

**Call Off Order Form for Management Consultancy Services**

**PROVISION OF COUNTER FRAUD CONSULTANCY SERVICES**

**TO**

**CABINET OFFICE (CO)**

**FROM**

**ACCENTURE (UK) LIMITED**

**CONTRACT REFERENCE: CCCC21A73**

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## PART 1 – CALL OFF ORDER FORM

### SECTION A

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement for the provision of Covid-19 Counter Fraud & Debt Management Consultancy Services dated **18 May 2021**.

The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Template Call Off Order Form and the Call Off Terms.

Order Number	<b>TBC on contract award</b>
From	<b>Cabinet Office (CO)</b> <b>("CUSTOMER")</b>
To	<b>ACCENTURE (UK) LIMITED</b> <b>("SUPPLIER")</b>
Date	<b>18<sup>TH</sup> May 2021</b> <b>("DATE")</b>

### SECTION B

#### 1. CALL OFF CONTRACT PERIOD

1.1.	<b>Commencement Date:</b>	20 May 2021
1.2.	<b>Expiry Date:</b>  End date of Initial Period: 19 September 2021  End date of Extension Period: 19 November 2021  Minimum written notice to Supplier in respect of extension: 30 Working Days	

#### 2. SERVICES

2.1	<b>Services required:</b>	See Annex A - Call Off Schedule 2 Annex 1: The Services
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#### 3. PROJECT PLAN

3.1	<b>Project Plan:</b>	Not applicable.
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#### 4. CONTRACT PERFORMANCE

4.1	<b>Standards:</b>	Applied.
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		See Clause 11 (Standards and Quality)																		
<b>4.2</b>	<b>Service Levels/Service Credits:</b>	Not applicable.																		
<b>4.3</b>	<b>Critical Service Level Failure:</b>	Not applicable.																		
<b>4.4</b>	<b>Performance Monitoring:</b>																			
	<table> <tr> <th><b>Milestone</b></th><th><b>Description</b></th><th><b>Timeframe or Delivery Date</b></th></tr> <tr> <td>1</td><td>Delivery of high level risk assessments to HMG standard to inform GFRA and ongoing Levelling Capability project. Updating mitigations where necessary.</td><td>Starts immediately contract signs - to be completed by contract end - likely to be Q2 21</td></tr> <tr> <td>2</td><td>Delivery of detailed FRAs to support departments lacking capability or capacity</td><td>Starts immediately contract signs - to be completed by contract end - likely to be Q2 21</td></tr> <tr> <td>3</td><td>Establish an assurance process to ensure FRAs completed upfront</td><td>Starts immediately contract signs - to be completed by contract end - likely to be Q2 21</td></tr> <tr> <td>4</td><td>Delivery key fraud sampling and measurement exercises for high risk schemes and report to timelines</td><td>Starts immediately contract signs - to be completed by contract end - likely to be Q2 21</td></tr> <tr> <td>5</td><td>Develop model for deployment of expert counter measures capability to "Red Team" schemes in the design phase and deploy against high risk schemes</td><td>Starts immediately contract signs - to be completed by contract end - likely to be Q2 21</td></tr> </table>	<b>Milestone</b>	<b>Description</b>	<b>Timeframe or Delivery Date</b>	1	Delivery of high level risk assessments to HMG standard to inform GFRA and ongoing Levelling Capability project. Updating mitigations where necessary.	Starts immediately contract signs - to be completed by contract end - likely to be Q2 21	2	Delivery of detailed FRAs to support departments lacking capability or capacity	Starts immediately contract signs - to be completed by contract end - likely to be Q2 21	3	Establish an assurance process to ensure FRAs completed upfront	Starts immediately contract signs - to be completed by contract end - likely to be Q2 21	4	Delivery key fraud sampling and measurement exercises for high risk schemes and report to timelines	Starts immediately contract signs - to be completed by contract end - likely to be Q2 21	5	Develop model for deployment of expert counter measures capability to "Red Team" schemes in the design phase and deploy against high risk schemes	Starts immediately contract signs - to be completed by contract end - likely to be Q2 21	
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6	Deliver the outputs from Phase 1 of the Bounce Back Loan analytics scheme and progress to confirmed fraud savings.	Starts immediately contract signs - to be completed by contract end - likely to be Q2 21
7	Deliver the next phase of the BBL Data Analytics Programme, including the linking of Serious Organised Crime data sets held by NCA, fraud reporting held by Action Fraud; CIFAS know fraud data and linking in Suspicious Activity Reporting from the banks.	Starts immediately contract signs - to be completed by contract end - likely to be Q2 21
8	Design a model to assist the Counter Fraud Function in Cabinet Office to design, develop, recruit, onboard and train a new in-house data analytics capability - and commence development work	Starts immediately contract signs - to be completed by contract end - likely to be Q2 21
9	Design a governance structure for the ongoing 'Levelling Capability' project, allowing the counter fraud and debt management functions to work effectively together and with other government organisations.	Starts immediately contract signs - to be completed within 14 days.
10	Deliver analysis of existing government debt management policies and processes to support functions in setting the final scope of 'Levelling Capability' project. Document relevant underlying legislation and any issues with addressing this.	Starts immediately contract signs - to be completed by contract end - likely to be Q2 21
11	Develop an appropriate set of debt management policy recommendations, identifying and analysing supporting data where necessary, using HMG-approved policy development tools.	Alongside deliverables 9 and 11 - to be completed by contract end - likely to be Q2 21
12	Deliver cost-benefit, place-based, equalities and distributional analysis of policy recommendation set, using HMG-approved policy development tools. Develop a HMG-approved approach to impact assessing final policy changes.	Alongside deliverables 9 & 10 - to be completed by contract end - likely to be Q2 21

	KPI/SLA	Service Area	KPI/SLA description	Target
	1	Customer Service	Email/communication from the Cabinet Office to be responded to within 48 hours.	98%
	2	Service Delivery	Agreed outputs to be delivered to a consistently high professional standard by agreed deadline	98%
	3	Service Delivery	Staff churn during the duration of the contract is minimised	>10%
4.5	Period for providing Rectification Plan:		See Clause 39.2.1(a) (Rectification Plan Process) of the Call Off Terms.	

## 5. PERSONNEL

5.1	Key Personnel:	<b>Customer:</b> REDACTED TEXT <b>Supplier:</b> REDACTED TEXT
5.2	Relevant Convictions	See Clause 28.2 (Relevant Convictions) of the Call Off Terms.

## 6. PAYMENT

6.1	Call Off Contract Charges	The contract value shall be a maximum of £1,500,000.00 exclusive of VAT, inclusive of extension option.  See rates to be used below.
	<b>Call Off Rates</b>  REDACTED TEXT	
6.2	Payment terms/profile	BACS <ul style="list-style-type: none"> <li>Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.</li> <li>A valid Purchase Order must be quoted in invoices against which payment shall be made.</li> <li>Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed the number</li> </ul>

		<p>of consultant days completed and the associated costs.</p> <ul style="list-style-type: none"> <li>• The Supplier shall charge the Authority for their Services based on a standard economic unit of a rate per day per grade of Consultant.</li> <li>• All invoices must first be approved by the Senior Responsible Officer who has commissioned the works before being processed by the Authority.</li> <li>• Invoices should be submitted to: rob.malcomson@cabinetoffice.gov.uk</li> </ul>
6.3	<b>Reimbursable Expenses:</b>	<p>Not applicable.</p> <p>The location of the Services will be carried out at several locations, including the potential provider's address, at 1 HGR, London, SW1A 2HQ and at other locations as required throughout the life of this contract. Given the restrictions on travel due to COVID-19, it is expected that the majority of services shall likely be carried out by individuals working from their home or equivalent location and collaborating using technology.</p>
6.4	<b>Customer billing address</b>	<p>Invoices should be submitted to:</p> <p><b>REDACTED TEXT</b></p>
6.5	<b>Call Off Contract Charges fixed for</b>	<p>The full term of the contract.</p> <p>See paragraph 8.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing).</p>
6.6	<b>Supplier periodic assessment of Call Off Contract Charges</b> (paragraph 9.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)) will be carried out on:	Not applied.
6.7	<b>Supplier request for increase in the Call Off Contract Charges</b> (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing):	Not permitted

## 7. LIABILITY AND INSURANCE

7.1	<b>Estimated Year 1 Call Off Contract Charges:</b>	The sum of £1,500,000.00 (excl. VAT)
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<b>7.2</b>	<b>Supplier's limitation of Liability</b> (Clause 37.2.1 of the Call Off Terms);	See Clause 37.2.1 of the Call Off Terms.
<b>7.3</b>	<b>Insurance</b> (Clause 38.3 of the Call Off Terms):	See Clause 38.3 of the Call Off Terms.

## 8. TERMINATION AND EXIT

<b>8.1</b>	<b>Termination on material Default</b> (Clause 42.2 of the Call Off Terms):	See Clause 42.2.1(c) of the Call Off Terms.
<b>8.2</b>	<b>Termination without cause notice period</b> (Clause 42.7 of the Call Off Terms):	See Clause 42.7 (Termination without cause) of the Call Off Terms.
<b>8.3</b>	<b>Undisputed Sums Limit:</b>	See Clause 43.1.1 of the Call Off Terms.
<b>8.4</b>	<b>Exit Management:</b>	Not applied.

## 9. SUPPLIER INFORMATION

<b>9.1</b>	<b>Supplier's inspection of Sites, Customer Property and Customer Assets:</b>	Not applied.
<b>9.2</b>	<b>Commercially Sensitive Information:</b>	The Suppliers technical submission and pricing shall be deemed as commercially sensitive.

## 10. OTHER CALL OFF REQUIREMENTS

<b>10.1</b>	<b>Recitals</b> (in preamble to the Call Off Terms):	CCS to complete Recitals B to E Recital C - date of issue of the Statement of Requirements: 20/04/2021 Recital D - date of receipt of Call Off Tender: 28/04/2021
<b>10.2</b>	<b>Call Off Guarantee (Clause 4 of the Call Off Terms):</b>	Not required.
<b>10.3</b>	<b>Security:</b>	Short form security requirements.
<b>10.4</b>	<b>ICT Policy:</b>	To be provided by the Customer within 1 week of contract commencement

<b>10.6</b>	<b>Business Continuity &amp; Disaster Recovery:</b>	Call Off Schedule 8 (Business Continuity and Disaster Recovery)  <b>Disaster Period:</b> For the purpose of the definition of “Disaster” in Call Off Schedule 1 (Definitions) the “Disaster Period” shall be 30 days.
<b>10.7</b>	<b>NOT USED</b>	
<b>10.8</b>	<b>Protection of Customer Data</b> (Clause 35.2.3 of the Call Off Terms):	Applied.
<b>10.9</b>	<b>Notices</b> (Clause 56.6 of the Call Off Terms):	Customer’s postal address and email address: 1 Horse Guards Rd, London SW1A 2HQ <b>REDACTED TEXT</b>  Supplier’s postal address and email address: <b>To be completed post Contract Award</b>
<b>10.10</b>	<b>Transparency Reports</b>	In Call Off Schedule 13 (Transparency Reports)
<b>10.11</b>	<b>Alternative and/or Additional Clauses from Call Off Schedule 14 and if required, any Customer alternative pricing mechanism:</b>	Not applicable.
<b>10.12</b>	<b>Call Off Tender:</b>	See Annex B – Schedule 16 (Call Off Tender)
<b>10.13</b>	<b>Publicity and Branding (Clause 36.3.2 of the Call Off Terms)</b>	N/A
	<b>Staff Transfer</b>	Not applicable – No subcontractors stated
<b>10.15</b>	<b>Processing Data</b> Call Off Schedule 17	Names of DPOs to be completed Post Contract Award.

<b>Contract Reference:</b>	<b>CCCC21A73</b>
<b>Date:</b>	<b>18 May 2021</b>
<b>Description Of Authorised Processing</b>	<b>Data analytics for the purposes of counter fraud activity</b>
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation the Parties are independent controllers of Personal Data under this Framework Agreement.



Use of Personal Data	Managing the obligations under the Call Off Contract Agreement, including exit management, and other associated activities,	
Duration of the processing	For the duration of the Framework Contract plus 7 years.	
Nature and purposes of the processing	<p>Linking Serious Organised Crime data sets held by NCA, fraud reporting held by Action Fraud; CIFAS know fraud data and commercial and retail bank Suspicious Activity Reporting data. Analysing other counter fraud related data. For the purposes of:</p> <ul style="list-style-type: none"> <li>- Fraud risk assessment</li> <li>- Fraud data sampling</li> <li>- Personal and business lending analytics</li> </ul>	
Type of Personal Data	<p>Full name</p> <p>Workplace address</p> <p>Workplace Phone Number</p> <p>Workplace email address</p> <p>Names</p> <p>Job Title</p> <p>Compensation</p> <p>Tenure Information</p> <p>Nationality</p> <p>Education &amp; training history</p> <p>Previous work history</p> <p>Personal Interests</p> <p>Date of Birth</p> <p>Applicant &amp; Business Addresses</p> <p>National insurance number</p> <p>Bank statements</p>	

	<p>Job title or role</p> <p>Job application details</p> <p>Start date</p> <p>End date &amp; reason for termination</p> <p>Contract type</p> <p>Compensation data</p> <p>Birth certificates</p> <p>IP Address</p> <p>Details of physical and psychological health or condition</p> <p>Next of kin &amp; emergency contact details</p> <p>Record of absence, time tracking &amp; annual leave</p>	
Categories of Data Subject	<p>People who are:</p> <ul style="list-style-type: none"> <li>• suspected of having committed, or about to commit, a criminal offence (suspects);</li> <li>• individuals who are, or are suspected of being, victims of a criminal offence (victims)</li> </ul>	

## FORMATION OF CALL OFF CONTRACT

**BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM** (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the terms Call Off Order Form and the Call Off Terms.

The Parties hereby acknowledge and agree that they have read the Call Off Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.

In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Supplier within two (2) Working Days from such receipt.

### For and on behalf of the Supplier:

Name and Title	REDACTED TEXT
Signature	REDACTED TEXT
Date	28 <sup>th</sup> May 2021

### For and on behalf of the Customer:

Name and Title	REDACTED TEXT
Signature	REDACTED TEXT
Date	3 <sup>rd</sup> June 2021