***DATED [dd/mm/yyyy]***

**CROWN COMMERCIAL SERVICE**

**and**

**[SUPPLIER NAME]**

**TECHNOLOGY SERVICES 3 FRAMEWORK AGREEMENT**

**(Agreement Ref: RM6100)**

**TABLE OF CONTENTS**

[**A.**](#_heading=h.1fob9te) **PRELIMINARIES 5**

[**1.**](#_heading=h.3znysh7) **DEFINITIONS AND INTERPRETATION 5**

[**2.**](#_heading=h.2s8eyo1) **DUE DILIGENCE 7**

[**3.**](#_heading=h.17dp8vu) **SUPPLIER'S APPOINTMENT 8**

[**4.**](#_heading=h.3rdcrjn) **SCOPE OF FRAMEWORK AGREEMENT 8**

[**5.**](#_heading=h.26in1rg) **CALL OFF PROCEDURE 9**

[**6.**](#_heading=h.lnxbz9) **ASSISTANCE IN RELATED PROCUREMENTS 9**

[**7.**](#_heading=h.1ksv4uv) **REPRESENTATIONS AND WARRANTIES 9**

[**8.**](#_heading=h.1y810tw) **GUARANTEE 11**

[**9.**](#_heading=h.1ci93xb) **CYBER ESSENTIALS SCHEME 12**

[**B.**](#_heading=h.49x2ik5) **DURATION OF FRAMEWORK AGREEMENT 12**

[**10.**](#_heading=h.2p2csry) **FRAMEWORK PERIOD 12**

[**C.**](#_heading=h.147n2zr) **FRAMEWORK AGREEMENT PERFORMANCE 12**

[**11.**](#_heading=h.3o7alnk) **FRAMEWORK AGREEMENT PERFORMANCE 12**

[**12.**](#_heading=h.ihv636) **KEY PERFORMANCE INDICATORS 13**

[**13.**](#_heading=h.32hioqz) **STANDARDS 13**

[**14.**](#_heading=h.1hmsyys) **MINIMUM STANDARDS OF RELIABILITY 14**

[**15.**](#_heading=h.2grqrue) **CONTINUOUS IMPROVEMENT 14**

[**16.**](#_heading=h.vx1227) **CALL OFF PERFORMANCE UNDER FRAMEWORK AGREEMENT 14**

[**D.**](#_heading=h.2u6wntf) **FRAMEWORK AGREEMENT GOVERNANCE 14**

[**17.**](#_heading=h.19c6y18) **FRAMEWORK AGREEMENT MANAGEMENT 14**

[**18.**](#_heading=h.3tbugp1) **RECORDS, AUDIT ACCESS AND OPEN BOOK DATA 14**

[**19.**](#_heading=h.37m2jsg) **CHANGE 17**

[**E.**](#_heading=h.2zbgiuw) **MANAGEMENT CHARGE, TAXATION AND VALUE FOR MONEY PROVISIONS 19**

[**20.**](#_heading=h.1egqt2p) **MANAGEMENT CHARGE 19**

[**21.**](#_heading=h.2dlolyb) **PROMOTING TAX COMPLIANCE 19**

[**22.**](#_heading=h.sqyw64) **BENCHMARKING 20**

[**F.**](#_heading=h.3cqmetx) **SUPPLIER PERSONNEL AND SUPPLY CHAIN MATTERS 20**

[**23.**](#_heading=h.1rvwp1q) **SUPPLY CHAIN RIGHTS AND PROTECTION 20**

[**G.**](#_heading=h.2iq8gzs) **INTELLECTUAL PROPERTY AND INFORMATION 25**

[**24.**](#_heading=h.xvir7l) **INTELLECTUAL PROPERTY RIGHTS 25**

[**25.**](#_heading=h.pkwqa1) **PROVISION AND PROTECTION OF INFORMATION 26**

[**26.**](#_heading=h.meukdy) **PUBLICITY AND BRANDING 34**

[**27.**](#_heading=h.36ei31r) **MARKETING 35**

[**H.**](#_heading=h.1ljsd9k) **LIABILITY AND INSURANCE 35**

[**28.**](#_heading=h.45jfvxd) **LIABILITY 35**

[**29.**](#_heading=h.4iylrwe) **INSURANCe 36**

[**I.**](#_heading=h.2y3w247) **REMEDIES 37**

[**30.**](#_heading=h.1d96cc0) **CCS REMEDIES 37**

[**31.**](#_heading=h.rjefff) **FORCE MAJEURE 37**

[**J.**](#_heading=h.1qoc8b1) **TERMINATION AND SUSPENSION 38**

[**32.**](#_heading=h.4anzqyu) **CCS TERMINATION RIGHTS 38**

[**33.**](#_heading=h.1idq7dh) **SUSPENSION OF SUPPLIER'S APPOINTMENT 42**

[**34.**](#_heading=h.2hio093) **CONSEQUENCES OF EXPIRY OR TERMINATION 42**

[**K.**](#_heading=h.1a346fx) **MISCELLANEOUS AND GOVERNING LAW 43**

[**35.**](#_heading=h.3u2rp3q) **COMPLIANCE 43**

[**36.**](#_heading=h.1nia2ey) **ASSIGNMENT AND NOVATION 44**

[**37.**](#_heading=h.11si5id) **WAIVER AND CUMULATIVE REMEDIES 45**

[**38.**](#_heading=h.3ls5o66) **RELATIONSHIP OF THE PARTIES 45**

[**39.**](#_heading=h.20xfydz) **PREVENTION OF FRAUD AND BRIBERY 45**

[**40.**](#_heading=h.3dhjn8m) **CONFLICTS OF INTEREST 47**

[**41.**](#_heading=h.2rrrqc1) **SEVERANCE 47**

[**42.**](#_heading=h.261ztfg) **FURTHER ASSURANCES 48**

[**43.**](#_heading=h.l7a3n9) **ENTIRE AGREEMENT 48**

[**44.**](#_heading=h.356xmb2) **THIRD PARTY RIGHTS 48**

[**45.**](#_heading=h.44bvf6o) **NOTICES 49**

[**46.**](#_heading=h.1xrdshw) **COMPLAINTS HANDLING 50**

[**47.**](#_heading=h.4hr1b5p) **DISPUTE RESOLUTION 51**

[**48.**](#_heading=h.2wwbldi) **GOVERNING LAW AND JURISDICTION 51**

[**FRAMEWORK SCHEDULE 1: DEFINITIONS 53**](#_heading=h.3w19e94)

[**FRAMEWORK SCHEDULE 2: SERVICES AND KEY PERFORMANCE INDICATORS 76**](#_heading=h.2b6jogx)

[**PART A – SERVICES 76**](#_heading=h.qbtyoq)

[**PART B – KEY PERFORMANCE INDICATORS 90**](#_heading=h.13qzunr)

[**FRAMEWORK SCHEDULE 3: FRAMEWORK PRICES AND CHARGING STRUCTURE 93**](#_heading=h.3nqndbk)

[**ANNEX 1: RATES AND PRICES 93**](#_heading=h.320vgez)

[**ANNEX 2: DISCOUNT STRUCTURE 96**](#_heading=h.415t9al)

[**FRAMEWORK SCHEDULE 4: TEMPLATE ORDER FORMS AND TEMPLATE CALL OFF TERMS 98**](#_heading=h.4ekz59m)

[**FRAMEWORK SCHEDULE 5: CALL OFF PROCEDURE 101**](#_heading=h.2yutaiw)

[**FRAMEWORK SCHEDULE 6: AWARD CRITERIA 107**](#_heading=h.xevivl)

[**PART A: DIRECT AWARD 108**](#_heading=h.4gjguf0)

[**PART B: FURTHER COMPETITION AWARD CRITERIA 109**](#_heading=h.2vor4mt)

[**FRAMEWORK SCHEDULE 7: KEY SUB-CONTRACTORS 110**](#_heading=h.1au1eum)

[**FRAMEWORK SCHEDULE 8: FRAMEWORK MANAGEMENT 111**](#_heading=h.3utoxif)

[**FRAMEWORK SCHEDULE 9: MANAGEMENT INFORMATION 114**](#_heading=h.gtnh0h)

[**ANNEX 1: MI REPORTING TEMPLATE 118**](#_heading=h.1l354xk)

[**FRAMEWORK SCHEDULE 10: ANNUAL SELF AUDIT CERTIFICATE 119**](#_heading=h.452snld)

[**FRAMEWORK SCHEDULE 11: MARKETING 121**](#_heading=h.zdd80z)

[**FRAMEWORK SCHEDULE 12: CONTINUOUS IMPROVEMENT AND BENCHMARKING 122**](#_heading=h.3ws6mnt)

[**FRAMEWORK SCHEDULE 13: GUARANTEE 128**](#_heading=h.3ohklq9)

[**FRAMEWORK SCHEDULE 14: INSURANCE REQUIREMENTS 138**](#_heading=h.is565v)

[**ANNEX 1: REQUIRED INSURANCES 141**](#_heading=h.1vc8v0i)

[**PART B: PROFESSIONAL INDEMNITY INSURANCE 143**](#_heading=h.nwp17c)

[**PART C: UNITED KINGDOM COMPULSORY INSURANCES 144**](#_heading=h.11bux6d)

[**FRAMEWORK SCHEDULE 15: COMMERCIALLY SENSITIVE INFORMATION 145**](#_heading=h.20gsq1z)

[**FRAMEWORK SCHEDULE 16: DISPUTE RESOLUTION PROCEDURE 146**](#_heading=h.4kgg8ps)

[**FRAMEWORK SCHEDULE 17: VARIATION FORM 151**](#_heading=h.4hae2tp)

[**FRAMEWORK SCHEDULE 18: TENDER 153**](#_heading=h.3vkm5x4)

[**FRAMEWORK SCHEDULE 19: TRANSPARENCY REPORTS 154**](#_heading=h.2apwg4x)

[**ANNEX 1: LIST OF TRANSPARENCY REPORTS 155**](#_heading=h.39uu90j)

[**FRAMEWORK SCHEDULE 20: SCHEDULE OF PROCESSING, PERSONAL DATA AND DATA SUBJECTS 156**](#_heading=h.1p04j8c)

[**FRAMEWORK SCHEDULE 21: CATALOGUE (LOTS 1, 2, 3A, 3B, 3C, 3D AND 5) 158**](#_heading=h.48zs1w5)

This Agreement is made on ***[insert Framework Commencement Date dd/mm/yyyy]***

**BETWEEN:**

1. the Minister for the Cabinet Office ("**Cabinet Office**") as represented by Crown Commercial Service, a trading fund of the Cabinet Office, whose offices are located at Rosebery Court, St Andrews Business Park, Norwich, NR7 0HS ("**CCS**");
2. ***[Insert COMPANY’S NAME]*** which is a company registered in ***[England and Wales]*** under company number ***[insert company no.]*** and whose registered office is at ***[insert address]*** (the **"Supplier"**).

**RECITALS:**

1. CCS placed a contract notice ***[Insert the OJEU reference number]*** on ***[Insert date of issue of OJEU dd/mm/yyyy]*** (the **"OJEU Notice"**) in the Official Journal of the European Union seeking tenders from providers of technology services interested in entering into a framework arrangement for the supply of such services to Buyers.
2. On ***[Insert date of issue of ITT dd/mm/yyyy]*** CCS issued an invitation to tender (the **"Invitation to Tender"**) for the provision of technology services.
3. In response to the Invitation to Tender, the Supplier submitted a tender to CCS on ***[insert date dd/mm/yyyy]*** (set out in Framework Schedule 18 (Tender)) (the “**Tender**”) through which it represented to CCS that it is capable of delivering the Services in accordance with CCS's requirements as set out in the Invitation to Tender and, in particular, the Supplier made representations to CCS in the Tender in relation to its competence, professionalism and ability to provide the Services in an efficient and cost effective manner.
4. On the basis of the Tender, CCS selected the Supplier to enter into a framework agreement [for Lot(s)] along with a number of other suppliers appointed to the Framework to provide the Services to Buyers from time to time on a call off basis in accordance with this Framework Agreement.
5. This Framework Agreement sets out the award and calling-off ordering procedure for purchasing the Services which may be required by Buyers, the template terms and conditions for any Call Off Contract which Buyers may enter into and the obligations of the Supplier during and after the Framework Period.
6. It is the Parties' intention that there will be no obligation for any Buyer to award any Call Off Contracts under this Framework Agreement during the Framework Period.
7. **PRELIMINARIES**
8. **DEFINITIONS AND INTERPRETATION**
   1. **Definitions**

In this Framework Agreement, unless the context otherwise requires, capitalised expressions shall have the meanings set out in Framework Schedule 1 (Definitions) or the relevant Framework Schedule in which that capitalised expression appears.

* + 1. If a capitalised expression does not have an interpretation in Framework Schedule 1 (Definitions) or the relevant Framework Schedule, it shall have the meaning given to it in this Framework Agreement. If no meaning is given to it in this 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. **Interpretation**
     1. In this Framework Agreement, unless the context otherwise requires:
        1. the singular includes the plural and vice versa;
        2. reference to a gender includes the other gender and the neuter;
        3. references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
        4. a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
        5. the words "**including**", "**other**", "**in particular**", "**for example**" and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words "without limitation";
        6. references to “**writing**” include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form and expressions referring to writing shall be construed accordingly;
        7. references to: “**representations**” shall be construed as references to present facts; to “**warranties**” as references to present and future facts; and to “**undertakings**” as references to obligations under this Framework Agreement;
        8. references to “**Clauses**” and “**Framework Schedules**” are, unless otherwise provided, references to the clauses and schedules of this Framework Agreement and references in any Framework Schedule to paragraphs, parts, annexes and tables are, unless otherwise provided, references to the paragraphs, parts, annexes and tables of the Framework Schedule or the part of the Framework Schedule in which the references appear;
        9. any reference to this Framework Agreement includes Framework Schedule 1 (Definitions) and the Framework Schedules;
        10. the headings in this Framework Agreement are for ease of reference only and shall not affect the interpretation or construction of this Framework Agreement; and
        11. any reference which immediately before Exit Day was a reference to (as it has effect from time to time):
            1. any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement (“**EU References**”) which is to form part of domestic law by application of section 3 of the European Union (Withdrawal) Act 2018 shall be read on and after Exit Day as a reference to the EU References as they form part of domestic law by virtue of section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
            2. any EU institution or EU authority or other such EU body shall be read on and after Exit Day as a reference to the UK institution, authority or body to which its functions were transferred.
  2. Subject to Clauses 1.4 and 1.5, in the event and to the extent only of a conflict between any of the provisions of this Framework Agreement, the conflict shall be resolved, in accordance with the following descending order of precedence:
     1. the Clauses and Framework Schedule 1 (Definitions);
     2. Framework Schedules 2 to 17 inclusive and 19, 20 and 21; and
     3. Framework Schedule 18 (Tender).
  3. If there is any conflict between the provisions of this Framework Agreement and provisions of any Call Off Contract, the provisions of this Framework Agreement shall prevail over those of the Call Off Contract save that:
     1. any refinement to the Template Order Form and Template Call Off Terms permitted for the purposes of a Call Off Contract under Clause 5 (Call Off Procedure) and Framework Schedule 5 (Call Off Procedure) shall prevail over Framework Schedule 4 (Template Order Forms and Template Call Off Terms); and
     2. subject to Clause [1.5](#_heading=h.4d34og8), the Call Off Contract shall prevail over Framework Schedule 18 (Tender).
  4. Where Framework Schedule 18 (Tender) contains provisions which are more favourable to CCS in relation to the rest of the Framework Agreement, such provisions of the Tender shall prevail. CCS shall in its absolute and sole discretion determine whether any provision in the Tender is more favourable to it in relation to this Framework Agreement.

1. **DUE DILIGENCE**
   1. The Supplier acknowledges that:
      1. CCS has delivered or made available to the Supplier all of the information and documents that the Supplier considers necessary or relevant for the performance or its obligations under this Framework Agreement;
      2. it has made its own enquiries to satisfy itself as to the accuracy of the Due Diligence Information;
      3. it has satisfied itself (whether by inspection or having raised all relevant due diligence questions with CCS before the Framework Commencement Date) of all relevant details and has entered into this Framework Agreement in reliance on its own due diligence alone;
      4. it shall not be excused from the performance of any of its obligations under this Framework Agreement on the grounds of, nor shall the Supplier be entitled to recover any additional costs or charges, arising as a result of any:
         1. misrepresentation of the requirements of CCS in the Invitation to Tender or elsewhere; and/or
         2. failure by the Supplier to satisfy itself as to the accuracy and/or adequacy of the Due Diligence Information; and/or
         3. failure by the Supplier to undertake its own due diligence.
2. **SUPPLIER'S APPOINTMENT**
   1. CCS hereby appoints the Supplier as a potential provider of the Services and the Supplier shall be eligible to be considered for the award of Call Off Contracts by CCS and Other Buyers during the Framework Period.
   2. In consideration of the Supplier agreeing to enter into this Framework Agreement and to perform its obligations under it CCS agrees to pay and the Supplier agrees to accept on the signing of this Framework Agreement the sum of one pound (£1.00) sterling (receipt of which is hereby acknowledged by the Supplier).
3. **SCOPE OF FRAMEWORK AGREEMENT**
   1. Without prejudice to Clause [44](#_heading=h.356xmb2) (Third Party Rights), this Framework Agreement governs the relationship between CCS and the Supplier in respect of the provision of the Services by the Supplier.
   2. The Supplier acknowledges and agrees that:
      1. there is no obligation whatsoever on CCS or on any Other Buyer to invite or select the Supplier to provide any Services and/or to purchase any Services under this Framework Agreement and
      2. in entering into this Framework Agreement no form of exclusivity has been conferred on the Supplier nor volume or value guarantee granted by CCS and/or Other Buyers in relation to the provision of the Services by the Supplier and that CCS and Other Buyers are at all times entitled to enter into other contracts and agreements with other suppliers for the provision of any or all Services which are the same as or similar to the Services.
   3. In the event that any Other Buyer makes an approach to the Supplier with a request for the supply of Equivalent Services, the Supplier shall promptly and in any event within five (5) Working Days of the request by the Other Buyer, and before any supply of Equivalent Services is made, inform such Other Buyer of the existence of this Framework and the Other Buyer’s ability to award Call Off Contracts for Services pursuant to this Framework Agreement.
4. **CALL OFF PROCEDURE**
   1. If CCS or any Other Buyer decides to source any of the Services through this Framework Agreement, then it shall be entitled at any time in its absolute and sole discretion during the Framework Period to award Call Off Contracts for the Services from the Supplier by following Framework Schedule 5 (Call Off Procedure).
   2. The Supplier shall comply with the relevant provisions in Framework Schedule 5 (Call Off Procedure).
5. **ASSISTANCE IN RELATED PROCUREMENTS**
   1. Where a Relevant Supplier is bidding to provide New Services in circumstances where the Supplier or an Affiliate of the Supplier is already providing (or due to provide) Legacy Services to a Buyer, the Supplier shall promptly provide the relevant Buyer and/or the Relevant Supplier with all reasonable information and assistance as may be required from time to time to enable the relevant Buyer and/or the Relevant Supplier, as appropriate, to:
      1. carry out appropriate due diligence with respect to the provision of the New Services;
      2. effect a smooth transfer and/or inter-operation (as the case may be) between the Legacy Services and the New Services;
      3. carry out a fair Further Competition Procedure for the New Services; and
      4. make a proper assessment as to the risk related to the New Services.
   2. When performing its obligations in Clause 6.1 the Supplier shall act consistently, applying principles of equal treatment and non-discrimination, with regard to requests for assistance from and dealings with each Relevant Supplier.
6. **REPRESENTATIONS AND WARRANTIES**
   1. Each Party represents and warrants that:
      1. it has full capacity and authority to enter into and to perform this Framework Agreement;
      2. this Framework Agreement is executed by its duly authorised representative;
      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 could reasonably be anticipated to affect its ability to perform its obligations under this Framework Agreement; and
      4. its obligations under this Framework Agreement 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).
   2. The Supplier represents and warrants that:
      1. it is validly incorporated, organised and subsisting in accordance with the Laws of its place of incorporation;
      2. it has obtained and will maintain all licences, authorisations, permits, necessary consents (including, where its procedures so require, the consent of its Parent Undertaking) and regulatory approvals to enter into and perform its obligations under this Framework Agreement;
      3. it has not committed or agreed to commit a Prohibited Act and has no knowledge that an agreement has been reached involving the committal by it or any of its Affiliates of a Prohibited Act, save where details of any such arrangement have been disclosed in writing to CCS before the Framework Commencement Date;
      4. its execution, delivery and performance of its obligations under this Framework Agreement 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 breach of any agreement by which it is bound;
      5. as at the Framework 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 Framework Agreement;
      6. as at the Framework Commencement Date, it has notified CCS in writing of any Occasion of Tax Non-Compliance or any litigation that it is involved in connection with any Occasion of Tax Non-Compliance;
      7. it has and shall continue to have all necessary Intellectual Property Rights including in and to any materials made available by the Supplier (and/or any Sub-Contractor) to CCS which are necessary for the performance of the Supplier’s obligations under this Framework Agreement;
      8. 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 CCS’s Confidential Information (held in electronic form) owned by or under the control of, or used by, CCS and/or Other Buyers;
      9. 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 Framework Agreement;
      10. 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, have been or 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;
      11. for the duration of this Framework Agreement and any Call Off Contracts and for a period of twelve (12) Months after the termination or expiry of this Framework Agreement or, if later, any Call Off Contracts, the Supplier shall not employ or offer employment to any staff of CCS or the staff of any Buyer who has been associated with the procurement and/or provision of the Services without Approval or the prior written consent of the relevant Buyer which shall not be unreasonably withheld. However this Clause 7.2.11 shall not preclude the Supplier's rights to: (i) make generalised searches for employees by the use of advertisements in the media (including by any recruitment agency); (ii) hire any employee of CCS who approaches the Supplier on an unsolicited basis; or (iii) solicit for employment or hire any such employee who ceases to be employed by CCS; and
      12. in performing its obligations under this Framework Agreement and any Call Off Contract, the Supplier shall not (to the extent possible in the circumstances) discriminate between Buyers on the basis of their respective sizes.
   3. Each of the representations and warranties set out in Clauses 7.1 and 7.2 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 Framework Agreement.
   4. If at any time a Party becomes aware that a representation or warranty given by it under Clauses 7.1 and 7.2 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.
   5. For the avoidance of doubt, the fact that any provision within this Framework Agreement is expressed as a warranty shall not preclude any right of termination CCS may have in respect of the breach of that provision by the Supplier which constitutes a material Default of this Framework Agreement.
   6. Each time that a Call Off Contract is entered into, the warranties and representations in Clauses 7.1 and 7.2 shall be deemed to be repeated by the Supplier with reference to the circumstances existing at the time.
7. **OBLIGATION TO PROVIDE GUARANTEE**
   1. Where CCS has notified the Supplier that the award of this Framework Agreement is conditional upon the availability of a Guarantee for each Call Off Contract, as a condition for the award of this Framework Agreement, the Supplier must have delivered to CCS within 30 days of a request by CCS:
      1. an executed Letter of Intent to Guarantee from the Guarantor; and
      2. a certified copy extract of the board minutes and/or resolution of the Guarantor approving the intention to enter into a Letter of Intent to Guarantee in accordance with the provisions of this Clause 8.1.
   2. On demand from a Buyer, the Supplier must procure a Guarantee in accordance with Clause 8.3 below.
   3. Where a Buyer notifies the Supplier that the award of a Call Off Contract by that Buyer shall be conditional upon receipt of a valid Guarantee, then, on or prior to the execution of that Call Off Contract the Supplier shall deliver to the Buyer:
      1. an executed Guarantee; and
      2. a certified copy extract of the board minutes and/or resolution of the Guarantor approving the execution of the Guarantee.
8. **CYBER ESSENTIALS SCHEME**
   1. Where CCS has notified the Supplier that prior to the execution of the first Call Off Contract the Supplier shall provide a valid Cyber Essentials Scheme Basic Certificate, then on or prior to the execution of the first Call Off Contract, as a condition for the award of this Framework Agreement, the Supplier must have delivered to CCS evidence of the same.
   2. Where the Supplier continues to process Cyber Essentials Scheme Data during the Framework Period or the contract period of any Call Off Contract the Supplier shall deliver to CCS evidence of renewal of a valid Cyber Essentials Scheme Basic Certificate on each anniversary of the first applicable certificate obtained by the Supplier under Clause 9.1.
   3. Where the Supplier is due to process Cyber Essentials Scheme Data after the commencement date of the first Call Off Contract but before the end of the Framework Period or contact period of the last Call Off Contract, the Supplier shall deliver to CCS evidence of:
      1. a valid Cyber Essentials Scheme Basic Certificate (before the Supplier Processes any such Cyber Essentials Scheme Data); and
      2. renewal of a valid Cyber Essentials Scheme Basic Certificate on each anniversary of the first Cyber Essentials Scheme certificate obtained by the Supplier under Clause 9.3.1.
   4. In the event that the Supplier fails to comply with Clauses 9.2 or 9.3 (as applicable), CCS reserves the right to terminate this Framework Agreement for material Default.
9. **DURATION OF FRAMEWORK AGREEMENT**
10. **FRAMEWORK PERIOD**
    1. This Framework Agreement shall take effect on the Framework Commencement Date and shall expire at the end of the Framework Period unless it is terminated earlier in accordance with the terms of this Framework Agreement or otherwise by operation of Law.
11. **FRAMEWORK AGREEMENT PERFORMANCE**
12. **FRAMEWORK AGREEMENT PERFORMANCE**
    1. The Supplier shall perform its obligations under this Framework Agreement in accordance with:
       1. the requirements of this Framework Agreement, including Framework Schedule 8 (Framework Management);
       2. the terms and conditions of the respective Call Off Contracts;
       3. Good Industry Practice;
       4. all applicable Standards; and
       5. in compliance with all applicable Law.
    2. The Supplier shall bring to the attention of CCS, any conflict between any of the requirements of Clause 11.1 and shall comply with CCS's decision on the resolution of any such conflict.
13. **KEY PERFORMANCE INDICATORS**
    1. The Supplier shall at all times during the Framework Period comply with the Key Performance Indicators and achieve the KPI Targets set out in Part B of Framework Schedule 2 (Services and Key Performance Indicators).
14. **STANDARDS**
    1. The Supplier shall comply with the Standards at all times during the performance by the Supplier of this Framework Agreement and any Call Off Contract, including the Standards set out in Part A of Framework Schedule 2 (Services and Key Performance Indicators).
    2. Throughout the Framework Period, the Parties shall notify each other of any new or emergent standards which could affect the Supplier’s provision, or the receipt by a Buyer under a Call Off Contract, 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.
    3. Where a new or emergent standard is to be developed or introduced by CCS, the Supplier shall be responsible for ensuring that the potential impact on the Supplier’s provision, or a Buyer’s receipt under a Call Off Contract, of the Services is explained to CCS and the Buyer (within a reasonable timeframe), prior to the implementation of the new or emergent Standard.
    4. Where Standards referenced conflict with each other or with best professional or industry practice adopted after the Framework Commencement Date, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard(s) shall require Approval and shall be implemented within an agreed timescale.
    5. The Supplier should note (when designing and delivering Services to CCS and any Buyer which is a Crown Body) the intention of CCS to conform to HM Government’s ICT Strategy and the set of standards (such as those associated with the adoption of cross government cloud services and the adoption of the Public Services Network (PSN) for network service provision) related to that strategy.
    6. Where a standard, policy or document is referred to in Framework Schedule 2 (Services and Key Performance Indicators) by reference to a hyperlink or where any such standard, policy or document contains a hyperlink to another source, then if the hyperlink is changed or no longer provides access to the relevant standard, policy or document or source within any such standard, policy or document, the Supplier shall notify CCS and the Parties shall agree the impact of such change.
15. **MINIMUM STANDARDS OF RELIABILITY**
    1. No Call Off Contract with an anticipated contract value in excess of £20 million (excluding VAT) shall be awarded to the Supplier if it does not show that it meets the Minimum Standards of Reliability at the time of the proposed award of that Call Off Contract.
    2. CCS shall assess the Supplier’s compliance with the Minimum Standards of Reliability:
       1. upon the request of any Buyer; or
       2. otherwise, whenever it considers (in its absolute discretion) that it is appropriate to do so.
    3. In the event that the Supplier does not demonstrate that it meets the Minimum Standards of Reliability in an assessment carried out pursuant to Clause 14.2, CCS shall so notify the Supplier (and any Buyer in writing) and CCS reserves the right to terminate this Framework Agreement for material Default.
16. **CONTINUOUS IMPROVEMENT**
    1. The Supplier shall at all times during the Framework Period comply with its obligations to continually improve the Services and the manner in which it provides the Services as set out in Framework Schedule 12 (Continuous Improvement and Benchmarking).
17. **CALL OFF PERFORMANCE UNDER FRAMEWORK AGREEMENT**
    1. The Supplier shall perform all its obligations under all Call Off Contracts entered into with CCS or any Other Buyer in accordance with:
       1. the requirements of this Framework Agreement; and
       2. the terms and conditions of the respective Call Off Contracts.
    2. The Supplier shall draw any conflict in the application of any of the requirements of Clau[ses](#_heading=h.1v1yuxt) 16.1.1 and 16.1.2 to the attention of CCS and shall comply with CCS's decision on the resolution of any such conflict.
18. **FRAMEWORK AGREEMENT GOVERNANCE**
19. **FRAMEWORK AGREEMENT MANAGEMENT**
    1. The Parties shall manage this Framework Agreement in accordance with Framework Schedule 8 (Framework Management).
20. **RECORDS, AUDIT ACCESS AND OPEN BOOK DATA**
    1. The Supplier shall keep and maintain, until the later of:
       1. seven (7) years after the date of termination or expiry of this Framework Agreement; or
       2. seven (7) years after the date of termination or expiry of the last Call Off Contract; or
       3. such other date as may be agreed between the Parties,

full and accurate records and accounts of the operation of this Framework Agreement, including the Call Off Contracts entered into with Buyers, the Services provided pursuant to the Call Off Contracts, and the amounts paid by each Buyer under the Call Off Contracts and those supporting tests and evidence that underpin the provision of the annual Self Audit Certificate and supporting Audit Report.

* 1. The Supplier shall keep the records and accounts referred to in Clause 18.1 in accordance with Good Industry Practice and Law.
  2. The Supplier shall provide CCS with a completed and signed annual Self Audit Certificate in respect of each Contract Year. Each Self Audit Certificate shall be completed and signed by an authorised senior member of the Supplier’s management team or by the Supplier’s external auditor and the signatory must be professionally qualified in a relevant audit or financial discipline.
  3. Each Self Audit Certificate should be based on tests completed against a representative sample of 10% of Orders carried out during the period of being audited or 100 Orders (whichever is less) and should provide assurance that:
     1. Orders are clearly identified as such in the order processing and invoicing systems and, where required, Orders are correctly reported in the MI Reports;
     2. all related invoices are completely and accurately included in the MI Reports;
     3. all Charges to Buyers comply with any requirements under this Framework Agreement or as otherwise agreed in writing with the Government on maximum mark-ups, discounts, charge rates, fixed quotes (as applicable); and
     4. an additional sample of five (5) public sector orders identified from the Supplier’s order processing and invoicing systems as orders not placed under this Framework Agreement have been correctly identified as such and that an appropriate and legitimately tendered procurement route has been used to place those orders, and those orders should not otherwise have been routed via centralised mandated procurement processes executed by CCS.
  4. Each Self Audit Certificate should be supported by an Audit Report that provides details of the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action taken.
  5. The Supplier shall provide any Auditor with access to the records and accounts referred to in Clause 18.1 at the Supplier's premises and/or provide such records and accounts or copies of the same, as may be required and agreed with any of the Auditors from time to time, in order that the Auditor 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 Framework Agreement, including for the following purposes to:
     1. verify the accuracy of the Charges and any other amounts payable by a Buyer under a Call Off Contract (including proposed or actual variations to them in accordance with this Framework Agreement);
     2. 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;
     3. verify the Open Book Data;
     4. verify the Supplier’s and each Sub-Contractor’s compliance with the applicable Law;
     5. identify or investigate actual or suspected Prohibited Acts, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances CCS shall have no obligation to inform the Supplier of the purpose or objective of its investigations;
     6. identify or investigate any circumstances which may impact upon the financial stability of the Supplier and/or the Guarantor, where used and/or any Sub-Contractors or their ability to perform the Services;
     7. obtain such information as is necessary to fulfil CCS’s obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;
     8. review any books of account and the internal contract management accounts kept by the Supplier in connection with this Framework Agreement;
     9. carry out CCS’s internal and statutory audits and to prepare, examine and/or certify CCS's annual and interim reports and accounts;
     10. enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which CCS has used its resources;
     11. verify the accuracy and completeness of any Management Information delivered or required under this Framework Agreement;
     12. review any MI Reports and/or other records relating to the Supplier’s performance of the Services and to verify that these reflect the Supplier’s own internal reports and records;
     13. review the integrity, confidentiality and security of CCS Personal data and/or
     14. receive from the Supplier on request summaries of all central government public sector expenditure placed with the Supplier including through routes outside the Framework in order to verify that the Supplier’s practice is consistent with the Government’s transparency agenda which requires all public sector bodies to publish details of expenditure on common goods and services.
  6. CCS 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 pursuant to the Call Off Agreements, save insofar as the Supplier accepts and acknowledges that control over the conduct of Audits carried out by the Auditors is outside of the control of CCS.
  7. Subject to CCS's obligations of confidentiality, the Supplier shall on demand provide the Auditors with all reasonable co-operation and assistance in relation to each Audit, including by providing:
     1. all information within the scope of the Audit requested by the Auditor;
     2. reasonable access to any sites controlled by the Supplier and to equipment used in the provision of the Services; and
     3. access to the Supplier Personnel.
  8. If an Audit reveals that the Supplier has underpaid an amount equal to or greater than one per cent (1%) of the Management Charge due in respect of any one Contract Year or year of any Call Off Contracts then, without prejudice to CCS’s other rights under this Framework Agreement, the Supplier shall reimburse CCS its reasonable costs incurred in relation to the Audit.
  9. If an Audit reveals that:
     1. that the Supplier has underpaid an amount equal to or greater than five per cent (5%) of the Management Charge due during any Contract Year of this Framework Agreement and any Call Off Contract; and/or
     2. a material Default has been committed by the Supplier; then CCS shall be entitled to terminate this Framework Agreement.
  10. The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this Clause, save as specified in Clause 18.9.

1. **CHANGE**
   1. **Variation Procedure**
      1. Subject to the provisions of this Clause 19 and, in respect of any change to the Framework Prices, subject to the provisions of Framework Schedule 3 (Framework Prices and Charging Structure), CCS may at its own instance or where in its sole and absolute discretion it decides to having been requested to do so by the Supplier, request a variation to this Framework Agreement provided that such variation does not amount to a material change of this Framework Agreement within the meaning of the Regulations and the Law. Such a change once implemented is hereinafter called a "Variation".
      2. CCS may, request a Variation by completing, signing and sending the Variation Form as set out in Framework Schedule 17 (Variation Form) to the Supplier giving sufficient information for the Supplier to assess the extent of the proposed Variation and any additional cost that may be incurred.
      3. The Supplier shall respond to CCS’s request pursuant to Clause 19.1.2 within the time limits specified in the Variation Form. Such time limits shall be reasonable and ultimately at the discretion of CCS having regard to the nature of the proposed Variation.
      4. In the event that:
         1. the Supplier is unable to agree to or provide the Variation; and/or
         2. the Parties are unable to agree a change to the Framework Prices that may be included in a request for a Variation or response to it as a consequence thereof,

CCS may:

* + - * 1. agree to continue to perform its obligations under this Framework Agreement without the Variation; or
        2. terminate this Framework Agreement with immediate effect.
  1. For the purpose of Regulation 101(5) of the Regulations, if the Court declares any Variation ineffective, the Parties agree that their mutual rights and obligations will be regulated by the terms of the Framework Agreement as they existed immediately prior to that Variation and as if the Parties had never entered into that Variation.
  2. **Legislative Change**
     1. The Supplier shall not be relieved of its obligations under this Framework Agreement or be entitled to an increase the Framework Prices as the result of:
        1. a General Change in Law; or
        2. a Specific Change in Law where the effect of that Specific Change in Law on the Services is reasonably foreseeable at the Framework Commencement Date.
     2. If a Specific Change in Law occurs or will occur during the Framework Period (other than as referred to in Clause 19.3.1(b)), the Supplier shall:
        1. notify CCS as soon as reasonably practicable of the likely effects of the Specific Change in Law including whether any Variation is required to the Services, the Framework Prices and/or this Framework Agreement; and
        2. provide CCS with evidence:
           1. 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;
           2. as to how the Specific Change in Law has affected the cost of providing the Services; and
           3. demonstrating that any expenditure that has been avoided, for example which would have been required under the provisions of Framework Schedule 12 (Continuous Improvement and Benchmarking), has been taken into account in amending the Framework Prices.
     3. Any change in the Framework Prices or relief from the Supplier's obligations resulting from a Specific Change in Law (other than as referred to in Clause 19.3.1(b) shall be implemented in accordance with Clause 19.1 (Variation Procedure).

1. **MANAGEMENT CHARGE, TAXATION AND VALUE FOR MONEY PROVISIONS**
2. **MANAGEMENT CHARGE**
   1. In consideration of the establishment and award of this Framework Agreement and the management and administration by CCS of the same, the Supplier agrees to pay to CCS the Management Charge in accordance with this Clause 20.
   2. CCS shall be entitled to submit invoices to the Supplier in respect of the Management Charge due each Month based on the Management Information provided pursuant to Framework Schedule 9 (Management Information), and adjusted:
      1. in accordance with paragraphs [5.4](#_heading=h.4ddeoix) to [5.7](#_heading=h.17nz8yj) of Framework Schedule 9 (Management Information) to take into account of any Admin Fee(s) that may have accrued in respect of the late provision of Management Information; and
      2. in accordance with paragraph [6](#_heading=h.3rnmrmc) of Framework Schedule 9 (Management Information) to take into account of any underpayment or overpayment as a result of the application of the Default Management Charge.
   3. Unless otherwise agreed in writing, the Supplier shall pay by BACS (or by such other means as CCS may from time to time reasonably require)) the amount stated in any invoice submitted under Clause 20.2 to such account as shall be stated in the invoice (or otherwise notified from time to time by CCS to the Supplier) within thirty (30) calendar days of the date of issue of the invoice.
   4. The Management Charge shall apply to the full Charges as specified in each and every Call Off Contract and shall not be varied as a result of any discount or any reduction in the Charges due to the application of any Service Credits (as defined in Annex 2 of Framework Schedule 4 (Template Order Forms and Template Call Off terms) and/or any other deductions made under any Call Off Contract.
   5. The Supplier shall not pass through or recharge to, or otherwise recover from any Buyer the cost of the Management Charge in addition to the Charges. The Management Charge shall be exclusive of VAT. In addition to the Management Charge, the Supplier shall pay the VAT on the Management Charge at the rate and in the manner prescribed by Law from time to time.
   6. Interest shall be payable on any late payments of the Management Charge under this Framework Agreement in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.
3. **PROMOTING TAX COMPLIANCE**
   1. If, at any point during the Framework Period and/or duration of any Call Off Contract, an Occasion of Tax Non-Compliance occurs, the Supplier shall:
      1. notify CCS in writing of such fact within five (5) Working Days of its occurrence; and
      2. promptly provide to CCS:
         1. details of the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance, together with any mitigating factors that it considers relevant; and
         2. such other information in relation to the Occasion of Tax Non- Compliance as CCS may reasonably require.
   2. In the event that the Supplier fails to comply with this Clause 21 and/or does not provide details of proposed mitigating factors which in the reasonable opinion of CCS are acceptable, then CCS reserves the right to terminate this Framework Agreement for material Default.
4. **BENCHMARKING**
   1. The Parties shall comply with the provisions of Framework Schedule 12 (Continuous Improvement and Benchmarking) in relation to the benchmarking of any or all of the Services.
5. **SUPPLIER PERSONNEL AND SUPPLY CHAIN MATTERS**
6. **SUPPLY CHAIN RIGHTS AND PROTECTION**
   1. **Appointment of Key Sub-Contractors**
      1. CCS has consented to the engagement of the Key Sub-Contractors listed in Framework Schedule 7 (Key Sub-Contractors).
      2. Where during the Framework Period the Supplier wishes to enter into a new Key Sub-Contract or replace a Key Sub-Contractor, it must obtain the prior written consent of CCS and the Buyer with whom it has entered into a Call Off Contract and shall at the time of requesting such consent, provide CCS with the information detailed in Clause 23.1.3. The decision of CCS to consent or not will not be unreasonably withheld or delayed. CCS and/or the Buyer may reasonably withhold their consent to the appointment of a Key Sub-Contractor if either of them considers that:
         1. the appointment of a proposed Key Sub-Contractor may prejudice the provision of the Services or may be contrary to its interests;
         2. the proposed Key Sub-Contractor is unreliable and/or has not provided reasonable services to its other customers; and/or
         3. the proposed Key Sub-Contractor employs unfit persons.
      3. The Supplier shall provide CCS and the Buyer with whom the Supplier has entered into a Call Off Contract with the following information in respect of the proposed Key Sub-Contractor:
         1. the proposed Key Sub-Contractor’s name, registered office and company registration number;
         2. the scope/description of any Services to be provided by the proposed Key Sub-Contractor;
         3. where the proposed Key Sub-Contractor is an Affiliate of the Supplier, evidence that demonstrates to the reasonable satisfaction of CCS that the proposed Key Sub-Contract has been agreed on "arm’s-length" terms; and
         4. Key Sub-Contract price expressed as a percentage of the total projected Framework Price over the Framework Period.
      4. If requested by CCS and/or the Buyer with whom the Supplier has entered into a Call Off Contract, within ten (10) Working Days of receipt of the information provided by the Supplier pursuant to Clause 23.1.3, the Supplier shall also provide:
         1. a copy of the proposed Key Sub-Contract; and
         2. any further information reasonably requested by CCS and/or the Buyer with whom the Supplier has entered into a Call Off Contract.
      5. The Supplier shall ensure that each new or replacement Key Sub-Contract shall include:
         1. provisions which will enable the Supplier to discharge its obligations under this Framework Agreement;
         2. a right under CRTPA for CCS to enforce any provisions under the Key Sub-Contract which confer a benefit upon CCS;
         3. a provision enabling CCS to enforce the Key Sub-Contract as if it were the Supplier;
         4. a provision enabling the Supplier to assign, novate or otherwise transfer any of its rights and/or obligations under the Key Sub-Contract to CCS;
         5. obligations no less onerous on the Sub-Contractor than those imposed on the Supplier under this Framework Agreement in respect of:
            1. the data protection requirements set out in Clause 25.5 (Data Protection);
            2. the FOIA requirements set out in Clause 25.4 (Freedom of Information);
            3. the obligation not to embarrass CCS or otherwise bring CCS into disrepute set out in Clause 26 (Publicity and Branding);
            4. the keeping of records in respect of the Services being provided under the Key Sub-Contract, including the maintenance of Open Book Data; and
            5. the conduct of audits set out in Clause 18 (Records, Audit Access and Open Book Data);
         6. provisions enabling the Supplier to terminate the Key Sub-Contract on notice on terms no more onerous on the Supplier than those imposed on CCS under Clauses 32 (CCS Termination Rights) and 34 (Consequences of Expiry or Termination) of this Framework Agreement; and
         7. a provision restricting the ability of the Key Sub-Contractor to Sub-Contract all or any part of the provision of the Services provided to the Supplier under the Key Sub- Contract without first seeking the written consent of CCS.
   2. **Supply Chain Protection**
      1. The Supplier shall ensure that all Sub-Contracts contain a provision:
         1. requiring the Supplier to pay any undisputed sums which are due from the Supplier to the Sub-Contractor within a specified period not exceeding thirty (30) days from the receipt of a valid invoice; and
         2. a right for CCS and any Buyer with whom the Supplier has entered a Call Off Contract to publish the Supplier’s compliance with its obligation to pay undisputed invoices within the specified payment period.
      2. The Supplier shall ensure that all Sub-Contracts with Sub-Contractors who process Cyber Essentials Data contain provisions no less onerous on the Sub-Contractors than those imposed on the Supplier under this Framework Agreement in respect of the Cyber Essentials Scheme under Clause 9 (Cyber Essentials Scheme).
      3. The Supplier shall pay any undisputed sums which are due from the Supplier to a Sub-Contractor within thirty (30) days from the receipt of a valid invoice;
      4. Notwithstanding any provision of Clauses 25.2 (Confidentiality) and 26 (Publicity and Branding) if the Supplier notifies CCS that the Supplier has failed to pay an undisputed Sub-Contractor’s invoice within thirty (30) days of receipt, or CCS otherwise discovers the same, CCS shall be entitled to publish the details of the late payment or non-payment (including on government websites and in the press).
   3. **Termination of Sub-Contracts**
      1. CCS may require the Supplier to terminate:
         1. a Sub-Contract where:
            1. the acts or omissions of the relevant Sub-Contractor have caused or materially contributed to CCS's right of termination pursuant to any of the termination events in Clause 32 (CCS Termination Rights) except Clause 32.7 (Termination Without Cause); and/or
            2. the relevant Sub-Contractor or its Affiliates embarrassed CCS or otherwise brought CCS into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in CCS, 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
         2. a Key Sub-Contract where there is a Change of Control of the relevant Key Sub-contractor, unless:
            1. CCS has given its prior written consent to the particular Change of Control, which subsequently takes place as proposed; or
            2. CCS 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 CCS was given notice of the Change of Control.
      2. Where CCS requires the Supplier to terminate a Sub-Contract or a Key Sub-Contract pursuant to Clause 23.3.1, the Supplier shall remain responsible for fulfilling all its obligations under this Framework Agreement including the provision of the Services.
   4. **Competitive Terms**
      1. If CCS is able to obtain from any Sub-Contractor or any other third party (including through CCS’s Technology Products 2 framework agreement (RM3733) or any other of CCS’s framework agreements and any successors to these available during the Framework Period) more favourable commercial terms with respect to the supply of any materials, equipment, software, goods or services used by the Supplier or the Supplier Personnel in the supply of the Services, then CCS may:
         1. require the Supplier to replace its existing commercial terms with its Sub-Contractor with the more favourable commercial terms obtained by CCS in respect of the relevant item; or
         2. subject to Clause 23.3 (Termination of Sub-Contracts), enter into a direct agreement with that Sub-Contractor or third party in respect of the relevant item.
      2. If CCS exercises either option pursuant to Clause 23.4, then the Framework Prices shall be reduced by an amount that is agreed in accordance with Clause 19.1 (Variation Procedure).
      3. CCS's right to enter into a direct agreement for the supply of the relevant items is subject to:
         1. CCS making the relevant item available to the Supplier where this is necessary for the Supplier to provide the Services; and
         2. any reduction in the Framework Prices 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.
      4. Where the Supplier procures any products and/or services of whatever nature from a third party (including any affiliates of the Supplier) necessary for the provision of the Services, the Supplier warrants that any amounts payable by a Buyer to the Supplier under a Call Off Contract in respect of such products and/or services:
         1. shall be not be passed through with a capped markup greater than 5% to the amount payable by the Supplier to the relevant third party in respect of those products and/or services; and
         2. shall not include:
            1. any additional taxes, levies, duties, imposts, charges and withholdings of any nature whatsoever, whether of the United Kingdom or elsewhere;
            2. overhead costs or other administration fees; nor
            3. any Supplier margin or other mark-ups of whatever nature.
   5. **Retention of Legal Obligations**
      1. Notwithstanding the Supplier's right to sub-contract pursuant to this Clause 23, 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.
   6. **Income Tax and National Insurance Contributions**
      1. 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 a Call Off Contract, the Supplier shall:
         1. 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
         2. indemnify CSS and each Buyer against any income tax, national insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made in connection with the provision of the Services by the Supplier or any Supplier Personnel.
7. **INTELLECTUAL PROPERTY AND INFORMATION**
8. **INTELLECTUAL PROPERTY RIGHTS**
   1. **Allocation of title to IPR**
      1. Save as granted under this Framework Agreement, neither Party shall acquire any right, title or interest in or to the Intellectual Property Rights of the other Party.
      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 24.1.1, 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).
      3. Subject to Clause 24.1.4, neither Party shall have any right to use any of the other Party's names, logos or trademarks on any of its products or services without the other Party's prior written consent.
      4. Subject to full compliance with the Branding Guidance, the Supplier shall be entitled to use CCS’s logo exclusively in connection with the provision of the Services during the Framework Period and for no other purpose.
   2. **IPR Indemnity**
      1. The Supplier shall ensure and procure that the availability, provision and use of the Services and the performance of the Supplier's responsibilities and obligations hereunder shall not infringe any Intellectual Property Rights of any third party.
      2. The Supplier shall at during and after the Framework Period, on written demand indemnify CCS against all Losses incurred by, awarded against or agreed to be paid by CCS (whether before or after the making of the demand pursuant to the indemnity hereunder) arising from an IPR Claim.
      3. 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:
         1. procure for CCS the right to continue using the relevant item which is subject to the IPR Claim; or
         2. replace or modify the relevant item with non-infringing substitutes provided that:
            1. the performance and functionality of the replaced or modified item is at least equivalent to the performance and functionality of the original item;
            2. the replaced or modified item does not have an adverse effect on any other Services;
            3. there is no additional cost to CCS; and
            4. the terms and conditions of this Framework Agreement shall apply to the replaced or modified Services.
      4. If the Supplier elects to procure a licence in accordance with Clause 24.2.3(a) or to modify or replace an item pursuant to Clause 24.2.3(b), but this has not avoided or resolved the IPR Claim, then:
         1. CCS may terminate this Framework Agreement by written notice with immediate effect; and
         2. without prejudice to the indemnity set out in Clause 24.2.2, the Supplier shall be liable for all reasonable and unavoidable costs of the substitute items and/or services including the additional costs of procuring, implementing and maintaining the substitute items.
      5. Notwithstanding other provisions of this Framework Agreement and for the avoidance of doubt, the award of a Call Off Contract by a Buyer and placement of any contract task under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949. The Supplier acknowledges that any authorisation by a Buyer under its statutory powers must be expressly provided in writing, with reference to the acts authorised and the specific IPR involved.
9. **PROVISION AND PROTECTION OF INFORMATION**
   1. **Provision of Management Information**
      1. The Supplier shall, at no charge to CCS, submit to CCS complete and accurate Management Information in accordance with the provisions of Framework Schedule 9 (Management Information).
      2. The Supplier grants CCS a non-exclusive, transferable, perpetual, irrevocable, royalty free licence to:
         1. use and to share with any Other Buyer and Relevant Person; and/or
         2. publish (subject to any information that is exempt from disclosure in accordance with the provisions of FOIA being redacted),

any Management Information supplied to CCS for CCS's normal operational activities including but not limited to administering this Framework Agreement and/or all Call Off Contracts, monitoring public sector expenditure, identifying savings or potential savings and planning future procurement activity.

* + 1. CCS shall in its absolute and sole discretion determine whether any Management Information is exempt from disclosure in accordance with the provisions of the FOIA.
    2. CCS may consult with the Supplier to help with its decision regarding any exemptions under Clause 25.1.3 but, for the purpose of this Framework Agreement, CCS shall have the final decision in its absolute and sole discretion.
  1. **Confidentiality**
     1. For the purposes of this Clause 25.2, 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.
     2. Except to the extent set out in this Clause 25.2 or where disclosure is expressly permitted elsewhere in this Framework Agreement, the Recipient shall:
        1. 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
        2. not disclose the Disclosing Party's Confidential Information to any other person except as expressly set out in this Framework Agreement or without obtaining the Disclosing Party's prior written consent;
        3. not use or exploit the Disclosing Party’s Confidential Information in any way except for the purposes anticipated under this Framework Agreement; and
        4. 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.
     3. The Recipient shall be entitled to disclose the Confidential Information of the Disclosing Party where:
        1. the Recipient is required to disclose the Confidential Information by Law, provided that Clause 25.4 (Freedom of Information) shall apply to disclosures required under the FOIA or the EIRs;
        2. the need for such disclosure arises out of or in connection with:
           1. any legal challenge or potential legal challenge against CCS arising out of or in connection with this Framework Agreement;
           2. the examination and certification of CCS'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 CCS is making use of its resources; or
           3. the conduct of a Central Government Body review in respect of this Framework Agreement;
        3. 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.
     4. 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.
     5. Subject to Clauses 25.2.2 and 25.2.3, the Supplier may only disclose the Confidential Information of CCS on a confidential basis to:
        1. Supplier Personnel who are directly involved in the provision of the Services and need to know the Confidential Information to enable the performance of the Supplier’s obligations under this Framework Agreement;
        2. its auditors; and
        3. its professional advisers for the purposes of obtaining advice in relation to this Framework Agreement.
     6. Where the Supplier discloses the Confidential Information of CCS pursuant to Clause 25.2.5, it shall remain responsible at all times for compliance with the confidentiality obligations set out in this Framework Agreement by the persons to whom disclosure has been made.
     7. CCS may disclose the Confidential Information of the Supplier:
        1. on a confidential basis to any Central Government Body or Other Buyer on the basis that the information may only be further disclosed to Central Government Bodies or Other Buyers;
        2. to the British Parliament and any committees of the British Parliament or if required by any British Parliamentary reporting requirement;
        3. to the extent that CCS (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
        4. on a confidential basis to a professional adviser, consultant, supplier or other person engaged by any of the entities described in Clause 25.2.7(a) (including any benchmarking organisation) for any purpose relating to or connected with this Framework Agreement;
        5. on a confidential basis for the purpose of the exercise of its rights under this Framework Agreement; or
        6. to a proposed transferee, assignee or novatee of, or successor in title to CCS,

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 CCS under this Clause 25.2.7.

* + 1. For the avoidance of doubt, the Confidential Information that CCS may disclose under Clause 25.2.7 shall include information relating to Call Off Contracts, including service levels, pricing information (which includes information on prices tendered in a Further Competition Procedure, even where such a Further Competition Procedure does not result in the award of a Call Off Contract) and the terms of any Call Off Contract may be shared with any Central Government Body or Other Buyer from time to time.
    2. Nothing in this Clause 25.2 shall prevent a Recipient from using any techniques, ideas or Know-How which the Recipient has gained during the performance of this Framework Agreement 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.
    3. In the event that the Supplier fails to comply with Clau[ses](#_heading=h.1302m92) 25.2.2 to 25.2.5, CCS reserves the right to terminate this Framework Agreement for material Default.
  1. **Transparency**
     1. The Parties acknowledge that:
        1. the Transparency Reports; and
        2. the content of this Framework Agreement, including any changes to this Framework Agreement agreed from time to time, except for:
           1. any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by CCS; and
           2. Commercially Sensitive Information;

(together the “Transparency Information”) are not Confidential Information.

* + 1. Notwithstanding any other provision of this Framework Agreement, the Supplier hereby gives its consent for CCS to publish to the general public the Transparency Information in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted). CCS shall, prior to publication, consult with the Supplier on the manner and format of publication and to inform its decision regarding any redactions but shall have the final decision in its absolute discretion.
    2. The Supplier shall assist and co-operate with CCS to enable CCS to publish the Transparency Information, including the preparation of the Transparency Reports in accordance with Schedule 19 (Transparency Reports).
    3. If CCS believes that publication of any element of the Transparency Information would be contrary to the public interest, CCS shall be entitled to exclude such information from publication. CCS acknowledges that it would expect the public interest by default to be best served by publication of the Transparency Information in its entirety. Accordingly, CCS acknowledges that it will only exclude Transparency Information from publication in exceptional circumstances and agrees that where it decides to exclude information from publication it will provide a clear explanation to the Supplier.
    4. CCS shall publish the Transparency Information in a format that assists the general public in understanding the relevance and completeness of the information being published to ensure the public obtain a fair view on how the Framework Agreement is being performed, having regard to the context of the wider commercial relationship with the Supplier.
    5. The Supplier agrees that any Information it holds that is not included in the Transparency Reports but is reasonably relevant to or that arises from the provision of the Services shall be provided to CCS on request unless the cost of doing so would exceed the appropriate limit prescribed under section 12 of the FOIA. CCS may disclose such information under the FOIA and the EIRs and may (except for Commercially Sensitive Information, Confidential Information (subject to Clause25.2.7(c)) and Open Book Data) publish such Information. The Supplier shall provide to CCS within five (5) working days (or such other period as CCS may reasonably specify) any such Information requested by CCS.
  1. **Freedom of Information**
     1. The Supplier acknowledges that CCS is subject to the requirements of the FOIA and the EIRs. The Supplier shall:
        1. provide all necessary assistance and cooperation as reasonably requested by CCS to enable CCS to comply with its Information disclosure obligations under the FOIA and EIRs;
        2. transfer to CCS all Requests for Information relating to this Framework Agreement that it receives as soon as practicable and in any event within two (2) Working Days of receipt;
        3. provide CCS with a copy of all Information belonging to CCS requested in the Request for Information which is in the Supplier’s possession or control in the form that CCS requires within five (5) Working Days (or such other period as CCS may reasonably specify) of CCS's request for such Information; and
        4. not respond directly to a Request for Information unless authorised in writing to do so by CCS.
     2. The Supplier acknowledges that CCS may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. CCS 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 Framework Agreement) for the purpose of this Framework Agreement, CCS 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.
  2. **Data Protection**
     1. The Parties acknowledge that for the purposes of the Data Protection Legislation, CCS is the Controller and the Supplier is the Processor. The only Processing that the Supplier is authorised to do is listed in Framework Schedule 20 by CCS and may not be determined by the Supplier.
     2. The Supplier shall notify CCS immediately if it considers that any of CCS's instructions infringe the Data Protection Legislation.
        1. The Supplier shall provide all reasonable assistance to CCS in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of CSS, include:
        2. a systematic description of the envisaged Processing operations and the purpose of the Processing;
        3. an assessment of the necessity and proportionality of the Processing operations;
        4. an assessment of the risks to the rights and freedoms of Data Subjects; and
        5. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
     3. The Supplier shall, in relation to any Personal Data Processed in connection with its obligations under this Framework Agreement:
        1. process that Personal Data only in accordance with Framework Schedule 20 unless the Supplier is required to do otherwise by Law. If it is so required the Supplier shall promptly notify CCS before Processing the Personal Data unless prohibited by Law;
        2. ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which CCS may reasonably reject (but failure to reject shall not amount to approval by CCS of the adequacy of the Protective Measures), having taken account of the:
           1. nature of the data to be protected;
           2. harm that might result from a Data Loss Event;
           3. state of technological development; and
           4. cost of implementing any measures;
        3. ensure that:
           1. the Supplier Personnel do not Process Personal Data except in accordance with this Framework Agreement (and in particular Schedule Framework 20);
           2. it takes all reasonable steps to ensure the reliability and integrity of any Supplier Personnel who have access to the Personal Data and ensure that they:

are aware of and comply with the Supplier’s duties under this Clause;

are subject to appropriate confidentiality undertakings with the Supplier or any Sub- processor;

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 CCS or as otherwise permitted by this Framework Agreement; and have undergone adequate training in the use, care, protection and handling of Personal Data; and

* + - 1. not transfer Personal Data outside of the EU unless the prior written consent of CCS has been obtained and the following conditions are fulfilled:
         1. CCS or the Supplier has provided appropriate safeguards in relation to the transfer in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by CCS;
         2. the Data Subject has enforceable rights and effective legal remedies;
         3. the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist CCS in meeting its obligations);
         4. the Supplier complies with any reasonable instructions notified to it in advance by CCS with respect to the Processing of the Personal Data; and
         5. in respect of any Processing in, or transfer of Personal Data to, any Restricted Country permitted in accordance with this Clause 25.5.3, the Supplier shall, when requested by CCS, promptly enter into an agreement with CCS including or on such provisions as the Standard Contractual Clauses and/or such variation as a regulator or CCS might require which terms shall, in the event of any conflict, take precedence over those in this Clause 25.5.3, and the Supplier shall comply with any reasonable instructions notified to it in advance by CCS with respect to the transfer of the Personal Data; and
      2. at the written direction of CCS, delete or return Personal Data (and any copies of it) to CCS on termination of the Framework Agreement unless the Supplier is required by Law to retain the Personal Data.
    1. Subject to Clause 25.5.6, the Supplier shall notify CCS immediately if it:
       1. receives a Data Subject Access Request (or purported Data Subject Access Request);
       2. receives a request to rectify, block or erase any Personal Data;
       3. receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
       4. receives 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;
       5. becomes aware of a Data Loss Event; or
       6. receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under this Framework Agreement.
    2. The Supplier’s obligation to notify under Clause 25.5.4 shall include the provision of further information to CCS in phases, as details become available.
    3. Taking into account the nature of the Processing, the Supplier shall provide CCS with full assistance in relation to either party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 25.5.5 (and insofar as possible within the timescales reasonably required by CCS) including by promptly providing:
       1. CCS with full details and copies of the complaint, communication or request;
       2. such assistance as is reasonably requested by CCS to enable CCS to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
       3. CCS, at its request, with any Personal Data it holds in relation to a Data Subject;
       4. assistance as requested by CCS following any Data Loss Event;
       5. assistance as requested by CCS with respect to any request from the Information Commissioner’s Office, or any consultation by CCS with the Information Commissioner's Office.
    4. The Supplier shall maintain complete and accurate records and information to demonstrate its compliance with this Clause 25.5 (Data Protection). This requirement does not apply where the Supplier employs fewer than 250 staff, unless CCS determines:
       1. that the processing is not occasional;
       2. the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
       3. that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
    5. The Supplier shall allow for audits of its Data Processing activity by CCS or CCS’s designated auditor.
    6. The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
    7. Before allowing any Sub-processor to Process any Personal Data related to this Framework Agreement, the Supplier must:
       1. notify CCS in writing of the intended Sub-processor and Processing;
       2. obtain the written consent of CCS;
       3. enter into a written agreement with the Sub-processor which give effect to the terms set out in this Clause 25.5 (Data Protection) such that they apply to the Sub-processor; and
       4. provide CCS with such information regarding the Sub-processor as CCS may reasonably require.
    8. The Supplier shall remain fully liable for all acts or omissions of any Sub- processor.
    9. CCS may, at any time on not less than 30 Working Days’ notice, revise this Clause 25.5 (Data Protection) by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Framework Agreement).
    10. The Parties agree The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner’s Office publishes guidance. CCS may on not less than 30 Working Days’ notice to the Supplier amend this Framework Agreement to ensure that it complies with any guidance issued by the Information Commissioner’s Officer.

1. **PUBLICITY AND BRANDING**
   1. Subject to Clause 27 (Marketing), the Supplier shall not:
      1. make any press announcements or publicise this Framework Agreement in any way; or
      2. use CCS's name or brand in any promotion or marketing or announcement of Orders,

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

* 1. Each Party acknowledges to the other that nothing in this Framework Agreement either expressly or by implication constitutes an approval and/or endorsement of any products or services of the other Party (including the Services) and each Party agrees not to conduct itself in such a way as to imply or express any such approval and/or endorsement.
  2. CCS shall be entitled to publicise this Framework Agreement in accordance with any legal obligation upon CCS, including any examination of this Framework Agreement by the National Audit Office pursuant to the National Audit Act 1983 or otherwise.

1. **MARKETING**
   1. The Supplier shall undertake marketing of this Framework Agreement and the Services on behalf of CCS to Other Buyers in accordance with the provisions of Framework Schedule 11 (Marketing).
   2. The Supplier shall obtain CCS's Approval prior to publishing any content in relation to this Framework Agreement using any media, including on any electronic medium, and the Supplier will ensure that such content is regularly maintained and updated. In the event that the Supplier fails to maintain or update the content, CCS may give the Supplier notice to rectify the failure and if the failure is not rectified to the reasonable satisfaction of CCS within one (1) Month of receipt of such notice, CCS shall have the right to remove such content itself or require that the Supplier immediately arranges the removal of such content.
2. **LIABILITY AND INSURANCE**
3. **LIABILITY**
   1. Neither Party excludes or limits its liability for:
      1. death or personal injury caused by its negligence, or that of its employees, agents or Sub-Contractors (as applicable);
      2. bribery or Fraud by it or its employees;
      3. any liability to the extent it cannot be excluded or limited by Law;
      4. its obligation to pay the required Management Charge or Default Management Charge.
   2. The Supplier does not exclude or limit its liability in respect of:
      1. the indemnity in Clause 24.2 (IPR Indemnity) in each case whether before or after the making of a demand pursuant to the indemnity therein; or
      2. the indemnity in Clause 23.6.1(b) (Income Tax and National Insurance Contributions).
   3. Subject to Clauses 28.1 and 28.2 , each Party's total aggregate liability in respect of all Losses incurred under or in connection with this Framework Agreement as a result of Default(s) (whether in contract, tort or otherwise) or CCS Cause (as the case may be) shall in no event exceed one hundred thousand pounds (£100,000).
   4. Subject to Clause 28.1, neither Party shall be liable to the other Party for any:
      1. indirect, special or consequential Loss;
      2. loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).
   5. Subject to Clause 28.3, and notwithstanding Clause 28.4, the Supplier acknowledges that CCS may, amongst other things, recover from the Supplier the following Losses incurred by CCS to the extent that they arise as a result of a Default by the Supplier:
      1. any Management Charge or Default Management Charge which are due and payable to CCS;
      2. any additional operational and/or administrative costs and expenses incurred by CCS, including costs relating to time spent by or on behalf of CCS in dealing with the consequences of the Default;
      3. any wasted expenditure or charges;
      4. the additional cost of procuring Replacement Services for the remainder of the Framework Period, which shall include any incremental costs associated with such Replacement Services above those which would have been payable under this Framework Agreement;
      5. any compensation or interest paid to a third party by CCS;
      6. any fine or penalty incurred by CCS pursuant to Law and any costs incurred by CCS in defending any proceedings which result in such fine or penalty.
   6. Each Party shall use all reasonable endeavours to mitigate any loss or damage suffered arising out of or in connection with this Framework Agreement.
   7. Any Default Management Charge shall not be taken into consideration when calculating the Supplier’s liability under Clause 28.3.
   8. For the avoidance of doubt, the Parties acknowledge and agree that this Clause 28 shall not limit the Supplier’s liability to a Buyer under any Call Off Contract and the Supplier’s liability under a Call Off Contract shall be as provided for in that Call Off Contract only.
4. **INSURANCe**
   1. The Supplier shall effect and maintain insurances in relation to the performance of its obligations under this Framework Agreement and any Call Off Contract, and shall procure that Sub-Contractors shall effect and maintain insurances in relation to the performance of their obligations under any Sub-Contract, in accordance with Schedule 14 (Insurance Requirements).
   2. The terms of any insurance or the amount of cover shall not relieve the Contractor of any liabilities arising under this Framework Agreement or any Call Off Contracts.
5. **REMEDIES**
6. **CCS REMEDIES**
   1. Without prejudice to any other rights or remedies arising under this Framework Agreement, including under Clause 32.2 (Termination on Material Default), if the Supplier fails to achieve a KPI Target on two or more occasions within any twelve (12) Month rolling period, the Supplier acknowledges and agrees that CCS shall have the right to exercise (in its absolute and sole discretion) all or any of the following remedial actions:
      1. CCS shall be entitled to require the Supplier, and the Supplier agrees to prepare and provide to CCS, an Improvement Plan within ten (10) Working Days of a written request by CCS for such Improvement Plan. Such Improvement Plan shall be subject to Approval and the Supplier will be required to implement any Approved Improvement Plan, as soon as reasonably practicable;
      2. CCS shall be entitled to require the Supplier, and the Supplier agrees to attend, within a reasonable time one (1) or more meetings at the request of CCS in order to resolve the issues raised by CCS in its notice to the Supplier requesting such meetings;
      3. CCS shall be entitled to serve an Improvement Notice on the Supplier and the Supplier shall implement such requirements for improvement as set out in the Improvement Notice; and/or
      4. in the event that CCS has, in its absolute and sole discretion, invoked one or more of the remedies set out above and the Supplier either:
         1. fails to implement such requirements for improvement as set out in the Improvement Notice; and/or
         2. fails to implement an Improvement Plan Approved by CCS,

then (without prejudice to any other rights and remedies of termination provided for in this Framework Agreement), CCS shall be entitled to terminate this Framework Agreement for material Default.

1. **FORCE MAJEURE**
   1. A Party affected by a Force Majeure Event is excused from performing its obligations under this Framework Agreement while the inability to perform continues, if it both:
      1. provides a Force Majeure Notice to the other Party; and
      2. uses all reasonable measures practical to reduce the impact of the Force Majeure Event.
   2. Either Party can partially or fully terminate the affected Contract if the provision of the Deliverables is materially affected by a Force Majeure Event which lasts for 90 days continuously.
   3. Where a Party terminates under Clause 31.1:
      1. each Party must cover its own Losses; and
      2. Clauses 34.1, 34.2, 34.4, 34.5, 34.6 and 25.5.3(e) shall apply.
2. **TERMINATION AND SUSPENSION**
3. **CCS TERMINATION RIGHTS**
   1. **Termination in Relation To Guarantee**
      1. If the Supplier fails to deliver any of the documents required by Clause 8.1 above within 30 days of request then:
         1. CCS may terminate this Framework Agreement; and
         2. each Buyer may terminate any or all of its Call Off Contracts.
      2. Where CCS has received a Letter of Intent to Guarantee from the Guarantor pursuant to Clause 8.1, CCS may terminate this Framework Agreement as a by issuing a Termination Notice to the Supplier where:
         1. the Guarantor withdraws or revokes the Letter of Intent to Guarantee in whole or in part for any reason whatsoever;
         2. the Letter of Intent to Guarantee becomes invalid or unenforceable for any reason whatsoever;
         3. the Guarantor refuses to enter into a Guarantee in accordance with Clause 8.2 above;
         4. an Insolvency Event occurs in respect of the Guarantor;

and in each case the Letter of Intent to Guarantee is not replaced by an commitment to make resources available acceptable to CCS.

* 1. **Termination on Material Default**
     1. CCS may terminate this Framework Agreement by issuing a Termination Notice to the Supplier if:
        1. CCS becomes aware that, at the time of the award of this Framework Agreement, the Supplier ought to have been excluded from the procurement procedure under Regulation 57 of the Regulations;
        2. CCS becomes aware that this Framework Agreement should not have been awarded to the Supplier due to a serious infringement of the obligations under the Treaties and Public Contracts Directive 2014/24/EU that has been declared by the Court of Justice of the European Union in a procedure under Article 258 of the Treaty on the Functioning of the European Union;
        3. this Framework Agreement has been substantially amended to the extent that the Regulations require a new procurement procedure;
        4. the Supplier fails to accept a Call Off Contract pursuant to paragraph [7.2](#_heading=h.434ayfz) of Framework Schedule 5 (Call Off Procedure);
        5. a Buyer terminates a Call Off Contract for the Supplier’s breach of that Call Off Contract;
        6. an Audit reveals that the Supplier has underpaid an amount equal to or greater than five per cent (5%) of the Management Charge due;
        7. CCS conducts an assessment pursuant to Clause 14.2 and concludes that the Supplier has not demonstrated that it meets the Minimum Standards or Reliability;
        8. the Supplier refuses or fails to comply with its obligations as set out in Framework Schedule 12 (Continuous Improvement and Benchmarking);
        9. in the event of two or more failures by the Supplier to meet the KPI Targets (except in relation to the “Spend under Management” KPI set out in Part B of Framework Schedule 2 (Services and Key Performance Indicators)), whether the failures relate to the same or different KPI Targets, in any rolling period of three (3) months;
        10. CCS expressly reserves the right to terminate this Framework Agreement for material Default including pursuant to:
            1. Clause 9.4 (Cyber Essentials Scheme);
            2. Clause 19.1.4(b)(ii) (Variation Procedure);
            3. Clause 25.2.10 (Confidentiality);
            4. Clause 39.6.2 (Prevention of Fraud and Bribery);
            5. Clause 35.1.2 (Compliance);
            6. Clause 40.3 (Conflicts of Interest);
            7. paragraph [6.2](#_heading=h.26sx1u5) of Framework Schedule 9 (Management Information); and/or
            8. anywhere that is stated in this Framework Agreement that the Supplier by its act or omission will have committed a material Default;
        11. the Supplier commits a material Default of any of the following Clauses or Framework Schedules:
            1. Clause 7 (Representations and Warranties) except Clause 7.2.6;
            2. Clause 11 (Framework Agreement Performance);
            3. Clause 14 (Minimum Standards of Reliability);
            4. Clause 18 (Records, Audit Access and Open Book Data);
            5. Clause 20 (Management Charge);
            6. Clause 21 (Promoting Tax Compliance);
            7. Clause 23 (Supply Chain Rights and Protection);
            8. Clause 25.1 (Provision of Management Information);
            9. Clause 25.4 (Freedom of Information);
            10. Clause 25.5 (Data Protection); and/or
            11. paragraph 1.2 of Part B of Framework Schedule 2 (Services and Key Performance Indicators);
        12. the representation and warranty given by the Supplier pursuant to Clause 7.2.6 is materially untrue or misleading, and the Supplier fails to provide details of proposed mitigating factors which in the reasonable opinion of CCS are acceptable;
        13. the Supplier commits any material Default which is not, in the reasonable opinion of CCS, capable of remedy; and/or
        14. the Supplier commits a Default, including a material Default, which in the opinion of CCS is remediable but has not remedied such Default to the satisfaction of CCS within twenty (20) Working Days, or such other period as may be specified by CCS, after issue of a written notice from CCS to the Supplier specifying the remediable Default and requesting it to be remedied in accordance with any instructions of CCS,

and this Framework Agreement shall terminate on the date specified in the Termination Notice.

* 1. **Termination in Relation to Financial Standing**
     1. CCS may terminate this Framework Agreement by issuing a Termination Notice to the Supplier where in the reasonable opinion of CCS there is a material detrimental change in the financial standing and/or the credit rating of the Supplier which:
        1. adversely impacts on the Supplier's ability to supply the Services under this Framework Agreement; or
        2. could reasonably be expected to have an adverse impact on the Suppliers ability to supply the Services under this Framework Agreement.
  2. **Termination on Insolvency**
     1. CCS may terminate this Framework Agreement by issuing a Termination Notice to the Supplier where an Insolvency Event affecting the Supplier occurs.
  3. **Termination on Change of Control**
     1. The Supplier shall notify CCS immediately in writing and as soon as the Supplier is aware (or ought reasonably to be aware) that it is anticipating, undergoing, undergoes or has undergone a Change of Control and provided such notification does not contravene any Law.
     2. The Supplier shall ensure that any notification made pursuant to Clause 32.5.1 shall set out full details of the Change of Control including the circumstances suggesting and/or explaining the Change of Control.
     3. CCS may terminate this Framework Agreement under Clause 32.5 by issuing a Termination Notice to the Supplier within six (6) Months of:
        1. being notified in writing that a Change of Control is anticipated or is in contemplation or has occurred; or
        2. where no notification has been made, the date that CCS becomes aware that a Change of Control is anticipated or is in contemplation or has occurred,

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

* 1. **Termination for breach of Regulations**
     1. CCS may terminate this Framework Agreement 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).
  2. **Termination Without Cause**
     1. CCS shall have the right to terminate this Framework Agreement with effect from at any time following nine (9) Months after the Framework Commencement Date by giving at least thirty (30) days' written notice to the Supplier.
  3. **Partial Termination**
     1. Where CCS has the right to terminate this Framework Agreement, CCS is entitled to terminate all or part of this Framework Agreement pursuant to this Clause 32.8 provided always that, if CCS elects to terminate this Framework Agreement in part, the parts of this Framework Agreement not terminated or suspended can, in CCS’s reasonable opinion, operate effectively to deliver the intended purpose of the surviving parts of this Framework Agreement.
     2. The Parties shall endeavour to agree the effect of any Variation necessitated by a partial termination in accordance with Clause 19.1 (Variation Procedure) including the effect that the partial termination may have on the on the provision of any other Services and the Framework Prices provided that:
        1. the Supplier shall not be entitled to an increase in the Framework Prices in respect of the Services that have not been terminated if the partial termination arises due to the exercise of any of CCS’s termination rights under Clause 32 (CCS Termination Rights) with the exception of Clause 32.7 (Termination Without Cause); and
        2. the Supplier shall not be entitled to reject the variation.

1. **SUSPENSION OF SUPPLIER'S APPOINTMENT**
   1. If CCS is entitled to terminate this Framework Agreement pursuant to Clause 32 (CCS Termination Rights), CCS may instead elect in its sole discretion to suspend the Supplier's ability to accept Orders under this Framework Agreement by giving notice in writing to the Supplier, and the Supplier agrees that it shall not be entitled to enter into any new Call Off Contract during the period specified in CCS’s notice.
   2. Any suspension under Clause 33.1 shall be without prejudice to any right of termination which has already accrued, or subsequently accrues, to CCS.
   3. The Parties acknowledge that suspension shall not affect the Supplier's obligation to perform any existing Call Off Contracts concluded prior to the suspension notice.
   4. If CCS provides notice to the Supplier in accordance with Clause 33.1, the Supplier's appointment under this Framework Agreement shall be suspended for the period set out in the notice or such other period notified to the Supplier by CCS in writing from time to time.
   5. For the avoidance of doubt, no period of suspension under this Clause 33 shall result in an extension of the Framework Period.
2. **CONSEQUENCES OF EXPIRY OR TERMINATION**
   1. Notwithstanding the service of a notice to terminate this Framework Agreement, the Supplier shall continue to fulfil its obligations under this Framework Agreement until the date of expiry or termination of this Framework Agreement or such other date as required under this Clause 34.
   2. Termination or expiry of this Framework Agreement shall not cause any Call Off Contracts to terminate automatically. For the avoidance of doubt, all Call Off Contracts shall remain in force unless and until they are terminated or expire in accordance with the provisions of the Call Off Contract and the Supplier shall continue to pay any Management Charge due to CCS in relation to such Call Off Contracts, notwithstanding the termination or expiry of this Framework Agreement.
   3. If CCS terminates this Framework Agreement under Clause 32.2 (Termination on Material Default) and then makes other arrangements for the supply of the Services to Buyers, the Supplier shall indemnify CCS in full upon demand for the cost of procuring, implementing and operating any alternative or replacement services to the Services, no further payments shall be payable by CCS until CCS has established and recovered from the Supplier the full amount of such cost.
   4. Within ten (10) Working Days of the date of termination or expiry of this Framework Agreement, the Supplier shall return to CCS any and all of CCS’s Confidential Information in the Supplier's possession, power or control, either in its then current format or in a format nominated by CCS, and any other information and all copies thereof owned by CCS, save that it may keep one copy of any such data or information to the extent reasonably necessary to comply with its obligations under this Framework Agreement or under any Law, for a period of up to twelve (12) Months (or such other period as Approved by CCS and is reasonably necessary for such compliance).
   5. Termination or expiry of this Framework Agreement shall be without prejudice to any rights, remedies or obligations of either Party accrued under this Framework Agreement prior to termination or expiry.
   6. Termination or expiry of this Framework Agreement shall be without prejudice to the survival of any provision of this Framework Agreement which expressly (or by implication) is to be performed or observed notwithstanding termination or expiry of this Framework Agreement, including the provisions of:
      1. Clauses 1 (Definitions and Interpretation), 7 (Representations and Warranties), 9 (Cyber Essentials Scheme), 11 (Framework Agreement Performance), 18 (Records, Audit Access and Open Book Data), 20 (Management Charge), 23.6 (Income Tax and National Insurance Contributions), 24 (Intellectual Property Rights), 25.1 (Provision of Management Information), 25.2 (Confidentiality), 25.3 (Transparency), 25.4 (Freedom of Information), 25.5 (Data Protection), 28 (Liability), 29 (Insurance), 34 (Consequences of Expiry or Termination), 35 (Compliance), 37 (Waiver and Cumulative Remedies), 39 (Prevention of Fraud and Bribery), 41 (Severance), 43 (Entire Agreement), 44 (Third Party Rights), 45 (Notices), 46 (Complaints Handling), 47 (Dispute Resolution) and 48 (Governing Law and Jurisdiction); and
      2. Framework Schedules 2 (Services and Key Performance Indicators), 3 (Framework Prices and Charging Structure), 7 (Key Sub-Contractors), 8 (Framework Management), 9 (Management Information), 10 (Annual Self Audit Certificate), 12 (Continuous Improvement and Benchmarking), 13 (Guarantee), 14 (Insurance Requirements), 15 (Commercially Sensitive Information) and 18 (Tender).
3. **MISCELLANEOUS AND GOVERNING LAW**
4. **COMPLIANCE**
   1. **Compliance with Law**
      1. The Supplier shall comply with all applicable Law in connection with the performance of this Framework Agreement.
      2. In the event that the Supplier or the Supplier Personnel fails to comply with Clause 35.1.1, this shall be deemed to be a material Default and CCS reserves the right to terminate this Framework Agreement by giving notice in writing to the Supplier.
   2. **Equality and Diversity**
      1. The Supplier shall:
         1. perform its obligations under this Framework Agreement (including those in relation to the provision of the Services) in accordance with:
            1. all applicable equality Law (whether in relation to race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise); and
            2. any other requirements and instructions which CCS reasonably imposes in connection with any equality obligations imposed on CCS at any time under applicable equality Law; and
         2. take all necessary steps, and inform CCS 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).
   3. **Official Secrets Act and Finance Act**
      1. The Supplier shall comply with the provisions of:
         1. the Official Secrets Acts 1911 to 1989; and
         2. section 182 of the Finance Act 1989.
5. **ASSIGNMENT AND NOVATION**
   1. The Supplier shall not assign, novate, or otherwise dispose of or create any trust in relation to any or all of its rights, obligations or liabilities under this Framework Agreement or any part of it without Approval.
   2. CCS may assign, novate or otherwise dispose of any or all of its rights, liabilities and obligations under this Framework Agreement or any part thereof to:
      1. any Other Buyer; or
      2. any Central Government Body or other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by CCS; or
      3. any private sector body which substantially performs the functions of CCS,

and the Supplier shall, at CCS’s request, enter into a novation agreement in such form as CCS shall reasonably specify in order to enable CCS to exercise its rights pursuant to this Clause 36.2.

* 1. A change in the legal status of CCS such that it ceases to be a Buyer shall not, subject to Clause 36.4 affect the validity of this Framework Agreement and this Framework Agreement shall be binding on any successor body to CCS.
  2. If CCS assigns, novates or otherwise disposes of any of its rights, obligations or liabilities under this Framework Agreement to a body which is not a Buyer or if a body which is not a Buyer succeeds CCS (both “**Transferee**” in the rest of this Clause) the right of termination of CCS in Clause 32.4 (Termination on Insolvency) shall be available to the Supplier in the event of the insolvency of the Transferee (as if the references to Supplier in Clause 32.4 (Termination on Insolvency)) and to Supplier or Guarantor in the definition of Insolvency Event were references to the Transferee.

1. **WAIVER AND CUMULATIVE REMEDIES**
   1. The rights and remedies under this Framework Agreement may be waived only by notice in accordance with Clause 45 (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 Framework Agreement or by Law shall not constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise thereof.
   2. Unless otherwise provided in this Framework Agreement, rights and remedies under this Framework Agreement are cumulative and do not exclude any rights or remedies provided by Law, in equity or otherwise.
2. **RELATIONSHIP OF THE PARTIES**
   1. Except as expressly provided otherwise in this Framework Agreement, nothing in this Framework Agreement, nor any actions taken by the Parties pursuant to this Framework Agreement, 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.
3. **PREVENTION OF FRAUD AND BRIBERY**
   1. 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 Framework Commencement Date:
      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
      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.
   2. The Supplier shall not during the Framework Period:
      1. commit a Prohibited Act; and/or
      2. do or suffer anything to be done which would cause CCS or any of CCS’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.
   3. The Supplier shall during the Framework Period:
      1. 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;
      2. have in place reasonable prevention measures (as defined in sections 45(3) and 46(4) of the Criminal Finance Act 2017) to ensure that Associated Persons of the Supplier do not commit tax evasion facilitation offences as defined under that Act;
      3. take account of any guidance about preventing facilitation of tax evasion offences which may be published and updated in accordance with Section 47 of the Criminal Finances Act 2017;
      4. keep appropriate records of its compliance with its obligations under Clause 39.3.1 and make such records available to CCS on request;
      5. if so required by CCS, within twenty (20) Working Days of the Framework Commencement Date, and annually thereafter, certify in writing to CCS, the compliance with this Clause 39.3 of all persons associated with the Supplier or its Sub-Contractors who are responsible for supplying the Services in connection with this Framework Agreement. The Supplier shall provide such supporting evidence of compliance as CCS may reasonably request; and
      6. have, maintain and where appropriate enforce an anti-bribery policy (which shall be disclosed to CCS on request) to prevent it and any Supplier Personnel or any person acting on the Supplier's behalf from committing a Prohibited Act.
   4. The Supplier shall immediately notify CCS in writing if it becomes aware of any breach of Clause 39.1, or has reason to believe that it has or any of the Supplier Personnel has:
      1. been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
      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; and/or
      3. received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this Framework Agreement or otherwise suspects that any person or Party directly or indirectly connected with this Framework Agreement has committed or attempted to commit a Prohibited Act.
   5. If the Supplier makes a notification to CCS pursuant to Clause 39.4, the Supplier shall respond promptly to CCS's enquiries, co-operate with any investigation, and allow CCS to audit any books, records and/or any other relevant documentation in accordance with Clause 18 (Records, Audit Access and Open Book Data).
   6. If the Supplier breaches Clause 39.1, CCS may by notice:
      1. require the Supplier to remove from the performance of this Framework Agreement any Supplier Personnel whose acts or omissions have caused the Supplier’s breach; or
      2. immediately terminate this Framework Agreement for material Default.
   7. Any notice served by CCS under Clause 39.6 shall specify the nature of the Prohibited Act, the identity of the Party who CCS believes has committed the Prohibited Act and the action that CCS has elected to take (including, where relevant, the date on which this Framework Agreement shall terminate).
4. **CONFLICTS OF INTEREST**
   1. The Supplier shall take appropriate steps to ensure that neither the Supplier nor the Supplier Personnel are placed in a position where (in the reasonable opinion of CCS) there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier or the Supplier Personnel and the duties owed to CCS and Other Buyers under the provisions of this Framework Agreement or any Call Off Contract.
   2. The Supplier shall promptly notify and provide full particulars to CCS or the relevant Other Buyer if such conflict referred to in Clause 40.1 arises or may reasonably been foreseen as arising.
   3. CCS reserves the right to terminate this Framework Agreement immediately by giving notice in writing to the Supplier and/or to take such other steps it deems necessary where, in the reasonable opinion of CCS, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to CCS under the provisions of this Framework Agreement or any Call Off Contract. The action of CCS pursuant to this Clause 40 shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to CCS.
5. **SEVERANCE**
   1. If any provision of this Framework Agreement (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 Framework Agreement are not void or unenforceable be deemed to be deleted and the validity and/or enforceability of the remaining provisions of this Framework Agreement shall not be affected.
   2. In the event that any deemed deletion under Clause 41.1 is so fundamental as to prevent the accomplishment of the purpose of this Framework Agreement or materially alters the balance of risks and rewards in this Framework Agreement, either Party may give notice to the other Party requiring the Parties to commence good faith negotiations to amend this Framework Agreement so that, as amended, it is valid and enforceable, preserves the balance of risks and rewards in this Framework Agreement and, to the extent that is reasonably practicable, achieves the Parties' original commercial intention.
   3. If the Parties are unable to resolve any Dispute arising under this Clause 41 within twenty (20) Working Days of the date of the notice given pursuant to Clause 41.2, this Framework Agreement shall automatically terminate with immediate effect. The costs of termination incurred by the Parties shall lie where they fall if this Framework Agreement is terminated pursuant to this Clause 41.
6. **FURTHER ASSURANCES**
   1. 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 Framework Agreement.
7. **ENTIRE AGREEMENT**
   1. This Framework Agreement constitutes the entire agreement between the Parties in respect of the subject 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.
   2. Neither Party has been given, nor entered into this Framework Agreement in reliance on, any warranty, statement, promise or representation other than those expressly set out in this Framework Agreement.
   3. Nothing in this Clause 43 shall exclude any liability in respect of misrepresentations made fraudulently.
8. **THIRD PARTY RIGHTS**
   1. The provisions of:
      1. Clauses: 4 (Scope of Framework Agreement), 5 (Call Off Procedure), 6 (Assistance in Related Procurements), 7 (Representations and Warranties), 8 (Guarantee), 16 (Call Off Performance Under Framework Agreement Performance), 18 (Records, Audit Access and Open Book Data), 25.5 (Data Protection), 29 (Insurance), 35.2 (Equality and Diversity) and 44 (Third Party Rights); and
      2. Framework Schedules 3 (Framework Prices and Charging Structure ), 5 (Call Off Procedure), 13 (Guarantee), 14 (Insurance Requirements) and 18 (Tender),

(together “**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. Subject to Clause 44.1, a person who is not Party to this Framework Agreement has no right to enforce any term of this Framework Agreement under the CRTPA but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to the CRTPA.
  2. No Third Party Beneficiary may enforce, or take any step to enforce, any Third Party Provision without Approval, which may, if given, be given on and subject to such terms as CCS may determine.
  3. Any amendments or modifications to this Framework Agreement may be made, and any rights created under Clause 44.1 may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.
  4. CCS may act as agent and trustee for each Third Party Beneficiary and/or enforce on behalf of that Third Party Beneficiary any Third Party Provision and/or recover any Loss suffered by that Third Party Beneficiary in connection with a breach of any Third Party Provision.

1. **NOTICES**
   1. Except as otherwise expressly provided within this Framework Agreement, any notices issued under this Framework Agreement must be in writing. For the purpose of this Clause 45, an e-mail is accepted as being "in writing".
   2. Subject to Clause 45.3, the following table sets out the method by which notices may be served under this Framework Agreement and the respective deemed time and proof of service:

|  |  |  |
| --- | --- | --- |
| **Manner of Delivery** | **Deemed time of delivery** | **Proof of Service** |
| Email (Subject to Clause45.3) | 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™ 1st 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. 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™ 1st Class or other prepaid in the manner set out in the table in Clause 45.2:
     1. any Termination Notice under Clause 32 (CCS Termination Rights), including in respect of partial termination;
     2. any notice in respect of:
        1. Suspension of Supplier’s appointment (Clause 32);
        2. Waiver (Clause 37);
        3. Default or CCS Cause; and
     3. any Dispute Notice.
  2. Failure to send any original notice by personal delivery or recorded delivery in accordance with Clause 45.3 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™ 1st Class delivery (as set out in the table in Clause 45.2) or, if earlier, the time of response or acknowledgement by the receiving Party to the email attaching the notice.
  3. This Clause 45 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 Framework Schedule 16 (Dispute Resolution Procedure).
  4. For the purposes of this Clause 45, the address of each Party shall be:
     1. For CCS:

**Crown Commercial Service**

Rosebery Court

St Andrews Business Park

Norwich NR7 0HS

For the attention of: the TECHNOLOGY SERVICES 3 Framework Manager

* + 1. For the Supplier:

[insert name of supplier]

Address: [insert address of supplier]

For the attention of: the TECHNOLOGY SERVICES 3 Framework Manager

***[Guidance Note: Supplier contact details to be inserted post award]***

* 1. Either Party may change its address for service by serving a notice in accordance with this Clause 45.

1. **COMPLAINTS HANDLING**
   1. Either Party shall notify the other Party of any Complaints made by Other Buyers, which are not resolved by operation of the Supplier's usual complaints handling procedure within five (5) Working Days of becoming aware of that Complaint and, if the Supplier is the Party providing the notice, such notice shall contain full details of the Supplier's plans to resolve such Complaint.
   2. Without prejudice to any rights and remedies that a complainant may have at Law (including under this Framework Agreement and/or a Call Off Contract), and without prejudice to any obligation of the Supplier to take remedial action under the provisions of this Framework Agreement and/or a Call Off Contract, the Supplier shall use its best endeavours to resolve the Complaint within ten (10) Working Days and in so doing, shall deal with the Complaint fully, expeditiously and fairly.
   3. Within two (2) Working Days of a request by CCS, the Supplier shall provide full details of a Complaint to CCS, including details of steps taken to achieve its resolution.
2. **DISPUTE RESOLUTION**
   1. The Parties shall resolve Disputes arising out of or in connection with this Framework Agreement in accordance with the Dispute Resolution Procedure.
   2. The Supplier shall continue to provide the Services in accordance with the terms of this Framework Agreement until a Dispute has been resolved.
3. **GOVERNING LAW AND JURISDICTION**
   1. This Framework Agreement 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.
   2. Subject to Clause 47 (Dispute Resolution) and Framework Schedule 16 (Dispute Resolution Procedure) (including CCS’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 Framework Agreement or its subject matter or formation.

**IN WITNESS** of which this Framework Agreement has been duly executed by the Parties.

Signed duly authorised for and on behalf of the SUPPLIER

Signature: ……………………………………………….

Name: ……………………………………………….

Position: ……………………………………………….

Date ……………………………………………….

|  |  |  |  |
| --- | --- | --- | --- |
| ***[Guidance Note: this document should be signed by the same supplier entity*** | | | |
| ***that submitted the*** |  | ***ITT.]*** |  |

Signed for and on behalf of CCS

Signature: ……………………………………………….

Name: ……………………………………………….

Position: ……………………………………………….

Date ……………………………………………….

# FRAMEWORK SCHEDULE 1: DEFINITIONS

In accordance with Clause 1.1 (Definitions), in this Framework Agreement including its recitals the following expressions shall have the following meanings:

|  |  |
| --- | --- |
| **"Admin Fees"** | means the costs incurred by CCS in dealing with MI Failures calculated in accordance with the tariff of administration charges published by CCS at the following link: [http://CCS.cabinetoffice.gov.uk/i-am-supplier/management-](http://ccs.cabinetoffice.gov.uk/i-am-supplier/management-information/admin-fees)  [information/admin-fees](http://ccs.cabinetoffice.gov.uk/i-am-supplier/management-information/admin-fees); |
| **“Affected Party”** | means the Party seeking to claim relief in respect of a Force Majeure Event; |
| **"Affiliates"** | 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; |
| **"Agent"** | means the Supplier where it has been expressly appointed by a Buyer under a Call Off Contract or CCS under the Framework Agreement to act on that party’s behalf in procuring and entering into an agreement for goods or services (other than the Services) with a third party(ies); |
| **"Approval"** | means the prior written consent of CCS and "Approve" and "Approved" shall be construed accordingly; |
| **"Audit"** | means an audit carried out pursuant to Clause 18 (Records, Audit Access and Open Book Data); |
| **"Audit Report"** | means a report summarising the testing completed and the actions arising following an Audit; |
| **"Auditor"** | means CCS, and/or Other Buyer who is a party to a Call Off Contract, and/or the National Audit Office and/or any auditor appointed by the Audit Commission, and /or the representatives of any of them; |
| **"Branding Guidance"** | means CCS's guidance in relation to the use of branding available at <http://ccs.cabinetoffice.gov.uk/i-am-supplier/supplier-resources>; |
| **“Buyers”** | means bodies listed in paragraph VI.3 of the OJEU Notice and “**Buyer**” shall be construed accordingly; |
| **"Call Off Contract"** | means a legally binding agreement (entered into pursuant to the provisions of this Framework Agreement) for the provision of the Services made between a Buyer and the Supplier pursuant to Framework Schedule 5 (Call Off Procedure); |
| **"Call Off Procedure"** | means the process for awarding a Call Off Contract pursuant to Clause 5 (Call Off Procedure) and Framework Schedule 5 (Call Off Procedure); |
| **“Catalogue”** | means the Supplier’s catalogue of Catalogue Items which shall be available to Buyers to Direct Award; |
| **“Catalogue Items”** | means the Supplier’s services which shall be made available to Buyers to Direct Award, the details of which are set out in the Supplier’s Catalogue; |
| **“Catalogue Price”** | means a list of prices, rates and other amounts for a specific Catalogue Item used in connection with a Direct Award; |
| **"CCS"** | means **THE MINISTER FOR THE CABINET OFFICE (“Cabinet Office”)** as represented by the Crown Commercial Service, a trading fund of the Cabinet Office, whose offices are located at Rosebery Court, St Andrews Business Park, Norwich, NR7 0HS; |
| **“CCS Cause”** | means any breach of the obligations of CCS (including but not limited to any fundamental breach or breach of a fundamental term) or any other default, act, omission, misrepresentation, negligence or negligent statement of CCS in connection with or in relation to this Framework Agreement or the subject matter of this Framework Agreement and in respect of which CCS is liable to the Supplier; |
| **"CCS Personal Data"** | means any Personal Data supplied for the purposes of or in connection with this Framework Agreement by CCS to the Supplier; |
| **"CCS**  **Representative"** | means the representative appointed by CCS from time to time in relation to this Framework Agreement; |
| **"CCS's**  **Confidential Information"** | means all CCS Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know How, personnel, and suppliers of CCS and/or Other Buyers, including all IPR, together with all information derived from any of the above, and any other information clearly designated as being confidential (whether or not it is marked “confidential”) or which ought reasonably to be considered to be confidential; |
| **"CEDR"** | means the Centre for Effective Dispute Resolution; |
| **"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:   1. Government Department; 2. Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); 3. Non-Ministerial Department; or 4. Executive Agency; |
| **"Change in Law"** | means any change in Law which impacts on the supply of the Services and performance of the Template Call Off Terms which comes into force after the Framework 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 a 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 Contract, which structure is set out in Framework Schedule 3 (Framework Prices and Charging Structure); |
| **"Commercially Sensitive Information"** | means the Supplier’s Confidential Information listed in Framework Schedule 15 (Commercially Sensitive Information) comprised of commercially sensitive information relating to the Supplier, its IPR or its business or information which the Supplier has indicated to CCS that, if disclosed by CCS, would cause the Supplier significant commercial disadvantage or material financial loss. For the avoidance of doubt Commercially Sensitive Information shall not include any pricing submitted as part of the Electronic Catalogue; |
| **"Comparable Supply"** | means the supply of Services to another customer of the Supplier that are the same or similar to the Services; |
| **"Complaint"** | means any formal written complaint raised by a Buyer in relation to the performance of this Framework Agreement or any Call Off Contract in accordance with Clause 46 (Complaints Handling); |
| **"Confidential Information"** | means CCS's Confidential Information and/or the Supplier's Confidential Information, as the context requires; |
| **"Continuous Improvement"** | 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); |
| **"Contract Year"** | means a consecutive period of twelve (12) Months commencing on the Framework Commencement Date or each anniversary thereof; |
| **"Control"** | means control in either of the senses defined in sections 450 and 1124 of the Corporation Tax Act 2010 and "**Controlled**" shall be construed accordingly; |
| **“Controller”** | takes the meaning given in the GDPR; |
| **"Costs"** | means the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Services: |
| * 1. the cost to the Supplier or the Key Sub-Contractor (as the context requires), calculated per Man Day, of engaging the Supplier Personnel, including:      1. base salary paid to the Supplier Personnel;      2. employer’s national insurance contributions;      3. pension contributions;      4. car allowances;      5. any other contractual employment benefits;      6. staff training;      7. work place accommodation;      8. work place IT equipment and tools reasonably necessary to provide the Services (but not including items included within limb (b) below); and      9. reasonable recruitment costs, as agreed with the Buyers under any Call Off Contracts;   2. costs incurred in respect of those Supplier Assets which are detailed on the Registers (“Supplier Assets” and “Register” shall have the meaning given to them under Call Off Schedule 1 (Definitions)) 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 Buyers or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;   3. operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Services; but excluding:  1. Overhead; 2. financing or similar costs; 3. maintenance and support costs to the extent that these relate to maintenance and/or support services provided beyond the Framework Period and term of any Call Off Contracts whether in relation to Supplier Assets or otherwise; 4. taxation; 5. fines and penalties; 6. amounts payable under the benchmarking provisions of Framework Schedule 12 (Continuous Improvement and Benchmarking); and |
| * 1. the cost to the Supplier or the Key Sub-Contractor (as the context requires), calculated per Man Day, of engaging the Supplier Personnel, including:      1. base salary paid to the Supplier Personnel;      2. employer’s national insurance contributions;      3. pension contributions;      4. car allowances;      5. any other contractual employment benefits;      6. staff training;      7. work place accommodation;      8. work place IT equipment and tools reasonably necessary to provide the Services (but not including items included within limb (b) below); and      9. reasonable recruitment costs, as agreed with the Buyers under any Call Off Contracts;   2. costs incurred in respect of those Supplier Assets which are detailed on the Registers (“Supplier Assets” and “Register” shall have the meaning given to them under Call Off Schedule 1 (Definitions)) 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 Buyers or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;   3. operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Services;   but excluding:   * + 1. Overhead;     2. financing or similar costs;     3. maintenance and support costs to the extent that these relate to maintenance and/or support services provided beyond the Framework Period and term of any Call Off Contracts whether in relation to Supplier Assets or otherwise;     4. taxation;     5. fines and penalties;     6. amounts payable under the benchmarking provisions of Framework Schedule 12 (Continuous Improvement and Benchmarking); and     7. non-cash items (including depreciation, amortisation, impairments and movements in provisions); |
| **"Crown Body"** | means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf; |
| **"CRTPA"** | means the Contracts (Rights of Third Parties) Act 1999; |
| **“Cyber Essentials Scheme”** | means the Cyber Essentials Scheme developed by the Government which provides a clear statement of the basic controls all organisations should implement to mitigate the risk from common internet based threats (as may be amended from time to time). Details of the Cyber Essentials Scheme can be found here:  https:/[/www.gov.uk/government/publications/cyber-](http://www.gov.uk/government/publications/cyber-) essentials-scheme-overview |
| **“Cyber Essentials Scheme Basic Certificate”** | means the certificate awarded on the basis of self- assessment, verified by an independent certification body, under the Cyber Essentials Scheme and is the basic level of assurance; |
| **“Cyber Essentials Scheme Data”** | means sensitive and personal information and other relevant information as referred to in the Cyber Essentials Scheme; |
| **“Cyber Essentials Scheme Plus Certificate”** | means the certification awarded on the basis of external testing by an independent certification body of the Supplier’s cyber security approach under the Cyber Essentials Scheme and is a more advanced level of assurance; |
| **“Data Loss Event”** | any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Framework Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Framework Agreement, including any Personal Data Breach. |
| **"Data Protection Legislation"** | (i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 to the extent that it relates to processing of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy; |
| **“Data Protection Impact Assessment”** | an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data; |
| **“Data Protection Officer”** | takes the meaning given in the GDPR; |
| **"Data Subject"** | takes the meaning given in GDPR; |
| **“Data Subject Access Request”** | a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data. |
| **“Day Rate”** | means the maximum daily labour charge for a specific grade of person in accordance with the SFIA Skills Model 7.0, exclusive of lunch break, travel and related expenses and which forms the Framework Price(s) as set out in Framework Schedule 3 (Framework Prices and Charging Structure); |
| **"Data Subject Access Request"** | means a request made by a Data Subject in accordance with rights granted pursuant to the DPA to access his or her Personal Data; |
| **“Deductions”** | means all Service Credits, Delay Payments or any other deduction which Buyers are paid or is payable under Call Off Contracts; |
| **"Default"** | means any breach of the obligations of the Supplier (including any fundamental breach or breach of a fundamental term) or any other default, act, omission, misrepresentation, negligence or negligent statement of the Supplier or the Supplier Personnel in connection with or in relation to this Framework Agreement or the subject matter of this Framework Agreement and in respect of which the Supplier is liable to CCS; |
| **"Default Management Charge"** | has the meaning given to it in paragraph [6.2](#_heading=h.26sx1u5) of Framework Schedule 9 (Management Information); |
| **“Direct Award”** | means the award of a Call Off Contract by a Buyer in accordance with paragraph 2 of Framework Schedule 5 (Call Off Procedures); |
| **"Direct Award Criteria"** | means the award criteria to be applied for the direct award of Call Off Contracts for Services set out in Part A of Framework Schedule 6 (Award Criteria), as applicable to Orders placed under the Electronic Catalogue; |
| **"Dispute"** | means any claim, dispute, difference or question of interpretation arising out of or in connection with this Framework Agreement, including any dispute, difference or question of interpretation relating to the Services, failure to agree in accordance with the procedure for variations in Clause 19.1 (Variation Procedure) or any matter where this Framework Agreement 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 Framework Schedule 16 (Dispute Resolution); |
| **"DOTAS"** | means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to national insurance contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868) made under section 132A of the Social Security Administration Act 1992; |
| **"DPA 2018"** | means the Data Protection Act 2018 |
| **“Due Diligence Information”** | means any information supplied to the Supplier by or on behalf of CCS prior to the Framework Commencement Date; |
| **“Electronic Catalogue”** | means the online electronic catalogue which CCS may establish during the Framework Period and through which the Supplier may offer commoditised services to Buyers; |
| **"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; |
| **"Equivalent Services"** | means services which the Supplier can supply which are the same or similar to the Services; |
| **“Exit Day”** | shall have the meaning in the European Union (Withdrawal) Act 2018; |
| **"FOIA"** | means the Freedom of Information Act 2000 as amended from time to time and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation; |
| **"Force Majeure Event"** | means any event, occurrence, circumstance, matter or cause affecting the performance by either the Buyer or the Supplier of its obligations arising from:   * 1. 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 Contract;   2. riots, civil commotion, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;   3. acts of a Crown Body, local government or regulatory bodies;   4. fire, flood or any disaster; or   5. an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding:      1. 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;      2. 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      3. any failure of delay caused by a lack of funds; |
| **“Force Majeure Notice”** | 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; |
| **"Framework"** | means the framework arrangements established by CCS for the provision of the Services to Buyers by suppliers (including the Supplier) pursuant to the OJEU Notice; |
| **"Framework Agreement"** | means this agreement consisting of the Clauses together with the Framework Schedules and any appendices and annexes to the same; |
| **"Framework Commencement Date"** | means [***insert date dd/mm/yyyy***]; |
| **"Framework Period"** | means the period from the Framework Commencement Date until the expiry of four (4) years or earlier termination of this Framework Agreement; |
| **"Framework Price(s)"** | means the Margin and Day Rates (and any applicable premiums and regional variations specified in Framework Schedule 3) applicable to the provision of Services (including any prices included in the Electronic Catalogue), and calculated using the mechanisms described in Framework Schedule 3 (Framework Prices and Charging Structure); |
| **"Framework Schedules"** | means the schedules to this Framework Agreement; |
| **"Framework Suppliers"** | means the suppliers (including the Supplier) appointed under this Framework Agreement or agreements on the same or similar terms to this Framework Agreement as part of the Framework; |
| **"Fraud"** | means any offence under 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; |
| **"Further Competition Award Criteria"** | means the award criteria set out in Part B of Framework Schedule 6 (Award Criteria); |
| **"Further Competition Procedure"** | means the further competition procedure described in paragraph [3](#_heading=h.2d51dmb) of Framework Schedule 5 (Call Off Procedure); |
| **“GDPR”** | the General Data Protection Regulation (Regulation (EU) 2016/679); |
| **"General Anti- Abuse Rule"** | means (a) the legislation in Part 5 of the Finance Act 2013; and (b) and 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; |
| **“Guarantee”** | means a deed of guarantee from the Guarantor in favour of a Buyer in the form set out in the applicable Call Off Contract; |
| **“Guarantor”** | means the person that the Supplier relied upon to meet the economic and financial standing requirements of the selection stage of the procurement process for this Framework Agreement; |
| **"Halifax Abuse Principle"** | means the principle explained in the CJEU Case C-255/02 Halifax and others; |
| **"Holding Company"** | has the meaning given to it in section 1159 of the Companies Act 2006; |
| **"Improvement Plan"** | means the plan required by CCS from the Supplier which shall detail how the Supplier will improve the provision of the Services pursuant to Clause 30.1.1 (CCS Remedies); |
| **"Improvement Notice"** | means the notice issued by CCS to the Supplier pursuant to Clause 30.1.3 (CCS Remedies) which will detail how the Supplier shall improve the provision of the Services; |
| **"Information"** | has the meaning given under section 84 of the Freedom of Information Act 2000 as amended from time to time; |
| **"Insolvency Event"** | means, in respect of the Supplier or Guarantor (as applicable):   1. 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 2. a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a 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 3. 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 |
| 1. a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or 2. 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 3. it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or 4. 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 5. where the Supplier or 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 6. any event analogous to those listed in limbs (a) to (h) (inclusive) occurs under the law of any other jurisdiction; |
| **“Inspection Action Notice”** | has the meaning given to it in paragraph 4 of Framework Schedule 21 |
| **Intellectual Property Rights" or "IPR"** | means:   1. copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in Internet domain names and website addresses and other rights in trade names, designs, trade secrets and other rights in Confidential Information; 2. applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and 3. all other rights having equivalent or similar effect in any country or jurisdiction; |
| **"Invitation to Tender" or “ITT”** | has the meaning given to it in the recitals to this Framework Agreement; |
| **"Key Sub-Contract"** | means each Sub-Contract with a Key Sub-Contractor; |
| **"Key Sub-Contractor"** | means any Sub-Contractor:   1. listed in Framework Schedule 7 (Key Sub-Contractors); and/or 2. which, in the opinion of CCS or the Supplier, performs (or would perform if appointed) a critical role in the provision of all or any part of the Services; |
| **"IPR Claim"** | 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 CCS in the fulfilment of its obligations under this Framework Agreement; |
| **"Key Performance Indicators" or "KPIs"** | means the performance measurements and targets set out in Part B of Framework Schedule 2 (Services and Key Performance Indicators); |
| **"Know-How"** | 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 Framework Commencement Date; |
| **"KPI Target"** | means the acceptable performance level for a KPI as set out in relation to each KPI; |
| **"Law"** | 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; |
| **“LED”** | Law Enforcement Directive (Directive (EU) 2016/680) |
| **"Legacy Services"** | means services similar to the New Services and/or services which interface with or are intended to interface with or be replaced by the New Services; |
| **“Letter of Intent to Guarantee”** | means the letter from the Guarantor to CCS to confirm that the Guarantor will enter into each Guarantee in the form set out in Schedule 13 of this Framework Agreement; |
| **"Losses"** | means all losses, liabilities, damages, costs, fines, 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 on otherwise and “Loss” shall be interpreted accordingly; |
| **"Lot"** | means any of the five (5) lots specified in Framework Schedule 2 (Services and Key Performance Indicators) and "Lots" shall be construed accordingly; |
| **"Management Charge"** | means the sum payable by the Supplier to CCS being an amount equal to one per cent (1%) of all Charges for the Services invoiced to the Buyers by the Supplier (net of VAT) in each Month throughout the Framework Period and thereafter until the expiry or earlier termination of all Call Off Contracts entered pursuant to this Framework Agreement; |
| **"Management Information" or “MI”** | means the management information specified in Framework Schedule 9 (Management Information); |
| **“Margin”** | means, in relation to a period, the Supplier Profit for the relevant period divided by the total Charges over the same period in respect of any Call Off Contracts and expressed as a percentage; |
| **"MI Default"** | has the meaning given to it in paragraph 6.1 of Framework Schedule 9 (Management Information); |
| **"MI Failure"** | means when an MI report:   1. contains any material errors or material omissions or a missing mandatory field; or 2. is submitted using an incorrect MI reporting Template; or 3. is not submitted by the reporting date(including where a Nil Return should have been filed); |
| **“Minimum Standards of Reliability”** | means having regard to past performance that the Buyer is satisfied from the information provided in the Tender that the Supplier’s past contracts have been satisfactorily performed in accordance with their terms or, where that has not occurred, CCS is satisfied with the reason or reasons why that has not occurred in relation to any such past contract; |
| **"MI Report"** | means a report containing Management Information submitted to CCS in accordance with Framework Schedule 9 (Management Information); |
| **"MI Reporting Template"** | means the form of report set out in the Annex to Framework Schedule 9 (Management Information) setting out the information the Supplier is required to supply to CCS; |
| **"Ministry of Justice Code"** | means the Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 as amended from time to time; |
| **"Month"** | means a calendar month and "**Monthly**" shall be interpreted accordingly; |
| **"New Services"** | means services which a Buyer wishes to procure from a third party which are the same or similar to the Services; |
| **"Nil Return"** | has the meaning given to it in paragraph 3.3 of Framework Schedule 9 (Management Information); |
| **"Occasion of Tax Non– Compliance"** | means where:   1. 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:    1. a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation in any jurisdiction that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;   ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime in any jurisdiction; and/or  b) 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 Framework Commencement Date or to a civil penalty for fraud or evasion; |
| **"OJEU Notice"** | has the meaning given to it in Recital A; |
| **"Open Book Data"** | means complete and accurate financial and non-financial information which is sufficient to enable CCS to verify the Charges already paid or payable and Charges forecast to be paid during the Framework Period and term of any Call Off Contracts, including details and all assumptions relating to:   1. the Supplier’s Costs broken down against each Service and/or deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all hardware and software supplied to Buyers under Call Off Contracts or procured and used by the Supplier exclusively for the provision of the Services to Buyers; 2. operating expenditure relating to the provision of the Services including an analysis showing:    1. the unit costs and any other consumables and bought-in services;    2. manpower resources broken down into the number and grade/role of all Supplier Personnel (free of any contingency) together with a list of agreed rates against each manpower grade;    3. a list of Costs underpinning those rates for each manpower grade, being the agreed rate less the Margin; and 3. Overheads; 4. all interest, expenses and any other third party financing costs incurred in relation to the provision of the Services; 5. the Supplier Profit achieved over the Framework Period and term of any Call Off Contracts and on an annual basis; 6. confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier; 7. an explanation of the type and value of risk and contingencies associated with the provision of the Services, including the amount of money attributed to each risk and/or contingency; and 8. the actual Costs profile for each Service Period under any Call Off Contracts; |
| **"Order"** | means an order for the provision of the Services placed by a Buyer with the Supplier under a Call Off Contract, including any orders placed in respect of the Electronic Catalogue; |
| **“Order Form”** | means the order form entered into between a Buyer and the Supplier pursuant to this Framework Agreement; |
| **"Other Buyers"** | means all Buyers except CCS; |
| **"Overhead"** | means those amounts which are intended to recover a proportion of the Supplier’s or the Key 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 Undertaking"** | has the meaning given to in Section 1162 of the Companies Act 2006; |
| **"Party"** | means CCS or the Supplier and **"Parties"** shall mean both of them; |
| **"Personal Data"** | takes the meaning given in the GDPR; |
| **Personal Data Breach”** | takes the meaning given in the GDPR; |
| **"Processor"** | takes the meaning given in the GDPR. |
| **"Prohibited Act"** | means:   1. to directly or indirectly offer, promise or give any person working for or engaged by a Buyer or any other public body a financial or other advantage to:    1. induce that person to perform improperly a relevant function or activity; or    2. reward that person for improper performance of a relevant function or activity; or 2. to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Agreement; 3. committing any offence:    1. under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or    2. under legislation or common law concerning fraudulent acts; or    3. defrauding, attempting to defraud or conspiring to defraud a Buyer or other public body; or    4. any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK; |
| **“Protective Measures”** | appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it. |
| **"Regulations"** | means the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2012 (as the context requires) as amended from time to time; |
| **"Relevant Person"** | means any employee, agent, servant, or representative of CCS, or of any Other Buyer or other public body; |
| **"Relevant Requirements"** | 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; |
| **"Relevant Tax Authority"** | means HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established; |
| **"Relevant Supplier"** | means a third party bidding to provide New Services; |
| **"Replacement Services"** | means any services which are substantially similar to any of the Services and which are received in substitution for the Services following the expiry or termination of this Framework Agreement; |
| **"Replacement Supplier"** | means any third party provider of Replacement Services appointed by or at the direction of CCS from time to time; |
| **"Reporting Date"** | means the 5th Working Day of the start of each Month following the Month to which the relevant Management Information relates, or such other date as may be agreed between the Parties; |
| **"Requests for Information"** | means a request for information relating to this Framework Agreement or the provision of the Services or an apparent request for such information under the Code of Practice on Access to Government Information, FOIA or the EIRs; |
| **“Restricted Country”** | means any country which is not (i) a member of the European Economic Area; (ii) the United Kingdom; (iii) deemed adequate by the European Commission pursuant to article 25(6) of Directive 95/46/EC or article 45(3) of the GDPR; |
| **"Self Audit Certificate"** | means the certificate in the form as set out in Framework Schedule 10 (Annual Self Audit Certificate) to be provided to CCS in accordance with Clause 18 (Records, Audit Access and Open Book Data); |
| **"Service Period"** | has the meaning given to it in Framework Schedule 4 (Template Order Forms and Template Call Off Terms), as applicable; |
| **"Services"** | means the services described in Framework Schedule 2 (Services and Key Performance Indicators) which the Supplier shall make available to Buyers; |
| **“Service Requirements”** | means the requirements of CCS or any other Buyer (as appropriate) for the Services from time to time; |
| **“Social Value Legislation”** | means The Public Services (Social Value) Act 2012, the Well Being of Future Generations (Wales) Act 2015 and the Procurement Reform (Scotland) Act 2014 as amended from time to time |
| **“Social Value”** | shall have the meaning as defined in the Public Services (Social Value) Act 2012 as amended from time to time |
| **"Specific Change in Law"** | means a Change in Law that relates specifically to the business of CCS and which would not affect a Comparable Supply; |
| **"Standards"** | means:   1. 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; 2. any standards detailed in the specification in Framework Schedule 2 (Services and Key Performance Indicators); 3. any standards detailed by the Buyer in section B of the Order Form following a Further Competition Procedure or agreed between the Parties from time to time; 4. any relevant Government codes of practice and guidance applicable from time to time as the Supplier would reasonably and ordinarily be expected to comply with; |
| **“Standard Contractual Clauses”** | means the standard contractual clauses for the transfer of Personal Data to processors established in third countries which do not ensure an adequate level of protection as set out in Commission Decision C (2010) 593 and reference to the standard contractual clauses shall be to the clauses as updated, amended, replaced or superseded from time to time by the European Commission; |
| **"Statement of Requirements"** | means a statement issued by CCS or any Other Buyer detailing its Service Requirements issued in accordance with the Call Off Procedure; |
| **"Sub-Contract"** | means any contract or agreement (or proposed contract or agreement) pursuant to which a third party:   1. provides the Services (or any part of them); 2. provides facilities or services necessary for the provision of the Services (or any part of them); and/or 3. is responsible for the management, direction or control of the provision of the Services (or any part of them); |
| **"Sub-Contractor"** | means any person other than the Supplier who is a party to a Sub-Contract and the servants or agents of that person; |
| **“Sub Processor”** | any third party appointed to process Personal Data on behalf of the Supplier under this Framework Agreement |
| **"Supplier** | means the person, firm or company stated in the preamble to this Framework Agreement; |
| **"Supplier Action Plan"** | means a document, created and maintained by the Supplier, capturing information about the relationship between the Parties including, but not limited to strategic objectives, actions, initiatives, communication channels, risks and supplier performance; |
| **"Supplier Personnel"** | means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Sub-Contractor engaged in the performance of its obligations under this Framework Agreement or any Call Off Contracts; |
| **"Supplier Profit"** | means, in relation to a period, the difference between the total Charges (in nominal cash flow terms but excluding any Deductions and total Costs (in nominal cash flow terms) in respect of any Call Off Contracts for the relevant period; |
| **"Supplier Representative"** | means the representative appointed by the Supplier from time to time in relation to this Framework Agreement; |
| **"Supplier's Confidential Information"** | means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know- How, personnel and suppliers of the Supplier, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential, except for any information (including prices) published in the Supplier’s Electronic Catalogue; |
| **"Template Call Off Terms"** | means the template terms and conditions in Annex 2 to Framework Schedule 4 (Template Order Forms and Template Call Off terms); |
| **"Template Order Form"** | means the template order forms in Annex 1 to Framework Schedule 4 (Template Order Form and Template Call Off terms); |
| **"Tender"** | has the meaning given to it in Recital C of this Framework Agreement); |
| **"Termination Notice"** | 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 Agreement on a specified date and setting out the grounds for termination; |
| **“Transparency Reports”** | means the information relating to the Services and performance of this Framework Agreement which the Supplier is required to provide to CCS in accordance with the reporting requirements in Framework Schedule 19; |
| **"Variation"** | has the meaning given to it in Clause 19.1.1 (Variation Procedure); |
| **"Variation Form"** | means the form that will be completed and signed by the Parties to effect a Variation which shall be in the form set out in Framework Schedule 17 (Variation Form); |
| **"Variation Procedure"** | means the procedure for carrying out a Variation as set out in Clause 19.1 (Variation Procedure); |
| **"VAT"** | means value added tax in accordance with the provisions of the Value Added Tax Act 1994; and |
| **"Working Days"** | means any day other than a Saturday, Sunday or public holiday in England and Wales. |

# FRAMEWORK SCHEDULE 2: SERVICES AND KEY PERFORMANCE INDICATORS

# PART A – SERVICES

1. **GENERAL**
   1. This Schedule sets out what we and our Buyers want.
   2. The Supplier must only provide the Services for the Lots to which they have been appointed.
   3. For all Lots and/or Services, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
   4. The Services and any Standards set out in this Schedule may be refined (to the extent permitted and set out in the Order Form) by a Buyer during a Further Competition Procedure to reflect its Statement of Requirements for entering a particular Call Off Contract.
2. **SPECIFICATION**
   1. **Our Social Value Priorities** 
      1. These are our Social Value priorities intrinsic to the Specification for this Framework Agreement:

Environmental Sustainability – see Paragraphs 2.3.19 – 2.3.21 below;

Energy Efficiency – See Paragraph 2.3.22 below;

Carbon Footprint Management – See Paragraphs 2.3.23 – 2.3.25 below;

Waste Management – see Paragraphs 2.3.26 – 2.3.28 below;

Supplier Accessibility Responsibilities – see Paragraphs 2.3.29 – 2.3.32 below; and

Modern Slavery - see Paragraphs 2.3.33 – 2.3.36 below.

* + 1. Buyers may identify further specific Social Value priorities during a Further Competition Procedure.
  1. **Outcomes and Outputs**

The table embedded below describes outcomes and outputs in addition to the service descriptions for each of the Lots as detailed below. Details are included of specific inputs that will apply across all Contracting Bodies, however Contracting Bodies may specify their own additional inputs, such as internal policy documents, when conducting a Further Competition Procedure under this Agreement.

****

*[Guidance Note: see separate document RM6100 FA Schedule 2 – Outcomes outputs on the CCS TS3 website]*

* 1. **General Requirements Applicable to all Lots**

**GENERAL**

* + 1. Supplier responsibilities shall include:

entering Call Off Contracts for the Services from Buyers;

undertaking any billing requirements;

undertaking to meet all Buyer requirements as agreed;

providing a support function to deal with Buyer enquiries and issues;

provide all quotations in a manner that clearly demonstrates to the Buyers the different Costs associated with their procurement, software, Services, on-going support and maintenance and any other Costs and any limitations or assumptions that have been made in arriving at the proposed pricing such as anticipated number of days;

support and maintenance charges are to include all updates for changes to the taxation regime applied by HMRC, changes to Law by legislators and changes in regulation by regulatory bodies. If a Supplier believes that an extraordinary Charge is required to cover the cost for any changes this may only be issued to Buyers with the Approval of CCS;

complying with this Framework Agreement, each Call Off Contract, service levels and any reporting requirements;

providing a dedicated Supplier Framework Manager to manage the relationship between CCS and the Supplier under this Framework Agreement, to resolve any issues arising from this Framework Contract and to implement any improvements/innovations during the Framework Period; and

complying with the CCS Management Information requirements.

**PRICING TRANSPARENCY**

* + 1. When responding to a Further Competition Procedure the Supplier shall provide Information as required by the Buyer to enable the Buyer to both understand the overall cost of the key components of the Supplier’s offer under the Further Competition Procedure and the overall value for money this provides for the period of the Call Off Contract.

**CONTINUOUS IMPROVEMENT – BEST PRACTICE/STANDARD**

* + 1. The Supplier must where possible apply continuous improvement disciplines and techniques to the Services. Any future changes to the Framework Contract for ICT Technical Support (FITS) and ITIL processes and best practices must where relevant be adopted.

**CUSTOMER SERVICE**

* + 1. The Supplier commits to reference and measure their processes and procedures against the requirements of BS8477:2014 with the intention of gaining approval to the standard (if not already approved) within 18 Months of the Framework Commencement Date.

**QUALITY STANDARDS**

* + 1. The Supplier must commit to applying quality Standards either to an official standardisation such as ISO, the Government Service Standard (<https://www.gov.uk/service-manual/service-standard>, or via evidence that quality standard processes and reporting are in place.

**OPEN STANDARDS**

* + 1. Suppliers shall where relevant provide Goods and/or Services which are either based on open Standards, or have the ability to support open Standards (such as open source software) to aid Buyers in adhering to the Government Open Standards Policy (<https://www.gov.uk/government/publications/open-standards-principles>).

**PROJECT MANAGEMENT**

* + 1. Suppliers must ensure that the Services are delivered on-time, on-budget and to the required Specification of the Buyer;
    2. Suppliers must ensure that the Services are delivered via a recognised project management methodology;
    3. Suppliers must identify, manage, mitigate and communicate risk to Delivery of the Services to the Buyer;
    4. Where required by the Buyer, the Supplier must maintain an appropriate risks and issues log.

**SUPPLY CHAIN AND SUBCONTRACTOR MANAGEMENT**

* + 1. Suppliers shall be responsible for the management of any Suppliers or Subcontractors they employ in the Delivery of the Buyer’s requirements;
    2. Suppliers will maintain effective processes for establishing, managing, maintaining, reviewing and delivering an effective, efficient supply chain to enable the provision of the Services;
    3. Suppliers will where possible provide flexibility in the supply chain, ensuring that the ongoing requirements of the Buyer can be met (for example if the Buyer wishes to add a local provider to the supply chain);
    4. Suppliers shall where required benchmark the supply chain against wider market rates to ensure value for money over the long term;
    5. Suppliers shall maintain effective processes for establishing and managing Subcontractors/partners to enable the provision of the Goods and/or Services;
    6. Suppliers will manage the process of risk transfer to their Sub-Contractors in project development and delivery.

**CONTRACT MANAGEMENT**

* + 1. Suppliers will effectively manage Call Off Contracts throughout their respective terms including but not limited to:

Ensuring that the Buyer remains informed of key areas which may include contract status, issues, performance and timescales;

Where requested providing the Buyer with a schedule of expected Buyer obligations;

A process of achieving contract close with the Buyer post selection as preferred Supplier;

A change Control process should alterations to the Contract be required post-contract close.

**CATALOGUE PROVISION**

* + 1. For Lots 1, 2, 3a; 3b; 3c & 3d and 5, Suppliers shall satisfy the Catalogue requirements set out in Schedule 21 (Catalogue).

**ENVIRONMENTAL SUSTAINABILITY**

* + 1. Suppliers shall contribute towards the public sector’s goal of improving the sustainability of ICT purchases and their operation via the Services supplied to Buyers under this Framework Contract.
    2. Suppliers shall where required, support Buyers in developing their environmental policies, by providing advice on the best use of Services supplied and where appropriate by proposing innovative Services.
    3. Suppliers are required to consider the impacts of their business processes on the environment and take measures to reduce such impact including by supporting where possible the Government’s Environmental Policy and Sustainable Development Plan: <https://www.gov.uk/government/sustainable-development>.

**ENERGY EFFICIENCY**

* + 1. Suppliers must consider the energy efficiency of all Goods and/or Services offered to Buyers and provide appropriate solutions and advice:

DEFRA: [Sustainability in information and communication technology (ICT): a Defra guide](https://www.gov.uk/government/publications/sustainability-in-information-and-communication-technology-ict-a-defra-guide)

Certification of Energy Efficiency for Data Centers: <https://www.ceedacert.com/>

**CARBON FOOTPRINT’ MEASUREMENT**

* + 1. Suppliers must provide Information on all relevant products and Services to assist Customers in the task of calculating their total carbon footprint.
    2. Suppliers must offer itemised carbon footprint figures for all Goods and/or Services.
    3. External links for guidance:

DEFRA: <https://uk-air.defra.gov.uk/>

PAS2050: <http://shop.bsigroup.com/en/forms/PASs/PAS-2050>

iSERVcmb: [www.iSERVcmb.info](https://iservcmb.info/)

**WASTE MANAGEMENT**

* + 1. Suppliers shall ensure that they have adequate waste management solutions for the Services.
    2. Suppliers shall where requested provide Buyers with a waste management strategy for the Services including refresh, refurbishment or reuse of equipment and environmental recovery, recycling or disposal options.
    3. External links for guidance:

WEEE Directive: <http://www.environment-agency.gov.uk/business/topics/waste/32084.aspx> and <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32002L0096:EN:NOT>

RoHS Regulations: <http://www.rohs.gov.uk/>

**SUPPLIER ACCESSIBILITY RESPONSIBILITIES**

* + 1. Where required by Buyers, Suppliers shall provide suitable hardware and software to meet the diverse user needs. This may include individuals with a visual, auditory, physical, speech, cognitive, language, learning, behavioural or neurological impairment, as well as the needs of users for whom English is not their first language.
    2. Suppliers shall assist Buyers in fulfilling their legal obligations with regards to accessibility, by offering help and guidance on how the Services can either support or be tailored to the Buyer’s needs.
    3. Where required by a Buyer, the Supplier shall provide an accessibility statement for Services provided under a Call Off Contract.
    4. The Supplier shall where relevant maintain an accessibility policy, and identify (and where requested provide the details to Buyers) a role or department within their organisations with responsibility for the policy.

**MODERN SLAVERY**

* + 1. The Suppliers shall at all times be compliant with the provisions of the Modern Slavery Act 2015. <http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>
    2. The Suppliers shall annually complete the modern slavery assessment tool as directed by CCS. <https://supplierregistration.cabinetoffice.gov.uk/msat>
    3. The Suppliers shall make the outcomes of their modern slavery assessment to Buyer when requested.
    4. The Suppliers shall use the outputs of the modern slavery assessment within their Continuous Improvement Plan.
  1. **Lot 1 – Technology Strategy and Service Design**
     1. The Buyer can award a Call Off Contract via either completion of a Further Competition Procedure or by applying the direct award criteria to the Supplier’s Catalogue.

**Strategy**

* + 1. Where requested by the Buyer, Suppliers will provide a range of Services and to deliver full technology strategic design to Buyer. Services which may include but are not limited to:

Capability analysis - identification of current business capability (as is) and that which will be needed for the future state (to be).

Enterprise architecture using the open group architecture framework (TOGAF) or similar.

Technology gap assessments - the assessment and recommendation of the right technology to plug the capability gap between the as-is and the to-be.

Business models - identification of the correct commercial and operational models to deliver the technology strategy (insourced, outsourced or multi-sourced models).

Architectures - identification of the correct technology architecture to deliver the technology strategy (in-house hosted, private cloud, hybrid or public cloud).

Road-mapping - the development of technology roadmaps to co-ordinate the Delivery of the technology strategy.

IT financial management - development of an IT financial management approach to support the technology strategy, in order to manage investment and Costs and obtain business benefit from any investments.

**Service Design**

* + 1. Where requested by the Buyer, Suppliers will provide a range of Services to deliver full technology service design to Buyer. Services which may include but are not limited to:

Operational service design - working with Customers and end users in order to design a service Delivery model that meets the current and future business needs and demand.

Demand management - capacity planning processes and systems.

Service Levels, Performance Design - developing Service Levels and key performance indicators (KPI’s) for Services in scope, their measurement and reporting and how service provider(s) may work to Achieve and maintain them.

Service Availability – designing monitoring, assurance and continuity of service processes and systems to meet current and future business needs.

Risk – ensuring proactive risk identification, mitigation and management to deliver service continuity.

Security – appropriate security protection in line with business needs.

Supply chain - designing, integration and management of commercial processes to ensure service integration and efficient operation in a multi Supplier eco system.

Applications - identification and Specification of any appropriate databases, applications or toolsets to deliver the Services.

* 1. **Lot 2 – Transition and Transformation** 
     1. The Buyer can award a Call Off Contract via either completion of a Further Competition Procedure or by applying the direct award criteria to the Supplier’s Catalogue. The Buyer can award a Call Off Contract via either completion of a Further Competition Procedure or by applying the direct award criteria to the Supplier’s Catalogue.
     2. Where requested by the Buyer, Suppliers will provide a range of Services to deliver full technology service transition and transformation to Buyer. Services which may include but are not limited to:

The identification of the transition/transformation success factors and their measurement.

Risk analysis and risk management.

Audit and due diligence activities for the present customer estate.

Project and programme management, including planning, Delivery and reporting.

Implementing and managing the transition/transformation process and coordination of resources, potentially across a multi Supplier environment.

Post transition/transformation review to identify if the objectives, success factors and benefits have been met and realised.

Legacy service decommissioning and disposal, including planning, Delivery and coordination of activities.

* 1. **Lot 3 – Operational Services** 
     1. Lot 3 consist of 4 sub-lots as follows:

3a - End User Services

3b - Operational Management

3c - Technical Management

3d - Application and Data Management

* + 1. The Buyer can award a Call Off Contract via either completion of a Further Completion Procedure or by applying the direct award criteria to the Supplier’s Catalogue.

**Lot 3A – End User Services**

* + 1. **End User Support** - Where requested by the Buyer, Suppliers will provide a range of Services to deliver full end user support to Buyer. Services which may include but are not limited to:

Product support capabilities, including elements of hardware and software support.

Logging and management of incidents.

Reporting and proactive results analysis of problem trends to suggest permanent fixes.

The dispatch of service technicians and/or parts.

End user training coordination and other technology related issues.

* + 1. **End User Computing and Device Management -** Where requested by the Buyer, Suppliers will provide a range of Services to deliver full end user computing and device management to Buyer. Services which may include but are not limited to:

Support for the full life cycle management of desktop, laptop, tablet, thin-client, handheld and peripheral assets.

Device deployment, maintenance, change management and disposal.

The hardware, software, resources and other mechanisms required to perform the technical support, planning, process management and administration of the service.

**Lot 3B – Operational Management**

* + 1. **IT Operations and Technology Estate Service Management -** Where requested by the Buyer, Suppliers will provide a range of Services to deliver full IT operations, data centre, and technology estate service management to Buyer. Services which may include but are not limited to:

Support for various operating models including fully centralised, fully decentralised, ‘federated’ (hybrid) and consumption based.

Day-to-day system management responsibility for the technology infrastructure including systems operation, integration, support, administration, and performance monitoring.

The processes required to perform the support including configuration management, technical diagnostics / troubleshooting / repair, and disposal management.

Production of management reports.

Exclusions are provision of physical premises for location of information and communications technology, including but not limited to data centres, server rooms, colocation and hosting.

* + 1. **Security Management -** Where requested by the Buyer, Suppliers will provide a range of Services to deliver full security management to Buyer. Services which may include but are not limited to:

Network security including managed firewall, virtual private networks, instruction detection, and vulnerability scanning.

Identity and access management.

Device security including anti-viral/anti-phishing/anti-ransomware, zero day protection, and encryption.

Security Operations Centre (SOC).

**Lot 3C – Technical Management**

* + 1. **Network Infrastructure Management -** Where requested by the Buyer, Suppliers will provide a range of Services to deliver full network infrastructure management to Buyer. Services which may include but are not limited to:

Planning, delivering, operating, managing (including security), supporting and monitoring the on-premise local area network infrastructure (LAN) and/or its assets.

The management of network hardware including routers, switches, fixed and wireless devices, fibre optic equipment, and firewalls.

Network Operations Centre (NOC)

Exclusions are telephony, mobile voice and data Services, video-conferencing, audio-conferencing Services, integrated communications and wide area network provisioning and connectivity.

* + 1. **Hardware and Software Asset Management -** Where requested by the Buyer, Suppliers will provide a range of Services to deliver full hardware and software asset management to Buyer. Services which may include but are not limited to:

Hardware and software acquisition and disposal decisions that identify and eliminate unused or infrequently used assets.

Consolidation of software licenses or proposals for new licensing models.

Accurate accounting of technology asset lifecycle costs and risks.

Processes to maximise the business value of technology and sourcing decisions.

**Lot 3D – Application and Data Management**

* + 1. **Data Warehouse, Database and Data Management -** Where requested by the Buyer, Suppliers will provide a range of Services to deliver data warehouse, database, and data management to Buyer. Services which may include but are not limited to:

Data, database and middleware management and integration practices.

Architectural techniques and tools.

Installation, configuration, management and support (1st or 3rd Party) of databases.

Data extraction, translation, transfer, conversion and backup and recovery.

* + 1. **Application Management, Support and Development -** Where requested by the Buyer, Suppliers will provide a range of Services to deliver application development, management, and support to Buyer. Services which may include but are not limited to:

Processes and methodologies for maintaining, enhancing, managing and supporting custom or enterprise applications, packaged software applications, ESCROW or network-delivered applications including cloud platforms.

Development of new and existing applications as part of a complete application management and support solution.

Continuous and whole software lifecycle management using DevOps and Agile methodologies, to deliver further iterative application functional and non-functional changes, IT operations and other activities in-line with Buyer requirements and priorities.

The Process workflows, testing and quality assurance, deployment, and Delivery that support continuous software lifecycle management.

Management of any Third Party Suppliers involved in application development and support for the Buyer to ensure smooth integration onto their estate.

* 1. **Lot 4 – Major Services Transformation Programmes** 
     1. The Buyer can only award a Call Off Contract through completing a Further Competition Procedure.
     2. Where requested by the Buyer, Suppliers will provide a range of Services to deliver major Services transformation programmes to Buyer. Services which may include but are not limited to:

Service strategy and design (as per Lot 1)

Transition and Transformation (as per Lot 2)

Operational Management (as per Lot 3)

Programme and/or project management

Risk management

Issues management

Financial management

Resource management

Support for either single entity (single sourced) or multiple-entities (multi-sourced) programme Delivery.

* 1. **Lot 5 – Service Integration and Management (SIAM)**
     1. The Buyer can award a Call Off Contract via either completion of a Further Completion Procedure or by applying the direct award criteria to the Supplier’s Catalogue.
     2. Where requested by the Buyer, Suppliers will provide a range of Services to deliver service integration and management strategy, design, and transition to Buyer. Services which may include but are not limited to:

The design of SIAM strategy using the most appropriate methodology

Capability analysis.

Identification of appropriate commercial and operational business models.

Road-mapping development to coordinate the Delivery of the SIAM strategy.

IT financial management.

Identification and design of the SIAM including resources, processes and assets to meet customer and/or end user service needs.

Auditing of current service provision, continuous service improvement and development of new Services.

Operational service design.

Development of Service Levels and key performance indicators.

Service availability design and assurance.

Supply chain design, integration and management.

Supporting application identification and Specification.

The identification of the transition/transformation success factors and their measurement.

Risk analysis and risk management.

Audit and due diligence activities.

Project and programme management.

Implementing and managing the transition/transformation process and coordination of resources, potentially across a multi Supplier environment.

Post transition/transformation review to identify if the objectives, success factors and benefits have been met and realised.

Legacy service decommissioning and disposal, including planning, Delivery and coordination of activities.

# PART B – KEY PERFORMANCE INDICATORS

1. **GENERAL**
   1. The purpose of this Part B is to set out the KPIs by which the Supplier’s overall performance under this Framework Agreement shall be monitored and managed. CCS reserves the right to adjust, introduce new, or remove KPIs throughout the Framework Period, however any significant changes to KPIs shall be agreed between CCS and the Supplier in accordance with Clause 19.1 (Variation Procedure).
   2. The Supplier shall comply with all its obligations related to KPIs set out in this Framework Agreement including Framework Schedule 8 (Framework Management) and shall use all reasonable endeavours to meet the KPI Targets identified in the table below.
   3. The KPIs from which performance by the Supplier of this Framework Agreement will be reported against are set out below:

|  |  |  |
| --- | --- | --- |
| **Key Performance Indicator (KPI)** | **KPI Target (%)** | **Measured by** |
| 1. **FRAMEWORK MANAGEMENT** |  |  |
| * 1. MI returns: All MI returns to be returned to CCS by the 5th Working Day of each month | 100 | Confirmation of receipt and time of receipt by CCS (as evidenced within CCS’s data warehouse system) |
| * 1. All invoices to be paid within 30 calendar days of issue | 100 | Confirmation of receipt and time of receipt by CCS (as evidenced within CCS’s finance system) |
| * 1. Supplier self-audit certificate to be issued to CCS in accordance with the Framework Agreement | 100 | Confirmation of receipt and time of receipt by CCS |
| * 1. Actions identified in an Audit Report to be delivered by the dates set out in the Audit Report | 95 | Confirmation by CCS of completion of the actions by the dates identified in the Audit Report |
| 1. **OPERATIONAL EFFICIENCY / PRICE SAVINGS** |  |  |
| * 1. The Supplier to create and deliver against the Supplier Action Plan to derive further cost savings over the Framework Period via continuous improvement and innovation | 90 | Confirmation by CCS of the cost savings achieved by the dates identified in the Supplier Action Plan |
| 1. **DEMAND MANAGEMENT SAVINGS** |  |  |
| * 1. The Supplier to deliver against the Supplier Action Plan to derive further cost savings over the Framework Period | 90 | Confirmation by CCS of the cost savings achieved by the dates identified in the Supplier Action Plan |
| 1. **CUSTOMER SATISFACTION** |  |  |
| * 1. Services to be provided under Call Off Contracts to the satisfaction of Buyers | 90 | Confirmation by CCS of the Supplier’s performance against customer satisfaction surveys |
| 1. **SPEND UNDER MANAGEMENT** |  |  |
| * 1. The Supplier to deliver at least one case study per year to drive further cost savings over the Framework Period, continuous improvement and innovation.   2. If the Supplier can show no business has been won, the Supplier will be exempt. | 100 | Confirmation by CCS of the cost savings achieved by the case studies presented monthly |
| 1. **RESPONSIVENESS TO TENDERS** |  |  |
| * 1. The Supplier not declining to bid against relevant Further Competition Procedures issued via the Framework to be reviewed annually. | >2  consecutive instances per Lot | A declination to bid is defined as a  non-receipt of a response to the Further Competition Procedure and/or a communication to the Buyer confirming that no bid will be submitted without an accompanying credible explanation for the decision not to bid |

# FRAMEWORK SCHEDULE 3: FRAMEWORK PRICES AND CHARGING STRUCTURE

1. **DEFINITIONS**
   1. The following term used in this Framework Schedule 3 has the following meaning:

|  |  |
| --- | --- |
| **"Discount Structure"** | means the Supplier commitment to provide a detailed discount documented approach applicable to offering discounts under this Framework Agreement as included at Annex 2 to this Framework Schedule 3. |

1. **GENERAL PROVISIONS**
   1. The Parties acknowledge that the Discount Structure as set out in Annex 2 to this Framework Schedule 3 shall be applied by the Supplier to any Call Off Contracts under this Framework Agreement as agreed between the Supplier and the relevant Buyer and detailed in the Order Form.
   2. The Supplier acknowledges and agrees that Day Rates can be revised during years 3 and 4 of the Framework Period on an annual basis with effect from the anniversary of the Framework Commencement Data of years 3 and 4 in line with the latest published CPI figure for each such year.
2. **DISCOUNTS**
   1. Discounts as accrued under Call Off Contracts will become due to Buyers according to the specific nature of the discount as agreed between the Supplier and the relevant Buyer and as per the provisions of that Call Off Contract. In respect of discounts which are calculated based on specific metrics (for example the number of days taken by a Buyer to pay a prior invoice) these will typically, although not exclusively, be applied to the next invoice due in relation to the provision of the Services.
3. **CHARGES UNDER CALL OFF CONTRACTS**
   1. Any variation to the Charges payable under a Call Off Contract must be agreed between the Supplier and the relevant Buyer and implemented in accordance with the provisions applicable to the Call Off Contract.

# ANNEX 1: RATES AND PRICES

**SUPPLIER PERSONNEL RATE CARD FOR CALCULATION OF MAXIMUM DAY RATE FOR THE PURPOSES OF THE FRAMEWORK PRICES**

The below prices are based on the Skills Framework for the Information Age. Details about each of the categories and levels can be found at <http://www.sfia.org.uk/>.

The Day Rates are based on working throughout the United Kingdom and Northern Ireland.

***[Guidance Note: Prior to the commencement of the Framework Agreement, CCS will populate this table with the relevant information from the Supplier’s tendered prices in the Tender]***

**Maximum Day Rates Pricing Matrix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lots needed** | **SFIA Role** | **3** | **4** | **5** | **6** | **Total Price** |
| **Strategy and Architecture** | **1, 4, 5** | **Requirements Definition and Management** |  |  |  |  | £0.00 |
| **Consultancy** |  |  |  |  |
| **Change and Transformation** | **2, 4, 5** | **Business Analyst** |  |  |  |  | £0.00 |
| **Change Implementation Planning and Management** |  |  |  |  |
| **Development and Implementation** | **2, 3a-d, 4** | **Systems Integration and Build** |  |  |  |  | £0.00 |
| **Delivery and Operation** | **2, 3a-d, 4, 5** | **Service Level Management** |  |  |  |  | £0.00 |
| **Skills and Quality** | **3a-d, 4** | **Learning and Development Management** |  |  |  |  | £0.00 |
| **Relationship and Engagement** | **3a-d, 4, 5** | **Customer Service Support** |  |  |  |  | £0.00 |

# ANNEX 2: DISCOUNT STRUCTURE

***[Guidance Note: Matrix to be populated from supplier response to question AQF3 – the content below will become applicable based on what discount structures Tenderers propose, if any]***

1. **DISCOUNTS**
   1. Duration of Project / Service – Discount structure
      1. The Call Off Contract Charges shall be reduced on application of the following discount rates:

|  |  |
| --- | --- |
| **Total Call Off Contract Duration** | **Percentage Discount Applied**  **(%)** |
| Up to 1 year (12 months) |  |
| Up to 2 years (24 months) |  |
| Up to 3 years (36 months) |  |
| Up to 4 years (48 months) |  |
| Up to 5 years (60 months) |  |
| Up to 6 years (72 months) |  |
| Up to 7 years (84 months) |  |

* 1. Prompt Payment Discounts
     1. For all payments, the Supplier will offer prompt payment discounts for all invoices issued under a Call Off Contract awarded by a particular Buyer according to the following table:

|  |  |
| --- | --- |
| **Calendar Days to Payment (From invoice date)** | **Percentage Discount Applied**  **(%)** |
| 7 or less |  |
| Between 15 and 7 |  |

* 1. Supplier Nominated Discounts
     1. The Supplier will offer additional discounts for Charges payable under a Call Off Contract according to the following table:

|  |  |
| --- | --- |
| **Description of Supplier Nominated Discounts** | |
|  |  |
|  |  |

* 1. Cumulative Total Value of Framework Agreement Discounts
     1. Where the Supplier has multiple Call Off Contracts awarded by the same Buyer the Supplier will provide that Buyer with the following additional discounts based on total cumulative spend with that Buyer per Contract Year:

|  |  |
| --- | --- |
| **Total Cumulative Value of Call Off Contracts per Buyer awarded via the Framework per Contract Year** | **Details of Discount Available (£) or Percentage (%)** |
| Up to £ |  |
| Up to £ |  |
| Up to £ |  |
| Up to £ |  |
| Up to £ |  |

# FRAMEWORK SCHEDULE 4: TEMPLATE ORDER FORMS AND TEMPLATE CALL OFF TERMS

**ANNEX 1: TEMPLATE ORDER FORMS**

**LOT 1**

****

*[Guidance Note: see separate document titled “RM6100 Lot 1 Order Form” on the CCS TS3 website]*

**LOTS 2, 3 and 5**

****

*[Guidance Note: see separate document titled “RM6100 Lots 2, 3 and 5 Order Form” on the CCS TS3 website]*

**LOT 4**

** **

*[Guidance Note: see separate documents titled “RM6100 Lot 4 Order Form” and “RM6100 Lot 4 Order Form Attachments” on the CCS TS3 website]*

**ANNEX 2: TEMPLATE CALL OFF TERMS**

**LOT 1**

****

*[Guidance Note: see separate document titled “RM6100 Lot 1 Call Off Terms” on the CCS TS3 website]*

**LOTS 2, 3 and 5**



*[Guidance Note: see separate document titled “RM6100 Lots 2, 3 and 5 Call Off Terms” on the CCS TS3 website]*

**LOT 4**

** **

*[Guidance Note: see separate document titled “RM6100 Lot 4 Call Off Terms” and “RM6100 Lot 4 Call Off Terms Schedules” on the CCS TS3 website]*

**ANNEX 3: ADDITIONAL AND ALTERNATIVE CLAUSES/SCHEDULES**

**LOT 1**

****

*[Guidance Note: see separate document titled “RM6100 Lot 1 Additional and Alternative Clauses/Schedules” on the CCS TS3 website]*

**LOTS 2, 3 and 5**

****

*[Guidance Note: see separate document titled “RM6100 Lots 2, 3 and 5 Additional and Alternative Clauses/Schedules” on the CCS TS3 website]*

**LOT 4**

****

*[Guidance Note: see separate document titled “RM6100 Lot 4Additional and Alternative Clauses/Schedules” on the CCS TS3 website]*

# FRAMEWORK SCHEDULE 5: CALL OFF PROCEDURE

1. **AWARD PROCEDURE**
   1. If CCS or any Other Buyer decides to source the Services through this Framework Agreement then it will award its Service Requirements in accordance with the procedure in this Framework Schedule 5 (Call Off Procedure) and the requirements of the Regulations and the Guidance. For the purposes of this Framework Schedule 5, “**Guidance**” shall mean any guidance issued or updated by the UK Government from time to time in relation to the Regulations.
   2. If a Buyer can determine that:
      1. its Service Requirements can be met by the Supplier's Electronic Catalogue and the description of the Services as set out in Framework Schedule 2 (Services and Key Performance Indicators); and
      2. all of the terms of the proposed Call Off Contract are laid down in this Framework Agreement and the Template Call Off Terms do not require amendment or any supplementary terms and conditions (other than the inclusion of optional provisions already provided for in the Template Call Off Terms);

then the Buyer may award a Call Off Contract in respect of Lots 1, 2, 3 and/or 5 in accordance with the direct ordering procedure set out in paragraph 2 below. For the avoidance of doubt, a Buyer may not award a Call Off Contract in respect of Lot 4 under the direct ordering procedure.

* 1. If all of the terms of the proposed Call Off Contract are not laid down in this Framework Agreement and a Buyer:
     1. requires the Supplier to develop proposals or a solution in respect of such Buyer's Service Requirements; and/or
     2. needs to amend or refine the Template Call Off Terms to reflect its Service Requirements to the extent permitted by and in accordance with the Regulations and Guidance;

then the Buyer shall award a Call Off Contract in accordance with the Further Competition Procedure set out in paragraph 3 below.

1. **DIRECT ORDERING WITHOUT A FURTHER COMPETITION**
   1. Subject to paragraph [1](#_heading=h.1e03kqp) above, any Buyer awarding a Call Off Contract in respect of Lots 1, 2, 3 and/or 5 under this Framework Agreement without holding a further competition shall:
      1. develop a clear Statement of Requirements;
      2. apply the Direct Award Criteria to the Electronic Catalogue of the Services for all Suppliers capable of meeting the Statement of Requirements in order to establish which of the Framework Suppliers provides the most economically advantageous solution; and
      3. on the basis set out above, award the Call Off Contract with the successful Framework Supplier in accordance with paragraph [7](#_heading=h.33zd5kd) below.
2. **FURTHER** **COMPETITION PROCEDURE**

**Buyer's Obligations**

* 1. Any Buyer awarding a Call Off Contract under this Framework Agreement through a Further Competition Procedure shall:
     1. develop a Statement of Requirements setting out its requirements for the Services and identify the Framework Suppliers capable of supplying the Services;
     2. amend or refine the Template Order Form and Template Call Off Terms to reflect its Services Requirements only to the extent permitted by and in accordance with the requirements of the Regulations and Guidance;
     3. invite tenders by conducting a Further Competition Procedure for its Services Requirements in accordance with the Regulations and Guidance and in particular:

if an Electronic Reverse Auction (as defined in paragraph [4](#_heading=h.2qk79lc) below) is to be held the Buyer shall notify the Framework Suppliers identified in accordance with paragraph [3.1.1](#_heading=h.sabnu4) and shall conduct the Further Competition Procedure in accordance with the procedures set out in paragraph [4.3](#_heading=h.15phjt5); or

if an Electronic Reverse Auction is not used, the Buyer shall:

invite the Framework Suppliers identified in accordance with paragraph [3.1.1](#_heading=h.sabnu4) to submit a tender in writing for each proposed Call Off Contract to be awarded by giving written notice by email to the relevant Supplier Representative of each Framework Supplier;

set a time limit for the receipt by it of the tenders which takes into account factors such as the complexity of the subject matter of the proposed Call Off Contract and the time needed to submit tenders; and

keep each tender confidential until the time limit set out for the return of tenders has expired.

* + 1. apply the Further Competition Award Criteria to the Framework Suppliers' compliant tenders submitted through the Further Competition Procedure as the basis of its decision to award a Call Off Contract for its Services Requirements;
    2. If applied the Further Competition Award Criteria may involve face to face meetings to:

Discovery meeting to understand the supplier bids – but with no evaluation place on the content of the meetings

Face to face meetings to be explicitly part of the evaluation process, with the buyer setting out in advance the criteria on how the face to face meetings will be evaluated

* + 1. on the basis set out above, award its Call Off Contract to the successful Framework Supplier in accordance with paragraph [7](#_heading=h.33zd5kd) which Call Off Contract shall:

state the Services Requirements;

state the tender submitted by the successful Framework Supplier;

(a) state the Charges payable for the Deliverables, including itemising any expenses and any disbursements and their associated cost that the Supplier expects to charge to the Buyer under the Call-Off Contract, in accordance with the tender submitted by the successful Supplier; and

incorporate the Template Call Off Form and Template Call Off Terms (as may be amended or refined by the Buyer in accordance with paragraph [3.1.2](#_heading=h.3c9z6hx) above) applicable to the Services,

* + 1. if requested, provide unsuccessful Framework Suppliers with written feedback in relation to the reasons why their tenders were unsuccessful.

**The Supplier's Obligations**

* 1. The Supplier shall in writing, by the time and date specified by the Buyer following an invitation to tender pursuant to paragraph [3.1.3](#_heading=h.1rf9gpq) above provide the Buyer with either:
     1. a statement to the effect that it does not wish to tender in relation to the relevant Services Requirements; or
     2. the full details of its tender made in respect of the relevant Statement of Requirements. In the event that the Supplier submits such a tender, it should include, as a minimum:

an email response subject line to comprise unique reference number and Supplier name, so as to clearly identify the Supplier;

a brief summary, in the email (followed by a confirmation letter), stating that the Supplier is bidding for the Statement of Requirements;

a proposal covering the Services Requirements.

* + 1. The Supplier shall ensure that any prices submitted in relation to a Further Competition Procedure held pursuant to this paragraph [3](#_heading=h.2d51dmb) shall be based on the Charging Structure and take into account any discount to which the Buyer may be entitled as set out in Framework Schedule 3 (Framework Prices and Charging Structure).
    2. The Supplier agrees that:

all tenders submitted by the Supplier in relation to a Further Competition Procedure held pursuant to this paragraph [3](#_heading=h.2d51dmb) shall remain open for acceptance by the Buyer for thirty (30) Working Days (or such other period specified in the invitation to tender issued by the relevant Buyer in accordance with the Call Off Procedure); and

all tenders submitted by the Supplier are made and will be made in good faith and that the Supplier has not fixed or adjusted and will not fix or adjust the price of the tender by or in accordance with any agreement or arrangement with any other person. The Supplier certifies that it has not and undertakes that it will not:

communicate to any person other than the person inviting these tenders the amount or approximate amount of the tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain quotations required for the preparation of the tender; and

enter into any arrangement or agreement with any other person that he or the other person(s) shall refrain from submitting a tender or as to the amount of any tenders to be submitted.

1. **E-AUCTIONS**
   1. The Buyer shall be entitled to formulate its Statement of Requirements in accordance with paragraph [3](#_heading=h.2d51dmb) above and invite the Supplier to a Further Competition Procedure using a reverse auction in accordance with the rules laid down by the Buyer and in accordance with the Regulations, prior to the commencement of any such Further Competition Procedure.
   2. The Supplier acknowledges that Buyers may wish to undertake an electronic reverse auction, where Framework Suppliers compete in real time by bidding as the auction unfolds (**"Electronic Reverse Auction"**).
   3. Before undertaking an Electronic Reverse Auction, the relevant Buyer will make an initial full evaluation of all tenders received in response to its Statement of Requirements. The Buyer will then invite to the Electronic Reverse Auction only those Framework Suppliers whose tenders that are admissible in accordance with the Regulations. The invitation shall be accompanied by the outcome of the full initial evaluation of the relevant tenders.
   4. The Buyer will inform the Framework Suppliers of the specification for the Electronic Reverse Auction which shall include:
      1. the information to be provided at auction, which must be expressed in figures or percentages of the specified quantifiable features;
      2. the mathematical formula to be used to determine automatic ranking of bids on the basis of new prices and/or new values submitted;
      3. any limits on the values which may be submitted;
      4. a description of any information which will be made available to Framework Suppliers in the course of the Electronic Reverse Auction, and when it will be made available to them;
      5. the conditions under which Framework Suppliers will be able to bid and, in particular, the minimum differences which will, where appropriate, be required when bidding;
      6. relevant information concerning the electronic equipment used and the arrangements and technical specification for connection;
      7. subject to paragraph [4.5](#_heading=h.24ufcor), the date and time of the start of the Electronic Reverse Auction; and
      8. details of when and how the Electronic Reverse Auction will close.
   5. The Electronic Reverse Auction may not start sooner than two (2) Working Days after the date on which the specification for the Electronic Reverse Auction has been issued.
   6. Throughout each phase of the Electronic Reverse Auction the Buyer will communicate to all Framework Suppliers sufficient information to enable them to ascertain their relative ranking.
   7. The Supplier acknowledges and agrees that:
      1. the Buyer and its officers, servants, agents, group companies, assignees and customers (including CCS) do not guarantee that its access to the Electronic Reverse Auction will be uninterrupted or error-free;
      2. its access to the Electronic Reverse Auction may occasionally be restricted to allow for repairs or maintenance; and
      3. it will comply with all such rules that may be imposed by the Buyer in relation to the operation of the Electronic Reverse Auction.
   8. The Buyer will close the Electronic Reverse Auction on the basis of:
      1. a date and time fixed in advance;
      2. when no new prices or values meeting the minimum differences required pursuant to paragraph [4.4.5](#_heading=h.3pp52gy) have been received within the prescribed elapsed time period; or
      3. when all the phases have been completed.
2. **NO AWARD**
   1. Notwithstanding the fact that the Buyer has followed a procedure as set out above in paragraph [2](#_heading=h.3xzr3ei) or [3](#_heading=h.2d51dmb) (as applicable), the Buyer shall be entitled at all times to decline to make an award for its Services Requirements. Nothing in this Framework Agreement shall oblige any Buyer to award any Call Off Contract.
3. **RESPONSIBILITY FOR AWARDS**
   1. The Supplier acknowledges that each Buyer is independently responsible for the conduct of its award of Call Off Contracts under this Framework Agreement and that CCS is not responsible or accountable for and shall have no liability whatsoever in relation to:
      1. the conduct of Other Buyers in relation to this Framework Agreement; or
      2. the performance or non-performance of any Call Off Contracts between the Supplier and Other Buyers entered into pursuant to this Framework Agreement.
4. **CALL OFF AWARD PROCEDURE**
   1. Subject to paragraphs [1](#_heading=h.1e03kqp) to [6](#_heading=h.jzpmwk) above, a Buyer may award a Call Off Contract with the Supplier by sending (including electronically) a signed order form substantially in the form (as may be amended or refined by the Buyer in accordance with paragraph [3.1.2](#_heading=h.3c9z6hx) above) of the Template Order Form set out in Framework Schedule 4 (Template Order Forms and Template Call Off Terms) or, in respect of commoditised Services ordered via the catalogue, completing and submitting the Order via the Electronic Catalogue. The Parties agree that any document or communication (including any document or communication in the apparent form of a Call Off Contract) which is not as described in this paragraph [7](#_heading=h.33zd5kd) shall not constitute a Call Off Contract under this Framework Agreement.
   2. On receipt of an Order from a Buyer as described in paragraph [7.1](#_heading=h.1j4nfs6) above the Supplier shall accept the Call Off Contract by promptly signing and returning (including by electronic means) a copy of the order form to the Buyer concerned.
   3. On receipt of the signed order form from the Supplier, the Buyer shall send (including by electronic means) a written notice of receipt to the Supplier within two (2) Working Days and a Call Off Contract shall be formed.

# FRAMEWORK SCHEDULE 6: AWARD CRITERIA

1. **GENERAL**
   1. This Framework Schedule 6 is designed to assist Buyers when drafting an invitation to tender for a Further Competition Procedure.
   2. A Call Off Agreement shall be awarded on the basis of most economically advantageous tender ("MEAT") as determined by the relevant Buyer.
   3. This Framework Schedule 6 includes details of the evaluation criteria and any weightings that will be applied to that criteria.

# PART A: DIRECT AWARD

The following criteria and weightings shall be applied to the Framework Suppliers' commoditised Services as included within the Electronic Catalogue. The criteria are in no particular order of importance.

|  |  |  |
| --- | --- | --- |
| **Criteria Number** | **Criteria** | **Percentage Weightings (or rank order of importance where applicable) - to be set by the Buyer conducting the direct award – examples below (which in total should add up to 100%):** |
| 1 | Price | 10-90% |
| 2 | Quality (including delivery time, period of completion, sales service, good value) | 10–90% |

# PART B: FURTHER COMPETITION AWARD CRITERIA

The following criteria shall be applied to the Services set out in the Suppliers' compliant tenders submitted through the Further Competition Procedure. The criteria are in no particular order of importance.

|  |  |  |
| --- | --- | --- |
| **Criteria Number** | **Criteria** | **Percentage Weightings (or rank order of importance where applicable) - to be set by the Buyer conducting the further competition - examples below (which in total should add up to 100%):** |
| 1 | Quality (including delivery time, period of completion, sales service, good value (including where applicable the degree to which the Supplier satisfies the Buyer’s Social Value requirements)) | 10-90% |
| 2 | Price | 10–90% |

# FRAMEWORK SCHEDULE 7: KEY SUB-CONTRACTORS

1. In accordance with Clause 23.1 (Appointment of Key Sub-Contractors), the Supplier is entitled to sub-contract its obligations under this Framework Agreement and any Call Off Contracts entered into pursuant to this Framework Agreement, to the Key Sub-Contractors listed below.

***[Guidance Note: the list of Key Sub-Contractors as approved by CCS should be inserted here]***

# FRAMEWORK SCHEDULE 8: FRAMEWORK MANAGEMENT

1. **INTRODUCTION**
   1. The following definitions shall apply in addition to the definitions contained in the Framework Schedule 1 (Definitions):

|  |  |
| --- | --- |
| **"Supplier Framework Manager"** | has the meaning given to it in paragraph [2.1.1](#_heading=h.p49hy1) of this Framework Schedule 8; and |
| **"Supplier Review Meetings"** | has the meaning given to it in paragraph [2.2.1](#_heading=h.1o97atn). of this Framework Schedule 8. |

* 1. The successful delivery of this Framework Agreement will rely on the ability of the Supplier and CCS in developing a strategic relationship immediately following the conclusion of this Framework Agreement with the Supplier and maintaining this relationship throughout the Framework Period.
  2. To achieve this strategic relationship, there will be a requirement to adopt proactive framework management activities which will be informed by quality Management Information, and the sharing of information between the Supplier and CCS.
  3. This Framework Schedule 8 outlines the general structures and management activities that the Parties shall follow during the Framework Period.

1. **FRAMEWORK MANAGEMENT**
   1. **Framework Management Structure:**
      1. The Supplier shall provide a suitably qualified nominated contact (the “Supplier Framework Manager”) who will take overall responsibility for delivering the Services required within this Framework Agreement, as well as a suitably qualified deputy to act in their absence.
      2. The Supplier shall put in place a structure to manage the Framework in accordance with Framework Schedule 2 (Services and Key Performance Indicators).
      3. A full governance structure for the Framework will be agreed between the Parties during the Framework Agreement implementation stage.
      4. Following discussions between the Parties following the Framework Commencement Date, where requested by CCS the Supplier shall produce and issue to CCS a draft Supplier Action Plan. CCS shall not unreasonably withhold or delay its agreement to the draft Supplier Action Plan. The Supplier Action Plan shall be agreed between the Parties and come into effect within two weeks from receipt by the Supplier of the draft Supplier Action Plan.
      5. The Supplier Action Plan shall be maintained and updated on an ongoing basis by CCS. Any changes to the Supplier Action Plan shall be notified by CCS to the Supplier. The Supplier shall not unreasonably withhold its agreement to any changes to the Supplier Action Plan. Any such changes shall, unless CCS otherwise Approves, be agreed between the Parties and come into effect within two weeks from receipt by the Supplier of CCS’s notification.
      6. The Supplier agrees to comply with its obligations in the Supplier Action Plan as updated from time to time.
   2. **Supplier Review Meetings:**
      1. Regular performance review meetings will take throughout the Framework Period and thereafter until the Framework Expiry Date (“Supplier Review Meetings”).
      2. The exact timings and frequencies of such Supplier Review Meetings will be determined by CCS following the conclusion of the Framework Agreement. It is anticipated that the frequency of the Supplier Review Meetings will be once every month or less. The Parties shall be flexible about the timings of these meetings.
      3. The purpose of the Supplier Review Meetings will be to review the Supplier’s performance under this Framework Agreement and, where applicable, the Supplier’s adherence to the Supplier Action Plan. The agenda for each Supplier Review Meeting shall be set by CCS and communicated to the Supplier in advance of that meeting.
      4. The Supplier Review Meetings shall be attended, as a minimum, by CCS Representative(s) and the Supplier Framework Manager.
2. **KEY** **PERFORMANCE INDICATORS**
   1. The KPIs applicable to this Framework Agreement are set out in Framework Schedule 2 (Services and Key Performance Indicators).
      1. The Supplier shall establish processes to monitor its performance against the agreed KPIs. The Supplier shall at all times ensure compliance with the standards set by the KPIs.
      2. CCS shall review progress against these KPIs to evaluate the effectiveness and efficiency of which the Supplier performs its obligations to fulfil this Framework Agreement.
      3. The Supplier’s achievement of KPIs shall be reviewed during the Supplier Review Meetings, in accordance with paragraph [2.2](#_heading=h.393x0lu) above, and the review and ongoing monitoring of KPIs will form a key part of the framework management process as outlined in this Framework Schedule 8.
      4. CCS reserves the right to adjust, introduce new, or remove KPIs throughout the Framework Period, however any significant changes to KPIs shall be agreed between CCS and the Supplier.
      5. CCS reserves the right to use and publish the performance of the Supplier against the KPIs without restriction.
3. **EFFICIENCY TRACKING PERFORMANCE MEASURES**
   1. The Supplier shall cooperate in good faith with CCS to develop efficiency tracking performance measures for this Framework Agreement. This shall include but is not limited to:
      1. tracking reductions in product volumes and product costs, in order to demonstrate that Buyers are consuming less and buying more smartly;
      2. developing additional KPIs to ensure that the Framework Agreement supports the emerging target operating model across central government (particularly in line with centralised sourcing and category management, procurement delivery centres and payment processing systems and shared service centres).
   2. The list in paragraph [4.1](#_heading=h.12jfdx2) is not exhaustive and may be developed during the Framework Period.
   3. The metrics that are to be implemented to measure efficiency shall be developed and agreed between CCS and the Supplier. Such metrics shall be incorporated into the list of KPIs set out in Framework Schedule 2 (Services and Key Performance Indicators).
   4. The ongoing progress and development of the efficiency tracking performance measures shall be reported through framework management activities as outlined in this Framework Schedule 8.
4. **ESCALATION PROCEDURE**
   1. In the event that CCS and the Supplier are unable to agree the performance score for any KPI during a Supplier Review Meeting, the disputed score shall be recorded and the matter shall be referred to CCS Representative and the Supplier Representative in order to determine the best course of action to resolve the matter (which may involve organising an ad-hoc meeting to discuss the performance issue specifically).
   2. In cases where CCS Representative and the Supplier Representative fail to reach a solution within a reasonable period of time, the matter shall be dealt with in accordance with the procedure set out in Clause 47 (Dispute Resolution).

# FRAMEWORK SCHEDULE 9: MANAGEMENT INFORMATION

1. **GENERAL REQUIREMENTS**
   1. The Supplier shall operate and maintain appropriate systems, processes and records to ensure that it can, at all times, deliver timely and accurate Management Information to CCS in accordance with the provisions of this Framework Schedule 9.
   2. The Supplier shall also supply such Management Information as may be required by a Buyer in accordance with the terms of a Call Off Contract.
2. **MANAGEMENT INFORMATION AND FORMAT**
   1. The Supplier agrees to provide timely, accurate and complete MI Reports to CCS which incorporates the data, in the correct format, required by the MI Reporting Template. The initial MI Reporting Template is set out in the Annex to this Framework Schedule 9.
   2. CCS may from time to time make changes to the MI Reporting Template including to the data required or format of the report and issue a replacement version of the MI Reporting Template to the Supplier. CCS shall give notice in writing of any such change to the MI Reporting Template and shall specify the date from which the replacement MI Reporting Template must be used for future MI Reports which date shall be at least thirty (30) calendar days following the date of the notice.
   3. If the MI Reporting Template is amended by CCS at any time, then the Supplier agrees to provide all future MI Reports in accordance with the most recent MI Reporting Template issued by CCS.
   4. CCS may provide the Supplier with supplemental guidance for completing the MI Reporting Template or submitting MI Reports from time to time which may for example indicate which fields are mandatory and which are optional. The Supplier agrees to complete the Monthly MI Report in accordance with any such guidance.
   5. The Supplier may not make any amendment to the current MI Reporting Template without the prior Approval of CCS.
   6. CCS shall have the right from time to time (on reasonable written notice) to amend the nature of the Management Information which the Supplier is required to supply to CCS.
3. **FREQUENCY AND COVERAGE**
   1. All MI Reports must be completed by the Supplier using the MI Reporting Template and returned to CCS on or prior to the Reporting Date every Month during the Framework Period and thereafter, until all transactions relating to Call Off Contracts have permanently ceased.
   2. The MI Report should be used (among other things) to report Orders received and transactions occurring during the Month to which the MI Report relates, regardless of when the work was actually completed. For example, if an invoice is raised for October but the work was actually completed in September, the Supplier must report the invoice in October's MI Report and not September's. Each Order received by the Supplier must be reported only once when the Order is received.
   3. The Supplier must return the MI Report for each Month even where there are no transactions to report in the relevant Month (a "**Nil Return**").
   4. The Supplier must inform CCS of any errors or corrections to the Management Information:
      1. in the next MI Report due immediately following discovery of the error by the Supplier; or
      2. as a result of CCS querying any data contained in an MI Report.
4. **SUBMISSION OF THE MONTHLY MI REPORT**
   1. The completed MI Report shall be completed electronically and returned to CCS by uploading the electronic MI Report computer file to the CCS data submission service available at <https://www.reportmi.crowncommercial.gov.uk> or such other reporting mechanism or submission service notified by CCS from time to time.
   2. CCS reserves the right (acting reasonably) to specify that the MI Report be submitted by the Supplier using an alternative communication to that specified in paragraph [4.1](#_heading=h.2f3j2rp) above such as email. The Supplier agrees to comply with any such instructions provided they do not materially increase the burden on the Supplier.
5. **DEFECTIVE MANAGEMENT INFORMATION**
   1. The Supplier acknowledges that it is essential that CCS receives timely and accurate Management Information pursuant to this Framework Agreement because Management Information is used by CCS to inform strategic decision making and allows it to calculate the Management Charge.
   2. Following an MI Failure CCS may issue reminders to the Supplier or require the Supplier to rectify defects in the MI Report provided to CCS. The Supplier shall rectify any deficient or incomplete MI Report as soon as possible and not more than five (5) Working Days following receipt of any such reminder.

**Meetings**

* 1. The Supplier agrees to attend meetings between the Parties in person to discuss the circumstances of any MI Failure(s) at the request of CCS (without prejudice to any other rights CCS may have). If CCS requests such a meeting the Supplier shall propose measures to ensure that the MI Failures are rectified and do not occur in the future. The Parties shall document these measures and continue to monitor the Supplier's performance.

**Admin Fees**

* 1. If, in any rolling three (3) Month period, two (2) or more MI Failures occur, the Supplier acknowledges and agrees that CCS shall have the right to invoice the Supplier Admin Fees and (subject to paragraph [5.5](#_heading=h.2sioyqq)) in respect of any MI Failures as they arise in subsequent Months.
  2. If, following activation of CCS's right to charge Admin Fee(s) in respect of MI Failures pursuant to paragraph [5.4](#_heading=h.4ddeoix), the Supplier submits the Monthly MI Report for two (2) consecutive Months and no MI Failure occurs then the right to charge the Admin Fee(s) shall lapse. For the avoidance of doubt CCS shall not be prevented from exercising such right again during the Framework Period if the conditions in paragraph [5.4](#_heading=h.4ddeoix) are met.
  3. The Supplier acknowledges and agrees that the Admin Fees are a fair reflection of the additional costs incurred by CCS as a result of the Supplier failing to supply Management Information as required by this Framework Agreement.
  4. CCS shall notify the Supplier if any Admin Fees arise pursuant to paragraph [5.4](#_heading=h.4ddeoix) above and shall be entitled to invoice the Supplier for such Admin Fees which shall be payable in accordance with Clause 20 (Management Charge) as a supplement to the Management Charge. Any exercise by CCS of its rights under this paragraph 5.7 shall be without prejudice to any other rights that may arise pursuant to the terms of this Framework Agreement.

1. **DEFAULT MANAGEMENT CHARGE**
   1. If:
      1. Two (2) MI Failures occur in any rolling six (6) Month period; Two (2) consecutive MI Failures occur;
      2. Then an "MI **Default**" shall be deemed to have occurred.
   2. If an MI Default occurs CCS shall (without prejudice to any other rights or remedies available to it under this Framework Agreement) be entitled to determine the level of Management Charge in accordance with paragraph[6.3](#_heading=h.ly7c1y), which the Supplier shall be required to pay to CCS (**"Default Management Charge"**) and/or to terminate this Framework Agreement.
   3. The Default Management Charge shall be calculated as the higher of:
      1. the average Management Charge paid or payable by the Supplier to CCS based on any Management Information submitted in the six (6) Month period preceding the date on which the MI Default occurred or, if the MI Default occurred within less than six (6) Months from the commencement date of the first Call Off Contract, in the whole period preceding the date on which the MI Default occurred; or
      2. the sum of five hundred pounds (£500).
   4. If an MI Default occurs, CCS shall be entitled to invoice the Supplier the Default Management Charge (less any Management Charge which the Supplier has already paid to CCS in accordance with Clause 20 for any Months in which the Default Management Charge is payable) calculated in accordance with paragraph [6.3](#_heading=h.ly7c1y) above:
      1. in arrears for those Months in which an MI Failure occurred; and
      2. on an ongoing Monthly basis,

until all and any MI Failures have been rectified to the reasonable satisfaction of CCS.

* 1. For the avoidance of doubt the Parties agree that:
     1. the Default Management Charge shall be payable as though it was the Management Charge due in accordance with the provisions of Clause 20 of this Framework Agreement; and
     2. any rights or remedies available CCS under this Framework Agreement in respect of the payment of the Management Charge shall be available to CCS also in respect of the payment of the Default Management Charge.
  2. If the Supplier provides sufficient Management Information to rectify any MI Failures to the satisfaction of CCS and the Management Information demonstrates that:
     1. the Supplier has overpaid the Management Charges as a result of the application of the Default Management Charge then the Supplier shall be entitled to a refund of the overpayment, net of any Admin Fees where applicable; or
     2. the Supplier has underpaid the Management Charges during the period when a Default Management Charge was applied, then CCS shall be entitled to immediate payment of the balance as a debt together with interest pursuant to Clause 20 (Management Charge).

# ANNEX 1: MI REPORTING TEMPLATE

***[Guidance Note: Content should be considered indicative requirements until finalised at Framework award stage. See “RM6100 Tech Serv 3 MI Template v2 on the CCS TS3 website]***

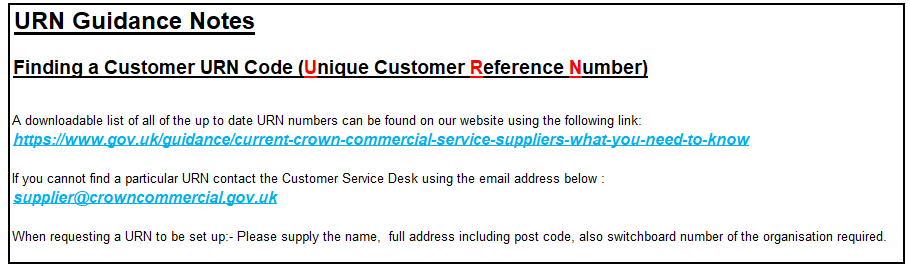
**Contracts**



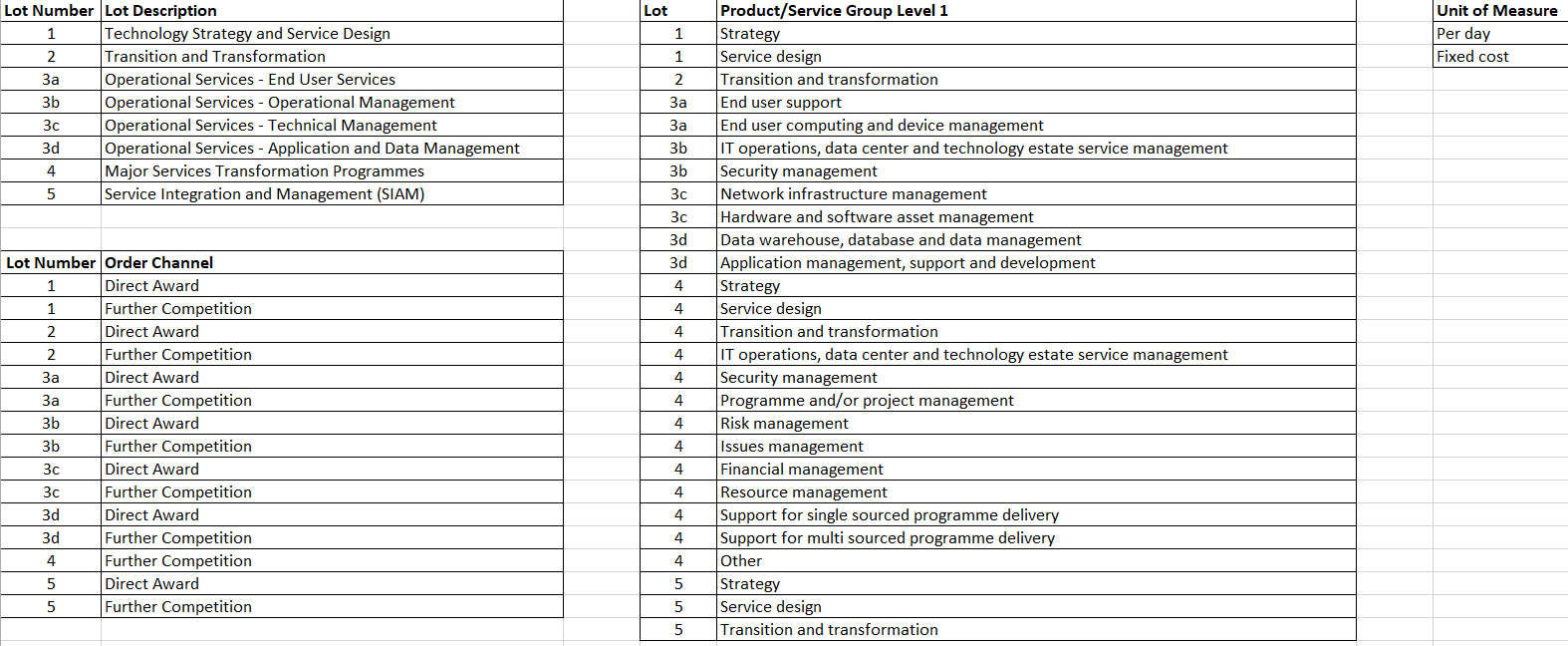
**Invoices Raised**



**URN Guidance Notes**



**Lookups**



# FRAMEWORK SCHEDULE 10: ANNUAL SELF AUDIT CERTIFICATE

***[To be signed by Head of Internal Audit, Finance Director or company’s external auditor]***

Dear Sirs,

In accordance with the Technology Services 3 Framework Agreements entered into on [insert Framework Commencement Date dd/mm/yy] between [insert name of Supplier] and CCS, we confirm the following:

1. In our opinion based on the testing undertaken [name of Supplier] has in place suitable systems for identifying and recording the transactions taking place under the provisions of the above Framework Agreement.
2. We have tested the systems for identifying and reporting on framework activity and found them to be operating satisfactorily.  
     
   **[Guidance Note – if your certificate will be a Nil Return, please insert a zero as your sample size against #3 and strike through the wording and add “N/A as no transactions awarded during this period”]**.
3. We have tested a sample of [insert number of sample transactions tested] Orders and related invoices during our audit for the financial year ended [insert dd/mm/yy] and confirm that they are correct and in accordance with the terms and conditions of the Framework Agreement.
4. We have also attached an Audit Report which provides details of the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action taken.

***[Guidance Note: see Clause 18 (Records, Audit Access and Open Book Data) for details of what is required]***

Name:……………………………………………………… Signed:…………………………………………………….

Head of Internal Audit/ Finance Director/ External Audit firm (delete as applicable)

Date:……………………………………………………….

Professional Qualification held by Signatory:............................................................

Note to Suppliers: where CCS identifies independently that data accuracy supporting this certificate is flawed we will consider action on a case by case basis, and in some cases where the issues identified are clearly systemic we will consider whether this behaviour goes beyond poor commercial practice and will seek further guidance from the Government Legal Department.

# FRAMEWORK SCHEDULE 11: MARKETING

1. **INTRODUCTION**
   1. This Framework Schedule 11 describes the activities that the Supplier will carry out as part of its ongoing commitment to the marketing of the Services to Buyers.
2. **MARKETING**
   1. Marketing contact details:
      1. [NAME]
      2. [ADDRESS]
      3. [Telephone and email]
3. **CCS PUBLICATIONS**
   1. CCS will periodically update and revise marketing materials. The Supplier shall supply current information for inclusion in such marketing materials when required by CCS.
   2. Such information shall be provided in the form of a completed template, supplied by CCS together with the instruction for completion and the date for its return.
   3. Failure to comply with the provisions of paragraphs [3.1](#_heading=h.1yib0wl) and [3.2](#_heading=h.4ihyjke) may result in the Supplier's exclusion from the use of such marketing materials.
4. **SUPPLIER PUBLICATIONS**
   1. Any marketing materials in relation to this Framework Agreement that the Supplier produces must comply in all respects with the Branding Guidance. The Supplier will periodically update and revise such marketing materials.
   2. The Supplier shall be responsible for keeping under review the content of any information which appears on the Supplier’s website and which relates to this Framework Agreement and ensuring that such information is kept up to date at all times.

# FRAMEWORK SCHEDULE 12: CONTINUOUS IMPROVEMENT AND BENCHMARKING

1. **DEFINITIONS**
   1. In this Framework Schedule 12, the following expressions shall have the following meanings:

|  |  |
| --- | --- |
| **"Benchmarked Rates"** | means the Framework Prices for the Benchmarked Services |
| **"Benchmark Review"** | means a review of the Services carried out in accordance with this Framework Schedule 12 to determine whether those Services represent Good Value |
| **"Benchmarked Services"** | means any Services included within the scope of a Benchmark Review pursuant to this Framework Schedule 12 |
| **"Comparable Rates"** | means rates payable by the Comparison Group for Comparable Services that can be fairly compared with the Framework Prices |
| **"Comparable Supply"** | means the supply of Services to another customer of the Supplier that are the same or similar to the Services |
| **"Comparable Services"** | means Services that are identical or materially similar to the Benchmarked Services (including in terms of scope, specification, volume and quality of performance) provided that if no identical or materially similar Services exist in the market, the Supplier shall propose an approach for developing a comparable Services benchmark |
| **"Comparison Group"** | means a sample group of organisations providing Comparable Services which consists of organisations which are either of similar size to the Supplier or which are similarly structured in terms of their business and their service offering so as to be fair comparators with the Supplier or which, are best practice organisations |
| **"Equivalent Data"** | means data derived from an analysis of the Comparable Rates and/or the Comparable Services (as applicable) provided by the Comparison Group |
| **"Good Value"** | means that the Benchmarked Rates are within the Upper Quartile |
| **"Upper Quartile"** | means, in respect of Benchmarked Rates, that based on an analysis of Equivalent Data, the Benchmarked Rates, as compared to the range of prices for Comparable Services, are within the top 25% in terms of best value for money for the recipients of Comparable Services |

1. **BACKGROUND**
   1. The Supplier acknowledges that CCS wishes to ensure that the Services, represent value for money to the taxpayer throughout the Framework Period.
   2. This Framework Schedule 12 (Continuous Improvement and Benchmarking) sets out the following processes to ensure this Framework Agreement represents value for money throughout the Framework Period and subsequently while any Call Off Contracts remain in force:
      1. Benchmarking;
      2. Continuous Improvement;
2. **BENCHMARKING**
   1. Frequency Purpose and Scope of Benchmark Review
      1. The Supplier shall carry out Benchmark Reviews of the Services when so requested by CCS.
      2. CCS shall not be entitled to request a Benchmark Review during the first twelve
      3. (12) Months period from the Framework Commencement Date nor at intervals of less than twelve (12) Months after any previous Benchmark Review.
      4. The purpose of a Benchmark Review will be to establish whether the Benchmarked Services are, individually and/or as a whole, Good Value.
      5. The Services that are to be the Benchmarked Services will be identified by CCS in writing.
   2. Benchmarking Process

The Supplier shall produce and send to CCS for Approval, a draft plan for the Benchmark Review.

* + 1. The plan must include:

a proposed timetable for the Benchmark Review;

a description of the benchmarking methodology to be used; a description that demonstrates objectively and transparently that the benchmarking methodology to be used is capable of fulfilling the benchmarking purpose; and

a description of how the Supplier will scope and identify the Comparison Group.

* + 1. CCS must give notice in writing to the Supplier within ten (10) Working Days after receiving the draft plan, advising whether it Approves the draft plan, or, if it does not approve the draft plan, suggesting amendments to that plan. CCS may not unreasonably withhold or delay its Approval of the draft plan and any suggested amendments must be reasonable.
    2. Where CCS suggests amendments to the draft plan under paragraph [3.2.3](#_heading=h.r2r73f), the Supplier must produce an amended draft plan. Paragraph [3.2.2](#_heading=h.2bxgwvm) shall apply to any amended draft plan.
    3. Once it has received the Approval of the draft plan, the Supplier shall:

finalise the Comparison Group and collect data relating to Comparable Rates. The selection of the Comparable

market intelligence; Rates (both in terms of number and identity) shall be a matter for the Supplier's professional judgment using:

the Supplier's own data and experience;

relevant published information; and

pursuant to paragraph [3.2.7](#_heading=h.3b2epr8) below, information from other suppliers or purchasers on Comparable Rates;

by applying the adjustment factors listed in paragraph [3.2.7](#_heading=h.3b2epr8) and from an analysis of the Comparable Rates, derive the Equivalent Data;

using the Equivalent Data to calculate the Upper Quartile;

determine whether or not each Benchmarked Rate is, and/or

the Benchmarked Rates as a whole are, Good Value.

* + 1. The Supplier agrees to use its reasonable endeavours to obtain information from other suppliers or purchasers on Comparable Rates.
    2. In carrying out the benchmarking analysis the Supplier may have regard to the following matters when performing a comparative assessment of the Benchmarked Rates and the Comparable Rates in order to derive Equivalent Data:

the contractual terms and business environment under which the Comparable Rates are being provided (including the scale and geographical spread of the customers);

exchange rates;

any other factors reasonably identified by the Supplier, which, if not taken into consideration, could unfairly cause the Supplier's pricing to appear non-competitive.

* 1. Benchmarking Report:
     1. For the purposes of this Framework Schedule 12 **“Benchmarking Report”** shall mean the report produced by the Supplier following the Benchmark Review and as further described in this Framework Schedule 12;
     2. The Supplier shall prepare a Benchmarking Report and deliver it to CCS, at the time specified in the plan Approved pursuant to paragraph [3.2.3](#_heading=h.r2r73f) of this Schedule 12, setting out its findings. Those findings shall be required to:

include a finding as to whether or not a Benchmarked Service and/or whether the Benchmarked Services as a whole are, Good Value;

if any of the Benchmarked Services are, individually or as a whole, not Good Value, specify the changes that would be required to make that Benchmarked Service or the Benchmarked Services as a whole Good Value; and

include sufficient detail and transparency so that CCS can interpret and understand how the Supplier has calculated whether or not the Benchmarked Services are, individually or as a whole, Good Value.

* + 1. The Parties agree that any changes required to this Framework Agreement identified in the Benchmarking Report may be implemented at the direction of CCS in accordance with Clause 19.1 (Variation Procedure).
    2. CCS shall be entitled to publish the results of any benchmarking of the Framework Prices to Other Buyers.

1. **CONTINUOUS IMPROVEMENT PROCESS**
   1. The Supplier shall adopt a policy of continuous improvement in relation to the Services pursuant to which it will regularly review with CCS the Services and the manner in which it is providing the Services with a view to reducing CCS's costs, the costs of Buyers (including the Framework Prices) and/or improving the quality and efficiency of the Services. The Supplier and CCS will provide to each other any information which may be relevant to assisting the objectives of continuous improvement and in particular reducing costs.
   2. Without limiting paragraph [4.1](#_heading=h.4a7cimu), the Supplier shall produce at the start of each Contract Year a plan for improving the provision of Services and/or reducing the Charges produced by the Supplier pursuant to this Schedule 12 under all Call Off Contracts and reducing the Framework Prices (without adversely affecting the performance of the Framework Agreement or any Call Off Contract) during that Contract Year (**"Continuous Improvement Plan"**) for the Approval of CCS. The Continuous Improvement Plan shall include, as a minimum, proposals in respect of the following:
      1. identifying the emergence of new and evolving technologies which could improve the Services;
      2. identifying changes in behaviour at Buyers that result in a cost saving and a reduction in the Framework Prices;
      3. improving the way in which the Services are sold via the Framework Agreement that may result in reduced Framework Prices;
      4. identifying and implementing efficiencies in the Supplier's internal processes and administration that may lead to cost savings and reductions in the Framework Prices;
      5. identifying and implementing efficiencies in the way CCS and/or Buyers interact with the Supplier that may lead to cost savings and reductions in the Framework Prices;
      6. identifying and implementing efficiencies in the Supplier's supply chain that may lead to cost savings and reductions in the Framework Prices;
      7. baselining the quality of the Supplier's Services and its cost structure and demonstrating the efficacy of its Continuous Improvement Plan on each element during the Framework Period; and
      8. measuring and reducing the sustainability impacts of the Supplier's operations and supply-chains pertaining to the Services, and identifying opportunities to assist Buyers in meeting their sustainability objectives.
   3. The initial Continuous Improvement Plan for the first (1st) Contract Year shall be submitted by the Supplier to CCS for Approval within ninety (90) Working Days of the first Order or six (6) Months following the Framework Commencement Date, whichever is earlier.
   4. CCS shall notify the Supplier of its Approval or rejection of the proposed Continuous Improvement Plan or any updates to it within twenty (20) Working Days of receipt. Within ten (10) Working Days of receipt of CCS's notice of rejection and of the deficiencies of the proposed Continuous Improvement Plan, the Supplier shall submit to CCS a revised Continuous Improvement Plan reflecting the changes required. Once Approved by CCS, the programme shall constitute the Continuous Improvement Plan for the purposes of this Agreement.
   5. Once the first Continuous Improvement Plan has been Approved in accordance with paragraph [4.4](#_heading=h.14hx32g):
      1. the Supplier shall use all reasonable endeavours to implement any agreed deliverables in accordance with the Continuous Improvement Plan; and
      2. the Parties agree to meet as soon as reasonably possible following the start of each quarter (or as otherwise agreed between CCS and the Supplier) to review the Supplier's progress against the Continuous Improvement Plan.
   6. The Supplier shall update the Continuous Improvement Plan as and when required but at least once every Contract Year (after the first (1st) Contract Year) in accordance with the procedure and timescales set out in paragraph [4.2](#_heading=h.2pcmsun).
   7. All costs relating to the compilation or updating of the Continuous Improvement Plan and the costs arising from any improvement made pursuant to it and the costs of implementing any improvement, shall have no effect on and are included in the Framework Prices.
   8. Should the Supplier's costs in providing the Services to Buyers be reduced as a result of any changes implemented by CCS and/or Buyers, all of the cost savings shall be passed on to Buyers by way of a consequential and immediate reduction in the Framework Prices for the Services.

# FRAMEWORK SCHEDULE 13: LETTER OF INTENT TO GUARANTEE

***[Guidance Note: this is the form of the Letter of Intent to Guarantee to be used by a Guarantor to confirm that it will enter into a Guarantee for each Call Off Contract if required by a Buyer.].***

**[ON THE LETTERHEAD OF THE GUARANTOR]**

Crown Commercial Service  
9th Floor, The Capital  
Old Hall Street  
Liverpool  
L3 9PP

[DATE]

Dear Sirs

**Letter of Intent to Guarantee – Framework Contract RM[XXXX] [INSERT FRAMEWORK NAME] (the “Framework Contract”)**

**Name of Supplier: [INSERT NAME OF SUPPLIER]**

1. We refer to the Framework Contract. Unless otherwise defined in this Letter of Intent to Guarantee, capitalised terms used in this Letter of Intent to Guarantee have the meaning given to them in the Framework Contract.
2. We acknowledge that the Supplier relied on our capacity to meet the selection criteria relating to economic and financial standing that CCS set out in the procurement process for the Framework Contract.
3. We have issued this Letter of Intent to Guarantee in consideration of CCS entering into the Framework Contract with the Supplier.
4. Please accept this Letter of Intent to Guarantee as an undertaking from us and as proof that the Supplier will have at its disposal the resources necessary to achieve the economic and financial standing required in the relevant selection criteria.
5. We acknowledge that it is a condition of the Framework Contract that:
   1. we provide this Letter of Intent to Guarantee to CCS (Clause 8.1 of the Framework Contract); and
   2. on demand from a Buyer, the Supplier must procure that we enter into a Guarantee in the form set out in the applicable Call Off Contract (Clause 8.2 of the Framework Contract).
6. We confirm that:
   1. we undertake to provide each Guarantee in accordance with the Framework Contract; and
   2. we understand that CCS may terminate the Framework Contract with the Supplier as a material Default of the Framework Contract if:
      1. we withdraw or revoke this Letter of Intent to Guarantee in whole or in part for any reason whatsoever;
      2. we refuse to enter into a Guarantee in accordance with Clause 8.2 of the Framework Contract; or
      3. an Insolvency Event occurs in respect of the Guarantor.
7. Please find enclosed a certified copy of the extract of the board minutes and/or resolution of the Guarantor approving the intention to enter into a Letter of Intent to Guarantee in accordance with Clause 8.1 of the Framework Contract.
8. This Letter of Intent to Guarantee and any Disputes arising out of, or connected to it, are governed by English law. CCS and the Guarantor must resolve any Dispute in accordance with Clause 47 of the Framework Contract as if that clause applied to this Letter of Intent to Guarantee.

Yours faithfully

Name: …………………………

Job Title: ………………………

For and on behalf of

**[INSERT NAME OF THE GUARANTOR]**

Encs:

1. Certified copy of the extract of the board minutes and/or resolution of the Guarantor approving the intention to enter into a Letter of Intent to Guarantee

# FRAMEWORK SCHEDULE 14: INSURANCE REQUIREMENTS

1. **OBLIGATION TO MAINTAIN INSURANCES**
   1. Without prejudice to its obligations to CCS under this Framework Agreement and each Call Off Contract, including its indemnity obligations, the Supplier shall for the periods specified in this Schedule 14 take out and maintain, or procure the taking out and maintenance of the insurances as set out in Annex 1 (Required Insurances) and any other insurances as may be required by applicable Law (together the “**Insurances**”). The Supplier shall ensure that each of the Insurances is effective no later than the Framework Commencement Date.
   2. The Insurances shall be maintained in accordance with Good Industry Practice and (so far as is reasonably practicable) on terms no less favourable than those generally available to a prudent contractor in respect of risks insured in the international insurance market from time to time.
   3. The Insurances shall be taken out and maintained with insurers who are of good financial standing and of good repute in the international insurance market.
   4. The Supplier shall ensure that the public and products liability policy shall contain an indemnity to principals clause under which CCS and each Buyer shall be indemnified in respect of claims made against CCS or a Buyer in respect of death or bodily injury or third party property damage arising out of or in connection with the Services and for which the Supplier is legally liable.
2. **GENERAL OBLIGATIONS**
   1. Without limiting the other provisions of this Framework Agreement, the Supplier shall:
      1. take or procure the taking of all reasonable risk management and risk control measures in relation to the Services as it would be reasonable to expect of a prudent contractor acting in accordance with Good Industry Practice, including the investigation and reports of relevant claims to insurers;
      2. promptly notify the insurers in writing of any relevant material fact under any Insurances of which the Supplier is or becomes aware; and
      3. hold all policies in respect of the Insurances and cause any insurance broker effecting the Insurances to hold any insurance slips and other evidence of placing cover representing any of the Insurances to which it is a party.
3. **FAILURE TO INSURE**
   1. The Supplier shall not take any action or fail to take any action or (insofar as is reasonably within its power) permit anything to occur in relation to it which would entitle any insurer to refuse to pay any claim under any of the Insurances.
   2. Where the Supplier has failed to purchase any of the Insurances or maintain any of the Insurances in full force and effect, CCS and each Buyer may elect (but shall not be obliged) following written notice to the Supplier to purchase the relevant Insurances, and CCS and each Buyer shall be entitled to recover the reasonable premium and other reasonable costs incurred in connection therewith as a debt due from the Supplier.
4. **EVIDENCE OF POLICIES**
   1. The Supplier shall upon the Framework Commencement Date and within fifteen (15) Working Days after the renewal of each of the Insurances, provide evidence, in a form satisfactory to CCS, that the Insurances are in force and effect and meet in full the requirements of this Framework Schedule 14. Receipt of such evidence by CCS shall not in itself constitute acceptance by CCS or relieve the Supplier of any of its liabilities and obligations under this Framework Agreement and each Call Off Contract.
5. **AGGREGATE LIMIT OF INDEMNITY**
   1. Where the minimum limit of indemnity required in relation to any of the Insurances is specified as being "in the aggregate":
      1. if a claim or claims which do not relate to this Framework Agreement or any Call Off Contract are notified to the insurers which, given the nature of the allegations and/or the quantum claimed by the third party(ies), is likely to result in a claim or claims being paid by the insurers which could reduce the level of cover available below that minimum, the Supplier shall immediately submit to CCS and each Buyer:

details of the policy concerned; and

its proposed solution for maintaining the minimum limit of indemnity specified; and

* + 1. if and to the extent that the level of insurance cover available falls below that minimum because a claim or claims which do not relate to this Framework Agreement or any Call Off Contract are paid by insurers, the Supplier shall:

ensure that the insurance cover is reinstated to maintain at all times the minimum limit of indemnity specified for claims relating to this Framework Agreement and each Call Off Contract; or

if the Supplier is or has reason to believe that it will be unable to ensure that insurance cover is reinstated to maintain at all times the minimum limit of indemnity specified, immediately submit to CCS and each Buyer full details of the policy concerned and its proposed solution for maintaining the minimum limit of indemnity specified.

1. **CANCELLATION**
   1. The Supplier shall notify CCS and each Buyer in writing at least five (5) Working Days prior to the cancellation, suspension, termination or non-renewal of any of the Insurances.
2. **INSURANCE CLAIMS**
   1. The Supplier shall promptly notify to insurers any matter arising from, or in relation to, the Services and/or this Framework Agreement for which it may be entitled to claim under any of the Insurances. In the event that CCS or a Buyer receives a claim relating to or arising out of the Services, this Framework Agreement or relevant Call Off Contract (as applicable), the Supplier shall co-operate with CCS or the relevant Buyer and assist it in dealing with such claims including without limitation providing information and documentation in a timely manner.
   2. Except where CCS or a Buyer is the claimant party, the Supplier shall give CCS or the relevant Buyer notice within twenty (20) Working Days after any insurance claim in excess of twenty thousand pounds (£20,000) relating to or arising out of the provision of the Services, this Framework Agreement or relevant Call Off Contract (as applicable), on any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by CCS or a Buyer) full details of the incident giving rise to the claim.
   3. Where any Insurance requires payment of a premium, the Supplier shall be liable for and shall promptly pay such premium.
   4. Where any Insurance is subject to an excess or deductible below which the indemnity from insurers is excluded, the Supplier shall be liable for such excess or deductible. The Supplier shall not be entitled to recover from CCS or a Buyer any sum paid by way of excess or deductible under the Insurances whether under the terms of this Framework Agreement, the relevant Call Off Contract or otherwise.

# ANNEX 1: REQUIRED INSURANCES

**PART A: THIRD PARTY PUBLIC LIABILITY INSURANCE**

1. **INSURED**
   1. The Supplier
2. **INTEREST**
   1. To indemnify the Insured in respect of all sums which the Insured shall become legally liable to pay as damages, including claimant's costs and expenses, in respect of accidental:
      1. death or bodily injury to or sickness, illness or disease contracted by any person;
      2. loss of or damage to property;
      3. happening during the period of insurance (as specified in Paragraph 5 of this Annex 1 to this Schedule 14) and arising out of or in connection with the provision of the Services, in connection with this Framework Agreement and/or any Call Off Contract.
3. **LIMIT OF INDEMNITY**
   1. Not less than one million pounds (£1,000,000) in respect of any one occurrence, the number of occurrences being unlimited, but one million pounds (£1,000,000) any one occurrence and in the aggregate per annum in respect of products and pollution liability.
4. **PERIOD OF INSURANCE**
   1. From the Framework Commencement Date for the Framework Period and renewable on an annual basis unless agreed otherwise by CCS in writing (a) throughout the Framework Period and the term of each Call Off Contract; and (b) for a period of 6 years following termination or expiry of this Framework Agreement and each Call Off Contract.
5. **COVER FEATURES AND EXTENSIONS**
   1. Indemnity to principals clause.
6. **PRINCIPAL EXCLUSIONS**
   1. War and related perils.
   2. Nuclear and radioactive risks.
   3. Liability for death, illness, disease or bodily injury sustained by employees of the Insured during the course of their employment.
   4. Liability arising out of the use of mechanically propelled vehicles whilst required to be compulsorily insured by applicable Law in respect of such vehicles.
   5. Liability in respect of predetermined penalties or liquidated damages imposed under any contract entered into by the Insured.
   6. Liability arising out of technical or professional advice other than in respect of death or bodily injury to persons or damage to third party property.
   7. Liability arising from the ownership, possession or use of any aircraft or marine vessel.
   8. Liability arising from seepage and pollution unless caused by a sudden, unintended and unexpected occurrence.

# PART B: PROFESSIONAL INDEMNITY INSURANCE

1. **INSURED**
   1. The Supplier
2. **INTEREST**
   1. To indemnify the Insured for all sums which the Insured shall become legally liable to pay (including claimants’ costs and expenses) as a result of claims first made against the Insured during the Period of Insurance by reason of any negligent act, error and/or omission arising from or in connection with the provision of the Services.
3. **LIMIT OF INDEMNITY**
   1. Not less than one million pounds (£1,000,000) in respect of any one claim and in the aggregate per annum.
4. **PERIOD OF INSURANCE**
   1. From the Framework Commencement Date for the Framework Period and renewable on an annual basis unless agreed otherwise by CCS in writing (a) throughout the Framework Period and the term of each Call Off Contract; and (b) for a period of 6 years following termination or expiry of this Framework Agreement and each Call Off Contract.
5. **COVER FEATURES AND EXTENSIONS**
   1. Retroactive cover to apply to any claims made policy wording in respect of this Framework Agreement and each Call Off Contract or retroactive date to be no later than the Framework Commencement Date.
6. **PRINCIPAL EXCLUSIONS**
   1. War and related perils.
   2. Nuclear and radioactive risks.

# PART C: UNITED KINGDOM COMPULSORY INSURANCES

1. **GENERAL**
   1. The Supplier shall meet its insurance obligations under applicable Law in full, including, UK employers' liability insurance (of £5,000,000 for the purposes of this Framework Agreement and each Call Off Contract).

# FRAMEWORK SCHEDULE 15: COMMERCIALLY SENSITIVE INFORMATION

1. **INTRODUCTION**
   1. In this Framework Schedule 15 (Commercially Sensitive Information) the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA.
   2. Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Framework Schedule 15 applies.
   3. Without prejudice to CCS's obligation to disclose Information in accordance with FOIA or Clause 25.4 (Freedom of Information), CCS will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Date** | **Item(s)** | **Duration of Confidentiality** |
| [insert No.] | [insert date] | [insert details] | [insert duration] |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

***[Guidance note: Any information provided in this Framework Schedule should be information which would be exempt under the FOIA. If the information would not be exempt under FOIA CCS may publish it under Clause 25.3 (Transparency) of this Framework Agreement.]***

***[Guidance note: where any information listed in this Framework Schedule 15 is considered to be Management Information for the purposes of Clause 25.1 of the Framework Agreement and is provided by the Supplier to CCS, CCS may disclose the Management Information to other Contracting Authorities in accordance with Clause 25.1.2 of this Framework Agreement.]***

# FRAMEWORK SCHEDULE 16: DISPUTE RESOLUTION PROCEDURE

1. **DEFINITIONS**

In this Framework Schedule 16, the following definitions shall apply:

|  |  |
| --- | --- |
| **"CEDR"** | means the Centre for Effective Dispute Resolution of International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU; |
| **"Counter Notice"** | has the meaning given to it in paragraph [6.2](#_heading=h.34qadz2); |
| **"Exception"** | means a deviation of project tolerances in accordance with PRINCE2 methodology in respect of this Framework Agreement or in the supply of the Services; |
| **"Expedited Dispute Timetable"** | means the accelerated timetable for the resolution of disputes as set out in paragraph [2.6](#_heading=h.3yqobt7); |
| **"Expert"** | means the person appointed by the Parties in accordance with paragraph [5.2](#_heading=h.3qg2avn)of this Framework Schedule 16; |
| **"Mediation Notice"** | has the meaning given to it in paragraph [3.2](#_heading=h.3d0wewm); and |
| **"Mediator"** | means the independent third party appointed in accordance with paragraph [4.2](#_heading=h.2rb4i01) of this Framework Schedule 16. |

1. **INTRODUCTION**
   1. If a Dispute arises then:
      1. the CCS Representative and the Supplier Representative shall attempt in good faith to resolve the Dispute; and
      2. if such attempts are not successful within a reasonable time either Party may give to the other a Dispute Notice.
   2. The Dispute Notice shall set out:
      1. the material particulars of the Dispute;
      2. the reasons why the Party serving the Dispute Notice believes that the Dispute has arisen; and
      3. 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](#_heading=h.3yqobt7), the reason why.
   3. Unless agreed otherwise in writing, the Parties shall continue to comply with their respective obligations under this Framework Agreement regardless of the nature of the Dispute and notwithstanding the referral of the Dispute to the Dispute Resolution Procedure set out in this Framework Schedule 16.
   4. Subject to paragraph [3.2](#_heading=h.3d0wewm), the Parties shall seek to resolve Disputes:
      1. first by commercial negotiation (as prescribed in paragraph [3](#_heading=h.2dvym10));
      2. then by mediation (as prescribed in paragraph [4](#_heading=h.4c5u7s8)); and
      3. lastly by recourse to arbitration (as prescribed in paragraph [6](#_heading=h.25lcl3g)) or litigation (in accordance with Clause 48 (Governing Law and Jurisdiction)).

Specific issues shall be referred to Expert Determination (as prescribed in paragraph 5) where specified under the provisions of this Framework Agreement and may also be referred to Expert Determination where otherwise appropriate as specified in paragraph [5](#_heading=h.16ges7u) (Expert Determination).

* 1. In exceptional circumstances where the use of the times in this Framework Schedule 16 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 CCS.
  2. If the use of the Expedited Dispute Timetable is determined in accordance with paragraph [2.5](#_heading=h.1er0t5e) or is otherwise specified under the provisions of this Framework Agreement, then the following periods of time shall apply in lieu of the time periods specified in the applicable paragraphs of this Framework Schedule 16:
     1. in paragraph [3.2.3](#_heading=h.1s66p4f), ten (10) Working Days;
     2. in paragraph [4.2](#_heading=h.2rb4i01), ten (10) Working Days;
     3. in paragraph [5.2](#_heading=h.3qg2avn), five (5) Working Days; and
     4. in paragraph [6.2](#_heading=h.34qadz2), ten (10) Working Days.
  3. 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.

1. **COMMERCIAL NEGOTIATIONS**
   1. Following the service of a Dispute Notice, CCS and the Supplier shall use reasonable endeavours to resolve the Dispute as soon as possible, by discussion between CCS’s TECHNOLOGY SERVICES Framework Manager and the Supplier’s TECHNOLOGY SERVICES Framework Manager, such discussions being commercial negotiations.
   2. If:
      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; or
      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](#_heading=h.2dvym10); or
      3. the Parties have not settled the Dispute in accordance with paragraph [3.1](#_heading=h.t18w8t) 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](#_heading=h.4c5u7s8).
2. **MEDIATION**
   1. 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 Framework Agreement.
   2. If the Parties are unable to agree on the joint appointment of a Mediator within thirty Working Days from service of the Mediation Notice then either Party may apply to CEDR to nominate the Mediator.
   3. 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.
   4. 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 procedure for variations under Clause 19.1 (Variation Procedure) where appropriate). The Mediator shall assist the Parties in recording the outcome of the mediation.
3. **EXPERT DETERMINATION**
   1. If a Dispute relates to any aspect of the technology underlying the provision of the Services or otherwise relates to an ICT technical, 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.
   2. 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 President of the British Computer Society (or any other association that has replaced the British Computer Society).
   3. The Expert shall act on the following basis:
      1. he/she shall act as an expert and not as an arbitrator and shall act fairly and impartially;
      2. the Expert's determination shall (in the absence of a material failure by either Party to follow the agreed procedures) be final and binding on the Parties;
      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/her 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;
      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;
      5. the process shall be conducted in private and shall be confidential; and
      6. the Expert shall determine how and by whom the costs of the determination, including his/her fees and expenses, are to be paid.
4. **ARBITRATION**
   1. CCS may at any time before court proceedings are commenced refer the Dispute to arbitration in accordance with the provisions of paragrap[h6.4](#_heading=h.43v86uo).
   2. Before the Supplier commences court proceedings or arbitration, it shall serve written notice on CCS of its intentions and CCS 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](#_heading=h.43v86uo) or be subject to the jurisdiction of the courts in accordance with Clause 48 (Governing Law and Jurisdiction). The Supplier shall not commence any court proceedings or arbitration until the expiry of such fifteen (15) Working Day period.
   3. If:
      1. the Counter Notice requires the Dispute to be referred to arbitration, the provisions of paragraph [6.4](#_heading=h.43v86uo)shall apply;
      2. the Counter Notice requires the Dispute to be subject to the exclusive jurisdiction of the courts in accordance with Clause 48 (Governing Law and Jurisdiction), the Dispute shall be so referred to the courts and the Supplier shall not commence arbitration proceedings;
      3. CCS does not serve a Counter Notice within the fifteen (15) Working Day period referred to in paragrap[h 6.2](#_heading=h.34qadz2), the Supplier may either commence arbitration proceedings in accordance with paragraph [6.4](#_heading=h.43v86uo) or commence court proceedings in the courts in accordance with Clause 48 (Governing Law and Jurisdiction) which shall (in those circumstances) have exclusive jurisdiction.
   4. In the event that any arbitration proceedings are commenced pursuant to paragraphs [6.1](#_heading=h.kqmvb9) to [6.3](#_heading=h.1jvko6v), the Parties hereby confirm that:
      1. all disputes, issues or claims arising out of or in connection with this Framework Agreement (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](#_heading=h.2j0ih2h), [6.4.6](#_heading=h.y5sraa) and [6.4.7](#_heading=h.3i5g9y3);
      2. the arbitration shall be administered by the LCIA;
      3. 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 Framework Agreement and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;
      4. 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;
      5. the chair of the arbitral tribunal shall be British;
      6. the arbitration proceedings shall take place in London and in the English language; and
      7. the seat of the arbitration shall be London.
5. **URGENT RELIEF**
   1. Either Party may at any time take proceedings or seek remedies before any court or tribunal of competent jurisdiction:
      1. for interim or interlocutory remedies in relation to this Framework Agreement or infringement by the other Party of that Party’s Intellectual Property Rights; and/or
      2. where compliance with paragraph [2.1](#_heading=h.2zlqixl) and/or referring the Dispute to mediation may leave insufficient time for that Party to commence proceedings before the expiry of the limitation period.

# FRAMEWORK SCHEDULE 17: VARIATION FORM

Variation Form No:

BETWEEN:

**Crown Commercial Service** ("**CCS**"**) and**

**[**insert name of Supplier**]** (**"the Supplier"**)

* + 1. This Framework Agreement is varied as follows and shall take effect on the date signed by both Parties:

***[Guidance Note: Insert details of the Variation]***

* + 1. Words and expressions in this Variation shall have the meanings given to them in the Framework Agreement.
    2. The Framework Agreement, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed by an authorised signatory for and on behalf of CCS 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

# FRAMEWORK SCHEDULE 18: TENDER

1. **GENERAL**
   1. This Framework Schedule 18 sets out a copy of the Supplier’s Tender including the Supplier’s responses to the whole award questionnaire.
   2. Subject to Clauses 1.3 and 1.4, in addition to any other obligations on the Supplier under this Framework Agreement and any Call Off Contract, the Supplier shall provide the Services to Buyers in accordance with the Tender. Refer to copy of full tender response in Supplier Framework Agreement zip file.

***[Guidance Note: Include here a copy of the Supplier’s Tender (or cross refer to where this is found), including the Supplier’s responses to the whole award questionnaire of the ITT]***

# FRAMEWORK SCHEDULE 19: TRANSPARENCY REPORTS – NOT USED

1. **GENERAL**
   1. Within three (3) months of the [Insert Framework Commencement Date or the date so specified by CCS] the Supplier shall submit to CCS for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent with the content requirements and format set out in Annex 1 of this Schedule 19 below.
   2. If CCS rejects any proposed Transparency Report submitted by the Supplier, the Supplier shall submit a revised version of the relevant report for Approval by CCS 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 Authority. If the Parties fail to agree on a draft Transparency Report CCS shall determine what should be included.
   3. The Supplier shall provide accurate and up-to-date versions of each Transparency Report to CCS at the frequency referred to in Annex 1 of this Schedule 19 below.
   4. Any disagreement in connection with the preparation and/or approval of Transparency Reports, other than under paragraph 1.2 above in relation to the contents of a Transparency Report, shall be treated as a Dispute.
   5. The requirements in this Schedule 19 are in addition to any other reporting requirements set out in this Framework Agreement.

# ANNEX 1: LIST OF TRANSPARENCY REPORTS

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Content** | **Format** | **Frequency** |
| [Performance] | [ ] | [ ] | [ ] |
| [Charges] | [ ] | [ ] | [ ] |
| [Key Sub-Contractors] | [ ] | [ ] | [ ] |
| [Technical] | [ ] | [ ] | [ ] |
| [Performance management] | [ ] | [ ] | [ ] |

# FRAMEWORK SCHEDULE 20: SCHEDULE OF PROCESSING, PERSONAL DATA AND DATA SUBJECTS

* + 1. The contact details of the Supplier’s Data Protection Officer are: **[Insert** **Contact details**].
    2. The Supplier shall comply with any further written instructions with respect to processing by

CCS.

* + 1. Any such further instructions shall be incorporated into this Schedule 20.

|  |  |
| --- | --- |
| **Description** | **Details** |
| **Subject matter of the processing** | Management of Technology Services 3 Framework Agreement between CCS and the Supplier. |
| **Duration of the processing** | Up to 7 years after the expiry or termination of the Framework Agreement. |
| **Nature and purposes of the processing** | To facilitate the fulfilment of the Supplier’s obligations arising under this Framework Agreement including:   1. Ensuring effective communication between the Supplier and CCS; and 2. Maintaining full and accurate records of each Call Off Contract arising under the Framework Agreement in accordance with Clause 18 (Records, Audit Access & Open Book Data). |
| **Type of Personal Data** | Includes:   1. Contact details of, and communications with, CCS staff concerned with management of the Framework Agreement; 2. Contact details of, and communications with, Buyer staff concerned with award and management of Call Off Contracts awarded under the Framework Agreement; and 3. Contact details, and communications with, Sub-contractor staff concerned with fulfilment of the Supplier’s obligations arising from this Framework Agreement. |
| **Categories of Data Subject** | Includes:   1. CCS staff concerned with management of the Framework Agreement; 2. Buyer staff concerned with award and management of Call Off Contracts awarded under the Framework Agreement; and 3. Sub-contractor staff concerned with fulfilment of the Supplier’s obligations arising from this Framework Agreement. |
| **Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data** | All relevant data to be deleted 7 years after the expiry or termination of this Framework Agreement unless longer retention is required by Law or the terms of any Call Off Contract. |

# FRAMEWORK SCHEDULE 21: CATALOGUE (LOTS 1, 2, 3A, 3B, 3C, 3D AND 5)

1. **CATALOGUE** 
   1. The Catalogue and its constituent Catalogue Items are to be used for the purpose of ordering by the Buyers using the Direct Award Procedure.
   2. The Catalogue will comprise all of the Supplier’s live Catalogue Items.
   3. A Catalogue Item shall comprise only of Services specific to the Lot(s) to which the Supplier has been appointed as identified in this Framework Agreement.
   4. Catalogue Items will be deemed to have been made available by the Supplier to Buyers on the first day the Catalogue Item appears on the Catalogue.
   5. All Catalogue Items must be continuously available on the Catalogue for at least thirty calendar days from first publication on the CCS nominated online Catalogue platform (“**Catalogue Publication Portal**”).
2. **PUBLISHING THE CATALOGUE** 
   1. The Catalogue will be made available to Buyers using the Catalogue Publication Portal.
   2. By participating in this Framework Agreement, the Supplier gives CCS the right to publish without amendment all Catalogue Items on any public facing portal or any media, including any electronic medium, CCS deems appropriate.
   3. The Supplier shall maintain its Catalogue on the Catalogue Publication Portal.
3. **CATALOGUE ITEMS**
   1. Please note, the Information required from Suppliers to populate catalogue content is subject to change. Each Catalogue Item must be described using the template set out in Annex 1 to this Schedule 21 (“**Catalogue Item Template**”) which:
      1. identifies a unique reference number for each Catalogue Item;
      2. identifies the relevant Lot or Lots;
      3. must include a suitable description of the Catalogue Item;
      4. may include a draft Implementation Plan;
      5. may include a Service Level Agreement;
      6. may include conditions that the Buyer must fulfil if the order is to be a valid order. Any such conditions must be reasonable and proportionate;
      7. must include a Catalogue Price;
      8. as a minimum, Suppliers must provide the Information to populate the data fields in the Catalogue Item Template.
4. **ADDING A CATALOGUE ITEM TO THE CATALOGUE**
   1. The Supplier shall add Catalogue Items to the Catalogue in accordance with paragraph 3.
5. **WITHDRAWING A CATALOGUE ITEM OFFER FROM THE CATALOGUE**
   1. Subject to paragraph 1.5, the Supplier may at any time withdraw a Catalogue Item and remove it from the Catalogue Publication Portal.
6. **INVALID CATALOGUE ITEM**
   1. Any Catalogue Item that, in the CCS’ sole discretion, does not comply with any one or more of the requirements set out in the Framework Contract shall be deemed invalid (“**Invalid Catalogue Item**”).
   2. An Invalid Catalogue Item shall not be an eligible Catalogue Item for inclusion on the Catalogue.
   3. If CCS identifies an Invalid Catalogue Item, the Supplier shall, as directed by CCS:
      1. immediately remove the Catalogue Item from the Catalogue, or amend or otherwise change the Catalogue Item to reflect a valid Catalogue Item;
      2. inform CCS of any Buyers that have accepted the offer using Direct Award;
      3. provide CCS with details of every Catalogue Item (including Catalogue Items withdrawn from the Catalogue in accordance with paragraph 5) of every Catalogue in which the Supplier participates; and/or
      4. take any other remedial activity that CCS deems appropriate to rectify the invalid Catalogue Item or its acceptance through Direct Award by a Buyer.
   4. If the Supplier fails to comply with any direction issued by CCS pursuant to paragraph 6.3, this shall constitute a material Default.

**ANNEX 1: CATALOGUE ITEM TEMPLATE**

**Catalogue Item Reference Number:**

*[****Guidance Note to Supplier****: The supplier item I.D. in the Catalogue.]*

**Lot(s):**

*[****Guidance Note to Supplier****: declare the Lot or Lots applicable and the Supplier, which, for the avoidance of doubt, shall either be Lot 1, 2, 3 or 5 (or a combination of those individual Lots). Lot 4 should not be referenced here as a direct award is not permitted under this Lot.]*

**Effective Date:**

*[****Guidance Note to Supplier****: the Effective Date shall be the date when the Catalogue Item will be available to Buyers on the Catalogue.]*

**Expiry Date:**

*[****Guidance Note to Supplier****: Insert the date the Catalogue Item will be/was removed from the Catalogue. If there is no planned Expiry Date, leave blank.]*

**Service Description:**

*[****Guidance Note****: This section is a description of the Services being offered by the Supplier as part of the Catalogue Item.]*

**Conditions on the Customer:**

*[****Guidance Note****: In this section the Supplier may identify any conditions that the Buyer must fulfil if the order is to be a valid Order. For example, the Buyer’s existing implementation must be the same as identified by the Supplier in its service description (e.g. Microsoft-based operating systems are a requirement for the Services to operate).]*

**Draft Implementation Plan:**

*[****Guidance Note****: Where applicable in respect of Lots 2, 3 and/or 5, the Supplier must provide a draft Implementation Plan. For example, the Supplier may identify that onboarding activity cannot commence any earlier than 45 days after the Order is placed. To note, the draft Implementation Plan will be updated to become the Outline Implementation Plan once the Order Form has been received by the Supplier (as described in Paragraph 2 of Schedule S1 (Implementation Plan) (where used) of the Lots 2, 3 and 5 Call Off Terms.]*

**Service Level Agreement:**

*[****Guidance Note****: Where applicable in respect of Lots 2, 3 and/or 5, the Supplier must provide a Service Level Agreement, including Availability, Fault Rectification and Quality aspects of service. The Supplier must also identify if/when Service Credits are to be paid and what constitutes a critical service failure. For guidance on what is required to be covered by the Service Level Agreement, refer to Clause 9 of the Lots 2, 3 and 5 Call Off Terms and Attachment 4 of the Lots 2, 3 and 5 Order Form]*

**Catalogue Price:**

*[****Guidance Note****: The Supplier must include details of the Catalogue Price for the Services made available to the Buyer through the Catalogue Item.]*