Framework Schedule 6 (Order Form and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE: Project 25338

CALL-OFF TITLE: ID&T Augmented Resource (Customer Data

Access Management and Test Engineers)

CALL-OFF CONTRACT

DESCRIPTION: For the provision of augmented resources to

support teams across Identity and Trust Services

Team (ID&T).

THE BUYER: Department for Work and Pensions

BUYER ADDRESS Caxton House, 1 Tothill Street, London, SW1H

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THE SUPPLIER: Tata Consultancy Services Limited

SUPPLIER ADDRESS: 18 Grosvenor Place, London, SW1X 7HS

REGISTRATION NUMBER: 08055387

DUNS NUMBER: 234017981 (UK Branch Office)

SID4GOV ID:

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 1st February 2023.

It's issued under the Framework Contract with the reference number RM6263 for the provision of Digital Specialists and Programmes 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 (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, SOW Template and Call-Off Schedules).

Framework Ref: RM6263 Project Version: v1.0

Model Version: v3.7

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

CALL-OFF LOT(S):

Lot 2: Digital Specialists

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) RM6263
- 3. Framework Special Terms
- 4. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6263
- 1 Joint Schedule 2 (Variation Form)
- 2 Joint Schedule 3 (Insurance Requirements)
- 3 Joint Schedule 4 (Commercially Sensitive Information)
- 4 Joint Schedule 10 (Rectification Plan)
- 5 Joint Schedule 11 (Processing Data)
- 6 Joint Schedule 13 (Cyber Essentials)
- Call-Off Schedules for RM6263
- Call-Off Schedule 1 (Transparency Reports)

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- o Call-Off Schedule 3 (Continuous Improvement)
- Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - o 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)
- o Call-Off Schedule 13 (Implementation Plan and Testing)
- o Call-Off Schedule 18 (Background Checks)
- o Call-Off Schedule 20 (Call-Off Specification)
- 5. CCS Core Terms (version 3.0.11)
- 6. Joint Schedule 5 (Corporate Social Responsibility) RM6263
- 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.

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.

Framework Special Term 1 – Clause 10.2.2 (Ending the Contract without a reason) is amended as follows:

"Each Buyer has the right to terminate their Call-Off Contract or any Statement of Work at any time without reason by giving the Supplier not less than:

- (a) 45 30 days for a Statement of Work; or
- (b) 30 days for the Call-Off Contract, written notice and if it's terminated Clause 10.6 shall apply. Without prejudice to Clause 10.2.3, the Buyer shall have no liability in respect of any costs incurred by the

Supplier arising from such termination."

Special Term 2.

Call-Off Schedule 10 (Exit Management), has been amended to delete the following requirements:

"2.1 The Supplier shall within 30 days from the Call-Off Contract Start Date provide to the Buyer a copy of its depreciation policy to be used for the purposes of calculating Net Book Value."

and.

"2.4 Each Party shall appoint an Exit Manager within 30 days of the Call-Off Contract Start Date. The Parties' Exit Managers will liaise with one another in relation to all issues relevant to the expiry or termination of each SOW and this Contract."

and.

"4.1 The Supplier shall, within 30 days after the Start Date, deliver to the Buyer a Call-Off Contract and SOW Exit Plan which complies with the requirements set out in Paragraph 4.3 of this Schedule and is otherwise reasonably satisfactory to the Buyer."

Special Term 3.

Clause 11.2 of the Core Terms shall be amended to read as follows for the purposes of this Call-Off Contract: "11.2 Each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than 150% of the Estimated Yearly Charges unless specified in the Call-Off Order Form."

CALL-OFF START DATE: 3rd February 2023

CALL-OFF EXPIRY DATE: 29th January 2025

CALL-OFF INITIAL PERIOD: 24 Months

CALL-OFF OPTIONAL

EXTENSION PERIOD: 6 Months

MINIMUM NOTICE PERIOD

FOR EXTENSION(S): 30 Days

CALL-OFF CONTRACT VALUE: £2,946,672.00 (ex. VAT)

KEY SUB-CONTRACT PRICE: Not Applicable

CALL-OFF DELIVERABLES

The following resources will be provided under this Call-Off Contract:

Role	Security Clearance	SFIA Level	Quantity
Senior Technical Architect	BPSS	5	1
Business Analyst	BPSS	4	1
Senior Business Analyst	BPSS	5	1
Senior User Researcher	BPSS	5	1
Senior Product Manager	BPSS	4	1
Senior Test Engineer	BPSS	5	1
Test Engineer	BPSS	4	2

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 set out in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

☐ All work should be completed to a standard that would pass a GDS Assessment.

CYBER ESSENTIALS SCHEME

The Buyer requires the Supplier, in accordance with Joint Schedule 13 (Cyber Essentials Scheme) to provide a Cyber Essentials Plus Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

Framework Ref: RM6263 Project Version: v1.0

Model Version: v3.7

MAXIMUM LIABILITY

1. 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 Charges for each Contract Year used to calculate liability in the first Contract Year is £1,473,336 (ex.VAT).

The Parties further agree that Clause 11.2 of the Core Terms shall be amended to read as follows for the purposes of this Call-Off Contract: "11.2 Each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than 150% of the Estimated Yearly Charges unless specified in the Call-Off Order Form."

2. Clause 11.6 of the Core Terms is amended to read as follows for the purposes of this Call-Off Contract:

"In spite of Clauses 11.1, 11.2 but subject to Clauses 11.3 and 11.4, the Supplier's aggregate liability in each and any Contract Year under each Contract under Clause 14.8 shall in no event exceed the lower of Data Protection Liability Cap or 125% of the of the Estimated Yearly Charges"

CALL-OFF CHARGES

Summarise the Charging method(s) Buyer has selected below and which are incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy):

(1) Time and Materials (T&M)

[Redacted]

REIMBURSABLE EXPENSES

DWP Expense Policy



DWP Supplier Travel Policy - Apr 2022.pdf

PAYMENT METHOD

The payment method for this Call-Off Contract is BACS made monthly in arrears.

BUYER'S INVOICE ADDRESS:

[Redacted]

BUYER'S AUTHORISED REPRESENTATIVE

[Redacted]

BUYER'S ENVIRONMENTAL POLICY

The Contracting Authority is committed to a 100% reduction of greenhouse gas emissions and requires the successful Supplier under this procurement to demonstrate an organisational commitment to the 'Net Zero' target. Further information can be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attach ment_data/file/1054373/Guidance-on-adopting-and-applying-PPN-06_21-_Selection-Criteria-Jan22 1 .pdf

BUYER'S SECURITY POLICY

Part A of Call-Off Schedule 9 (Security) will apply. The Buyer's Security Policy is set out in each Statement of Work, and is provided in "Statement of Work 001" below.

SUPPLIER'S AUTHORISED REPRESENTATIVE

[Redacted]

SUPPLIER'S CONTRACT MANAGER

[Redacted]

PROGRESS REPORT FREQUENCY

On the last Working Day of each calendar month.

PROGRESS MEETING FREQUENCY

Quarterly project senior stakeholder reviews on the first Working Day of each quarter. Fortnightly progress updates with Buyer delivery leads.

KEY STAFF

Not applicable.

KEY SUBCONTRACTOR(S)

Not applicable.

COMMERCIALLY SENSITIVE INFORMATION

refer to Call-Off Schedule.

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. This will include agreed KPIs and Milestones. 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 be	ehalf of the Supplier:	For and on behalf of the Buyer:		
Signature:	[Redacted]	Signature:	[Redacted]	
Name:	[Redacted]	Name:	[Redacted]	
Role:	[Redacted]	Role:	[Redacted]	
Date:	02 February 2023	Date:	03 February 2023	

Appendix 1

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

Each executed Statement of Work shall be inserted into this Appendix 1 in chronology

Statement of Work 001

1. STATEMENT OF WORK ("SOW") DETAILS

Framework Ref: RM6263 Project Version: v1.0

Model Version: v3.7

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 Contact.

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:	03/02/23
SOW Title:	Test Engineers (ID&T Augmented Resource)
SOW Reference:	SOW001
Call-Off Contract Reference:	ID&T Augmented Resource (Customer Data Access Management and Test Engineers)
Buyer:	Department for Work and Pensions
Supplier:	Tata Consultancy Services UK Limited
SOW Start Date:	3 rd February 2023
SOW End Date:	31st March 2023
Duration of SOW:	57 Days
Key Personnel (Buyer)	[Redacted]
Key Personnel (Supplier)	
Subcontractors	N/A

2. CALL-OFF CONTRACT SPECIFICATION - PROGRAMME CONTEXT

Framework Ref: RM6263 Project Version: v1.0 Model Version: v3.7

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SOW Deliverables Background	This Statement of Work is for three Test Engineers to work across different squads in ID&T including, but not limited to, online or telephony ID Verification solutions such as implementing voice credential, improving online success verification rates or onboarding new services.
	Multiple Phases as agreed with DWP.
Delivery phase(s)	Delivery Milestones are not applicable for this contract. The relevant accountability model (as defined on page 1 of Framework Schedule 1 (Specification)) ("Accountability Model") will be rainbow teams (as defined in paragraph 3.5 of Framework Schedule 1) ("Rainbow Teams").
Overview of Requirement	The Test Engineers will be expected to deliver in a risk based and Agile manner according to the DWP test strategy.
	They will be expected to attend and contribute to Agile ceremonies, typically: sprint planning, backlog refinement and estimation sessions, 3 amigos, daily stand ups, retrospectives and sprint reviews. Within sprints they will be routinely expected to deliver: • Automated browser, API and integration test code to cover user story acceptance criteria, using technologies on the DWP technology radar (generally Java and Selenium) • Documentation including test plans, test cases and test reports • Accessibility testing against WCAG AA standards according to DWP and GDS guidance • Performance test scripts (in Apache JMeter) where required on a risk based basis
Accountability Models	Please tick the Accountability Model(s) that shall be used under this Statement of Work: Sole Responsibility: □ Self Directed Team: □ Rainbow Team: X

3. BUYER REQUIREM	ENTS – SOW DELIVERABLES
Outcome	

Description

The Supplier is required to provide as specified below. It is acknowledged that the requirements may change in line with project demand:

DDAT Role	Service Capability	Qty	SFIA level	Vetting	Location
Senior Test Engineer	Application Testing	1	5	BPSS	Sheffield [Redacted]
Test Engineer	Accessibility Testing	1	4	BPSS	Sheffield, [Redacted]
Test Engineer	Application Testing	1	4	BPSS	Sheffield, [Redacted]

Where the Buyer, acting reasonably

	rejects a resource CV for not meeting the requirements of clause 7.1 of the Core Terms the Supplier commits to provide an alternative CV to the Buyer within ten (10) working dabeing notified.			
Milestone Ref	Milestone Description	Acceptance Criteria	Due date	
MS01	N/A			
MS02	N/A			
Delivery Plan	N/A			
Dependencies	The Buyer will provide, at no cost to the Supplier, laptops and necessary devices for Supplier staff to perform the Services. The Buyer will provide, at no cost to the Supplier, necessary network access, tooling and software's for Supplier staff to deliver required services. The Buyer will provide, at no cost to the Supplier, the necessary office space, computers and facilities reasonably required for Supplier Personnel to perform the Services on site at Buyer Premises			
Supplier Resource Plan	N/A			
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). If different security requirements than those set out in Call-Off Schedule 9 (Security) apply under this SOW, these shall be detailed in this SOW:			
	The Supplier agrees to the additional Buyer standard clauses in respect of Security Requirements listed below.			
	applicable risk mana ○ For the av undertaki stipulated	nt: Ilier shall and shall ensure that are is) shall, co-operate with the Buyen gement processes regarding the voidance of doubt, the Supplier sl ing any action required to meet th in this Statement of Work. Any facecurity requirements of this State	er in relation to the Buyer's own Services. hall pay all costs in relation to e security requirements ailure by the Supplier to comply	

a material Default entitling the Contracting Authority to exercise its rights under clause 10.4.1 of the Core Terms.

- o **Security Audit and Assurance:** The Supplier shall, and shall ensure that any Sub-contractor (as applicable) shall, complete the information security questionnaire in the format stipulated by the Buyer (the "Information Security Questionnaire") at least annually or at the request by the Buyer. The Supplier shall provide the completed Information Security Questionnaire to the Buyer within one calendar month from the date of request.
 - The Buyer shall schedule regular security governance review meetings which the Supplier shall and shall ensure that any Sub-contractor (as applicable) shall, attend.

Security Policies and Standards

- The Supplier shall, and shall ensure that any Sub-contractor (as applicable) shall, comply with the security policies and standards set out in paragraph 4 below.
 - Notwithstanding the foregoing, the Buyer's security requirements applicable to the SOW Deliverables may be subject to change following certain events including, but not limited to, any relevant change in the delivery of the SOW Deliverables. Where any such change constitutes a Variation, any necessary Variation shall be agreed by the Parties in accordance with clause 24 of the Core Terms.
 - The Supplier shall and shall ensure that any Sub-contractor (as applicable) shall, maintain appropriate records and is otherwise able to demonstrate compliance with the Security Policies and Standards.
 - Security Policies and Standards
 - o The Buyer's security policies are published on:

DWP procurement: security policies and standards - GOV.UK (www.gov.uk) o

The Supplier will be required to comply with:

- Acceptable Use Policy
 Information Security Policy
 Physical Security Policy
 Information Management Policy
 Email Policy
 Remote Working Policy
 Social Media Policy
 Security Classification Policy
- HMG Personnel Security Controls May 2018

(published on HMG personnel security controls - GOV.UK (www.gov.uk)

Cyber Security Standards	The Buyer does not require the Supplier to have and maintain a Cyber Essentials Plus Certificate for the work undertaken under this SOW, in accordance with Joint Schedule 13 (Cyber Essentials Scheme).
SOW Standards	As per Order Form, including the requirement to meet the standard of a GDS assessment.

Performance Management	Material KPIs	Target	Measured by	
	Adherence to DWP test strategy.	Compliant apart from agreed exceptions.	Monthly one to one with permanent lead or senior test engineer.	
	Test completion	Testing of user stories completed and reported within sprint.	End of sprint test reporting.	
	No reports of issues with behaviours or communications within	0 issues raised to lead test engineer regarding behaviours or communications.	No formal complaints made to lead test engineer.	
	Accessibility testing completed	Completed to DWP standards or risk assessed as not required for updates to front-end user interfaces.	Completion of accessibility test reporting for each front-end change.	
Additional Requirements	Annex 1 – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.			
Key Supplier Staff	N/A			

Worker Engagement Status	The provisions set out in the embedded document below shall apply to this SOW. The Buyer confirms that in accordance with clause 1.3 of the Off Payroll Working Rules, any Contractors deployed by the Supplier to provide services under the Call-Off Contract can be engaged by the Supplier through an Intermediary, that being via any agency or via any Umbrella company. Clause 1.2 of the Off Payroll Working Rules and its repercussions throughout such document will not apply to this Order Form.			
	Worker%	20Engage ment%20Status%20i		
	has to r	esources used in this SOW are employee eplace a resource under this SOW and to plier will notify the Buyer of this.		• • • • • • • • • • • • • • • • • • • •
	The Acc	countability model will be "Rainbow Team: R35.	s". Workers will be o	considered to be
[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 Service	Required
			does this apply to?	regularity of Submission
	1.	[Resource Data for Annual Report & Accounts]		
	1.1	To support the Contracting Authority in reporting an accurate position in respect of external resources in its Annual Report and Accounts, the following information is required: a. Supplier Staff Name(s) b. Start and End date of the Engagement c. The contracted Day Rate of the Supplier Staff d. Is (Are) the Supplier Staff on a payroll and are deductions of PAYE and National Insurance made at source? Yes/No e. If "yes", please provide fee payer details for each of the Supplier Staff (eg, Supplier PAYE, Agent PAYE, Umbrella Company)	all roles	reasonable request from the Buyer
				•

CHARGES	
Call Off Contract Charges	
	The applicable charging method(s) for this SOW is: 1. Time and Materials
	The estimated maximum value of this SOW (irrespective of the selected charging method) is [Redacted].
	The Charges detailed in the financial model shall be invoiced in accordance with Clause 4 of the Call-Off Contract.
	INVOICING: [Redacted]
	A copy should also be emailed to DWP Hiring Manager by email: [Redacted]
	Prior to paying final invoice ensure all DWP kit is returned.
Rate Cards Applicable	[Redacted]
Financial Model	N/A
Reimbursable Expenses	As per DWP Expense Policy embedded in the Order Form

☐ SIGNATURES AND APPROVALS

Agreement	-f 4h:-	COM
Adreement	or this	>() VV

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

For and on behalf of the Supplier	Name and title Date Signature	[Redacted] 02 February 2023 [Redacted]	
For and on behalf of the Buyer	Name and title Date Signature	[Redacted] 03 January 2023 [Redacted]	

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

Description	Details

Identity of Controller	The Relevant Authority is Controller and the Supplier is Processor
for each Category of	The Newstant Additionty is controller and the Supplier is Frocessor
Personal Data	The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:
	and controller and the cappiler is the research of the fellowing research batter.
Duration of the	Commencing at the beginning of the Statement of Work and ending
Processing	at the end of the Statement of Work on 31st March 2023.

Nature and purposes of the Processing	The Supplier will follow the Buyer's direction and guidelines on staff security clearance and processes for access to buyer systems, including role-based access controls and security standards. Where the Supplier is required to grant user access, this will be undertaken at the Buyer's direction.
	Any access for the Supplier to Buyer systems will be limited to Buyer provisioned laptops. Any requirement to share data externally, such as with third parties for diagnostic purposes, is not to be undertaken by the Supplier and will remain the responsibility of the Buyer.
Type of Personal Data	 The Supplier will only ever have access to non-production environments. The data will be scrambled. The below types are indicative of the types of scrambled data. 1. Contact information (e.g. business e-mail address, telephone number etc.). 2. Personal life information (e.g. life habits, family situation). 3. Employment information (e.g. position, experience or employment history). 4. Identification information (e.g. name, gender, image in communication systems). 5. Data concerning health. Data revealing racial or ethnic origin.
Categories of Data Subject	 Any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Staff) for which the Buyer is the Controller Supplier Staff engaged in the performance of the Supplier's duties under the SoW for which the Supplier is the Controller. Citizen data.
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data	Delete or return as directed by the Buyer.

Annex 1 (Template Statement of Work)

1. STATEMENT OF WORK ("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 Contact.

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:	
SOW Title:	
SOW Reference:	
Call-Off Contract Reference:	
Buyer:	
Supplier:	
SOW Start Date:	
SOW End Date:	

Framework Ref: RM6263 Project Version: v1.0

Model Version: v3.7

Duration of SOW:	
Key Personnel (Buyer)	
Key Personnel (Supplier)	
Subcontractors	N/A
2. CALL-OFF CON	TRACT SPECIFICATION - PROGRAMME CONTEXT
SOW Deliverables Background	
	Multiple Phases as agreed with DWP.
	Multiple Friases as agreed with DWF.
Delivery phase(s)	Delivery Milestones are not applicable for this contract. The relevant accountability model (as defined on page 1 of Framework Schedule 1 (Specification)) ("Accountability Model") will be rainbow teams (as defined in paragraph 3.5 of Framework Schedule 1) ("Rainbow Teams").
Overview of Requirement	[Insert details including Release Types(s), for example, Adhoc, Inception, Calibration or Delivery].
Accountability Models	Please tick the Accountability Model(s) that shall be used under this Statement of Work:
	Sole Responsibility: □
	Self Directed Team: □
	Rainbow Team: X

3. BUYER REQUIREMENTS – SOW DELIVERABLES		
Outcome Description	The Supplier is required to provide as specified below. It is acknowledged that the requirem change in line with project demand:	

	DDAT Role	Qty	SFIA level	Vetting	Location		
Milestone Ref	Milestone Description	Ac	ceptance C	Criteria		Du	e date
MS01	N/A						
MS02	N/A						
Delivery Plan							
Dependencies							
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). If different security requirements than those set out in Call-Off Schedule 9 (Security) apply under this SOW, these shall be detailed in this SOW:						
	The Supplier agrees to the Requirements listed below		itional Buye	er standard	clauses in res	spect	t of Security
	o Risk Management:						

- The Supplier shall and shall ensure that any Sub-contractor (as applicable) shall, co-operate with the Buyer in relation to the Buyer's own risk management processes regarding the Services.
- For the avoidance of doubt, the Supplier shall pay all costs in relation to undertaking any action required to meet the security requirements stipulated in this Statement of Work. Any failure by the Supplier to comply with any security requirements of this Statement of Work, shall constitute a material Default entitling the Contracting Authority to exercise its rights under clause 10.4.1 of the Core Terms.
- o **Security Audit and Assurance:** The Supplier shall, and shall ensure that any Sub-contractor (as applicable) shall, complete the information security questionnaire in the format stipulated by the Buyer (the "Information Security Questionnaire") at least annually or at the request by the Buyer. The Supplier shall provide the completed Information Security Questionnaire to the Buyer within one calendar month from the date of request.
 - The Buyer shall schedule regular security governance review meetings which the Supplier shall and shall ensure that any Sub-contractor (as applicable) shall, attend.

Security Policies and Standards

- The Supplier shall, and shall ensure that any Sub-contractor (as applicable) shall, comply with the security policies and standards set out in paragraph 4 below.
 - Notwithstanding the foregoing, the Buyer's security requirements applicable to the SOW Deliverables may be subject to change following certain events including, but not limited to, any relevant change in the delivery of the SOW Deliverables. Where any such change constitutes a Variation, any necessary Variation shall be agreed by the Parties in accordance with clause 24 of the Core Terms.
 - The Supplier shall and shall ensure that any Sub-contractor (as applicable) shall, maintain appropriate records and is otherwise able to demonstrate compliance with the Security Policies and Standards.

Security Policies and Standards

o The Buyer's security policies are published on:

DWP procurement: security policies and standards - GOV.UK (www.gov.uk) o

The Supplier will be required to comply with:

- Acceptable Use Policy Information Security Policy Physical Security Policy Information Management Policy Email Policy Remote Working Policy Social Media Policy Security Classification Policy
 - HMG Personnel Security Controls May 2018

(published on HMG personnel security controls - GOV.UK (www.gov.uk)

Cyber Security Standards	The Buyer requires the Supplier to have and maintain a Cyber Essentials PlusCertificate for the work undertaken under this SOW, in accordance with Joint Schedule 13 (Cyber Essentials Scheme).			
SOW Standards	Insert any specific Standards applicable to this SOW (check Annex 3 of Framework Schedule 6 (Order Form Template, SOW Template and Call-Off Schedules)]			
Performance Management	Insert details of Mate	erial KPIs that have a ma	iterial impact on Contract performance]	
	Material KPIs	Target	Measured by	
	[Insert Service Levels Balanced Scorecard)]	s and/or KPIs – See Call	-Off Schedule 14 (Service Levels and	
Additional Requirements	Annex 1 – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.			
Key Supplier Staff	Key Role Key Staff Contract Details			
	[<mark>Indicate</mark> : whether there is ar	ny requirement to issue a	Status Determination Statement]	
Worker Engagement Status	The provisions set out in the embedded document below shall apply to this SOW. The Buyer confirms that in accordance with clause 1.3 of the Off Payroll Working Rules, any Contractors deployed by the Supplier to provide services under the Call-Off Contract can be engaged by the Supplier through an Intermediary, that being via any agency or via any Umbrella company. Clause 1.2 of the Off Payroll Working Rules and its repercussions throughout such document will not apply to this Order Form			
	W			

		The Accountability model will be "Rainbow Teams". Workers will be considered to be inside IR35.				
[SOW Reporting Requirements:]						
	does this apply		Required regularity of Submission			
	1.	[Resource Data for Annual Report &				
		Accounts]				
	1.1	To support the Contracting Authority in reporting an accurate position in respect of external resources in its Annual Report and Accounts, the following information is required:	all roles	upon reasonable request from the Buyer		
		 f. Supplier Staff Name(s) g. Start and End date of the Engagement h. The contracted Day Rate of the Supplier Staff i. Is (Are) the Supplier Staff on a payroll and are deductions of PAYE and National Insurance made at source? Yes/No j. If "yes", please provide fee payer details for each of the Supplier Staff (eg, Supplier PAYE, Agent PAYE, Umbrella Company) 				

O CHARGE

Call Off Contract Charges	The applicable charging method(s) for this SOW is: 2. [Capped Time and Materials] 3. [Incremental Fixed Price] 4. [Time and Materials] 5. [Fixed Price] 6. [2 or more of the above charging methods] The estimated maximum value of this SOW (irrespective of the selected charging method) is £[Insert detail]. The Charges detailed in the financial model shall be invoiced in accordance with Clause 4 of the Call-Off Contract. INVOICING: [Redacted]
Applicable	[Insert SOW applicable Supplier and Subcontractor rate cards from Call-Off Schedule 5B (Pricing Details and Expenses Policy), including details of any discounts that will be applied to the work undertaken under this SOW.]
Financial Model	[Supplier to insert its financial model applicable to this SOW]
Reimbursable Expenses	[See Expenses Policy in Annex 1 to Call-Off Schedule 5B (Pricing Details and Expenses Policy)] [Reimbursable Expenses are capped at [£[Insert] [OR [Insert] percent ([X]%) of the Charges payable under this Statement of Work.] [None]

☐ 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 a the Call-Off Contract and be legally binding on the Parties:				
For and on behalf of the Supplier	Name and title Date Signature	[Redacted] D2 February 2023 [Redacted]		
For and on behalf of the Buyer	Name and title Date Signature			

ANNEX 2 Data Processing

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

[TEMPLATE ANNEX 1 OF JOINT SCHEDULE 11 (PROCESSING DATA BELOW]

Description	Details

Identity of Controller for each Category of Personal

Data

The Relevant Authority is Controller and the Supplier is Processor

The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:

• **[Insert** the scope of Personal Data for which the purposes and means of the Processing by the Supplier is determined by the Relevant Authority]

The Supplier is Controller and the Relevant Authority is Processor

The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data:

• **[Insert** the scope of Personal Data which the purposes and means of the Processing by the Relevant Authority is determined by the Supplier]

The Parties are Joint Controllers

The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:

• **[Insert** the scope of Personal Data which the purposes and means of the Processing is determined by the both Parties together]

The Parties are Independent Controllers of Personal Data

The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:

- Business contact details of Supplier Personnel for which the Supplier is the Controller.
- Business contact details of any directors, officers, employees, agents, consultants and contractors of Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority's duties under the Contract) for which the Relevant Authority is the Controller,
- [Insert the scope of other Personal Data provided by one Party who is Controller to the other Party who will separately determine the nature and purposes of its Processing the Personal Data on receipt e.g. where (1)

	the Supplier has professional or regulatory obligations in respect of Personal Data received, (2) a standardised service is such that the Relevant Authority cannot dictate the way in which Personal Data is processed by the Supplier, or (3) where the Supplier comes to the transaction with Personal Data for which it is already Controller for use by the Relevant Authority]
	[Guidance] where multiple relationships have been identified above, please address the below rows in the table for in respect of each relationship identified]
Duration of the Processing	[Clearly set out the duration of the Processing including dates]
Nature and purposes of the Processing	[Please be as specific as possible, but make sure that you cover all intended purposes.
	The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.
	The purpose might include: employment processing, statutory obligation, recruitment assessment etc.]
Type of Personal Data	[Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc.]
Categories of Data Subject	[Examples include: Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc.]
Plan for return and destruction of the data once the Processing is complete	[Describe how long the data will be retained for, how it be returned or destroyed]
UNLESS requirement under Union or Member State law to preserve that type of data	