



Crown
Commercial
Service

Digital Outcomes and Specialists 5 (RM1043.7)

Framework Schedule 6 (Order Form)

Version 2

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

Order Form

Call-Off Reference: 14505

Call-Off Title: **Proc 627 - Appointment Booking Tool**

Call-Off Contract Description: To develop a scheduling tool to assist the Asylum Operations function schedule over 25,000 asylum interviews each year. Each interview involves the scheduling of several resources, and significant administration effort is required to maintain this process at the required level of quality. The contract is expected to be for a period of 1 (one) year from June 2021 to May 2022 with an option to extend for further periods, each of no more than 6 months, and to a total not exceeding 2 years.

The Buyer: Home Office: Asylum Operations

Buyer Address: The Home Office, Metro Point, 42 Sydenham Road, Croydon, CR0 2EU

The Supplier: Mastek (UK) Ltd

Supplier Address: Mastek Ltd, Pennant House, 2 Napier Court, Reading, RG1 8BW, UK

Registration Number: FC025645

DUNS Number: 345841647

SID4GOV ID: N. A.

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Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated **21/07/2021**.

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

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

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

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

Call-Off Lot

Lot 1: Digital Outcomes

Call-Off Incorporated Terms

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

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions) RM1043.7
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.7
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) RM1043.7

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- Call-Off Schedules for RM1043.7
 - 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)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels and Balanced Scorecard)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 25 (Ethical Walls Agreement)
 - Call-Off Schedule 26 (Cyber Essentials Scheme)

5 CCS Core Terms (version 3.0.9)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.7

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: None

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Call-Off Start Date: **01 July 2021**

Call-Off Expiry Date: **31 August 2022**

Call-Off Initial Period: **14 Months**

Call-Off Optional Extension Period: **Option to extend in increments of 6 months up to a total contract term of 2 years.**

Minimum Notice Period for Extensions: **1 Month**

Call-Off Contract Value: **£ 974,425.00**

Call-Off Deliverables

Option A: Deliverables and completion dates will be set out in the initial SOW.

Buyer's Standards

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

All work will be undertaken by suitably qualified and sufficiently skilled resources, who will operate in accordance with the standard of good professional practice. All Supplier Staff will hold verifiable security clearance prior to commencing work delivering the Services, as required by this Call-Off Contract.

- The technical standards required for this Call-Off Contract are Home Office Digital Strategy:
 - o <https://www.gov.uk/government/publications/home-office-digital-strategy/home-office-digital-strategy>
- Home Office Technology Strategy:
 - o <https://www.gov.uk/government/publications/home-office-technology-strategy/home-office-technology-strategy>
- Government Service Design Manual:
 - o <https://www.gov.uk/service-manual/browse>
- HMG Security Policy Framework:
 - o <https://www.gov.uk/government/publications/security-policy-framework>
- NCSC Policies and Guidance:
 - o <https://www.ncsc.gov.uk/section/advice-guidance/all-topics>
- IPT Application Development Methodology Overview
- Home Office Technology Principles and Standards – Enterprise Architecture
- IPT Test Strategy

The supplier must ensure that it understands these standards required and all services are delivered in adherence to these at all times.

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Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials Certificate OR Cyber Essentials Plus Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

Maximum Liability

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

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £829,564 estimated charges for the first 12 months of the contract.

Call-Off Charges

1 Capped Time and Materials

The rate card is as follows **TARGET AND MAXIMUM SFIA RATES:**

REDACTED

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The supplier's full Bid Price Schedule is below:

REDACTED

REDACTED

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

The supplier's full Bid Price Schedule is embedded below:

REDACTED

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

None

Payment Method

The payment method for this Call-Off Contract is BACS

Buyer's Invoice Address

REDACTED

Buyer's Authorised Representative

REDACTED

Buyer's Environmental Policy

Supplier to adhere to legislative requirements and best practice.

Buyer's Security Policy

As outlined in: 10 Steps to Cyber Security, date accessed: 11/06/2021 or as updated, available online at: [10 Steps to Cyber Security - NCSC.GOV.UK](https://www.ncsc.gov.uk/10-steps-to-cyber-security)

Supplier's Authorised Representative

REDACTED

Supplier's Contract Manager

REDACTED

Progress Report Frequency

Suppliers will be required to report regularly on the progress as agreed as part of individual Statements of Work.

Progress Meeting Frequency

Suppliers will be required to report regularly on the progress as agreed as part of individual Statements of Work.

Key Staff

Buyer

REDACTED

Supplier

REDACTED

Worker Engagement route – outside IR35 and no requirement to issue a Status Determination Statement.

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Key Subcontractor(s)

Not Applicable

Commercially Sensitive Information

Not applicable

Balanced Scorecard

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

Material KPIs

See Call-Off Schedule 14 (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 Call-Off Schedule 4 (Call-Off Tender)

Statement of Works

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

For and on behalf of the Supplier:

REDACTED

For and on behalf of the Buyer:

REDACTED

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Appendix 1

The initial SOW is embedded below:

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

Annex 1
Data Processing

REDACTED