

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

Call-Off Ref: RM1043.8

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Order Form

Call-Off Reference: 166442

Call-Off Title: Biometric Technical Services 2026

Call-Off Contract Description:

Provision of client-side biometric technical service with extensive expertise in the following:

- Biometric application design at a conceptual level
- Biometric service design and development
- Biometric interfaces and service integration
- Biometric performance and Presentation Attack Detection (PAD) testing and assurance
- Technical / Solutions architecture
- Systems integration and assurance
- Road mapping technical capabilities
- Security architecture
- Management of the biometric assurance environment

The Buyer: The Secretary of State for the Home Department

Buyer Address: 2 Ruskin Square, Croydon, CR0 2WF

The Supplier: CACI Limited

Supplier Address: CACI House, Kensington Village, Avonmore Road, London, W14 8TS

Registration Number: 01649776

DUNS Number: 227141413

SID4GOV ID: Not Known

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

Call-Off Ref: RM1043.8

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Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 10 November 2025.

It's issued under the Framework Contract with the reference number RM1043.8 for the provision of Digital Outcomes 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, Statement of Work 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 1

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) RM1043.8
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.8
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) RM1043.8

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

Call-Off Ref: RM1043.8

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- Call-Off Schedules for RM1043.8
 - 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 Deliverables)
 - 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 20 (Call-Off Specification)
 - Call-Off Schedule 26 (Cyber Essentials Scheme)

5 CCS Core Terms (version 3.0.11)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.8

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:

1. The Supplier shall provide the Services using suitably qualified personnel of their own choosing. The Supplier reserves the right to substitute any personnel, provided the substitute possesses the necessary skills, qualifications, expertise and security clearance for the satisfactory completion of the Services. The Supplier will remain liable for the Services completed by substitute personnel and will bear any costs of making the substitution. The engagement of Supplier personnel and how the services are to be carried are acknowledged as being under the full control of the Supplier.
2. The Buyer shall not exercise any supervision over the Supplier Staff in the provision of the Services. The Supplier shall endeavour to co-operate with the Buyer's reasonable requests within the scope of the Services; however, it is acknowledged that the Supplier shall have autonomy over their working methods.
3. This Biometric Technical Services Contract is limited to the Buyer's requirements and Supplier's response in their Tender. The Supplier is not obliged to make its services available except for the performance of its obligations under this Call Off Contract. The Buyer is under no obligation to offer further contracts to the Supplier nor is the Supplier under obligation to accept such contracts or services if offered. Both parties agree and intend that there be no mutuality of obligations either during or following the agreement, whatsoever.
4. Any use of the term "vetting" in the contractual documentation related to Supplier Staff is agreed by the Buyer and the Supplier to refer exclusively to security clearance procedures and requirements in accordance with the security policy of specified by the Buyer and not to the Buyer determining general suitability of the

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

Call-Off Ref: RM1043.8

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Supplier Staff.

Call-Off Start Date: 1 December 2025

Call-Off Expiry Date: 30 November 2027

Call-Off Initial Period: 2 Years

Call-Off Optional Extension Period: 1 Year

Minimum Notice Period for Extensions: 3 Months

Call-Off Contract Value: £13.5m Exc. VAT

Call-Off Deliverables

See details in Call-Off Schedule 20 (Call-Off Specification)

Warranty Period

The Supplier shall provide digital and Software Deliverables with a minimum warranty of at least 90 days against all obvious defects, and in relation to the warranties detailed in Paragraphs 4 (licensed Software warranty) and 9.6.2 (Specially Written Software and New IPRs) of Call-Off Schedule 6 (IPRs and Additional Terms on Digital Deliverables).

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

- Security Aspects Letter v0.1
- HOB_Information_Security_Policy-v3.0
- HADES-SyOPs-Version-5.0

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (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 **£6.5m**.

Call-Off Charges

- 1 Capped Time and Materials (CTM)

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

Call-Off Ref: RM1043.8

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2 Time and Materials (T&M)

3 Fixed Price

4 A combination of two or more of the above Charging methods.

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.

All changes to the Charges must use procedures that are equivalent to those in Paragraph 4 in Framework Schedule 3 (Framework Prices).]

Reimbursable Expenses

The Supplier's Rate Card is inclusive of expenses except where a resource based in London has to travel outside of the M25. Travel expenses will not be paid for travel to a Buyer site in Croydon, London or within the M25. Travel expenses will not be paid for Supplier staff or its Subcontractors to travel to the Supplier's site(s).

See also Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy)

Payment Method

Via BACS

Buyer's Invoice Address

Home Office Shared Service Centre, Phoenix House, Celtic Springs Business Park,
Newport, NP10 8FZ e-mail HOSupplierinvoices@homeoffice.gov.uk

Home Office Shared Service Centre

Phoenix House

Celtic Springs Business Park

Newport NP10 8FZ

Email: HOSupplierinvoices@homeoffice.gov.uk

Buyer's Authorised Representative

Pam Wilson

Senior Commercial Manager


2 Ruskin Square, Croydon, CR0 2WF

Buyer's Environmental Policy

[Environmental principles policy statement - GOV.UK](#)

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

Call-Off Ref: RM1043.8

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Schedule_A_social_value_v0.3

Buyer's Security Policy

HOB_Information_Security_Policy-v3.0

Security policy framework: protecting government assets - GOV.UK

Supplier's Authorised Representative

[Redacted]

Director of CACI IdentityE2E Business Unit

[Redacted]

CACI House, Kensington Village, Avonmore Road, London, W14 8TS

Supplier's Contract Manager

[Redacted]

CACI House, Kensington Village, Avonmore Road, London, W14 8TS

Progress Report Frequency

On the last Working Day of each calendar month

Progress Meeting Frequency

Monthly on the first Working Day of each month

Key Staff

[Redacted]

Worker Engagement Route - Off-payroll (IR35) determination: Contracted out service - the off-payroll rules do not apply subject to approval by Home Office Professional Services.

Key Subcontractor(s)

[Redacted]

Commercially Sensitive Information

Supplier's prices and their response to the Quality questions

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

Call-Off Ref: RM1043.8

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Balanced Scorecard

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

Not Used and replaced with Monthly Report Template attached at Annex 2.

Material KPIs

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

Material KPIs	Target	Measured by
Document assurance reviews late due to Supplier cause.	More than 90% of document reviews to be completed with-in the agreed target time.	Documents to be formally reviewed. No more than 5 days late
Team deliverables against the plan	More than 90% of deliverables to be completed with-in the agreed date time.	Delivery artifacts and milestones no more than 5 days late
Social Value KPIs		
Tackling economic inequality (MAC 3.4) – Driving Collaboration	Host regular design issues forums (DIF) / TDA collaboration sessions across project ecosystem to facilitate collaborative problem solving. Attended by key TDA leads from HO and supplier teams.	Forum outputs tracked, either via minutes or DIF / hub TDA tracker and recorded if online for transparency to confirm regular sessions (at least 1 per month) are taking place.
Equal Opportunity (MAC 6.1)	Conduct an annual ED&I survey of the CACI workforce engaged on the BTS 2026 contract.	The survey report on % of staff on the contract who are from under-represented groups.
Equal Opportunity (MAC 6.1)	Women across both the CACI BTS contract workforce and those working in the wider HOB community will be invited to attend CACI's "Women In Tech/CACI Cares" talks on empowering women.	Target is to hold the talks twice per year. Attendance metrics will be reported on for this KPI. Feedback gathered from attendees will be used to help enable continuous improvement.

Service Credits

Not Applicable

Additional Insurances

Not applicable

Framework Ref: RM1043.8 Digital Outcomes 6

Project Version: v2.0

Model Version: v3.8

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

Call-Off Ref: RM1043.8

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Guarantee

Not applicable

Social Value Commitment

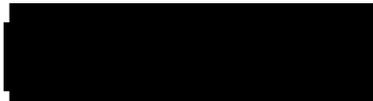
The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender)

Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. 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:

Signature:



Date:

For and on behalf of the Buyer:

Signature:



Date:

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

Call-Off Ref: RM1043.8

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Appendix 1

Details of the first Statement of Works will be agreed shortly after the contract signatures stage 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).

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

Call-Off Ref: RM1043.8

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Annex 1 (Template Statement of Work)

1 Statement of Works (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.

HOB BTS SoW Template

SoW no.	< SOW Reference >
Title	< SOW Title >
Date of SoW	< Please enter the first date of activity >
Buyer	<i>The Home Office 2 Marsham Street London SW1P 4DF</i>
Supplier	<i>CACI Limited (IdentityE2E Business Unit)</i>
Target Timescales for Duration of SoW	<Insert the period of activity or number of days here>
Charging methods for this SoW	<input checked="" type="checkbox"/> <i>Time and materials (T&M)</i> <input checked="" type="checkbox"/> <i>Fixed price</i> <input type="checkbox"/> <i>Other pricing method or a combination of pricing methods agreed by the Parties</i>
Digital Outputs 6 Call Off Contract	Biometric Technical Services for the Home Office Biometrics Programme
Description and rationale for the Statement of work	<p>The BTS 2026 service has been procured by HOB to provide expertise in the design, integration and delivery assurance of HOB biometric services, sub-systems and components to support designing the future biometric systems and defining and managing the transition to a disaggregated and converged biometric service.</p> <p>The BTS service is intended to support HOB and enable the Technical Design Authority (TDA) to support a range of parallel activities across HOB.</p> <p>Note on the nature of this engagement and SoW: CACI has been engaged by HOB, via the stated DOS6 Call Off Contract, as a specialist biometric services company to deliver a range of services as defined in</p>

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

Call-Off Ref: RM1043.8

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	<p>BTS 2026 requirements and set out in the milestones and deliverables in this SoW. Delivery requires a flexible team of resources, and CACI is entirely responsible for the day-to-day management of the BTS service and the provision and management of CACI (IdentityE2E Business Unit) resources to meet the demands of the BTS service and achieve the milestones and deliverables documented in this SoW. This includes CACI managing deployment of their team and flexing team numbers up and down against different milestones as appropriate to meet agreed prioritisation and ensure delivery. BTS 2026 is a contract for a fully managed, outsourced service and not a contract for supply of workers. CACI is not an agency (employment business / employment intermediary) and does not engage in contracts that require the placement of workers with an end client. This is an Outcomes based contract for services.</p>
<p>Management and Collaboration Arrangements</p>	<p>CACI has full ownership and management of project deliverables and outcomes documented in this SoW.</p> <p>Management of the Supplier Staff and services lies solely with the Supplier.</p> <p>Representatives from each party (Buyer and Supplier) are appointed to deal with the requisite collaboration between the parties in relation to the BTS Supplier provision of services and to provide relevant updates and progress meetings.</p>
<p>Key Delivery Milestones and Deliverables</p>	<p>Service Milestones and Deliverables See table below</p>

Service Milestones and Deliverables

Milestone	Key Activities / Deliverables	Milestone Date
< Milestone Name >	< Activities descriptions, deliverables and specific acceptance criteria as applicable to the activity >	< Date to be completed >

Note: For forecast resource allocation against the different milestones, please see the milestones allocation summary in the section below and also the calculations in the spreadsheet attached at Appendix A.

<p>Acceptance Criteria</p>	<p>Acceptance of service Deliverables will be managed through the monthly checkpoint reporting process.</p> <p>Document Deliverables to align with HOB templates / product descriptions for technical / architectural artefacts.</p> <p>Acceptance will require agreement from HOB TDA Lead and may also require TDA review and coordination with other HOB Stakeholders.</p> <p>If the milestone is related to a project milestone and does not have a direct Deliverable (only an indirect Deliverable), then HOB TDA Lead will be</p>
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Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Call-Off Ref: RM1043.8

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	aware of the achievement of the indirect Deliverables through the project check points and the technical leads on each project.		
Estimated cost	Based on the outputs and products, the cost for delivery by the Supplier for this SoW is as per the following table:		
<p>Milestone allocations summary: <Provide supporting table for the estimate above to show resource allocations to activities > Estimated Expenses: £</p>			
Estimated value	<p>TOTAL = Note: Calculations used in this SoW will be submitted in a spreadsheet attached as Appendix A.</p>		
Key staff (for this SoW)	N/A (the SoW and contract is for services and not for labour)		
Dependencies on the Buyer			
	ID	Description	Due date

Agreement of Statement of Works

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

Call-Off Ref: RM1043.8

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BY SIGNING this SOW, the parties agree to be bound by the terms and conditions set out herein:

For and on behalf of the supplier:

Name and title

Signature and date

_____X_____

For and on behalf of the departmental Buyer:

Name and title

Signature and date

_____X_____

Please note if this SoW causes the work commitment to exceed the overall Call-Off Contract value and Supplier Staff are still required to deliver the services, then a contract change note (CCN) must be raised, explaining the reason(s) for the extension.

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 Call-Off Schedule 26 (Cyber Essentials Scheme).

SOW Standards:

No additional requirements

Performance Management:

Material KPIs	Target	Measured by
KPIs as detailed above.		
In addition, the performance of the Supplier will be measured via monthly and quarterly reports.,		

Additional Requirements:

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Call-Off Ref: RM1043.8

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Annex 1 – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.

Key Supplier Staff:

Key Role	Key Staff	Contract Details	Worker Engagement Route (incl. inside/outside IR35)
Contract Manager	[REDACTED]		Outside IR35 – Fully managed service

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.	Not Applicable		

2 Charges

Call Off Contract Charges:

The applicable charging method(s) for this SOW is:

- Capped Time and Materials
- Time and Materials
- Fixed Price

Rate Cards Applicable:

Cluster	Role	SFIA Level 3 Day Rate (£)	SFIA Level 4 Day Rate (£)	SFIA Level 5 Day Rate (£)
Architecture	Technical Architecture	[REDACTED]	[REDACTED]	[REDACTED]
	Security Architecture	[REDACTED]	[REDACTED]	[REDACTED]
Engineering	Software Engineer	[REDACTED]	[REDACTED]	[REDACTED]
	DevOps Engineer	[REDACTED]	[REDACTED]	[REDACTED]
	Infrastructure Engineering	[REDACTED]	[REDACTED]	[REDACTED]
IT Operations	Network Engineering	[REDACTED]	[REDACTED]	[REDACTED]
	Plan, Engage, Improve	[REDACTED]	[REDACTED]	[REDACTED]
	Design & Transition	[REDACTED]	[REDACTED]	[REDACTED]
	Deliver & Support	[REDACTED]	[REDACTED]	[REDACTED]

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

Call-Off Ref: RM1043.8

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All rates are exclusive of VAT.

Based on total contract value of £19.5m (exc vat) over 3 years volume discount on the above day rates.	
> £6m	
>6 - £12m	
> £12 - £18m	
> £18 - £19.5m	

Reimbursable Expenses:

See Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy)

3 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

Name:

Title:

Date:

Signature:

For and on behalf of the Buyer

[Redacted Name]

Title: Senior Commercial Manager

Date:

Signature:

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

Call-Off Ref: RM1043.8

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	<p>ENT1</p> <p>Strategic matcher,</p> <p>•</p> <p>t</p> <p>t</p> <p>s</p> <p>v</p> <p>i</p> <p>b</p> <p>t</p> <p>s</p> <p>r</p> <p>d</p> <p>c</p> <p>v</p> <p>r</p> <p>s</p> <p>•</p> <p>v</p> <p>c</p> <p>c</p> <p>t</p> <p>•</p> <p>f</p> <p>v</p> <p>r</p> <p>•</p> <p>n</p> <p>b</p> <p>a</p> <p>i</p> <p>a</p> <p>t</p> <p>a</p> <p>a</p>
Type of Personal Data	<p>t</p> <p>f</p> <p>f</p> <p>E</p> <p>t</p> <p>p</p> <p>s</p> <p>i</p>

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

Call-Off Ref: RM1043.8

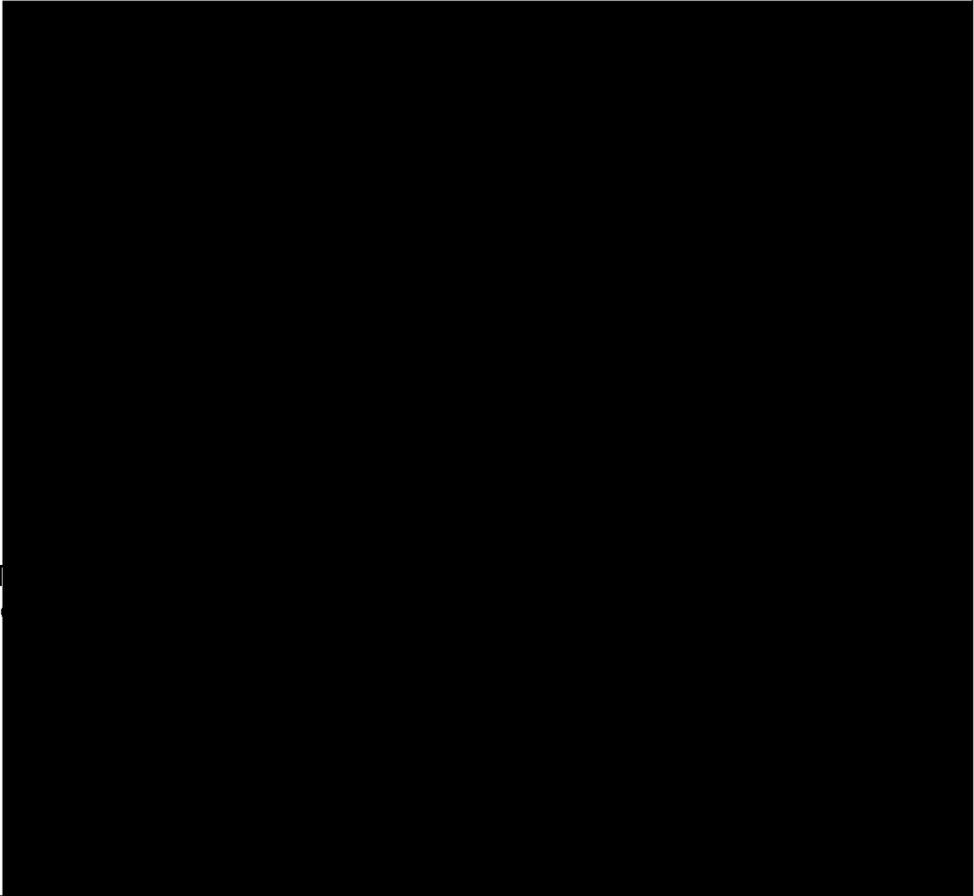
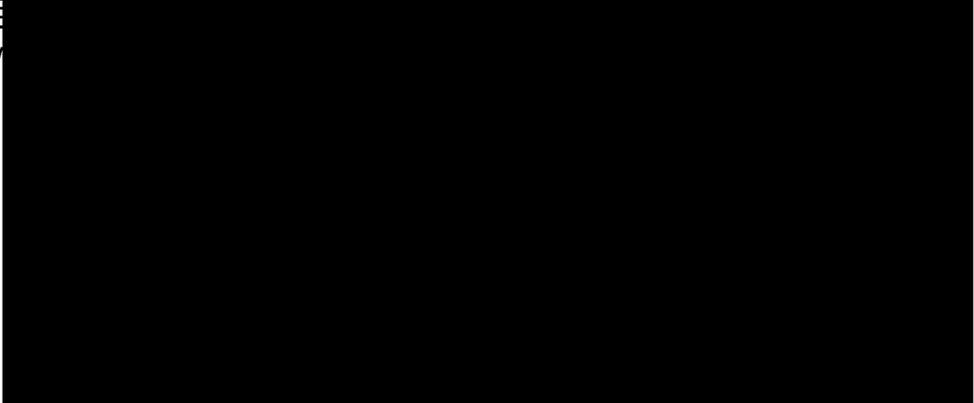
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	<p>The NBNAD holds</p> <p>\$</p> <p>t</p> <p>o</p> <p>t</p> <p>i</p> <p>s</p>
Categories of Data Subject	

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

Call-Off Ref: RM1043.8

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<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	

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

Call-Off Ref: RM1043.8

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Call-Off Ref: RM1043.8

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Annex 2

CACI Monthly Highlight Report Template

HOB SoW Owner and Outputs Approver: HOB TDA Lead

1. Reference Information									
Report Date	31/12/2025	Period of Report	01/12/2023	To	31/12/2025	SoW PO Number	SoW00x TBC	RAG Status	GREEN

2. Milestones and Deliverables progress
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Milestone	Key Activities / Deliverables	Milestone Date	RAG	% Complete	Comments