

**RM6100 Technology Services 3 Agreement  
Framework Schedule 4 - Annex 1  
Lots 2, 3 and 5 Order Form**

## Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 16/06/2021, between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website:  
[Technology Services 3 - CCS \(crowncommercial.gov.uk\)](https://www.crowncommercial.gov.uk/technology-services-3-ccs).

The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms

This Order Form shall comprise:

1. This document headed "Order Form";
2. Attachment 1 – Services Specification;
3. Attachment 2 – Charges and Invoicing;
4. Attachment 3 – Implementation Plan;
5. Attachment 4 – Service Levels and Service Credits;
6. Attachment 5 – Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 6 – Software;
8. Attachment 7 – Financial Distress;
9. Attachment 8 - Governance
10. Attachment 9 – Schedule of Processing, Personal Data and Data Subjects;
11. Attachment 10 – Transparency Reports; and
12. Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses.

The Order of Precedence shall be as set out in Clause 2.2 of the Call-Off Terms being:

1. the Framework, except Framework Schedule 18 (Tender);
2. the Order Form;
3. the Call Off Terms; and
4. Framework Schedule 18 (Tender).



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## Section A General information

Contract Details	
<b>Contract Reference:</b>	Project_5829 - DfE Sign in
<b>Contract Title:</b>	Department for Education Sign-in (DSI) Service Support Contract
<b>Contract Description:</b>	Provide a simple, secure and stable identity and access management (IDAM) platform for service providers and suppliers who wish to access DfE services.
<b>Contract Anticipated Potential Value:</b> this should set out the total potential value of the Contract	£7,000,000 (excluding VAT).
<b>Estimated Year 1 Charges:</b>	£2,100,000
<b>Commencement Date:</b> this should be the date of the last signature on Section E of this Order Form	22/11/2021

Buyer details
<b>Buyer organisation name</b> Department for Education
<b>Billing address</b> Your organisation's billing address - please ensure you include a postcode: REDACTED
<b>Buyer representative name</b> The name of your point of contact for this Order  REDACTED
<b>Buyer representative contact details</b> Email and telephone contact details for the Buyer's representative. This must include an email for the purpose of Clause 50.6 of the Contract. REDACTED

**Buyer Project Reference**

Please provide the customer project reference number.  
project\_5829 - DfE Sign in.

**Supplier details****Supplier name**

The supplier organisation name, as it appears in the Framework Agreement

Methods Business and Digital Technology Ltd

**Supplier address**

Supplier's registered address

Saffron House  
6-10 Kirby Street  
London  
EC1N 8TS

**Supplier representative name**

The name of the Supplier point of contact for this Order  
REDACTED

**Supplier representative contact details**

Email and telephone contact details of the supplier's representative. This must include an email for the purpose of Clause 50.6 of the Contract.  
REDACTED

**Order reference number or the Supplier's Catalogue Service Offer Reference Number**

A unique number provided by the supplier at the time of the Further Competition Procedure. Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference Number.

Methods\_RM6100\_11727

**Guarantor details NOT APPLICABLE**

*Guidance Note: Where the additional clause in respect of the guarantee has been selected to apply to this Contract under Part C of this Order Form, include details of the Guarantor immediately below.*

**Guarantor Company Name**

The guarantor organisation name

NOT APPLICABLE

**Guarantor Company Number**



Guarantor's registered company number

NOT APPLICABLE

**Guarantor Registered Address**

Guarantor's registered address

NOT APPLICABLE

## Section B

### Part A – Framework Lot

**Framework Lot under which this Order is being placed**

*Tick one box below as applicable (unless a cross-Lot Further Competition or Direct Award, which case, tick Lot 1 also where the buyer is procuring technology strategy & Services Design in addition to Lots 2, 3 and/or 5. Where Lot 1 is also selected then this Order Form and corresponding Call-Off Terms shall apply and the Buyer is not required to complete the Lot 1 Order Form.*

- |  |                                     |
|--|-------------------------------------|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | <input type="checkbox"/>            |
| 2. TRANSITION & TRANSFORMATION           | <input type="checkbox"/>            |
| 3. OPERATIONAL SERVICES                  |                                     |
| a: End User Services                     | <input type="checkbox"/>            |
| b: Operational Management                | <input checked="" type="checkbox"/> |
| c: Technical Management                  | <input type="checkbox"/>            |
| d: Application and Data Management       | <input checked="" type="checkbox"/> |
| 5. SERVICE INTEGRATION AND MANAGEMENT    | <input type="checkbox"/>            |



## Part B – The Services Requirement

### Commencement Date

See above in Section A

### Contract Period

*Guidance Note – this should be a period which does not exceed the maximum durations specified per Lot below:*

Lot	Maximum Term (including Initial Term and Extension Period) – Months (Years)
3	48 (4)

**Initial Term** Months

24 Months

**Extension Period (Optional)** Months

12 + 12 months

**Minimum Notice Period for exercise of Termination Without Cause** 180 days

(Calendar days) *Insert right (see Clause 35.1.9 of the Call-Off Terms)*

### Sites for the provision of the Services

*Guidance Note - Insert details of the sites at which the Supplier will provide the Services, which shall include details of the Buyer Premises, Supplier premises and any third party premises.*

The Supplier shall provide the Services from the following Sites:

#### Buyer Premises:

Primary Site - Cheylesmore House, 5 Quinton Road, Coventry, CV1 2WT

#### Supplier Premises:

Saffron House, 6-10 Kirby Street, London, EC1N 8TS

#### Third Party Premises:

NOT APPLICABLE

### Buyer Assets

*Guidance Note: see definition of Buyer Assets in Schedule 1 of the Call-Off Terms*

#### Issued Property

- 1.1 In this clause "Issued Property" means all items of property belonging to the Department issued to the Contractor for the purposes of the provision of the Services
- 1.2 Issued Property shall remain the property of the Department and shall be used in the execution of the Contract and for no other purpose whatsoever, save with the prior written approval of the Department. Within a reasonable period, the Department shall re-issue Issued Property agreed to be defective or requiring replacement.
- 1.3 The Contractor shall be liable for any damage to Issued Property caused by misuse or negligence by the Contractor but shall not be liable for deterioration in Issued Property resulting from its normal and proper use in the performance of this Contract. The Contractor shall also be responsible for loss, including theft, of the Issued Property.



- 1.4 The Department will be responsible for the maintenance of the Issued Property. The Contractor shall be responsible for the safe custody of Issued Property and its prompt return upon expiry or termination of the Contract. Neither the Contractor nor its sub-contractors or other person shall have a lien on Issued Property for any sum due to the Contractor, sub-contractor or other person and the Contractor shall take all such steps as may be reasonably necessary to ensure that the title of the Department, and the exclusion of any such lien, are brought to the notice of all sub-contractors and other persons dealing with any Issued Property.

### Additional Standards

*Guidance Note: see Clause 13 (Standards) and the definition of Standards in Schedule 1 of the Contract. Schedule 1 (Definitions). Specify any particular standards that should apply to the Contract over and above the Standards.*

- The Technology Code of Practice
- Government Digital Service Standard
- ISO 27001
- ISO 27002

### Buyer Security Policy

*Guidance Note: where the Supplier is required to comply with the Buyer's Security Policy then append to this Order Form below.*

The Supplier will be required to conform with the following policies (but not limited to) in relation to ICT Security:

- Cyber threat assessment and risk appetite statement
- Departmental security architecture principles
- Internet cloud sharing tools

These policies are appended to this document for reference.

### Buyer ICT Policy

*Guidance Note: where the Supplier is required to comply with the Buyer's ICT Policy then append to this Order Form below.*

The Supplier will be required to conform with DfE ICT policies, including, but not limited to:

- Acceptable use of IT policy
- Acceptable Use Policy
- Acceptable use of Guest WIFI
- Cyber threat assessment and risk appetite statement
- DfE Architecture Principles

These policies are appended to this document for reference.

### Insurance

*Guidance Note: if the Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Agreement or the Buyer requires any additional insurances please specify the details below.*

Third Party Public Liability Insurance (£) - £5,000,000

Professional Indemnity Insurance (£) - £1,000,000



### Buyer Responsibilities

*Guidance Note: list any applicable Buyer Responsibilities below.*

The Buyer is responsible for providing timely access to all sites and personnel relating to the service delivery.

### Goods NOT APPLICABLE

*Guidance Note: list any Goods and their prices.*

### Governance – Option Part A or Part B

*Guidance Note: the Call-Off Terms has two options in respect of governance. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is limited project governance required during the Contract Period.*

Governance Schedule	Tick as applicable
Part A – Short Form Governance Schedule	<input checked="" type="checkbox"/>
Part B – Long Form Governance Schedule	<input type="checkbox"/>

The Part selected above shall apply this Contract.

### Change Control Procedure – Option Part A or Part B

*Guidance Note: the Call-Off Terms has two options in respect of change control. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is no requirement to include a complex change control procedure where operational and fast track changes will not be required.*

Change Control Schedule	Tick as applicable
Part A – Short Form Change Control Schedule	<input checked="" type="checkbox"/>
Part B – Long Form Change Control Schedule	<input type="checkbox"/>



## Section C

### Part A - Additional and Alternative Buyer Terms

#### Additional Schedules and Clauses *(see Annex 3 of Framework Schedule 4)*

*This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5.*

#### Part A – Additional Schedules

*Guidance Note: Tick any applicable boxes below*

Additional Schedules	Tick as applicable
S1: Implementation Plan	<input checked="" type="checkbox"/>
S2: Testing Procedures	<input checked="" type="checkbox"/>
S3: Security Requirements (Part A (including C2))	Part A (including C2)
S4: Staff Transfer	<input checked="" type="checkbox"/>
S5: Benchmarking	<input type="checkbox"/> NOT APPLICABLE
S6: Business Continuity and Disaster Recovery	<input checked="" type="checkbox"/>
S7: Continuous Improvement	<input checked="" type="checkbox"/>
S8: Guarantee	<input type="checkbox"/> NOT APPLICABLE
S9: MOD Terms	<input type="checkbox"/> NOT APPLICABLE

#### Part B – Additional Clauses

*Guidance Note: Tick any applicable boxes below*

Additional Clauses	Tick as applicable
C1: Relevant Convictions	<input checked="" type="checkbox"/>
C2: Security Measures	<input checked="" type="checkbox"/>
C3: Collaboration Agreement	<input type="checkbox"/> NOT APPLICABLE

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

#### Part C - Alternative Clauses

*Guidance Note: Tick any applicable boxes below*

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	<input type="checkbox"/> NOT APPLICABLE
Northern Ireland Law	<input type="checkbox"/> NOT APPLICABLE
Joint Controller Clauses	<input type="checkbox"/> NOT APPLICABLE

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.





## Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

### Additional Schedule S3 (Security Requirements)

*Guidance Note: where Schedule S3 (Security Requirements) has been selected in Part A of Section C above, then for the purpose of the definition of "Security Management Plan" insert the Supplier's draft security management plan below.*

All (new) personnel will be subject to BPSS check before joining the DfE.  
Some roles may be subject to United Kingdom Security Vetting Security Check (SC) clearance as a minimum, but this is at the discretion of the DfE.

### Additional Schedule S4 (Staff Transfer)

*Guidance Note: where Schedule S4 (Staff Transfer) has been selected in Part A of Section C above, then for the purpose of the definition of "Fund" in Annex D2 (LGPS) of Part D (Pension) insert details of the applicable fund below.*

Part C shall apply at commencement of the Services and Part E shall apply on the expiry or termination of the Services or any part of the Services.

### Additional Clause C1 (Relevant Convictions)

*Guidance Note: where Clause C1 (Relevant Convictions) has been selected in Part A of Section C above, then for the purpose of the definition of "Relevant Convictions" insert any relevant convictions which shall apply to this contract below.*

#### Relevant Convictions

"Conviction" – means other than for minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 by virtue of the exemptions specified in Part II of Schedule 1 of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (SI 1975/1023) or any replacement or amendment to that Order.

"Relevant Conviction" – means a Conviction that is relevant to the nature of the Services to be provided, at the discretion of the Buyer.

#### Clause 1

The Supplier shall ensure that no Supplier Staff who discloses that they have a Relevant Conviction, or who is found to have any Relevant Convictions (whether as a result of a Police check or through the vetting procedure of HMG Baseline Personnel Security Standard or through the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Services without the prior written approval of the Buyer. Subject to the Data Protection Legislation, the Supplier shall disclose the results of their vetting process, immediately to the Buyer. The decision as to whether any of the Supplier's Staff are allowed to perform activities in relation to the Call Off Contract, is entirely at the Buyer's sole discretion.

### Additional Clause C3 (Collaboration Agreement) NOT APPLICABLE

*Guidance Note: where Clause C3 (Collaboration Agreement) has been selected in Part A of Section C above, include details of organisation(s) required to collaborate immediately below.*

NOT APPLICABLE

## Section D



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## Supplier Response

### **Commercially Sensitive information**

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – *use specific references to sections rather than copying the relevant information here.*

REDACTED



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## Section E Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

### SIGNATURES

**For and on behalf of the Supplier**  
REDACTED

**For and on behalf of the Buyer**  
REDACTED



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## **Attachment 1 – Services Specification**

REDACTED

## Attachment 2 – Charges and Invoicing

### Payment

The payment profile for this Call-Off Contract is monthly in arrears. Other pricing and payment methods or a combination of pricing and payment methods to be agreed on each Statement of Work.

### Call-Off Contract charges

The breakdown of the Charges is as in the following rate card.

REDACTED

For each individual Statement of Work (SOW), the applicable Call-Off Contract Charges will be agreed by both parties.

### Invoicing

The supplier will issue electronic invoices monthly in arrears. The buyer will make payment of the invoice within 30 days of receipt of a valid invoice. Invoices will be sent to

REDACTED

A copy of the invoice must also be sent to the work requester specified within the SOW/Purchase Order

Invoice information required – eg PO, project ref, etc.

A valid invoice will:

- be dated and have a unique invoice number;
- quote a valid purchase order number;
- include correct Supplier details;
- specify the services supplied;
- include the correct SOW reference
- be for the correct sum
- provide contact details for queries.

Invoice frequency

Monthly in arrears - To be submitted on completion on confirmation of each SoW deliverables, against the relevant PO.

### Travel and Subsistence

Travel to and from the home location will not attract expenses. Travel to other locations must be approved and must adhere to DfE Travel and subsistence policy

REDACTED

**Initial Statements of Work**

REDACTED

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 12
Risk Number	Risk Name	Description of risk	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Cost of mitigation	Post-mitigation impact (£)	Owner
1	Onboarding	There is a risk that knowledge will be lost with the transition between suppliers	Ongoing	Likely		Knowledge transfer – disruption to BAU	Ensure there is a robust handover process and lead-time in place (4-weeks minimum) to ensure a successful handover.			Methods
2	Onboarding	There is a risk that 4-weeks may not be sufficient time to allow for a thorough handover.	Ongoing	Possible		Knowledge transfer – disruption to BAU	Ensure there is a robust handover process and lead-time in place (4-weeks minimum) to ensure a successful handover.			Methods



## Part E – Early Termination Fee(s)

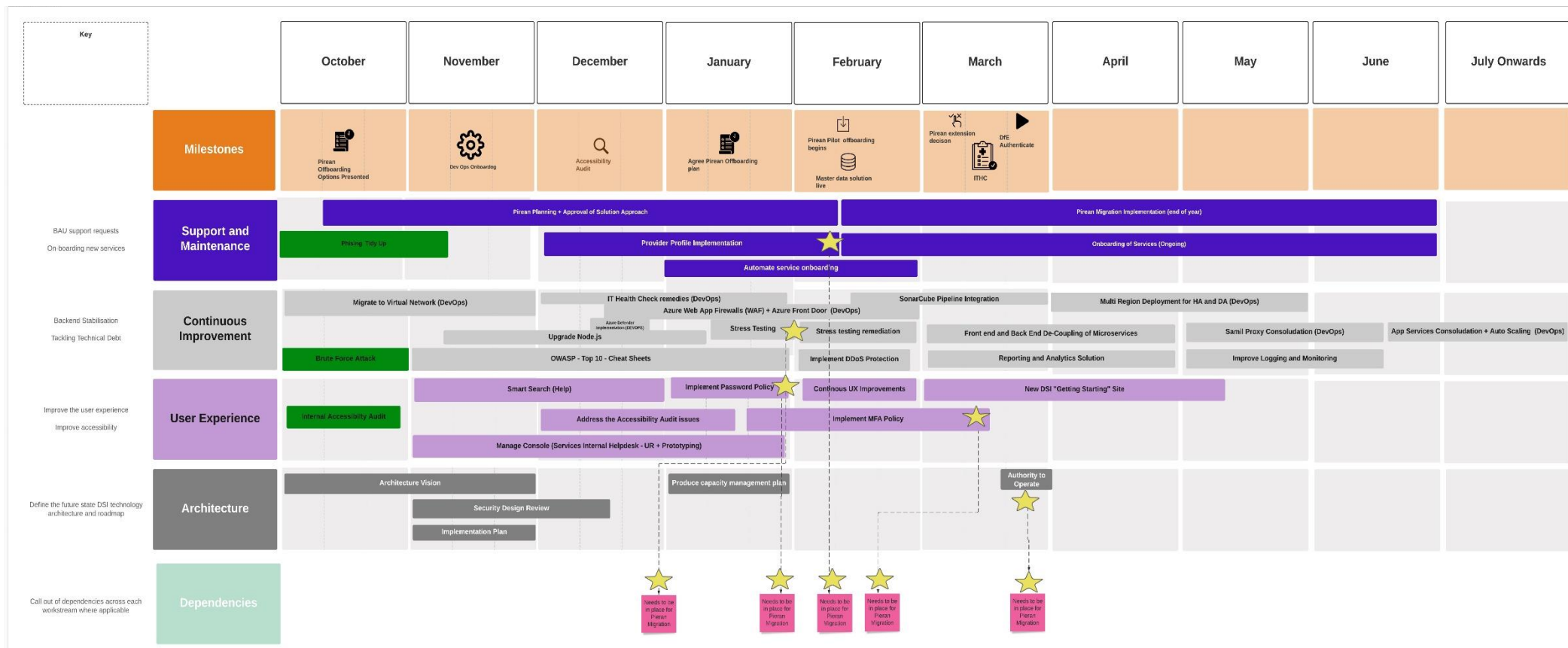
### Not Applicable

### Attachment 3 – Outline Implementation Plan

#	Workstream	Deliverables ( <i>bulleted list showing all Deliverables (and associated tasks) required for each Milestone</i> )	Duration ( <i>Working Days</i> )	Milestone Date
M1	Support and Maintenance	<ul style="list-style-type: none"> <li>• Provide 3<sup>rd</sup> line support for DSI</li> <li>• Provide support for azure B2C service</li> <li>• Automate Service journey</li> <li>• Implement password reset spamming</li> <li>• Disaster recovery plan</li> <li>• Updates following boundary changes</li> <li>• Assist with knowledge transfer and handover between teams</li> </ul>	12-months. 255 working days	End of term
M2	Continuous Improvement	<ul style="list-style-type: none"> <li>• Audit logging improvements</li> <li>• Migration to VNET (DevOps)</li> <li>• Security improvements (brute force attacks)</li> <li>• Development fixes following IT health check</li> <li>• DevOps fixes to remediate ITHC findings</li> <li>• Upgrade Node.JS</li> <li>• Stress testing (test)</li> <li>• Stress testing (remediation)</li> <li>• Decouple front and back-ends (based on the agreed solution following technical assessment)</li> <li>• Assist with secondary ITHC and remediate findings</li> <li>• Implement DDoS protection</li> <li>• Migrate remaining services to Microservice Architecture</li> <li>• Assist with handovers and knowledge transfer between teams</li> </ul>	12-months. 255 working days	End of term
M3	User Experience	<ul style="list-style-type: none"> <li>• Add a service journey</li> <li>• Manage console (services internal helpdesk)</li> <li>• Smart search (help) function</li> <li>• Implement password policy</li> <li>• Address accessibility audit findings</li> <li>• Ongoing UX improvements</li> </ul>	12-months. 255 working days	End of term



Figure 1: Indicative Road Map - For Information





## Attachment 4 – Service Levels and Service Credits

### Service Levels and Service Credits

Where deliverables refer to an SLA, the DfE Service Level Agreements are, service hours will be 8am to 6pm Monday to Friday. Service availability is calculated using the formula:

- $(\text{Agreed service hours} - \text{Unplanned Downtime}) / \text{Agreed service hours}$

#### SLA: Service availability

- Service Availability target: 99.5%.

The table below shows the incident classifications relevant to the Service.

Priority	Definition	Total Fix Time (working hours)	Response Time	Monthly Target
P1	<ul style="list-style-type: none"> <li>• Application unavailable to all users</li> <li>• Majority of application transactions are failing</li> <li>• Failure of critical application function</li> <li>• Business process failed for critical deadline due today</li> <li>• Widespread corruption of critical data</li> <li>• Failed business event, public reputation at risk</li> </ul>	4 hours	0.5 hours	98%
<p>If the Supplier fails to achieve the Total Fix Time for any Priority 1 during any calendar month, a 5% Service Credit will apply to the next monthly invoice amount.</p> <p>Any causes or delays with meeting the target resolution that are not within the Suppliers control will be excluded from the measurement of the KPI's.</p>				
P2	<ul style="list-style-type: none"> <li>• Application working at less than 50% efficiency &gt; no of users &gt; intermittency</li> <li>• Less than 50% of application transactions are failing</li> <li>• Failure of important application function</li> <li>• Business process failed for critical deadline due within next two days</li> <li>• Significant corruption of data</li> </ul>	8 hours	1 hour	98%
<p>If the Supplier fails to achieve the Total Fix Time for any Priority 2 during any calendar month, a 5% Service Credit will apply to the next monthly invoice amount.</p> <p>Any causes or delays with meeting the target resolution that are not within the Suppliers control will be excluded from the measurement of the KPI's.</p>				



	•			
P3	<ul style="list-style-type: none"><li>• Failure of back-office application function</li><li>• Business process failed for critical deadline due within the next month</li><li>• Corruption of data at individual record/contract /provider/payment level</li></ul>	24 hours	24 hours	98%
P4	<ul style="list-style-type: none"><li>• Non-impacting Incident</li><li>• Advice and guidance</li><li>• Business process failed for non-critical deadline</li><li>• Corruption of non-critical data</li></ul>	5 days	5 days	98%

### Critical Service Level Failure

In relation to Priority 1 and Priority 2 calls a Critical Service Level Failure shall mean that the Suppliers' performance falls below the Service Level Threshold for Priority 1 or Priority 2 Incidents for three consecutive calendar months or any three-month period within a six-month period.

### Service Credit Cap

A maximum of 10% for any calendar month.



### Critical Service Level Failures

Priority	Definition
P1	<ul style="list-style-type: none"><li>• Application unavailable to all users</li><li>• Majority of application transactions are failing</li><li>• Failure of critical application function</li><li>• Business process failed for critical deadline due today</li><li>• Widespread corruption of critical data</li><li>• Failed business event, public reputation at risk</li></ul>
P2	<ul style="list-style-type: none"><li>• Application working at less than 50% efficiency &gt; no of users &gt; intermittency</li><li>• Less than 50% of application transactions are failing</li><li>• Failure of important application function</li><li>• Business process failed for critical deadline due within next two days</li><li>• Significant corruption of data</li></ul>
P3	<ul style="list-style-type: none"><li>• Failure of back-office application function</li><li>• Business process failed for critical deadline due within the next month</li><li>• Corruption of data at individual record/contract /provider/payment level</li></ul>
P4	<ul style="list-style-type: none"><li>• Non-impacting Incident</li><li>• Advice and guidance</li><li>• Business process failed for non-critical deadline</li><li>• Corruption of non-critical data</li></ul>

## Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

### Part A – Key Supplier Personnel

REDACTED




## Part B – Key Sub-Contractors: NOT APPLICABLE

Key Sub-contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/Service description	Key Sub-contract price expressed as a percentage of total projected Charges over the Contract Period	Key role in delivery of the Services



## Attachment 6 – Software: NOT APPLICABLE

- .1.1 The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).
- .1.2 The Parties agree that they will update this Attachment 6 periodically to record any Supplier Software or Third Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

## Part A – Supplier Software NOT APPLICABLE

The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry

## Part B – Third Party Software: NOT APPLICABLE

The Third Party Software shall include the following items:

Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry

## Attachment 7 – Financial Distress NOT APPLICABLE

### PART A – SHORT FORM GOVERNANCE

For the purpose of Part A of Schedule 7 (Short Form Governance) of the Call-Off Terms, the following board shall apply:

Operational Board	
Buyer Members for the Operational Board	REDACTED
Supplier Members for the Operational Board	REDACTED
Frequency of the Operational Board	1 monthly
Location of the Operational Board	Virtual, MS Teams, In person

It should be noted that an agenda shall be agreed by both parties, but it may be subject to change based on the requirements of the DfE. The agenda is to include, but not be limited to:

- Commercial / Headroom
- Budget
- Project progress update
- Roadmap review / technical debt
- Staffing
- Risks / Issues / Concerns
- Tech / architecture

### PART B – LONG FORM GOVERNANCE NOT APPLICABLE



## Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

This Attachment 9 shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Buyer at its absolute discretion.

- The contact details of the Buyer's Data Protection Officer are:  
REDACTED
- 

- The contact details of the Supplier's Data Protection Officer are:  
REDACTED

- The Processor shall comply with any further written instructions with respect to processing by the Controller.
- Any such further instructions shall be incorporated into this Attachment 9.

### For Data where the Buyer is the Controller

This Attachment 9 shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Buyer at its absolute discretion.

The contact details of the Buyer's Data Protection Officer are:  
REDACTED

The contact details of the Supplier's Data Protection Officer are:  
REDACTED

The Processor shall comply with any further written instructions with respect to processing by the Controller.

Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Subject matter of the processing	Any personal information processed in the delivery of the contracted services.
Duration of the processing	For the duration of the provision of the Services and as otherwise permitted in the Contract.
Nature and purposes of the processing	<p>The Personal Data will be Processed for the purposes of performing the Services and as otherwise permitted in the Contract.</p> <p>The nature of the Processing for these purposes could include any operation performed on Personal Data, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or</p>

	<p>combination, restriction, erasure or destruction of data (whether or not by automated means).</p> <p>The Personal Data will be Processed for the purpose of performing the Services and as otherwise permitted in the Contract.</p> <p>The purposes include the delivery of the contracted services to facilitate the fulfilment of the Supplier's obligations arising under this Call Off Contract including</p> <ul style="list-style-type: none"> <li>• Ensuring effective communication between the Supplier and the Relevant Authority</li> <li>• Maintaining full and accurate records of every Order Contract arising under the Call Off Agreement</li> <li>• Processing personal information to deliver specific services to the relevant authority</li> </ul> <p>The processing of data will broadly include backing up the source data so it is encrypted at rest, migrating the data where it is encrypted in transit and restoring the data to its target source where it will be encrypted at rest.</p>
Type of Personal Data	<p>Personal Data that the Supplier Processes on behalf of the Relevant Authority and in accordance with its instructions in the performance of the Services. This includes:</p> <ul style="list-style-type: none"> <li>• Contact details of, and communications with, Buyer staff concerned with management of the Call Off Contract</li> <li>• Contact details of, and communications with, Buyer staff concerned with award and management of Order Contracts awarded under the Call Off Contract,</li> <li>• Contact details, and communications with, Sub-contractor staff concerned with fulfilment of the Supplier's obligations arising from this Call Off Contract</li> <li>• Contact details, and communications with Supplier staff concerned with management of the Call Off Contract</li> <li>• Where specifically authorised, personal details of customers of the DfE Sign-in Service including the following</li> <li>• forename, surnames, Contact Email, Training Providers, associated business systems data</li> </ul> <p>This data will be strictly accessed on a need-to-know basis (i.e. only where there is an approved business need to do so).</p>
Categories of Data Subject	<p>Data Subjects of the Personal Data referred to above, which may include:</p> <p>(a) Staff (including volunteers, agents, and temporary workers) of the Relevant Authority.</p>

	(b) External users who are using the DfE Sign-in Service: Students / Teachers / Educational Organisations / Local Authorities / Members of the Public / Training Providers
Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	At the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.

## For Data where the Supplier is the Controller

This Attachment 9 shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Buyer at its absolute discretion.

1. The contact details of the Supplier's Data Protection Manager are:  
  
REDACTED
2. The contact details of the Buyer's Data Protection Officer are:  
  
REDACTED
3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Subject matter of the processing	Buyer shall process personal data for the sole purpose of validating and recording the results of the Baseline Personnel Security Standard (BPSS) in respect of Supplier personnel and contractors.
Duration of the processing	For the duration of the provision of the Services and as otherwise expressly permitted in the Contract.
Nature and purposes of the processing	<p>Buyer shall record the results of the BPSS security checks for Supplier employees and contractors to maintain a verifiable record that Supplier personnel and contractors engaged in relation to the Contract have passed BPSS security checks. Validated Supplier personnel will be authorised to provide Services to the Buyer under the Contract.</p> <p>The nature of the Processing for these purposes shall be limited to 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).</p> <p>The purposes include the Buyer's authorisation of Supplier employees and contractors to deliver Services to facilitate the fulfilment of the Supplier's obligations arising under this Call Off Contract.</p>

Type of Personal Data	<p>Personal Data that the Buyer processes to ensure that Supplier employees and contractors have completed satisfactory BPSS security checks . This includes:</p> <ul style="list-style-type: none"> <li>• Name;</li> <li>• Address;</li> <li>• Date of Birth;</li> <li>• Email address;</li> <li>• Employment History Check;</li> <li>• Criminal Record Check;</li> <li>• Verification of identity (passport, driving licence, etc.);</li> <li>• Nationality and Immigration Status; and</li> <li>• Verification of unspent criminal convictions.</li> </ul> <p>This data will be strictly accessed on a need to know basis (i.e. only where there is an approved business need to do so).</p>
Categories of Data Subject	<p>Data Subjects of the Personal Data referred to above, which may include:</p> <ul style="list-style-type: none"> <li>(a) Supplier staff; and</li> <li>(b) Supplier contractors.</li> </ul>
Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	<p>At the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.</p>

## Attachment 10 – Transparency Reports

Title	Description	Format	Frequency
Performance review	Share the performance of the DSI project and team.	This will be a continuation of the existing 2-weekly reports.	2-weekly
Charges, budget and Overheads	Update on the project spend, overheads and remaining budget	In the form of the Monthly Governance Board report. The exact format to be agreed with both parties.	Monthly
Technical progress	Update on the progress of the DSI team against deliverables / roadmap	This will be a continuation of the existing 2-weekly reports.	2-weekly
Commercial	Update on SoWs, contractual changes / issues and/or concerns.	In the form of the Monthly Governance Board report. The exact format to be agreed with both parties.	Monthly
Project progress update	A 2-weekly sprint review of the issues/ story points/ tickets completed in the 2-week sprint.	This will be a continuation of the existing 2-weekly reports.	2-weekly
Roadmap review	A monthly review of the completed/ in-progress / to be completed items against the indicative roadmap.	In the form of the Monthly Governance Board report. The exact format to be agreed with both parties.	Monthly
Staffing / change in personnel	Update on the team shape, holidays/absences or changing of team members	Holidays and absences will be within the continuation of the existing 2-weekly reports.  Information relating to changes in the team should be discussed at the Monthly Governance board.	2-weekly / monthly
Risks / Issues / Concerns	An update on both parties' risks and issue and concerns log.	In the form of the Monthly Governance Board report. The exact format to be agreed with both parties.	Monthly
Technical architecture / technical debt	Review of the technical architecture and technical debt	More of an ad-hoc approach and to be agreed with both parties.	Ad-hoc / when required

	associated with the DSI.	Can form part of monthly board meetings as/when required.	
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## Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses

REDACTED