

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

## Order Form

CALL-OFF REFERENCE: C22464

CALL-OFF TITLE: **Digital Delivery Capability Services – Product & Delivery**

CALL-OFF CONTRACT DESCRIPTION: Product and Delivery capabilities and roles which are critical to continued provision of client-side services to ongoing Digital Delivery programmes

THE BUYER: Department for Environment, Food and Rural Affairs

BUYER ADDRESS: Nobel House  
17 Smith Square  
London  
SW1P 3JR

THE SUPPLIER: i3Works Ltd

SUPPLIER ADDRESS: 33 Kittoch Street  
East Kilbride  
Glasgow  
G74 4JW

REGISTRATION NUMBER: SC477423

DUNS NUMBER: 220123885

SID4GOV ID: N/A

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 22<sup>nd</sup> December 2023.

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

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

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

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

### **CALL-OFF LOT(S):**

Lot 2 – Digital Specialists

### **CALL-OFF INCORPORATED TERMS**

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1 (Definitions) RM6263
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
  - Joint Schedules for RM6263
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 6 (Key Subcontractors)
    - Joint Schedule 7 (Financial Difficulties)
    - Joint Schedule 8 (Guarantee)
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data)
    - Joint Schedule 12 (Supply Chain Visibility)
    - Joint Schedule 13 (Cyber Essentials)
  - Call-Off Schedules for RM6263
    - Call-Off Schedule 1 (Transparency Reports)
    - Call-Off Schedule 2 (Staff Transfer)
    - Call-Off Schedule 3 (Continuous Improvement)
    - Call-Off Schedule 5 (Pricing Details and Expenses Policy)

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- Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliveries)
  - Call-Off Schedule 7 (Key Supplier Staff)
  - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
  - Call-Off Schedule 9 (Security)
  - Call-Off Schedule 10 (Exit Management)
  - Call-Off Schedule 13 (Implementation Plan and Testing)
  - Call-Off Schedule 14B (Service Levels and Balanced Scorecard)
  - Call-Off Schedule 15 (Call-Off Contract Management)
  - Call-Off Schedule 16 (Benchmarking)
  - Call-Off Schedule 18 (Background Checks)
  - Call-Off Schedule 20 (Call-Off Specification)
  - Call-Off Schedule 25 (Ethical Walls Agreement)
5. CCS Core Terms (version 3.0.11)
  6. Joint Schedule 5 (Corporate Social Responsibility) RM6263
  7. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

### **CALL-OFF SPECIAL TERMS**

The following Special Terms are incorporated into this Call-Off Contract:

Without prejudice to the Authority's other rights under the Contract, if the Supplier: (i) fails to pay an undisputed invoice of a Sub-contractor in accordance with Clause 4.8; or (ii) suffers a Financial Distress Event which the Authority reasonably believes could cause the Supplier to fail to pay a Sub-contractor in accordance with Clause 4.8, the Authority shall be entitled to make any payments properly due to a Sub-contractor directly to the Sub-contractor. The Authority shall provide 5 Working Days' notice to the Supplier that it intends to make such payment and the Supplier shall co-operate with the Authority in providing all information reasonably required by the Authority to validate the Sub-contractor's entitlement to payment. The Authority shall be entitled to recover this amount from the Supplier and may deduct the sums paid from the next invoice from the Supplier in accordance with Clause 4.7.

The Supplier shall provide the Deliverables within the timelines specified in the Call-Off Contract and Statements of Works unless otherwise agreed in writing between the Parties.

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CALL-OFF START DATE:	1 <sup>st</sup> January 2024
CALL-OFF EXPIRY DATE:	30 <sup>th</sup> September 2024
CALL-OFF INITIAL PERIOD:	9 Months
CALL-OFF OPTIONAL EXTENSION PERIOD:	1 Month
MINIMUM NOTICE PERIOD FOR EXTENSION(S):	1 Month
CALL-OFF CONTRACT VALUE:	£17,500,000.00 (excluding VAT)
KEY SUB-CONTRACT PRICE:	£12,600,000.00 (excluding VAT)

### **CALL-OFF DELIVERABLES**

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

### **BUYER'S STANDARDS**

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards set out in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

- Access Management Policy
- Availability Management Policy
- Change and Evaluation Management Policy
- Configuration Management Policy
- Defra Group Security Policy
- Knowledge Management Policy
- Operational Risk Management Policy
- Release and Deployment Management Policy
- Service Validation and Testing Policy
- Software Asset Management Policy
- Records Management
- Retention Schedule
- Defra KS-P02-InfoRevDisPol Archiving and Disposal of Data
- Supplier Management Policy
- Service Delivery Lifecycle
- Hosting and Application Support Supplier's Software Readiness Policies, Processes and Procedures
- DOTS Software Development and Testing Standards

### **CYBER ESSENTIALS SCHEME**

Framework Ref: RM6263  
Project Version: v1.0  
Model Version: v3.7

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The Buyer requires the Supplier, in accordance with Joint Schedule 13 (CyberEssentials Scheme) to provide a Cyber Essentials Plus Certificate or any other equivalent security accreditation, as agreed with the authority, such as ISO27001, prior to commencing the provision of any Deliverables under this Call-Off Contract.

### **MAXIMUM LIABILITY**

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

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £17,500,00.00.

### **CALL-OFF CHARGES**

The Charges will not be impacted by change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

- Specific Change in Law

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

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

### **REIMBURSABLE EXPENSES**

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

### **PAYMENT METHOD**

The payment profile for this Contract is monthly in arrears.

The Supplier will issue Electronic Invoices in accordance with the agreed Payment Profile.

### **BUYER'S INVOICE ADDRESS:**

Invoices must be sent to:

[APinvoices-DEF-U@gov.sscl.com](mailto:APinvoices-DEF-U@gov.sscl.com) or

Shared Services Connected Limited

Phoenix House,

Celtic Springs Business Park,

Newport,

NP10 8FZ

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**BUYER'S ENVIRONMENTAL POLICY**

To follow

**BUYER'S SECURITY POLICY**

DEFRA Group Security Policy PLIS 002 v8.0, April 2022



Defra Group  
Security Policy v8.0.p

**BUYER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

Category Manager

[REDACTED]

Department for Environment, Food and Rural Affairs  
Nobel House  
17 Smith Square  
London  
SW1P 3JR

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

Director

[REDACTED]

i3Works Ltd  
33 Kittoch Street  
East Kilbride  
Glasgow  
G74 4JW

**SUPPLIER'S CONTRACT MANAGER**

[REDACTED]

Director

[REDACTED]

i3Works Ltd  
33 Kittoch Street  
East Kilbride  
Glasgow  
G74 4JW

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**PROGRESS REPORT FREQUENCY**

Monthly –This is to be specified on a SOW basis.

**PROGRESS MEETING FREQUENCY**

Monthly –This is to be specified on a SOW basis.

**KEY STAFF**

[REDACTED]

Programme Manager

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**KEY SUBCONTRACTOR(S)**

N/A

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**COMMERCIALLY SENSITIVE INFORMATION**

- The fees charged by the Supplier and/or proposed to the Buyer and associated rate cards.
- Any personal data regarding employees of the Supplier.

**BALANCED SCORECARD**

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

**ADDITIONAL INSURANCES**

Not applicable

**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 Joint Schedule 5 (Corporate Social Responsibility), Call-Off Schedule 4 (Call-Off Tender) and Call-Off Schedule 14b (Service Levels and Balanced Scorecard)

**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.



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## DDTS Digital Delivery Statement of Work

Signed for and on behalf of the Supplier:	Signed for and on behalf of the Buyer:
<p>DocuSigned by: </p> <p>Full Name: </p> <p>Job Title/Role: Director</p> <p>Date Signed: 27 December 2023</p>	<p>DocuSigned by: </p> <p>Full Name: </p> <p>Job Title/Role: DD Technology Commercial</p> <p>Date Signed: 21/12/2023</p>

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## Appendix 1

### Annex 1 (Template Statement of Work)

#### Statement of Work for 'Supplier & Call-Off Contract Title'

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.

Statement of Work Unique & Specific Title <sup>1</sup>						
Supplier Name <sup>2</sup>						
Call-Off Contract Title <sup>3</sup>						
Call-Off Contract Reference <sup>4</sup>						
Supplier Management Contract Ref <sup>5</sup>						
Cost Centre Name & Number <sup>6</sup>	Choose an item.					
Confirm Project Tier <sup>7</sup>	Choose an item.					
Spend Split <sup>8</sup>	<b>Project Name / Code Description</b>	<b>Project Code</b>	<b>Analysis Code</b>	<b>Task Code</b>	<b>R DEL £</b>	<b>C-DEL £</b>
PAB Reference & Value <sup>9</sup>						
SOW Reference <sup>10</sup>	<b>SOW Supplier Shorthand Ref_0001 to be taken from Cost Model</b>					

<sup>1</sup> Supplier Manager to Complete

<sup>2</sup> Supplier Manager to Complete

<sup>3</sup> Supplier Manager to Complete

<sup>4</sup> Supplier Manager to complete – Contract number to be input

<sup>5</sup> Supplier Manager to Complete

<sup>6</sup> Defra Requestor to Complete

<sup>7</sup> Defra Requestor to Complete

<sup>8</sup> Defra Requestor to Complete

<sup>9</sup> Defra Requestor to Complete - Information about PAB requirements from dtsassurance@defra.gov.uk

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Statement of Work Unique & Specific Title <sup>1</sup>	
Supplier Reference <sup>11</sup>	
SOW Grand Total Value <sup>12</sup>	£xxx,xxx
SOW Start <sup>13</sup>	Click or tap to enter a date.
SOW End <sup>14</sup>	Click or tap to enter a date.
Delivery Method <sup>15</sup>	Click or tap to enter methodology
Charging Basis <sup>16</sup>	Click or tap to enter charging basis
Scope Approver <sup>17</sup>	Enter name & SOP ID of project budget approver
Budget Approver <sup>18</sup>	Enter name & SOP ID of project budget approver
Buyer	Secretary of State for Environment, Food & Rural Affairs

<sup>10</sup> New SOW: SOW\_Supplier Shorthand Ref\_0001 e.g. SOW\_Bif\_001 with numbering increasing sequentially for that Supplier  
 SOW Extension: eSOW\_Supplier Shorthand Ref\_Original Number Sequential Letter e.g. eSOW\_Bif\_0001A  
 SOW Change: cSOW\_Supplier Shorthand Ref\_Original Number Sequential Letter e.g. cSOW\_Bif\_0001A

<sup>11</sup> Supplier to Complete

<sup>12</sup> Supplier to Complete

<sup>13</sup> Supplier to complete based on Defra requirements

<sup>14</sup> Supplier to complete based on Defra requirements

<sup>15</sup> Defra Requestor to Complete

<sup>16</sup> Supplier Manager to Complete

<sup>17</sup> Defra Requestor to Complete

<sup>18</sup> Defra Requestor to Complete

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**Version Control**

Version No.	SOW Ref	Changes Made	Made By	SMT Owner	Date
001	e.g.SOW_BIF_001	New SOW			
002	e.g., eSOW_BIF_001A	e.g., Deliverables & Milestone Dates – dates extended to align to updated project plan. Supplier Cost Forecast – updated to reflect new outcomes.			
003	e.g. cSOW_BIF_001A	e.g., Deliverables & Milestone Dates – new outcomes added, and dates extended. Supplier Cost Forecast – updated to reflect new outcomes.			

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### Project Overview

Enter a short summary of the services/project this SOW is supporting & any pertinent project/programme background or key information related to the specific workstream. Existing team size, key dates, existing team profile, any known constraints or risks or issues?

### Activity Overview

Enter a high-level summary in a paragraph or couple of bullet points of the outcomes to be delivered e.g., this is to run a successful feasibility study / create suitable software to do... / security testing of ... What is the problem that needs to be solved? What deliverable needs creating / reviewing? What gateway(s) need to be passed? Any additional / project specific material available?

### Defra Digital, Data & Technology Service (DDTS) Standards

- [Software Development](#)
- [Quality Assurance Testing](#)<sup>19</sup>
- [Service Standards](#)<sup>20</sup>
- [Technology Code of Practice](#)
- [DDTS Tools Authority Common Technology Choices](#)
- [OWASP Security Standards](#)
- [CCTS Assurance Guardrails](#)
- [MRS Code of Conduct](#)
- [MRS Binding guidelines](#)

### Phase(s) Included by this SOW

Feasibility:       Discovery:       Knowledge Transfer:   
Alpha:       Beta:       Transition:   
App Dev:       QAT:       Cross Cutting Activity:

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<sup>19</sup> This link also gives practical examples of expected outcomes & requirement documentation from QAT.

<sup>20</sup> [Review here for examples of success criteria in Service Standards](#)

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### Security Vetting Checks Required

BPSS is the minimum mandatory level for all roles and Supplier is responsible for ensuring this requirement is met.

SC is required

List roles here which will require further levels of clearance, from the Suppliers team profile.

### Laptops & Connectivity Changes

No change, existing kit in use

Defra laptops will be arranged via MyIT

*[It is the responsibility of the CS Business Owner to raise individual requests via MyIT- NOT Supplier Management]*

Supplier business-owner laptops needed  [NB Suppliers must NOT use personal laptops at any time]

Non-standard software / environment access required:  Provide details here & for which roles

Non-standard licences required:  Provide details here & for which roles

Confirm who is purchasing / providing the licence(s): Defra  Supplier

### Locations

Is there a contractual, political or security justification to limit to UK-based team only  [Click or tap here to enter text.](#)

NB: If Supplier wants to propose an optional team profile of near- and / or off-shore resources for consideration, this must be presented as a separate table with the benefits clearly defined.

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**Deliverables, Acceptance Criteria & Milestones<sup>21</sup>**

The rights, obligations and details agreed by the Parties and set out in this SOW apply only in relation to the Services that are to be delivered under this SOW and will not apply to any other SOWs executed.

Outcome Reference	Phase of Work	Outcome Based Requirement	Supplier Deliverable	Acceptance / Success Criteria	Milestone Date / Deliverable Due Date
001		<b>Example</b> Up-to-date costing data <sup>22</sup>	<b>Example</b> a) Updated 3-month rolling cost forecast for the SOW. b) Updated full year cost forecast vs actuals.	<b>Example</b> On time delivery. Data accuracy.	<b>Example</b> Before end of 3 <sup>rd</sup> week every month.

**Milestone / Deliverable Completion Criteria**

The Supplier shall notify the Buyer following the achievement of each Milestone/Deliverable and at the same time provide sufficient evidence to enable the Buyer to verify the achievement of the Milestone / Deliverable.

**Charging Method for this SOW (delete those not applicable for this SOW)****Time and Materials**

Invoiced monthly in arrears based on agreed Deliverables, (draft) invoice to be presented to DEFRA by working day of the month agreed in the contract along with agreed Management Information to allow project cost reconciliation e.g., roles, rates, project, cost centre, days worked in the month per workstream, value. Updated min. 3-month rolling forward (current month + 2 months) spend forecast to be provided by no later than -3 working days before last working day of each month.

**Fixed Price**

Invoiced monthly in arrears based on agreed Deliverables, invoice to be presented to DEFRA by the working day of the month agreed in the contract & with an updated min. 6-month forward spend forecast against remaining budget.

**Milestone Payments**

Invoiced based on agreed Deliverables which are deemed contractually satisfactorily delivered, (draft) invoice to be presented to DEFRA by working day of the month agreed in the contract along with proof of delivery acceptance & updated forward spend forecast against any remaining milestones.

**Travel Expectations & Expenses**

All expenses must be pre-approved by Buyer. All expenses **must** be claimed in accordance with the prevailing expenses policy operated by the Buyer. Invoices including claims for expenses which do not comply with this policy will be rejected in their entirety.

**Overtime & On-Call**

There will be no overtime paid in relation to this statement of work. Any additional work shall be agreed between the Buyer and Supplier in writing, prior to commencing work. For any additional work agreed between both parties, the rates will be at the standard rates, which are captured in the Call-Off contract. Any additional work must be captured by up revving this SOW to a cSOW outlining the agreed deliverables for any additional work and capturing the changes within the version control table.

<sup>21</sup> Please refer to the Supplier Management document "Examples of Outcome Based Deliverables" for assistance

<sup>22</sup> Please overwrite this with outcome specific to the programme need



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### DDTS Digital Delivery Statement of Work

#### Supplier Team Profile

NB: If Supplier wants to propose an optional team profile of near- and / or off-shore resources for consideration, this must be presented as a separate table with the benefits clearly defined.

Outcomes to be delivered	Phase(s) of Work	Service Component (Supplier Role/Title)	Work Location (UK / Near Shore / Offshore)	Day Rate (£GBP)	SFIA Level (use different row for different SFIA across one service)	Total Units providing service (1 = 1 person)	Number of working days of service billed (NOT same of total available working days)	Cost of Service	Service Start Date	Service End Date	Supplier Comments
Example 1				X	Y		W	$=((X*W)*Y)$			
Example 2											
Example 3											
Total Cost of SOW Service excl VAT								£ Q			
(Forecast) Expenses Max Limit								£ G			
Total Cost of SOW excl VAT								Q + G			

**IR35** – This service is inside IR35. All workers engaged to deliver the contracted services shall be on payroll employees of the supplier or subcontractors. If any independent contractors or associates are engaged on this SOW the Supplier shall ensure that they operate via a FCSA accredited Umbrella Company or PAYE provider.

On the commencement of the Service under this SOW, the Service shall be provided by the Supplier and paid for by the Buyer. Changes to the Service scope will be managed through a Variation.

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Where the Buyer or Supplier requires changes to the levels of resources under this SOW, changes will be subject to agreement through Variation:  
 · The notice period for any change to the levels of resources shall be 20 Working Days in writing from the Buyer or Supplier.

### Supplier Cost Forecast Time & Materials<sup>23</sup>

Workstream / Project	Forecast Spend to FY End	Example Month 1		Example Month 2		Example Month 3		Example Month 4		Example Month 5		Example Month 6		R DEL Total	C DEL Total
		Project	on												
Project 1 / Workstream 1	£	£		£		£		£		£		£		£	£
Project 2 / Workstream 2	£	£		£		£		£		£		£		£	£
Expenses	£			£		£		£		£		£			
<b>Running Totals</b>	£			£		£		£		£		£		£	£

<sup>23</sup> Delete table if project is fixed cost / Milestones



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## DDTS Digital Delivery Statement of Work

Service Ref	No of chargeable units (half / full days)	Work Location (UK / Near Shore / Offshore)	Month 1 Charge	Month 2 Charge	Month 3 Charge	Total Service Charge	Service Start Date	Service End Date
Project 001 / Workstream 001			£0000	£0000	£0000	£0000		
Project 002 / Workstream 002			£0000	£0000	£0000	£0000		
Project 003 / Workstream 003			£0000	£0000	£0000	£0000		
Monthly Totals Across Project/Workstream			£0000	£0000	£0000	£0000		
Monthly Totals Across Project/Workstream in R-DEL			£0000	£0000	£0000	£0000		
Monthly Totals Across Project/Workstream in C-DEL			£0000	£0000	£0000	£0000		
Total SOW Charges excl. VAT						<b>£0000</b>		
Total Apportioned to R-DEL						<b>£0000</b>		
Total Apportioned to C-DEL						<b>£0000</b>		

### Supplier Cost Forecast Fixed Cost24



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## DDTS Digital Delivery Statement of Work

### Supplier Cost Forecast Milestone Payments<sup>25</sup>

Service Ref	Milestone / Deliverable Name	Milestone / Deliverable Description	Milestone / Deliverable Due Date	Total Cost
Example 1				£0000
Example 2				£0000
Example 3				£0000
Total SOW Charges excl. VAT				<b>£0000</b>
Total Apportioned to R-DEL				<b>£0000</b>
Total Apportioned to C-DEL				<b>£0000</b>

---

<sup>25</sup> Delete table if project is T&M / Fixed Cost



# Department for Environment Food & Rural Affairs

## DDTS Digital Delivery Statement of Work

### Assumptions & Dependencies

e.g.

- Info needed by Supplier from Buyer by DDMMYYYY to hit outcomes, otherwise...

### Key Supplier Contacts

Name	Role	Contact Info

### Key Buyer Contacts

Name	Role	Contact Info

### Call-Off Contract Charges

For each individual Statement of Work (SOW), the applicable Call-Off Contract Charges will be as per the charging method in the signed contract and will be calculated using the agreed rates in that same contract. The Supplier will provide a detailed breakdown across SOWs with sufficient detail to enable the Buyer to verify the accuracy of Call-Off Contract Charges incurred.

The detailed breakdown for the provision of Services during the term of the SOW will include (but will not be limited to):

- Defra SOW reference;
- Supplier SOW reference (if applicable);
- the agreed relevant rate per day;
- any expenses charged per day, which are in line with the Buyer's expenses policy (if applicable) and the pre-approval from the project;
- The number of days, or pro rata for every part day, they will be actively providing the Services during the term of the SOW; and
- The total cost per role / facility.

The Supplier will also provide a monthly summary which is to include:

- Total value of this SOW;
- Overall Call-Off Contract value;
- Remainder of the value under overall Call-Off Contract Charge
- Forecast of spend for each SOW to at least financial year end or next 6 months, whichever is longer.

If a capped or fixed price has been agreed for a SOW:

- The Supplier will continue at its own cost and expense to provide the Services even where the agreed price has been exceeded; and
- The Buyer will have no obligation or liability to pay for the cost of any Services

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delivered relating to this order after the agreed price has been exceeded. [OBJ]

Invoices are required to show the following details required for accurate billing as detailed on the PO to include, but not limited to:

- Defra PO Number
- Defra PO Line Number (if multiple lines on PO)
- Defra Cost Centre
- Defra SOW reference(s)
- Defra Workstream / project code
- Defra Analysis Code / Evaluation Code
- Defra Task Code
- Supplier Name\*
- Supplier Invoice Number
- Net & Gross Amount
- Clear detail of when spend was incurred

\*The Supplier Name must match the name on Defra SOP confirmed by Supplier at account set up otherwise the invoice will be automatically rejected.

Multiple SOWs can operate concurrently. Risks or contingencies shall be included in the charges.

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**Reporting & Communications**

The Buyer and Supplier shall meet as per the table below to discuss the operational performance of the contract & progress towards the outcomes set out in the SOW. The meeting shall be attended by the of the Supplier and the Buyer. Any Commercial discussions shall include the DEFRA Commercial Lead.

Governance / Meeting / Report Type	Frequency	Buyer Attendees / Responsible (Roles)	Supplier Attendees / Responsible(Roles)
<b>Example</b> Firm-forecast (3 weeks known/1 week forecast spend for current month)	<b>Example</b> No later than 4 working days before last working day of month	<b>Example</b> • n/a	<b>Example</b> • n/a
<b>Example</b> Fortnightly check points	<b>Example</b> Weekly until SOW is completed	<b>Example</b> • Programme Delivery Manager • Procurement Team • Sr Service Manager • Supplier Manager	<b>Example</b> • Delivery Partner • Transition Manager • Test Lead • Client Partner
<b>Example</b> SOW Sign-off Review	<b>Example</b> Final Meeting for SOW sign-off	<b>Example</b> Same as above	<b>Example</b> Same as above

The content of the meeting will include, but not be limited to the below:

- Progress against each objective, highlighting any missed deliverables.
- Any performance issues which need to be addressed.
- Review of the exit plan & handover arrangements to ensure they remain fit for purpose.

Prior to the meeting, the Supplier shall provide a report detailing an update on the aforementioned areas. The Buyer shall outline any significant changes which may affect the achievement of deliverables.

**Variations**

As stated in the call-off contract, the client has the right to amend the rate of development or delivery of service contained within SOW when required. Should this occur; the Supplier and Client will mutually agree a variation within five calendar days.

**General**

The rights, obligations and details agreed by the Parties and set out in this SOW apply only in relation to the Services/Outcomes that are to be delivered under this SOW and will not apply to any other SOWs executed or to be executed under this Contract unless otherwise agreed by the Parties.

For the purposes of security and planning :

1. Any plan to replace or demobilise the service requires notice of at least 15 working days from the Supplier and to be agreed with Buyer in advance.
2. In addition, two or more changes within the service in the window of 4 (four) weeks requires a minimum notice period of 15 working days from the Supplier to the Buyer.

Supplier personnel providing the services: (i) may be substituted by the Supplier with staff of equivalent skills and expertise providing reasonable notice of minimum 15 working days to the Buyer where practicable; and (ii) remain under the management and control of the Supplier at all times.

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

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The Parties recognise that the requirements may be varied or subject to further elaboration as part of the agile process and the indicative resource profile may flex where necessary to accommodate changes to the Buyers requirements.

The Supplier shall work in collaboration with the Buyer and other third parties associated with the programme.

### **Subcontractors**

Supplier to list here any Subcontractors, per Contract definition, intended to be utilised in the provision of delivery of this SOW.

### **Termination**

The Buyer reserves the right to terminate the SOW at any time, giving a notice period of 10 working days in which all development work will cease and no further charges shall be applicable.

The notice period shall be given in writing (email). The receiving party shall acknowledge receipt of request within 24 hours. Failure to do so does not invalidate the initial request and the 'clock' shall start from when the Buyer sends the email.

If the Buyer chooses to request one or more Supplier parties providing the services in this SOW be removed, then a notice period of 10 working days shall apply. Once the 10 working days' notice period has expired there will be no further charges applicable unless it has been agreed the service provision requires backfill to ensure quality and/or timeliness of the deliverables.

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

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**Agreement of Statement of Works**

Enter SOW Ref Here	Buyer Scope Approval	Buyer Budget Approval	Supplier Management Approval
Full Name			
Job Title			
Signature			
Approval Date			

By Signing this SOW, the Parties agree to be bound by the terms and conditions set out herein.

Signed on behalf of Supplier:

Supplier Signature

Signed on behalf of Buyer:

Buyer Signature

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
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Appendix A – SOW Roles & Responsibilities

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
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SOW Section	Responsible Group to Complete
Front Page	Defra Requestor
Version Control	Supplier Management
Project Overview	Defra Requestor
Activity Overview	Defra Requestor
Standards	Defra Requestor
Phase(s) Included by this SOW	Defra Requestor
Project / Workstream Coverage	Defra Requestor
Security Vetting Checks Required	Defra Requestor
Laptops & Connectivity Changes	Defra Requestor
Locations	Defra Requestor
Deliverables, Acceptance Criteria & Milestones	Defra Requestor
Supplier Team Profile	Supplier
Supplier Cost Forecast T&M / Fixed Cost / Milestone	Supplier
Assumptions & Dependencies	Supplier
Key Supplier Contacts	Supplier
Key Buyer Contacts	Defra Requestor
Reporting & Communications	Defra Requestor
Subcontractors	Supplier

All data / sections shall be critically reviewed by Supplier Management, in collaboration with the Defra requestor(s) and/or Supplier, as necessary.

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

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MS01																		
MS02																		
<b>Delivery Plan</b>																		
<b>Dependencies</b>																		
<b>Supplier Resource Plan</b>																		
<b>Security Applicable to SOW:</b>	<p>The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).</p> <p>[If different security requirements than those set out in Call-Off Schedule 9 (Security) apply under this SOW, these shall be detailed below and apply only to this SOW: <i>[insert if necessary]</i> ]</p>																	
<b>Cyber Essentials Scheme</b>	<p>The Buyer requires the Supplier to have and maintain a <b>Cyber Essentials Plus Certificate</b> for the work undertaken under this SOW, in accordance with Joint Schedule 13 (Cyber Essentials Scheme).</p>																	
<b>SOW Standards</b>	<p><i>[Insert]</i> any specific Standards applicable to this SOW (check Annex 3 of Framework Schedule 6 (Order Form Template, SOW Template and Call-Off Schedules))</p>																	
<b>Performance Management</b>	<p><i>[Insert]</i> details of Material KPIs that have a material impact on Contract performance]</p> <table border="1"> <thead> <tr> <th>Material KPIs</th> <th>Target</th> <th>Measured by</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><i>[Insert]</i> Service Levels and/or KPIs – See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)]</p>			Material KPIs	Target	Measured by												
Material KPIs	Target	Measured by																
<b>Additional Requirements</b>	<p><b>Annex 1</b> – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex1 attached to this Statement of Work.</p>																	
<b>Key Supplier Staff</b>	<table border="1"> <thead> <tr> <th>Key Role</th> <th>Key Staff</th> <th>Contract Details</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><i>[Indicate]</i>: whether there is any requirement to issue a Status Determination Statement]</p>			Key Role	Key Staff	Contract Details												
Key Role	Key Staff	Contract Details																

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

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<b>Worker Engagement Status</b>	[Yes / No] [Insert details]												
<b>[SOW Reporting Requirements:]</b>	<p>[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:</p> <table border="1"> <thead> <tr> <th style="background-color: #d3d3d3;">Ref.</th> <th style="background-color: #d3d3d3;">Type of Information</th> <th style="background-color: #d3d3d3;">Which Services does this requirement apply to?</th> <th style="background-color: #d3d3d3;">Required regularity of Submission</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>[insert]</td> <td></td> <td></td> </tr> <tr> <td>1.1</td> <td>[insert]</td> <td>[insert]</td> <td>[insert]</td> </tr> </tbody> </table> <p>]</p>	Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission	1.	[insert]			1.1	[insert]	[insert]	[insert]
Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission										
1.	[insert]												
1.1	[insert]	[insert]	[insert]										

<b>4. CHARGES</b>	
<b>Call Off Contract Charges</b>	<p>The applicable charging method(s) for this SOW is:</p> <ul style="list-style-type: none"> <li>• [Capped Time and Materials]</li> <li>• [Incremental Fixed Price]</li> <li>• [Time and Materials]</li> <li>• [Fixed Price]</li> <li>• [2 or more of the above charging methods]</li> </ul> <p><b>[Buyer to select as appropriate for this SOW]</b></p> <p>The estimated maximum value of this SOW (irrespective of the selected charging method) is £[Insert detail].</p> <p>The Charges detailed in the financial model shall be invoiced in accordance with Clause 4 of the Call-Off Contract.</p>
<b>Rate Cards Applicable</b>	<b>[Insert SOW applicable Supplier and Subcontractor rate cards from Call-Off Schedule 5 (Pricing Details and Expenses Policy), including details of any discounts that will be applied to the work undertaken under this SOW.]</b>
<b>Financial Model</b>	<b>[Supplier to insert its financial model applicable to this SOW]</b>
<b>Reimbursable Expenses</b>	<p>[See Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy) ]</p> <p>[Reimbursable Expenses are capped at [£[Insert] [OR [Insert] percent ([X]%) of the Charges payable under this Statement of Work.]</p> <p>[None]</p> <p><b>[Buyer to delete as appropriate for this SOW]</b></p>

<b>5. SIGNATURES AND APPROVALS</b>
------------------------------------

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
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**Agreement of this SOW**

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
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Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:		
<b>For and on behalf of the Supplier</b>	Name and title	
	Date Signature	
<b>For and on behalf of the Buyer</b>	Name and title	
	Date	
	Signature	

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
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## ANNEX 1

### Data Processing

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

**[TEMPLATE ANNEX 1 OF JOINT SCHEDULE 11 (PROCESSING DATA BELOW)]**

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>The Relevant Authority is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> <li>• <b>[Insert]</b> <i>the scope of Personal Data for which the purposes and means of the Processing by the Supplier is determined by the Relevant Authority</i></li> </ul> <p><b>The Supplier is Controller and the Relevant Authority is Processor</b></p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data:</p> <ul style="list-style-type: none"> <li>• <b>[Insert]</b> <i>the scope of Personal Data which the purposes and means of the Processing by the Relevant Authority is determined by the Supplier</i></li> </ul> <p><b>The Parties are Joint Controllers</b></p> <p>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> <li>• <b>[Insert]</b> <i>the scope of Personal Data which the purposes and means of the Processing is determined by the both Parties together</i></li> </ul> <p><b>The Parties are Independent Controllers of Personal Data</b></p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> <li>• <i>Business contact details of Supplier Personnel for which the Supplier is the Controller,</i></li> <li>• <i>Business contact details of any directors, officers, employees, agents, consultants and contractors of Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority's duties under the Contract) for which the Relevant Authority is the Controller,</i></li> <li>• <b>[Insert]</b> <i>the scope of other Personal Data provided by one Party who is Controller to the other Party who will separately determine the nature and purposes of its Processing the Personal Data on receipt e.g. where (1)</i></li> </ul>

	<p><i>the Supplier has professional or regulatory obligations in respect of Personal Data received, (2) a standardised service is such that the Relevant Authority cannot dictate the way in which Personal Data is processed by the Supplier, or (3) where the Supplier comes to the transaction with Personal Data for which it is already Controller for use by the Relevant Authority]</i></p> <p><b>[Guidance]</b> where multiple relationships have been identified above, please address the below rows in the table for in respect of each relationship identified]</p>
Duration of the Processing	<i>[Clearly set out the duration of the Processing including dates]</i>
Nature and purposes of the Processing	<p><i>[Please be as specific as possible, but make sure that you cover all intended purposes.</i></p> <p><i>The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.</i></p> <p><i>The purpose might include: employment processing, statutory obligation, recruitment assessment etc.]</i></p>
Type of Personal Data	<i>[Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc.]</i>
Categories of Data Subject	<i>[Examples include: Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc.]</i>
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	<i>[Describe how long the data will be retained for, how it be returned or destroyed]</i>

## Joint Schedules and Call-Off Schedules

The CCS Core Terms (version 3.0.11) and the following Joint Schedules and Call-Off Schedules are those that can be downloaded on [Digital Specialists and Programmes - CCS \(crowncommercial.gov.uk\)](https://www.crowncommercial.gov.uk/digital-specialists-and-programmes-ccs):

- Joint Schedules for RM6263
  - Joint Schedule 1 (Definitions) RM6263
  - Joint Schedule 2 (Variation Form)
  - Joint Schedule 3 (Insurance Requirements)
  - Joint Schedule 4 (Commercially Sensitive Information)
  - Joint Schedule 5 (Corporate Social Responsibility)
  - Joint Schedule 6 (Key Subcontractors)
  - Joint Schedule 7 (Financial Difficulties)
  - Joint Schedule 8 (Guarantee)
  - Joint Schedule 10 (Rectification Plan)
  - Joint Schedule 11 (Processing Data)
  - Joint Schedule 12 (Supply Chain Visibility)
  - Joint Schedule 13 (Cyber Essentials)
- Call-Off Schedules for RM6263
  - Call-Off Schedule 1 (Transparency Reports)
  - Call-Off Schedule 2 (Staff Transfer)
  - Call-Off Schedule 3 (Continuous Improvement)
  - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliveries)
  - Call-Off Schedule 7 (Key Supplier Staff)
  - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
  - Call-Off Schedule 9 (Security)
  - Call-Off Schedule 10 (Exit Management)
  - Call-Off Schedule 13 (Implementation Plan and Testing)
  - Call-Off Schedule 14B (Service Levels and Balanced Scorecard)
  - Call-Off Schedule 15 (Call-Off Contract Management)
  - Call-Off Schedule 16 (Benchmarking)
  - Call-Off Schedule 18 (Background Checks)
  - Call-Off Schedule 25 (Ethical Walls Agreement)

## Call-Off Schedule 4 (Call Off Tender)

Attachment 1\_Digital Delivery Capability Services - Product and Delivery v0.1 i3Works



Attachment 1\_Digital  
Delivery Capability Se

## Call-Off Schedule 5 (Pricing Details and Expenses Policy)

### 1. Call-Off Contract Charges

#### 1.1 The Supplier shall ensure:

- 1.1.1 as part of Direct Award Procedure, its pricing for the Deliverables are in accordance with the Buyer's Statement of Requirements which shall be no greater than those based on the Framework Prices set out in Framework Schedule 3 (Framework Prices).
- 1.1.2 that all applicable Charges shall be calculated in accordance with the Pricing Mechanism detailed in the Order Form (and, if applicable, each SOW) using the following:
  - (a) the agreed Day Rates or other rates specified in this Schedule for Supplier Staff providing the Deliverables (which are exclusive of any applicable expenses and VAT);
  - (b) the number of Work Days, or pro rata portion of a Work Day, that Supplier Staff work solely to provide the Deliverables and meet the tasks sets out in the Order Form and, if applicable, each SOW (between the applicable SOW Start Date and SOW End Date).

1.2 Further to Paragraph 1.2 of Framework Schedule 3 (Framework Pricing), the Supplier will provide a detailed breakdown of its Charges for the Deliverables in sufficient detail to enable the Buyer to verify the accuracy of any invoice submitted.

This detailed breakdown will be incorporated into each SOW and include (but will not be limited to):

- a role description of each member of the Supplier Staff;
- a facilities description (if applicable);

- the agreed Day Rate for each Supplier Staff;
- any expenses charged for in relation to each Work Day for each Supplier Staff, which must be in accordance with the Buyer's Expenses Policy (if applicable);
- the number of Work Days, or pro rata for every part day, they will be actively be engaged in providing the Deliverables between the SOW Start Date and SOW End Date; and
- the total SOW cost for all Supplier Staff role and facilities in providing the Deliverables.

1.3 If a Capped Time and Materials or Fixed Price has been agreed for a particular SOW:

- the Supplier shall continue to work on the Deliverables until they are satisfactorily complete and accepted by the Buyer at its own cost and expense where the Capped or Fixed Price is exceeded; and
- the Buyer will have no obligation or liability to pay any additional Charges or cost of any part of the Deliverables yet to be completed and/or Delivered after the Capped or Fixed Price is exceeded by the Supplier.

1.4 All risks or contingencies will be included in the Charges. The Parties agree that the following assumptions, representations, risks and contingencies will apply in relation to the Charges:

# Annex 1 (Rates Card)

Attachment 2 - Statement of Requirements DDaT Roles and Day Rates - product and delivery v0.2 i3Works



Attachment 2 -  
Statement of Require

PRODUCT & DELIVERY		SFIA Levels				SFIA Day Rate		
Category	Role	4	5	6	Total	4	5	6
Service Delivery	Business Analyst	33			33			
Service Delivery	Delivery Manager		20		20			
Service Delivery	Product Manager		7		7			
Service Delivery	Programme Delivery Manager			2	2			
Service Delivery	Programme Manager			6	6			
Service Delivery	Project Support Officer	4						
Service Delivery	Project Manager			43	43			

Should there be a requirement for roles that exceed the rates within the table above, this will be mutually agreed on a case-by-case basis. For example, if there is a requirement for a SFIA 7, this would be at a day rate of £950 but mutually agreed prior to implementation.

## Annex 2 (Expenses Policy)

LIT 55530 - Defra Staff Travel and Subsistence Policy



LIT 55530 - Defra  
Staff Travel and Subsi

## Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract.

Role	Generic Outcomes (include reference to any niche skill sets, high demand capability)	List of Programmes and Projects Covered
<b>Business Analyst</b>	<p>Business Analysis services required:</p> <ul style="list-style-type: none"> <li>BA-01 - Business Analysis for Discovery / Alpha / Beta / Live phases (Agile)</li> <li>BA-02 - Business Analysis for feasibility studies</li> <li>BA-03 Business Analysis for business domain change (Strategic / pre-project business analysis)</li> <li>BA-04 - Business Analysis for waterfall delivery</li> <li>BA-05 Business Analysis for procurement</li> <li>BA-06 Technical / data business analysis</li> </ul> <p>See document for full details of Business Analysis Services and Deliverables:  <a href="https://defra.sharepoint.com/:w:/r/sites/ea-leg-djw/BADAR/_layouts/15/Doc.aspx?sourcedoc=%7BD7EFB34F-D9F2-49AA-A9E0-D307BA6B5E96%7D&amp;file=Business%20Analysis%20Services%20and%20Deliverables.docx&amp;action=default&amp;mobileredirect=true">https://defra.sharepoint.com/:w:/r/sites/ea-leg-djw/BADAR/_layouts/15/Doc.aspx?sourcedoc=%7BD7EFB34F-D9F2-49AA-A9E0-D307BA6B5E96%7D&amp;file=Business%20Analysis%20Services%20and%20Deliverables.docx&amp;action=default&amp;mobileredirect=true</a></p>	<p>Animal &amp; Plant Health Agency (APHA), Natural England (NE), DDTs, Corporate Services, Data &amp; Information, Core DEFRA, Flood Coastal Risk Management (FCRM), Environment Agency (EA), Group Infrastructure &amp; Operations (GIO), Environment Monitoring &amp; Planning Programme (EMP), Regulated Services (RSP), Farming Countryside Programme (FCP); Digital Robotics Process Automation; GIO</p> <p>Projects, e.g.:</p> <ul style="list-style-type: none"> <li>APHA Reporting &amp; Analytics Remediation</li> <li>Natural England Data Improvement Feasibility Study</li> <li>UK Biosecurity imports scoping exercise</li> <li>Group Corporate Services Data &amp; Analytics</li> <li>DASH Platform</li> <li>Waste Tracking</li> <li>NE Digital Systems review</li> </ul>
<b>Delivery Manager</b>	<p>See attached (Senior Delivery Manager Outputs &amp; Deliverables)</p>	<p>FCP, EPR, RSP, RACE, Flood Digital, Waste, Nutrients, WCR, WEX, CMS, DASH, Carbon, Trade.</p>

<b>Product Manager</b>	See attached (Agile Product Manager Outputs & Deliverables)	FCP, EPR, RSP, RACE, Flood Digital, Waste, Nutrients, WCR, WEX, CMS, DASH, Carbon, Trade.
<b>Programme Delivery Manager</b>	See attached (Programme Delivery Manager Outputs & Deliverables)	FCP, EPR, RSP, RACE, Flood Digital, Waste, Nutrients, WCR, WEX, CMS, DASH, Carbon, Trade.

<p><b>Program me Manager</b></p>	<p><u>Role Summary:</u></p> <p>The Programme Manager is responsible for leading a defined set of interdependent projects and the associated business change activities. Driving delivery of technology and information-enabled change across the Defra Network.</p> <p>The Programme Manager has primary responsibility for the successful delivery of the required outcomes, including the establishment of appropriate governance and assurance, monitoring progress, managing risks and issues, and ensuring the business readiness for change.</p> <p>This includes preparing the Business Case and benefits management within the delegated budget.</p> <p><u>Project Complexity:</u></p> <p>This role will involve leading a programme of projects that will be a combination of varied sizes/scales and with varying levels of complexity and uncertainty.</p> <p><u>Key Deliverables:</u></p> <ul style="list-style-type: none"> <li>• Developing and defining business cases with project leads and SMEs (Subject Matter Experts) in accordance with the Defra defined governance and approval processes, and following the appropriate Stage Gates.</li> <li>• Identifying and managing stakeholder relationships, highlighting the need for senior level support where needed and managing internal and external relationships</li> <li>• Securing resources and directing planning / scheduling, resourcing, and estimating for complex and large-scale programmes, in accordance with DDTS Portfolio Standards and Reporting processes, using mandated systems and documentation.</li> <li>• Overseeing risk and issue management, ensuring mitigations are in place and resolve through negotiated agreement in accordance with DDTS Portfolio Standards and Reporting processes, using mandated systems and documentation.</li> <li>• Ensuring realisation of benefits for customers through planning and designing so that project outputs meet programme requirements</li> <li>• Maintaining overall integrity and coherence of the programme and the governance framework to support each project through planning and programme assurance activities in accordance with the Programme monthly reporting activities and DDTS Portfolio Standards and Reporting, using mandated systems and documentation.</li> <li>• Working with project leads and the business to ensure dependencies are actively managed, acting as an arbiter and enforcer to resolve issues between the various elements of the programme, in accordance with DDTS Portfolio Standards and Reporting processes, using mandated systems and documentation.</li> <li>• Matrix/ Task management of large functional teams</li> </ul>	<p>Digital Programmes and Projects across Tier 1 - 3 (examples of Programmes include, but not limited to:</p> <ul style="list-style-type: none"> <li>- Farming Countryside Programme</li> <li>- Trade &amp; Imports</li> <li>- Food, Farming &amp; Biosecurity</li> <li>- Flood Coastal Risk Management</li> </ul> <p>Infrastructure Programmes and Projects for GIO (Group Infrastructure &amp; Operations)</p>
	<p><u>Key Skillset Requirements:</u></p> <p>A) Strong experience of Agile and Waterfall</p>	

- B) Strong stakeholder and supplier management skills
- C) Experience of delivering public and internal facing Digital systems
- D) Infrastructure Knowledge / specialist skills covering Servers, Decommissioning, Networks / Broadband, Hardware, Microsoft Technologies such Windows 10, Sharepoint etc, Security monitoring and NIST awareness. cloud computing, asset management

## Project Support Officer

### Role Summary:

The role of the Project Support Officer covers a diverse range of activities to support the delivery of the project's objectives. The Project Support Officer role enables the smooth running of the project by supporting Project Manager(s) and / or Programme Manager(s) through the operation of Project Management / Programme Management / Portfolio processes, and the co-ordination of business management actions and activities on their behalf.

### Project Complexity:

Project Support Officers typically support medium to large projects with varying complexity.

### Key Deliverables:

- A) Providing support and guidance on Portfolio, Programme and Project Management processes, procedures, tools, and techniques, in accordance with DDTS Portfolio Standards & Reporting, using mandated systems and documentation, including:
  - advising on the development, production, and maintenance of Business Cases following Governance and Stage Gate processes;
  - minimum of monthly reporting on time, resource, cost and exception plans.
  - Tracking and reporting of Programme / Project progress and performance, at a minimum of being done monthly.
  - Supporting aspects of Portfolio / Programme / Project meetings, workshops, and documentation drafts.
- B) Providing guidance on Project Management software, procedures, processes, tools, and techniques, in accordance with DDTS Portfolio Standards & Reporting, using mandated systems and documentation.
- C) Supporting Programme or Project Boards, Project Assurance teams and quality review meetings.
- D) Supporting Programmes by providing a cross-Programme view on risk, change, quality, finance, or configuration management, at a minimum of being done monthly.
- E) Organising project files, compiling and distributing reports reports, in accordance with DDTS Portfolio Standards & Reporting, using mandated systems and documentation
- F) Supporting Project reporting, in accordance with DDTS Portfolio Standards & Reporting, using mandated systems and documentation, at a minimum of being done monthly
- G) Providing administrative services to Project Boards, Project Assurance teams and Quality Review meetings

### Key Skillset Requirements:

- A) Experience of working in Agile and Waterfall Project environments
- B) Experience of supporting Digital and Infrastructure Projects

Digital Programmes and Projects across Tier 1 - 3 (examples of Programmes include, but not limited to:

- Farming Countryside Programme
- Trade & Imports
- Food, Farming & Biosecurity
- Flood Coastal Risk Management

Infrastructure Programmes and Projects for GIO (Group Infrastructure & Operations)

<p><b>Project Manager</b></p>	<p><u>Role Summary:</u> The role of the Project Manager is to lead and manage Project delivery and the Project Team on a day-to-day basis to ensure that the objectives are clearly defined and achieved within the agreed time, cost and quality constraints.</p> <p>The Project Manager has a key role in project governance; this includes the establishment of appropriate governance and assurance, monitoring progress, managing risks and issues, ensuring business readiness for change and working with stakeholders, to ensure the agreed project outputs are delivered to enable benefits to be realised, in accordance with DDTs Portfolio Standards &amp; Reporting, using mandated systems and documentation.</p> <p><u>Project Complexity:</u> The Project Manager will take full responsibility for the definition, documentation and completion of medium to large-scale IT projects. Typically lasting 6-12 plus months, with direct business impact, medium-large sized Project Teams and firm deadlines.</p> <p><u>Key Deliverables</u></p> <p>A) Driving and overseeing the delivery of the Project from Initiation through to Closure to ensure that the objectives are clearly defined and can be achieved within the agreed time, cost and quality constraints, in accordance with DDTs Portfolio Standards &amp; Reporting, using mandated systems and documentation.</p> <p>B) Applying appropriate governance, monitoring progress, managing risks and issues, and supporting business readiness for change, in accordance with DDTs Portfolio Standards &amp; Reporting, using mandated systems and documentation.</p> <p>C) Identifying, assessing, and managing risks, issues, constraints and dependencies, in line with Project tolerances, in accordance with DDTs Portfolio Standards &amp; Reporting, using mandated systems and documentation.</p> <p>D) Preparing &amp; Maintaining Project plans and providing regular and accurate reports to stakeholders as appropriate, in accordance with DDTs Portfolio Standards &amp; Reporting, using mandated systems and documentation.</p> <p>E) Managing quality reviews according to procedure, in accordance with DDTs Portfolio Standards &amp; Reporting, using mandated systems and documentation.</p> <p>F) Managing the Change Control Procedure and ensuring to the extent possible that Project deliverables are completed within planned cost, timescale and resource budgets, in accordance with DDTs Portfolio Standards &amp; Reporting, using mandated systems and documentation.</p> <p>G) Supporting Business Cases and Benefits Management following mandated Governance and Stage Gate processes.</p> <p>H) Management of Project budget, Finance Forecasting and monthly reporting, in accordance with DDTs Portfolio Standards &amp; Reporting, using mandated systems and documentation.</p> <p>I) Monthly Status Reporting covering Project Progress, Forward Plan, Key Risks and Issues, Escalations, in</p>	<p>Digital Programmes and Projects across Tier 1 - 3 (examples of Programmes include, but not limited to:</p> <ul style="list-style-type: none"> <li>- Farming Countryside Programme</li> <li>- Trade &amp; Imports</li> <li>- Food, Farming &amp; Biosecurity</li> <li>- Flood Coastal Risk Management</li> </ul> <p>Infrastructure Programmes and Projects for GIO (Group Infrastructure &amp; Operations)</p>
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	<p>accordance with DDTS Portfolio Standards &amp; Reporting, using mandated systems and documentation.</p> <p>J) Managing suppliers, including allocation, coordination and follow up of tasks to drive activities to meet timelines for assigned project</p> <p>K) Managing transition of Project(s) into Go-live and handover into live Service, in line with DEFRA processes, systems and standards</p> <p><u>Key Skillset Requirements:</u></p> <ul style="list-style-type: none"><li>A) Strong experience of Agile and Waterfall</li><li>B) Strong stakeholder and supplier management skills</li><li>C) Experience of delivering public and internal facing Digital systems</li><li>D) Infrastructure Knowledge / specialist skills covering Servers, Decommissioning, Networks / Broadband, Hardware, Microsoft Technologies such Windows 10, Sharepoint etc, Security monitoring and NIST awareness.</li></ul> <p>cloud computing, asset management</p>	
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DDAT Profession Description:	<a href="https://ddat-capability-framework.service.gov.uk/">https://ddat-capability-framework.service.gov.uk/</a>
SFIA Description:	<a href="https://sfia-online.org/en">https://sfia-online.org/en</a>

**Worker Engagement Status (including IR35 status)**

This service is inside IR35. All workers engaged to deliver the contracted services shall be on payroll employees of the supplier or subcontractors. If any independent contractors or associates are engaged on this Contract or SoW, the Supplier shall ensure that they operate via a FCSA accredited Umbrella Company or PAYE provider.

On the commencement of the Service under this Contract or SoW, the Service shall be provided by the Supplier and paid for by the Buyer. Changes to the Service scope will be managed through a Variation.

Where the Buyer or Supplier requires changes to the levels of resources under this Contract or SOW, changes will be subject to agreement through Variation:

- The notice period for any change to the levels of resources shall be 20 Working Days in writing from the Buyer or Supplier.