

Framework Schedule 6 (Order Form Template and CallOff Schedules)

Order Form

CALL-OFF REFERENCE: Ecm_11810

CALL-OFF TITLE: DWP MI Foundations & Transformation

CALL-OFF CONTRACT DESCRIPTION: Contract for the provision of services in support of DWP MI. DWP MI provides a sustainable and scalable reporting solution using data platforms designed for automation and industrialisation. It provides a common set of reporting services and solutions across data, metrics, and MI reporting delivery, which support decision making across all DWP Lines of Business.

THE BUYER: Department for Work & Pensions

BUYER ADDRESS Redacted

THE SUPPLIER: Capgemini UK PLC

SUPPLIER ADDRESS: Redacted

REGISTRATION NUMBER: 00943935

DUNS NUMBER: Redacted

SID4GOV ID: Redacted

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 2nd September 2024.

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):

DSP – Lot 1 (Further competition)

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 ○ Joint Schedule 2 (Variation Form) ○ Joint Schedule 3 (Insurance Requirements) ○ Joint Schedule 4 (Commercially Sensitive Information) ○ Joint Schedule 6 (Key Subcontractors) ○ 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 4 (Call-Off Tender)
 - 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 (Service Levels)

- Call-Off Schedule 15 (Call-Off Contract Management) ○ Call-Off Schedule 18 (Background Checks) ○ Call-Off Schedule 20 (Call-Off Specification)

5. CCS Core Terms (version 3.0.11) as amended by RM6263 Framework Award Form v1.1
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

Changes to definitions

1. "Start Date" to be amended in Joint Schedule 1 (Definitions) as follows:

In the case of the Framework Contract, the date specified on the Framework Award Form, and in the case of a Call-Off Contract, the date specified in the Order Form which shall be the latter of:

- (a) the date of start of a Call-Off Contract as stated in the Order Form; and
- (b) the date on which the first Statement of Work under the relevant Call-Off Contract is executed; and in the case of a Statement of Work, the date specified in that Statement of Work.

Special Term 2

A new Clause 10.2.3 shall be added to the Core Terms:

10.2.3 Each Buyer has the right to terminate a Statement of Work at any time without reason by giving the Supplier not less than 30 days' written notice.

Special Term 3

The provision of Clause 10.6.5 of the Core Terms shall be revised as follows

10.6.5 The following Clauses survive the termination or expiry of each Contract (or any individual Statement of Work): 3.2.10, 4.2, 6, 7.5, 9, 11, 12.2, 14, 15, 16, 17, 18, 31.3, 34, 35 and any Clauses and Schedules which are expressly or by implication intended to continue.

Special Term 4

The following new Clauses 10.7.3A – 10.7.3D shall be added to the Core Terms:

10.7.3A Where the Buyer terminates a Statement of Work pursuant to Clause 10.7.3 under any of Clauses 10.2.2, 10.2.3, 10.4.1, 10.4.2, 10.4.3 or 20.2 or a Statement of Work expires all of the following apply:

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Model Version: v3.7

- (a) The Buyer's payment obligations under the terminated or expired Statement of Work stop immediately.
- (b) Accumulated rights of the Parties are not affected.
- (c) The Supplier must promptly repay to the Buyer any and all Charges the Buyer has paid in advance in respect of Deliverables not provided by the Supplier as at the termination or expiry date of the Statement of Work.
- (d) The Supplier must promptly delete or return the Government Data held or received under the relevant Statement of Work except where required to retain copies by Law.
- (e) The Supplier must promptly return any of the Buyer's property provided under the terminated or expired Statement of Work.
- (f) Except where termination of a SoW occurs under 10.2.2 or 10.2.3 the Supplier must, at no cost to CCS or the Buyer, co-operate fully in the handover and re-procurement (including to a Replacement Supplier).

10.7.3B The Supplier may also be responsible for the Relevant Authority's reasonable costs of procuring Replacement Deliverables in connection with the remainder of the Statement of Work duration where the Supplier's services have been appropriately terminated in accordance with Clause 10.4.1, and the Buyer shall remain responsible for the costs of those Replacement Deliverables under any new Statement of Work or contract.

10.7.3C In addition to the consequences of termination listed in Clause 10.6.1, if either the Relevant Authority terminates a Statement of Work under Clause 10.2.3:

- (a) the Buyer must promptly pay all outstanding Charges incurred to the Supplier; and
- (b) the Buyer must pay the Supplier reasonable committed and unavoidable Losses as long as the Supplier provides a fully itemised and costed schedule with evidence - the maximum value of this payment is limited to the total sum payable to the Supplier if the Statement of Work had not been terminated.

10.7.3D In addition to the consequences of termination listed in Clause 10.7.3A, where a Party terminates a Statement of Work under Clause 20.2 each Party must cover its own Losses.

Special Term 6

A new Clause 7.6 shall be added to Core Terms:

Where the Supplier wishes to substitute any supplier staff assigned to Deliverables, the Supplier shall provide a minimum notice period of 4 weeks to the Buyer to accommodate knowledge transfer /handover unless otherwise agreed with the Buyer.

Special Term 7

A new Clause 11 shall be added to Call Off Schedule 10 (Exit).

Within 10 days of termination or expiry of the relevant Statement of Work, the Supplier shall deliver to the Buyer all equipment provided by the Buyer to the Supplier and the Supplier Staff for use in the provision of the Services and all other materials (together with materials containing Intellectual Property Rights), access keys, documents, and information provided to the Supplier or the Supplier Staff.

The Supplier shall ensure such property shall be handed back to the Buyer in good working order (allowance shall be made for reasonable wear and tear).

Special Term 8

Insert a new clause 9.8 in the Core Terms:

9.8 For individual Statements of Work, the parties may agree the application of Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables) to the digital Deliverables, which will be further detailed in each Statement of Work entered into between the Buyer and Supplier.

Special Term 9

Clause 7 of the Core Terms is amended to include a new Clause 7.6 as follows:

The Parties do not intend for the Agency Workers Regulations 2010 to apply in respect of any Supplier Staff provided under this contract. The Parties agree that in the event that the Agency Workers Regulations 2010 apply to any Supplier Staff the Supplier shall indemnify the Buyer both during and after the Term against all liabilities that may arise as a result of any claims brought under the Agency Workers Regulations 2010.

CALL-OFF START DATE:	2 nd September 2024
CALL-OFF EXPIRY DATE:	29 th May 2026
CALL-OFF INITIAL PERIOD:	21 months
CALL-OFF OPTIONAL EXTENSION PERIOD:	5 months
MINIMUM NOTICE PERIOD FOR EXTENSION(S):	1 Month
CALL-OFF CONTRACT VALUE:	Initial Term - £8,600,000 (ex VAT) Optional 5 month Extension - £2,200,000 (ex VAT) Maximum Total Contract Value (including Optional Extension) - £10,800,000 (ex VAT)
KEY SUB-CONTRACT PRICE:	N/A

CALL-OFF DELIVERABLES

See Appendix 1, Statement of Work.

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:

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. [dwp-procurement-security-policies-and-standards](#)

In reasonable advance of signing this Call-Off Contract and/or any Statement(s) of Work, the Buyer shall notify the Supplier of any specific legal or regulatory requirements that apply to

the Buyer and may impact the Supplier's delivery of Services under this Call-Off Contract (or any Statement of Work, as applicable).

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 Core Terms, as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £3,041,930.

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:

Redacted

CALL-OFF CHARGES

The Buyer has selected:

- (1) Time and Materials (T&M)

See details in Call-Off Schedule 5 (Pricing Details and Expenses Policy) for further 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

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

Expenses for travel to / from the agreed base location are included in the Supplier's day rates specified in Call-Off Schedule 5 (Pricing Details and Expenses Policy).

Expenses incurred for travel to other locations will be made in accordance with the latest DWP Expense and Travel Policy (embedded below) which may change from time to time. The Supplier will invoice DWP for actual expenses incurred during the performance of this engagement in accordance with the DWP policy. Expenses will include only necessary travel and lodging.

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Copies of receipts are to be presented with the relevant invoice.

Subsistence or meal and drink allowance claims are not permitted as DWP deems day rates sufficient to cover such costs.

DWP operates a hybrid working policy with a requirement to work a minimum of 20% of the time in the designated DWP office. However, at this time, we are expecting the Supplier to operate remotely except where required to attend a Hub at the request of the Buyer. The Supplier must align their workers to one of the following hubs for expenses purposes -

Redacted



PAYMENT METHOD

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

A PO number will be provided to the Supplier when the record is set up in the Contracting Authority's Single Operating Platform (SOP).

For any supply of Resource, the Supplier shall be required to provide time sheets to the Contracting Authority named individual to allow Contracting Authority sign-off and support reconciliation to the invoice charges.

The Buyer will make payment of the invoice within 30 days of receipt of a valid invoice.

BUYER'S INVOICE ADDRESS:

Invoices should be submitted monthly in arrears to:

Redacted

Paper invoices should be sent to:

Redacted

BUYER'S AUTHORISED REPRESENTATIVE

Redacted

BUYER'S ENVIRONMENTAL POLICY

The Buyer is committed to a 100% reduction of greenhouse gas emissions and requires the Supplier to demonstrate an organisational commitment to the 'Net Zero' target throughout the life of this contract.

Further information can be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1054373/Guidance-on-adopting-and-applying-PPN-06_21--Selection-Criteria-Jan22_1.pdf

BUYER'S SECURITY POLICY

Available online further information can be found here:

[Security policy framework: protecting government assets - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/security-policy-framework-protecting-government-assets)

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and

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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).

The Supplier and any of its Sub-contractors, shall not access, process, host or transfer Authority Data outside the United Kingdom without the prior written consent of the Buyer, and where the Buyer gives consent, the Supplier shall comply with any reasonable instructions notified to it by the Buyer in relation to the Buyer Data in question. The provisions set out in this paragraph shall apply to onshore, UK based resources.

Where the Buyer has given its prior written consent to the Supplier to access, process, host or transfer Buyer Data from premises outside the United Kingdom: -

- a. the Supplier must notify the Buyer (in so far as they are not prohibited by Law) where any Regulatory Bodies seek to gain or has gained access to such Buyer Data;
- b. the Supplier shall take all necessary steps in order to prevent any access to, or disclosure of, any Buyer Data to any Regulatory Bodies outside the United Kingdom unless required by Law without any applicable exception or exemption.

SUPPLIER'S AUTHORISED REPRESENTATIVE

Redacted

SUPPLIER'S CONTRACT MANAGER

Redacted

PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month

PROGRESS MEETING FREQUENCY

Quarterly on the first Working Day of each quarter

KEY SUBCONTRACTOR(S) Not Applicable

COMMERCIALLY SENSITIVE INFORMATION

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

MATERIAL KPIs

See Call-Off Schedule 14A (Service Levels).

SERVICE CREDITS

Service Credits will accrue in accordance with Call-Off Schedule 14A (Service Levels).
The Service Credit Cap is £246,000 per contract year.

The Service Period is one calendar month.

A Critical Service Level Failure is as defined in Call-Off Schedule 14A(Service Levels).

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the CallOff Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (CallOff 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:	Redacted	Signature:	Redacted
Name:	Redacted	Name:	Redacted
Role:	Redacted	Role:	Redacted
Date:	Redacted	Date:	Redacted

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)).

Annex 1 (SOW001 – DWP MI Foundations & Transformation September 2024 – February 2025)

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 Contract.	
The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.	
Date of SOW:	23 rd August 2024
SOW Title:	DWP MI Foundations & Transformation September 2024 – February 2025
SOW Reference:	SOW001
Call-Off Contract Reference:	ECM_11810
Buyer:	Department for Work and Pensions (DWP)
Supplier:	Capgemini UK PLC
SOW Start Date:	2 nd September 2024
SOW End Date:	28 th February 2025

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Duration of SOW:	123 days
Service Period	Means each Month from the SOW Start Date
SOW termination Notice period	30 days
Key Personnel (Buyer)	Redacted
Key Personnel (Supplier)	Redacted
Subcontractors	Redacted

2. CALL-OFF CONTRACT SPECIFICATION - PROGRAMME CONTEXT

SOW Deliverables Background	<p>During the period of this SOW the supplier would be supporting the buyer's DWP Management Information (MI) to deliver a sustainable service in a timely manner to support decision makers across the department. This covers four areas including:</p> <ol style="list-style-type: none"> 1. Buyers MI Cross Cutting. Supporting DWP wide product teams to review their MI product development approach and influence / support their architectural design, so it is in alignment with agreed patterns. Continuous improvement across the service, based on observations and feedback from stakeholders, internal to DWP MI and external. 2. Buyers MI Business as Usual (BAU) Stream This is the continuation of the BAU processes providing post-development services to stakeholders of the DWP MI programme. 3. Buyers MI Platform Stream This is the ongoing technical platform, infrastructure and data management support for the DWP MI application. 4. Buyers MI Platform Transformation & Product Stream This is the migration activity to a new AWS platform from the legacy AWS platform, and the subsequent running and maintaining of this new, strategic AWS platform.
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Delivery phase(s)	The Buyer MI Service includes Business as Usual across 1. DWP MI Cross Cutting, 2. DWP MI BAU Stream and 3. DWP MI Platform Stream. Discovery, Development and Live phases are relevant to 4. DWP MI Platform Transformation & Product Stream – deliverables are listed in section: '3. BUYERS REQUIREMENTS – SOW DELIVERABLES'.
Overview of Requirement	Supplier to support the Buyer's MI Service to deliver reliable management information in a timely manner to support decision makers across the department, supporting the streams as outlined in 'SOW Deliverables Background'.
Accountability Model⁴	<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 checked="" type="checkbox"/> <i>Rainbow Team:</i> <input checked="" type="checkbox"/>

3. BUYER REQUIREMENTS – SOW DELIVERABLES

<p>Outcome Description</p>	<p>Definitions:</p> <ul style="list-style-type: none"> • “Backlog” means a prioritised list of enhancements or changes to Buyer MI Products that have been through discovery by the Supplier and may be implemented by the Supplier in accordance with this Statement of Work. • “Buyer Data Access Layer” means the Buyer team that the Supplier can contact to provide any Buyer MI Product data that it may require in the delivery of the Services. • “Buyer MI Platform” means the AWS hosting service procured by the Buyer and upon which the Buyer MI Products are hosted and managed. This excludes the Azure platform which is hosted by a separate Buyer team • “Buyer MI Products” means the management information dashboards. • “Buyer MI Services” means the Buyer MI Products, Buyer MI Platform, and associated processes, which the Supplier supports through and pursuant to this Statement of Work. • “Gateway Governance Framework” means the Supplier process for the tracking of Buyer MI Products from discovery to implementation and management. • “MI Approval Board (MIAB)” means the Buyer MI Product Governance board to manage product governance through agreed delivery gates. • “Business Glossary and Data Catalogue (BGDC) means the Buyer repository for business and data definitions linked to product-level metrics. • “SoW” means this Statement of Work made pursuant to “Contract for the Provision of Service for DWP Management Information (DWP MI) ECM 10516”. <p>Buyer Requirements:</p> <p>The Supplier will provide the Buyer Management Information (MI) Service to the Buyer’s Data and Analytics (D&A) team. The Supplier will progress the following streams on an ongoing basis for the duration of the SoW:</p> <ol style="list-style-type: none"> 1. Buyers MI Cross Cutting <p>Supporting DWP wide product teams to review their MI product development approach and influence / support their architectural design, so it is in alignment with agreed patterns.</p> <p>Continuous improvement across the service, based on observations and feedback from stakeholders, internal to DWP MI and external.</p> 2. Buyers MI Business as Usual (BAU) Stream <p>This is the continuation of the BAU processes providing post-development services to stakeholders of the DWP MI programme. This will comprise the following activities:</p>
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	<ul style="list-style-type: none">• Continuous management of DWP MI application, including but not limited to data refresh, access management and incident management, for all products already migrated to BAU running, and all future products.• Ongoing management of BAU resource capacity to ensure there are resources to support new deployments and run & maintain.• Triaging, responding to and resolving incidents for all Buyer MI Products.• Identification and deployment of improvements to the product-level data refresh processes, including automation of activities where appropriate.• Supporting product development teams with data-related development and deployment queries.• Adhere to operational and service level agreements as set by the DWP MI to prioritise incident resolution• Will require a technical lead to oversee the data engineering processes and solutions
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3. Buyers MI Platform Stream

This is the ongoing technical platform, infrastructure and data management support for the DWP MI application. This will comprise the following activities:

- AWS (Amazon Web Services) monitoring and alerting to support service delivery for Buyer MI products to identify and resolve possible disruptions to the service in a timely manner
- Adherence to all relevant data and information asset management policies
- Minimising storage capacity usage within the Buyer MI Platform
- Supporting continuous integration/ continuous delivery (CI/CD) for Buyer MI Service including set up of data pipelines
- Documenting all Buyer MI Product strategic and tactical data solutions within the Buyer's Confluence
- Review and enhance the infrastructure-as-code for data gateway and connectivity configuration on the AWS Platform to be deployed across all environments (new platform).
- Ongoing review and assessment of the MI platform solutions with Security, ITSM (Disaster Recovery) and DPIA (Data protection) teams and prioritise and implement post-review action items following DWP MI approval
- Support and perform deployment of MI products when approved through governance
- Review and enhance the Power BI workspace and Power BI dashboard monitoring reports
- Run and maintain the provision of QLIK QVID files to support residual services relying on QLIK licenses, and work with DWP teams to determine a solution to removing this dependency on Qlik QVD files for data refresh
- Review and enhance approach to accessing data sources on other AWS platforms
- Continuous review and update of deployed products to reflect updates in data source connectivity patterns

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- Plan, design and develop strategic AWS platform aligned to requirements provided.
- New Platform running and maintenance
- Continuous management and development of infrastructure platform to support the running of strategic DWP MI AWS platform (including AWS, Azure, Power Bi connectivity, Denodo connectivity and consuming DAL (Data Access Layer) services, and alignment to other strategic connectors as necessary).
- Monitoring, alerting, adoption of CI/CD, environments and adoptions of policies as outlined within 'Platform' requirements for the strategic platform.
- Ensure robustness of full project documentation and availability on confluence, undertake requirement gathering and associated documentation, and identify and complete appropriate governance processes.
- Migration of existing Power BI MI products from the legacy AWS platform to the strategic AWS platform.
- Completion of risk assessments, data protection/personal data assessments(DPIA) and representation to technical governance groups (SRE (Site Reliability Engineers) / DDA (Digital Design Authority)) as required.
- Document product data flows aligned to AWS platform connections.

- Impact and agree handover of MI product to BAU including 'switch over' forend users.
- Agree dual running period with BAU to ensure suitable decommission plan of legacy platform products.
- Document agreed testing and dual running plan of products in both the legacy and strategic AWS platform.
- Decommission legacy AWS platform once the migration of all products from the legacy AWS platform to the strategic DWP MI AWS platform is complete.
- Decommission the Qlik environment.

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Model Version: v3.7

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		<p>dashboards) to be migrated from the legacy AWS platform to the new DWP MI AWS Data platform.</p> <ul style="list-style-type: none"> • Risks, Issues, Assumptions and Dependencies (business and non-technical) outlined. • Stakeholder map establishing key buyer stakeholders to enable Platform dependencies and risks/issues to be mitigated. <p>Output will be documented in Confluence, and available to Buyer representative (Buyer MI Leadership) for review and acceptance.</p> <p>Acceptance will be confirmed within 5 working days of receipt of deliverable by the buyer.</p>	
D2	Platform Transformation & Product Stream: Product Migration Phase 2	<p>The Supplier will migrate an agreed number of prioritised MI Products (Power BI dashboards) as outlined within D1 (Migration Plan).</p> <p>The outputs of the Product Migration will include:</p> <ul style="list-style-type: none"> • DWP MI Product Data pipelines deployed on the DWP MI Data AWS Platform • DWP MI Product connected to the Azure Power BI Platform • End users able to access the DWP MI Product (Power BI dashboard) <p>Acceptance will be confirmed within 5 working days of receipt of deliverable by the buyer.</p>	28 th February 2025

Delivery Plan	The delivery requirements, dates and outcomes in this Call-Off Contract may vary in accordance with the Buyer's delivery plans, any changes to the contracted deliverables will be managed in accordance with the Change Control / Variation provisions.
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Dependencies	<ol style="list-style-type: none"> 1. The Buyer shall provide suitable accommodation, building and system access, working environment, software, equipment, and connectivity for Supplier personnel to provide the Services. 2. The Buyer will be responsible for providing any information and access to Buyer personnel (and Buyer 3rd party supplier personnel) reasonably requested by the Supplier pursuant to the activities set out in this Call Off Contract. 3. The Buyer shall review, approve and prioritise all Supplier's Deliverables and in accordance with the acceptance procedure set out in Schedule 1. 4. The Buyer shall provide reasonable support and co-operation to the Supplier. The Buyer shall provide the Supplier with their Platform Transformation & Product Stream Migration Plan. 5. The Buyer's product manager shall prioritise the Backlog of Buyer MI Products. 6. The Buyer shall provide the Supplier with a product owner for the Buyer MI solution. 7. The Buyer will review and approve Suppliers "Protective Measures" before Supplier's processes any Buyer personal data under the Call Off Contract. 8. The Buyer shall advise the Supplier of any specific legal and regulatory requirements that are specific to the Buyer and/or CCS to which the Supplier must be aware of to enable it to provide the Services. 9. The Buyer shall provide all system access, software and licences, equipment, and connectivity for Supplier personnel to provide the Services. Reason: Certain activities in
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	<p>providing the Services will require the use of or access to Buyer IT systems and may be governed by IT security policies.</p> <ol style="list-style-type: none"> 10. The Buyer shall be responsible for all activities relating to, on or regarding the Buyer's Azure platform, and shall provide required support for agreed Supplier activities on the Buyer's Azure platform 11. The Buyer shall provide access and support to the Supplier for their user support platform on DWP Place 12. The Buyer shall provide recommended strategic data ingestion patterns to ingest MI products prior to commencing the activity of migration to strategic platform solution. If the strategic data ingestion pattern is unavailable, the supplier and buyer will agree on an interim data ingestion pattern to allow Platform Transformation product migration activities to progress without blockers (as outlined in '3. BUYER REQUIREMENTS – SOW DELIVERABLES', Outcome Description, 'Buyers MI Platform Transformation & Product Stream'). 13. The Buyer will support availability and access to Buyer review and governance bodies, including but not limited to CIA, Data/ Platform Working Group, Data Privacy Impact Assessment team (DPIA), Site Reliability Engineering (SRE), ITHC, Digital Design Authority (DDA) and digital Authority (DA). 14. The Buyer shall fulfil its responsibilities as part of the onboarding process through the Data Access Layer (DAL) team (including provision of access to the DAL) to the Supplier delivery team and supported by the Buyer. 15. The Buyer's DAL team to provide support for governance approval for guest team products via templates. 16. The Buyer's DDA and DAL teams to support prioritisation for approvals to ensure not to impact supplier delivery timelines. 17. Data Ingestion Dependency: to complete 'D2 Platform Transformation & Product Stream: Product Migration Phase 2', the Buyer shall ensure data sets from product data source systems are available with a defined data ingestion pattern for the new DWP MI AWS Data platform. This will allow for transformation/migration to take place as per 'D1 - Platform Transformation & Product Stream: Migration Plan' 18. If the required datasets are not available as per dependency 17, it is assumed that the required datasets will be ingested adopting a tactical approach.
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Framework Schedule 6 (Order Form Template and Call-Off Schedules) Crown

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Supplier Resource Plan	Current supplier resources will continue from 2 nd September 2024 to continue to deliver the Buyer MI Service for 123 days.			
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). Details of the security clearances that can be held by each member of Supplier Staff is set out in the rate card below.			
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 SOW Standards shall apply to this SOW over and above those listed herein.			
Performance Management	The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14A (Service Levels):			
	Material KPIs	Target	Measured by	
	SLA 1 - Priority Level Major Incident Resolution	No more than 2 Priority Major Incident resolved outside of 1 day in a calendar quarter	Supplier	
	SLA 2 - Report Refresh timeliness	95% and above refreshed in line with agreed cycle in a calendar quarter	Supplier	
	SLA 3 - Platform/system/Live Service availability	99 % and above availability during a calendar quarter	Supplier	
Additional Requirements	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	Not applicable.			

Worker Engagement Status	<p>The Supplier confirms to the Buyer that the Supplier will deliver the Services using resources who are on Supplier payroll and/or through subcontracts via Buyer-approved Subcontractors with full PAYE and NI deducted for such resources at source in compliance with the Off Payroll Workers Legislation.</p> <p>The provisions set out in the embedded document below shall apply to this SOW.</p> <div data-bbox="528 421 584 481" data-label="Image"> </div> <p>Off%20Payroll%20Working%20Rules.docx</p>
[SOW Reporting Requirements:]	<p>Reporting will be in line with the requirements stated in Call-Off Schedule 1 – Transparency Reports</p>

4. CHARGES	
Call Off Contract Charges	<p>The applicable charging method(s) for this SOW is:</p> <ul style="list-style-type: none"> • Time and Materials <p>The estimated maximum value of this SOW (irrespective of the selected charging method) is £2,478,194 (excluding VAT). The Parties recognise that the actual Charges could be greater or less than this amount based on the actual time and materials and expenses consumed.</p> <p>The Charges detailed in the financial model shall be invoiced in accordance with Clause 4 of the CallOff Contract.</p>

Rate Cards Applicable	Redacted
Financial Model	Redacted

Reimbursable Expenses	<p>The Supplier has assumed that Supplier Staff will be required to perform the Services from both their home locations and Buyer premises (as stated in this Statement of Work). It is assumed that 20% of each member of Supplier Staff's time will be spent at Buyer premises within London (inside the M25), and 80% at home locations. Expenses are included within the rates for time spent at Buyer premises within London (inside the M25) and shall not be chargeable additionally. In the event that the Buyer requires Supplier Staff to travel from their home location to Buyer premises outside of London (outside the M25), then the Supplier shall be entitled to charge the rate for time spent Supplier Staff at their home, plus expenses in accordance with the Buyer Travel and Expenses Policy.</p>
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5. SIGNATURES AND APPROVALS	
Agreement of this SOW BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the	
Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:	
For and on behalf of the Supplier	<div style="background-color: yellow; padding: 5px; display: inline-block;">Redacted</div>
For and on behalf of the Buyer	<div style="background-color: yellow; padding: 5px; display: inline-block;">Redacted</div>