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



**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)

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

**Order Form:**

Call-Off Reference: CCTS23A03

Call-Off Title: Provision of Domain Management (Requirement 1)

Call-Off Contract Description: Support the Public Sector to manage their DNS vulnerabilities

The Buyer: Cabinet Office

Buyer Address: Central Digital & Data Office, The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS

The Supplier: Create Change London Ltd

Supplier Address: Public Hall, 1 Horse Guards Avenue, London, SW1A 2HU

Registration Number: 10065506

DUNS Number: 221647434

SID4GOV ID: **TBC by Supplier**

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**Applicable Framework Contract**

This Order Form is for the provision of the Call-Off Deliverables and dated **TBC** at Contract Award.

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

o Joint Schedule 2 (Variation Form)

o Joint Schedule 3 (Insurance Requirements)

o Joint Schedule 4 (Commercially Sensitive Information)

o Joint Schedule 6 (Key Subcontractors)

o Joint Schedule 10 (Rectification Plan)

o Joint Schedule 11 (Processing Data) RM1043.7

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● Call-Off Schedules for RM1043.7

o Call-Off Schedule 1 (Transparency Reports)

o Call-Off Schedule 2 (Staff Transfer)

o Call-Off Schedule 3 (Continuous Improvement)

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

o Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)

o Call-Off Schedule 7 (Key Supplier Staff)

o Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

o Call-Off Schedule 9 (Security)

o Call-Off Schedule 10 (Exit Management)

o Call-Off Schedule 13 (Implementation Plan and Testing)

o Call-Off Schedule 18 (Background Checks)

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

o 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: 13th April 2023

Call-Off Expiry Date: 12th October 2023

Call-Off Initial Period: Six (6) months

Call-Off Optional Extension Period: Three (3) months

Minimum Notice Period for Extensions: One (1) month

Call-Off Contract Value: £563,125.00 (excluding VAT and not including extension option)

**Call-Off Deliverables**

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

**Buyer’s Standards**

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

Not applicable.

**Cyber Essentials Scheme**

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials 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 £563,125.00 (excluding VAT).

**Call-Off Charges**

Fixed Price.

**Reimbursable Expenses**

None.

**Payment Method**

BACs.

**Buyer’s Invoice Address**

SSCL, Cabinet Office, PO Box 405, Phoenix House, Celtic Springs Business Park, Newport, NP10 8FZ

**Buyer’s Authorised Representative**

REDACTED TEXT under FOIA Section 40, Personal Information

**Buyer’s Environmental Policy**

Not applicable

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**Buyer’s Security Policy**

Appended at Call-Off Schedule 9 (Security)

**Supplier’s Authorised Representative**

REDACTED TEXT under FOIA Section 40, Personal Information

**Supplier’s Contract Manager**

REDACTED TEXT under FOIA Section 40, Personal Information

**Progress Report Frequency**

On the first Working Day of each calendar month

**Progress Meeting Frequency**

Quarterly on the first Working Day of each quarter

**Key Staff**

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

**Key Subcontractor(s)**

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

**Commercially Sensitive Information**

The supplier’s technical submission and commercial proposal.

**Balanced Scorecard**

Not applicable

**Material KPIs**

Reduce the time that domain-related vulnerabilities are open for exploitation, and hence reduce the government’s exposure to risk.
Provide better visibility within the organisation of its digital footprint and domain vulnerabilities.
Provide information that usefully supplements what the organisation already knows.
Improves awareness and skills around domain management.
Lead to better incident response and preparation for future potential incidents.
Lead to a reduced workload for the CDDO team.
Lead to a consistent security approach for domains when being used across more than one organisation.

**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:**

Signature: REDACTED TEXT under FOIA Section 40, Personal Information

Name: REDACTED TEXT under FOIA Section 40, Personal Information

Role: REDACTED TEXT under FOIA Section 40, Personal Information

Date: REDACTED TEXT under FOIA Section 40, Personal Information

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

Signature: REDACTED TEXT under FOIA Section 40, Personal Information

Name: REDACTED TEXT under FOIA Section 40, Personal Information

Role: REDACTED TEXT under FOIA Section 40, Personal Information

Date: REDACTED TEXT under FOIA Section 40, Personal Information

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**Appendix 1**

The first Statement(s) of Works shall be inserted into this Appendix 1 as part of the executed Order Form. Thereafter, the Buyer and Supplier shall complete and execute Statement of Works (in the form of the template Statement of Work in Annex 1 to the template Order Form in Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules).

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**Annex 1 (Template Statement of Work)**

1 **Statement of Works (SOW) Details**

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contact.

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: 12th April 2023**

**SOW Title:** Provision of Domain Management Services (Requirement 1)

**SOW Reference:** CCTS23A03

**Call-Off Contract Reference:** CCTS23A03

**Buyer:** Central Digital & Data Office, Part of Cabinet Office

**Supplier:** Create Change London Ltd

**SOW Start Date:** 13th April 2023

**SOW End Date:** 12th October 2023

**Duration of SOW:** For the duration of the contract and any applicable extension options.

**Key Personnel (Buyer):** REDACTED TEXT under FOIA Section 40, Personal Information

**Key Personnel (Supplier):** REDACTED TEXT under FOIA Section 40, Personal Information

**Subcontractors:**

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

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**Call-Off Contract Specification – Deliverables Context**

**SOW Deliverables Background**:

The Supplier shall deliver the following:

* The supplier must recruit at least 4 public sector organisations to engage with on the discovery and pilot phase of this project. Each organisation must have several domains and a large number of subdomains. There must be at least one central government Department and at least one large Local Authority. [Milestone Deliverable 1]
* The supplier must engage with a representative set of users and other stakeholders as necessary within each recruited Pilot partner, and conduct user research and business analysis to identify the best ways of delivering the outcome and goal identified in this document. [Milestone Deliverable 2]
* Draft new ways of working for each organisation to achieve the above outcome and goal. [Milestone Deliverable 3];
* An outline design for a web interface that can be easily adapted to best fit each Pilot partner. [Milestone Deliverable 4];
* Outline designs for how the information exchanged through the web interface will be provided via each organisation’s SIEM or monitoring systems, and integrated with other related information within these systems. The supplier must assume that there would be improved outcomes if this information were integrated in this way rather than users being given a separate tool. [Milestone Deliverable 5];
* Where agreed with each Pilot partner, proposals for how changes will be made to their SIEM or monitoring systems to integrate the new information; who will make the changes and over what timescales. [Milestone Deliverable 6];
* Details and examples of the authoritative zone files for all known domains and subdomains for each Pilot partner’s namespace(s), to ensure complete coverage. [Milestone Deliverable 7];
* Confirmation from each Pilot partner on what permission is granted to undertake active monitoring for those vulnerabilities where such permission is necessary. [Milestone Deliverable 8];
* KPI definitions and initial KPI data to baseline progress towards achieving the outcome and goal. [Milestone Deliverable 9].

**Delivery phase(s)**:

This procurement is just for the Discovery and Pilot phase of this project. The requirements, schedule and pricing relate just to this phase. Future phases (alpha, beta and live) will be subject to approvals, funding and the successful delivery of this Discovery and Pilot phase;

**Overview of Requirement**:

The Central Digital and Data Office is helping public sector organisations provide clear information about algorithmic tools they use to support decisions.

This work supports the delivery of the government’s Roadmap for Digital and Data 2022 to 2025, and the Government Cyber Security Strategy: 2022 to 2030, in particular the aim for all government organisations across the whole public sector being resilient to known vulnerabilities and attack methods no later than 2030. This work also supports the National Cyber Strategy, Pillar 2, Objective 1, and in particular: Government is leading by example in its understanding of cyber risk.

A typical large UK government organisation holds several domains. Some may be ‘. gov.uk’ domains, others may be external, for example ‘.org’ or ‘.net’ domains. Each domain can have many dozens or hundreds of subdomains. There can at any time be several cyber vulnerabilities across these domain namespaces, and any of these could have a critical impact on the organisation if it were to be found and exploited by a hostile actor.

The CDDO Domains Team tracks public sector domains and finds cyber security vulnerabilities within domain records and other “domain-adjacent” data. When a significant vulnerability is identified, the team engages with the registered holder of the domain and its service providers, and works with them to fix the vulnerability.

This is a time-consuming process and it requires specialist expertise. Each vulnerability must be categorised, assessed for its criticality, and an explanation of how to fix it must be prepared. Then the CDDO Domains Team needs to find the right person in the vulnerable organisation quickly and often they need to talk them through the problem and the fix. The team does not have a complete picture of all organisations’ domains, and it can only look for vulnerabilities that are in plain view or it has permission to actively scan for.

**Buyer Requirements – SOW Deliverables**

**Outcome Description:**

|  |  |  |
| --- | --- | --- |
| **Milestone Ref**  | **Milestone Description**  | **Due Date** |
| MS01 | Milestone Deliverable 1: Recruitment of four (4) public sector organisations; | Within month 1 of Contract duration. |
| MS02 | Milestone Deliverable 2: Engagement with representative set of users; | Within month 4 of Contract duration. |
| MS03 | Milestone Deliverable 3: Draft new ways of working; | Within month 4 of Contract duration. |
| MS04 | Milestone Deliverable 4: Outline design for web interface; | Within month 4 of Contract duration. |
| MS05 | Milestone Deliverable 5: Outline design for information exchange; | Within month 5 of Contract duration. |
| MS06 | Milestone Deliverable 6: Change proposal for SIEM; | Within month 5 of Contract duration. |
| MS07 | Milestone Deliverable 7: Details and examples of the authoritative zone files; | Within month 6 of Contract duration. |
| MS08 | Milestone Deliverable 8: Confirmation from each Pilot partner on what permission is granted; | Within month 6 of Contract duration. |
| MS09 | Milestone Deliverable 9: KPI definitions and initial KPI data to baseline progress; | Within month 6 of Contract duration. |

**Delivery Plan: N/A**

**Dependencies:**

CDDO will provide all necessary domains vulnerability information. The data will be available via a controlled API, accessible only to those who are authorised to receive it;

CDDO data will be provided on a ‘best endeavours’ basis and not to any target service level.

**Supplier Resource Plan: N/A**

**Security Applicable to SOW:**

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

**Cyber Essentials Scheme:**

The Buyer requires the Supplier to have and maintain a **Cyber Essentials Certificate** for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).

**SOW Standards:**

The supplier must follow the Service Manual to deliver this project. The supplier must achieve a successful service assessment if required.

* **Service Manual** - <https://www.gov.uk/service-manual>
* **Service assessment** - <https://www.gov.uk/service-manual/service-assessments>

**Performance Management:**

The supplier shall define, and begin measuring sets of KPIs that can show whether the new ways of working:

Reduce the time that domain-related vulnerabilities are open for exploitation, and hence reduce the government’s exposure to risk;

Provide better visibility within the organisation of its digital footprint and domain vulnerabilities;

Provide information that usefully supplements what the organisation already knows;

Improves awareness and skills around domain management;

Lead to better incident response and preparation for future potential incidents;

Lead to a reduced workload for the CDDO team;

Lead to a consistent security approach for domains when being used across more than one organisation.

**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:**

As outlined above

 **SOW Reporting Requirements:**

[Further to the Supplier providing the management information detailed in Paragraph 6 of Call-Off Schedule 15 (Call Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref.**  | **Type of Information**  | **Which Services does this requirement apply to?** | **Required regularity of** **Submission** |
| 1.  | [**insert**] |
| 1.1  | [insert]  | [insert]  | [insert] |

**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 £563,125.00 (excluding VAT)

**Reimbursable Expenses:**

None

**Signatures and Approvals**

**Agreement of this SOW**

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 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: REDACTED TEXT under FOIA Section 40, Personal Information

Title: REDACTED TEXT under FOIA Section 40, Personal Information

Date: REDACTED TEXT under FOIA Section 40, Personal Information

Signature: REDACTED TEXT under FOIA Section 40, Personal Information

**For and on behalf of the Buyer**

Name: REDACTED TEXT under FOIA Section 40, Personal Information

Title: REDACTED TEXT under FOIA Section 40, Personal Information

Date: REDACTED TEXT under FOIA Section 40, Personal Information

Signature: REDACTED TEXT under FOIA Section 40, Personal Information

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**Annex 1**

**Data Processing**

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

Template Annex 1 of Joint Schedule 11 (Processing Data) Below:

|  |  |
| --- | --- |
| **Description**  | **Details** |
| Identity of Controller for each Category of Personal Data | **The Relevant Authority is Controller and the Supplier is Processor** The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data: ●All data associated with this agreement**The Parties are Independent Controllers of Personal Data** The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of: ● 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,  |

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|  |  |
| --- | --- |
|  |  |
| Duration of the Processing | The full duration of the contract |
| Nature and purposes of the Processing | Data will be collected for the purposes of:* user research
* customer outreach

The nature of this processing could be any of the following: collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation |
| Type of Personal Data  | This includes full name, work email address, work phone, role and organisation |
| Categories of Data Subject | Staff in other government departments and the wider public sector |
| Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data | The Supplier will undertake this work on the CDDO enterprise network using tools and platforms provided and agreed by the CDDO and in compliance with the Cabinet Office data protection frameworkThe data will be processed and retained by the Supplier only for the duration of this contract and will be completely destroyed and all copied returned to the Relevant Authority. |

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