

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

Order Form

CALL-OFF REFERENCE: 714785453

CALL-OFF TITLE: Disposition Management System (DMS) Development Services

CALL-OFF CONTRACT DESCRIPTION:

The Defence Equipment Sales Authority ("DRDT") have recently rolled out a new Salesforce-based system for managing disposal activity and are looking to engage with a supplier who can mobilise a team of digital specialists with the requisite experience and technical expertise, to enable DRDT and its staff to unlock value from the platform and deliver against their objectives.

In addition, due to the fast-paced and waterfall-led implementation that completed in September 2023, DRDT is unsure of whether the current platform meets their original requirements. They're looking for a supplier to independently assess the Salesforce implementation and provide assurance services to ensure the design is both fit for purpose and in line with expectations.

THE BUYER: Defence Equipment Sales Authority

BUYER ADDRESS Bldg C16, C Site, MoD Bicester, Bicester OX25 1NY

THE SUPPLIER: Tecknuovo Ltd

SUPPLIER ADDRESS: Chancery House, Chancery Ln, London WC2A 1QS

REGISTRATION NUMBER: 220904500

DUNS NUMBER: [REDACTED]

SID4GOV ID: [REDACTED]

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APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated [REDACTED].

It's issued under the Framework Contract with the reference number RM6263 for the provision of Digital Specialists and Programmes Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, SOW Template and Call-Off Schedules)).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

CALL-OFF LOT(S):

Lot 2 from Framework Schedule 1 (Specification).

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)
 - For avoidance of doubt, highlighted elements of the Variation Form enclosed shall be updated at the time of carrying out the Variation.
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 7 (Financial Difficulties) – TECKNUOVO CREDIT RATING
 - Joint Schedule 10 (Rectification Plan)
 - For avoidance of doubt, highlighted elements of the Rectification Plan enclosed shall be updated at the time of carrying out the Rectification.
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 13 (Cyber Essentials)
 - Call-Off Schedules for RM6263
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliveries)
 - Call-Off Schedule 7 (Key Supplier Staff)

Framework Ref: RM6263

Project Version: v1.0

Model Version: v3.7

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

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- For avoidance of doubt, there are no additional requirements to outline within Call-Off Schedule 7 at Call-Off Contract commencement.
 - 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) – NOT USED
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 17 (MOD Terms)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
 - For avoidance of doubt, the Call-Off Specification the Supplier is required to adhere to is the Statement of Work, found within Annex 1 of this Framework Schedule 6 – Order Form.
- 5. CCS Core Terms (version 3.0.11)
- 6. Joint Schedule 5 (Corporate Social Responsibility) RM6263

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

Applicable MOD Terms as per Call-Off Schedule 17 are incorporated into this Call-Off Contract:

CALL-OFF START DATE	14 April 2025
CALL-OFF EXPIRY DATE	13 April 2026
CALL-OFF INITIAL PERIOD	1 year
CALL-OFF OPTIONAL EXTENSION PERIOD	Up to 12 months
MINIMUM NOTICE PERIOD FOR EXTENSION(S)	1 month
CALL-OFF CONTRACT VALUE	
KEY SUB-CONTRACT PRICE	Not applicable

CALL-OFF DELIVERABLES

Deliverables are specified in the Statement of Work (Annex 1).

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). Any applicable Standards are outlined in the Statement of Work of this Order Form and associated Call-Off Schedules.

CYBER ESSENTIALS SCHEME

The Buyer requires the Supplier, in accordance with Joint Schedule 13 (CyberEssentials 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. As per RM6263 Core terms, each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than the greater of £5 million or 150% of the Estimated Yearly Charges unless

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

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specified in the Call-Off Order Form.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is [REDACTED]
Estimated Charges in the first 12 Months of the Contract.

CALL-OFF CHARGES

In line with the Statement of Work (Annex 1), the Call-Off Contract charging structure is based on a core team, with the possibility of scalable development capacity depending on the Buyer's requirements. This shall be done on a fixed price per sprint basis, with each sprint lasting 2 weeks.

Following an agile delivery model, the Buyer and Supplier shall agree minimum and stretch delivery targets for every 2-week period, aligned to the roadmap. The sum of the sprint outputs will lead to hitting key milestones on the roadmap, which shall be co-defined between the Buyer and the Supplier. If the Supplier fails to hit the minimum delivery target, the Buyer can enforce a fee penalty, or agree with the Supplier that it continues work to meet the minimum target.

The prices and applicable charges are as follows:

Core Team Member	Fixed Price Per Sprint (£ GBP)
Blended Delivery Leadership	[REDACTED]
Technical Business Analyst	[REDACTED]
Principle Salesforce Developer	[REDACTED]
Salesforce Developer	[REDACTED]
QA Test Manager	[REDACTED]

Charge	Description	Charge Amount (£ GBP)
Failure to meet minimum delivery target	The Buyer has the option to request a fee penalty (charge), should the Supplier fail to meet agreed minimum delivery targets	[REDACTED] for each sprint where minimum delivery targets are not met*.

*the charge is representative of approximately 20% of the anticipated cost per sprint.

REIMBURSABLE EXPENSES

NONE – For avoidance of doubt, reimbursable expenses are not applicable to this Call-Off Contract. All Supplier expenses are absorbed within the agreed fixed price identified under Call-Off Charges (also see Call-Off Schedule 5 for further details).

PAYMENT METHOD

Payments to the Supplier shall be affected in accordance with DEFCON 522 – Payment & Recovery of Sums Due. For avoidance of doubt, this is a Special Term that is further detailed in Call-Off Schedule 17 (MOD Terms).

BUYER'S INVOICE ADDRESS:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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BUYER'S AUTHORISED REPRESENTATIVES

BUYER'S ENVIRONMENTAL POLICY

Not used

BUYER'S SECURITY POLICY

As well as adherence to general security provisions outlined in Call Off Schedule 9 – Security, the Supplier is required to adhere to DEFCON 569A – Security Measures. For avoidance of doubt, this is a Special Term that is further detailed in Call-Off Schedule 17 (MOD Terms).

SUPPLIER'S AUTHORISED REPRESENTATIVE

SUPPLIER'S CONTRACT MANAGER

PROGRESS REPORT FREQUENCY

Reports shall be provided in accordance with the Statement of Work and table below. In addition, following completion of each time-bound sprint, lasting 2 weeks, the Supplier shall ensure delivery of the following deliverables: DMS Assurance Report; DMS Product Backlog; Implement Required DMS Changes; and DMS Roadmap. These are further outlined in the Statement of Work.

Report	Content	Frequency
Performance Management - Deliverables/Cost/Value delivered report	Report covering progress made during previous 2-week sprints, including successful delivery against agreed backlog; costs incurred any value added during the relevant timeframe.	Every 4 weeks (20 working days) from commencement of the 5 th week. The report shall be provided within 3 working days of the commencement of weeks 9; 13; 17 and every 4-week interval thereafter.
Budget Burndown Report	A report detailing costs incurred by the Authority against the Call-Off Contract and spend churn rate against previous 4-week period(s).	The report shall be provided within 3 working days of the commencement of weeks 5; 9; 13 and every 4-week interval thereafter.

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

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Supplier Invoice	The Supplier shall invoice the Buyer.	Every 4 weeks.
Continuous Improvement Plan	The Supplier shall produce at the start of each Contract Year a plan for improving the provision of Deliverables and/or reducing the Charges (without adversely affecting the performance of this Contract) during that Contract Year for the Buyer's Approval.	In the event the Call-Off Contract is extended by a further 12 months, the Supplier shall provide a Continuous Improvement Plan on request by the Buyer.
Business Continuity and Disaster Recovery Plan	Detailing the processes and arrangements that the Supplier shall follow to ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Deliverables; and the recovery of the Deliverables in the event of a Disaster. The requirements are fully outlined in Call-Off Schedule 8.	Within 90 working days after the Call-Off Contract Start Date.
Security Management Plan	The Supplier shall develop and maintain a Security Management Plan in accordance with Call-Off Schedule 9. The Supplier shall thereafter comply with its obligations set out in the Security Management Plan.	Within 20 working days of the Call-Off Contract Start Date.
Exit Plan	The Supplier shall deliver to the Buyer a Call-Off Contract and SOW Exit Plan which complies with the requirements set out in Call-Off Schedule 10.	Within three (3) Months of the Call-Off Contract Start Date.
Rectification Plan	Where there is a default, the Supplier is required to complete a Rectification Plan as per the draft format in Call-Off Joint Schedule 10	Within 10 working days of the Supplier receiving request from the Buyer.
Transparency Reports (Draft Version provided upon completion of first quarter)	The Supplier shall submit to the Buyer for Approval (such Approval not to be unreasonably withheld or	Within three (3) Months of the Call-Off Contract Start Date.

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

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Transparency Reports (each quarter thereafter)	<p>delayed) draft Transparency Reports consistent with the content requirements and format set out in Call-off Schedule 1. For avoidance of doubt, this shall be in the form of the KPI Data Report provided to the Authority each quarter, as per DEFFORM 539B.</p> <p>The Buyer's rating thresholds are as follows:</p> <p>Good: > 95%</p> <p>Approaching Target: 90.00-94.99%</p> <p>Requires Improvement: 85.00-89.99%</p> <p>Inadequate: <84.99%</p> <p>Thereafter, the Supplier shall provide an accurate and up-to-date version of the KPI Data Report to the Authority.</p>	The Supplier shall provide Transparency Reports for each quarter following the Buyer's approval of the Draft Transparency Report.
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PROGRESS MEETING FREQUENCY

Progress meetings shall be held in accordance with the Statement of Work, although it is expected that these shall take place regularly prior to the commencement of each time-bound 2-week sprint.

KEY STAFF

In addition to the Supplier's Authorised Representative, Contract Manager and Portfolio Manager, the Supplier shall provide the following resource for the duration of the Call-Off Contract, which may be varied only on request by the Buyer and subsequent approval being granted:

- Principal Salesforce Developer
- Salesforce Developer
- Technical Business Analyst
- Blended Delivery Leadership
- QA Test Manager

KEY SUBCONTRACTOR(S)

Not used

COMMERCIALLY SENSITIVE INFORMATION

The Supplier's Commercially Sensitive Information is identified at Joint Schedule 4.

MATERIAL KPIs

KPI	Description	Target	Reporting Frequency
Provision of	Provision of necessary	95-100% of reports provided	Each Quarter

Framework Ref: RM6263

Project Version: v1.0

Model Version: v3.7

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

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Reports	reports outlined in this Framework Schedule 6 – Order Form	on time	
Supplier responsiveness	Supplier response deadline to each Buyer enquiry	<p>95-100% of Buyer enquiries responded to on-time by the Supplier's designated Authorised Representative and Contract Manager.</p> <p>Urgent enquiries – same working day, provided Supplier is notified before 2pm. The Buyer shall ensure such enquiries are marked as "URGENT".</p> <p>Non-urgent – within 2 working days.</p> <p>This shall ensure efficient Supplier performance during each 2-week sprint.</p>	Every 4 weeks
Backlog reduction rate	Ability of Supplier to clear backlog during each 2-week sprint	95-100% of tasks delivered (marked as complete) for each 2-week sprint.	Every 4 weeks
Supplier staff availability	<p>Availability of supplier staff:</p> <ul style="list-style-type: none"> Principal Salesforce Developer Salesforce Developer Technical Business Analyst Blended Delivery Leadership 	<p>95-100% availability between hours of 09:00-17:00 Monday – Friday.</p> <p>Where any of the Supplier's staff becomes unavailable for any length of time, the Supplier shall remedy this by providing replacement within 1 working day of the absence becoming known. This shall ensure efficient Supplier performance during each 2-week sprint.</p>	Every 4 weeks

SERVICE CREDITS

Not Used

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not used

SOCIAL VALUE COMMITMENT

Not used

STATEMENT OF WORKS

Framework Ref: RM6263



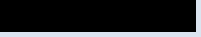
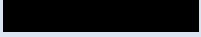


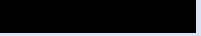
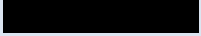
Project Version: v1.0

Model Version: v3.7

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

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

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	

Appendix 1

Annex 1 (Statement of Work)

1. STATEMENT OF WORK (“SOW”) DETAILS	
<p>Upon execution, this SOW forms part of the Call-Off Contract (reference below).</p> <p>The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.</p> <p>All SOWs must fall within the Specification and provisions of the Call-Off Contract.</p> <p>The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.</p>	
Date of SOW:	10 April 2025
SOW Title:	Dispositioning Management System (DMS) Development Services
SOW Reference:	714785453

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

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Call-Off Contract Reference:	714785453
Buyer:	Defence Recycling & Disposals Team ("DRDT")
Supplier:	Tecknuovo Ltd
SOW Start Date:	14/04/2025
SOW End Date:	13/04/2026
Duration of SOW:	12 months initial period
Key Personnel (Buyer)	<div>██████████</div> <div>██████████</div> <div>██████████</div> <div>██████████</div>
Key Personnel (Supplier)	<div>██████████</div> <div>██████████</div> <div>██████████</div>
Subcontractors	N/A

2. CALL-OFF CONTRACT SPECIFICATION - PROGRAMME CONTEXT

SOW Deliverables Background	<p>The Defence Recycling & Disposals Team ("DRDT") have rolled out a new Salesforce-based system for managing disposal activity and are looking to engage with a supplier who can mobilise a team of digital specialists with the requisite experience and technical expertise, to enable DRDT and its staff to unlock value from the platform and deliver against their objectives.</p> <p>Since April 2024, due to the fast-paced and waterfall-led implementation that completed in September 2023, DRDT was unsure of whether the current platform meets their original requirements. The looked for a supplier to independently assess the Salesforce implementation and provide assurance services to ensure the design is both fit for purpose and in line with expectations.</p> <p>With the Op Model change additional areas of disposal have moved into the DRDT remit and has led to additional works are required so that several additional processes and systems can be integrated into one single system.</p>		
Delivery phase(s)	<p>The project will follow an Agile methodology, emphasising collaboration, flexibility, and iterative development. The engagement will be organised into time-bound sprints, each lasting 2-weeks, during which an agreed backlog will be delivered. The success of each sprint will be measured based on predefined KPIs, with a continuous emphasis on building internal capability.</p>		
	Period	Phase	Key objectives
	Week 1 – TBC	Delivery and Assurance	<ul style="list-style-type: none"> Plan and execute sprints to achieve

Framework Ref: RM6263

Project Version: v1.0

Model Version: v3.7

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

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			co-defined delivery and assurance outcomes. <ul style="list-style-type: none"> • Prioritise user stories based on business value and alignment with strategic goals. • Mentor DRDT staff during implementation and configuration activities, fostering hands-on experience. • Document changes, enhancements, and relevant information. • Implement approved changes based on advisory recommendations. • Conduct thorough testing and validation of implemented solutions.
	TBC	Handover and Support	<ul style="list-style-type: none"> • Deliver structured training sessions with DRDT staff. • Develop clear handover documentation. • Provide ongoing support as needed.
	A continuous discovery approach will be utilised throughout delivery, which will be an iterative and ongoing process of understanding user needs, validating assumptions, and refining product ideas throughout the development lifecycle.		
Overview of Requirement	Through the delivery of time-bound sprints, the Supplier will ensure the delivery of the following deliverables, taking into consideration the requirements outlined in the Statement of Requirements (Annex 2)*: <p>DMS Assurance Report – an independent appraisal of the Salesforce DMS solution and its implementation, as well as any existing configurations/customisations. Including but not limited to areas unnecessarily convoluted, areas with broken links, areas that do not finish off a process/have a circular resolution, and areas for improvement.</p>		

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	<p>DMS Product Backlog – review, scoping, and prioritisation of DRDT provided Issues Log. To include feedback on how long both ‘DRDT’ assigned Issues and Improvements (separately) will take to implement.</p> <p>Implement Required DMS Changes – completion of ‘DRDT’ serials from Issues Log, working collaboratively with DRDT Operators to ensure knowledge transfer. Acceptance and understanding of training provided to be logged, with the aim that selected DRDT SMEs are confident to make changes in a sandbox and implement in production. All relevant work is to be added to a test/sandbox environment and given time to test by relevant SMEs prior to live/production implementation.</p> <p>DMS Roadmap – development of a clear roadmap that outlines future enhancements. DRDT to provide clear direction for Sales portal enhancement and DRDT training requirements.</p> <p>*The parties shall agree the backlog content and sub Deliverables for each sprint ahead of its start date, based on a co-defined roadmap of priorities, support items, or continuous improvement initiatives.</p>
Accountability Models	<p><i>Please tick the Accountability Model(s) that shall be used under this Statement of Work:</i></p> <p><i>Sole Responsibility:</i></p> <p><input type="checkbox"/></p> <p><i>Self-Directed Team:</i></p> <p><input checked="" type="checkbox"/></p> <p><i>Rainbow Team :</i> <input type="checkbox"/></p>

3. BUYER REQUIREMENTS – SOW DELIVERABLES

Outcome Description	<p>The primary goal of this project is to deliver measurable outcomes through Salesforce delivery and assurance expertise, while concurrently building internal confidence and capability within DRDT to independently manage and optimise their Salesforce environment.</p> <p>The success of this project will be measured by completion of the stated deliverables, and DRDT’s positive assessment that it’s nominated Operators have sufficient knowledge and expertise to administer, configure and maintain the platform as required, with the understanding that any future complex changes (e.g. Apex Code and customisations) will likely require third-party expertise.</p>
Delivery Plan	<p>All work is to be conducted using an ‘agile’ Project Management methodology wherein work conducted is shared with relevant DRDT/Stakeholder SMEs iteratively to ensure the solution is on track during build.</p> <p>The engagement will therefore be organised into time-bound sprints, each lasting 2-weeks, during which an agreed backlog will be delivered. The success of each sprint will be measured based on predefined KPIs, with an emphasis on</p>

Framework Ref: RM6263

Project Version: v1.0

Model Version: v3.7

13

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

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	building internal capability.		
	In each sprint the following ceremonies are expected to take place:		
	Ceremony	Frequency	Attendees
	Sprint Planning	1 st day of each sprint	Delivery Lead (TN) DRDT Product Owner
	Sprint Retrospective	Final day of each sprint	Entire Team (TN) DRDT Product Owner
	Backlog Refinement	At least once per sprint	Delivery Lead (TN) DRDT Product Owner
	Estimation	Commitment size – at least once per sprint	Delivery Lead (TN) Business Analyst (TN) DRDT Product Owner
	Stand-up	Daily	Entire team (TN)
	Sprint Review	End of each sprint	Delivery Lead (TN) Business Analyst (TN) Development Team (TN)
	Show and Tell	At least once a sprint	Entire Team (TN) DRDT Team
As outlined earlier in the document, there will be an initial 4-week Discovery to co-define a backlog of user stories, tasks, and features, as well as a clear 'definition of done' for each of the core deliverables. Subsequent phases and sprints will be developed iteratively with DRDT stakeholders.			
Dependencies	<ol style="list-style-type: none"> 1. Availability of Client stakeholders: DRDT to assign a Delivery Manager to coordinate efforts and provide access to key users / process owners. 2. Availability of Client 3rd parties who own or maintain applications, platforms, infrastructure, or documentation, to take part in workshops and discussions to share their knowledge and insight. 3. Availability of Client team members for any pairing, workshop and or whiteboarding when appropriate. 4. Access to internal tools (Atlassian, GitHub, Teams, etc.) and environments as and when appropriate (at a minimum read only view). 5. Providing logistics such as access to facilities, Wi-Fi, and related environments. 6. The Supplier team will use the standard Salesforce data model, populated with DRDT data. 7. The Supplier will need to integrate into the existing technology ecosystem and minimise any potential conflicts. 8. The Supplier will be able to reuse existing components where available that have already been penetration and accessibility tested to remove the need for those activities. 9. The Client and Supplier will establish appropriate project and design governance that supports collaborative working. 10. The Client will be responsible for accepting the work post User Acceptance Testing during sprint activity. This could be via written approval on a task item or accepting a collection of work after a demonstration of functionality. The client will ensure that there is availability from the persona groups to carry out any UAT and then give feedback within the agreed project 		

Framework Ref: RM6263

Project Version: v1.0

Model Version: v3.7

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

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	<p>timelines.</p> <p>11. No PII data will be accessed by the team.</p> <p>12. SLAs for support to be determined with DSIT prior to support phase.</p> <p>13. Successful acceptance of training is a critical dependency for the overall success of the delivery. The Client will agree on the acceptance criteria during the Discovery and make staff available to sign-off training and upskilling deliverables in a timely manner.</p>	
Supplier Resource Plan	<p>The Supplier will deploy the following Supplier Staff whom the Supplier deems to have the required technical capabilities to perform the work under the SOW under the overall direction of the DRDT Delivery Lead:</p> <ul style="list-style-type: none"> • [REDACTED] • [REDACTED] • [REDACTED] <p>The Supplier will monitor the performance of the Supplier Staff and shall remedy any deficiencies in the skills, capability, experience and/or delivery performance of the Supplier Staff. The Client shall escalate any concerns regarding the performance of any Supplier Staff to the Key Personnel outlined above. The Supplier and Customer can mutually agree to scale the team up/down in line with backlog demand – this would have an impact on pricing.</p>	
Security Applicable to SOW:	<p>The Supplier shall ensure that all individuals requiring access to UK OFFICIAL-SENSITIVE information have undergone basic recruitment checks. This should include establishing proof of identity; confirming that they satisfy all legal requirements for employment by the Contractor; and verification of their employment record. Criminal record checks should also be undertaken where permissible under national/local laws and regulations. This is in keeping with the [REDACTED] which can be found at: [REDACTED]</p> <p>In addition, the Supplier shall adhere to the requirements within Part A: Short Form Security Requirements of Call-Off Schedule 9 (Security).</p>	
Cyber Essentials Scheme	<p>The Buyer requires the Supplier to have and maintain a Cyber Essential Plus Certificate for the work undertaken under this SOW, in accordance with Joint Schedule 13 (Cyber Essentials Scheme).</p> <p>Certification: [REDACTED]</p> <p>Certification Number: [REDACTED]</p> <p>Scope: [REDACTED]</p>	
SOW Standards	Performance Standard/Requirements	Description
	All work delivered by team members to be GDPR compliant and in line with departmental policies.	Technology code of practice Service Manual GDPR guidance Internal DRDT guidance on GDPR
	All services should meet the performance standards and expected skills of the roles set out	DDaT Profession Capability Framework

Framework Ref: RM6263

Project Version: v1.0

Model Version: v3.7

15

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

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	in the DDaT profession capability framework.	
Performance Management	<p>In an Agile delivery model, managing supplier performance involves a dynamic framework focused on collaboration, adaptability, and continuous improvement. The Client will establish clear expectations at the project's onset, defining goals, timelines, and quality standards. Regular communication, including sprint reviews and retrospectives, ensures ongoing alignment.</p> <p>Key performance indicators (KPIs) related to delivery timeliness, quality, and responsiveness guide the assessment process. Continuous feedback loops provide timely insights, fostering quick adjustments.</p> <p>Performance reviews emphasize constructive discussions, identifying areas for improvement collaboratively. The Client and Supplier will engage in collaborative planning sessions, integrating the Client into Agile rituals like sprint planning.</p> <p>Risk management is integral, with proactive identification and mitigation strategies. The Client embraces changes and encourages flexibility, understanding that agility necessitates adjustments in scope or timelines. The framework promotes a culture of continuous improvement, urging both parties to suggest and implement enhancements to processes.</p> <p>Acceptance Criteria</p> <ol style="list-style-type: none"> 1. The acceptance criteria at DRDT's discretion, shall be that the Deliverables materially conform to the specifications and descriptions set forth above. 2. DRDT will review each deliverable from the supplier and any deficiency identified by DRDT during a period of 10 business days after delivery will be immediately notified to the supplier in writing. In the event that a deficiency is duly notified during such period, the Supplier shall within 10 business days remedy the deficiency and resubmit the deliverable for further acceptance review. 	
Additional Requirements	None at Call-Off Contract Start Date	
Key Supplier Staff	<p>In addition to the Supplier's Authorised Representative, Contract Manager and Portfolio Manager, the Supplier shall provide the following resource for the duration of the Call-Off Contract, which may be varied only on request by the Buyer and subsequent approval being granted:</p> <ul style="list-style-type: none"> • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] 	
SOW Reporting Requirements:	<p>The Supplier shall provide the following reports during the SOW term:</p> <ul style="list-style-type: none"> • Week 1-4 Performance Report – Mobilisation and Discovery 	

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	<ul style="list-style-type: none"> • Performance Management - Deliverables/Cost/Value delivered report • Budget Burndown Report • Supplier Invoice • Continuous Improvement Plan • Business Continuity and Disaster Recovery Plan • [REDACTED] • Exit Plan • Rectification Plan • Transparency Reports (Draft Version provided upon completion of first quarter) • Transparency Reports (each quarter thereafter) <p>The Content and frequency of these reports is detailed under <i>PROGRESS REPORT FREQUENCY</i>, within this Framework Schedule 6 (Order Form Template and Call-Off Schedules).</p>
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4. CHARGES**Call Off Contract Charges**

The Call-Off Contract charging structure is based on a core team, with the possibility of scalable development capacity depending on the Buyer's requirements. This shall be done on a fixed price per sprint basis, with each sprint lasting 2 weeks.

Following an agile delivery model, the Buyer and Supplier shall agree minimum and stretch delivery targets for every 2-week period, aligned to the roadmap. The sum of the sprint outputs will lead to hitting key milestones on the roadmap, which shall be co-defined between the Buyer and the Supplier. If the Supplier fails to hit the minimum delivery target, the Buyer can enforce a fee penalty, or agree with the Supplier that it continues work to meet the minimum target.

The prices and applicable charges are as follows:

Core Team Member	Fixed Price Per Sprint (£ GBP)
Blended Delivery Leadership	[REDACTED]
Technical Business Analyst	[REDACTED]
Principle Salesforce Developer	[REDACTED]
Salesforce Developer	[REDACTED]
Total	[REDACTED]

Charge	Description	Charge Amount (£ GBP)
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	<table><tr><td>Failure to meet minimum delivery target</td><td>The Buyer has the option to enforce a fee penalty (charge), should the Supplier fail to meet agreed minimum delivery targets</td><td><div></div> for each sprint where minimum delivery targets are not met*.</td></tr></table> <p>*the charge is representative of approximately 20% of the anticipated cost per sprint.</p> <p>TECKNUOVO TO SPECIFY EXTRA DEVELOPMENT COSTS</p>	Failure to meet minimum delivery target	The Buyer has the option to enforce a fee penalty (charge), should the Supplier fail to meet agreed minimum delivery targets	<div></div> for each sprint where minimum delivery targets are not met*.
Failure to meet minimum delivery target	The Buyer has the option to enforce a fee penalty (charge), should the Supplier fail to meet agreed minimum delivery targets	<div></div> for each sprint where minimum delivery targets are not met*.		
Rate Cards Applicable	NONE - Fixed price per sprint in line with Call-Off Contract Charges.			
Financial Model	Fixed price per sprint in line with Call-Off Contract Charges.			
Reimbursable Expenses	NONE – For avoidance of doubt, reimbursable expenses are not applicable to this Call-Off Contract. All Supplier expenses are absorbed within agreed fixed price identified under Call-Off Charges, within Framework Schedule 6 – Order Form (also see Call-Off Schedule 5 for further details).			

Annex 2 (Statement of Requirements)

Appendix 1 to present Annex “2” establishes the “20240130-DESA SOR DESA 1 year V0.2”

In the event of any conflict between this SOW and Annex 2, this SOW shall take precedence to the extent of such conflict.

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 legally binding on the parties:

For and on behalf of the Supplier**Name and Title:** ██████████**Date:** ██████████**Signature:** ██████████**For and on behalf of the Buyer****Name and Title:** ██████████**Date:** ██████████**Signature:** ██████████