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**RM6100 Technology Services 3 Agreement  
Framework Schedule 4 - Annex 1  
Lots 2, 3 and 5 Order Form**

## Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 16 June 2021 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1234>. The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.



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In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms

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RM6100 Order Form – Lots 2, 3 and 5

1. This document headed "Order Form";
2. Attachment 1 – Services Specification;
3. Attachment 2 – Charges and Invoicing;
4. Attachment 3 – Implementation Plan;
5. Attachment 4 – Service Levels and Service Credits;
6. Attachment 5 – Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 6 – Software;
8. Attachment 7 – Financial Distress;
9. Attachment 8 - Governance
10. Attachment 9 – Schedule of Processing, Personal Data and Data Subjects;
11. Attachment 10 – Transparency Reports; and
12. Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses.

The Order of Precedence shall be as set out in Clause 2.2 of the Call-Off Terms being:

- .1.1 the Framework, except Framework Schedule 18 (Tender);
- .1.2 the Order Form;

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RM6100 Order Form – Lots 2, 3 and 5



- .1.3 the Call Off Terms; and
- .1.4 Framework Schedule 18 (Tender).

## Section A

### General information

Contract Details	
Contract Reference:	REDACTED TEXT under FOIA Section 40, Personal Information
Contract Title:	Person Product Delivery
Contract Description:	To develop, manage maintain and continuously improve a suit of Person services within the Migration and Borders Technology Portfolio
Contract Anticipated Potential Value: this should set out the total potential value of the Contract	Initial three-year period Contract value £45,076,234
Estimated Year 1 Charges:	REDACTED TEXT under FOIA Section 40, Personal Information
Commencement Date: 18th July 2022	

Buyer details	
Buyer organisation name	Home Office – Migration and Borders Technology Portfolio
Billing address	Your organisation's billing address - please ensure you include a postcode REDACTED TEXT under FOIA Section 40, Personal Information
Buyer representative name	The name of your point of contact for this Order REDACTED TEXT under FOIA Section 40, Personal Information
Buyer representative contact details	Email and telephone contact details for the Buyer's representative. This must include an email for the purpose of Clause 50.6 of the Contract. REDACTED TEXT under FOIA Section 40, Personal Information



### Buyer Project Reference

Please provide the customer project reference number.

**REDACTED TEXT under FOIA Section 40, Personal Information**

### Supplier details

#### Supplier name

The supplier organisation name, as it appears in the Framework Agreement  
Accenture (UK) Limited

#### Supplier address

Supplier's registered address

**REDACTED TEXT under FOIA Section 40, Personal Information**

#### Supplier representative name

The name of the Supplier points of contact for this Order

**REDACTED TEXT under FOIA Section 40, Personal Information**

#### Supplier representative contact details

Email and telephone contact details of the supplier's representative. This must include an email for the purpose of Clause 50.6 of the Contract.

**REDACTED TEXT under FOIA Section 40, Personal Information**

#### Order reference number or the Supplier's Catalogue Service Offer Reference Number

A unique number provided by the supplier at the time of the Further Competition Procedure. Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference Number.

**REDACTED TEXT under FOIA Section 40, Personal Information**

### Guarantor details

*Guidance Note: Where the additional clause in respect of the guarantee has been selected to apply to this Contract under Part C of this Order Form, include details of the Guarantor immediately below.*

#### Guarantor Company Name

**REDACTED TEXT under FOIA Section 40, Personal Information**

#### Guarantor Company Number

Guarantor's registered company number

**REDACTED TEXT under FOIA Section 40, Personal Information**

#### Guarantor Registered Address

**REDACTED TEXT under FOIA Section 40, Personal Information**

## Section B

### Part A – Framework Lot

#### Framework Lot under which this Order is being placed

*Tick one box below as applicable (unless a cross-Lot Further Competition or Direct Award, which case, tick Lot 1 also where the buyer is procuring technology strategy & Services Design in addition to Lots 2, 3 and/or 5. Where Lot 1 is*



also selected then this Order Form and corresponding Call-Off Terms shall apply and the Buyer is not required to complete the Lot 1 Order Form.

- 1. TECHNOLOGY STRATEGY & SERVICES DESIGN ☐
- 2. TRANSITION & TRANSFORMATION
- 3. OPERATIONAL SERVICES
  - a: End User Services ☐
  - b: Operational Management ☐
  - c: Technical Management ☐
  - d: Application and Data Management ☒
- 5. SERVICE INTEGRATION AND MANAGEMENT ☐

## Part B – The Services Requirement

### Commencement Date

See above in Section A

### Contract Period

*Guidance Note – this should be a period which does not exceed the maximum durations specified per Lot below:*

Lot	Maximum Term (including Initial Term and Extension Period) – Months (Years)
2	36 (3)
3	60 (5)
5	60 (5)

**Initial Term** Months

36 Months (3 Years)

**Extension Period (Optional)** Months

12 Month (1 Year) + 12 Month (1 Year)

### Minimum Notice Period for exercise of Termination Without Cause

(Calendar days) Insert right (see Clause 35.1.9 of the Call-Off Terms)

30 (Calendar days) (and the same 30 Calendar Day period shall apply to individual SoWs). Termination of an individual SoW shall not lead to Termination of any other in-flight SoW.

### Sites for the provision of the Services

*Guidance Note - Insert details of the sites at which the Supplier will provide the Services, which shall include details of the Buyer Premises, Supplier premises and any third-party premises.*

The Supplier shall provide the services from the following Sites:

**Buyer Premises:**



The main location for delivery of the services will be Metro Point, 49 Sydenham Road, Croydon, CR0 2EU. However, the Authority does not expect the Supplier's resources to be co-located. The expectation is that key personnel must attend meetings and work with the Authority's offices in Croydon-London as required.

#### **Supplier Premises:**

Remote working (or Supplier offices in UK). Occasional presence may be requested at Buyer Premises, which will be agreed by the Parties.

#### **REDACTED TEXT under FOIA Section 40, Personal Information**

#### **Third Party Premises:**

Not Applicable

#### **IR35 Determination**

The Authority has determined that this Call-Off to be outside of IR35.

- The Authority has determined that on balance the contract is one of a genuine Managed Service arrangement for fully Contracted Out Services and therefore does not represent a substantive IR35 risk to the Authority, therefore this contract is regarded to be outside of IR35.

Accenture (UK) Limited are reminded that as Accenture (UK) Limited are regarded as the "end client" for the purposes of the IR35 legislation Accenture (UK) Limited need to ensure that Accenture (UK) Limited both understand and discharge Accenture (UK) Limited obligations under the legislation that fall to Accenture (UK) Limited. This is particularly important where Accenture (UK) Limited or Accenture (UK) Limited supply chain engage workers through an intermediary structure to deliver Accenture (UK) Limited services to Home Office.

- If Accenture (UK) Limited wish to utilise associates or contractors working through a Personal Services Company (PSC) or other intermediary structure; a full HMRC CEST determination needs to be done and if the determination is inside IR35, they should be subject to full PAYE/NI contributions and engaged via an appropriate employment contract and/or via an umbrella company or PAYE provider to comply with IR35.
- If Accenture (UK) Limited need to bring subject matter experts during the term of the contract this will be reviewed and costed separately. Furthermore, the Authority reserves the right to give consideration to a separate route to contract for such work.

If the working practices or terms of the arrangement are amended the Authority reserve the right to conduct further assessments of its IR35 status of the arrangement.

#### **Buyer Assets**

*Guidance Note: see definition of Buyer Assets in Schedule 1 of the Call-Off Terms*  
POISE devices will be provided to the Supplier when required.



### **Additional Standards**

*Guidance Note: see Clause 13 (Standards) and the definition of Standards in Schedule 1 of the Contract. Schedule 1 (Definitions). Specify any particular standards that should apply to the Contract over and above the Standards.*

As per the Requirement Specification, Section 7 (Standards) (as detailed in Attachment 1 – Services Specification) which includes the Buyer Security Policy standards as detailed below.

### **Buyer Security Policy**

*Guidance Note: where the Supplier is required to comply with the Buyer's Security Policy then append to this Order Form below.*

#### Security Standards for Supplier

Services must achieve WCAG 2.1 level AA as part of meeting [government accessibility requirements](#)

Home Office Digital Strategy:

- <https://www.gov.uk/government/publications/home-office-digital-strategy/home-office-digital-strategy>

Home Office Technology Strategy:

- <https://www.gov.uk/government/publications/home-office-technology-strategy/home-office-technology-strategy>

Government Service Design Manual:

- <https://www.gov.uk/service-manual/browse>

HMG Security Policy Framework:

- <https://www.gov.uk/government/publications/security-policy-framework>

HMG Security Policy framework

- <https://www.gov.uk/government/publications/security-policy-framework>

Government Minimum Cyber Security Standard

- [www.gov.uk/government/publications/the-minimum-cyber-security-standard](https://www.gov.uk/government/publications/the-minimum-cyber-security-standard)

HMG Baseline Personnel Security Standard

- <https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

NCSC "Security Design Principles for Digital Services"

- <https://www.ncsc.gov.uk/guidance/security-design-principles-digital-services-main>

NCSC "Bulk Data Principles"

- <https://www.ncsc.gov.uk/guidance/protecting-bulk-personal-data-main>

NCSCS "Cloud Security Principles"

- <https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>

NCSC End User Device Security guidance



- <https://www.ncsc.gov.uk/collection/end-user-device-security>.

### **Buyer ICT Policy**

*Guidance Note: where the Supplier is required to comply with the Buyer's ICT Policy then append to this Order Form below.*

### **Security Standards for Buyer**

Home Office Digital Strategy:

- <https://www.gov.uk/government/publications/home-office-digital-strategy/home-office-digital-strategy>

Home Office Technology Strategy:

- <https://www.gov.uk/government/publications/home-office-technology-strategy/home-office-technology-strategy>

Government Service Design Manual:

- <https://www.gov.uk/service-manual/browse>

GDS Service Manual Standards and Policies:

- <https://www.gov.uk/service-manual>

### **Software standards for suppliers**

Twelve-Factor application design

<https://12factor.net>

### **Insurance**

*Guidance Note: if the Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Agreement or the Buyer requires any additional insurances please specify the details below.*

The insurance(s) required will be:

- a minimum insurance period of 6 years following the expiration or Ending of this Call-Off Contract
- professional indemnity insurance cover. This professional indemnity insurance cover will have a minimum limit of indemnity of £5,000,000 for each individual claim and in the aggregate
- employers' liability insurance with a minimum limit of £10,000,000 or any higher minimum limit required by Law.

### **Buyer Responsibilities**

*Guidance Note: list any applicable Buyer Responsibilities below.*

To be agreed in each Statement of Work

### **Goods**

*Guidance Note: list any Goods and their prices.*



Not Applicable

### Governance – Option Part A or Part B

*Guidance Note: the Call-Off Terms has two options in respect of governance. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is limited project governance required during the Contract Period.*

Governance Schedule	Tick as applicable
Part A – Short Form Governance Schedule	<input type="checkbox"/>
Part B – Long Form Governance Schedule	<input checked="" type="checkbox"/>

The Part selected above shall apply this Contract.

### Change Control Procedure – Option Part A or Part B

*Guidance Note: the Call-Off Terms has two options in respect of change control. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is no requirement to include a complex change control procedure where operational and fast track changes will not be required.*

Change Control Schedule	Tick as applicable
Part A – Short Form Change Control Schedule	<input checked="" type="checkbox"/>
Part B – Long Form Change Control Schedule	<input type="checkbox"/>

## Section C

### Part A - Additional and Alternative Buyer Terms

#### **Additional Schedules and Clauses** (see Annex 3 of Framework Schedule 4)

*This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5.*





## Part A – Additional Schedules

*Guidance Note: Tick any applicable boxes below*

Additional Schedules	Tick as applicable
S1: Implementation Plan	<input checked="" type="checkbox"/>
S2: Testing Procedures	<input checked="" type="checkbox"/>
S3: Security Requirements (either Part A or Part B)	Part A <input type="checkbox"/> or Part B <input checked="" type="checkbox"/>
S4: Staff Transfer	<input checked="" type="checkbox"/>
S5: Benchmarking	<input checked="" type="checkbox"/>
S6: Business Continuity and Disaster Recovery	<input checked="" type="checkbox"/>
S7: Continuous Improvement	<input checked="" type="checkbox"/>
S8: Guarantee	<input type="checkbox"/>
S9: MOD Terms	<input type="checkbox"/>

## Part B – Additional Clauses

*Guidance Note: Tick any applicable boxes below*

Additional Clauses	Tick as applicable
C1: Relevant Convictions	<input type="checkbox"/>
C2: Security Measures	<input type="checkbox"/>
C3: Collaboration Agreement	<input type="checkbox"/>

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

## Part C - Alternative Clauses

*Guidance Note: Tick any applicable boxes below*

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>
Joint Controller Clauses	<input type="checkbox"/>

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

## Further Additional Clauses

*Within the scope of the Contract, the following clause shall be added as Clause 7A of the Call Off Terms:*

### 7A Statements of Work

7A.1 Additional work packages (“**Statements of Work**” or “**SoWs**”) will be completed using the SOW template in the form (or similar) to that included within Annex 2 below and shall outline how



the Charges as set out in this Order Form are allocated to individual projects. SoWs shall form part of the Contract and this Order Form (provided that the term of the SoW shall, subject to Clause 7A.2, be as set out in the applicable SoW).

7A.2 The term of any SoWs will not exceed the total Contract Period of the Contract.

7A.3 Any additional quality Standards and accreditations applicable to the Services within the scope of a SoW shall be agreed between the Parties in the relevant SoW.

7A.4 In the event of any conflict between the Order Form and any SoWs, the terms of the SOW shall take precedence over the terms of the Order Form.

*Within the scope of the Contract, the following clause shall be added as Clause 7B of the Call Off Terms:*

#### **7B Deliverables Acceptance Process**

7B.1 Within five (5) Working Days of the submission of any Deliverables, or other reasonable period as agreed by the Parties in a SOW, the Buyer shall review and either accept, or provide a single set of consolidated comments on the Deliverable.

7B.2 Where comments are provided by the Buyer, the Supplier will have three (3) Working Days from its receipt thereof, or such other reasonable period as agreed by the Parties, to update the Deliverable to address the comments.

7B.3 The Supplier shall re-submit the revised Deliverable to the Customer within such three (3) Working day period, or such other reasonable period as agreed by the Parties, for review, in accordance with the preceding provisions of this Clause.

7B.4 In the event that the Deliverable has not been agreed by both Parties on completion of two review cycles, the Parties shall meet promptly to resolve the outstanding issues prior to acceptance.

7B.5 Non-approval is to be managed via the Dispute Resolution Procedure in Schedule 4 of the Call Off Terms.

7B.6 The Supplier shall in no event be penalised for non-timely approval by the Buyer of the Deliverables and will escalate through the governance process where this could cause knock on impacts to the delivery of the Services and/or Achievement of a Milestone by the Milestone Date.

## **Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A**

### **Additional Schedule S3 (Security Requirements)**

*Guidance Note: where Schedule S3 (Security Requirements) has been selected in Part A of Section C above, then for the purpose of the definition of "Security Management Plan" insert the Supplier's draft security management plan below.*  
Not Applicable



#### **Additional Schedule S4 (Staff Transfer)**

*Guidance Note: where Schedule S4 (Staff Transfer) has been selected in Part A of Section C above, then for the purpose of the definition of "Fund" in Annex D2 (LGPS) of Part D (Pension) insert details of the applicable fund below.*

Not Applicable

#### **Additional Clause C1 (Relevant Convictions)**

*Guidance Note: where Clause C1 (Relevant Convictions) has been selected in Part A of Section C above, then for the purpose of the definition of "Relevant Convictions" insert any relevant convictions which shall apply to this contract below.*

Not Applicable

#### **Additional Clause C3 (Collaboration Agreement)**

*Guidance Note: where Clause C3 (Collaboration Agreement) has been selected in Part A of Section C above, include details of organisation(s) required to collaborate immediately below.*

Not Applicable

## **Section D Supplier Response**

### **REDACTED TEXT under FOIA Section 40, Personal Information**

#### **Commercially Sensitive information**

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – *use specific references to sections rather than copying the relevant information here.*

- All tender documentation submitted to the Buyer;
- All elements which comprise the Supplier's proposed solution under the Contract and any SoWs.
- Rates, expenses and other Charges excluding overall Charges;
- Supplier's business procedures and methodologies and Supplier Background IPR; and
- Personal Data relating to Supplier Personnel including, but not limited to, names and identifiers provided by the Supplier.

## **Section E Contract Award**

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

### **SIGNATURES**

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

Name	<b>REDACTED TEXT under FOIA Section 40, Personal Information</b>
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Job role/title	<b>REDACTED TEXT under FOIA Section 40, Personal Information</b>
Signature	<b>REDACTED TEXT under FOIA Section 40, Personal Information</b>
Date	<b>18<sup>th</sup> May 2022</b>

**For and on behalf of the Buyer**

Name	<b>REDACTED TEXT under FOIA Section 40, Personal Information</b>
Job role/title	<b>REDACTED TEXT under FOIA Section 40, Personal Information</b>
Signature	<b>REDACTED TEXT under FOIA Section 40, Personal Information</b>
Date	<b>18<sup>th</sup> May 2022</b>



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## **Attachment 1 – Services Specification**

**REDACTED TEXT under FOIA Section 40, Personal Information**



## Attachment 2 – Charges and Invoicing

### PAYMENT AND INVOICING

1. Pricing should be submitted on a capped time and materials basis using the Rate Card provided as Part B to Attachment 2.
2. This Contract will be managed through SOWs for work that are agreed in advance with the Supplier. The Supplier will be asked to price against each SOW reflecting the service and structure required, its management and its level of support, tickets, events, and any ongoing CI.
3. While the SOW will be reviewed and mutually agreed between Supplier and the Buyer there may also be discrete SOWs for continuous improvement (CI) and new capabilities agreed over the term. As the scope of CI and new capabilities over the next three years is not yet fully understood at this time, such SOWs could be priced on a fixed, capped time and materials or a time and materials basis in the future. Fixed price SOWs will unless agreed otherwise be subject to a Gainshare Mechanism described in more detail in SCHEDULE 2 – CHARGES AND INVOICING of the Call-Off Terms. The pricing build-up for such new SOWs during the contract shall use the charging rates provided in Part B of this Attachment.
4. Supplier day rates will be fixed for the three-year term.
5. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables as defined in the SoW.
6. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. All invoices and supporting information must include the purchase order reference number and contract reference number.
7. Invoices should be submitted via email but if you are unable to submit invoices via email,

**REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION**

8. For any queries regarding invoicing and payment, please contact the shared Service Centre by emailing **REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION**

### Part A – Service Charges



**REDACTED TEXT under FOIA Section 43 Commercial Interests**



**Part B – Supplier Personnel Rate Card for Calculation of Time and Materials Charges**

Supplier Rate Card **REDACTED TEXT under FOIA Section 43 Commercial Interests**



Supplier Rate Card (Non-Business Call Out Hours) **REDACTED TEXT under FOIA Section 43 Commercial Interests**




Supplier Rate Card (Non-Business on Call Hours) **REDACTED TEXT under FOIA Section 43 Commercial Interests**

Cluster	Role	Daily Rate (£)





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## **Part C – Early Termination Fee(s)**

Not Applicable



### **Attachment 3 – Outline Implementation Plan**

Where requested by the Buyer within a Statement of Work, the Supplier will agree with the Buyer the Detailed Implementation Plan within 20 Working Days of the commencement of the applicable Statement of Work and in accordance with S1 Implementation Plan.



## **Attachment 4 – Service Levels and Service Credits**

The provisions of this Attachment 4 shall apply where the Parties agree within a Statement of Work that Service Levels and Service Credits are applicable.

### **Service Levels and Service Credits**

#### **Service Points**

**REDACTED TEXT under FOIA Section 43 Commercial Interests**

## **Annex 1 Service Levels and Service Credits**

**REDACTED TEXT under FOIA Section 43 Commercial Interests**



## Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

- .1.1 The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

### Part A – Key Supplier Personnel

Key Supplier Personnel	Key Role(s)	Duration
REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION	REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION	Contract Period

### Part B – Key Sub-Contractors

Not Applicable



## Attachment 6 – Software

- .1.1 The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).
- .1.2 The Parties agree that where the Supplier intend to use any Supplier Software or Third-Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services, that this will be recorded within the applicable Statement of Work.

### Part A – Supplier Software

The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry
	Not Applicable						



## Part B – Third Party Software

The Third Party Software shall include the following items:

Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry
Not Applicable							

## Attachment 7 – Financial Distress

For the purpose of Schedule 7 (Financial Distress) of the Call-Off Terms, the following shall apply:

### PART A – CREDIT RATING THRESHOLD

Entity	Credit Rating (long term) <i>(insert credit rating issued for the entity at the Commencement Date)</i>	Credit Rating Threshold <i>(insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3))</i>
Supplier Accenture (UK) LTD	REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION	REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION
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REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION

## Attachment 8 – Governance

### PART A – SHORT FORM GOVERNANCE

Not Applicable

### PART B – LONG FORM GOVERNANCE

For the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms, the following boards shall apply:

Contract management/ Service Review Meeting
---

Buyer Members of Service Management Board (include details of chairperson)	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
Supplier Members of Service Management Board	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
Start Date for Service Management Board meetings	<b>Second Tuesday</b>
Frequency of Service Management Board meetings	<b>Monthly</b>
Location of Service Management Board meetings	<b>Virtual</b>

<b>Person Delivery Board</b>	
Buyer Members of Delivery Board (include details of chairperson)	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
Supplier Members of Delivery Board	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
Start Date for Delivery Board meetings	<b>19/07/2022</b>
Frequency of Delivery Board meetings	<b>Bi-weekly</b>
Location of Delivery Board meetings	<b>Remote / REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
<b>Person Product Steering Group</b>	
Buyer Members of Delivery Board (include details of chairperson)	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
Supplier Members of Delivery Board	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
Start Date for Delivery Board meetings	<b>21/07/2022</b>
Frequency of Delivery Board meetings	<b>Bi-weekly</b>
Location of Delivery Board meetings	<b>Remote / REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>



## Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

This Attachment 9 shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Buyer at its absolute discretion.

1.1.1.1 The contact details of the Buyer's Data Protection Officer are: **REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION**

1.1.1.2 The contact details of the Supplier's Data Protection Officer are: **REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION** The Processor shall comply with any further written instructions with respect to processing by the Controller.

1.1.1.3 Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Identity of Controller for each Category of Personal Data	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
Duration of the processing	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
Nature and purposes of the processing	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
Type of Personal Data	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
Categories of Data Subject	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>
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	<b>REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION</b>

## **Attachment 10 – Transparency Reports**

**Not Used**

## **Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses**

### **1. RM6100 Lot 3d - Call Off Terms**



UPDATED-Appendix  
K - RM6100-Lots-2-3

### **2. RM6100 Lot 3d - Additional and Alternative Terms and Conditions**



Appendix F -  
RM6100-Lots-2-3-an

## **Annex 2 – SOW**

This Annex contains the initial SOW, **REDACTED TEXT UNDER FOIA SECTION 40 PERSONAL INFORMATION**, that has been agreed between the Parties and also the SOW template referred to at 7A in Part C of Section C of this Order Form.

**REDACTED TEXT under FOIA Section 43 Commercial Interests**

## **Annex 3 – Balanced Scorecard**

### **1. Balanced Scorecard Process**

**REDACTED TEXT under FOIA Section 43 Commercial Interests**

### **2. Balanced Scorecard Template**

**REDACTED TEXT under FOIA Section 43 Commercial Interests**