Order Form

CALL-OFF REFERENCE: Project\_34627

## CALL-OFF CONTRACT DEFRA GROUP CONNECTIVITY SERVICES TITLE:

THE BUYER: Department for Environment Food and Rural Affairs (Defra)

BUYER ADDRESS ***[REDACTED] [REDACTED]***

## ***[REDACTED]***

## SUPPLIER REFERENCE RM6116-0159

THE SUPPLIER: Vodafone Limited

SUPPLIER ADDRESS: Vodafone House, The Connection, Newbury,

Berkshire, RG14 2FN REGISTRATION NUMBER: 1471587

## DUNS NUMBER: 226488435

SID4GOV ID: N/A

Framework Ref: RM6116

1

# APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated .

It’s issued under the Framework Contract with the reference number RM6116 for the provision of Network Services.

## CALL-OFF LOT(S):

Both:

* Lot 1a: Inter Site Connectivity (Wider Area Network) / Data Access Services; and
* Lot 2a: Intra Site Connectivity (Local Area Network) / Local Connectivity Services

# CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract; Schedules listed below with their text formatted with a strikethrough are not being used. If the documents conflict, the following order of precedence applies:

1. This Order Form, including the Call-Off Contract Special Terms.
2. Joint Schedule 1 (Definitions) RM6116.
3. All Framework Special Terms (1 to 11 inclusive).
4. The following Schedules in equal order of precedence:
   * Joint Schedules for RM6116
     + Joint Schedule 2 (Variation Form)
     + Joint Schedule 3 (Insurance Requirements)
     + Joint Schedule 4 (Commercially Sensitive Information)
     + Joint Schedule 6 (Key Subcontractors)
     + Joint Schedule 7 (Financial Difficulties)
     + Joint Schedule 9 (Minimum Standards of Reliability)
     + Joint Schedule 10 (Rectification Plan)
     + Joint Schedule 11 (Processing Data)
     + Joint Schedule 12 (Supply Chain Visibility)
   * Call-Off Schedules for RM6116
     + Call-Off Schedule 1 (Transparency Reports)
     + Call-Off Schedule 2 (Staff Transfer)
     + Call-Off Schedule 3 (Continuous Improvement)
     + Call-Off Schedule 5 (Pricing Details)

Framework Ref: RM6116

2

* + - Call-Off Schedule 6 (ICT Services)
    - Call-Off Schedule 7 (Key Supplier Staff)
    - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
    - Call-Off Schedule 9 (Security)
    - Call-Off Schedule 10 (Exit Management)
    - Call-Off Schedule 11 (Installation Works)
    - Call-Off Schedule 12 (Clustering)
    - Call-Off Schedule 13 (Implementation Plan and Testing)
    - Call-Off Schedule 14 (Service Levels)
    - Call-Off Schedule 15 (Call-Off Contract Management)
    - Call-Off Schedule 16 (Benchmarking)
    - Call-Off Schedule 18 (Background Checks)
    - Call-Off Schedule 20 (Specification)
    - Call-Off Schedule 22 (Hire Purchase Terms)
    - Call-Off Schedule 24 (Supplier Furnished Terms)
    - Call-Off Schedule 26 (Projects)
    - Call-Off Schedule 27 (Dispute Resolution Procedure)

1. CCS Core Terms (version 3.0.11)
2. Joint Schedule 5 (Corporate Social Responsibility) RM6116
3. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

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.

Framework Ref: RM6116

3

# CALL-OFF SPECIAL TERMS

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

|  |  |  |
| --- | --- | --- |
| Framework Special Terms | | |
| FW1 | Framework Special Term 1 | A new Clause 2.11 shall be added to the Core Terms:  “The Supplier shall operate the Catalogue in accordance with Framework Schedule 1 (Specification).” |
| FW2 | Framework Special Term 2 | Clause 3.2.11 of the Core Terms shall be deleted and replaced with the following:  “Not used.” |
| FW3 | Framework Special Term 3 | Clause 3.2.2 of the Core Terms shall be deleted and replaced with the following:  “Not used.” |
| FW4 | Framework Special Term 4 | Clause 7.4 of the Core Terms shall be deleted and replaced with the following: “If requested, the Supplier will provide a list of Supplier Staff needing access to the Buyer's Premises and say why access is required” |
| FW5 | Framework Special Term 5 | Clause 8.7 of the Core Terms shall be deleted and replaced with the following: “The Supplier shall assign to the Buyer, or if it is unable to do so, shall (to the extent it is legally able to do so) hold on trust for the sole benefit of the Buyer, those warranties and indemnities provided by third parties that are specifically associated with and particular to the Deliverables provided to the Buyer. Where any such warranties are held on trust, the Supplier shall enforce such warranties as required by the Buyer on the Buyer’s behalf in order to provide the Services and shall do so in accordance with any reasonable directions that the Buyer may notify from time to time to the Supplier.” |
| FW6 | Framework Special Term 6 | Core Terms Clause 11.2 – amend “£5 million” to “one million pounds (£1,000,000)” |
| FW7 | Framework Special Term 7 | Clause 14.1 of the Core Terms shall be deleted and replaced with the following:  “The Parties acknowledge that for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor unless otherwise specified in Joint Schedule 11 (Processing Data). The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with Joint Schedule 11 (Processing Data).” |
| FW8 | Framework Special Term 8 | Core Terms Clause 24.2 – add the following additional text at the end of the Clause:  “If the Supplier needs resources other than those ordinarily used in the provision of the Service in order to complete an Impact Assessment requested by the Buyer, the Supplier must tell the Buyer before beginning the Impact Assessment. If the Buyer wants the Impact Assessment to go ahead, the |

Framework Ref: RM6116

4

|  |  |  |
| --- | --- | --- |
|  |  | Buyer shall pay any reasonable demonstrable costs incurred by the Supplier in producing the Impact Assessment. To be clear, the Supplier will not be able to recover costs incurred during the Impact Assessment that the Buyer didn’t agree before the Impact Assessment began.” |
| FW9 | Framework Special Term 9 | Core Terms – add the following provision:  “36. Telecoms Expense Management  The Supplier shall provide without charge to a TEM Provider nominated by the Buyer the detailed invoice data for each Buyer in receipt of Deliverables in an Electronic Data Interchange (EDI) format at the same frequency as it is received by that Buyer, subject to the TEM Provider agreeing to enter into a direct confidentiality agreement with the Supplier on terms equivalent to the terms set out in Clause 15 (What you must keep confidential).” |
| FW10 | Framework Special Term 10 | Joint Schedule 5 – Corporate Social Responsibility  The application of Paragraph 3.1.8 within Joint Schedule 5 (Corporate Social Responsibility) applies only in respect of Lot 1a |
| FW11 | Framework Special Term 11 | Clause 10.2.2 of the Core Terms shall be deleted and replaced with the following:  “Each Buyer has the right to terminate their Call-Off Contract at any time by giving the Supplier not less than the minimum period of notice specified in the Order Form or 90 days (whichever is greater)." |
|  | | |
| Call-Off Contract Special Terms | | |
| CO01 | Call-Off Contract Special Term 1 | Call-Off Schedule 26 (Projects) shall apply to this Contract. |
| CO02 | Call-Off Contract Special Term 2 | Call-Off Schedule 27 (Dispute Resolution Procedure) shall apply to this Contract. |
| CO03 | Call-Off Contract Special Term 3 | Joint Schedule 1 (Definitions) shall be replaced by Annex 4 to this Order Form in its entirety. |
| CO04 | Call-Off Contract Special Term 4 | Joint Schedule 2 (Variation Form) shall be replaced by Annex 5 to this Order Form in its entirety. |
| CO05 | Call-Off Contract Special Term 5 | Joint Schedule 5 (Corporate Social Responsibility) shall be replaced by Annex 6 to this Order Form in its entirety. |
| CO06 | Call-Off Contract Special Term 6 | Joint Schedule 6 (Key Sub-Contractors) shall be replaced by Annex 7 to this Order Form in its entirety. |
| CO07 | Call-Off Contract Special Term 7 | Joint Schedule 7 (Financial Difficulties) shall be replaced by Annex 8 to this Order Form in its entirety. |
| CO08 | Call-Off Contract Special Term 8 | Call-Off Schedule 2 (Staff Transfer) shall be replaced by Annex 9 to this Order Form in its entirety. |

Framework Ref: RM6116

5

|  |  |  |
| --- | --- | --- |
| CO09 | Call-Off Contract Special Term 9 | Call-Off Schedule 6 (ICT Services) shall be replaced by Annex 10 to this Order Form in its entirety. |
| CO10 | Call-Off Contract Special Term 10 | Call-Off Schedule 8 (Business Continuity and Disaster Recovery) shall be replaced by Annex 11 to this Order Form in its entirety. |
| CO11 | Call-Off Contract Special Term 11 | Call-Off Schedule 9 (Security) shall be replaced by Annex 12 to this Order Form in its entirety. |
| CO12 | Call-Off Contract Special Term 12 | Call-Off Schedule 10 (Exit Management) shall be replaced by Annex 13 to this Order Form in its entirety. |
| CO13 | Call-Off Contract Special Term 13 | Call-Off Schedule 12 (Clustering) shall be replaced by Annex 14 to this Order Form in its entirety. |
| CO14 | Call-Off Contract Special Term 14 | Call-Off Schedule 13 (Implementation Plan and Testing) shall be replaced by Annex 15 to this Order Form in its entirety. |
| CO15 | Call-Off Contract Special Term 15 | Call-Off Schedule 14 (Service Levels) shall be replaced by Annex 16 to this Order Form in its entirety. |
| CO16 | Call-Off Contract Special Term 16 | Call-Off Schedule 15 (Call-Off Contract Management) shall be replaced by Annex 17 to this Order Form in its entirety. |
| CO17 | Call-Off Contract Special Term 17 | Call-Off Schedule 22 (Lease Terms) shall be replaced by Annex 18 to this Order Form in its entirety. The schedule shall also be renamed to Call-Off Schedule (Hire Purchase Terms). |
| CO18 | Call-Off Contract Special Term 18 | Where any named policy or process is referenced within the Call-Off Contract, such reference to that policy or process shall mean to the relevant policy or process as listed in Annex 1 to the Order Form and as may be updated by the Buyer from time to time. |
| CO19 | Call-Off Contract Special Term 19 | As at the Call-Off Start Date, the Parties anticipate:   1. that Part A of Schedule 2 (Staff Transfer) shall not apply to any Relevant Transfers which may arise under this Contract in respect of the Services (excluding the Optional Services); 2. that a determination will be made in respect of whether Part B or Part C of Schedule 2 (Staff Transfer) shall apply to any Relevant Transfers which may arise under this Contract in respect of the Services (excluding the Optional Services); and 3. that no determination has been made in respect of which Part(s) of Schedule 2 (Staff Transfer) might apply to the Optional Services and as soon as reasonably practicable following the commissioning of an Optional Services the Parties shall meet to determine which Part(s) of Schedule 2 (Staff Transfer) will apply. |
| CO20 | Call-Off Contract Special Term 20 | The Supplier (amongst others) must enter into the Collaboration Agreement (substantially in the form provided by the Buyer) on or around the Call-Off Start Date in relation to the provision of Core Defra Group Services. |

Framework Ref: RM6116

6

|  |  |  |
| --- | --- | --- |
|  |  | Save for Clauses 1 (Definitions used in the contract), 8 (Rights and protection),  10.1 (Contract Period), 11 (How much you can be held responsible for), 15 (What you must keep confidential), 16 (When you can share information), 17 (Invalid parts of the contract), 18 (No other terms apply), 19 (Other people’s rights in a contract), 21 (Relationships created by the contract), 22 (Giving up contact rights), 25 (How to communicate about the contract), 34 (Resolving disputes) and 35 (Which law applies), this Call-Off Contract is conditional upon the valid execution and delivery to the Buyer of the Collaboration Agreement (the “**Condition Precedent**”). The Buyer may in its sole discretion at any time agree to waive compliance with the Condition Precedent by giving the Supplier notice in writing.  The Supplier shall satisfy, or procure the satisfaction of, the Condition Precedent as soon as possible. In the event that the Condition Precedent is not satisfied within twenty (20) Working Days after the date of this Call-Off Contract then, unless the Condition Precedent is waived by the Buyer in accordance with this Special Term CO20:   1. this Contract shall automatically cease and shall not come into effect; and 2. neither Party shall have any obligation to pay any compensation to the other Party as a result of such cessation.   The Supplier shall consult with the Buyer in relation to the steps it takes to satisfy the Condition Precedent and shall keep the Buyer fully informed of its progress in satisfying the condition and of any circumstances which are likely to result in the condition not being satisfied by the date set out in this Special Term CO20. |

CALL-OFF START DATE: 03 December 2024

CALL-OFF EXPIRY DATE: 02 December 2029

CALL-OFF INITIAL PERIOD: 5 years

## CALL-OFF OPTIONAL

EXTENSION PERIOD: 2 x 12 months

## MINIMUM PERIOD OF NOTICE FOR WITHOUT

REASON TERMINATION: 90 days

Framework Ref: RM6116

7

## CALL-OFF DELIVERABLES VIA FURTHER COMPETITION

See details in Call-Off Schedule 20 (Specification)

## OPTIONAL SERVICES

There are Optional Services available under this Call-Off Contract as detailed within Call-Off Schedule 20 (Specification). Such Optional Services may be invoked in accordance with Clause 3.4 of the Core Terms.

## MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is as specified in the Implementation Milestone Payment Plan Charges within Annex 1 to Call-Off Schedule 5 (Pricing Details) being ***[REDACTED]***.

## CALL-OFF CHARGES

See details in Call-Off Schedule 5 (Pricing Details)

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

* Specific Change in Law in accordance with Clause 24.8.
* Benchmarking using Call-Off Schedule 16 (Benchmarking)

## REIMBURSABLE EXPENSES

None

## PAYMENT METHOD

Bankers Automated Clearing System (BACS)

## BUYER’S INVOICE ADDRESS:

PDF electronic copies of the invoice along with supporting electronic copy Supporting Documentation to:

[Accounts-payables.def@sscl.gse.gov.uk](mailto:Accounts-payables.def@sscl.gse.gov.uk)

Hard copies to:

Defra SSCL Accounts Payables PO Box 790

Newport Gwent NP10 8FZ

Framework Ref: RM6116

8

## BUYER’S AUTHORISED REPRESENTATIVES

Name: ***[REDACTED]***

Role: Service Owner

Email Address: ***[REDACTED]***

Name: ***[REDACTED]***

Role: Lead Supplier Manager Email Address: ***[REDACTED]***

Address: ***[REDACTED]***

## POLICY UPDATES

All Buyer policies as are in force as at the Call-Off Start Date (a copy of each has been supplied to the Supplier) and may be updated by the Buyer from time to time and notified to the Supplier.

## BUYER’S ENVIRONMENTAL POLICY

The Buyer’s Environmental Policy is ‘Defra Environmental Policy 2023’, together with the following environment-related and sustainability-related strategies and policies:

* The Buyer’s Sustainable Information Technology Strategy
* Sustainability Strategy 2023 to 2033
* Raising a Concern (including Whistleblowing) Policy

## BUYER’S SECURITY POLICY

The Buyer’s Security Policy is: ‘PLIS002 Defra Group Security Policy’, together with the following security-related policies:

* Defra Group Access Control Policy
* Defra Group Business Continuity Policy
* Defra Group Classification Policy
* Defra Group Off-Shoring Security Policy
* Defra Group Password Policy
* Defra Group Personnel Security Policy
* Defra Group Removable Media Policy
* DgS Compliance and Assurance Policy
* Information Assurance Process
* PLAM001 Defra Group Information Asset Management Policy
* PLAU002 Defra Group Acceptable Use Policy
* PLCD002 Defra Group Security Clear Desk and Clear Screen Policy
* PLDS001 Defra Group Data and Information Sharing Policy
* PLFR003 Defra Network Digital Forensics Readiness Policy
* PLIM003 Defra Group Security Incident Response Management Policy
* PLIR003 Defra Group Information Risk Policy
* PLPG001A Defra Group Information Assurance and Security Policy Governance

Framework Ref: RM6116

9

* PLPM002 Defra Group Protective Monitoring Policy
* PLSA001 Defra Group Info Systems Acquisition Dev and Maintenance Policy

## SUPPLIER’S AUTHORISED REPRESENTATIVE

Name: ***[REDACTED]***

Role: Sector Lead

Email: ***[REDACTED]***

Address: ***[REDACTED]***

## SUPPLIER’S CONTRACT MANAGER

Name: ***[REDACTED]***

Role: Commercial Contract Manager Email: ***[REDACTED]***

Address: ***[REDACTED]***

## PROGRESS REPORT FREQUENCY

As per Call-Off Schedule 1 (Transparency Reports)

## PROGRESS MEETING FREQUENCY

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

## KEY STAFF

Name: ***[REDACTED]***

Role: Sector Lead

Email: ***[REDACTED]***

Address: ***[REDACTED]***

Name: ***[REDACTED]***

Role: Customer Security Account Manager Email: ***[REDACTED]***

Address: ***[REDACTED]***

Name: ***[REDACTED]***

Role: Solution Consultant

Email: ***[REDACTED]***

Address: ***[REDACTED]***

Name: ***[REDACTED]***

Role: Principal Service Manager

Email: ***[REDACTED]***

Address: ***[REDACTED]***

Framework Ref: RM6116

10

## KEY SUBCONTRACTOR(S)

Name: Fujitsu Services Ltd

Company Registration Number: 96056

Email: ***[REDACTED]***

Telephone Number: ***[REDACTED]***

Scope of Services: LAN Services

## COMMERCIALLY SENSITIVE INFORMATION

As set out in Joint Schedule 4 (Commercially Sensitive Information)

## SERVICE CREDITS

Service Credits will accrue in accordance with Call-Off Schedule 14 (Service Levels). The Service Credit Cap is: as set out in Call-Off Schedule 14 (Service Levels).

The Service Period is: a recurrent period of one Month during the Call-Off

Contract Period (except in the context of Sustainability Service Levels, which are as per Table 12 of Annex 1 to Part A of Call-Off Schedule 14 (Service Levels)

A Critical Service Level Failure will be deemed to have occurred as described in Table 13 of Annex 2 to Part A of Call-Off Schedule 14 (Service Levels).

## ADDITIONAL INSURANCES

## ***[REDACTED]***

## GUARANTEE

Not used.

## SOCIAL VALUE COMMITMENT

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

|  |  |  |  |
| --- | --- | --- | --- |
| **For and on behalf of the Supplier:** | | **For and on behalf of the Buyer:** | |
| Signature: |  | Signature: |  |
| Name: |  | Name: |  |
| Role: |  | Role: |  |
| Date: |  | Date: |  |

Framework Ref: RM6116

12

**ANNEX 1: POLICIES AND PROCESSES**

A DOCUMENT SHARING FUNCTION CONTAINING THESE WILL BE MADE AVAILABLE TO THE SUPPLIER

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Folder** | **Document** |  | **Folder** | **Document** |
| Architecture & Equipment Lists | 6355-007-001 Connectivity  Strategy - Future Networks Strategy | Security | PLAM001 Defra Group  Information Asset Management Policy |
| DDTS Supported Network Services | PLAU002 Defra Group Acceptable Use Policy |
| Defra Group FNPP Vision | PLCD002 Defra Group Security Clear Desk and Clear Screen Policy |
| Geomatics PC Estate\_summary | PLDS001 Defra Group Data and Information Sharing Policy |
| Master Site List | PLFR003 Defra Network Digital Forensics Readiness Policy |
| Mobile Connectivity Services | PLIM003 Defra Group Security  Incident Response Management Policy |
| Network-Strategy-Drivers-Targets- 2023-01-10 | PLIR003 Defra Group Information Risk Policy |
|  | | | PLIS002 Defra Group Security Policy |
| IT Comms Room | IT guidance for DDTS Suppliers PBT Facilities Estates |  | PLPG001A Defra Group Information Assurance and Security Policy Governance |
|  | | | PLPM002 Defra Group Protective Monitoring Policy |
| Security | Defra Group Access Control Policy |  | PLSA001 Defra Group Info Systems Acquisition Dev and  Maintenance Policy |
| Defra Group Business Continuity Policy |  | | |
| Defra Group Classification Policy |  | Sustainability & Social Value | Defra Group Sustainability Strategy 2023 to 2033 |
| Defra Group Off-Shoring Security Policy | Defra Group Sustainable Information Technology Strategy |
| Defra Group Password Policy | LIT 56948 Raising a Concern (including Whistleblowing) Policy |
| Defra Group Personnel Security Policy |  | | |
| Defra Group Removable Media Policy |
| DgS Compliance and Assurance Policy |

Framework Ref: RM6116

13

***Service Management & Service Integration Policies and Processes***

Information Assurance Process

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Folder** | **Document** |  | **Folder** | **Document** |
| Access Management | SMSI-071-001-013 Defra Access Management Policy |  | Infrastructure Suppliers Technology Dataset | ARC-490-005 Infrastructure Technology Dataset Document Review Form (DRF) – Product  Description |
| SMSI-071-002-013 Defra Access Management Process | ARC-490-006 Infrastructure Technology Dataset DRF  Template |
| Availability Management | SMSI-071-001-001 Defra  Availability Management Policy | Knowledge Management | SMSI-071-001-009 Defra  Knowledge Management Policy |
| SMSI-071-002-001 Defra  Availability Management Process | SMSI-071-002-009 Defra  Knowledge Management Process |
| Capacity Management | SMSI-071-001-002 Defra Capacity Management Policy | Problem Management | SMSI-071-001-011 Defra Problem Management Policy |
| SMSI-071-002-002 Defra Capacity Management Process | SMSI-071-002-011 Defra Problem Management Process |
| Change and Evaluation Management | SMSI-071-001-003 Defra Change and Evaluation Management Policy | Release & Deployment Management | SMSI-071-001-012 Defra Release and Deployment Management Policy |
| SMSI-071-002-003 Defra Change  and Evaluation Management Process | SMSI-071-002-012 Defra Release  and Deployment Management Process |
| Configuration Management | SMSI-071-001-015 Defra  Configuration Management Policy | Request Fulfilment | SMSI-071-001-014 Defra Request Fulfilment Policy |
| SMSI-071-002-015 Defra  Configuration Management Process | SMSI-071-002-014 Defra Request Fulfilment Process |
| Enterprise Architecture Principles | Defra Unified Enterprise Architecture Principles | Risk Management | DDaT Risk Management Strategy 2023-24 live |
| Event Management | SMSI-071-001-005 Defra Event Management Policy | Service Catalogue Management | SMSI-071-001-018 Defra Service Catalogue Management Policy |
| SMSI-071-002-005 Defra Event Management Process | SMSI-071-002-018 Defra Service Catalogue Management Process |
| Facilities Management | IT guidance for DDTS Suppliers PBT Facilities Estates | Service Continuity Management | SMSI-071-001-008 Defra Service Continuity Management Policy |
| Hardware Asset Management | SMSI-071-001-016 Defra  Hardware Asset Management Policy | SMSI-071-002-008 Defra Service Continuity Management Process |
| SMSI-071-002-016 Defra  Hardware Asset Management Process | Service Delivery Lifecycle | SMSI-223-001 Defra Service Delivery Lifecycle Framework |
| Incident Management | Defra Incident Management Guidance | Service Improvement | SMSI-071-001-004 Defra Service Improvement Policy |
| SMSI-071-001-006 Defra Incident Management Policy | SMSI-071-002-004 Defra Service Improvement Process |
| SMSI-071-002-006 Defra Incident Management Process | Service Level Management | SMSI-071-001-019 Defra Service Level Management Policy |
| Infrastructure Suppliers | ARC-490-003 Supplier Infrastructure Technology Dataset Template Product Description | SMSI-071-002-019 Defra Service Level Management Process |

Framework Ref: RM6116

14

|  |  |
| --- | --- |
| Technology Dataset | ARC-490-004 Supplier Infrastructure Technology Dataset  Template |

|  |  |
| --- | --- |
| Service Measurement and Reporting | SMSI-071-001-020 Defra Service  Measurement and Reporting Policy |
| SMSI-071-002-020 Defra Service Measurement and Reporting  Process |
| Service Readiness | Service Readiness Lifecycle |
| Service Readiness Overview |
| Service Validation & Testing | SMSI-071-001-021 Defra Service Validation and Testing Policy |
| SMSI-071-002-021 Defra Service Validation and Testing Process |
| Software Asset Management | SMSI-071-001-017 Defra Software Asset Management Policy |
| SMSI-071-002-017 Defra Software Asset Management Process |
| Supplier Management | SMSI-071-001-022 Defra Supplier Management Policy |
| SMSI-071-002-022 Defra Supplier Management Process |
| Test Strategy | SMSI-163-008 DDTS Test  Strategy |
| Tooling | DDTS Tools Authority |
| LIT 59091 - DDTS software development and testing standards policy |
| *[No folder]* | SMSI-01-321-002 On-boarding and Off-boarding process and approach |
| SMSI-01-363-001 Service Run Manual |

Framework Ref: RM6116

15