

## Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Call-Off Ref: RM1043.8

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### RM1043.8-1-Department for Education Sector Data Capability Pilot

## Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

### Order Form

Call-Off Reference: TBC

Call-Off Title: Project \_9881 - Sector Data Capability Pilot

Call-Off Contract Description:

The Department for Education (DfE) is exploring a data capability support offer for the education sector, focusing on data professionals in multi-academy trusts, schools, and publicly funded early-years providers. This Discovery and Alpha phase will explore how to support data professionals with skills, career development, and help organisations use data more effectively to improve outcomes for children and young people.

While data is a critical enabler, many organisations face challenges such as inconsistent data maturity, unclear roles, limited technical capacity, and reliance on individual champions over systemic processes.

Through this pilot, DfE seeks a supplier to:

- Engage a diverse sample of organisations and users to understand their data capability needs and barriers.
- Develop and test deliverables aligned with DfE's Data Capability Skills Framework, informed by user research and prototyped across the sector.
- Provide prioritised recommendations for short-, medium-, and long-term actions to strengthen data capability, including indicative costs and resource needs.
- Deliver a final report with evidence-based findings and recommendations to inform DfE policy and a potential national support model.
- Engage with related workstreams (e.g. data maturity research) to ensure alignment and avoid duplication.

This strategic initiative aims to enable large-scale impact by improving how data is used across the education sector. The ideal supplier will have expertise in education, service design, user-centred design, and digital development.

The Buyer: The Department for Education

Buyer Address: Cheylesmore House, Quinton Road, Coventry, CV1 2WT

The Supplier: **TPXimpact Limited**

**Supplier Address:** Second Floor, The Hickman, 2 Whitechapel Road, London. E1 1EW

**Registration Number:** 6472420

**DUNS Number:** 211044880

SID4GOV ID: N/A

Framework Ref: RM1043.8 Digital Outcomes 6

Project Version: v2.0

Model Version: v3.8

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### Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 01/10/2025.

It's issued under the Framework Contract with the reference number RM1043.8 for the provision of Digital Outcomes Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work.

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

### Call-Off Lot

Lot 1 Digital Outcomes

### Call-Off Incorporated Terms

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions) RM1043.8



RM1043.8\_Joint-Schedule-1-Definitions-v

- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
  - Joint Schedules for RM1043.8

- Joint Schedule 2 (Variation Form)



RM1043.8\_Joint-Schedule-2-Variation-For

- Joint Schedule 3 (Insurance Requirements)



RM1043.8\_Joint-Schedule-3-Insurance-Re

- Joint Schedule 4 (Commercially Sensitive Information)



RM1043.8\_Joint-Schedule-4-Commercially

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- Joint Schedule 6 (Key Subcontractors)



RM1043.8\_Joint-Schedule-6-Key-Subcontractors

- Joint Schedule 10 (Rectification Plan)



RM1043.8\_Joint-Schedule-10-Rectification Plan

- Joint Schedule 11 (Processing Data)



RM1043.8\_Joint-Schedule-11-Processing Data

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- Call-Off Schedules for RM1043.8

- Call-Off Schedule 1 (Transparency Reports)



RM1043.8\_Call-Off-Schedule-1-Transparen

- Call-Off Schedule 3 (Continuous Improvement)



RM1043.8\_Call-Off-Schedule-3-Continuou:

- Call-Off Schedule 5 (Pricing Details and Expenses Policy)



RM1043.8\_Call-Off-Schedule-5-Pricing-De

- Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)



RM1043.8\_Call-Off-Schedule-6-Intellectual

- Call-Off Schedule 7 (Key Supplier Staff)



RM1043.8\_Call-Off-Schedule-7-Key-Suppli

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



RM1043.8\_Call-Off-Schedule-8-Business-C

- Call-Off Schedule 9 (Security)



RM1043.8\_Call-Off-Schedule-9-Security-v2

- Call-Off Schedule 10 (Exit Management)



RM1043.8\_Call-Off-Schedule-10-Exit-Mana

- Call-Off Schedule 14 (Service Levels)



RM1043.8\_Call-Off-Schedule-14-Service-L

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

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RM1043.8\_Call-Off-S  
chedule-15-Call-Off-C

- Call-Off Schedule 16 (Benchmarking)



RM1043.8\_Call-Off-S  
chedule-16-Benchma

- Call-Off Schedule 20 (Call-Off Specification)



RM1043.8\_Call-Off-S  
chedule-20-Call-Off-S

### 5 CCS Core Terms (version 3.0.11)



RM1043.8\_Core-Ter  
ms-v3.0.11.docx

### 6 Joint Schedule 5 (Corporate Social Responsibility)



RM1043.8\_Joint-Sch  
edule-5-Corporate-Sc

- 7 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.



RM1043.8\_Call-Off-S  
chedule-4-Call-Off-Te

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

### Call-Off Special Terms

The following Special Terms are incorporated into this Call-Off Contract:

#### Special Term 1:

1.1 The Supplier shall ensure that no Supplier Staff who discloses that they have a Relevant Conviction, or who is found to have any Relevant Convictions (whether as a result of a police check or through the vetting procedure of HMG Baseline Personnel Security Standard or through the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Services without the prior written approval of the Buyer. Subject to the Data Protection Legislation, the Supplier shall disclose the results of their vetting process, immediately to the Buyer. The decision as to whether any of the Supplier's Staff are allowed to perform activities in relation to the Call Off Contract, is entirely at the Buyer's sole discretion. The Supplier shall be required to undertake annual periodic checks during the

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Call Off Contract Period of its Staff, in accordance with HMG Baseline Personnel Security Standard so as to determine the Supplier Staff suitability to continue to Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules) 5 provide Services under the Call Off Contract. The Supplier shall ensure that any Supplier Staff who discloses a Relevant Conviction (either spent or unspent) or is found by the Supplier to have a Relevant Conviction through standard national vetting procedures or otherwise, is immediately disclosed to the Buyer. The Supplier shall ensure that the individual staff member immediately ceases all activity in relation to the Call Off Contract, until the Buyer has reviewed the case, on an individual basis, and has made a final decision. Where the Buyer decides that a Supplier Staff should be removed from performing activities, as a result of obtaining information in relation to the Call Off Contract, or for any other reason, the Supplier shall promptly and diligently replace any individual identified.

1.2 Please refer to the defined terms section for further information on 'Conviction' & 'Relevant Conviction'.

Term	Definition
<b>Conviction</b>	Means other than for minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 by virtue of the exemptions specified in Part II of Schedule 1 of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (SI 1975/1023) or any replacement or amendment to that Order
<b>Relevant Conviction</b>	Means a Conviction that is relevant to the nature of the Services to be provided, at the discretion of the Buyer

### Special Term 2:

The primary work locations will be Coventry and Sheffield. Expenses will not be paid for travel to required in-person meetings to the primary locations of work. The primary locations of work will be specified in each Statement of Work (SoW) and expenses cannot be claimed for travel to that location. Expenses may be claimed for travel to any secondary location of work as required and agreed. Expenses are capped to the value specified in the SoW. When travel to secondary DfE sites is required, all costs incurred must comply with the prevailing DfE Travel and Subsistence policy. Parking is not available on DfE sites. Should base location vary it will be outlined and agreed upon the individual statements of work.

### Special Term 3:

The latest start date will be outlined in each individual statement of work. Except for in exceptional circumstances, and as agreed with the Buyer. The Buyer has the right to terminate any Statement of Work issued in accordance with this Call-Off Contract at any time, without reason, with five working days' written notice to the Supplier. The notice period shall be given in writing. The receiving party must acknowledge receipt of notice within 24 hours.

### Special Term 4:

All work must be conducted in line with the Buyer's security policy and securely within the United Kingdom. Contractors must work within the United Kingdom unless agreed by the Department on an individual basis in line with Buyer's working overseas policy and Buyer's security policy. Contractors must not take any departmental equipment abroad or access the departmental network whilst outside the United Kingdom unless agreed by the Department on an individual basis. Use of private VPNs is prohibited.

### Special Term 5:

Framework Ref: RM1043.8 Digital Outcomes 6

Project Version: v2.0

Model Version: v3.8

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The Department will operate a policy of milestone payments for this contract to ensure value for money. Milestone completion will be dependent on the Department acceptance of milestones completed, based on the discretion of the Department's Contract Manager. The milestones are outlined within the Key Milestones plan of Call-Off Schedule 20 (Call-Off Specification).

### **Special Term 6:**

General Information Standard Framework and Call Off Terms and Conditions will apply. Suppliers must agree to all DFE security clearance policies and processes. Suppliers must comply with the Regulation (GDPR) May 2018; the (DPA) Act 2018, the Law Enforcement Directive and any subsequent amendments/changes to date including providing sufficient guarantees to meet the requirements of GDPR in line with Procurement Policy Note (PPN) 03/22 which updates PPN 02/18 All Project-Specific IPRs (as defined) and the Deliverables shall vest in the Buyer unconditionally and immediately upon their creation.

### **Special Term 7:**

Suppliers may be required to undertake Financial and Security Due Diligence as part of the tender process, prior to award.

### **Special Term 8:**

Non-Solicitation Clause: 1.1 The Supplier shall not, either directly or indirectly, by or through itself, its affiliate, its agent or otherwise, or in conjunction with its affiliate, its agent or otherwise, whether for its own benefit or for the benefit of any other person solicit, entice or induce, or endeavour to solicit, entice or induce, any employees of the Buyer who are employed or engaged in the performance of the Services with a view to employing or engaging the employee of the Buyer during the Call-Off Contract Period and for a period of [9 months] thereafter. 1.2. Notwithstanding clause 1.1 the Supplier may employ or engage any employees of the Buyer which have responded directly to a bona fide recruitment drive either through a recruitment agency engaged by the Supplier or via an advertisement placed publicly by the Supplier (either in the press, social media, online or in trade and industry publications).

Call-Off Start Date: 1<sup>st</sup> October 2025

Call-Off Expiry Date: 31<sup>st</sup> March 2026

Call-Off Contract Value: up to £458,405 (excl. VAT)

### **Call-Off Deliverables**

See details in Call-Off Schedule 20 (Call-Off Specification)

### **Warranty Period**

The Supplier shall provide digital and Software Deliverables with a minimum warranty of at least 90 days against all obvious defects, and in relation to the warranties detailed in Paragraphs 4 (licensed Software warranty) and 9.6.2 (Specially Written Software and New IPRs) of Call-Off Schedule 6 (IPRs and Additional Terms on Digital Deliverables).

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### Buyer's Standards

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with additional Standards for this Call-Off Contract which are detailed within the statement of work template.

### Cyber Essentials Scheme

N/A

### Maximum Liability

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is [REDACTED], maximum Charges in the 6 months of the Contract. There is no minimum spend commitment on the contract.

### Call-Off Charges

Capped Time and Materials (CTM).

In line with Special term 5, see details in Call-Off Schedule 5 (Pricing Details and Expenses Policy).

### Reimbursable Expenses

None

### Payment

The Department will operate a policy of milestone payments. Milestone completion will be dependent on the Department acceptance of milestones completed, based on the discretion of the Department's Contract Manager.

The Key Milestones are detailed further below in this document at Annex 1 (Template Statement of Work) and weighted as follows against contract payment value:

Milestone Ref	Milestone Description	Payment%
MS01	Discovery complete: Discovery research, sector engagement & service blueprint	30%
MS02	Alpha prototype tested: Build & iterate high-risk/high-value features	30%
MS03	Alpha Findings & Beta Roadmap:	40%

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	Consolidated learning, recommendations & hand-over	
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### Payment Method

Invoices will be approved for payment by the buyer's contract manager, approval will be subject to the pricings outlined with Schedule 5 (Pricing Details). All invoices must be sent, quoting a valid purchase order number (PO Number), to the following financial inbox as well as to the relevant Buyer contact/s (i.e. Contract Manager and Project Manager):

[accountspayable.OCR@education.gov.uk](mailto:accountspayable.OCR@education.gov.uk)

Within 30 days of this order Contract, the Buyer will send the Supplier a unique PO Number. The Supplier must be in receipt of a valid PO Number before submitting an invoice. To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name) of the Buyer contact (i.e. Contract Manager). Non-compliant invoices will be sent back to the Supplier, which may lead to a delay in payment.

To request a statement, please email [accountspayable.BC@education.gov.uk](mailto:accountspayable.BC@education.gov.uk)

### Buyer's Invoice Address

[accountspayable.OCR@education.gov.uk](mailto:accountspayable.OCR@education.gov.uk)

Cheylesmore House, 5 Quinton Road, Coventry, CV1 2WT

### Buyer's Authorised Representative

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

### Buyer's Contract Manager

[Redacted]

### Buyer's Environmental Policy

No additional requirements.

### Buyer's Security Policy

Appended at Call-Off Schedule 9 (Security)

### Supplier's Authorised Representative

[Redacted]

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[REDACTED]  
[REDACTED]  
[REDACTED]

### Supplier's Contract Manager

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

### Progress Report Frequency

The Supplier shall operate on a two-week sprint cycle, with progress reviewed through fortnightly show-and-tell sessions involving relevant stakeholders. In addition, a monthly steering meeting shall be held with the Senior Responsible Owner (SRO) to provide strategic oversight, review progress against key milestones, and address any escalated issues, as detailed in Call-Off Schedule 15 (Call-Off Contract Management)

### Progress Meeting Frequency

The Supplier shall operate on a two-week sprint cycle, with progress reviewed through fortnightly show-and-tell sessions involving relevant stakeholders. In addition, a monthly steering meeting shall be held with the Senior Responsible Owner (SRO) to provide strategic oversight, review progress against key milestones, and address any escalated issues, as detailed in Call-Off Schedule 15 (Call-Off Contract Management)

### Key Staff

To be outlined in each individual Statement of Work.

### Key Subcontractor(s)

N/A

### Commercially Sensitive Information

See Joint Schedule 4 – Commercially sensitive information.

### Material KPIs

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels):

Material KPIs	Target	Measured by
User-need coverage in prototype	≥ 80 % high-priority needs addressed	Backlog mapping, UR testing

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Accessibility conformance	0 critical, 0 serious issues	Accessibility audit
On-time milestone delivery	100 % milestones met $\pm$ 5 working days	Project plan tracking
Service reviews	Discovery: Peer review completed with 100% actionable feedback addressed.  Alpha: GDS Alpha assessment completed with no red ratings; 100% amber actions addressed or handed over with clear plan before contract end.	Peer review report (Discovery), GDS Alpha assessment report and action tracking (Alpha).
Response time	Acknowledge / respond / provide timeline to 100% of queries within 2 working days.	Track total queries
Resolution efficiency	75% of issues resolved within five replies / emails	Track total issues
Communication quality	Average satisfaction score $\geq$ 7 out of 10*	Feedback from DfE team on clarity, accuracy, and structure of communication
Social value	Implement at least 3 actions that support inclusion of disabled people in the contract workforce during the 6-month period	Number of contract roles, evidence of inclusive recruitment

\*The following scale will be used by DfE staff to score communication quality:

**1-2:** Communication is unclear and confusing, with frequent misunderstandings and use of jargon.

**3-4:** Communication is somewhat clear but often requires clarification and use of jargon.

**5-6:** Communication is generally clear but occasionally ambiguous and use of jargon.

**7-8:** Communication is clear and easy to understand, with rare need for clarification and use of jargon.

**9-10:** Communication is exceptionally clear, concise, and easily understood and use of jargon.

**Service Credits**

Not applicable

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A Critical Service Level Failure is:

- Failure to meet the **GDS alpha assessment requirement**, resulting in a **Red rating** that prevents progression to Beta.
- Failure to meet **the Accessibility conformance target** (presence of any critical or serious issues not mediated)
- Failure to deliver **≥80% of high-priority user needs** in the prototype.

### Additional Insurances

Not applicable

### Guarantee

Not applicable





### Social Value Commitment

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender).





### Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

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

Signature	
Name	
Role	
Date	

#### For and on behalf of the Buyer:

Signature	
Name	
Role	
Date	

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### **Appendix 1**

**[Insert** The first Statement(s) of Works shall be inserted into this Appendix 1 as part of the executed Order Form. Thereafter, the Buyer and Supplier shall complete and execute Statement of Works (in the form of the template Statement of Work in Annex 1 to the template Order Form in Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

**[Insert** Each executed Statement of Work shall be inserted into this Appendix 1 in chronology.]

## **Annex 1 (Statement of Work)**

### **1 Statement of Works (SOW) Details**

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

**Date of SOW:** 01/10/2025

**SOW Title:** Sector Data Capability Pilot – Discovery & Alpha

**SOW Reference:** TBC

**Call-Off Contract Reference:** TBC

**Buyer:** Department for Education

**Supplier:** TPXimpact

**SOW Start Date:** 01 October 2025

**SOW End Date:** 31 March 2026

**Duration of SOW:** 6 Months

**Key Personnel (Buyer):** [REDACTED]

**Key Personnel (Supplier):** [REDACTED]

**Subcontractors:** n/a

## **2 Call-Off Contract Specification – Deliverables Context**

### **SOW Deliverables Background**

This SOW covers the Discovery and Alpha phases required to design and test a data-capability support offer for the education and children's social-care sectors, aligning to the DfE Data Capability Skills Framework. It also includes validation of the draft cross-sector skills framework and integration of findings from a separate parallel baseline data-maturity study.

#### **Delivery phase(s):**

- **Discovery (≈ Oct – Dec 2025):** confirm user needs and constraints, map service blueprint, and produce a Discovery Report that defines the scope for Alpha.
- **Alpha (≈ Dec 2025 – Mar 2026):** Following review of discovery outputs with DfE to outline potential future delivery scenarios, build and iterate various prototypes at levels of fidelity appropriate to the hypothesis being tested (including coded and clickable), validate the Data Capability Skills Framework through user testing, and deliver an Alpha Findings & Beta Roadmap recommending next steps.

#### **Overview of Requirement:**

A user-centred, agile project that will:

- Undertake comprehensive user research across multi-academy trusts, schools, early-years providers and local authorities, building on DfE's pre-discovery insights to validate needs, pain-points and resource gaps.
- Rapidly prototype an online support service based on user research which may include skills self-assessment, a curated learning catalogue, a knowledge-sharing hub and community features; iterate these in short sprints and test with end-users throughout Alpha.
- Iterate with and validate a cross-sector Data Capability Skills Framework, ensuring it maps intuitively onto real-world roles and responsibilities and is embedded in the prototype.
- Produce an Alpha Findings & Beta Roadmap that evidences technical and organisational viability, value-for-money and clear next-step options (Beta, Live, or alternative).

## **3 Buyer Requirements – SOW Deliverables**

### **Outcome Description:**

<b>Milestone Ref</b>	<b>Milestone Description</b>	<b>Acceptance Criteria</b>	<b>Due Date</b>
MS01	Discovery complete: Discovery	<ul style="list-style-type: none"><li>• Discovery Research Report signed-off by DfE Product Manager and SRO.</li></ul>	Fri 12 Dec 2025

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	research, sector engagement & service blueprint	<ul style="list-style-type: none"> <li>Evidence-based personas, journey maps, pain-point matrix and quantified ecosystem map.</li> <li>Draft service blueprint and information architecture for the online support offer.</li> <li>Prioritised, costed Alpha product backlog and updated RAID/decision logs.</li> <li>Gated Discovery peer review meets GDS Discovery exit criteria and issues a formal go/no-go to Alpha.</li> </ul>	
MS02	Alpha prototype tested:  Build & iterate high-risk/high-value features	<ul style="list-style-type: none"> <li>Interactive prototype covering: skills self-assessment, curated learning catalogue, knowledge-sharing hub and community feature. ≥ 80 % high-priority needs addressed</li> <li>≥ 2 moderated rounds of user testing with representatives from MATs, schools, EY settings &amp; LAs; test insights captured in UR log.</li> <li>Accessibility audit shows 0 critical / 0 serious issues against WCAG 2.1 AA; remediations evidenced.</li> <li>Security / GDPR screening completed; no unresolved “high” risks.</li> <li>Updated, re-estimated product backlog and sprint metrics shared with DfE.</li> <li>Iterated Data Capability Skills Framework embedded in the prototype navigation.</li> <li>GDS Alpha assessment completed with no red ratings; amber-rated actions prioritised and addressed.</li> </ul>	Fri 27 Feb 2026
MS03	Alpha Findings & Beta Roadmap:	<ul style="list-style-type: none"> <li>Alpha Findings &amp; Beta Roadmap pack approved by DfE governance; includes VFM</li> </ul>	Fri 27 Mar 2026

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	Consolidated learning, recommendations & hand-over	<p>appraisal, costed Beta options (short / medium / long-term), technical choices and risk/issue profile.</p> <ul style="list-style-type: none"><li>• All code, research artefacts, design files and decision logs transferred to DfE SharePoint; repository hand-over confirmed.</li><li>• Supplier provides certification of secure deletion of all personal data within 60 days of SOW close.</li><li>• Knowledge-transfer session delivered to DfE delivery team and agreed exit checklist signed.</li><li>• Final delivery report includes summary of GDS Alpha assessment outcomes, actions taken on amber-rated points, and recommendations for addressing any outstanding items post-contract.</li></ul>	
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### Delivery Plan:

The Supplier shall operate on a two-week sprint cycle, with progress reviewed through fortnightly show-and-tell sessions involving relevant stakeholders. A monthly steering meeting shall be held with the Senior Responsible Owner (SRO) to provide strategic oversight, assess progress against key milestones, and address any escalated issues.

Progression from Discovery to Alpha shall be subject to a gated exit review, assessed against the Government Digital Service (GDS) criteria. The Supplier shall provide the necessary evidence and documentation to support this assessment.

### Dependencies:

Timely access to stakeholders and policy steers.

### Supplier Resource Plan:

### Security Applicable to SOW:

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

### Cyber Essentials Scheme:

Not applicable.

### SOW Standards:

1. GDS Service Standard
2. Technology Code of Practice

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3. WCAG 2.1 AA (Web Content Accessibility Guidelines)
4. GDPR (General Data Protection Regulation)

### Performance Management (to be finalised at contract award stage):

[Insert details of Material KPIs that have a material impact on Contract performance]

Material KPIs	Target	Measured by
User-need coverage in prototype	≥ 80 % high-priority needs addressed	Backlog mapping, UR testing
Accessibility conformance	0 critical, 0 serious issues	Accessibility audit
On-time milestone delivery	100 % milestones met ±5 working days	Project plan tracking
Service reviews	Discovery: Peer review completed with 100% actionable feedback addressed.  Alpha: GDS Alpha assessment completed with no red ratings; 100% amber actions addressed or handed over with clear plan before contract end.	Peer review report (Discovery), GDS Alpha assessment report and action tracking (Alpha).
Response time	Acknowledge / respond / provide timeline to 100% of queries within 2 working days.	Track total queries
Resolution efficiency	75% of issues resolved within five replies / emails	Track total issues
Communication quality	Average satisfaction score ≥ 7 out of 10*	Feedback from DfE team on clarity, accuracy, and structure of communication
Social value	Implement at least 3 actions that support inclusion of disabled people in the contract workforce during the 6-month period	Number of contract roles, evidence of inclusive recruitment

[Insert Service Levels and/or KPIs – See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)]

\*The following scale will be used by DfE staff to score communication quality:

**1-2:** Communication is unclear and confusing, with frequent misunderstandings and use of jargon.

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**3-4:** Communication is somewhat clear but often requires clarification and use of jargon.

**5-6:** Communication is generally clear but occasionally ambiguous and use of jargon.

**7-8:** Communication is clear and easy to understand, with rare need for clarification and use of jargon.

**9-10:** Communication is exceptionally clear, concise, and easily understood and use of jargon.

### Key Supplier Staff:

Key Role	Key Staff	Contact Details	Worker Engagement Route (incl. inside/outside IR35)

### SOW Reporting Requirements:

Further to the Supplier providing the management information detailed in Call-Off Schedule 15 (Call Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:

Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission
1.	Sprint Progress Reports		
1.1	Show-and-Tell Summary Notes	All services delivered under this SOW	Fortnightly (post-session)
1.2	Steering Meeting Packs	All services delivered under this SOW	Monthly (prior to meeting)
1.3	GDS Assessment Readiness Checklist	Discovery and Alpha phases	Prior to GDS assessment
1.4	Risk and Issue Log	All services delivered under this SOW	Monthly
1.5	Resource Utilisation Report	All services delivered under this SOW	Monthly

## 4 Charges

### Call Off Contract Charges:

The applicable charging method(s) for this SOW is:

- Capped Time and Materials

The estimated maximum value of this SOW (irrespective of the selected charging method) is £458,405

**Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)**

Call-Off Ref: RM1043.8

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**Rate Cards Applicable:**

[REDACTED]

**Reimbursable Expenses:**

None

**5 Signatures and Approvals**

**Agreement of this SOW**

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

**For and on behalf of the Supplier**

Name: [REDACTED]

Title: [REDACTED]

Date: [REDACTED]

Signature: [REDACTED]

**For and on behalf of the Buyer**

Name: [REDACTED]

Title: [REDACTED]

Date: [REDACTED]

Signature: [REDACTED]