



Department  
of Health &  
Social Care



Ambulance Radio  
Programme

**RM6100 Technology Services 3  
DHSC Call-off Contract  
with Mason Advisory Ltd**

**for the provision of  
CRS Strategic Options  
and Technical Assurance**

**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 Date of Docusign 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 [RM6100 Technology Services 3](#). The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

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

This Order Form shall comprise:

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



**Supplier's registered address**

Bush House, Second Floor, North West Wing, Aldwych, London, WC2B 4PJ

**Supplier representative name**

The name of the Supplier point of contact for this Order

[REDACTED]

**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]

[REDACTED]

**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]

**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**

The guarantor organisation name

Not Applicable

**Guarantor Company Number**

Guarantor's registered company number

Not Applicable

**Guarantor Registered Address**

Guarantor's registered address

Not Applicable

## 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 | <input checked="" type="checkbox"/> |
| 2. TRANSITION & TRANSFORMATION           | <input type="checkbox"/>            |
| 3. OPERATIONAL SERVICES                  |                                     |
| a: End User Services                     | <input type="checkbox"/>            |
| b: Operational Management                | <input type="checkbox"/>            |
| c: Technical Management                  | <input type="checkbox"/>            |
| d: Application and Data Management       | <input type="checkbox"/>            |
| 5. SERVICE INTEGRATION AND MANAGEMENT    | <input type="checkbox"/>            |

### Part B – The Services Requirement

#### Commencement Date

See above in Section A

#### Contract Period

**Initial Term Months**  
9 months

**Extension Period (Optional) Months**  
3 months

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

Not Applicable  
(Calendar days) *Insert right (see Clause 35.1.9 of the Call-Off Terms)*

#### 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:

Not Applicable

#### Supplier Premises:

Not Applicable

#### Third Party Premises:

Not Applicable



**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 checked="" type="checkbox"/> |
| Part B – Long Form Governance Schedule  | <input 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"/>            |

The Part selected above shall apply this Contract. Where Part B is selected, the following information shall be incorporated into Part B of Schedule 5 (Change Control Procedure):

- for the purpose of Paragraph 3.1.2 (a), the figure shall be £[insert details]; and
- for the purpose of Paragraph 8.2.2, the figure shall be £[insert details].

**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 type="checkbox"/>  |
| S2: Testing Procedures                              | <input type="checkbox"/>  |
| S3: Security Requirements (either Part A or Part B) | Part A <input checked="" type="checkbox"/> or Part B <input type="checkbox"/> |
| S4: Staff Transfer                                  | <input type="checkbox"/>  |
| S5: Benchmarking                                    | <input type="checkbox"/>  |
| S6: Business Continuity and Disaster Recovery       | <input type="checkbox"/>  |
| S7: Continuous Improvement                          | <input 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.

**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.*

- ISO 9001:2015
- ISO 27001:2022
- Cyber Essentials Plus

**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.*

An executed Collaboration Agreement shall be delivered from the Supplier to the Buyer within the stated number of Working Days from the Commencement Date:  
Not Applicable

An executed Collaboration Agreement from the Supplier has been provided to the Buyer.  
Not Applicable

## Section D

### Supplier Response

#### Suppliers Proposal

##### Technology Services 3

RM6100 - Lot2 - Mason Advisory

Control Room Strategy and Technical Assurance for Control Room Software (CRS)

Effective from

10 November 2025 to 31 August 2026

Commercial in confidence

## 1. INTRODUCTION

Mason Advisory Limited ('Mason Advisory') is pleased to submit this Service Offering for RM6100 Technology Services 3, Lot 2. The primary objectives, addressed by this proposal, have been identified as:

1. Deliver a Strategic Option Paper for CRS
2. Provide subject matter expertise (SME) on a call-off basis as the need arises to assist in the prompt resolution of issues with the current CRS and wider solution

### 1.1 Service offer description

Mason Advisory will provide a Strategic review of the Control Room Solution and also provide technical delivery assurance to the customer and more specifically CRS services and supporting platforms where a critical service impacting issue or issues have occurred.

The Service will comprise of two work packages –

**WP1:** Strategic Options Paper

**WP2:** Technical Assurance

### 1.2 Mason Advisory's service comprises:

#### *Project initiation meeting*

The project initiation meeting (PIM) will establish:

- an agree scope, approach, deliverables and expected outcomes.
- project governance, lines of communication, and the reporting structure;
- information project security requirements;
- the identification of key stakeholders;
- timescales, milestones and deliverables;
- any project sensitivities and priorities that need to be considered;

We will produce minutes of the meeting and distribute these to the attendees within a week.

The initial programme of work will be established during the PIM and will be developed and refined in full consultation with the stakeholders, and with the cooperation of the suppliers.

Service Offer output comprises:

RM6100 Order Form – Lots 2, 3 and 5

► WP1: Strategy Options Paper

Figure 1: Key deliverables

| Work Package      | Output (Deliverables)   |
|-------------------|---|
| <p><b>WP1</b></p> | <p>To inform and establish a baseline against which the subsequent supplier review will be performed, The following activities will be undertaken by Mason Advisory:</p> <ul style="list-style-type: none"> <li>• Establish through interviews / workshops with key stakeholders what challenges are currently faced, and what the client sees as the priorities over the next 3-5 years. This information will inform the criteria against which advice will be given.</li> <li>• Document essential technical requirements – key integrations (now and future), key functionality required.</li> <li>• Capture functional and non-functional deficiencies in current solution.</li> <li>• Review key areas of the service design and service delivery for applicability and satisfaction to ensure that evaluation of suppliers is not only based on technology, and also includes the service they will provide in BAU.</li> <li>• <b>Output:</b> A consolidated view of:             <ul style="list-style-type: none"> <li>• The client’s strategic priorities for the next 3-5 years in the context of CRS.</li> <li>• Key requirements across functional, non-functional and service.</li> <li>• Significant challenges and issues</li> </ul> </li> </ul> <p><i>Supplier Profiles</i></p> <p>A supplier profile will be created drawing from the delivery experience and market knowledge across Mason Advisory. The content of the profiles will be from information gathered during the ‘scope and strategic priorities’ activity.</p> <p><i>Report and Recommendations</i></p> <p>A report will be produced consolidating information gathered across all activities. The report will reflect a perspective on:</p> <ul style="list-style-type: none"> <li>• Options to meet the needs and strategic ambitions of the client for the next 3-5 years.</li> <li>• Considerations in respect of contract extension vs competitive tender.</li> <li>• Summary of alternative procurement routes and methods available to the client.</li> </ul> <p>The report will be presented during a findings workshop to the client’s nominated attendees.</p> |

► *WP2: Technical Assurance*

Figure 2: Key deliverables

| Work Package | Output (Deliverables)  |
|--------------|--|
| <b>WP2</b>   | <p>Deliver a CRS Assessment report and any supporting documents in Word or PowerPoint which covers any diagnosis outcome, establishes a root cause if found, and recommendations that may resolve issues.</p> <p>These CRS report will consist of the following:</p> <ul style="list-style-type: none"> <li>• A summary of Customer CRS critical service impacting incidents</li> <li>• Comprehensive investigation report</li> <li>• Assessment report for architecture, infrastructure, and software application</li> <li>• Final recommendation with clear next steps to assist future transformation recommendations.</li> </ul> |

## 2. METHODOLOGY

### 2.1 Approach

Mason Advisory proposes to offer specialist technical expertise, supplemented with specific public safety knowledge.

Our support includes the following outcomes and activities:

► *WP1: Strategy Options Paper*

The engagement will broadly conform to the following process:

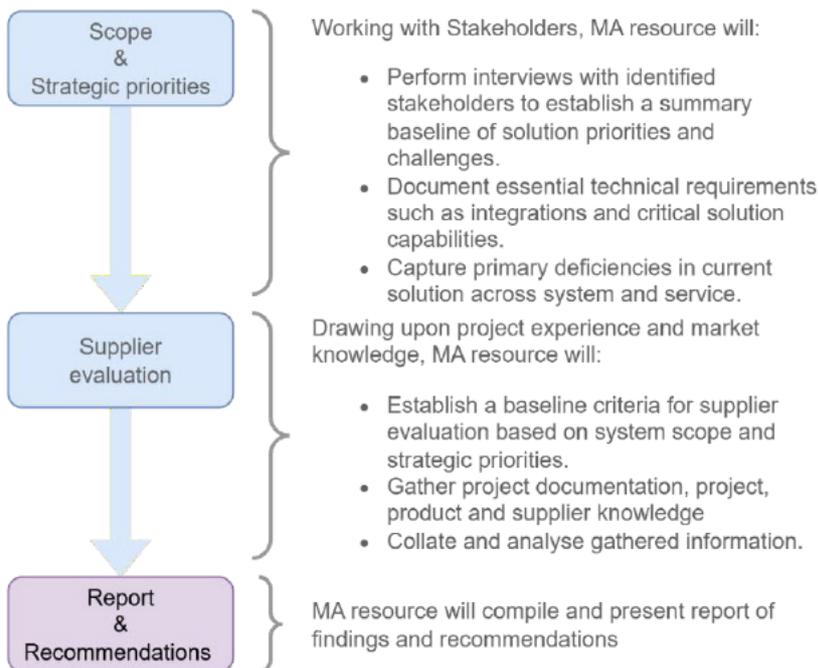


Figure 3: Strategic Options Paper activities

Further work could be offered past the point of the initial engagement and this would need to be agreed between the parties.

**Timeline**

Based on the work described we would look to complete this over a 12 week period allowing for time for documentation to be reviewed.

| Activity   | Week                               | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Week 8 | Week 9 | Week 10 | Week 11 | Week 12 | Week 13 | Week 14 | Week 15 | Week 16 | Week 17 | Week 18 | Week 19 | Week 20 |  |
|--|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--|
|  | Mobilisation, governance, Kick Off |        | █      |        |        |        |        |        |        |        |         |         |         |         |         |         |         |         |         |         |         |  |
| Stakeholder Interviews                               |                                    |        | █      | █      | █      | █      |        |        |        |        |         |         |         |         |         |         |         |         |         |         |         |  |
| Document Requirements, integrations and deficiencies |                                    |        |        | █      | █      | █      |        |        |        |        |         |         |         |         |         |         |         |         |         |         |         |  |
| Supplier Evaluation                                  |                                    |        |        |        |        |        | █      | █      | █      | █      |         |         |         |         |         |         |         |         |         |         |         |  |
| Develop Report and Recommendations                   |                                    |        |        |        |        |        |        |        |        |        |         |         | 1       |         |         |         |         |         |         |         |         |  |

1 Presentation of Report

► **WP2: Technical Assurance**

The scope and expected deliverable / outcome of each called off work package will be agreed and defined through consultation with stakeholders before work commences. The approach to each technical assurance will be agreed with the client’s appointed technical and programme authorities, and will be expected to broadly align with the following methodology:

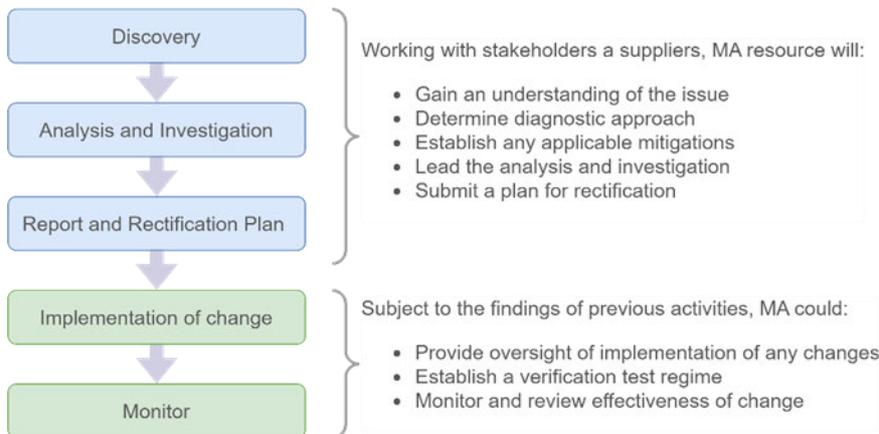


Figure 4: Technical Assurance activities

### 3. PROJECT PLAN AND ASSUMPTIONS

#### 3.1 Project schedule

Mason Advisory will be able to provide availability (on receipt of a Purchase Order) of resource to provide specialist Control Room and Network expertise, to mobilise this agreement.

## 3.2 Assumptions and dependencies

Our ability to deliver this assignment in accordance with the budget and timetable outlined in this proposal is based on the following assumptions and dependencies:

- Customer staff, and its third-party suppliers, will be available and be able to complete requests or provide accurate information in a timely manner (such as service incident reports). Where availability or capacity becomes an issue, Mason Advisory will raise this risk to customer for their consideration and resolution.
- The Customer will be responsible for any costs incurred due to the involvement of third-party providers. Mason Advisory will keep the Customer fully informed of any potential costs, endeavouring to avoid these where possible.
- The Customer remains ultimately responsible for all related transition and transformation projects including their timeline, costs, deliverables, risk and quality etc.
- Documentation will be created as required, in agreement with the Customer and defined in this document.
- Mason Advisory resources will predominantly work remotely to the Customers premises. Attendance on site can be requested, subject to expenses, and will be accommodated where possible.

## 3.3 Quality and security

*Clients can be confident that we will meet their expectations with a quality service*

Our Quality Management System is certified against the ISO 9001: 2015 standard, which sets the benchmark for our performance. We actively seek feedback from our clients, and we measure the success of our projects through customer satisfaction surveys, carried out by our Marketing Manager. If clients wish to provide feedback during a project, they are invited to speak to the Project Director or Project Manager.

*We are also certified against the ISO 27001: 2022 standard for information security*

Our Information Security Management System, certified against the ISO 27001: 2022 standard and Cyber Essentials Plus, ensures the confidentiality, integrity, and availability of client information. Our systems are regularly inspected by an accredited auditor, and our security policies can be made available to clients on request. Unless otherwise agreed, we manage client data in a cloud-based collaboration service, which is widely used in UK central government and adheres to the 14 NCSC and Cabinet Office Cloud Security Principles.

## 4. SERVICE OFFER PRICING

### 4.1 Fees and expenses

The following rates will be applied to the work packages

CRS Strategy Review

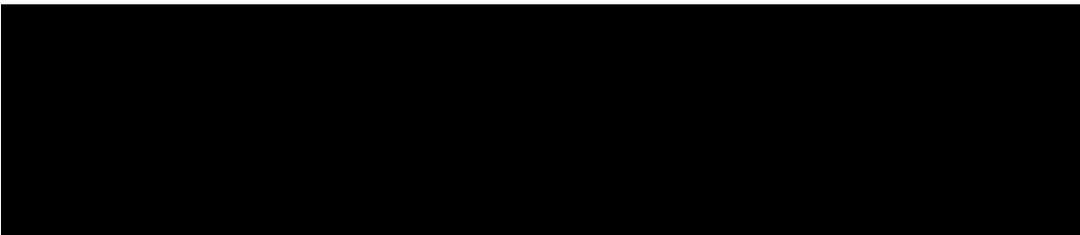
Based on the detail provided in Section 2 with regards to the Strategic review the following resource and rates will be applied



Based on the above rates our professional fees for the CRS Strategy Review work will be **GBP 49,135**. All work will be completed remotely so no expenses have been included in this price.

#### Technical Assurance

Based on the detail provided in Section 2 with regards to the Technical Assurance and the day rates in figure 5.1 we have allowed 18 days each for the following resource



Based on the above rates our professional fees for the Technical Assurance work will be **██████████**. All work will be completed remotely so no expenses have been included in this price.

## **4.2 Billing arrangements**

We will submit invoices monthly on work completed.

If the project is paused by the client during the course of the contract, Mason Advisory is entitled to raise an invoice with immediate effect for all work carried out up to that point, less the total amount invoiced to date. Where applicable, this invoice will include any outstanding expenses. All payments will be due within 30 days of invoice date, and will be payable in pounds sterling (GBP)

This Service Office is effective from 10 November 2025 to 31 August 2026. Mobilisation of support will be from receipt of the supporting Purchase Order.

## **4.3 Financial terms and conditions**

These fees exclude any value-added, export, withholding or other applicable taxes, which will be payable by the client wherever they arise.

This work will be subject to the standard terms of business of for the TS3 contract, which are to be considered as an integral part of the proposal.

#### **4.4 Service level agreement and service credits**

Given the nature of the service, SLAs and service credits are not applicable.

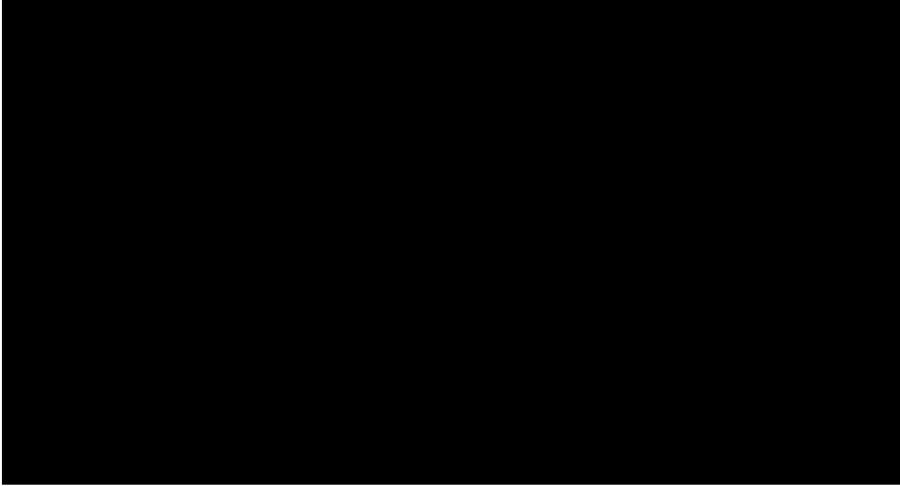
#### **Commercially Sensitive information**

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.*

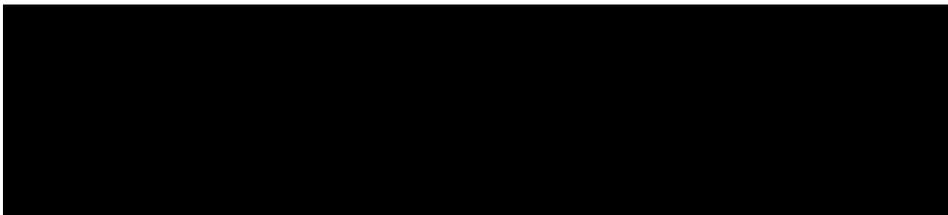
## Section E

### Contract Award

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



|  |
|--|
|  |
|  |



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|--|
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## **Attachment 1 – Services Specification**

## **Attachment 2 – Charges and Invoicing**

### **Part A – Milestone Payments and Delay Payments**

Not Applicable

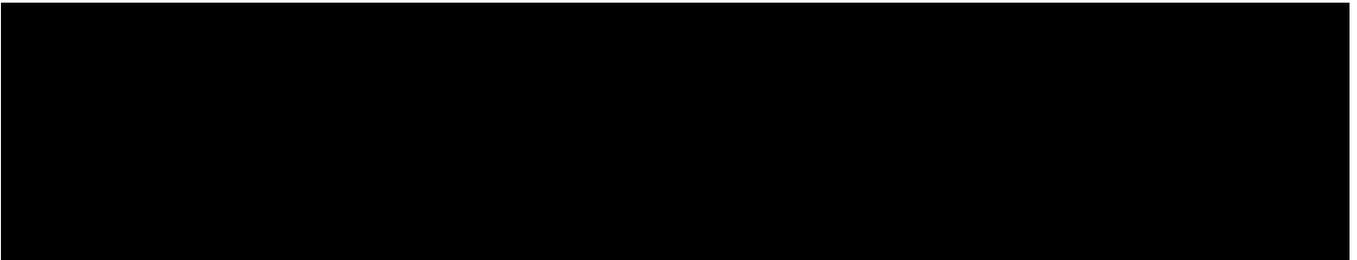
Payment for services will be on a time and materials basis. The Supplier will submit monthly invoices for work completed and the Authority will settle undisputed invoices in GBP within 30 days of the invoice date, following DHSC standard payment terms.

### **Part B – Service Charges**

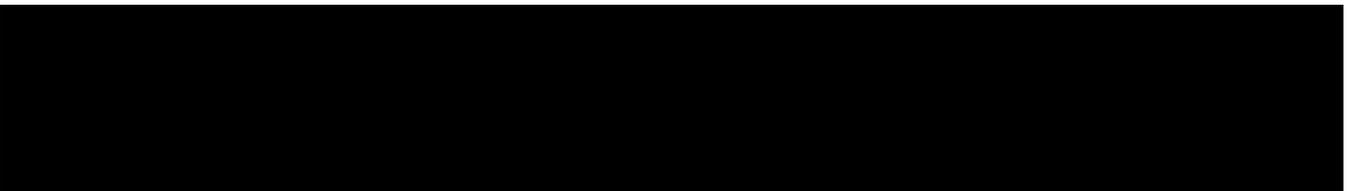
### **Part C – Supplier Personnel Rate Card for Calculation of Time and Materials Charges**



CRS Strategy Review (Anticipated charges)



Technical Assurance (Anticipated charges)



## Part D – Risk Register

- Customer staff, and its third-party suppliers, will be available and be able to complete requests or provide accurate information in a timely manner (such as service incident reports). Where availability or capacity becomes an issue, Mason Advisory will raise this risk to customer for their consideration and resolution.
- The Customer remains ultimately responsible for all related transition and transformation projects including their timeline, costs, deliverables, risk and quality etc.

| Column 1    | Column 2  | Column 3            | Column 4 | Column 5   | Column 6   | Column 7             | Column 8                 | Column 9           | Column 10                  | Column 12 |
|-------------|-----------|---------------------|----------|------------|------------|----------------------|--------------------------|--------------------|----------------------------|-----------|
| Risk Number | Risk Name | Description of risk | Timing   | Likelihood | Impact (£) | Impact (description) | Mitigation (description) | Cost of mitigation | Post-mitigation impact (£) | Owner     |
|             |           |                     |          |            |            |                      |                          |                    |                            |           |
|             |           |                     |          |            |            |                      |                          |                    |                            |           |
|             |           |                     |          |            |            |                      |                          |                    |                            |           |
|             |           |                     |          |            |            |                      |                          |                    |                            |           |

## Part E – Early Termination Fee(s)

Not Applicable

## Attachment 3 – Outline Implementation Plan

Not Applicable

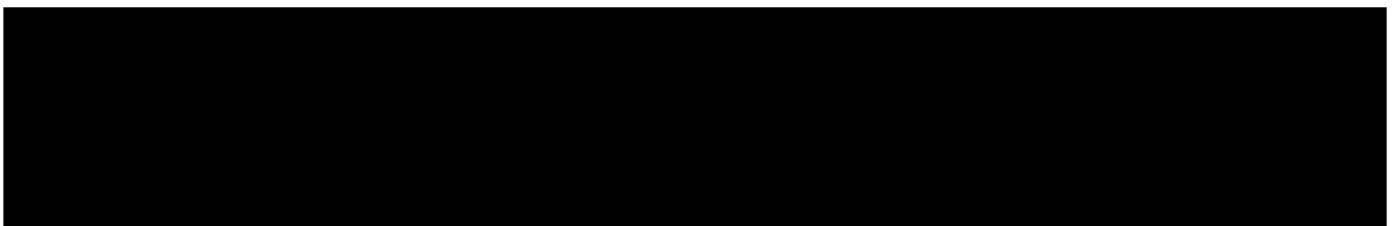
## Attachment 4 – Service Levels and Service Credits

Not Applicable

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

- 1.5 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



**Part B – Key Sub-Contractors**

Not applicable

**Attachment 6 – Software**

**Part A – Supplier Software**

Not Applicable

**Part B – Third Party Software**

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**

| <b>Entity</b>                 | <b>Credit Rating (long term)</b><br><i>(insert credit rating issued for the entity at the Commencement Date)</i> | <b>Credit Rating Threshold</b><br><i>(insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3))</i> |
|-------------------------------|--|--|
| <b>Supplier</b>               | [Rating Agency 1] – [insert rating for Rating Agency 1]  | [Rating Agency 1] – [insert threshold for Rating Agency 1]   |
|                               | [Rating Agency 2] – [insert rating for Rating Agency 2]  | [Rating Agency 2] – [insert threshold for Rating Agency 2]   |
|                               | [etc.]   | [etc.]   |
| <b>[Guarantor]</b>            | [Rating Agency 1] – [insert rating for Rating Agency 1]  | [Rating Agency 1] – [insert threshold for Rating Agency 1]   |
|                               | [Rating Agency 2] – [insert rating for Rating Agency 2]  | [Rating Agency 2] – [insert threshold for Rating Agency 2]   |
|                               | [etc.]   | [etc.]   |
| <b>[Key Sub-contractor 1]</b> | [etc.]   | [etc.]   |
| <b>[Key Sub-contractor 2]</b> | [etc.]   | [etc.]   |

**PART B – RATING AGENCIES**

- [Rating Agency 1 (e.g Standard and Poors)]
  - Credit Rating Level 1 = [AAA]
  - Credit Rating Level 2 = [AA+]
  - Credit Rating Level 3 = [AA]
  - Credit Rating Level 4 = [AA-]
  - Credit Rating Level 5 = [A+]
  - Credit Rating Level 6 = [A]
  - Credit Rating Level 7 = [A-]
  - Credit Rating Level 8 = [BBB+]
  - Credit Rating Level 9 = [BBB]
  - Credit Rating Level 10 = [BBB-]

Etc.

- [Rating Agency 2 (e.g Moodys )]
  - Credit Rating Level 1 = [Aaa]
  - Credit Rating Level 2 = [Aa1]
  - Credit Rating Level 3 = [Aa2]
  - Credit Rating Level 4 = [Aa3]
  - Credit Rating Level 5 = [A1]
  - Credit Rating Level 6 = [A2]
  - Credit Rating Level 7 = [A3]
  - Credit Rating Level 8 = [Baa1]
  - Credit Rating Level 9 = [Baa2]
  - Credit Rating Level 10 = [Baa3]
  - Etc.
- [Rating Agency 3 (etc.) ]
  - Credit Rating Level 1 = [XXX]
  - Etc.

**Attachment 8 – Governance**

**PART A – SHORT FORM GOVERNANCE**

For the purpose of Part A of Schedule 7 (Short Form Governance) of the Call-Off Terms, the following board shall apply:

| Operational Board                          |  |
|--|--|
| Buyer Members for the Operational Board    | <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 150px; height: 15px;"></div> |
| Supplier Members for the Operational Board | <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px;"></div>  |
| Frequency of the Operational Board         | As required  |
| Location of the Operational Board          | Via Teams  |

**PART B – LONG FORM GOVERNANCE**

Not Applicable

**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]

1.1.1.2 The contact details of the Supplier’s Data Protection Officer is [REDACTED]

1.1.1.3 The Processor shall comply with any further written instructions with respect to processing by the Controller.

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

1.1.1.5

| Description   | Details  |
|---|--|
| Identity of Controller for each Category of Personal Data | <p><b>The Authority is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with Clause 34.2 to 34.15 and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> <li>• Names</li> <li>• Job titles</li> <li>• Email Addresses</li> <li>• Phone numbers</li> </ul> |
| Duration of the processing                                | Duration of the contract   |
| Nature and purposes of the processing                     | Delivery of the services only  |
| Type of Personal Data                                     | <ul style="list-style-type: none"> <li>• Names</li> <li>• Job titles</li> <li>• Email Addresses</li> <li>• Phone numbers</li> </ul>  |
| Categories of Data Subject                                | <p>ARP staff members</p> <p>ARP third party suppliers’ staff</p>   |

|  |                                       |
|--|---------------------------------------|
| 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 | Retained for duration of the contract |
|--|---------------------------------------|

### Attachment 10 – Transparency Reports

| Title                    | Content | Format | Frequency |
|--------------------------|---------|--------|-----------|
| [Performance]            |         |        |           |
| [Charges]                |         |        |           |
| [Key Sub-Contractors]    |         |        |           |
| [Technical]              |         |        |           |
| [Performance management] |         |        |           |

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

RM6100 call off schedules apply