



Crown
Commercial
Service

**ONGOING PROVISION OF COUNTER FRAUD
CONSULTANCY**

TO

CABINET OFFICE

FROM

ACCENTURE (UK) LIMITED

CONTRACT REFERENCE: CCCC20B14

FRAMEWORK SCHEDULE 4
PART 1 – CALL OFF ORDER FORM

SECTION A

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement for the Provision of Management Consultancy dated 4th September 2018.

This Call Off Order Form is for the Provision of ongoing counter fraud consultancy to Cabinet Office via RM6008 MCF 2 – Lot 1 Business Consultancy Services.

The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Template Call Off Order Form and the Call Off Terms.

Order Number	To be provided by Customer post contract award
From	Cabinet Office ("CUSTOMER")
To	Accenture (UK) Limited ("SUPPLIER")
Date	31st August 2020

SECTION B

1. CALL OFF CONTRACT PERIOD

1.1.	Commencement Date: 31 st August 2020
1.2.	Expiry Date: End date of Contract Period: 31 st March 2021 or upon completion if prior to this date.

2. SERVICES

2.1.	Services required: In Call Off Schedule 2 Annex 1: The Services and at Annex A of this document. The Supplier will continue to support the Government Counter Fraud Centre of Expertise with their COVID-19 response. The Services to be provided by the Supplier consist of work packages relating to
-------------	---

	<ul style="list-style-type: none"> - Threat and intelligence assessment across government and law enforcement; - Spend review for the Government Counter Fraud Centre of Expertise (CoEx); - Legislative review across data sharing, emergency powers, criminal/non-criminal sanctions and debt recovery; - Counter measures support and data pilots (as defined by the Customer); - PMO and governance to enable the CoEx's C-19 response <p>Specific Services and deliverables will be agreed by the Customer and the Supplier during weekly status meetings and documented accordingly in weekly status reports.</p>
--	--

3. PROJECT PLAN

3.1.	<p>Project Plan: In Call Off Schedule 4 (Project Plan)</p> <p>The Project Plan will be agreed by the Customer and the Supplier via weekly status meetings and documented accordingly in weekly status reports.</p>
-------------	---

4. CONTRACT PERFORMANCE

4.1.	<p>Standards:</p> <p>Clause 11 (Standards and Quality) shall apply.</p> <p>The Supplier is expected to deliver the Services with relevant expertise for the work-package to be delivered in accordance with Good Industry Practice, that expertise having the right experience, qualifications and skills in order to deliver the parts of the work-package to time and in accordance with the Service specification detailed in the work-package.</p>												
4.2	<p>Service Levels/Service Credits:</p> <p>Statement of Requirements (Call Off Schedule 2 Annex 1 – The Services), also detailed below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d9e1f2;"> <th style="width: 15%;">KPI/SLA</th> <th style="width: 20%;">SERVICE AREA</th> <th style="width: 55%;">KPI/SLA DESCRIPTION</th> <th style="width: 10%;">TARGET</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Customer service</td> <td>Email/Communication from the Cabinet Office to be responded to within 48 hours (measured during Working Days only).</td> <td style="text-align: center;">98%</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Service delivery</td> <td> Deliverables agreed during weekly status meetings to be submitted to Customer on agreed dates. Note: Customer feedback shall be provided within five Working Days of submission of a deliverable by the Supplier, the </td> <td style="text-align: center;">90%</td> </tr> </tbody> </table>	KPI/SLA	SERVICE AREA	KPI/SLA DESCRIPTION	TARGET	1	Customer service	Email/Communication from the Cabinet Office to be responded to within 48 hours (measured during Working Days only).	98%	2	Service delivery	Deliverables agreed during weekly status meetings to be submitted to Customer on agreed dates. Note: Customer feedback shall be provided within five Working Days of submission of a deliverable by the Supplier, the	90%
KPI/SLA	SERVICE AREA	KPI/SLA DESCRIPTION	TARGET										
1	Customer service	Email/Communication from the Cabinet Office to be responded to within 48 hours (measured during Working Days only).	98%										
2	Service delivery	Deliverables agreed during weekly status meetings to be submitted to Customer on agreed dates. Note: Customer feedback shall be provided within five Working Days of submission of a deliverable by the Supplier, the	90%										

				Supplier will then update the deliverable to address the Customer comments within three Working Days and return the updated deliverable to the Customer who shall then sign off the deliverable within two Working Days, unless there are further Customer comments in which case the update cycle will be repeated. If the Customer does not provide any comments on a deliverable submitted by the Supplier within the above timesales, the deliverable shall be deemed accepted by the Customer.	
4.3	Critical Service Level Failure: Statement of Requirements (Call Off Schedule 2 Annex 1 – The Services); 'Call Off terms will apply at the work package and overall Contract level in relation to exit obligations, early termination of the Contract and/or work packages and transfer rights.'				
4.4	Performance Monitoring: Performance will be monitored against the KPIs stated in the Statement of Requirements (Call Off Schedule 2 Annex 1 – The Services) and in accordance with 4.2 above; the forums for review are detailed in the Statement of Requirements (Call Off Schedule 2 Annex 1 – The Services), which will be during weekly status meetings and documented accordingly in weekly status reports.				
4.5	Period for providing Rectification Plan: In Clause 39.2.1(a) of the Call Off Terms applies (10 Working Days).				

5. PERSONNEL

5.1	Key Personnel: Clause 27 shall apply Key Personnel who will be assigned to the contract and its work-packages are identified below. The supplier team, excluding key personnel, are named in Annex C. The Key Personnel for the overall contract should include: <ul style="list-style-type: none"> • Nominated Supplier Representative to act in accordance with requirements under section D Governance of the Call- Off Terms. • Account Lead to act as Senior relationship owner who will lead the day to day interactions with the Senior Leadership Team, acting in an advisory and delivery capacity as necessary. • Executive Relationship Lead.
------------	---

Customer:		
Role	Team Member	Areas of Involvement
Customer Representative	REDACTED	REDACTED
Senior Responsible Officer	REDACTED	REDACTED
Supplier:		
Role	Team Member	Areas of Involvement
Executive Relationship Lead	REDACTED	REDACTED
Account Lead	REDACTED	REDACTED
Supplier Representative	REDACTED	REDACTED
5.2	Relevant Convictions (Clause 28.2 of the Call Off Terms):	
	Relevant Convictions will be as per the following requirements for security vetting:	
	<ul style="list-style-type: none"> The Supplier's personnel are expected to undergo the necessary HMG security vetting where it is deemed necessary by the Customer where accessing products, services, and systems that are above the HMG security classification that requires such clearances except where agreed with the Customer in writing. All personnel deployed under the contract need to be compliant with BPSS (Baseline Personnel Security Standard) as a minimum, or other equivalent local vetting procedures as approved by the Customer from time to time. 	

6. PAYMENT

6.1	Call Off Contract Charges (including any applicable discount(s), but excluding VAT): In Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing). The Services will be delivered for up to a maximum of £1,100,000 exclusive of VAT.
6.2	Payment terms/profile (including method of payment e.g. Government Procurement Card (GPC) or BACS): In Annex 2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing), Services will be provided by the Supplier on a Time and Materials basis with invoices being raised each calendar month; payment shall be made by the Customer within 30 days of submission of a valid invoice by the Supplier. Payment method is via BACS.
6.3	Reimbursable Expenses: Not Permitted.

<p>6.4</p>	<p>Customer billing address (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p> <p>The Customer will provide a Purchase order to the Supplier within three weeks of signature of this Order Form. A valid Purchase Order must be quoted in invoices against which payment shall be made.</p> <p>Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed the number of consultant days completed and the associated Charges.</p> <p>The Supplier shall charge the Customer for their Services based on a standard economic unit of a rate per day per grade of Consultant.</p> <p>All invoices must first be approved by the Senior Responsible Officer who has commissioned the works before being processed by the Customer.</p> <p>Invoices should be submitted electronically to:</p> <p>REDACTED</p>
<p>6.5</p>	<p>Call Off Contract Charges fixed for (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p> <p>Rate Card: As set out in Annex B of this document.</p> <p>Rates are held firm for this Call Off Contract duration.</p>
<p>6.6</p>	<p>Supplier periodic assessment of Call Off Contract Charges (paragraph 9.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)) will be carried out on:</p> <p>Not Permitted</p>
<p>6.7</p>	<p>Supplier request for increase in the Call Off Contract Charges (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p> <p>Not Permitted.</p>

7. LIABILITY AND INSURANCE

<p>7.1</p>	<p>Estimated Year 1 Call Off Contract Charges:</p> <p>The total maximum value of this Call-Off Contract shall not exceed £1,100,000 exclusive of VAT but inclusive of all expenses.</p>
<p>7.2</p>	<p>Supplier's limitation of Liability (Clause 37.2.1 of the Call Off Terms);</p> <p>Supplier's limitation of Liability</p> <p>Subject to Clause 37.1 (Unlimited Liability), the Supplier's total aggregate liability:</p> <p>"in respect of all other Losses incurred by the Customer under or in connection with this Call Off Contract as a result of Defaults by the Supplier shall in no event exceed:</p> <p>(i) in relation to any Defaults occurring from the Call Off Commencement Date to the end of the first Call Off Contract Year a sum equal to REDACTED of the Estimated Year 1 Call Off Contract Charges;</p> <p>(ii) in relation to any Defaults occurring in each subsequent Call Off Contract Year that commences during the remainder of the Call Off Contract Period, the sum equal to</p>

	<p>REDACTED of the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the previous Call Off Contract Year; and</p> <p>(iii) in relation to any Defaults occurring in each Call Off Contract Year that commences after the end of the Call Off Contract Period, the sum equal to REDACTED of the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the last Call Off Contract Year commencing during the Call Off Contract Period.”</p>
7.3	<p>Insurance (Clause 38.3 of the Call Off Terms):</p> <p>Clause 38 applies.</p> <p>Third Party Liability Insurance:</p> <p>Not less than REDACTED in respect of any one occurrence and in the aggregate per annum, the number of occurrences being unlimited in any annual policy period, but REDACTED any one occurrence and in the aggregate per annum in respect of products and pollution liability (to the extent insured under the policy).</p> <p>Professional Indemnity Insurance:</p> <p>Not less than the US Dollar equivalent of REDACTED in respect of any one claim and in the aggregate per annum.</p> <p>Employers Liability Insurance:</p> <p>The limit of indemnity for the employer’s liability insurance shall be REDACTED for any one occurrence and in the aggregate per annum inclusive of costs, the number of occurrences being unlimited in any annual period of insurance.</p>

8. TERMINATION AND EXIT

8.1	<p>Termination on material Default (Clause 42.2 of the Call Off Terms):</p> <p>In Clause 42.2.1(c) of the Call Off Terms.</p>
8.2	<p>Termination without cause notice period (Clause 42.7 of the Call Off Terms):</p> <p>In Clause 42.7 of the Call Off Terms.</p>
8.3	<p>Undisputed Sums Limit:</p> <p>In Clause 43.1.1 of the Call Off Terms - “one month’s average Call Off Contract Charges.”</p>
8.4	<p>Exit Management:</p> <p>In Call Off Schedule 9 (Exit Management)</p> <p>With reference to the terms of the Schedule 9 (Exit Management), the Supplier is not expected to produce an Exit Plan as described in paragraph 5 of Call Off Schedule 9 (Exit Management) for this Call Off Contract.</p>

9. SUPPLIER INFORMATION

9.1	Supplier's inspection of Sites, Customer Property and Customer Assets:
------------	---

	Not required.
9.2	Commercially Sensitive Information: Not applied.

10. OTHER CALL OFF REQUIREMENTS

10.1	Recitals (in preamble to the Call Off Terms): Not Applicable.
10.2	Call Off Guarantee (Clause 4 of the Call Off Terms): Not Applicable.
10.3	<p>Security</p> <p>Short form security requirements apply:</p> <p>Security Management Plan - The Supplier is not required to present a Security Management Plan in accordance with the Call Off Schedule 7, in respect of this Call-Off Contract.</p> <p>Security Management - all Supplier Personnel will have a minimum of BPSS clearance. Where needed, resources will have SC. Supplier Personnel will be provided with laptops by the Customer, which will be returned when an individual leaves the project or the contract ends, whichever is the sooner. All materials accessed over the duration of the contract will be removed.</p> <p>Personnel Security - Personnel employed by the Supplier to work on Services, and/or on systems that store or process Customer Personal Data shall be subject to pre-employment checks that include, as a minimum: employment history for at least the last three years, identity, and unspent criminal convictions.</p> <p>The Supplier Personnel are expected to undergo the necessary HMG security vetting where it is deemed necessary by the Customer where accessing products, services, and systems that are above the HMG security classification that requires such clearances except where agreed with the Customer in writing.</p> <p>The Supplier shall prevent Supplier Personnel who are unable to obtain the required security clearances from accessing products, services, and systems which store, process, or are used to manage Customer Personal Data except where agreed with the Customer in writing.</p>
10.4	ICT Policy: Compliance with the Cabinet Office's own ICT Policy, which shall be provided by the Customer to the Supplier prior to Call Off Commencemnt Date.
10.6	<p>Business Continuity & Disaster Recovery:</p> <p>In Call Off Schedule 8 (Business Continuity and Disaster Recovery) – BCDR Plan not required.</p> <p>Disaster Period For the purpose of the definition of “Disaster” in Call Off Schedule 1 (Definitions) the “Disaster Period” shall be 4 hours.</p>
10.7	NOT USED

10.8	<p>Protection of Customer Data (Clause 35.2.3 of the Call Off Terms):</p> <p>Clause 35.2.3 of the Call Off Terms applies when Customer Data is issued to the Supplier.</p>
10.9	<p>Notices (Clause 56.6 of the Call Off Terms):</p> <p>Customer's postal address and email address: REDACTED Email: REDACTED</p> <p>Supplier's postal address: REDACTED Email: REDACTED</p>
10.10	<p>Transparency Reports</p> <p>In Call Off Schedule 13 (Transparency Reports) to be confirmed by the Customer prior to Call Off Commencement Date.</p>
10.11	<p>Alternative and/or Additional Clauses from Call Off Schedule 14 and if required, any Customer alternative pricing mechanism:</p> <p>The following clauses shall additionally apply:</p> <p>1. REDACTED</p>
10.12	<p>Call Off Tender:</p> <p>In Schedule 16 (Call Off Tender), and at Annex C – Call Off Tender, of this document.</p>
10.13	<p>Publicity and Branding</p> <p>In addition to Clause 36 of the Call Off Terms, the Supplier shall comply with the following:</p> <p>1.1 The Supplier shall not:</p> <p>1.1.1 make any press announcements or publicise this Call Off in any way; or</p> <p>1.1.2 use the Customer's name or brand in any promotion or marketing or announcement;</p> <p>without approval (the decision of the Customer to approve or not shall not be unreasonably withheld or delayed).</p> <p>1.2 Each party acknowledges to the other that nothing in this Call Off either expressly or by implication constitutes an approval and/or endorsement of any goods or Services of the other party (including the goods and/or Services) and each party agrees not to conduct itself in such a way as to imply or express any such approval and/or endorsement.</p> <p>1.3 The Customer shall be entitled to publicise this Call Off in accordance with any legal obligation upon the Authority, including any examination of</p>

	<p>this Framework Agreement by the National Audit Office pursuant to the National Audit Act 1983 or otherwise.</p> <p>1.4 The Supplier shall obtain the Customer's approval prior to publishing any content in relation to this Call Off 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, the Authority may give the Supplier notice to rectify the failure and if the failure is not rectified to the reasonable satisfaction of the Customer within one (1) Month of receipt of such notice, the Authority shall have the right to remove such content itself or require that the Supplier immediately arranges the removal of such content.</p> <p>1.5 The Customer shall obtain the Supplier's approval prior to publishing any content in relation to this Call Off which uses the Supplier's branding or contains the Supplier's point of view on any subject using any media, including on any electronic medium.</p>
--	--

10.14	Staff Transfer Annex to Schedule 10, List of Notified Sub-Contractors (Call Off Tender).
--------------	--

10.15	Processing Data (Call Off Schedule 17) Cabinet Office Data Protection Officer – REDACTED Supplier Data Protection Officer – REDACTED
--------------	---

Contract Reference:	CCCC20B14
Date:	31 st August 2020
Description Of Authorised Processing	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation the Buyer is the Controller and the Contractor is the Processor in accordance with Clause 1.1
Use of Personal Data	Managing the obligations under the Call Off Contract Agreement, including exit management, and other associated activities,
Duration of the processing	For the duration of the Call Off Contract.
Nature and purposes of the processing	Data processing will be conducted by the Supplier on behalf of the Customer for activities related to fraud data pilots.
Type of Personal Data	Full name

	<p>Worplace address</p> <p>Workplace Phone Number</p> <p>Workplace email address</p> <p>Names</p> <p>Job Title</p> <p>Compensation</p> <p>Tenure Information</p> <p>Qualifications or Certifications</p> <p>Nationality</p> <p>Education & training history</p> <p>Previous work history</p> <p>Personal Interests</p> <p>References and referee details</p> <p>Driving license details</p> <p>National insurance number</p> <p>Bank statements</p> <p>Utility bills</p> <p>Job title or role</p> <p>Job application details</p> <p>Start date</p> <p>End date & reason for termination</p> <p>Contract type</p> <p>Compensation data</p>	
--	---	--

		Photographic Facial Image Biometric data Birth certificates IP Address Details of physical and psychological health or medical condition Next of kin & emergency contact details Record of absence, time tracking & annual leave	
	Categories of Data Subject	Members of the public	
10.16	MOD DEFCONS AND DEFFORMS		
	Not applied		

FORMATION OF CALL OFF CONTRACT

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

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

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

For and on behalf of the Supplier:

Name and Title	REDACTED
Signature	REDACTED
Date	3 rd September 2020

For and on behalf of the Customer:

Name and Title	REDACTED
Signature	REDACTED
Date	2 nd September 2020

ANNEX A: THE SERVICES

1. PURPOSE

- 1.1. The purpose of this contract is for the Supplier, Accenture UK Limited, to provide ongoing Consultancy Services to the Cabinet Office, to assist with research, fraud risk assessments and post assurance work in relation to the HMG Counter Fraud Function's COVID-19 crisis.
- 1.2. Cabinet Office will be referred to as the Customer for the duration of this Statement of Requirements.
- 1.3. The work is a continuation of services already provided under the Customer's existing contract with the Supplier, reference CCCC20A31.

2. SCOPE OF REQUIREMENT

- 2.1. The scope of this requirement shall consist of, the ongoing provision of the following services:
 - 2.1.1. Threat and intelligence assessment across government and law enforcement
 - 2.1.2. Spend review for the Government Counter Fraud Centre of Expertise (CoEx)
 - 2.1.3. Legislative review across data sharing, emergency powers, criminal/non-criminal sanctions and debt recovery
 - 2.1.4. Counter measures support and data pilots (as defined by the customer)
 - 2.1.5. PMO and governance to enable the CoEx's C-19 response
 - 2.1.6. Specific ongoing services will be commissioned by the Customer during the contract period. Other suppliers may be working with the Customer to deliver work and the Supplier may be required to collaborate with other suppliers, on occasion, to deliver specific projects. The Supplier will seek clarification from the Customer if there is any lack of clarity about what they or other suppliers are tasked to deliver.

3. DEFINITIONS

Expression or Acronym	Definition
CO	means Cabinet Office
HMG	means Her Majesty's Government
The Authority / Contracting Authority	means the Cabinet Office COVID-19 Counter Fraud Response Team

4. THE REQUIREMENT

- 4.1. The requirement can be summarised as providing ongoing project management and process management support, analysis, fraud risk assessment and counter fraud advice and countermeasure solution design as required by the Customer in its response to the management of fraud in relation to Covid-19. This will require the deployment of experienced counter fraud professionals to work with the Customer to deliver these outputs. The scope of the ongoing services are as defined in Section 3, above.
- 4.2. The level of support will be flexible, so that it can be scaled up to deliver more output as required by the situation, or scaled down if less work is required. The Customer may instruct the Supplier to roll off resources on the provision of two week's notice, at its exact discretion.

5. KEY MILESTONES AND DELIVERABLES

- 5.1. The Supplier should note the following milestones against which the Authority shall measure the quality of delivery.
- 5.2. The following Contract milestones/deliverables shall apply. The Customer retains an option to cease service provision and further spend at any time during the contract period, at its exact discretion:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Ongoing provision of the Services indicated in sections 2 and 4, above.	Ongoing, until contract expiry date of 31 st March 2021, or sooner at the Customer's discretion

6. MANAGEMENT INFORMATION/REPORTING

- 6.1. The Supplier shall provide a weekly report of costs incurred and hours worked against specific work tasks requested by the Customer.
- 6.2. The Supplier shall present other MI report, the content and and scope of which will be agreed by the parties, at nil extra cost to the Customer.

7. VOLUMES

- 7.1. Due to the volatile nature of the Covid-19 situation, exact volumes of work required under contract cannot be accurately forecast.

8. CONTINUOUS IMPROVEMENT

- 8.1. The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 8.2. The Supplier should present new ways of working to the Customer during monthly contract review meetings.
- 8.3. Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.

9. QUALITY

- 9.1. Work must be performed by suitable qualified and accredited workers and quality shall be in line with the terms and conditions of the Commercial Agreement RM6008.

10. PRICE

- 10.1. Rates for Consultants shall not exceed the rate card for the Commercial Agreement RM6008 / L1. Work must be structured such that it is performed by a balanced mix of Supplier resources rather than a concentration of the higher costed individuals.
- 10.2. Rates are to exclude VAT and include all other expenses relating to Contract delivery.
- 10.3. Rates shall be held FIRM for the duration of the contract.

11. STAFF AND CUSTOMER SERVICE

- 11.1. The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

11.2. The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

11.3. The Supplier shall ensure that staff understand the Customer's vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

12. SERVICE LEVELS AND PERFORMANCE

12.1. The Customer will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Customer service	Email / communication from the Cabinet Office to be responded to within 48 hours (measured during Working Days only).	98%
2	Service delivery	<p>Deliverables agreed during weekly status meetings to be submitted to Customer on agreed dates.</p> <p>Note: Customer feedback shall be provided within five Working Days of submission of a deliverable by the Supplier, the Supplier will then update the deliverable to address the Customer comments within three Working Days and return the updated deliverable to the Customer who shall then sign off the deliverable within two Working Days, unless there are further Customer comments in which case the update cycle will be repeated. If the Customer does not provide any comments on a deliverable submitted by the Supplier within the above timescales, the deliverable shall be deemed accepted by the Customer.</p>	90%

13. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 13.1. If the Supplier is required to work within Government Department Buildings for an extended period of time varying levels of security clearance may be required. These will be advised when necessary by the Customer.
- 13.2. All Covid-19 counter fraud related work will remain confidential and classified as “Official” or “Official Sensitive” by the Customer as appropriate.

14. CONTRACT MANAGEMENT

- 14.1. Contract review meetings shall be scheduled as required by the Customer and must be attended by the Supplier.
- 14.2. Attendance at Contract Review meetings shall be at the Supplier’s own expense. However, it is likely such meetings will be electronic and not face to face, due to the nature of the Covid-19 situation.

15. LOCATION

- 15.1. The Services shall be carried out at several locations, including the Customer’s site, at **REDACTED** and at other locations as required during the contract period. Due to the Covid19 situation it is expected that the majority of services shall be carried out by individuals working from their home or equivalent location and collaborating using technology.

ANNEX B: RATE CARD

REDACTED

Note – above Rate Card is applicable for the duration of this Call Off Contract only. These rates shall remain firm for the full duration of this contract.

The contract shall not exceed the agreed total contract value of £1,100,000.00 inclusive of all expenses but exclusive of VAT.

Annex C: Call Off Tender

1. The Key Personnel are listed at 5.1 of the Order Form, the Supplier team initially proposed is provided below. Changes to the Supplier team (apart from the Key Personnel) can be proposed by either the Customer or the Supplier by giving a minimum of 2 weeks' prior notice. Agreement to changes to the Supplier team not to be unreasonably withheld or delayed.

2. The Supplier is expected to deliver the Services indicated in Annex A of this document with relevant expertise for the work to be delivered in accordance with Good Industry Practice, that expertise having the right experience, qualifications and skills in order to deliver the parts of the work to time and in accordance with the Service specification detailed for the work. Where a Supplier representative is not delivering the Services to this standard, the Customer may request removal of the relevant Supplier representative without the need to give the notice stated in the paragraph above.

Role	Team member	Area(s) of involvement
Supplier representative	REDACTED	Spend review, lessons learned, business management
Supplier representative	REDACTED	Counter Measures
Supplier representative	REDACTED	Counter Measures
Supplier representative	REDACTED	Counter Measures
Supplier representative	REDACTED	Counter Measures
Supplier representative	REDACTED	Legislative Review
Supplier representative	REDACTED	Legislative Review and NFI
Supplier representative	REDACTED	PMO
Supplier representative	REDACTED	Intelligence