

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

Order Form

CALL-OFF REFERENCE: prj_401

CALL-OFF TITLE: Enquiry and Case Management Delivery Manager

CALL-OFF CONTRACT DESCRIPTION: The Office for Product Safety and Standards (OPSS) are building a case management service for operational staff using Microsoft Dynamics 365. An experience and skilled Delivery Manager is required to drive this work through Private and Public Beta, and roll it out to staff across OPSS.

THE BUYER: Department for Business, Energy and Industrial Strategy (BEIS)

BUYER ADDRESS 1 Victoria Street, London, SW1H 0ET

THE SUPPLIER: Triad Group PLC

SUPPLIER ADDRESS: Weyside Park, Catteshall Lane, Godalming,
Surrey, GU7

1XE

REGISTRATION NUMBER: 02285049

It is essential that if you, as the Buyer, add to or amend any aspect of any Call-Off Schedule, then **you must send the updated Schedule** with the Order Form to the Supplier]

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 3 May 2022.

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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)).

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

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. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6263
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)

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- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)
- Joint Schedule 13 (Cyber Essentials)
- Call-Off Schedules for RM6263
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliveries)
 - 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 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14A (Services Levels)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
- 4. CCS Core Terms (version 3.0.11)
- 5. Joint Schedule 5 (Corporate Social Responsibility) RM6263
- 6. 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:

None

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CALL-OFF START DATE:	3 May 2022
CALL-OFF EXPIRY DATE:	3 November 2022
CALL-OFF INITIAL PERIOD:	6 months
CALL-OFF OPTIONAL EXTENSION PERIOD:	5 months
MINIMUM NOTICE PERIOD FOR EXTENSION(S):	3 months
CALL-OFF CONTRACT VALUE:	£168,925

CALL-OFF DELIVERABLES

- Delivery Manage the Enquiry & Case Management project through Public and Private Beta including the rollout to users across OPSS.
- Work with team to ensure proper and effective governance is in place and further increments of work are successfully scoped out following the delivery of increments 1 and 2.
- Work with team to ensure velocity meets the needs of the business and business areas are appropriately informed and engaged.
- Support and coach the OPSS team of Delivery Managers
- Provide wider coaching to the OPSS team on Agile and Scrum

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 FrameworkSchedule 1 (Specification).

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.

MAXIMUM LIABILITY

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

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The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £168,925

CALL-OFF CHARGES

Time and Materials (T&M)

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

Payment by BACS upon receipt of invoice, paid 30 days in arrears

BUYER'S INVOICE ADDRESS:

[REDACTED]

Head of Digital

[REDACTED]

[REDACTED]

1 Victoria Street, London, SW1H 0ET

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Deputy Director Strategy & Resourcing

[REDACTED]

[REDACTED]

4th Floor Cannon House, 18 The Priory Queensway, Birmingham, B4 6BS

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Principal Consultant

[REDACTED]

[REDACTED]

3 Caldecotte Lake Business Park, Milton Keynes, MK7 8LF

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

Client Services Director

[REDACTED]

[REDACTED]

Huxley House, Weyside Park, Catteshall Lane, Godalming, GU7 1XE

PROGRESS REPORT FREQUENCY

Monthly, as to be agreed by all parties

PROGRESS MEETING FREQUENCY

Monthly, as to be agreed by all parties

KEY STAFF

[REDACTED]

Delivery Manager

[REDACTED]

[REDACTED]

Huxley House, Weyside

Park, Catteshall Lane,

GU7 1XE

Pay rolled, Permanent Employee of Triad Group Plc.

COMMERCIALLY SENSITIVE INFORMATION

Not applicable

BALANCED SCORECARD

See Call-Off Schedule 14B (Service Levels and Balanced Scorecard)

MATERIAL KPIS

The following Material KPIS shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14B (Service Levels and Balanced Scorecard):

Material KPIS	Target	Measured by
Delivery and rollout of increments 1 and 2 of the MVP service to all areas	October 2022	Regular meetings with OPSS Head of Digital [REDACTED]
Scoping out of the further increments	October 2022	Regular meetings with OPSS Head of Digital [REDACTED]

ADDITIONAL INSURANCES

Not applicable

GUARANTEE


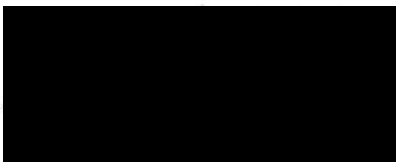


Not applicable

SOCIAL VALUE COMMITMENT

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

STATEMENT OF WORKS

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

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:	Director	Role:	Deputy Director Strategy
Date:	24/5/22	Date:	24/05/2022

Appendix 1

Annex 1- Statement of Work

1. STATEMENT OF WORK ("SOW") DETAILS	
<p>Upon execution, this SOW forms part of the Call-Off Contract (reference below).</p> <p>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.</p> <p>All SOWs must fall within the Specification and provisions of the Call-Off Contract.</p> <p>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.</p>	
Date of SOW:	03/05/2022
SOW Title:	Statement of Work (SOW) for Delivery Management Services
SOW Reference:	DM012 (DL)

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Call-Off Contract Reference:	Prj_401
Buyer:	Department for Business, Energy and Industrial Strategy- Office for Product Safety and Standards. 1, Victoria Street, London SW1H 0ET
Supplier:	Triad Group PLC Weyside Park, Catteshall Lane, Godalming, Surrey, GU7 1XE Company number: 02285049
SOW Start Date:	3 May 2022
SOW End Date:	3 November 2022
Duration of SOW:	6 months (option to extend for a further 5 months)
Key Personnel (Buyer)	██████████ Head of Digital for Office for Product Safety and Standards
Key Personnel (Supplier)	██████████ Client Services Director
Subcontractors	n/a

2. CALL-OFF CONTRACT SPECIFICATION - PROGRAMME CONTEXT

SOW Deliverables Background	<ul style="list-style-type: none">• Delivery Manage the Enquiry & Case Management project through Public and Private Beta including the rollout to users across OPSS.• Work with team to ensure proper and effective governance is in place and further increments of work are successfully scoped out following the delivery of increments 1 and 2.• Work with team to ensure velocity meets the needs of the business and business areas are appropriately informed and engaged.• Support and coach the OPSS team of Delivery Managers• Provide wider coaching to the OPSS team on Agile and Scrum
Delivery phase(s)	<i>Beta Phase</i>
Overview of Requirement	<i>The Delivery Manager is required to deliver an MVP case management service and roll it out to all legislative areas in OPSS. This will involve moving the service from test to a production environment and ensuring a smooth transition for users using it in Live.</i>
Accountability Models	<i>Please tick the Accountability Model(s) that shall be used under this Statement of Work:</i> <i>Sole Responsibility:</i> <input type="checkbox"/> <i>Self Directed Team:</i> <input type="checkbox"/> <i>Rainbow Team:</i> <input checked="" type="checkbox"/>

3. BUYER REQUIREMENTS – SOW DELIVERABLES

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

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Outcome Description	<ul style="list-style-type: none">• Delivery and rollout of increments 1 and 2 of the MVP service to all areas (October 2022)• Scoping out of the further increments (October 2022)		
Milestone Ref	Milestone Description	Acceptance Criteria	Due date

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MS01	Delivery and rollout of increments 1 and 2 of the MVP service to all areas	Regular meetings with OPSS Head of Digital [REDACTED]	October 2022															
MS02	Scoping out of the further increments	Regular meetings with OPSS Head of Digital [REDACTED]	October 2022															
Delivery Plan	To be agreed between the parties																	
Dependencies	*Dependant, in part, on that a suitably qualified team is appointed ensuring the velocity of the delivery of the project, and client availability and decision making, is provided in an appropriate and timely manner.																	
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).																	
Cyber Essentials Scheme	The Buyer requires 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	No specific standards																	
Performance Management	<table><tr><th>Material KPIs</th><th>Target</th><th>Measured by</th></tr><tr><td>Delivery and rollout of increments 1 and 2 of the MVP service to all areas</td><td>October 2022</td><td>Regular meetings with OPSS Head of Digital [REDACTED]</td></tr><tr><td>Scoping out of further increments</td><td>October 2022</td><td>Regular meetings with OPSS Head of Digital [REDACTED]</td></tr></table>			Material KPIs	Target	Measured by	Delivery and rollout of increments 1 and 2 of the MVP service to all areas	October 2022	Regular meetings with OPSS Head of Digital [REDACTED]	Scoping out of further increments	October 2022	Regular meetings with OPSS Head of Digital [REDACTED]						
Material KPIs	Target	Measured by																
Delivery and rollout of increments 1 and 2 of the MVP service to all areas	October 2022	Regular meetings with OPSS Head of Digital [REDACTED]																
Scoping out of further increments	October 2022	Regular meetings with OPSS Head of Digital [REDACTED]																
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 Annex1 attached to this Statement of Work.																	
Key Supplier Staff	<table><tr><th>Key Role</th><th>Key Staff</th><th>Contract Details</th></tr><tr><td>Delivery manager</td><td>[REDACTED]</td><td>[REDACTED]</td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr></table>			Key Role	Key Staff	Contract Details	Delivery manager	[REDACTED]	[REDACTED]									
Key Role	Key Staff	Contract Details																
Delivery manager	[REDACTED]	[REDACTED]																

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

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Worker Engagement Status	Yes- Inside IR35. Assessment available on request			
[SOW Reporting Requirements:]	[Further to the Supplier providing the management information detailed in Call-Off Schedule 15 (Call-Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:			
	Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission
	1.	[insert]		
	1.1	[insert]	[insert]	[insert]
	1			

4. CHARGES	
Call Off Contract Charges	<p>The applicable charging method(s) for this SOW is: Time and Materials</p> <p>The estimated maximum value of this SOW (irrespective of the selected charging method) is [REDACTED]</p> <p>The Charges detailed in the financial model shall be invoiced in accordance with Clause 4 of the Call-Off Contract.</p>
Rate Cards Applicable	<i>Day rate for SFIA 3:</i> [REDACTED]
Financial Model	<i>Times and Materials basis</i>
Reimbursable Expenses	None

5. SIGNATURES AND APPROVALS
<p>Agreement of this SOW</p> <p>BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the</p>

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

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Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:	
For and on behalf of the Supplier	Name and title
	Date Signature
For and on behalf of the Buyer	Name and title
	Date
	Signature

