited Dispute Timetable"	means the timetable set out in paragraph 5 of Schedule 12 (Dispute Resolution Procedure);
"FOIA"	means 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"	<p>means any event, occurrence, circumstance, matter or cause affecting the performance by either the Customer or the Supplier of its obligations arising from:</p> <p>acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party which prevent or materially delay the Affected Party from performing its obligations under this Call Off Contract;</p> <p>riots, civil commotion, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;</p> <p>acts of the Crown, local government or Regulatory</p>

	<p>Bodies;</p> <p>fire, flood or any disaster; and</p> <p>an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding:</p> <p>any industrial dispute relating to the Supplier, the Supplier Personnel (including any subsets of them) or any other failure in the Supplier or the Sub-Contractor's supply chain; and</p> <p>any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned; and</p> <p>any failure of delay caused by a lack of funds;</p>
<b>"Force Majeure Notice"</b>	means a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;
<b>"Former Supplier"</b>	means a supplier supplying the services to the Customer 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 sub-contractor of such supplier (or any sub-contractor of any such sub-contractor);
<b>"Framework Agreement"</b>	means the framework agreement between the Authority and the Supplier referred to in the Order Form;
<b>"Framework Commencement Date"</b>	means the date of commencement of the Framework Agreement as stated in the Call Off Schedule 1 (Definitions);
<b>"Framework Period"</b>	means the period from the Framework Commencement Date until the expiry or earlier termination of the Framework Agreement;
<b>"Framework Price(s)"</b>	means the price(s) applicable to the provision of the Services set out in Framework Schedule 3 (Framework Prices and Charging Structure);
<b>"Framework Schedule"</b>	means a schedule to the Framework Agreement;
<b>"Fraud"</b>	means any offence under any Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts including acts of forgery;
<b>"Further Competition Procedure"</b>	means the award procedure described in paragraph 3 of Framework Schedule 5 (Call Off Procedure);
<b>"General Anti-Abuse Rule"</b>	means (a) the legislation in Part 5 of the Finance Act 2013 and; and (b) any future legislation introduced into parliament to counteract tax advantages arising from

	abusive arrangements to avoid national insurance contributions;
"General Change in Law"	means a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
"Good Industry Practice"	means 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"	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive 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;
"Halifax Abuse Principle"	means the principle explained in the CJEU Case C-255/02 Halifax and others;
"HMRC"	means Her Majesty's Revenue and Customs;
"Holding Company"	has the meaning given to it in section 1159 of the Companies Act 2006;
"ICT Policy"	means the Customer's ICT policy in force as at the Call Off Commencement Date (a copy of which has been supplied to the Supplier), as updated from time to time in accordance with the Variation Procedure;  <b>[Guidance Note: if the Customer wants the Supplier to comply with its ICT Policy, ensure it is handed over to the Customer BEFORE the Call Off Commencement Date]</b>
"Impact Assessment"	has the meaning given to it in Clause 22.1.3 (Variation Procedure);
"Implementation Plan"	means the plan set out in the Order Form;
"Information"	has the meaning given to it under section 84 of the Freedom of Information Act 2000;
"Insolvency Event"	means, in respect of the Supplier or Framework Guarantor or Call Off Guarantor (as applicable):  a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or  a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a

	<p>resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or</p> <p>a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or</p> <p>a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or</p> <p>an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or</p> <p>it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or</p> <p>being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or</p> <p>where the Supplier or Framework Guarantor or Call Off Guarantor is an individual or partnership, any event analogous to those listed in limbs (a) to (g) (inclusive) occurs in relation to that individual or partnership; or</p> <p>any event analogous to those listed in limbs (a) to (h) (inclusive) occurs under the law of any other jurisdiction;</p>
<p><b>"Intellectual Property Rights" or "IPR"</b></p>	<p>means</p> <p>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, designs, Know-How, trade secrets and other rights in Confidential Information;</p> <p>applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and</p> <p>all other rights having equivalent or similar effect in any country or jurisdiction;</p>
<p><b>"IPR Claim"</b></p>	<p>means any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Services or as otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the</p>

	Customer in the fulfilment of its obligations under this Call Off Contract;
<b>"Key Performance Indicators" or "KPIs"</b>	means the performance measurements and targets in respect of the Supplier's performance of the Framework Agreement set out in Part B of Framework Schedule 2 (Services and Key Performance Indicators);
<b>"Key Personnel"</b>	means the individuals (if any) identified as such in Part C of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel);
<b>"Key Role(s) "</b>	has the meaning given to it in Clause 26.1 (Key Personnel);
<b>"Know-How"</b>	means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Services but excluding know-how already in the other Party's possession before the Call Off Commencement Date;
<b>"Law"</b>	means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Supplier is bound to comply;
<b>"Losses"</b>	means 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 <b>"Loss"</b> shall be interpreted accordingly;
<b>"Man Day"</b>	means 8 Man Hours (exclusive of lunch breaks), whether or not such hours are worked consecutively and whether or not they are worked on the same day;
<b>"Man Hours"</b>	means the hours spent by the Supplier Personnel properly working on the provision of the Services including time spent travelling (other than to and from the Supplier's offices, or to and from the Sites) but excluding lunch breaks;
<b>"Milestone"</b>	means an event or task described in the Implementation Plan which, if applicable, must be completed by the relevant Milestone Date;
<b>"Milestone Date"</b>	means the target date set out against the relevant Milestone in the Implementation Plan by which the Milestone must be Achieved;
<b>"Milestone Payment"</b>	means 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;
"Month"	means a calendar month and "Monthly" shall be interpreted accordingly;
"Occasion of Tax Non-Compliance"	<p>means:</p> <p>any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of:</p> <p>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;</p> <p>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 DOTAS or any equivalent or similar regime in any jurisdiction; and/or</p> <p>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 Call Off Commencement Date or to a civil penalty for fraud or evasion;</p>
"Order"	means the order for the provision of the Services placed by the Customer with the Supplier in accordance with the Framework Agreement and under the terms of this Call Off Contract;
"Order Form"	means the form, as completed and forming part of this Call Off Contract, which contains details of an Order, together with other information in relation to such Order, including without limitation the description of the Services to be supplied;
"Other Supplier"	means any supplier to the Customer (other than the Supplier) which is notified to the Supplier from time to time and/or of which the Supplier should have been aware;
"Overhead"	means those amounts which are intended to recover a proportion of the Supplier's or the Sub-Contractor'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 Personnel and accordingly included within limb (a) of the definition of "Costs";
"Parent Company"	means any company which is the ultimate Holding Company of the Supplier and which is either responsible

	directly or indirectly for the business activities of the Supplier or which is engaged by the same or similar business to the Supplier. The term "Holding or Parent Company" shall have the meaning ascribed by the Companies Act 2006 or any statutory re-enactment or amendment thereto;
"Party"	means the Customer or the Supplier and "Parties" shall mean both of them;
"Performance Monitoring System"	has the meaning given to it in paragraph 8.1.2 in Part B of Schedule 6 (Service Levels and Performance Monitoring);
"Performance Monitoring Reports"	has the meaning given to it in paragraph 10.1 of Part B of Schedule 6 (Service Levels and Performance Monitoring);
"Personal Data"	has the meaning given to it in the Data Protection Act 1998;
"Processing"	has the meaning given to it in the Data Protection Legislation but, for the purposes of this Call Off Contract, it shall include both manual and automatic processing and "Process" and "Processed" shall be interpreted accordingly;
"Prohibited Act"	<p>means any of the following:</p> <p>to directly or indirectly offer, promise or give any person working for or engaged by the Customer and/or the Authority or other Contracting Authority or any other public body a financial or other advantage to:</p> <p>induce that person to perform improperly a relevant function or activity; or</p> <p>reward that person for improper performance of a relevant function or activity;</p> <p>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 this Agreement;</p> <p>committing any offence:</p> <p>under the Bribery Act 2010 (or any legislation repealed or revoked by such Act)</p> <p>under legislation or common law concerning fraudulent acts; or</p> <p>defrauding, attempting to defraud or conspiring to defraud the Customer; or</p> <p>any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK;</p>



<b>"Project Specific IPR"</b>	<p>means:</p> <p>Intellectual Property Rights in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of this Call Off Contract and updates and amendments of these items including (but not limited to) database schema; and/or</p> <p>IPR in or arising as a result of the performance of the Supplier's obligations under this Call Off Contract and all updates and amendments to the same;</p> <p>but shall not include the Supplier Background IPR;</p>
<b>"Recipient"</b>	has the meaning given to it in Clause 34.3.1 (Confidentiality);
<b>"Rectification Plan"</b>	means the rectification plan pursuant to the Rectification Plan Process;
<b>"Rectification Plan Process"</b>	means the process set out in Clause 38.2 (Rectification Plan Process);
<b>"Registers"</b>	has the meaning given to in Call Off Schedule 10 (Exit Management);
<b>"Regulations"</b>	means the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2012 (as the context requires) as amended from time to time;
<b>"Reimbursable Expenses"</b>	has the meaning given to it in Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing);
<b>"Related Supplier"</b>	means any person who provides services to the Customer which are related to the Services from time to time;
<b>"Relevant Conviction"</b>	means a Conviction that is relevant to the nature of the Services to be provided or as specified by the Customer in the Order Form or elsewhere in this Call Off Contract;
<b>"Relevant Requirements"</b>	means all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010;
<b>"Relevant Tax Authority"</b>	means HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established;
<b>"Relief Notice"</b>	has the meaning given to it in Clause 39.2.2 (Supplier Relief Due to Customer Cause);
<b>"Replacement Services"</b>	means any services which are substantially similar to any of the Services and which the Customer receives in substitution for any of the Services following the Call Off Expiry Date, whether those services are provided by the Customer internally and/or by any third party;
<b>"Replacement Sub-Contractor"</b>	means a sub-contractor of the Replacement Supplier to whom transferring Supplier employees will transfer on a

	Service Transfer Date (or any sub-contractor of any such sub-contractor);
<b>"Replacement Supplier"</b>	means any third party provider of Replacement Services appointed by or at the direction of the Customer from time to time or where the Customer is providing Replacement Services for its own account, shall also include the Customer;
<b>"Request for Information"</b>	means a request for information or an apparent request relating to this Call Off Contract or the provision of the Services or an apparent request for such information under the FOIA or the EIRs;
<b>"Restricted Countries"</b>	has the meaning given to it in Clause 34.6.3 (Protection of Personal Data);
<b>"Satisfaction Certificate"</b>	means the certificate materially in the form of the document contained in Call Off Schedule 5 (Testing) granted by the Customer when the Supplier has Achieved a Milestone or a Test;
<b>"Security Management Plan"</b>	means the Supplier's security management plan prepared pursuant to paragraph 4 of Call Off Schedule 8 (Security) a draft of which has been provided by the Supplier to the Customer in accordance with paragraph 4 of Call Off Schedule 8 (Security) and as updated from time to time;
<b>"Security Policy"</b>	means the Customer's security policy in force as at the Call Off Commencement Date (a copy of which has been supplied to the Supplier), as updated from time to time and notified to the Supplier;
<b>"Security Policy Framework"</b>	the HMG Security Policy Framework <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/255910/HMG_Security_Policy_Framework_V11.0.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/255910/HMG_Security_Policy_Framework_V11.0.pdf</a> ;
<b>"Service Failure"</b>	means an unplanned failure and interruption to the provision of the Services, reduction in the quality of the provision of the Services or event which could affect the provision of the Services in the future;
<b>"Service Level Failure"</b>	means a failure to meet the Service Level Performance Measure in respect of a Service Level Performance Criterion;
<b>"Service Level Performance Criteria"</b>	has the meaning given to it in paragraph 4.2 of Part A of Call Off Schedule 6 (Service Levels and Performance Monitoring);
<b>"Service Level Performance Measure"</b>	shall be as set out against the relevant Service Level Performance Criterion in Annex 1 of Part A of Call Off Schedule 6 (Service Levels and Performance Monitoring);
<b>"Service Levels"</b>	means any service levels applicable to the provision of

	the Services under this Call Off Contract specified in Annex 1 to Part A of Call Off Schedule 6 (Service Levels and Performance Monitoring);
<b>"Service Period"</b>	has the meaning given to in paragraph 5.1 of Call Off Schedule 6 (Service Levels Performance Monitoring);
<b>"Service Transfer"</b>	means any transfer of the Services (or any part of the Services), for whatever reason, from the Supplier or any Sub-Contractor to a Replacement Supplier or a Replacement Sub-Contractor;
<b>"Service Transfer Date"</b>	means the date of a Service Transfer;
<b>"Services"</b>	means the services to be provided by the Supplier to the Customer as referred to Annex A of Call Off Schedule 2 (Services);
<b>"Sites"</b>	means: any premises (including the Customer Premises, the Supplier's premises or third party premises): from, to or at which: the Services are (or are to be) provided; or the Supplier manages, organises or otherwise directs the provision or the use of the Services.
<b>"Specific Change in Law"</b>	means a Change in Law that relates specifically to the business of the Customer and which would not affect a Comparable Supply;
<b>"Staffing Information"</b>	has the meaning give to it in Call Off Schedule 11 (Staff Transfer);
<b>"Standards"</b>	means any: 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; standards detailed in the specification in Framework Schedule 2 (Services and Key Performance Indicators); standards detailed by the Customer in Call Off Schedule 7 (Standards) or agreed between the Parties from time to time; relevant Government codes of practice and guidance applicable from time to time.
<b>"Sub-Contract"</b>	means any contract or agreement (or proposed contract or agreement), other than this Call Off Contract or the

	<p>Framework Agreement, pursuant to which a third party:  provides the Services (or any part of them);  provides facilities or services necessary for the provision of the Services (or any part of them); and/or  is responsible for the management, direction or control of the provision of the Services (or any part of them);</p>
<b>"Sub-Contractor"</b>	<p>means any person other than the Supplier, who is a party to a Sub-Contract and the servants or agents of that person, and;  is listed in Framework Schedule 7 (Sub-Contractors);  which, in the opinion of the Authority and the Customer, performs (or would perform if appointed) a critical role in the provision of all or any part of the Services.</p>
<b>"Supplier"</b>	<p>means the person, firm or company with whom the Customer enters into this Call Off Contract as identified in the Order Form;</p>
<b>"Supplier Assets"</b>	<p>means all assets and rights used by the Supplier to provide the Services in accordance with this Call Off Contract but excluding the Customer Assets;</p>
<b>"Supplier Background IPR"</b>	<p>means  Intellectual Property Rights owned by the Supplier before the Call Off Commencement Date, for example those subsisting in the Supplier's standard development tools, program components or standard code used in computer programming or in physical or electronic media containing the Supplier's Know-How or generic business methodologies; and/or  Intellectual Property Rights created by the Supplier independently of this Call Off Contract,</p>
<b>"Supplier Personnel"</b>	<p>means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Sub-Contractor engaged in the performance of the Supplier's obligations under this Call Off Contract;</p>
<b>"Supplier Equipment"</b>	<p>means 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 Customer) in the performance of its obligations under this Call Off Contract;</p>
<b>"Supplier Non-Performance"</b>	<p>has the meaning given to it in Clause 39.1 (Supplier Relief Due to Customer Cause);</p>
<b>"Supplier Profit"</b>	<p>means, in relation to a period or a Milestone (as the context requires), the difference between the total Call Off Charges (in nominal cash flow terms but excluding any Deductions) and total Costs (in nominal cash flow</p>

	terms) for the relevant period or in relation to the relevant Milestone;
<b>"Supplier Profit Margin"</b>	means, 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 Call Off Contract Charges over the same period or in relation to the relevant Milestone and expressed as a percentage;
<b>"Supplier Representative"</b>	means the representative appointed by the Supplier named in the Order Form;
<b>"Supplier System"</b>	means the information and communications technology system used by the Supplier in supplying the Services, including the Supplier Software, the Supplier Equipment, configuration and management utilities, calibration and testing tools and related cabling (but excluding the Customer System);
<b>"Supplier's Confidential Information"</b>	means any information, however it is conveyed, that relates to the business, affairs, developments, IPR of the Supplier (including the Supplier Background IPR) trade secrets, Know-How, and/or personnel of the Supplier;  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 this Call Off Contract;  any information derived from any of the above.
<b>"Template Call Off Terms"</b>	means the template terms and conditions in Annex 2 of Framework Schedule 4 (Template Order Form and Template Call Off Terms);
<b>"Template Order Form"</b>	means the template order form in Annex 1 of Framework Schedule 4 (Template Order Form and Template Call Off Terms);
<b>"Tender"</b>	means the tender submitted by the Supplier to the Authority and annexed to or referred to in Framework Schedule 21;
<b>"Tests and Testing"</b>	means any tests required to be carried out pursuant to this Call Off Contract as set out in the Test Plan or elsewhere in this Call Off Contract and "Tested" shall be construed accordingly;
<b>"Test Issue"</b>	means any variance or non-conformity of the Services or Deliverables from their requirements as set out in the Call Off Contract;
<b>"Test Plan"</b>	means a plan

	<p>for the Testing of the Deliverables; and</p> <p>setting out other agreed criteria related to the achievement of Milestones,</p> <p>as described further in paragraph 4 of Call of Schedule 5 (Testing);</p>
<b>"Test Strategy"</b>	means a strategy for the conduct of Testing as described further in paragraph 3 of Call Off Schedule 5 (Testing);
<b>"Termination Notice"</b>	means 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 this Call Off Contract on a specified date and setting out the grounds for termination;
<b>"Third Party IPR"</b>	means Intellectual Property Rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Services;
"Transparency Principles"	has the meaning given to it in Framework Schedule 1 (Definitions);
"Transparency Reports"	means the information relating to the Services and performance of this Call Off Contract which the Supplier is required to provide to the Authority in accordance with the reporting requirements in Schedule 13;
<b>"Undelivered Services"</b>	has the meaning given to it in Clause 8.3.1 (Services);
<b>"Undisputed Sums Time Period"</b>	has the meaning given to it Clause 42.1.1 (Termination of Customer Cause for Failure to Pay);
<b>"Valid Invoice"</b>	means an invoice issued by the Supplier to the Customer that complies with the invoicing procedure in paragraph 7 (Invoicing Procedure) of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing);
<b>"Variation"</b>	has the meaning given to it in Clause 22.1 (Variation Procedure);
<b>"Variation Form"</b>	means the form set out in Call Off Schedule 13 (Variation Form);
<b>"Variation Procedure"</b>	means the procedure set out in Clause 22.1 (Variation Procedure);
<b>"VAT"</b>	means value added tax in accordance with the provisions of the Value Added Tax Act 1994;
<b>"Worker"</b>	means any one of the Supplier Personnel which the Customer, in its reasonable opinion, considers is an individual to which Procurement Policy Note 07/12 (Tax Arrangements of Public Appointees) <a href="https://www.gov.uk/government/publications/procurement-policy-note-07-12-tax-arrangements-of-public-appointees">https://www.gov.uk/government/publications/procurement-policy-note-07-12-tax-arrangements-of-public-appointees</a> applies in respect of the Services.

<b>"Working Day"</b>	means any Day other than a Saturday or Sunday or public holiday in England and Wales.
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## **CALL OFF SCHEDULE 2: SERVICES**

### **55. INTRODUCTION**

1.210 This Call Off Schedule specifies the:

55.1.1 Services to be provided under this Call Off Contract, in Annex 1.



## ANNEX 1: THE SERVICES

[REDACTED]

***[Guidance Note: insert details of the Services to be provided by the Supplier.]***

**ANNEX 2: NOT USED**

## CALL OFF SCHEDULE 3: CALL OFF CONTRACT CHARGES, PAYMENT AND INVOICING

### 56. DEFINITIONS

1.211 The following terms used in this Call Off Schedule shall have the following meaning:

<b>"Reimbursable Expenses</b>	1 means 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 Customer's expenses policy current from time to time, but not including:  vel expenses incurred as a result of Supplier Personnel 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 Customer otherwise agrees in advance in writing; and  bsistence expenses incurred by Supplier Personnel 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;
<b>"Review Adjustment Date"</b>	Has the meaning given to it in paragraph 10.1.2 of this Call Off Schedule
<b>"Supporting Documentation"</b>	2 means sufficient information in writing to enable the Customer to reasonably to assess whether the Call Off contract Charges, Reimbursable Expenses and other sums due from the Customer under this Call Off Contract detailed in the information are properly payable.

### 57. GENERAL PROVISIONS

1.212 This Call Off Schedule details:

- 57.1.1 the Call Off Contract Charges for the Services under this Call Off Contract; and
- 57.1.2 the payment terms/profile for the Call Off Contract Charges;
- 57.1.3 the invoicing procedure; and
- 57.1.4 the procedure applicable to any adjustments of the Call Off Contract Charges.

## **58. CALL OFF CONTRACT CHARGES**

1.213 The Call Off Contract Charges which are applicable to this Call Off Contract are set out in Annex 1 of this Call Off Schedule.

1.214 The Supplier acknowledges and agrees that:

58.1.1 In accordance with paragraph 2 (General Provisions) of Framework Schedule 3 (Framework Prices and Charging Structure), the Call Off Contract Charges can in no event exceed the Framework Prices set out in Annex 3 to Framework Schedule 3 (Framework Prices and Charging Structure); and

58.1.2 subject to paragraph 8 of this Call Off Schedule (Adjustment of Call Off Contract Charges), the Call Off Contract Charges cannot be increased during the Call Off Contract Period.

## **59. COSTS AND EXPENSES**

1.215 Except as expressly set out in paragraph 5 of this Call Off Schedule (Reimbursable Expenses), the Call Off Contract Charges include all costs and expenses relating to the Services and/or the Supplier's performance of its obligations under this Call Off Contract and no further amounts shall be payable by the Customer to the Supplier in respect of such performance, including in respect of matters such as:

59.1.1 any incidental expenses that the Supplier incurs, including travel, subsistence and lodging, document or report reproduction, shipping, desktop or office equipment costs required by the Supplier Personnel, network or data interchange costs or other telecommunications charges; or

59.1.2 any amount for any services provided or costs incurred by the Supplier prior to the Call Off Commencement Date.

## **60. REIMBURSEABLE EXPENSES**

1.216 The Supplier shall be entitled to be reimbursed by the Customer for Reimbursable Expenses (in addition to being paid the relevant Call Off Contract Charges under this Call Off Contract), provided that such Reimbursable Expenses are supported by Supporting Documentation. The Customer shall provide a copy of their current expenses policy to the Supplier upon request.

## **61. PAYMENT TERMS/PAYMENT PROFILE**

1.217 The payment terms/profile which are applicable to this Call Off Contract are set out in Annex 2 of this Call Off Schedule.

## **62. INVOICING PROCEDURE**

1.218 The Customer shall pay all sums properly due and payable to the Supplier in cleared funds within thirty (30) days of receipt of a Valid Invoice, submitted to the address specified by the Customer in paragraph 7.5 of this Call Off Schedule and in accordance with the provisions of this Call Off Contract.

1.219 The Supplier shall ensure that each invoice (whether submitted electronically or in a paper form, as the Customer may specify):

62.1.1 contains:

all appropriate references, including the unique Order reference number [ ] **[Guidance note: specify unique Order Reference Number]**; and

a detailed breakdown of the Delivered Services, including the Milestone(s) (if any) and Deliverable(s) within this Call Off Contract to which the Delivered Services relate, against the applicable due and payable Call Off Contract Charges; and

shows separately the VAT added to the due and payable Call Off Contract Charges in accordance with Clause 23.2.1 of this Call Off Contract (VAT) and the tax point date relating to the rate of VAT shown;

62.1.2 it is supported by any other documentation reasonably required by the Customer to substantiate that the invoice is a Valid Invoice.

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

1.221 All payments due by one Party to the other shall be made within thirty (30) days of receipt of a Valid Invoice unless otherwise specified in this Call Off Contract, in cleared funds, to such bank or building society account as the recipient Party may from time to time direct.

1.222 The Supplier shall submit invoices directly to:

[ ]

**[Guidance Note insert the Customer billing address]**

### 63. ADJUSTMENT OF CALL OFF CONTRACT CHARGES

1.223 The Call Off Contract Charges shall only be varied:

63.1.1 due to a Specific Change in Law in relation to which the Parties agree that a change is required to all or part of the Call Off Contract Charges in accordance with Clause 22.2 of this Call Off Contract (Legislative Change);

63.1.2 in accordance with Clause 23.1.4 of this Call Off Contract (Call Off Contract Charges and Payment) where all or part of the Call Off Contract Charges are reduced as a result of a reduction in the Framework Prices;

63.1.3 where all or part of the Call Off Contract Charges are reduced as a result of a review of the Call Off Contract Charges in accordance with Clause 18 of this Call Off Contract (Continuous Improvement);

63.1.4 where all or part of the Call Off Contract Charges are reduced as a result of a review of Call Off Contract Charges in accordance with Clause 25 of this Call Off Contract (Benchmarking);

63.1.5 where all or part of the Call Off Contract Charges are reviewed and reduced in accordance with paragraph 9 of this Call Off Schedule;

63.1.6 [where a review and increase of Call Off Contract Charges is requested by the Supplier and Approved, in accordance with the provisions of paragraph 10 of this Call Off Schedule.]

1.224 Subject to paragraphs 8.1.1 to 8.1.5 of this Call Off Schedule, the Call Off Contract Charges will remain fixed for the first [two (2)] Contract Years.

#### 64. SUPPLIER PERIODIC ASSESSMENT OF CALL OFF CONTRACT CHARGES

1.225 Every six (6) Months during the Call Off Contract Period, the Supplier shall assess the level of the Call Off Contract Charges to consider whether it is able to reduce them.

1.226 Such assessments by the Supplier under paragraph 9 of this Call Off Schedule shall be carried out on [1 May] and [1 December] in each Contract Year (or in the event that such dates do not, in any Contract Year, fall on a Working Day, on the next Working Day following such dates). To the extent that the Supplier is able to decrease all or part of the Call Off Contract Charges it shall promptly notify the Customer in writing and such reduction shall be implemented in accordance with paragraph 12.1.5 of this Call Off Schedule below.

#### 65. [SUPPLIER REQUEST FOR INCREASE OF THE CALL OFF CONTRACT CHARGES

**[Guidance Note: See optional paragraph 8.1.6 above and consider whether the approach to price review set out in this paragraph 10, to which paragraph 8.1.6 is linked, is appropriate to your Call Off Contract]**

65.1 The Supplier may request an increase in all or part of the Call Off Contract Charges in accordance with the remaining provisions of this paragraph 10 subject always to:

65.1.1 paragraph 3.2 of this Call Off Schedule;

65.1.2 the Supplier's request being submitted in writing at least three (3) Months before the effective date for the proposed increase in the relevant Call Off Contract Charges ("**Review Adjustment Date**") which shall be subject to paragraph 10.2 of this Call Off Schedule; and

65.1.3 the Approval of the Customer which shall be granted in the Customer's sole discretion.

65.2 The earliest Review Adjustment Date will be the first (1st) Working Day following the [second (2nd)] anniversary of the Call Off Commencement Date. Thereafter any subsequent increase to any of the Call Off Contract Charges in accordance with this paragraph 10 of this Call Off Schedule shall not occur before the anniversary of the previous Review Adjustment Date during the Call Off Contract Period.

65.3 To make a request for an increase of some or all of the Call Off Contract Charges in accordance with this paragraph 10, the Supplier shall provide the Customer with:

65.3.1 a list of the Call Off Contract Charges it wishes to review;

65.3.2 for each of the Call Off Contract Charges under review, written evidence of the justification for the requested increase including:

a breakdown of the profit and cost components that comprise the relevant Call Off Contract Charge;

details of the movement in the different identified cost components of the relevant Call Off Contract Charge;

reasons for the movement in the different identified cost components of the relevant Call Off Contract Charge;

evidence that the Supplier has attempted to mitigate against the increase in the relevant cost components; and

evidence that the Supplier's profit component of the relevant Call Off Contract Charge is no greater than that applying to Call Off Contract Charges using the same pricing mechanism as at the Call Off Commencement Date.

**[Guidance Note: Add anything else the Customer expects to see from the Supplier]**

## 66. IMPLEMENTATION OF ADJUSTED CALL OFF CONTRACT CHARGES

1.227 Variations in accordance with the provisions of this Call Off Schedule to all or part the Call Off Contract Charges (as the case may be) shall be made by the Customer to take effect:

- 66.1.1 in accordance with Clause 22.2 of this Call Off Contract (Legislative Change) where an adjustment to the Call Off Contract Charges is made in accordance with paragraph 8.1.1 of this Call Off Schedule;
- 66.1.2 in accordance with Clause 23.1.4 of this Call Off Contract (Call Off Contract Charges and Payment) where an adjustment to the Call Off Contract Charges is made in accordance with paragraph 8.1.2 of this Call Off Schedule;
- 66.1.3 in accordance with Clause 18 of this Call Off Contract (Continuous Improvement) where an adjustment to the Call Off Contract Charges is made in accordance with paragraph 8.1.3 of this Call Off Schedule;
- 66.1.4 in accordance with Clause 25 of this Call Off Contract (Benchmarking) where an adjustment to the Call Off Contract Charges is made in accordance with paragraph 8.1.4 of this Call Off Schedule; **[or]**
- 66.1.5 on **[1 June]** for assessments made on **[1 May]** and on **[1 January]** for assessments made on **[1 December]** where an adjustment to the Call Off Contract Charges is made in accordance with paragraph 8.1.5 of this Call Off Schedule 3.
- 66.1.6 **[on the Review Adjustment Date where an adjustment to the Call Off Contract Charges is made in accordance with paragraph 8.1.6 of this Call Off Schedule;]**

and the Parties shall amend the Call Off Contract Charges shown in Annex 1 to this Call Off Schedule to reflect such variations.

## ANNEX 1: CALL OFF CONTRACT CHARGES

[ ]

**[Guidance Note: Prior to the commencement of this Call Off Contract, the Customer will incorporate here the Supplier's tendered Call Off Contract Charges including any discounts e.g. volume discounts]**

**[Guidance Note: the Call Off Contract Charges must be consistent with the provisions of Framework Schedule 3 (Framework Prices and Charging Structure) and paragraph 3 of this Call Off Schedule]**



## ANNEX 2: PAYMENT TERMS/PROFILE

[REDACTED]

***[Guidance Note: insert details of the agreed payment terms/payment profile]***

## **CALL OFF SCHEDULE 4: IMPLEMENTATION PLAN, CUSTOMER RESPONSIBILITIES AND KEY PERSONNEL**

### **67. INTRODUCTION**

1.228 This Call Off Schedule specifies:

- 67.1.1 In Part A, the Implementation Plan in accordance with which the Supplier shall provide the Services;
- 67.1.2 In Part B, the Customer Responsibilities in respect of facilitating the Supplier's achievement of the Implementation Plan; and
- 67.1.3 In Part C, The Key Personnel and their Key Roles assigned by the Supplier to this Call Off Contract in accordance with Clause 26.1 of this Call Off Contract (Key Personnel).

**PART A: IMPLEMENTATION PLAN**

**68. GENERAL**

1.229 The Implementation Plan is set out below:

1.230 The Milestones to be Achieved are Identified below:

Milestone	Deliverables	Duration	Milestone Date	Customer Responsibilities	Milestone Payments	Delay Payments
<p><i>The Milestones will be Achieved in accordance with [Call Off Schedule 5 (Testing)].</i></p> <p><i>For the purposes of Clause 6.4.1(b)(ii) the number of days shall be [insert number of days] days ('the Delay Period Limit')</i></p>						

**[Guidance Note: See Clauses 6 and 7.1.2 of the Template Call Off Terms and refer to the Specification in Part A of Framework Schedule 1 (Services and Key Performance Indicators). Consider If your need an Implementation Plan prior to the commencement of the provision of the Services. Consider if you should ask the Supplier to provide a draft Implementation Plan and, if so, specify within what period the Supplier should provide the draft for Approval.]**

**[Guidance Note: Under Clause 6.4.1(b)(ii) the Customer will have additional remedies for delay (over and above the Delay Payments) where the delay exceeds the time specified above for the Delay Period Limit. Please insert the desired number of days]**

**[Guidance Note: Consider what Milestones should be inserted, together with associated Deliverables and Milestone Dates. See also Clause 8.1 of the Template Call Off Terms in relation to time of Delivery and consider if you should make 'time of the essence' in respect of any Milestone Dates.]**

**[Guidance Note: Consider if you should include any Milestone Payments for Achievement of certain Milestones. If so, tie any Milestone Payments to Clause 23 of the Template Call Off terms and Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Invoicing and Payment). See also Clause 6.4 of the Template Call Off Terms in relation to Delay Payments and refine the Delay Payment provisions if needed]**

**Guidance Note: Consider whether Call Off Schedule 5 provides an appropriate test strategy or whether an alternative plan needs to be produced by the Supplier.]**

***[Guidance Note: See also Clause 8.1 of the Template Call Off Terms in relation to time of Delivery. Consider if you should make 'time of the essence' in respect of any Milestone Dates.]***

## PART B: CUSTOMER RESPONSIBILITIES

### 69. GENERAL

1.231 The Customer Responsibilities associated with the Milestones identified in the Implementation Plan are set out in the column entitled Customer Responsibilities in the Implementation Plan.

**[Guidance Note: Include in the Implementation Plan details of any specific responsibilities of the Customer, for example, the granting of access to the Customer Sites, provision of Property, Customer Assets or information (e.g. copies of the Security Policy and the ICT Policy) etc.]**

**[Guidance Note: See also Clauses 2, 30 and 31 of the Template Call Off Terms. Consider whether to include any specific mechanisms to deal with the consequences of a failure by the Customer to comply with its responsibilities e.g. the Supplier will be given extra time to fulfil its obligations]**

## PART C: KEY PERSONNEL

### 70. GENERAL

1.232 The Supplier has assigned the following Key Personnel to this Call Off Contract in the Key Roles detailed below:

[REDACTED]

**[Guidance Note: Insert details of any Key Personnel and their Key Roles]**

## **CALL OFF SCHEDULE 5: TESTING**

***[Guidance Note: Consider the Guidance Note on Testing in the Template Order Form and Clause 11.6 of the Template Call Off Terms. This Call Off Schedule is more likely to be relevant in the context of procuring complex, high value and/or high importance Services where there is a need to test the Services. Switch all paragraphs to "Not Used" if not required. However, retain Annex 1 (Satisfaction Certificate) for use in respect of Achievement of any Milestones in an Implementation Plan (if any)]***

### **71. INTRODUCTION**

1.233 This Call Off Schedule (Testing) sets out the approach to Testing and the different Testing activities to be undertaken, including the preparation and agreement of the Test Strategy and Test Plans.

### **72. TESTING OVERVIEW**

1.234 All Tests conducted by the Supplier shall be conducted in accordance with the Test Strategy and the Test Plans.

1.235 Any disputes between the Supplier and the Customer regarding this Testing shall be referred to the Dispute Resolution Procedure.

### **73. TEST STRATEGY**

1.236 The Supplier shall develop the final Test Strategy as soon as practicable but in any case no later than sixty (60) Working Days (or such other period as the Parties may agree) after the Call Off Commencement Date.

1.237 The final Test Strategy shall include:

- 73.1.1 an overview of how Testing will be conducted in relation to the Implementation Plan;
- 73.1.2 the process to be used to capture and record Test results and the categorisation of Test Issues;
- 73.1.3 the procedure to be followed should a Deliverable fail a Test or where a Deliverable produces unexpected results, including a procedure for the resolution of Test Issues;
- 73.1.4 the procedure to be followed to sign off each Test; and
- 73.1.5 the process for the production and maintenance of reports relating to Tests.

### **74. TEST PLANS**

1.238 The Supplier shall develop Test Plans for the approval of the Customer as soon as practicable but in any case no later than sixty (60) Working Days (or such other period as the Parties may agree in the Test Strategy or otherwise) prior to the start date for the relevant Testing as specified in the Implementation Plan.

1.239 Each Test Plan shall include as a minimum:

- 74.1.1 the relevant Test definition and the purpose of the Test, the Milestone to which it relates, the requirements being Tested;

- 74.1.2 a detailed procedure for the Tests to be carried out, including:  
the timetable for the Tests including start and end dates;  
the Testing mechanism;  
dates and methods by which the Customer can inspect Test results;  
the mechanism for ensuring the quality, completeness and relevance of the Tests;  
the process with which the Customer will review Test Issues and progress on a timely basis; and  
the re-Test procedure, the timetable and the resources which would be required for re-Testing.

1.240 The Customer shall not unreasonably withhold or delay its approval of the Test Plans and the Supplier shall implement any reasonable requirements of the Customer in the Test Plans.

## **75. TESTING**

1.241 When the Supplier has completed the Services in respect of a Milestone it shall submit any Deliverables relating to that Milestone for Testing.

1.242 Each party shall bear its own costs in respect of the Testing. However, if a Milestone is not Achieved the Customer 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.

1.243 If the Supplier successfully completes the requisite Tests, the Customer 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 Services are implemented in accordance with this Call Off Contract.

## **76. TEST ISSUES**

1.244 Where a Test Issue is identified by the Supplier, the Parties shall agree how such Test Issue shall be dealt with and any failure to agree by the Parties shall be resolved in accordance with the Dispute Resolution Procedure.

## **77. TEST QUALITY AUDIT**

1.245 Without prejudice to its rights pursuant to Clause 21 (Records and Audit Access), the Customer or an agent or contractor appointed by the Customer may perform on-going quality audits in respect of any part of the Testing.

1.246 If the Customer has any concerns following an audit in accordance with paragraph 7.1 above the Customer will discuss such concerns with the Supplier, giving the Supplier the opportunity to provide feedback in relation to specific activities, and subsequently prepare a written report for the Supplier detailing the same to which the Supplier shall, within a reasonable timeframe, respond in writing.

1.247 In the event of an inadequate response to the written report from the Supplier, the Customer (acting reasonably) may withhold a Satisfaction Certificate until the



issues in the report have been addressed to the reasonable satisfaction of the Customer.

#### **78. OUTCOME OF TESTING**

1.248 The Customer will issue a Satisfaction Certificate when it is satisfied that a Milestone has been Achieved.

1.249 If any Milestones (or any relevant part thereof) do not pass the Test in respect thereof then:

78.1.1 the Supplier shall rectify the cause of the failure and re-submit the Deliverables (or the relevant part) to Testing, provided that the Parties agree that there is sufficient time for that action prior to the relevant Milestone Date; or

78.1.2 the Parties shall treat the failure as a Supplier Default.

**ANNEX 1: SATISFACTION CERTIFICATE**

To: [insert name of Supplier]

FROM: [insert name of Customer]

[insert Date: dd/mm/yyyy]

Dear Sirs,

**SATISFACTION CERTIFICATE**

Milestones:

**[Guidance Note to Customer: Insert description of the relevant Deliverables/Milestones]**

We refer to the agreement ("**Call Off Contract**") relating to the provision of the [Services] between the [insert Customer name] ("**Customer**") and [insert Supplier name] ("**Supplier**") dated [insert Call Off Commencement Date dd/mm/yyyy].

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

[We confirm that all of the [Deliverables relating to Milestone(s)]/[Milestone(s)] [insert relevant description and/or reference numbers(s) from the Implementation Plan] have been successfully Achieved by the Supplier in accordance with the Test relevant to those Milestone(s).]

Yours faithfully

[insert Name]

[insert Position]

acting on behalf of [insert name of Customer]

## **CALL OFF SCHEDULE 6: SERVICE LEVELS AND PERFORMANCE MONITORING**

### **79. SCOPE**

1.250 This Call Off Schedule (Service Levels and Performance Monitoring) sets out the Service Levels which the Supplier is required to achieve when providing the Services, the mechanism by which Service Level Failures will be managed and the method by which the Supplier's performance in the provision by it of the Services will be monitored.

1.251 This Call Off Schedule comprises:

- 79.1.1 Part A: Service Levels;
- 79.1.2 Annex 1 to Part A - Service Levels;
- 79.1.3 Part B: Performance Monitoring; and
- 79.1.4 Annex 1 to Part B: Additional Performance Monitoring Requirements.

## PART A: SERVICE LEVELS

### 80. GENERAL PROVISIONS

1.252 The Supplier shall provide a proactive Call Off Contract manager to ensure that all Service Levels in this Call Off Contract and Key Performance Indicators in the Framework Agreement are achieved to the highest standard throughout, respectively, the Call Off Contract Period and the Framework Period.

1.253 The Supplier shall provide a managed service through the provision of a dedicated Call Off Contract manager where required on matters relating to:

- 80.1.1 [Supply performance;
- 80.1.2 Quality of Services;
- 80.1.3 Customer support;
- 80.1.4 Complaints handling; and
- 80.1.5 Accurate and timely invoices.]

**[Guidance Note: Consider if the above list should be refined or further supplemented; and include your corresponding Service Levels in the table in Annex 1 to this Part A of this Call Off Schedule]**

1.254 The Supplier accepts and acknowledges that failure to meet the Service Level Performance Measures set out in the table in Annex 1 to this Part A of this Call Off Schedule may result in the Customer instructing the Supplier to comply with the Rectification Plan Process..

### 81. PRINCIPAL POINTS

1.255 The objectives of the Service Levels are to:

- 81.1.1 ensure that the Services are of a consistently high quality and meet the requirements of the Customer;
- 81.1.2 provide a mechanism whereby the Customer can attain meaningful recognition of inconvenience and/or loss resulting from the Supplier's failure to deliver the level of service for which it has contracted to deliver; and
- 81.1.3 incentivise the Supplier to comply with and to expeditiously remedy any failure to comply with the Service Levels.

### 82. SERVICE LEVELS

1.256 Annex 1 to this Part A of this Call Off Schedule sets out the Service Levels the performance of which the Parties have agreed to measure.

1.257 The Supplier shall monitor its performance of this Call Off Contract by reference to the relevant performance criteria for achieving the Service Levels shown in Annex 1 to this Part A of this Call Off Schedule (the "**Service Level Performance Criteria**") and shall send the Customer a Performance Monitoring Report detailing the level of service which was achieved in accordance with the provisions of Part B (Performance Monitoring) of this Call Off Schedule.

1.258 The Supplier shall, at all times, provide the Services in such a manner that the Service Levels Performance Measures are achieved.

1.259 If the level of performance of the Supplier of any element of the provision by it of the Services during the Call Off Contract Period:

82.1.1 is likely to or fails to meet any Service Level Performance Measure;

82.1.2 the Supplier shall immediately notify the Customer in writing and the Customer, in its absolute discretion and without prejudice to any other of its rights howsoever arising including under Clause 13 of this Call Off Contract (Service Levels), may:

require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Customer and to rectify or prevent a Service Level Failure from taking place or recurring; and

if the action taken under paragraph (a) above has not already prevented or remedied the Service Level Failure, the Customer shall be entitled to instruct the Supplier to comply with the Rectification Plan Process;

1.260 Approval and implementation by the Customer of any Rectification Plan shall not relieve the Supplier of any continuing responsibility to achieve the Service Levels, or remedy any failure to do so, and no estoppels or waiver shall arise from any such Approval and/or implementation by the Customer.

**ANNEX 1 TO PART A: SERVICE LEVELS**

Service Performance Criterion	Key Indicator	Service Performance Measure
[Accurate and timely billing of Customer]	Accuracy /Timelines	at least 98% at all times
Access to Customer support	Availability	at least 98% at all times
Complaints Handling	Availability/Timelines	At least 98% at all times
provision of specific Services	Quality	at least 98% at all times
Timely provision of the Services [** hours a day, ** days a week.]	Services Availability	at least 98% at all times

**[Guidance Note: Insert the appropriate Service Levels, as required]**

## PART B: PERFORMANCE MONITORING

### 83. PRINCIPAL POINTS

1.261 Part B to this Call Off Schedule provides the methodology for monitoring the provision of the Services:

- 83.1.1 to ensure that the Supplier is complying with the Service Levels; and
- 83.1.2 for identifying any failures to achieve Service Levels in the performance of the Supplier and/or provision of the Services ("**Performance Monitoring System**").

1.262 Within twenty (20) Working Days of the Call Off Commencement Date the Supplier shall provide the Customer 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.

### 84. REPORTING OF SERVICE FAILURES

1.263 The Supplier shall report all failures to achieve Service Levels to the Customer in accordance with the processes agreed in paragraph 8.2 of Part B of this Call Off Schedule above.

### 85. PERFORMANCE MONITORING AND PERFORMANCE REVIEW

1.264 The Supplier shall provide the Customer with performance monitoring reports ("**Performance Monitoring Reports**") in accordance with the process and timescales agreed pursuant to paragraph 8.2 of Part B of this Call Off Schedule above which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:

- 85.1.1 for each Service Level, the actual performance achieved over the Service Level for the relevant Service Period;
- 85.1.2 a summary of all failures to achieve Service Levels that occurred during that Service Period;
- 85.1.3 any Service Level Failures and details in relation thereto;
- 85.1.4 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
- 85.1.5 such other details as the Customer may reasonably require from time to time.

1.265 The Parties shall attend meetings to discuss Performance Monitoring Reports ("**Performance Review Meetings**") on a monthly basis (unless otherwise agreed). The Performance Review Meetings will be the forum for the review by the Supplier and the Customer of the Performance Monitoring Reports. The Performance Review Meetings shall (unless otherwise agreed):

- 85.1.6 take place within one (1) week of the Performance Monitoring Reports being issued by the Supplier;
- 85.1.7 take place at such location and time (within normal business hours) as the Customer shall reasonably require unless otherwise agreed in advance;

85.1.8 be attended by the Supplier's Representative and the Customer's Representative; and

85.1.9 be fully minuted by the Supplier. The prepared minutes will be circulated by the Supplier to all attendees at the relevant meeting and also to the Customer's Representative and any other recipients agreed at the relevant meeting. The minutes of the preceding month's Performance Review Meeting will be agreed and signed by both the Supplier's Representative and the Customer's Representative at each meeting.

1.266 The Customer shall be entitled to raise any additional questions and/or request any further information regarding any failure to achieve Service Levels.

1.267 The Supplier shall provide to the Customer such supporting documentation as the Customer may reasonably require in order to verify the level of the performance by the Supplier for any specified Service Period.

## **86. SATISFACTION SURVEYS**

1.268 In order to assess the level of performance of the Supplier, the Customer may undertake satisfaction surveys in respect of the Supplier's provision of the Services.

1.269 The Customer shall be entitled to notify the Supplier of any aspects of their performance of the provision of the Services which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with this Call Off Contract.

1.270 All other suggestions for improvements to the provision of Services shall be dealt with as part of the continuous improvement programme pursuant to Clause 18 of this Call Off Contract (Continuous Improvement).



## ANNEX 1 TO PART B: ADDITIONAL PERFORMANCE MONITORING REQUIREMENTS

[REDACTED]

***[Guidance Note: Please see the Guidance Note on Performance Monitoring in the Template Order Form, Clause 19 of the Template Call Off Terms, and the provisions of this Call Off Schedule (Service Levels and Performance Monitoring). The Customer to insert any further details of Performance Monitoring as stipulated during a Further Competition Procedure.]***

## CALL OFF SCHEDULE 7: STANDARDS

**[Guidance Note: See Clause 11 of the Template Call Off Terms and the definition of Standards in Call Off Schedule 1 (Definitions). Insert below details of any additional Standards that the Supplier shall comply with in providing the Services]**

### 87. STANDARDS

[ ]

## CALL OFF SCHEDULE 8: SECURITY

**[Guidance Note: Consider and select short form or long form below, as appropriate to your security requirements]**

### **[SHORT FORM – PARAGRAPHS 1 TO 5]**

#### 1. DEFINITIONS

In this Call Off Schedule 8, the following definitions shall apply:

**"Breach of Security"** means the occurrence of:

- any unauthorised access to or use of the Services, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Customer Data) used by the Customer and/or the Supplier in connection with this Call Off Contract; and/or
- the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Customer Data), including any copies of such information or data, used by the Customer and/or the Supplier in connection with this Call Off Contract,
- in either case as more particularly set out in the Security Policy;

#### 2. INTRODUCTION

1.271 The purpose of this Call Off Schedule is to ensure a good organisational approach to security under which the specific requirements of this Call Off Contract will be met;

1.272 This Call Off Schedule covers:

- 2.1.1 principles of protective security to be applied in delivering the Services;
- 2.1.2 the creation and maintenance of the Security Management Plan; and
- 2.1.3 obligations in the event of actual or attempted Breaches of Security.

#### 3. PRINCIPLES OF SECURITY

1.273 The Supplier acknowledges that the Customer places great emphasis on the reliability of the performance of the Services, confidentiality, integrity and availability of information and consequently on security.

1.274 The Supplier shall be responsible for the effective performance of its security obligations and shall at all times provide a level of security which:

- 3.1.1 is in accordance with the Law and this Call Off Contract;
- 3.1.2 as a minimum demonstrates Good Industry Practice;

- 3.1.3 complies with the Security Policy;
- 3.1.4 meets any specific security threats of immediate relevance to the Services and/or the Customer Data; and
- 3.1.5 complies with the Customer's ICT policies.

1.275 Subject to Clause 34 of this Call Off Contract (Security and Protection of Information) the references to standards, guidance and policies contained or set out in paragraph 3.2 of this Call Off Schedule 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.

1.276 In the event of any inconsistency in the provisions of the above standards, guidance and policies, the Supplier should notify the Customer's Representative of such inconsistency immediately upon becoming aware of the same, and the Customer's Representative shall, as soon as practicable, advise the Supplier which provision the Supplier shall be required to comply with.

#### **4. SECURITY MANAGEMENT PLAN**

1.277 Introduction

- 4.1.1 The Supplier shall develop and maintain a Security Management Plan in accordance with this Call Off Schedule. The Supplier shall thereafter comply with its obligations set out in the Security Management Plan.

1.278 Content of the Security Management Plan

- 4.1.2 The Security Management Plan shall:
  - comply with the principles of security set out in paragraph 3 of this Call Off Schedule and any other provisions of this Call Off Contract relevant to security;
  - identify the necessary delegated organisational roles defined for those responsible for ensuring it is complied with by the Supplier;
  - detail the process for managing any security risks from Sub-Contractors and third parties authorised by the Customer with access to the Services, processes associated with the provision of the Services, the Customer Premises, the Sites and any ICT, Information and data (including the Customer's Confidential Information and the Customer Data) and any system that could directly or indirectly have an impact on that Information, data and/or Services;
  - unless otherwise specified by the Customer in writing, be developed to protect all aspects of the Services and all processes associated with the provision of the Services, including the Authority Premises, the Sites, and any ICT, Information and data (including the Customer's Confidential Information and the Customer Data) to the extent used by the Customer or the Supplier in connection with this Call Off Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the Services;

set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Services and all processes associated with the provision of the Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Services comply with the provisions of this Call Off Contract;

set out the plans for transiting all security arrangements and responsibilities for the Supplier to meet the full obligations of the security requirements set out in this Call Off Contract and the Security Policy; and

be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Customer engaged in the provision of the Services and shall only reference documents which are in the possession of the Parties or whose location is otherwise specified in this Call Off Schedule.

#### 1.279 Development of the Security Management Plan

- 4.1.3 Within twenty (20) Working Days after the Call Off Commencement Date (or such other period agreed by the Parties in writing) and in accordance with paragraph 4.4 (Amendment and Revision), the Supplier shall prepare and deliver to the Customer for Approval a fully complete and up to date Security Management Plan which will be based on the draft Security Management Plan.
- 4.1.4 If the Security Management Plan submitted to the Customer in accordance with paragraph 4.3.1, or any subsequent revision to it in accordance with paragraph 4.4 (Amendment and Revision), is Approved it will be adopted immediately and will replace the previous version of the Security Management Plan and thereafter operated and maintained in accordance with this Call Off Schedule. If the Security Management Plan is not Approved, the Supplier shall amend it within ten (10) Working Days or such other period as the Parties may agree in writing of a notice of non-approval from the Customer and re-submit to the Customer for Approval. The parties will 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 (or such other period as the parties may agree in writing) from the date of its first submission to the Customer. If the Customer does not approve the Security Management Plan following its resubmission, the matter will be resolved in accordance with the Dispute Resolution Procedure.
- 4.1.5 The Customer shall not unreasonably withhold or delay its decision to Approve or not the Security Management Plan pursuant to paragraph 4.3.2. However a refusal by the Customer to Approve the Security Management Plan on the grounds that it does not comply with the requirements set out in paragraph 4.2 shall be deemed to be reasonable.
- 4.1.6 Approval by the Customer of the Security Management Plan pursuant to paragraph 4.3.2 of this Call Off Schedule or of any change to the Security Management Plan in accordance with paragraph 4.4 shall not relieve the Supplier of its obligations under this Call Off Schedule.

#### 1.280 Amendment and Revision of the Security Management Plan

- 4.1.7 The Security Management Plan shall be fully reviewed and updated by the Supplier at least annually to reflect:
- emerging changes in Good Industry Practice;
  - any change or proposed change to the Services and/or associated processes;
  - any change to the Security Policy;
  - any new perceived or changed security threats; and
  - any reasonable change in requirements requested by the Customer.
- 4.1.8 The Supplier shall provide the Customer with the results of such reviews as soon as reasonably practicable after their completion and amendment of the Security Management Plan at no additional cost to the Customer. The results of the review shall include, without limitation:
- suggested improvements to the effectiveness of the Security Management Plan;
  - updates to the risk assessments; and
  - suggested improvements in measuring the effectiveness of controls.
- 4.1.9 Subject to paragraph 4.4.4, any change or amendment which the Supplier proposes to make to the Security Management Plan (as a result of a review carried out in accordance with paragraph 4.4.1, a request by the Customer or otherwise) shall be subject to the Variation Procedure and shall not be implemented until Approved by the Customer.
- 4.1.10 The Customer may, where it is reasonable to do so, Approve and require changes or amendments to the Security Management 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 for the purposes of this Call Off Contract.

## 5. BREACH OF SECURITY

- 1.281 Either party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan if one exists) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.
- 1.282 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:
- 5.1.1 immediately take all reasonable steps (which shall include any action or changes reasonably required by the Customer) necessary to:
- minimise the extent of actual or potential harm caused by any Breach of Security;
  - remedy such Breach of Security to the extent possible and protect the integrity of the Customer and the provision of the Services to

the extent within its control against any such Breach of Security or attempted Breach of Security;

prevent an equivalent breach in the future exploiting the same root cause failure; and

as soon as reasonably practicable provide to the Customer, where the Customer so requests, full details (using the reporting mechanism defined by the Security Management Plan if one exists) of the Breach of Security or attempted Breach of Security, including a root cause analysis where required by the Customer.

1.283 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 or the requirements of this Call Off Schedule, then any required change to the Security Management Plan shall be at no cost to the Customer.

**[LONG FORM – PARAGRAPHS 1 TO 8]**

**6. DEFINITIONS**

1.284 In this Call Off Schedule 8, the following definitions shall apply:

- "Breach of Security"** 3 means the occurrence of:
- y unauthorised access to or use of the Services, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Customer Data) used by the Customer and/or the Supplier in connection with this Call Off Contract; and/or
  - » loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Customer Data), including any copies of such information or data, used by the Customer and/or the Supplier in connection with this Call Off Contract,
- 4 in either case as more particularly set out in the security requirements in the Security Policy;
- "ISMS"** 5 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 8; and
- "Security Tests"** 6 tests to validate the ISMS and security of all relevant processes, systems, incident response plans, patches to vulnerabilities and mitigations to Breaches of Security.

**7. INTRODUCTION**

1.285 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 Call Off Contract will be met.

1.286 The Parties shall each appoint a security representative to be responsible for Security. The initial security representatives of the Parties are:

7.1.1 [insert security representative of the Customer]

7.1.2 [insert security representative of the Supplier]

1.287 If the persons named in paragraphs 2.2.1 and 2.2.2 are included as Key Personnel, Clause 26 (Key Personnel) shall apply in relation to such persons.

1.288 The Customer 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.

1.289 Both Parties shall provide a reasonable level of access to any members of their personnel for the purposes of designing, implementing and managing security.

1.290 The Supplier shall use as a minimum Good Industry Practice in the day to day operation of any system holding, transferring or processing Customer Data and any system that could directly or indirectly have an impact on that information, and shall ensure that Customer Data remains under the effective control of the Supplier at all times.

1.291 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 Customer.

1.292 The Customer and the Supplier acknowledge that information security risks are shared between the Parties and that a compromise of either the Supplier or the Customer's security provisions represents an unacceptable risk to the Customer requiring immediate communication and co-operation between the Parties.

## 8. ISMS

1.293 The Supplier shall develop and submit to the Customer for the Customer's Approval, within twenty (20) working days after the Call Off Commencement Date or such other date as agreed between the Parties, an information security management system for the purposes of this Call Off Contract, which shall comply with the requirements of paragraphs 3.3 to 3.5 of this Call Off Schedule 8 (Security).

1.294 The Supplier acknowledges that the Customer places great emphasis on the reliability of the performance of the Services, 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.

1.295 The ISMS shall:

8.1.1 unless otherwise specified by the Customer in writing, be developed to protect all aspects of the Services and all processes associated with the provision of the Services, including the Customer Premises, the Sites, any ICT, information and data (including the Customer's Confidential Information and the Customer Data) to the extent used by the Customer or the Supplier in connection with this Call Off Contract;

8.1.2 meet the relevant standards in ISO/IEC 27001 and ISO/IEC27002 in accordance with Paragraph 7; and

8.1.3 at all times provide a level of security which:



is in accordance with the Law and this Call Off Contract;

as a minimum demonstrates Good Industry Practice;

complies with the Security Policy;

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/uploads/system/uploads/attachment\\_data/file/255910/HMG\\_Security\\_Policy\\_Framework\\_V11.0.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/255910/HMG_Security_Policy_Framework_V11.0.pdf) ;

takes account of guidance issued by the Centre for Protection of National Infrastructure on Risk Management  
[http://www.cpni.gov.uk/Documents/Publications/2005/2005003-Risk\\_management.pdf](http://www.cpni.gov.uk/Documents/Publications/2005/2005003-Risk_management.pdf)

complies with HMG Information Assurance Maturity Model and Assurance Framework  
<http://www.cesg.gov.uk/publications/Documents/iamm-assessment-framework.pdf>

meets any specific security threats of immediate relevance to the Services and/or Customer Data; and

complies with the Customer's ICT policies:

- 8.1.4 document the security incident management processes and incident response plans;
- 8.1.5 document the vulnerability management policy including processes for identification of system vulnerabilities and assessment of the potential impact on the Services of any new threat, vulnerability or exploitation technique of which the Supplier becomes aware; and
- 8.1.6 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 Customer in advance of issue of the relevant Security Management Plan).

1.296 Subject to Clause 34 of this Call Off Contract (Security and Protection of Information) the references to Standards, guidance and policies contained or set out in paragraph 3.3 of this Call Off Schedule 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.

1.297 In the event that the Supplier becomes aware of any inconsistency in the provisions of the standards, guidance and policies set out in paragraph 3.3 of this Call Off Schedule, the Supplier shall immediately notify the Customer Representative of such inconsistency and the Customer Representative shall, as soon as practicable, notify the Supplier as to which provision the Supplier shall comply with.

1.298 If the ISMS submitted to the Customer pursuant to paragraph 3.1 of this Call Off Schedule is Approved by the Customer, it shall be adopted by the Supplier immediately and thereafter operated and maintained in accordance with this Call Off Schedule. If the ISMS is not Approved by the Customer, the Supplier shall

amend it within ten (10) Working Days of a notice of non-approval from the Customer and re-submit it to the Customer 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 (or such other period as the Parties may agree in writing) from the date of the first submission of the ISMS to the Customer. If the Customer 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 Customer pursuant to this paragraph 3 of this Call Off Schedule 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 3.3 to 3.5 of this Call Off Schedule shall be deemed to be reasonable.

1.299 Approval by the Customer of the ISMS pursuant to paragraph 3.6 of this Call Off Schedule or of any change to the ISMS shall not relieve the Supplier of its obligations under this Schedule.

## **9. SECURITY MANAGEMENT PLAN**

1.300 Within twenty (20) Working Days after the Call Off Commencement Date, the Supplier shall prepare and submit to the Customer for Approval in accordance with paragraph 4 of this Call Off Schedule a fully developed, complete and up-to-date Security Management Plan which shall comply with the requirements of paragraph 4.2 of this Call Off Schedule.

1.301 The Security Management Plan shall:

- 9.1.1 be based on the initial Security Management Plan set out in Annex 2 (Security Management Plan);
- 9.1.2 comply with the Security Policy;
- 9.1.3 identify the necessary delegated organisational roles defined for those responsible for ensuring this Call Off Schedule is complied with by the Supplier;
- 9.1.4 detail the process for managing any security risks from Sub-Contractors and third parties authorised by the Customer with access to the Services, processes associated with the delivery of the Services, the Customer Premises, the Sites and any ICT, Information and data (including the Customer's Confidential Information and the Customer Data) and any system that could directly or indirectly have an impact on that information, data and/or the Services;
- 9.1.5 unless otherwise specified by the Customer in writing, be developed to protect all aspects of the Services and all processes associated with the delivery of the Services, including the Customer Premises, the Sites and any ICT, Information and data (including the Customer's Confidential Information and the Customer Data) to the extent used by the Customer or the Supplier in connection with this Call Off Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the Services;
- 9.1.6 set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Services and all processes associated with the delivery of the Services and at all times comply with and specify security measures and procedures which are

sufficient to ensure that the Services comply with the provisions of this Call Off Schedule 8 (including the requirements set out in paragraph 3.3 of this Call Off Schedule);

- 9.1.7 set out the plans for transitioning all security arrangements and responsibilities from those in place at the Call Off Commencement Date to those incorporated in the ISMS within the timeframe agreed between the Parties .
- 9.1.8 be structured in accordance with ISO/IEC27001 and ISO/IEC27002, cross-referencing if necessary to other Schedules which cover specific areas included within those standards; and
- 9.1.9 be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Customer engaged in the Services and shall reference only documents which are in the possession of the Parties or whose location is otherwise specified in this Call Off Schedule .

1.302 If the Security Management Plan submitted to the Customer pursuant to paragraph 3.1 of this Call Off Schedule is Approved by the Customer, it shall be adopted by the Supplier immediately and thereafter operated and maintained in accordance with this Call Off Schedule. If the Security Management Plan is not approved by the Customer, the Supplier shall amend it within ten (10) Working Days of a notice of non-approval from the Customer and re-submit it to the Customer 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 (or such other period as the Parties may agree in writing) from the date of the first submission to the Customer of the Security Management Plan. If the Customer does not Approve the Security Management Plan following its resubmission, the matter shall be resolved in accordance with the Dispute Resolution Procedure. No Approval to be given by the Customer pursuant to this paragraph may be unreasonably withheld or delayed. However any failure to approve the Security Management Plan on the grounds that it does not comply with the requirements set out in paragraph 4.2 of this Call Off Schedule shall be deemed to be reasonable.

1.303 Approval by the Customer of the Security Management Plan pursuant to paragraph 4.3 of this Call Off Schedule or of any change or amendment to the Security Management Plan shall not relieve the Supplier of its obligations under this Call Off Schedule.

## **10. AMENDMENT AND REVISION OF THE ISMS AND SECURITY MANAGEMENT PLAN**

1.304 The ISMS and Security Management Plan shall be fully reviewed and updated by the Supplier and at least annually to reflect:

- 10.1.1 emerging changes in Good Industry Practice;
- 10.1.2 any change or proposed change to the Services and/or associated processes;
- 10.1.3 any changes to the Security Policy;
- 10.1.4 any new perceived or changed security threats; and
- 10.1.5 any reasonable change in requirement requested by the Customer.

1.305 The Supplier shall provide the Customer with the results of such reviews as soon as reasonably practicable after their completion and amend the ISMS and Security Management Plan at no additional cost to the Customer. The results of the review shall include, without limitation:

10.1.6 suggested improvements to the effectiveness of the ISMS;

10.1.7 updates to the risk assessments;

10.1.8 proposed modifications to respond to events that may impact on the ISMS including the security incident management process, incident response plans and general procedures and controls that affect information security; and

10.1.9 suggested improvements in measuring the effectiveness of controls.

1.306 Subject to paragraph 5.4 of this Call Off Schedule, any change which the Supplier proposes to make to the ISMS or Security Management Plan (as a result of a review carried out pursuant to paragraph 5.1 of this Call Off Schedule, a Customer 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 Customer.

1.307 The Customer may, where it is reasonable to do so, Approve and require changes or amendments to the ISMS or Security Management 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 for the purposes of this Call Off Contract.

## 11. SECURITY TESTING

1.308 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) or the Security Management Plan. Security Tests shall be designed and implemented by the Supplier so as to minimise the impact on the delivery of the Services and the date, timing, content and conduct of such Security Tests shall be agreed in advance with the Customer. Subject to compliance by the Supplier with the foregoing requirements, if any Security Tests adversely affect the Supplier's ability to deliver the Services so as to meet the Service Level Performance Measures, the Supplier shall be granted relief against any resultant under-performance for the period of the Security Tests.

1.309 The Customer shall be entitled to send a representative to witness the conduct of the Security Tests. The Supplier shall provide the Customer with the results of such Security Tests (in a form approved by the Customer in advance) as soon as practicable after completion of each Security Test.

1.310 Without prejudice to any other right of audit or access granted to the Customer pursuant to this Call Off Contract, the Customer 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 and the Security Management Plan. The Customer may notify the Supplier of the results of such tests after completion of each such test. If any such Customer's

test adversely affects the Supplier's ability to deliver the Services so as to meet the Target Performance Levels, the Supplier shall be granted relief against any resultant under-performance for the period of the Customer's test.

1.311 Where any Security Test carried out pursuant to paragraphs 6.2 or 6.3 of this Call Off Schedule 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 Customer of any changes to the ISMS and to the Security Management Plan (and the implementation thereof) which the Supplier proposes to make in order to correct such failure or weakness. Subject to the Customer's prior written Approval, the Supplier shall implement such changes to the ISMS and the Security Management Plan and repeat the relevant Security Tests in accordance with the timetable agreed with the Customer or, otherwise, as soon as reasonably possible. For the avoidance of doubt, where the change to the ISMS or Security Management Plan is to address a non-compliance with the Security Policy or security requirements (as set out in Annex 1 (Security) to this Call Off Schedule) or the requirements of this Call Off Schedule, the change to the ISMS or Security Management Plan shall be at no cost to the Customer.

1.312 If any repeat Security Test carried out pursuant to paragraph 6.4 of this Call Off Schedule reveals an actual or potential Breach of Security exploiting the same root cause failure, such circumstance shall constitute a material Default of this Call Off Contract.

## **12. ISMS COMPLIANCE**

1.313 The Customer shall be entitled to carry out such 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.

1.314 If, on the basis of evidence provided by such security audits, it is the Customer's reasonable opinion that compliance with the principles and practices of ISO/IEC 27001 and/or the Security Policy are not being achieved by the Supplier, then the Customer 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 Customer shall have the right to obtain an independent audit against these standards in whole or in part.

1.315 If, as a result of any such independent audit as described in paragraph 7.2 of this Call Off Schedule the Supplier is found to be non-compliant with the principles and practices of ISO/IEC 27001 and/or 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 Customer in obtaining such audit.

## **13. BREACH OF SECURITY**

1.316 Either Party shall notify the other in accordance with the agreed security incident management process as defined by the ISMS upon becoming aware of any breach of security or any potential or attempted Breach of Security.

1.317 Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in paragraph 8.1 of this Call Off Schedule, the Supplier shall:

- 13.1.1 immediately take all reasonable steps (which shall include any action or changes reasonably required by the Customer) necessary to:
- minimise the extent of actual or potential harm caused by any Breach of Security;
  - remedy such Breach of Security to the extent necessary protect the integrity of the Customer Property and/or Customer Assets to the extent within its control against any such Breach of Security or any potential or attempted Breach of Security;
  - apply a tested mitigation against any such Breach of Security or attempted Breach of Security and provided that reasonable testing has been undertaken by the Supplier, if the mitigation adversely affects the Supplier's ability to provide the Services so as to meet the relevant Service Level Performance Measures, the Supplier shall be granted relief against any resultant under-performance for such period as the Customer, acting reasonably, may specify by written notice to the Supplier;
  - prevent a further Breach of Security or attempted Breach of Security in the future exploiting the same root cause failure; and
  - supply any requested data to the Customer (or the Computer Emergency Response Team for UK Government ("GovCertUK")) on the Customer's request within two (2) Working Days and without charge (where such requests are reasonably related to a possible incident or compromise); and
  - as soon as reasonably practicable provide to the Customer full details (using the reporting mechanism defined by the ISMS) of the Breach of Security or attempted Breach of Security, including a root cause analysis where required by the Customer.

1.318 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 ISMS with the Security Policy or the requirements of this Call Off Schedule, then any required change to the ISMS shall be at no cost to the Customer.

**ANNEX 1: SECURITY POLICY**

[REDACTED]

## ANNEX 2: SECURITY MANAGEMENT PLAN

[REDACTED]



## CALL OFF SCHEDULE 9: BUSINESS CONTINUITY AND DISASTER RECOVERY

*[Guidance Note: See Clause 15 of the Template Call Off Terms. Switch this Call Off Schedule to "Not Used" if not required.]*

### OPTION 1

*[Guidance Note: This option is used only where the Customer:*

- is following a Further Competition Procedure and has specified its BCRD requirements from the outset of the Further Competition Procedure; and*
- has asked Suppliers to submit a BCDR Plan as part of the Further Competition Procedure.]*

## 14. CUSTOMER BCDR REQUIREMENTS

[REDACTED]

*[Guidance Note: the Customer to insert the BCDR requirements as set out at the start of the Further Competition Procedure. Customers may wish to consider the option 2 provisions as a base line for such requirements]*

## 15. SUPPLIER BCDR PLAN

[REDACTED]

*[Guidance Note: the Customer to insert the Supplier's BCDR Plan as submitted during the Further Competition Procedure].*

### OPTION 2

*[Guidance Note: This option is to be used by Customers using the Direct Award process or the Further Competition Procedure under which the Customer is happy for the Supplier to provide the BCDR Plan after the Call Off Contract has been signed rather than during the Further Competition Procedure.]*

## 16. DEFINITIONS

1.319 In this Call Off Schedule 9, the following definitions shall apply:

"Business Continuity Plan"	7	has the meaning given to it in paragraph 2.2.1(b) of this Call Off Schedule;
"Disaster Recovery Plan"	8	has the meaning given to it in 2.2.1(c) of this Call Off Schedule;
"Disaster Recovery System"	9	means the system embodied in the processes and procedures for restoring the provision of Services following the occurrence of a disaster;
"Review Report"	10	has the meaning given to it in paragraph 6.2 of this Call Off Schedule;
"Supplier's Proposals"	11	has the meaning given to it in paragraph

6.2.3 of this Call Off Schedule;

## 17. BCDR PLAN

1.320 Within [thirty] [30] Working Days from the Call Off Commencement Date the Supplier shall prepare and deliver to the Customer for the Customer's written approval a plan, which shall detail the processes and arrangements that the Supplier shall follow to:

17.1.1 ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Services; and

17.1.2 the recovery of the Services in the event of a Disaster.

1.321 The BCDR Plan shall:

17.1.3 be divided into three parts:

Part A which shall set out general principles applicable to the BCDR Plan;

Part B which shall relate to business continuity (the "**Business Continuity Plan**"); and

Part C which shall relate to disaster recovery (the "**Disaster Recovery Plan**"); and

17.1.4 unless otherwise required by the Customer in writing, be based upon and be consistent with the provisions of paragraphs 3, 4 and 5.

1.322 Following receipt of the draft BCDR Plan from the Supplier, the Customer shall:

17.1.5 review and comment on the draft BCDR Plan as soon as reasonably practicable; and

17.1.6 notify the Supplier in writing that it approves or rejects the draft BCDR Plan no later than twenty (20) Working Days after the date on which the draft BCDR Plan is first delivered to the Customer.

1.323 If the Customer rejects the draft BCDR Plan:

17.1.7 the Customer shall inform the Supplier in writing of its reasons for its rejection; and

17.1.8 the Supplier shall then revise the draft BCDR Plan (taking reasonable account of the Customer's comments) and shall re-submit a revised draft BCDR Plan to the Customer for the Customer's approval within twenty (20) Working Days of the date of the Customer's notice of rejection. The provisions of paragraphs 2.3 and 2.4 of this Call Off Schedule shall apply again to any resubmitted draft BCDR Plan, provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.

## 18. PART A OF THE BCDR PLAN AND GENERAL PRINCIPLES AND REQUIREMENTS

1.324 Part A of the BCDR Plan shall:

18.1.1 set out how the business continuity and disaster recovery elements of the BCDR Plan link to each other;

- 18.1.2 provide details of how the invocation of any element of the BCDR Plan may impact upon the operation of the provision of the Services and any services provided to the Customer by a Related Supplier;
- 18.1.3 contain an obligation upon the Supplier to liaise with the Customer and (at the Customer's request) any Related Suppliers with respect to issues concerning business continuity and disaster recovery where applicable;
- 18.1.4 detail how the BCDR Plan links and interoperates with any overarching and/or connected disaster recovery or business continuity plan of the Customer and any of its other Related Supplier in each case as notified to the Supplier by the Customer from time to time;
- 18.1.5 contain a communication strategy including details of an incident and problem management service and advice and help desk facility which can be accessed via multi-channels (including but without limitation a web-site (with FAQs), e-mail, phone and fax) for both portable and desk top configurations, where required by the Customer;
- 18.1.6 contain a risk analysis, including:
  - failure or disruption scenarios and assessments and estimates of frequency of occurrence;
  - identification of any single points of failure within the provision of Services and processes for managing the risks arising therefrom;
  - identification of risks arising from the interaction of the provision of Services and with the services provided by a Related Supplier; and
  - a business impact analysis (detailing the impact on business processes and operations) of different anticipated failures or disruptions;
- 18.1.7 provide for documentation of processes, including business processes, and procedures;
- 18.1.8 set out key contact details (including roles and responsibilities) for the Supplier (and any Sub-Contractors) and for the Customer;
- 18.1.9 identify the procedures for reverting to "normal service";
- 18.1.10 set out method(s) of recovering or updating data collected (or which ought to have been collected) during a failure or disruption to ensure that there is no more than the accepted amount of data loss and to preserve data integrity;
- 18.1.11 identify the responsibilities (if any) that the Customer has agreed it will assume in the event of the invocation of the BCDR Plan; and
- 18.1.12 provide for the provision of technical advice and assistance to key contacts at the Customer as notified by the Customer from time to time to inform decisions in support of the Customer's business continuity plans.

1.325 The BCDR Plan shall be designed so as to ensure that:

- 18.1.13 the Services are provided in accordance with this Call Off Contract at all times during and after the invocation of the BCDR Plan;
- 18.1.14 the adverse impact of any Disaster, service failure, or disruption on the operations of the Customer is minimal as far as reasonably possible;
- 18.1.15 it complies with the relevant provisions of [ISO/IEC 27002] and all other industry standards from time to time in force; and
- 18.1.16 there is a process for the management of disaster recovery testing detailed in the BCDR Plan.

1.326 The BCDR Plan shall be upgradeable and sufficiently flexible to support any changes to the Services or to the business processes facilitated by and the business operations supported by the provision of Services.

1.327 The Supplier shall not be entitled to any relief from its obligations under the 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 Call Off Contract.

## 19. BUSINESS CONTINUITY PLAN - PRINCIPLES AND CONTENTS

1.328 The Business Continuity Plan shall set out the arrangements that are to be invoked to ensure that the business processes and operations facilitated by the provision of Services remain supported and to ensure continuity of the business operations supported by the Services including, unless the Customer expressly states otherwise in writing:

- 19.1.1 the alternative processes (including business processes), options and responsibilities that may be adopted in the event of a failure in or disruption to the provision of Services; and
- 19.1.2 the steps to be taken by the Supplier upon resumption of the provision of Services in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

1.329 The Business Continuity Plan shall:

- 19.1.3 address the various possible levels of failures of or disruptions to the provision of Services;
- 19.1.4 set out the services to be provided and the steps to be taken to remedy the different levels of failures of and disruption to the Services (such services and steps, the “**Business Continuity Services**”);
- 19.1.5 specify any applicable Service Levels with respect to the provision of the Business Continuity Services and details of any agreed relaxation to the Service Levels in respect of the provision of other Services during any period of invocation of the Business Continuity Plan; and
- 19.1.6 clearly set out the conditions and/or circumstances under which the Business Continuity Plan is invoked.

## 20. DISASTER RECOVERY PLAN - PRINCIPLES AND CONTENTS

1.330 The Disaster Recovery Plan shall be designed so as to ensure that upon the occurrence of a Disaster the Supplier ensures continuity of the business operations of the Customer 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.

1.331 The Disaster Recovery Plan shall be invoked only upon the occurrence of a Disaster.

1.332 The Disaster Recovery Plan shall include the following:

- 20.1.1 the technical design and build specification of the Disaster Recovery System;
- 20.1.2 details of the procedures and processes to be put in place by the Supplier in relation to the Disaster Recovery System and the provision of the Disaster Recovery Services and any testing of the same including but not limited to the following:
  - [data centre and disaster recovery site audits;
  - backup methodology and details of the Supplier's approach to data back-up and data verification;
  - identification of all potential disaster scenarios;
  - risk analysis;
  - documentation of processes and procedures;
  - hardware configuration details;
  - network planning including details of all relevant data networks and communication links;
  - invocation rules;
  - Service recovery procedures; and
  - steps to be taken upon resumption of the provision of Services to address any prevailing effect of the failure or disruption of the provision of Services;]
- 20.1.3 any applicable Service Levels with respect to the provision of the Disaster Recovery Services and details of any agreed relaxation to the Service Levels in respect of the provision of other Services during any period of invocation of the Disaster Recovery Plan;
- 20.1.4 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;
- 20.1.5 access controls to any disaster recovery sites used by the Supplier in relation to its obligations pursuant to this Schedule; and
- 20.1.6 testing and management arrangements.

## 21. REVIEW AND AMENDMENT OF THE BCDR PLAN

1.333 The Supplier shall review the BCDR Plan (and the risk analysis on which it is based):

- 21.1.1 on a regular basis and as a minimum once every six (6) months;
- 21.1.2 within three calendar months of the BCDR Plan (or any part) having been invoked pursuant to paragraph 7; and

- 21.1.3 where the Customer requests any additional reviews (over and above those provided for in paragraphs 6.1.1 and 6.1.2 of this Call Off Schedule) by notifying the Supplier to such effect in writing, whereupon the Supplier shall conduct such reviews in accordance with the Customer's written requirements. Prior to starting its review, the Supplier shall provide an accurate written estimate of the total costs payable by the Customer for the Customer's approval. The costs of both Parties of any such additional reviews shall be met by the Customer except that the Supplier shall not be entitled to charge the Customer for any costs that it may incur above any estimate without the Customer's prior written approval.
- 1.334 Each review of the BCDR Plan pursuant to paragraph 6.1 of this Call off Schedule shall be a review of the procedures and methodologies set out in the BCDR Plan and shall assess their suitability having regard to any change to the Services 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 the period required by the BCDR Plan or, if no such period is required, within such period as the Customer shall reasonably require. The Supplier shall, within twenty (20) Working Days of the conclusion of each such review of the BCDR Plan, provide to the Customer a report (a "**Review Report**") setting out:
- 21.1.4 the findings of the review;
  - 21.1.5 any changes in the risk profile associated with the provision of Services; and
  - 21.1.6 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 following the review detailing the impact (if any and to the extent that the Supplier can reasonably be expected to be aware of the same) that the implementation of such proposals may have on any services or systems provided by a third party.
- 1.335 Following receipt of the Review Report and the Supplier's Proposals, the Customer shall:
- 21.1.7 review and comment on the Review Report and the Supplier's Proposals as soon as reasonably practicable; and
  - 21.1.8 notify the Supplier in writing that it approves or rejects the Review Report and the Supplier's Proposals no later than twenty (20) Working Days after the date on which they are first delivered to the Customer.
- 1.336 If the Customer rejects the Review Report and/or the Supplier's Proposals:
- 21.1.9 the Customer shall inform the Supplier in writing of its reasons for its rejection; and
  - 21.1.10 the Supplier shall then revise the Review Report and/or the Supplier's Proposals as the case may be (taking reasonable account of the Customer's comments and carrying out any necessary actions in connection with the revision) and shall re-submit a revised Review

Report and/or revised Supplier's Proposals to the Customer for the Customer's approval within twenty (20) Working Days of the date of the Customer's notice of rejection. The provisions of paragraphs 6.3 and 6.4 of this Call Off Schedule shall apply again to any resubmitted Review Report and Supplier's Proposals, provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.

1.337 The Supplier shall as soon as is reasonably practicable after receiving the Customer's approval of the Supplier's Proposals (having regard to the significance of any risks highlighted in the Review Report) 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 Services.

## **22. TESTING OF THE BCDR PLAN**

1.338 The Supplier shall test the BCDR Plan on a regular basis (and in any event not less than once in every Contract Year). Subject to paragraph 7.2 of this Call Off Schedule, the Customer may require the Supplier to conduct additional tests of some or all aspects of the BCDR Plan at any time where the Customer considers it necessary, including where there has been any change to the Services or any underlying business processes, or on the occurrence of any event which may increase the likelihood of the need to implement the BCDR Plan.

1.339 If the Customer 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 Customer's requirements and the relevant provisions of the BCDR Plan. The Supplier's costs of the additional test shall be borne by the Customer 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.

1.340 The Supplier shall undertake and manage testing of the BCDR Plan in full consultation with the Customer and shall liaise with the Customer in respect of the planning, performance, and review, of each test, and shall comply with the reasonable requirements of the Customer in this regard. Each test shall be carried out under the supervision of the Customer or its nominee.

1.341 The Supplier shall ensure that any use by it or any Sub-Contractor of "live" data in such testing is first approved with the Customer. Copies of live test data used in any such testing shall be (if so required by the Customer) destroyed or returned to the Customer on completion of the test.

1.342 The Supplier shall, within twenty (20) Working Days of the conclusion of each test, provide to the Customer a report setting out:

22.1.1 the outcome of the test;

22.1.2 any failures in the BCDR Plan (including the BCDR Plan's procedures) revealed by the test; and

22.1.3 the Supplier's proposals for remedying any such failures.

1.343 Following each test, the Supplier shall take all measures requested by the Customer, (including requests for the re-testing of the BCDR Plan) to remedy any failures in the BCDR Plan and such remedial activity and re-testing shall be

completed by the Supplier, at no additional cost to the Customer, by the date reasonably required by the Customer and set out in such notice.

1.344 For the avoidance of doubt, the carrying out of a test of the BCDR Plan (including a test of the BCDR Plan's procedures) shall not relieve the Supplier of any of its obligations under this Call Off Contract.

1.345 The Supplier shall also perform a test of the BCDR Plan in the event of any major reconfiguration of the Services or as otherwise reasonably requested by the Customer.

### **23. INVOCATION OF THE BCDR PLAN**

1.346 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 Customer promptly of such invocation). In all other instances the Supplier shall invoke or test the BCDR Plan only with the prior consent of the Customer.



## CALL OFF SCHEDULE 10: EXIT MANAGEMENT

**[Guidance Note: Consider the guidance note on Exit Management in the Template Order Form and Clause 45.5 of the Template Call Off Terms. This Call Off Schedule is likely to be relevant in the context of procuring Services rather than Goods only, with emphasis on ongoing Services. Switch to "Not Used" if not required; or retain and refine the parts relevant to your requirements if procuring through further competition]**

### 24. DEFINITIONS

1.347 In this Call Off Schedule, the following definitions shall apply:

<b>"Exclusive Assets"</b>	12	means those Supplier Assets used by the Supplier or a Sub-Contractor which are used exclusively in the provision of the Services;
<b>"Exit Information"</b>	13	has the meaning given to it in paragraph 4.1 of this Call Off Schedule;
<b>"Exit Manager"</b>	14	means the person appointed by each Party pursuant to paragraph 3.4 of this Call Off Schedule for managing the Parties' respective obligations under this Call Off Schedule;
<b>"Net Book Value"</b>	15	means the net book value of the relevant Supplier Asset(s) calculated in accordance with the depreciation policy of the Supplier set out in the letter in the agreed form from the Supplier to the Customer of even date with this Call Off Contract;
<b>"Non-Exclusive Assets"</b>	16	means those Supplier Assets (if any) which are used by the Supplier or a Sub-Contractor in connection with the Services but which are also used by the Supplier or Sub-Contractor for other purposes;
<b>"Registers"</b>	17	means the register and configuration database referred to in paragraphs 3.1.1 and 3.1.2 of this Call Off Schedule;
<b>"Termination Assistance"</b>	18	means the activities to be performed by the Supplier pursuant to the Exit Plan, and any other assistance required by the Customer pursuant to the Termination Assistance Notice;
<b>"Termination Assistance Notice"</b>	19	has the meaning given to it in paragraph 6.1 of this Call Off Schedule;
<b>"Termination Assistance Period"</b>	20	means in relation to a Termination Assistance Notice, the period specified in the Termination Assistance Notice for which the Supplier is required to provide

the Termination Assistance as such period may be extended pursuant to paragraph 6.2 of this Call Off Schedule;

- "Transferable Assets"** 21 means those of the Exclusive Assets which are capable of legal transfer to the Customer;
- "Transferable Contracts"** 22 means the Sub-Contracts, licences for Supplier Background IPR, Project Specific IPR, licences for Third Party IPR or other agreements which are necessary to enable the Customer or any Replacement Supplier to perform the Services or the Replacement Services, including in relation to licences all relevant Documentation;
- "Transferring Assets"** 23 has the meaning given to it in paragraph 9.2.1 of this Call Off Schedule;
- "Transferring Contracts"** 24 has the meaning given to it in paragraph 9.2.3 of this Call Off Schedule.

## 25. INTRODUCTION

1.348 This Call Off Schedule describes provisions that should be included in the Exit Plan, the duties and responsibilities of the Supplier to the Customer leading up to and covering the Call Off Expiry Date and the transfer of service provision to the Customer and/or a Replacement Supplier.

1.349 The objectives of the exit planning and service transfer arrangements are to ensure a smooth transition of the availability of the Services from the Supplier to the Customer and/or a Replacement Supplier at the Call Off Expiry Date.

## 26. OBLIGATIONS DURING THE CALL OFF CONTRACT PERIOD TO FACILITATE EXIT

1.350 During the Call Off Contract Period, the Supplier shall:

- 26.1.1 create and maintain a Register of all:  
Supplier Assets, detailing their:  
make, model and asset number;  
ownership and status as either Exclusive Assets or Non-Exclusive Assets;  
Net Book Value;  
condition and physical location; and  
use (including technical specifications); and  
Sub-Contracts and other relevant agreements (including relevant software licences, maintenance and support agreements and equipment rental and lease agreements) required for the performance of the Services;

- 26.1.2 create and maintain a configuration database detailing the technical infrastructure and operating procedures through which the Supplier provides the Services, which shall contain sufficient detail to permit the Customer and/or Replacement Supplier to understand how the Supplier provides the Services and to enable the smooth transition of the Services with the minimum of disruption;
- 26.1.3 agree the format of the Registers with the Customer as part of the process of agreeing the Exit Plan; and
- 26.1.4 at all times keep the Registers up to date, in particular in the event that Assets, Sub-Contracts or other relevant agreements are added to or removed from the Services.

1.351 The Supplier shall:

- 26.1.5 procure that all Exclusive Assets listed in the Registers are clearly marked to identify that they are exclusively used for the provision of the Services under this Call Off Contract; and
- 26.1.6 (unless otherwise agreed by the Customer in writing) procure that all licences for Third Party IPR and all Sub-Contracts shall be assignable and/or capable of novation at the request of the Customer to the Customer (and/or its nominee) and/or any Replacement Supplier upon the Supplier ceasing to provide the Services (or part of them) without restriction (including any need to obtain any consent or approval) or payment by the Customer.

1.352 Where the Supplier is unable to procure that any Sub-Contract or other agreement referred to in paragraph 3.2.2 of this Call Off Schedule which the Supplier proposes to enter into after the Call Off Commencement Date is assignable and/or capable of novation to the Customer (and/or its nominee) and/or any Replacement Supplier without restriction or payment, the Supplier shall promptly notify the Customer of this and the Parties shall (acting reasonably and without undue delay) discuss the appropriate action to be taken which, where the Customer so directs, may include the Supplier seeking an alternative Sub-Contractor or provider of services to which the relevant agreement relates.

1.353 Each Party shall appoint a person for the purposes of managing the Parties' respective obligations under this Call Off Schedule and provide written notification of such appointment to the other Party within three (3) months of the Call Off Commencement Date. The Supplier's Exit Manager shall be responsible for ensuring that the Supplier and its employees, agents and Sub-Contractors comply with this Call Off Schedule. The Supplier shall ensure that its Exit Manager has the requisite Authority to arrange and procure any resources of the Supplier as are reasonably necessary to enable the Supplier to comply with the requirements set out in this Call Off Schedule. The Parties' Exit Managers will liaise with one another in relation to all issues relevant to the termination of this Call Off Contract and all matters connected with this Call Off Schedule and each Party's compliance with it.

## **27. OBLIGATIONS TO ASSIST ON RE-TENDERING OF SERVICES**

1.354 On reasonable notice at any point during the Call Off Contract Period, the Supplier shall provide to the Customer and/or its potential Replacement Suppliers (subject to the potential Replacement Suppliers entering into reasonable written confidentiality undertakings), the following material and

information in order to facilitate the preparation by the Customer of any invitation to tender and/or to facilitate any potential Replacement Suppliers undertaking due diligence:

- 27.1.1 details of the Service(s);
- 27.1.2 a copy of the Registers, updated by the Supplier up to the date of delivery of such Registers;
- 27.1.3 an inventory of Customer Data in the Supplier's possession or control;
- 27.1.4 details of any key terms of any third party contracts and licences, particularly as regards charges, termination, assignment and novation;
- 27.1.5 a list of on-going and/or threatened disputes in relation to the provision of the Services;
- 27.1.6 all information relating to Transferring Supplier Employees required to be provided by the Supplier under this Call Off Contract; and
- 27.1.7 such other material and information as the Customer shall reasonably require,

(together, the “**Exit Information**”).

1.355 The Supplier acknowledges that the Customer may disclose the Supplier's Confidential Information to an actual or prospective Replacement Supplier or any third party whom the Customer is considering engaging to the extent that such disclosure is necessary in connection with such engagement (except that the Customer may not under this paragraph 4.2 of this Call Off Schedule disclose any Supplier's Confidential Information which is information relating to the Supplier's or its Sub-Contractors' prices or costs).

1.356 The Supplier shall:

- 27.1.8 notify the Customer within five (5) Working Days of any material change to the Exit Information which may adversely impact upon the provision of any Services and shall consult with the Customer regarding such proposed material changes; and
- 27.1.9 provide complete updates of the Exit Information on an as-requested basis as soon as reasonably practicable and in any event within ten (10) Working Days of a request in writing from the Customer.

1.357 The Supplier may charge the Customer for its reasonable additional costs to the extent the Customer requests more than four (4) updates in any six (6) month period.

1.358 The Exit Information shall be accurate and complete in all material respects and the level of detail to be provided by the Supplier shall be such as would be reasonably necessary to enable a third party to:

- 27.1.10 prepare an informed offer for those Services; and
- 27.1.11 not be disadvantaged in any subsequent procurement process compared to the Supplier (if the Supplier is invited to participate).

## **28. EXIT PLAN**

1.359 The Supplier shall, within three (3) months after the Call Off Commencement Date, deliver to the Customer an Exit Plan which:

- 28.1.1 sets out the Supplier's proposed methodology for achieving an orderly transition of the Services from the Supplier to the Customer and/or its Replacement Supplier on the expiry or termination of this Call Off Contract;
  - 28.1.2 complies with the requirements set out in paragraph 5.3 of this Call Off Schedule;
  - 28.1.3 is otherwise reasonably satisfactory to the Customer.
- 1.360 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 its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
- 1.361 Unless otherwise specified by the Customer or Approved, the Exit Plan shall set out, as a minimum:
- 28.1.4 how the Exit Information is obtained;
  - 28.1.5 the management structure to be employed during both transfer and cessation of the Services;
  - 28.1.6 the management structure to be employed during the Termination Assistance Period;
  - 28.1.7 a detailed description of both the transfer and cessation processes, including a timetable;
  - 28.1.8 how the Services will transfer to the Replacement Supplier and/or the Customer, including details of the processes, documentation, data transfer, systems migration, security and the segregation of the Customer's technology components from any technology components operated by the Supplier or its Sub-Contractors (where applicable);
  - 28.1.9 details of contracts (if any) which will be available for transfer to the Customer and/or the Replacement Supplier upon the Call Off Expiry Date together with any reasonable costs required to effect such transfer (and the Supplier agrees that all assets and contracts used by the Supplier in connection with the provision of the Services will be available for such transfer);
  - 28.1.10 proposals for the training of key members of the Replacement Supplier's personnel in connection with the continuation of the provision of the Services following the Call Off Expiry Date charged at rates agreed between the Parties at that time;
  - 28.1.11 proposals for providing the Customer or a Replacement Supplier copies of all documentation:
    - used in the provision of the Services and necessarily required for the continued use thereof, in which the Intellectual Property Rights are owned by the Supplier; and
    - relating to the use and operation of the Services;
  - 28.1.12 proposals for the assignment or novation of the provision of all services, leases, maintenance agreements and support agreements utilised by the Supplier in connection with the performance of the supply of the Services;

- 28.1.13 proposals for the identification and return of all Customer Property in the possession of and/or control of the Supplier or any third party (including any Sub-Contractor);
- 28.1.14 proposals for the disposal of any redundant Services and materials;
- 28.1.15 procedures to deal with requests made by the Customer and/or a Replacement Supplier for Staffing Information pursuant to Call Off Schedule 11 (Staff Transfer);
- 28.1.16 how each of the issues set out in this Call Off Schedule will be addressed to facilitate the transition of the Services from the Supplier to the Replacement Supplier and/or the Customer with the aim of ensuring that there is no disruption to or degradation of the Services during the Termination Assistance Period; and
- 28.1.17 proposals for the supply of any other information or assistance reasonably required by the Customer or a Replacement Supplier in order to effect an orderly handover of the provision of the Services.

## 29. TERMINATION ASSISTANCE

1.362 The Customer shall be entitled to require the provision of Termination Assistance at any time during the Call Off Contract Period by giving written notice to the Supplier (a "**Termination Assistance Notice**") at least four (4) months prior to the Call Off 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:

- 29.1.1 the date from which Termination Assistance is required;
- 29.1.2 the nature of the Termination Assistance required; and
- 29.1.3 the period during which it is anticipated that Termination Assistance will be required, which shall continue no longer than twelve (12) months after the date that the Supplier ceases to provide the Services.

1.363 The Customer shall have an option to extend the Termination Assistance Period beyond the period specified in the Termination Assistance Notice provided that such extension shall not extend for more than six (6) months after the date the Supplier ceases to provide the Services or, if applicable, beyond the end of the Termination Assistance Period and provided that it shall notify the Supplier to such effect no later than twenty (20) Working Days prior to the date on which the provision of Termination Assistance is otherwise due to expire. The Customer shall have the right to terminate its requirement for Termination Assistance by serving not less than (20) Working Days' written notice upon the Supplier to such effect.

## 30. TERMINATION ASSISTANCE PERIOD

1.364 Throughout the Termination Assistance Period, or such shorter period as the Customer may require, the Supplier shall:

- 30.1.1 continue to provide the Services (as applicable) and, if required by the Customer pursuant to paragraph 6.1 of this Call Off Schedule, provide the Termination Assistance;

- 30.1.2 in addition to providing the Services and the Termination Assistance, provide to the Customer any reasonable assistance requested by the Customer to allow the Services to continue without interruption following the termination or expiry of this Call Off Contract and to facilitate the orderly transfer of responsibility for and conduct of the Services to the Customer and/or its Replacement Supplier;
  - 30.1.3 use all reasonable endeavours to reallocate resources to provide such assistance as is referred to in paragraph 7.1.2 of this Call Off Schedule without additional costs to the Customer;
  - 30.1.4 provide the Services and the Termination Assistance at no detriment to the Service Level Performance Measures, save to the extent that the Parties agree otherwise in accordance with paragraph 7.3; and
  - 30.1.5 at the Customer's request and on reasonable notice, deliver up-to-date Registers to the Customer.
- 1.365 Without prejudice to the Supplier's obligations under paragraph 7.1.3 of this Call Off Schedule, if it is not possible for the Supplier to reallocate resources to provide such assistance as is referred to in paragraph 7.1.2 of this Call Off Schedule without additional costs to the Customer, any additional costs incurred by the Supplier in providing such reasonable assistance which is not already in the scope of the Termination Assistance or the Exit Plan shall be subject to the Variation Procedure.
- 1.366 If the Supplier demonstrates to the Customer's reasonable satisfaction that transition of the Services and provision of the Termination Assist during the Termination Assistance Period will have a material, unavoidable adverse effect on the Supplier's ability to meet one or more particular Service Level Performance Measure(s), the Parties shall vary the relevant Service Level Performance Measure(s) and take account of such adverse effect.

### **31. TERMINATION OBLIGATIONS**

- 1.367 The Supplier shall comply with all of its obligations contained in the Exit Plan.
- 1.368 Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Services and the Termination Assistance and its compliance with the other provisions of this Call Off Schedule), the Supplier shall:
- 31.1.1 cease to use the Customer Data;
  - 31.1.2 provide the Customer and/or the Replacement Supplier with a complete and uncorrupted version of the Customer Data in electronic form (or such other format as reasonably required by the Customer);
  - 31.1.3 erase from any computers, storage devices and storage media that are to be retained by the Supplier after the end of the Termination Assistance Period all Customer Data and promptly certify to the Customer that it has completed such deletion;
  - 31.1.4 return to the Customer such of the following as is in the Supplier's possession or control:
    - all materials created by the Supplier under this Call Off Contract in which the IPRs are owned by the Customer;

any equipment which belongs to the Customer;  
any items that have been on-charged to the Customer, such as consumables; and  
all Customer Property issued to the Supplier under Clause 31 of this Call Off Contract (Customer Property). Such Customer Property shall be handed back to the Customer in good working order (allowance shall be made only for reasonable wear and tear);  
any sums prepaid by the Customer in respect of Services not Delivered by the Call Off Expiry Date;

- 31.1.5 vacate any Customer Premises;
- 31.1.6 remove the Supplier Equipment together with any other materials used by the Supplier to supply the Services 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 and/or any Supplier Personnel;
- 31.1.7 provide access during normal working hours to the Customer and/or the Replacement Supplier for up to twelve (12) months after expiry or termination to:
- such information relating to the Services as remains in the possession or control of the Supplier; and
  - such members of the Supplier Personnel as have been involved in the design, development and provision of the Services and who are still employed by the Supplier, provided that the Customer and/or the Replacement Supplier shall pay the reasonable costs of the Supplier actually incurred in responding to requests for access under this paragraph.

1.369 Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Services and the Termination Assistance and its compliance with the other provisions of this Call Off Schedule), each Party shall return to the other Party (or if requested, destroy or delete) all Confidential Information of the other Party and shall certify that it does not retain the other Party's Confidential Information save to the extent (and for the limited period) that such information needs to be retained by the Party in question for the purposes of providing or receiving any Services or Termination Services or for statutory compliance purposes.

1.370 Except where this Call Off Contract provides otherwise, all licences, leases and authorisations granted by the Customer to the Supplier in relation to the Services shall be terminated with effect from the end of the Termination Assistance Period.

## **32. ASSETS AND SUB-CONTRACTS**

1.371 Following notice of termination of this Call Off Contract and during the Termination Assistance Period, the Supplier shall not, without the Customer's prior written consent:



- 32.1.1 terminate, enter into or vary any Sub-Contract;
- 32.1.2 (subject to normal maintenance requirements) make material modifications to, or dispose of, any existing Supplier Assets or acquire any new Supplier Assets; or
- 32.1.3 terminate, enter into or vary any licence for software in connection with the provision of Services.

1.372 Within twenty (20) Working Days of receipt of the up-to-date Registers provided by the Supplier pursuant to paragraph 7.1.5 of this Call Off Schedule, the Customer shall provide written notice to the Supplier setting out:

- 32.1.4 which, if any, of the Transferable Assets the Customer requires to be transferred to the Customer and/or the Replacement Supplier ("**Transferring Assets**");
- 32.1.5 which, if any, of:
  - the Exclusive Assets that are not Transferable Assets; and
  - the Non-Exclusive Assets,
  - the Customer and/or the Replacement Supplier requires the continued use of; and
- 32.1.6 which, if any, of Transferable Contracts the Customer requires to be assigned or novated to the Customer and/or the Replacement Supplier (the "**Transferring Contracts**"),

in order for the Customer and/or its Replacement Supplier to provide the Services from the expiry of the Termination Assistance Period. Where requested by the Customer and/or its Replacement Supplier, the Supplier shall provide all reasonable assistance to the Customer and/or its Replacement Supplier to enable it to determine which Transferable Assets and Transferable Contracts the Customer and/or its Replacement Supplier requires to provide the Services or the Replacement Services.

1.373 With effect from the expiry of the Termination Assistance Period, the Supplier shall sell the Transferring Assets to the Customer and/or its nominated Replacement Supplier for a consideration equal to their Net Book Value, except where the cost of the Transferring Asset has been partially or fully paid for through the Call Off Contract Charges at the Call Off expiry Date, in which case the Customer shall pay the Supplier the Net Book Value of the Transferring Asset less the amount already paid through the Call Off Contract Charges.

1.374 Risk in the Transferring Assets shall pass to the Customer or the Replacement Supplier (as appropriate) at the end of the Termination Assistance Period and title to the Transferring Assets shall pass to the Customer or the Replacement Supplier (as appropriate) on payment for the same.

1.375 Where the Supplier is notified in accordance with paragraph 9.2.2 of this Call Off Schedule that the Customer 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:

- 32.1.7 procure a non-exclusive, perpetual, royalty-free licence (or licence on such other terms that have been agreed by the Customer) for the Customer and/or the Replacement Supplier to use such assets (with a right of sub-licence or assignment on the same terms); or failing which

- 32.1.8 procure a suitable alternative to such assets and the Customer or the Replacement Supplier shall bear the reasonable proven costs of procuring the same.
- 1.376 The Supplier shall as soon as reasonably practicable assign or procure the novation to the Customer and/or the Replacement Supplier of the Transferring Contracts. The Supplier shall execute such documents and provide such other assistance as the Customer reasonably requires to effect this novation or assignment.
- 1.377 The Customer shall:
- 32.1.9 accept assignments from the Supplier or join with the Supplier in procuring a novation of each Transferring Contract; and
  - 32.1.10 once a Transferring Contract is novated or assigned to the Customer and/or the Replacement Supplier, carry out, perform and 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.
- 1.378 The Supplier shall hold any Transferring Contracts on trust for the Customer until such time as the transfer of the relevant Transferring Contract to the Customer and/or the Replacement Supplier has been effected.
- 1.379 The Supplier shall indemnify the Customer (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 Customer (and/or Replacement Supplier) pursuant to paragraph 9.6 of this Call Off Schedule in relation to any matters arising prior to the date of assignment or novation of such Transferring Contract.

### **33. SUPPLIER PERSONNEL**

- 1.380 The Customer and Supplier agree and acknowledge that in the event of the Supplier ceasing to provide the Services or part of them for any reason, Call Off Schedule 11 (Staff Transfer) shall apply.
- 1.381 The Supplier shall not take any step (expressly or implicitly and directly or indirectly by itself or through any other person) to dissuade or discourage any employees engaged in the provision of the Services from transferring their employment to the Customer and/or the Replacement Supplier.
- 1.382 During the Termination Assistance Period, the Supplier shall give the Customer and/or the Replacement Supplier reasonable access to the Supplier's personnel to present the case for transferring their employment to the Customer and/or the Replacement Supplier.
- 1.383 The Supplier shall immediately notify the Customer or, at the direction of the Customer, the Replacement Supplier of any period of notice given by the Supplier or received from any person referred to in the Staffing Information, regardless of when such notice takes effect.
- 1.384 The Supplier shall not for a period of twelve (12) months from the date of transfer re-employ or re-engage or entice any employees, suppliers or Sub-Contractors whose employment or engagement is transferred to the Customer and/or the

Replacement Supplier, unless approval has been obtained from the Customer which shall not be unreasonably withheld.

#### **34. CHARGES**

1.385 Except as otherwise expressly specified in this Call Off Contract, the Supplier shall not make any charges for the services provided by the Supplier pursuant to, and the Customer shall not be obliged to pay for costs incurred by the Supplier in relation to its compliance with, this Call Off Schedule including the preparation and implementation of the Exit Plan, the Termination Assistance and any activities mutually agreed between the Parties to carry on after the expiry of the Termination Assistance Period.

#### **35. APPORTIONMENTS**

1.386 All outgoing and expenses (including any remuneration due) and all rents, royalties and other periodical payments receivable in respect of the Transferring Assets and Transferring Contracts shall be apportioned between the Customer and the Supplier and/or the Replacement Supplier and the Supplier (as applicable) as follows:

35.1.1 the amounts shall be annualised and divided by 365 to reach a daily rate;

35.1.2 the Customer shall be responsible for (or shall procure that the Replacement Supplier 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

35.1.3 the Supplier shall be responsible for or entitled to (as the case may be) the rest of the invoice.

1.387 Each Party shall pay (and/or the Customer shall procure that the Replacement Supplier shall pay) any monies due under paragraph 12.1 of this Call Off Schedule as soon as reasonably practicable.

**CALL OFF SCHEDULE 11: NOT USED**

## CALL OFF SCHEDULE 12: DISPUTE RESOLUTION PROCEDURE

### 36. DEFINITIONS

1.388 In this Call Off Schedule 12, the following definitions shall apply:

"CEDR"	25	the Centre for Effective Dispute Resolution of International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU;
"Counter Notice"	26	has the meaning given to it in paragraph 6.2 of this Call Off Schedule;
"Exception"	27	a deviation of project tolerances in accordance with PRINCE2 methodology in respect of this Call Off Contract or in the supply of the Services;
"Expert"	28	the person appointed by the Parties in accordance with paragraph 5.2 of this Call Off Schedule 12; and
"Mediation Notice"	29	has the meaning given to it in paragraph 3.2 of this Call Off Schedule;
"Mediator"	30	the independent third party appointed in accordance with paragraph 4.2 of this Call Off Schedule 12.

### 37. INTRODUCTION

1.389 If a Dispute arises then:

- 37.1.1 the representative of the Customer and the Supplier Representative shall attempt in good faith to resolve the Dispute; and
- 37.1.2 if such attempts are not successful within a reasonable time either Party may give to the other a Dispute Notice.

1.390 The Dispute Notice shall set out:

- 37.1.3 the material particulars of the Dispute;
- 37.1.4 the reasons why the Party serving the Dispute Notice believes that the Dispute has arisen; and
- 37.1.5 if the Party serving the Dispute Notice believes that the Dispute should be dealt with under the Expedited Dispute Timetable as set out in paragraph 2.6 of this Call Off Schedule, the reason why.

1.391 Unless agreed otherwise in writing, the Parties shall continue to comply with their respective obligations under this Call Off Contract regardless of the nature of the Dispute and notwithstanding the referral of the Dispute to the Dispute Resolution Procedure.

1.392 Subject to paragraph 3.2 of this Call Off Schedule, the Parties shall seek to resolve Disputes:

- 37.1.6 first by commercial negotiation (as prescribed in paragraph 3 of this Call Off Schedule);
  - 37.1.7 then by mediation (as prescribed in paragraph 4 of this Call Off Schedule); and
  - 37.1.8 lastly by recourse to arbitration (as prescribed in paragraph 6 of this Call Off Schedule) or litigation (in accordance with Clause 57 of this Call Off Contract (Governing Law and Jurisdiction)).
- 1.393 Specific issues shall be referred to Expert Determination (as prescribed in paragraph 5 of this Call Off Schedule) where specified under the provisions of this Call Off Contract and may also be referred to Expert Determination where otherwise appropriate as specified in paragraph 5 of this Call Off Schedule.
- 1.394 In exceptional circumstances where the use of the times in this Call Off Schedule would be unreasonable, including (by way of example) where one Party would be materially disadvantaged by a delay in resolving the Dispute, the Parties may agree to use the Expedited Dispute Timetable. If the Parties are unable to reach agreement on whether to use of the Expedited Dispute Timetable within five (5) Working Days of the issue of the Dispute Notice, the use of the Expedited Dispute Timetable shall be at the sole discretion of the Customer.
- 1.395 If the use of the Expedited Dispute Timetable is determined in accordance with paragraph 2.5 or is otherwise specified under the provisions of this Call Off Contract, then the following periods of time shall apply in lieu of the time periods specified in the applicable paragraphs:
- 37.1.9 in paragraph 3.2.3, ten (10) Working Days;
  - 37.1.10 in paragraph 4.2, ten (10) Working Days;
  - 37.1.11 in paragraph 5.2, five (5) Working Days; and
  - 37.1.12 in paragraph 6.2, ten (10) Working Days.
- 1.396 If at any point it becomes clear that an applicable deadline cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the deadline. Any agreed extension shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.

### **38. COMMERCIAL NEGOTIATIONS**

- 1.397 Following the service of a Dispute Notice, the Customer and the Supplier shall use reasonable endeavours to resolve the Dispute as soon as possible, by discussion between the Customer's **[insert role]** and the Supplier's **[insert role]**.
- 1.398 If:
- 38.1.1 either Party is of the reasonable opinion that the resolution of a Dispute by commercial negotiation, or the continuance of commercial negotiations, will not result in an appropriate solution;
  - 38.1.2 the Parties have already held discussions of a nature and intent (or otherwise were conducted in the spirit) that would equate to the conduct of commercial negotiations in accordance with this paragraph 3 of this Call Off Schedule; or

38.1.3 the Parties have not settled the Dispute in accordance with paragraph 3.1 of this Call Off Schedule within thirty (30) Working Days of service of the Dispute Notice,

either Party may serve a written notice to proceed to mediation (a “**Mediation Notice**”) in accordance with paragraph 4 of this Call Off Schedule.

### 39. **MEDIATION**

1.399 If a Mediation Notice is served, the Parties shall attempt to resolve the dispute in accordance with CEDR's Model Mediation Agreement which shall be deemed to be incorporated by reference into this Call Off Contract.

1.400 If the Parties are unable to agree on the joint appointment of a Mediator within thirty (30) Working Days from service of the Mediation Notice then either Party may apply to CEDR to nominate the Mediator.

1.401 If the Parties are unable to reach a settlement in the negotiations at the mediation, and only if the Parties so request and the Mediator agrees, the Mediator shall produce for the Parties a non-binding recommendation on terms of settlement. This shall not attempt to anticipate what a court might order but shall set out what the Mediator suggests are appropriate settlement terms in all of the circumstances.

1.402 Any settlement reached in the mediation shall not be legally binding until it has been reduced to writing and signed by, or on behalf of, the Parties (in accordance with the Variation Procedure where appropriate). The Mediator shall assist the Parties in recording the outcome of the mediation.

### 40. **EXPERT DETERMINATION**

1.403 If a Dispute relates to any aspect of the technology underlying the provision of the Services or otherwise relates to a financial technical or other aspect of a technical nature (as the Parties may agree) and the Dispute has not been resolved by discussion or mediation, then either Party may request (which request will not be unreasonably withheld or delayed) by written notice to the other that the Dispute is referred to an Expert for determination.

1.404 The Expert shall be appointed by agreement in writing between the Parties, but in the event of a failure to agree within ten (10) Working Days, or if the person appointed is unable or unwilling to act, the Expert shall be appointed on the instructions of the relevant professional body.

1.405 The Expert shall act on the following basis:

40.1.1 he/she shall act as an expert and not as an arbitrator and shall act fairly and impartially;

40.1.2 the Expert's determination shall (in the absence of a material failure to follow the agreed procedures) be final and binding on the Parties;

40.1.3 the Expert shall decide the procedure to be followed in the determination and shall be requested to make his/her determination within thirty (30) Working Days of his appointment or as soon as reasonably practicable thereafter and the Parties shall assist and provide the documentation that the Expert requires for the purpose of the determination;

- 40.1.4 any amount payable by one Party to another as a result of the Expert's determination shall be due and payable within twenty (20) Working Days of the Expert's determination being notified to the Parties;
- 40.1.5 the process shall be conducted in private and shall be confidential; and
- 40.1.6 the Expert shall determine how and by whom the costs of the determination, including his/her fees and expenses, are to be paid.

#### 41. ARBITRATION

1.406 The Customer may at any time before court proceedings are commenced refer the Dispute to arbitration in accordance with the provisions of paragraph 6.4 of this Call Off Schedule.

1.407 Before the Supplier commences court proceedings or arbitration, it shall serve written notice on the Customer of its intentions and the Customer shall have fifteen (15) Working Days following receipt of such notice to serve a reply (a "**Counter Notice**") on the Supplier requiring the Dispute to be referred to and resolved by arbitration in accordance with paragraph 6.4 of this Call Off Schedule or be subject to the jurisdiction of the courts in accordance with Clause 57 of this Call Off Contract (Governing Law and Jurisdiction). The Supplier shall not commence any court proceedings or arbitration until the expiry of such fifteen (15) Working Day period.

1.408 If:

- 41.1.1 the Counter Notice requires the Dispute to be referred to arbitration, the provisions of paragraph 6.4 of this Call Off Schedule shall apply;
- 41.1.2 the Counter Notice requires the Dispute to be subject to the exclusive jurisdiction of the courts in accordance with Clause 61 of this Call Off Contract (Governing Law and Jurisdiction), the Dispute shall be so referred to the courts and the Supplier shall not commence arbitration proceedings;
- 41.1.3 the Customer does not serve a Counter Notice within the fifteen (15) Working Days period referred to in paragraph 6.2 of this Call Off Schedule, the Supplier may either commence arbitration proceedings in accordance with paragraph 6.4 of this Call Off Schedule or commence court proceedings in the courts in accordance with Clause 57 of this Call Off Contract (Governing Law and Jurisdiction) which shall (in those circumstances) have exclusive jurisdiction.

1.409 In the event that any arbitration proceedings are commenced pursuant to paragraphs 6.1 to 6.3 of this Call Off Schedule, the Parties hereby confirm that:

- 41.1.4 all disputes, issues or claims arising out of or in connection with this Call Off Contract (including as to its existence, validity or performance) shall be referred to and finally resolved by arbitration under the Rules of the London Court of International Arbitration ("**LCIA**") (subject to paragraphs 6.4.5 to 6.4.7 of this Call Off Schedule);
- 41.1.5 the arbitration shall be administered by the LCIA;
- 41.1.6 the LCIA procedural rules in force at the date that the Dispute was referred to arbitration shall be applied and are deemed to be incorporated by reference into this Call Off Contract and the decision of



the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;

- 41.1.7 if the Parties fail to agree the appointment of the arbitrator within ten (10) days from the date on which arbitration proceedings are commenced or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;
- 41.1.8 the chair of the arbitral tribunal shall be British;
- 41.1.9 the arbitration proceedings shall take place in [London] and in the English language; and
- 41.1.10 the seat of the arbitration shall be London.

**[Guidance Note: Customer to consider whether London is an appropriate location for the arbitration proceedings]**

#### 42. **URGENT RELIEF**

1.410 Either Party may at any time take proceedings or seek remedies before any court or tribunal of competent jurisdiction:

- 42.1.1 for interim or interlocutory remedies in relation to this Call Off Contract or infringement by the other Party of that Party's Intellectual Property Rights; and/or
- 42.1.2 where compliance with paragraph 2.1 of this Call Off Schedule and/or referring the Dispute to mediation may leave insufficient time for that Party to commence proceedings before the expiry of the limitation period.

**CALL OFF SCHEDULE 13: VARIATION FORM**

No of Order Form being varied:

.....

Variation Form No:

.....

BETWEEN:

**[insert name of Customer]** ("the Customer")

and

**[insert name of Supplier]** ("the Supplier")

1. This Call Off Contract is varied as follows and shall take effect on the date signed by both Parties:

**[Guidance Note: Insert details of the Variation]**

2. Words and expressions in this Variation shall have the meanings given to them in this Call Off Contract.
3. This Call Off Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

4.

Signed by an authorised signatory for and on behalf of the Customer

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

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### **CALL OFF SCHEDULE 13: TRANSPARENCY REPORTS**

- 1.1 Within three (3) months from the Call Off Commencement Date or the date so specified by the Customer in the Call Off Order Form the Supplier shall provide to the Customer for Approval (the Customer's decision to approve or not shall not be unreasonably withheld or delayed) draft Transparency Reports consistent with the content and format requirements in Annex 1 below.
- 1.2 If the Customer rejects any proposed Transparency Report submitted by the Supplier, the Supplier shall submit a revised version of the relevant report for Approval by the Customer within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Customer. This process shall be repeated until the Parties have agreed versions of each Transparency Report.
- 1.3 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Customer at the frequency referred to in Annex 1 of this Call Off Schedule 13 below.
- 1.4 Any Dispute in connection with the preparation and/or approval of Transparency Reports shall be resolved in accordance with the Dispute Resolution Procedure.
- 1.5 The requirements in this Schedule 13 are in addition to any other reporting requirements in this Call Off Contract.

**ANNEX 1: LIST OF TRANSPARENCY REPORTS**

<b>Title of Report</b>	<b>Content</b>	<b>Format</b>	<b>Frequency</b>
[Headline service performance]	[ ]	[ ]	[ ]
[Call Off Contract Charges]	[ ]	[ ]	[ ]
[Key Sub-Contractors]	[ ]	[ ]	[ ]
[Technical]	[ ]	[ ]	[ ]
[Performance management arrangements]	[ ]	[ ]	[ ]

## **CALL OFF SCHEDULE 14: ALTERNATIVE AND/OR ADDITIONAL CLAUSES**

### **43. INTRODUCTION**

1.411 This Call Off Schedule 14 specifies the range of Alternative Clauses and Additional Clauses that may be requested in the Order Form and, if requested in the Order Form, shall apply to this Call Off Contract.

### **44. CLAUSES SELECTED**

1.412 The Customer may, in the Order Form, request the following Alternative Clauses:

- 44.1.1 Scots Law (see paragraph 4.1 of this Call Off Schedule);
- 44.1.2 Northern Ireland Law (see paragraph 4.2 of this Call Off Schedule);
- 44.1.3 Non-Crown Bodies (see paragraph 4.3 of this Call Off Schedule);
- 44.1.4 Non-FOIA Public Bodies (see paragraph 4.4 of this Call Off Schedule);
- 44.1.5 Financial Limits (see paragraph 4.5 of this Call Off Schedule).

1.413 The Customer may, in the Order Form, request the following Additional Clauses should apply:

- 44.1.6 Security Measures (see paragraph 5.1 of this Call Off Schedule);
- 44.1.7 NHS Additional Clauses (see paragraph 6.1 of this Call Off Schedule)
- 44.1.8 MOD (“Ministry of Defence”) Additional or Alternative Clauses (see paragraph 7 of this Call Off Schedule)

### **45. IMPLEMENTATION**

1.414 The appropriate changes have been made in this Call Off Contract to implement the Alternative and/or Additional Clauses specified in paragraph 2.1 of this Call Off Schedule and the Additional Clauses specified in paragraphs 2.2 and 2.2.1 of this Call Off Schedule shall be deemed to be incorporated into this Call Off Contract.

### **46. ALTERNATIVE CLAUSES**

#### **1.415 SCOTS LAW**

- 46.1.1 Law and Jurisdiction (Clause 57)

References to “England and Wales” in the original Clause 57 of this Call Off Contract (Law and Jurisdiction) shall be replaced with “Scotland”.

Where legislation is expressly mentioned in this Call Off Contract the adoption of Clause 4.1.1 (a) shall have the effect of substituting the equivalent Scots legislation.

#### **1.416 NORTHERN IRELAND LAW**

- 46.1.2 Law and Jurisdiction (Clause 57)

References to “England and Wales” in the original Clause 57 of this Call Off Contract (Law and Jurisdiction) shall be replaced with “Northern Ireland”.

Where legislation is expressly mentioned in this Call Off Contract the adoption of Clause 4.1.1(a) shall have the effect of substituting the equivalent Northern Ireland legislation.

#### 46.1.3 Insolvency Event

In Call Off Schedule 1 (Definitions), reference to "section 123 of the Insolvency Act 1986" in limb f) of the definition of Insolvency Event shall be replaced with "Article 103 of the Insolvency (NI) Order 1989".

#### 1.417 NON-CROWN BODIES

**[Guidance Note: only where the Customer is not a Crown Body]**

Clause 46.3.1(a) of this Call Off Contract (Official Secrets Act and Finance Act) shall be deleted.

#### 1.418 NON-FOIA PUBLIC BODIES

**[Guidance Note: only where the Customer is not a public body for the purposes of FOIA]**

Replace Clause 34.5 of this Call Off Contract (Freedom of Information) with "The Customer has notified the Supplier that the Customer is exempt from the provisions of FOIA and EIR."

#### 1.419 FINANCIAL LIMITS

In Clause 36.2.1(b)(i) remove the monetary amount and the percentage stated therein and replace respectively with:

[enter monetary amount in words] [£ X]

[enter percentage in words] [£ X]

In Clause 36.2.1(b)(ii) remove the monetary amount and the percentage stated therein and replace respectively with:

[enter monetary amount in words] [£ X]

[enter percentage in words] [£ X]

In Clause 36.2.1(b)(iii) remove the monetary amount and the percentage stated therein and replace respectively with:

[enter monetary amount in words] [£ X]

[enter percentage in words] [£ X]

### 47. ADDITIONAL CLAUSES: GENERAL

#### 1.420 SECURITY MEASURES

47.1.1 The following definitions to be added to Call Off Schedule 1 (Definitions) to the Call Off Form and the Call Off Terms:

"**Document**" includes specifications, plans, drawings, photographs and books;

"**Secret Matter**" means any matter connected with or arising out of the performance of this Call Off Contract which has been, or may hereafter be, by a notice in writing given by the Customer to the Supplier be designated 'top secret', 'secret', or 'confidential';

"**Servant**" where the Supplier is a body corporate shall include a director of that body and any person occupying in relation to that body the position of director by whatever name called.

47.1.2 The following new Clause [58] shall apply:

**[Guidance Note: the intention is for the clause to follow after the last clause in the T&Cs]**

**58. [SECURITY MEASURES]**

58.1. The Supplier shall not, either before or after the completion or termination of this Call Off Contract, do or permit to be done anything which it knows or ought reasonably to know may result in information about a secret matter being:

58.1.1. without the prior consent in writing of the Customer, disclosed to or acquired by a person who is an alien or who is a British subject by virtue only of a certificate of naturalisation in which his name was included;

58.1.2. disclosed to or acquired by a person as respects whom the Customer has given to the Supplier a notice in writing which has not been cancelled stating that the Customer requires that secret matters shall not be disclosed to that person;

58.1.3. without the prior consent in writing of the Customer, disclosed to or acquired by any person who is not a servant of the Supplier; or

58.1.4. disclosed to or acquired by a person who is an employee of the Supplier except in a case where it is necessary for the proper performance of this Call Off Contract that such person shall have the information.

58.2. Without prejudice to the provisions of Clause 58.1, the Supplier shall, both before and after the completion or termination of this Call Off Contract, take all reasonable steps to ensure:

58.2.1. no such person as is mentioned in Clauses 58.1, 58.1.1 or 58.1.2 hereof shall have access to any item or document under the control of the Supplier containing information about a secret matter except with the prior consent in writing of the Customer;

58.2.2. that no visitor to any premises in which there is any item to be supplied under this Call Off Contract or where Services are being supplied shall see or discuss with the Supplier or any person employed by him any secret matter unless the visitor is authorised in writing by the Customer so to do;

58.2.3. that no photograph of any item to be supplied under this Call Off Contract or any portions of the Services shall be



taken except insofar as may be necessary for the proper performance of this Call Off Contract or with the prior consent in writing of the Customer, and that no such photograph shall, without such consent, be published or otherwise circulated;

- 58.2.4. that all information about any secret matter and every document model or other item which contains or may reveal any such information is at all times strictly safeguarded, and that, except insofar as may be necessary for the proper performance of this Call Off Contract or with the prior consent in writing of the Customer, no copies of or extracts from any such document, model or item shall be made or used and no designation of description which may reveal information about the nature or contents of any such document, model or item shall be placed thereon; and
- 58.2.5. that if the Customer gives notice in writing to the Supplier at any time requiring the delivery to the Customer of any such document, model or item as is mentioned in Clause 58.2.3, that document, model or item (including all copies of or extracts therefrom) shall forthwith be delivered to the Customer who shall be deemed to be the owner thereof and accordingly entitled to retain the same.
- 58.3. The decision of the Customer on the question whether the Supplier has taken or is taking all reasonable steps as required by the foregoing provisions of this Clause 58 shall be final and conclusive.
- 58.4. If and when directed by the Customer, the Supplier shall furnish full particulars of all people who are at any time concerned with any secret matter.
- 58.5. If and when directed by the Customer, the Supplier shall secure that any person employed by it who is specified in the direction, or is one of a class of people who may be so specified, shall sign a statement that he understands that the Official Secrets Act, 1911 to 1989 and, where applicable, the Atomic Energy Act 1946, apply to the person signing the statement both during the carrying out and after expiry or termination of a Call Off Contract.
- 58.6. If, at any time either before or after the expiry or termination of this Call Off Contract, it comes to the notice of the Supplier that any person acting without lawful authority is seeking or has sought to obtain information concerning this Call Off Contract or anything done or to be done in pursuance thereof, the matter shall be forthwith reported by the Supplier to the Customer and the report shall, in each case, be accompanied by a statement of the facts, including, if possible, the name, address and occupation of that person, and the Supplier shall be responsible for making all such arrangements as it may consider appropriate

to ensure that if any such occurrence comes to the knowledge of any person employed by it, that person shall forthwith report the matter to the Supplier with a statement of the facts as aforesaid.

- 58.7. The Supplier shall place every person employed by it, other than a Sub-Contractor, who in its opinion has or will have such knowledge of any secret matter as to appreciate its significance, under a duty to the Supplier to observe the same obligations in relation to that matter as are imposed on the Supplier by Clauses 58.1 and 58.2 and shall, if directed by the Customer, place every person who is specified in the direction or is one of a class of people so specified, under the like duty in relation to any secret matter which may be specified in the direction, and shall at all times use its best endeavours to ensure that every person upon whom obligations are imposed by virtue of this Clause 58 observes the said obligations, and the Supplier shall give such instructions and information to every such person as may be necessary for that purpose, and shall, immediately upon becoming aware of any act or omission which is or would be a breach of the said obligations, report the facts to the Supplier with all necessary particulars.
- 58.8. The Supplier shall, if directed by the Customer, include in the Sub-Contract provisions in such terms as the Customer may consider appropriate for placing the Sub-Contractor under obligations in relation to secrecy and security corresponding to those placed on the Supplier by this Clause 58, but with such variations (if any) as the Customer may consider necessary. Further the Supplier shall:
- 58.8.1. give such notices, directions, requirements and decisions to its Sub-Contractors as may be necessary to bring the provisions relating to secrecy and security which are included in Sub-Contracts under this Clause 58 into operation in such cases and to such extent as the Customer may direct;
- 58.8.2. if there comes to its notice any breach by the Sub-Contractor of the obligations of secrecy and security included in their Sub-Contracts in pursuance of this Clause 58, notify such breach forthwith to the Customer; and
- 58.8.3. if and when so required by the Customer, exercise its power to determine the Sub-Contract under the provision in that Sub-Contract which corresponds to Clause 58.11.
- 58.9. The Supplier shall give the Customer such information and particulars as the Customer may from time to time require for the purposes of satisfying the Customer that the obligations imposed by or under the foregoing provisions of this Clause 58 have been and are being observed and as to what the Supplier has done or is doing or proposes to do to secure the observance of those

obligations and to prevent any breach thereof, and the Supplier shall secure that a representative of the Customer duly authorised in writing shall be entitled at reasonable times to enter and inspect any premises in which anything is being done or is to be done under this Call Off Contract or in which there is or will be any item to be supplied under this Call Off Contract, and also to inspect any document or item in any such premises or which is being made or used for the purposes of this Call Off Contract and that any such representative shall be given all such information as he may require on the occasion of, or arising out of, any such inspection.

58.10. Nothing in this Clause 58 shall prevent any person from giving any information or doing anything on any occasion when it is, by virtue of any enactment, the duty of that person to give that information or do that thing.

58.11. If the Customer shall consider that any of the following events has occurred:

58.11.1. that the Supplier has committed a breach of, or failed to comply with any of, the foregoing provisions of this Clause 58; or

58.11.2. that the Supplier has committed a breach of any obligations in relation to secrecy or security imposed upon it by any other contract with the Customer, or with any department or person acting on behalf of the Crown; or

58.11.3. that by reason of an act or omission on the part of the Supplier, or of a person employed by the Supplier, which does not constitute such a breach or failure as is mentioned in 58.11.2, information about a secret matter has been or is likely to be acquired by a person who, in the opinion of the Customer, ought not to have such information;

and shall also decide that the interests of the State require the termination of this Call Off Contract, the Customer may by notice in writing terminate this Call Off Contract forthwith.

58.12. A decision of the Customer to terminate this Call Off Contract in accordance with the provisions of Clause 58.11 shall be final and conclusive and it shall not be necessary for any notice of such termination to specify or refer in any way to the event or considerations upon which the Customer's decision is based.

58.13. Supplier's notice

58.13.1. The Supplier may within five (5) Working Days of the termination of this Call Off Contract in accordance with the provisions of Clause 58.11, give the Customer notice

in writing requesting the Customer to state whether the event upon which the Customer's decision to terminate was based is an event mentioned in Clauses 58.11, 58.11.1 or 58.11.2 and to give particulars of that event; and

58.13.2. the Customer shall within ten (10) Working Days of the receipt of such a request give notice in writing to the Supplier containing such a statement and particulars as are required by the request.

58.14. Matters pursuant to termination

58.14.1. The termination of this Call Off Contract pursuant to Clause 58.11 shall be without prejudice to any rights of either party which shall have accrued before the date of such termination;

58.14.2. The Supplier shall be entitled to be paid for any work or thing done under this Call Off Contract and accepted but not paid for by the Customer at the date of such termination either at the price which would have been payable under this Call Off Contract if this Call Off Contract had not been terminated, or at a reasonable price;

58.14.3. The Customer may take over any work or thing done or made under this Call Off Contract (whether completed or not) and not accepted at the date of such termination which the Customer may by notice in writing to the Supplier given within thirty (30) Working Days from the time when the provisions of this Clause 58 shall have effect, elect to take over, and the Supplier shall be entitled to be paid for any work or thing so taken over a price which, having regard to the stage which that work or thing has reached and its condition at the time it is taken over, is reasonable. The Supplier shall in accordance with directions given by the Customer, deliver any work or thing taken over under this Clause, and take all such other steps as may be reasonably necessary to enable the Customer to have the full benefit of any work or thing taken over under this Clause; and

58.14.4. Save as aforesaid, the Supplier shall not be entitled to any payment from the Customer after the termination of this Call Off Contract

58.15. If, after notice of termination of this Call Off Contract pursuant to the provisions of 58.11:

58.15.1. the Customer shall not within ten (10) Working Days of the receipt of a request from the Supplier, furnish such a

statement and particulars as are detailed in Clause 58.13.1; or

58.15.2. the Customer shall state in the statement and particulars detailed in Clause 58.13.2. that the event upon which the Customer's decision to terminate this Call Off Contract was based is an event mentioned in Clause 58.11.3,

the respective rights and obligations of the Supplier and the Customer shall be terminated in accordance with the following provisions:

58.15.3. the Customer shall take over from the Supplier at a fair and reasonable price all unused and undamaged materials, bought-out parts and components and articles in course of manufacture in the possession of the Supplier upon the termination of this Call Off Contract under the provisions of Clause 58.11 and properly provided by or supplied to the Supplier for the performance of this Call Off Contract, except such materials, bought-out parts and components and articles in course of manufacture as the Supplier shall, with the concurrence of the Customer, elect to retain;

58.15.4. the Supplier shall prepare and deliver to the Customer within an agreed period or in default of agreement within such period as the Customer may specify, a list of all such unused and undamaged materials, bought-out parts and components and articles in course of manufacture liable to be taken over by or previously belonging to the Customer and shall deliver such materials and items in accordance with the directions of the Customer who shall pay to the Supplier fair and reasonable handling and delivery charges incurred in complying with such directions;

58.15.5. the Customer shall indemnify the Supplier against any commitments, liabilities or expenditure which are reasonably and properly chargeable by the Supplier in connection with this Call Off Contract to the extent to which the said commitments, liabilities or expenditure would otherwise represent an unavoidable loss by the Supplier by reason of the termination of this Call Off Contract;

58.15.6. if hardship to the Supplier should arise from the operation of this Clause 58.15 it shall be open to the Supplier to refer the circumstances to the Customer who, on being satisfied that such hardship exists shall make such allowance, if any, as in its opinion is reasonable and the decision of the Customer on any matter arising out of this Clause shall be final and conclusive; and

subject to the operation of Clauses 58.15.3, 58.15.4, 58.15.5 and 58.15.6 termination of this Call Off Contract shall be without prejudice to any rights of either party that may have accrued before the date of such termination.

48.