

DIPS Order Form / Statement of Requirements Template (Framework Schedule 6)

Order Form

1a. Identification

Call-Off Lot	Lot 2				
Call-Off Reference	RM6249/DIPS(2) 014	Version Number	1.0	Date	23/02/2024
Business Case Reference	Original FBC Number	20240216 -BMfS Business Case SSDT Sustain v3 1			
	Amendm ent FBC Number	N/a			
Project / equipment for which Services are in support	SSDT Digital Application	Urgent Capability Requirement (UCR)		N/a	

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Call-Off Contract title:	PS368 SSDT Sustainment
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This Order Form is for the provision of the Call-Off Deliverables. It is issued under the DIPS Framework Contract with a unique reference number starting with RM6249. The DIPS Framework and this Call-Off Contract are to be for the delivery of Outcomes only. This Framework is not for the request and delivery of resource. If specific resources are needed alternative sourcing methods must be used.

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Call-Off Contract description:	Develop the Support Solution Development tool in line with the technical and feature roadmap to deliver Bug Fixes/Defects to live in April 2024.
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1b. Contact details

Government Directorate / Organisation Title		Name of Supplier	Capgemini UK plc
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During the Call-Off Contract Period, the Requirement Holder and the Supplier may agree and execute a Statement of Work (in the form of the template set out in Appendix 4 to this Framework Schedule 6 (Order Form Template, Statement of Requirements Template)). Upon execution of any Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

The Parties agree that when the Requirement Holder seeks further Deliverables within the initial scope of the original Call-off contract from the Supplier that are not provided for in this Call-Off Contract, the Requirement Holder and Supplier will agree and execute a Call-Off Variation Form.

All capitalised terms in this Order Form shall have the meanings set out in Joint Schedule 1 (Definitions) unless otherwise stated.

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Date that the Statement of Requirements was issued		Deadline for Requirement Holder's receipt of Supplier's Call-Off Tender		22/03/2024
Name of Requirement Holder's Authorised Representative		Name of Supplier's Authorised Representative		
Post title		Post title		
Requirement Holder's Address	Ministry of Defence, Defence Support Major Programmes (Def Sp MP), Maple 1A #2124, NH2, MOD Abbey Wood, Bristol, BS34 8JH	Supplier Address	1 Forge End, Woking, Surrey, GU21 6DB	
Postcode		Postcode		
Telephone		Telephone		
Email		Email		
Unit Identification Number (UIN)		Value Added Tax (VAT) Code		
Resource Accounting Code (RAC)				
Name of Requirement Holder's Project Lead				
Requirement Holder's Secondary Contact Name		Supplier Secondary Contact Name		
Requirement Holder's Secondary Contact Role		Supplier Secondary Contact Role		
Requirement Holder's Secondary Contact Email		Supplier Secondary Contact Email		

Background/justification for Call-Off Contract

All DE&S, SDA and Defence Digital Delivery Teams (DT) are required to generate a Support Solutions Envelope (SSE) setting out a through life support model when Defence procures a Platform or piece of equipment. This activity is critical to ensuring Defence 'right sizes' support arrangements so that platform availability is not compromised by poor Support Design choices. This activity is supported by the UKStratCom Support Assurance Team (SAT) who work with the PTs/DTs to assure they follow best practice and remain compliant with Defence policy. The SAT team guide PTs/DTs through a defined process that documents Support Arrangements and records assumptions made throughout the project lifecycle. The SAT team collate this information and, at key approval gates, publish an accompanying

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Support Solution Report to allow approvers to make informed decisions. This process is enabled and supported by the Support Solution Development Tool (SSDT).

1c. Statement of Requirements (SOR) (This section 1c. to be completed in full OR a complete SOR to be attached in Appendix 7 of this document)

Unique Order Number (defined by delivery team)	n/a		
SOR version issue number	V2	SOR dated	26/01/2024
SOR title	20240126 SSDT Sustain SOR v2 - OC		

SSDT is a digital application developed following an agile User Centred design process and built on the PEGA Government Platform. The Authority is seeking to secure sufficient SQEP resource able to sustain the application in service, support the scaling and roll out of the toolset to new users and to develop the application in line with the current agreed technical roadmap with release 2.0 planned in April 2024.

This Direct Award is for a short-term, tactical piece of work to 'keep the lights on', provide support arrangements and infrastructure and undertake further development of SSDT. The BMfS Programme is working up the Business Case for a longer-term, strategic piece of work to follow on from this short-term contract with the intention of this being competed via DIPS.

Description of Services to be provided under the Call-Off Contract

Develop the Support Solution Development tool in line with the technical and feature roadmap to deliver Bug Fixes/Defects to live in April 2024.

Activities required to be undertaken under the Call-Off Contract

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The Supplier will provide the following services with a maximum capacity of 7 people. If additional capacity is required then this can be dealt with via a variation.

1. Provide an early life support service wrap to:
 - a. Manage system and technology obsolescence, this excludes migration to the latest version of Pega Infinity.
 - b. Provide incident management.
 - c. Provide active service availability management
 - d. Support the scaling of the SSDT solution by onboarding users via the Common User Platform and creating appropriate accounts, permissions and delegations.
2. Work with the Authority staff and suppliers to mature the technical roadmap including supporting technology analysis and options development.
3. Align delivery with the Digital foundry, attending appropriate agile ceremonies.
4. Ensure effective knowledge transfer takes place under the provision the Authority provides a SQEP to transfer too. No new documentation other than minor updates to the user guide is planned.

Outputs to be provided under the Call-Off Contract

es of Effectiveness:				
Id	Outcome	Threshold MOE	Target MOE	Measure
4.1	Release SSDT bug fixes to Live w/c 29 th April 24	SSDT Bug Fixes are in Production w/c 29 th Apr 24	As Threshold	SSDT Bug Fixes are in Production w/c 29 th Apr 24
4.2.1	SSDT product maintained in accordance with the Authorities technical roadmap and vendor's product roadmap inclusive of warranty until end of contract period of performance.	SSDT remains at all times on a supportable technology stack and at contract close is supportable by the Authority or a SQEP 3rd party	As Threshold	Supplier certificates are up to date and essential patching and version upgrades are undertaken.
4.2.2	Incidents raised regarding the SSDT product are managed in accordance with the process set out in the Service Design and agreed with accreditors.	Incidents are documented according to agreed format.	As Threshold	Zero Incidents incorrectly documented
4.2.3	Incidents raised regarding the SSDT product are managed in accordance with the process agreed with the Authority.	All incidents are triaged according to agreed process.	As Threshold	All incidents are triaged according to agreed process.

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4.2.4	The Supplier attends contributes to appropriate Agile ceremonies identified by the Authority	An appropriate representative for the supplier attends all Agile ceremonies identified by the Authority	As Threshold	Number of Agile Ceremonies not attended by an appropriate representative.
4.2.5	The supplier will update the user guide.	The user guide will be shared ahead of contract close.	The user guide will be shared ahead of contract close.	A user guide is provided.

Acceptance/rejection criteria / provisions

See Measures of Effectiveness outlined in the table above

Material KPIs / Critical Service Level Failure

The following Material KPIs shall apply to this Call-Off Contract in accordance with Framework Schedule 4 (Framework Management):

Material KPIs
n/a

The following shall constitute a Critical Service Level Failure for the purposes of this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels):

Critical Service Level Failure
n/a

The applicable Service Levels are as specified in Annex A to Part A of Call-Off Schedule 14 (Service Levels).

List all Requirement Holder Assets applicable to the Services that shall be issued to the Supplier and returned to the Requirement Holder at termination of the Call-Off Contract

Buyer to provide laptops with access to MODNET to enable the delivery of the service.

Additional quality requirements & standards (in addition to any quality requirements & standards detailed in the addition to the Calloff Schedules)

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

- No specific Quality Management System requirements are defined. This does not relieve the Supplier of providing conforming products under this contract.
- No Deliverable Quality Plan is required reference DEFCON 602B.
- Concessions shall be managed in accordance with Def Stan. 05-061 Part 1, Issue 7 - Quality Assurance Procedural Requirements - Concessions.
- Any contractor working parties shall be provided in accordance with Def Stan. 05-061 Part 4, Issue 4 - Quality Assurance Procedural Requirements - Contractor Working Parties.

Project and risk management

The Supplier shall appoint a Supplier's Authorised Representative and the Requirement Holder shall appoint a Requirement Holder's Authorised Representative, who unless otherwise stated in this Order Form shall each also act as Project Manager, for the purposes of this Contract through whom the provision of the Services and the Goods shall be managed day-to-day.

Both Parties shall pro-actively manage risks attributed to them under the terms of this Call-Off Contract. The Supplier shall develop, operate, maintain and amend, as agreed with the Requirement Holder, processes for: (i) the identification and management of risks; (ii) the identification and management of issues; and (iii) monitoring and controlling project plans.

Timescales *(Prior to Further Competition enter anticipated dates. Following Further Competition update with actual dates)*

Call-Off Start Date	25/03/2024
Call-Off Initial Period	2 Months
Call-Off Expiry Date	22/05/2024
Call-Off Optional Extension Period	5 weeks
Call-off Optional Extension notice period	1 week

SOR approved by (Name in capital Minimum notice period prior to a Call-Off Optional Extension Period letters)		Telephone	
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Directorate / Division		Email	
Organisation Role / Position		Date	
Approver's signature			

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Original FBC Number (when known)	Amendment FBC Number (if applicable)
20240216 -BMfS Business Case SSDT Sustain v3 1	n/a

1d. Key Deliverables Template

Brief summary of the requirement – expand/delete rows as appropriate. Full details appear below or are contained within the Statement of Requirement (SOR)

Id	Outcome		An appropriate representative for the supplier attends all Agile ceremonies identified by the Authority	
4.1	Release SSDT v2.0 to live NLT Week Commencing 29th April 24 Release SSDT bug fixes to Live w/c 29 th April 24	Threshold MOE SSDT v2.0 is in production NLT Week Commencing 29th April 24 SDT Bug Fixes are in Production w/c 29 th Apr 24	Target MOE As Threshold	Measure SSDT v2.0 is in production NLT Week Commencing 29th April 24 SSDT Bug Fixes are in Production w/c 29 th Apr 24
4.2.1	SSDT product maintained in accordance with the Authorities technical roadmap and vendor's product roadmap inclusive of warranty until end of contract period of performance.	SSDT remains at all times on a supportable technology stack and at contract close is supportable by the Authority or a SQEP 3rd party	As Threshold	Supplier certificates are up to date and essential patching and version upgrades are undertaken.
4.2.2	Incidents raised regarding the SSDT product are managed in accordance with the process set out in the Service Design and agreed with accreditors.	All incidents are documented according to agreed format.	As Threshold	Zero Incidents incorrectly documented
4.2.3	Incidents raised regarding the SSDT product are managed in accordance with the process set out in the agreed process with the Authority.	All incidents are triaged according to agreed process.		
4.2.4	The Supplier attends contributes to appropriate Agile ceremonies identified by the Authority		As Threshold	All incidents are triaged according to agreed process.

As Threshold Number of Agile by an appropriate representative.
Ceremonies not attended
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4.2.5	The supplier will update the user guide.	The user guide will be shared ahead of contract close.	The user guide will be shared ahead of contract close.	A user guide is provided.
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2a. Strategy for procurement and evaluation			
Further competition	<input type="checkbox"/>	Competitive award criteria to be used for	

Direct award	Error!	undertaking evaluation of proposal(s)	Direct Award
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2. Call-Off Incorporated Terms

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

- 1 This Order Form including the General Conditions in section 2(b) and the Call-Off Special Terms in section 2(c).
 - 2 Joint Schedule 1 (Definitions)
 - 3 Any Statement(s) of Work (in the form of the template set out in Appendix 4 to this Framework Schedule 6 (Order Form Template, Statement of Requirements Template)) executed by the Requirement Holder and the Supplier with a corresponding Call-Off Contract reference
 - 4 [Framework Special Terms] No special terms included
 - 5 The following Schedules in equal order of precedence:
 - Joint Schedules
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Call-Off Schedules
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
 - Call-Off Schedule 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 14 (Service Levels)
 - Call-Off Schedule 17 (MOD Terms)
 - Call-Off Schedule 26 (Cyber)
 - 6 Core Terms (DIPS version)
 - 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 Requirement Holder (as decided by the Requirement Holder and Commercial) 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.

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	Bookmark	
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	not defined				
		Weighting (Technical)	n/a	Weighting (Price)	n/a

2b. General Conditions

Additional general DEFCON/conditions and DEFFORMs applicable to providing the Deliverables, are to be listed here:

Additional Conditions:

- The Authority has determined that this contract is a managed service and therefore responsibility for determining the IR35 status and informing resources passes to the supplier.*
- The Buyer hereby agrees that the requirements of clause 7.4 of the DIPS framework to provide full details of birthplace and parentage are met in full by the security clearance records held by the Ministry of Defence and accessible by the Buyer*

BPSS as a minimum and SC eligible



2c. Call-Off Special Terms

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

None

2e. Payment Method

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CP&F monthly payment in arrears
PO Number TBC

Requirement Holder's Invoice Address
Ministry of Defence

2d. Call-Off Charges

Capped Time and Materials (CTM)	<input type="checkbox"/>	<input type="checkbox"/>
Incremental Fixed Price	<input type="checkbox"/>	<input type="checkbox"/>
Time and Materials (T&M)	<input type="checkbox"/>	<input type="checkbox"/>
Fixed Price	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A combination of two or more of the above Charging methods	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
T&S is applicable	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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 charge the Requirement Holder 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)]

Defence Support Major Programmes (Def Sp MP)
Maple 1A #2124, NH2, MOD Abbey Wood, Bristol, BS34 8JH

Requirement Holder's Authorised Representative
Ministry of Defence
Maple 1A #2124, NH2, MOD Abbey Wood, Bristol, BS34 8JH

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2f. Milestone Payments Schedule (MPS) (Initial 8 week contract)					
Milestone/ Stage Payment number	Key Deliverable	Due Date	%	Milestone Payment value £ (ex VAT)	
				Total Contract Value	£218,925.00

2f. Milestone Payments Schedule (MPS) (5-week extension option)				
Milestone/ Stage Payment number	Key Deliverable	Due Date	%	Milestone Payment value £ (ex VAT)
		Total Value	Contract	£140,554.00

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2g. Maximum Liability

The limitation of the Supplier's liability for this Call-Off Contract is stated in Clause 11.4 of the Core Terms.

2h. Requirement Holder's Environmental Policy

Available online at: [Management of environmental protection in defence \(JSP 418\) - GOV.UK \(www.gov.uk\)](#)

This version is dated 18th August 2023.

2i. Requirement Holder's Security Policy

Security Aspects Letter to be issued and executed alongside this Order Form. See Appendix 6.

2j. Progress Reports and meetings

Progress Report Frequency	1 per week	Progress Meeting Frequency	TBA
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2k. Quality Assurance Conditions

According to the product or scope of the work to be carried out, the Supplier shall meet the following requirements:

Allied Quality Assurance Publications (AQAP) 2110 – North Atlantic Treaty Organization (NATO) Quality Assurance Requirements for Design, Development and Production.

Certificate of Conformity shall be provided in accordance with DEFCON 627 (*Edn12/10*). ☐

Deliverable Quality Plan requirements:

DEFCON 602A (*Edn 12/17*) - Quality Assurance with Quality Plan ☐

DEFCON 602B (*Edn 12/06*) - Quality Assurance without Quality Plan ☒

AQAP 2105:2 – NATO Requirements for Deliverable Quality Plans ☐

Software Quality Assurance requirements

Allied Quality Assurance Publications (AQAP) 2210 – North Atlantic Treaty Organization (NATO) Supplementary Software Quality Assurance Requirements to AQAP-2110 shall apply	<input type="checkbox"/>
Air Environment Quality Assurance requirements	
Defence Standard (DEF STAN) 05-100 – Ministry of Defence Requirements for Certification for Aircraft Flight and Ground Running (Mandatory where flying and/or ground running of issued aircraft is a requirement of the Task)	<input type="checkbox"/>
Relevant MAA Regulatory Publications (See attachment for details)	<input type="checkbox"/>
Additional Quality Requirements (See attachment for details)	<input type="checkbox"/>
Planned maintenance schedule requirement	
Not applicable	<input type="checkbox"/>

2l. Key Staff

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n/a

2m. Key Subcontractor(s)

n/a

2n. Commercially Sensitive Information			
1	13/04/2023	Details of Supplier's methodologies, policies and processes	Two years following the expiry of the Contract
2	13/04/2023	All information relating to pricing and potential charging methodologies contained in the Supplier Response describe the details of its pricing structure and daily rates is used for the purpose of trade and generating profit and provides the Supplier with a competitive advantage. As a result, the Supplier considers this information to be a 'trade secret'.	Two years following the expiry of the Contract
3	13/04/2023	The terms of the Supplier's insurance are strictly confidential and if such information was disclosed it could be commercially damaging to the Supplier.	Indefinitely
4	13/04/2023	Other than as required under Schedule S4 (Staff Transfer), details relating to personnel including but not limited to the numbers of resources with specific skills, numbers of security cleared staff, staff terms and conditions of employment and staff selection methods are used for the purpose of managing Supplier's resources to secure trade and generate profit and provides the Supplier with a competitive advantage and if such information was disclosed it could be commercially damaging to the Supplier.	Two years following the expiry of the Contract
5	13/04/2023	Any information relating to other customers of the Supplier, as such information is subject to confidentiality provisions and has only been authorised for disclosure for the purposes of the procurement.	Indefinitely

2o. Cyber Essentials	
Cyber Essentials Scheme: The Requirement Holder requires the Supplier to have and maintain a Cyber Essentials Plus Certificate for the work undertaken under this Call-Off Contract, in accordance with Call-Off Schedule 26 (Cyber).	Risk Assessment Ref: 322040182 Cyber Risk Profile: N/A

2p. Implementation Plan	
Not applicable	<input type="checkbox"/>

3. Charges	
Estimated Contract Value (excluding VAT) for Call-Off Contract	
Initial 8-week contract fixed Price £218,925 exc Vat	

4. Additional Insurances

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Not applicable

5. Guarantee

Not applicable

6. Social Value Commitment

Not applicable

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7. Requirement Holder Commercial Officer Authorisation			
Order Form approved by (Name in capital letters)		Telephone	
Directorate / Division		Email	
Organisation Role / Position		Date	
Approver's signature			







8. Acknowledgement by Supplier			
Order Form acknowledged by (Name in capital letters)		Telephone	
Supplier Name		Email	
Supplier Role / Position		Date	
Approver's signature			

9. Final Administration	
<p>On receipt of the Order Form acknowledgement from the Supplier, the Commercial Manager (who placed the order) must send an electronic copy of the acknowledged Order Form, together with any applicable Appendix 3 to this Schedule 6, directly to DIPS Professional Services Team at the following email address: [REDACTED]</p>	

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(Edn 10/22)

Appendix 1 - Addresses and Other Information

1. Commercial Officer Name: Address: Email: 	8. Public Accounting Authority 1. Returns under DEFCON 694 (or SC equivalent) should be sent to DBS Finance ADMT – Assets In Industry 1, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD  2. For all other enquiries contact DES Fin FA-AMET Policy, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD
2. Project Manager, Equipment Support Manager or PT Leader (from whom technical information is available) Name: Address Email: 	9. Consignment Instructions The items are to be consigned as follows:
3. Packaging Design Authority Organisation & point of contact: (Where no address is shown please contact the Project Team in Box 2) 	10. Transport. The appropriate Ministry of Defence Transport Offices are: A. <u>DSCOM</u> , DE&S, DSCOM, MoD Abbey Wood, Cedar 3c, Mail Point 3351, BRISTOL BS34 8JH <u>Air Freight Centre</u> <u>Surface Freight Centre</u>
4. (a) Supply / Support Management Branch or Order Manager: Branch/Name:  (b) U.I.N.	B. <u>JSCS</u> JSCS Helpdesk No. (select option 2, then option 3) JSCS Fax No. Users requiring an account to use the MOD Freight Collection Service should contact in the first instance.
5. Drawings/Specifications are available from	11. The Invoice Paying Authority Ministry of Defence  DBS Finance Walker House, Exchange Flags Liverpool, L2 3YL Fax: Website is:

6. Intentionally Blank

12. Forms and Documentation are available through *:

Ministry of Defence, Forms and Pubs Commodity
Management

PO Box 2, Building C16, C Site

Lower Arncott

Bicester, OX25 1LP **Applications via fax or email:**

<p>7. Quality Assurance Representative:</p> <p>Commercial staff are reminded that all Quality Assurance requirements should be listed under the General Contract Conditions.</p> <p>AQAPS and DEF STANs are available from UK Defence Standardization, for access to the documents and details of the helpdesk visit http://dstan.gateway.isg-r.r.mil.uk/index.html [intranet] or https://www.dstan.mod.uk/ [extranet, registration needed].</p>	<p>* NOTE</p> <p>1. Many DEFCONs and DEFFORMs can be obtained from the MOD Internet Site: https://www.kid.mod.uk/maincontent/business/commercial/index.htm</p> <p>2. If the required forms or documentation are not available on the MOD Internet site requests should be submitted through the Commercial Officer named in Section 1.</p>
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Appendix 1 to Schedule 6

Appendix 2 to Schedule 6

Appendix 2 – Supplier's Quotation - Charges Summary

Supplier Charges summary: To be completed by the Supplier in support of a quotation provided in response to an ITT for the requirement captured on the above Order Form.

1. To:

2. From:

Date of tender submission:

In response to the Order Form request for a quotation
reference

Dated

*The work can be undertaken and our detailed response is attached. ☐*We are unable to provide the resources/deliverables identified on this occasion. ☐

(* Check box as appropriate)

Name: (Block Capitals)

Signed:

Date:

2. Call-Off title:

3. Supplier Unique Reference Number:

4. Start Date:

Completion Date:

5a. Manpower/Resources

Broad Capability Area Number	Grade	Daily rate quoted at ITT	Daily rate quoted for this task	Reduction on original ITT rate	No of Days	Total

5b. Travel

(Estimated expenditure on:)

Unit cost

Number of
Journeys / Miles

Total

Rail

Motor Mileage
(max 30p per mile incl VAT)30p max
(incl VAT)

Air

Sea

5c. Subsistence

(Estimated expenditure on:)

Unit cost

Number of
Night / Days

Total

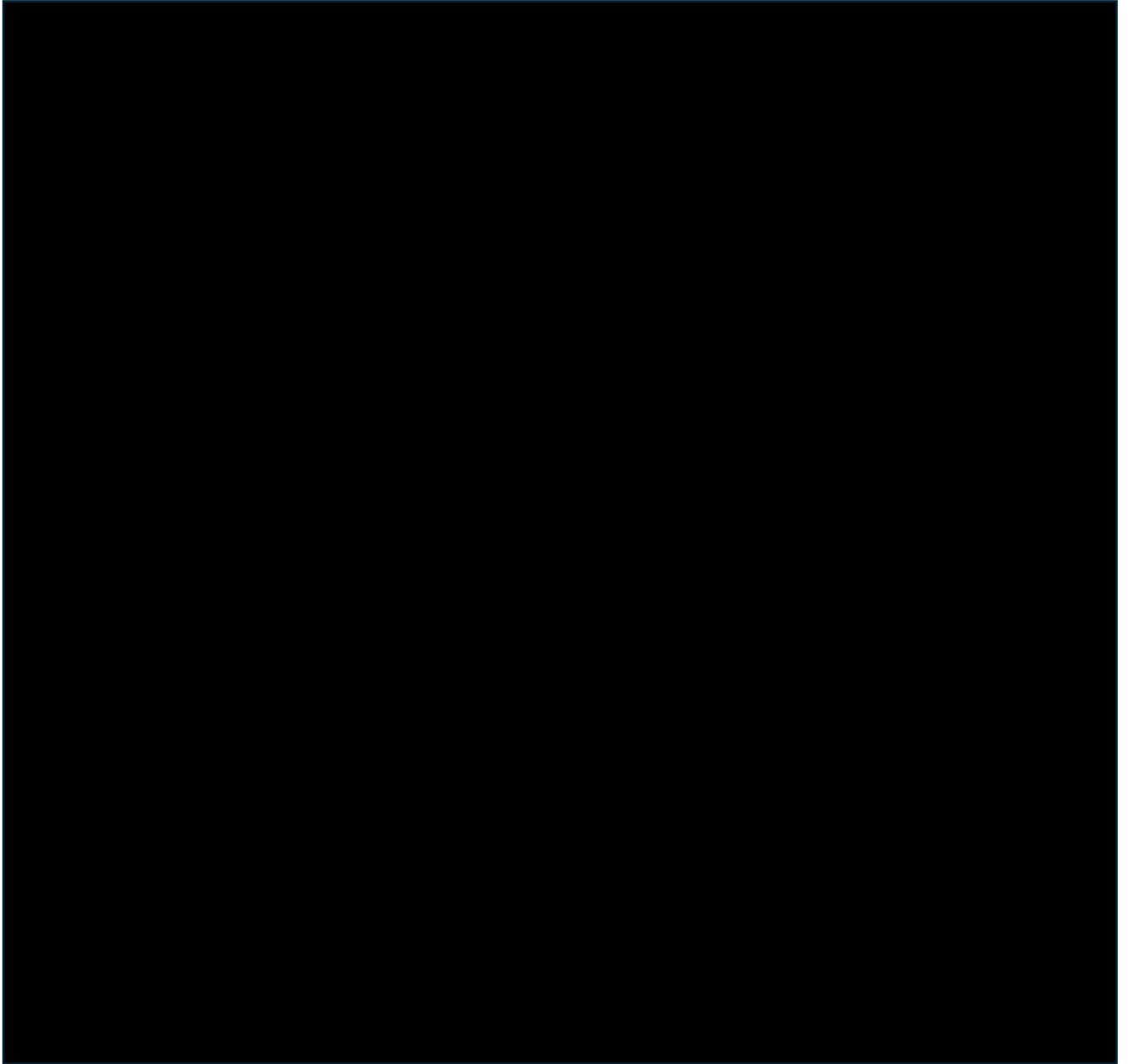
Accommodation
(max £100 per night incl VAT)Meals (max £5 for lunch and/or
£22.50 for an evening meal,
including all drinks)Miscellaneous costs (please
define below)

The above T&S costs relate to the period to

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Appendix 3

1. Statement of Work (SOW) Details



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Additional Requirements:

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

Key Supplier Staff:

Key Role	Key Staff	Contract Details	Employment / Engagement Route (incl. inside/outside IR35)
n/a			

SOW Reporting Requirements:

Further to the Supplier providing the management information specified in Framework Schedule 5 (Management Charges and Information), the Supplier shall also provide the following additional management information under and applicable to this SOW only:

Ref.	Type of Information	Which Deliverables does this requirement apply to?	Required regularity of Submission
1	Status Report	All	Once per week

4. Charges

Call Off Contract Charges:

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

The estimated maximum value of this SOW (irrespective of the selected charging method) is



Reimbursable Expenses:

Reimbursable Expenses are capped at

5. Signatures and Approvals

Agreement of this SOW

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 3 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

For and on behalf of the Supplier

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Name:

Title:

Date:

Signature:

For and on behalf of the Requirement Holder

Name:

Title:

Date:

Signature:

1. Statement of Work (SOW) Details

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Upon execution, this SOW forms part of the Call-Off Contract (reference below). All capitalised terms in this SOW shall have the meanings set out in Joint Schedule 1 (Definitions) unless otherwise stated.

The Parties may execute a SOW for any set of Deliverables required. For any ad-hoc Deliverables requirements, the Parties may agree and execute a separate SOW, 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.

Date of SOW: 20th Mar 24

SOW Title: PS368 SSDT Sustainment

SOW Reference: 02 – Optional Extension

Call-Off Contract Reference: RM6249/DIPS(2) 014

Requirement Holder:

Supplier: Capgemini UK plc

SOW Start Date: 23rd May 24

SOW End Date: 28th Jun 24

Duration of SOW: 5 weeks

Key Personnel (Requirement Holder): n/a

Key Personnel (Supplier): n/a

Subcontractors: n/a

2. Call-Off Contract Specification – Deliverables Context

SOW Deliverables Background

1. Provide an early life support service wrap to:-
 - a. Manage system and technology obsolescence, this excludes migration to the planned migration to the latest version of Pega Infinity.
 - b. Provide incident management.
 - c. Provide active service availability management

Framework Schedule 6 (Order Form Template, Statement of Requirements Template)

- d. Support the scaling of the SSDT solution by onboarding users via the Common User Platform and creating appropriate accounts, permissions and delegations.
2. Work with the Authority staff and suppliers to mature the technical roadmap including supporting technology analysis and options development.
3. Align delivery with the Digital foundry, attending appropriate agile ceremonies.
4. Ensure effective knowledge transfer takes place under the provision the Authority provides a SQEP to transfer too. No new documentation other than minor updates to the user guide is planned.

Overview of Requirement: Ad-Hoc by end of Jun 24

3. Requirement Holder Requirements – SOW Deliverables

Outcome Description:

Milestone Ref	Milestone Description	Acceptance Criteria	Due Date
MS03	Deliver report detailing number of bugs Found, Fixed, Deployed	Acceptance by Product Owner(s) Customer	

Delivery Plan: N/A

Dependencies: N/A

Supplier Resource Plan: N/A

Security Applicable to SOW:

The Supplier confirms that all Supplier Staff working on Requirement Holder Sites and on Requirement Holder Systems (as defined in Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables) and Deliverables, have completed Supplier Staff vetting in accordance with any applicable requirements in the Contract, including Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

SOW Standards:

Delivery will be conducted in line with standards set out in the Order Form.

Performance Management: n/a

The following Material KPIs shall apply in accordance with Framework Schedule 4 (Framework Management):

Additional Requirements:

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

Key Supplier Staff:

Key Role	Key Staff	Contract Details	Employment / Engagement Route (incl. inside/outside IR35)
n/a			

SOW Reporting Requirements:

Further to the Supplier providing the management information specified in Framework Schedule 5 (Management Charges and Information), the Supplier shall also provide the following additional management information under and applicable to this SOW only:

Ref.	Type of Information	Which Deliverables does this requirement apply to?	Required regularity of Submission
1	Status Report	All	Once per week

4. Charges**Call Off Contract Charges:**

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

The estimated maximum value of this SOW (irrespective of the selected charging method) is **£140,554 excluding VAT.**

Reimbursable Expenses:**5. Signatures and Approvals**

Agreement of this SOW

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 3 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

For and on behalf of the Supplier

Name:

Title:

Date:

Signature:

For and on behalf of the Requirement Holder

Name:

Title:

Date:

Signature:

- Appendix 1 – Example Definition of Business Term Template

Synopsis:	The XXX is...
Examples / List of Values:	•
Exceptions:	•
Synonyms:	•
Systems*:	<ul style="list-style-type: none"> • System of Entry: • System of Record: • Systems of Use:

Framework Schedule 6 (Order Form Template, Statement of Requirements Template)

Usage & Rules:	<ul style="list-style-type: none"> • [Purpose/Usage: Why is this an important concept? Which Business functions/ stakeholders use the data, when, in which processes, and with which impact?] • [How is this concept relevant for the MOD's compliance requirements?] • [Analytics/AI: Which reports/forecasts etc. require this data?] • [Rules: e.g., duplication, data protection, expected data quality levels etc.] • [Lifecycle and governance: How is the data entered, cascaded, maintained, archived, deleted? By whom?] • [Organisational reach: Which parts of Defence are exempt and why? Which systems do not receive this data even though they should?] • [HMG: Is this aligned with standards from FCP?] • [Documentation: Do all Defence manuals/JSPs/SOPs/training material etc. reference this concept consistently?] • [System limitations, e.g., field length/format] • [Hyperlinks to related business term definitions]
Definition approvers:	1. XXX
Definition owner:	
Data Steward:	
Status:	
Security Classification:	
Created on:	
Last modified on:	
Last modified by:	
Data domain:	
Definition ID:	

* A system of entry is where data first enters the systems landscape. A system of record is an authoritative data source (e.g., ERP, HR, General Ledger), where master data is governed and mastered. Systems of use merely receive data (downstream).

Annex 1 to Statement of Work

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:

Framework Schedule 6 (Order Form Template, Statement of Requirements Template)

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Parties are Independent Controllers of Personal Data</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"> • Business contact details of Supplier Personnel for which the Supplier is the Controller, • 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, • 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) 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.
Duration of the Processing	25 th March 2023 to 28 th June 2024
Nature and purposes of the Processing	<p>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.</p> <p>The purpose might include: Data processing and curation, working along side civil servants for knowledge transfer.</p>
Type of Personal Data	Name, address, date of birth, telephone number, email address, work location and details, home address.

Framework Schedule 6 (Order Form Template, Statement of Requirements Template)

Categories of Data Subject	Personnel (including volunteers, agents, and temporary workers), customers / clients, suppliers.
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Appendix 4 (Template Statement of Work)

Removed for brevity

Appendix 5 Confidentiality Undertaking

[**Requirement Holder guidance:** Appendix 5 is for use where required pursuant to clause 15.3 of the Core Terms]

Employee:

Name of Employer:

MOD Contract/Task No:

Title:

1. I, the above named employee, confirm that I am fully aware that, as part of my duties with my Employer in performing the above-named Contract, I shall receive confidential information of a sensitive nature (which may include particularly commercially sensitive information), whether documentary, electronic, aural or in any other form, belonging to or controlled by the Secretary of State for Defence or third parties. I may also become aware, as a result of my work in connection with the Contract, of other information concerning the business of the Secretary of State for Defence or third parties, which is by its nature confidential.

2. I am aware that I should not use or copy for purposes other than assisting my Employer in carrying out the Contract, or disclose to any person not authorised to receive the same, any information mentioned in paragraph 1 unless my Employer (whether through me or by alternative means) has obtained the consent of the Secretary of State for Defence. I understand that "disclose", in this context, includes informing other employees of my Employer who are not entitled to receive the information.

3. Unless otherwise instructed by my Employer, if I have in the course of my employment received documents, software or other materials from the Secretary of State for Defence or other third party for the purposes of my duties under the above Contract then I shall promptly return them to the Secretary of State for Defence or third party (as the case may be) at the completion of the Contract via a representative of my Employer who is an authorised point of contact under the Contract and (in the case of information referred to under paragraph 1 above) is also authorised under paragraph 2. Alternatively, at the option of the Secretary of State for Defence or the third party concerned, I shall arrange for their proper destruction and notify the above authorised point of contact under the Contract to supply a certificate of destruction to the Secretary of State for Defence. Where my Employer may legitimately retain materials to which this paragraph applies after the end of the

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

Contract, I shall notify the authorised representative of my Employer to ensure that they are stored, and access is controlled in accordance with my Employer's rules concerning third party confidential information.

4. I understand that any failure on my part to adhere to my obligations in respect of confidentiality may render me subject to disciplinary measures under the terms of my employment.

Signed:

Date:

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

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

Appendix 6

Security Aspects Letter

Security Aspects Letter for UK Contractors

Where Provisional MoD Approval has been Granted for the Contractor but no Information above OFFICIAL-SENSITIVE needs to be Disclosed.

For the attention of: Capgemini UK plc

Dear Sir CONTRACT NO AND SUBJECT: PS368 SSDT Sustainment

1. On behalf of the Secretary of State for Defence, I hereby give you notice that any sketch, plan, model, article, note or document, or information connected with or arising out of the abovementioned Contract, is subject to the provisions of the Official Secrets Acts (OSA) 1911-1989.

2. The following aspects constitute the 'SECRET Matter' for the purpose of the DEFCON 659A Security Clause included in the contract and for DEFCON 660 other aspects that are classified as OFFICIAL-SENSITIVE.

	Aspect	CLASSIFICATION
Ser 1.	Develop the Support Solution Development tool in line with the technical and feature roadmap to deliver Bug Fixes/Defects to live in April 2024.	OFFICAL SENSITIVE
Ser 2.	Provide an early life support service wrap	OFFICAL SENSITIVE
Ser 3.	Work with the Authority staff and suppliers to mature the technical roadmap including supporting technology analysis and options development	OFFICAL SENSITIVE

OFFICIAL SENSITIVE (when complete)

OFFICIAL-SENSITIVE - COMMERCIAL

OFFICIAL-SENSITIVE - COMMERCIAL

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

Ser 4.	Align delivery with the Digital foundry, attending appropriate agile ceremonies	OFFICAL SENSITIVE
Ser 5.	Provide effective knowledge management takes place including documenting the Logical, process and technical/solution architecture sufficient that the solution could be sustained by another supplier post contract	OFFICAL SENSITIVE

3. The requirements, which outline the principal measures required to safeguard OFFICIAL and OFFICIAL-SENSITIVE information, is detailed in the BMfS Security Management Plan v1.0 attached for your compliance.

4. Will you please confirm that measures can and will be taken as necessary to safeguard the protective aspects referred to above.

Yours
faithfully

Copy via DII email to:

Appendix 7 Statement of Requirements

1. PURPOSE

1.1 The intent is to provide a digital service that will underpin the Support Solution Envelope 21 (SSE21) process used to design and assure through life support models for Defence platforms and equipment.

2. BMFS

2.1 BMfS is a major programme under the Defence Support Transformation Portfolio within the Defence Support Function, UK Strategic Command. The BMfS vision is “one robust, evergreen, integrated set of digitally enabled services that deliver world class support for Defence Programme”, providing the flexibility to adapt to changing operational and business needs.

2.2 BMfS is seeking to achieve this modernisation by leveraging best in class industry Commercial of the Shelf (COTS) products which will underpin a suite of Enterprise Wide Support Services (EWSS). These services will plug into the Defence Digital backbone exploiting shared services, the data fabric and a common set of digital architectures.

2.3 The BMfS programme mandate extends across Defence Support, encompassing Logistic, Equipment Support and Engineering processes. Some of these processes are novel to Defence or they cross-cut multiple business functions and can't be easily procured as COTS solutions. These requirements are to be realised making strategic investments in technology platforms and DevSecOps capacity that can be used to develop and sustain lightweight microservices and applications in-house to deliver the programme vision.

3. THE REQUIREMENT

3.1 Provide an early life support service wrap to:-

3.2 Provide an early life support service wrap to:

3.2.1 Manage system and technology obsolescence.

3.2.2 Provide incident management.

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

3.2.3 Provide active service availability management

3.2.4 Support the scaling of the SSDT solution by onboarding users via the Common User Platform and creating appropriate accounts, permissions and delegations.

3

3.3 Work with the Authority staff and suppliers to mature the technical roadmap including supporting technology analysis and options development.

3.4 Align delivery with the Digital foundry, attending appropriate agile ceremonies.

3.5 Ensure effective knowledge management takes place including documenting the Logical, process and technical/solution architecture sufficient that the solution could be sustained by another supplier post contract.

4. MEASURES OF EFFECTIVENESS

Id	Outcome	Threshold MOE	Target MOE	Measure
4.1	Release SSDT bug fixes to Live w/c 29 th April 24	SSDT Bug Fixes are in Production w/c 29 th Apr 24	As Threshold	SSDT Bug Fixes are in Production w/c 29 th Apr 24
4.2.1	SSDT product maintained in accordance with the Authorities technical roadmap and vendor's product roadmap inclusive of warranty until end of contract period of performance.	SSDT remains at all times on a supportable technology stack and at contract close is supportable by the Authority or a SQEP 3rd party	As Threshold	Supplier certificates are up to date and essential patching and version upgrades are undertaken.
4.2.2	Incidents raised regarding the SSDT product are managed in accordance with the process set out in the Service Design and agreed with accreditors.	Incidents are documented according to agreed format.	As Threshold	Zero Incidents incorrectly documented
4.2.3	Incidents raised regarding the SSDT product are managed in accordance with the process set out in the Service Design and agreed with accreditors.	All Incidents are triaged according to agreed process.	As Threshold	All Incidents are triaged according to agreed process.
4.2.4	The Supplier attends contributes to appropriate Agile ceremonies identified by the Authority	An appropriate representative for the supplier attends all Agile ceremonies identified by the Authority	As Threshold	Number of Agile Ceremonies not attended by an appropriate representative.
4.2.5	The supplier will update the user guide.	The user guide will be shared ahead of contract close.	The user guide will be shared ahead of contract close.	A user guide is provided.

OFFICIAL SENSITIVE (when complete)