



**Crown  
Commercial  
Service**

# CALL-OFF CONTRACT

Quality Assurance and Testing for IT  
Systems 2 RM6148

## DPS Schedule 6 (Order Form and Order Schedules)

### Order Form

|  |  |
|--|--|
| <b>ORDER REFERENCE:</b>                          | <b>QAT063 Home Office DDaT –<br/>MBTP - QAT Services</b>         |
| <b>THE BUYER:</b>                                | <b>The Secretary of State for the Home<br/>Department</b>        |
| <b>BUYER ADDRESS</b>                             | <b>2 Marsham Street<br/>London, SW1P 4DF</b>                     |
| <b>THE SUPPLIER:</b>                             | <b>Deloitte LLP</b>  |
| <b>SUPPLIER ADDRESS:</b>                         | <b>1 New Street Square, London, United Kingdom,<br/>EC4A 3HQ</b> |
| <b>REGISTRATION NUMBER:</b>                      | <b>OC303675</b>  |
| <b>DUNS NUMBER:</b>                              | <b>[REDACTED]</b>  |
| <b>DPS SUPPLIER<br/>REGISTRATION SERVICE ID:</b> | <b>[REDACTED]</b>  |

## **APPLICABLE DPS CONTRACT**

This Order Form is for the provision of the Deliverables and dated 08/08/2022  
It's issued under the DPS Contract with the reference number RM6418 for the  
provision of Quality Assurance & Testing Services.

DPS FILTER CATEGORY(IES):  
**Lot 4: QA & Testing**

## ORDER INCORPORATED TERMS

The following documents are incorporated into this Order 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 Order Special Terms and Order Special Schedules.
2. Joint Schedule 1 (Definitions and Interpretation) RM6148
3. The following Schedules (as refined in accordance with Annex 1 (Schedule Refinements)) in equal order of precedence:  
Joint Schedules for RM6148
  - Joint Schedule 2 (Variation Form)
  - Joint Schedule 3 (Insurance Requirements)
  - Joint Schedule 4 (Commercially Sensitive Information)
  - Joint Schedule 6 (Key Subcontractors)
  - Joint Schedule 7 (Financial Difficulties)
  - Joint Schedule 9 (Minimum Standards of Reliability)

---

  - Joint Schedule 10 (Rectification Plan)
  - Joint Schedule 11 (Processing Data)
  - Order Schedules for RM6148
    - Order Schedule 2 (Staff Transfer)
    - Order Schedule 6 (ICT Services)
    - Order Schedule 7 (Key Supplier Staff)
    - Order Schedule 9 (Security)
    - Order Schedule 10 (Exit Management)
    - Order Schedule 13 (Implementation Plan and Testing)
    - Order Schedule 15 (Order Contract Management)
    - Order Schedule 18 (Background Checks)
    - Order Schedule 20 (Order Specification)
4. CCS Core Terms (DPS version)
5. Joint Schedule 5 (Corporate Social Responsibility) RM6148
6. Order Schedule 4 (Order Tender) as long as any parts of the Order 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 Order Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

## ORDER SPECIAL TERMS

The following Special Terms are incorporated into this Order Contract:

### Order Schedule 1 (Transparency Reports)

Government policy is to adopt and encourage greater transparency in its commercial activity, as such the Buyer will follow the legal requirements to publish advertised opportunities and awards on Contracts Finder as required by Public Contracts Regulations 2015. The Buyer will publish on Contracts Finder details of who has won the contract, the contract value, and (for procurements below the EU thresholds) indicate whether the winning supplier is a small business or voluntary organisation or charity. The information must be published in a reasonable time and it is recommended that the information be published no later than 90 calendar days after the contract award date.

|                                 |  |
|---------------------------------|--|
| ORDER START DATE:               | 01/10/2022   |
| ORDER EXPIRY DATE:              | 30/09/2025   |
| ORDER INITIAL PERIOD:           | Up to 3 Years, 0 Months, Subject to Buyer Review every 6 months. |
| ORDER OPTIONAL EXTENSION PERIOD | 1 Year 0 Months  |



## REIMBURSABLE EXPENSES

Please refer to the expenses policy as set out in the Buyer's Needs.

The Buyer will not reimburse the cost of travel to any base location. The base location for this contract is Croydon, London.

No expenses will be payable for travel to and from locations within the boundary of the M25. Expenses for travel costs to other sites that exceed the normal cost of travelling within the boundary of the M25 will be reimbursed by the Buyer, subject to approvals and in accordance with the Buyer's travel policy.

In all instances, the Supplier shall keep expenses to a minimum. All expenses must be authorised in advance by the Buyer's Delivery Lead.

## PAYMENT METHOD

### BACS

### BUYER'S INVOICE ADDRESS:

|               |  |
|---------------|--|
| Name          |  |
| Role Title    |  |
| Email Address |  |
| Address       |  |

### BUYER'S AUTHORISED REPRESENTATIVE

|               |  |
|---------------|--|
| Name          |  |
| Role Title    |  |
| Email Address |  |
| Address       |  |

## BUYER'S ENVIRONMENTAL POLICY

The Supplier shall comply with the environmental requirements set out in Annex 1 (Environmental Requirements) to Schedule 2.3 (Standards) of the "Model Services Contract Combined Schedules v1.09 (England & Wales)", as published by the Cabinet Office

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/900520/MSC-Schedules-v1.09-England-Wales.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/900520/MSC-Schedules-v1.09-England-Wales.pdf)

## BUYER'S SECURITY POLICY

Manual of Cluster 2 Security Policies version 1.2 dated June 2019  
(a copy of which has been supplied to the Supplier)

National Security Vetting Policy and Guidance  
(a copy of which has been supplied to the Supplier)

The nature of the Buyer's business is such that it conducts additional pre-employment checks (in addition to those specified within the security policies listed above) on those wishing to work within Buyer's premises or be in receipt of, and / or work with, any equipment and / or information assets supplied by the Buyer. The Buyer reserves the right to refuse employment to those persons who fail these additional pre-employment checks.

## SUPPLIER'S AUTHORISED REPRESENTATIVE

|                      |            |
|----------------------|------------|
| <b>Name</b>          | [REDACTED] |
| <b>Role Title</b>    | [REDACTED] |
| <b>Email Address</b> | [REDACTED] |
| <b>Address</b>       | [REDACTED] |

## SUPPLIER'S CONTRACT MANAGER (Lead Engagement Partner)

|                      |            |
|----------------------|------------|
| <b>Name</b>          | [REDACTED] |
| <b>Role Title</b>    | [REDACTED] |
| <b>Email Address</b> | [REDACTED] |

|                |            |
|----------------|------------|
| <b>Address</b> | [REDACTED] |
|----------------|------------|

## **PROGRESS REPORT FREQUENCY**

We propose the following reporting mechanisms:

The first, a Tactical Weekly Report (TWR) to summarise all information captured from Delivery Leads with a clear focus on being an executive level summary, then provided to the Principal QAT Delivery Owner prior to presentation to the HO QAT SMT.

The second reporting mechanism will involve the production and delivery of a reporting dashboard, sent to the Principal QAT Delivery Owner on a monthly basis. This should focus on strategic delivery e.g. finances, resourcing, internal initiatives (for example graduate recruitment, Civil Servant mentoring and upskilling) as well as risks and issues. Following this report being issued, the Supplier's Senior Delivery Manager and/or Lead Delivery Owner will have a scheduled meeting with the Principal QAT Delivery Owner to discuss the report and provide clarification where necessary.

We also propose the introduction of a Risk Register, maintained by the Supplier's Lead QAT Delivery Owner, focusing specifically on the QAT service that the Supplier provides.

The specific contents and timings of the proposed reports are to be defined, discussed and agreed with the Principal QAT Delivery Owner within the first month of contract award.

## **PROGRESS MEETING FREQUENCY**

At least monthly

## KEY STAFF

|               |            |
|---------------|------------|
| Name          | [REDACTED] |
| Role Title    | [REDACTED] |
| Email Address | [REDACTED] |
| Address       | [REDACTED] |

|               |            |
|---------------|------------|
| Name          | [REDACTED] |
| Role Title    | [REDACTED] |
| Email Address | [REDACTED] |
| Address       | [REDACTED] |

## KEY SUBCONTRACTOR(S)

Not Applicable

## COMMERCIALLY SENSITIVE INFORMATION

[REDACTED]

## ADDITIONAL INSURANCES

Not applicable.

## GUARANTEE

Not applicable.

## SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Order Contract, that it will comply with the social value commitments in Order Schedule 4 (Order Tender).

| <b>For and on behalf of the Supplier:</b> |            | <b>For and on behalf of the Buyer:</b> |            |
|---|------------|--|------------|
| Signature:                                |            | Signature:                             |            |
| Name:                                     |            | Name:                                  |            |
| Role:                                     |            | Role:                                  |            |
| Date:                                     | 08/08/2022 | Date:                                  | 22/08/2022 |

**DPS Schedule 6 (Order Form Template and Order Schedules)**

Crown Copyright 2019

Annex 1 (Schedule Refinements)

The Buyer's specific refinements to the Schedules are specified in the following table:

| Schedule  | Schedule applicable to the Order Contract? | Comments  |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |
|---|--|---|----------|-----------|-----------------|----------------------|------------|----------------------|--|--|--|--|--|--|--|--|--|
| Order Schedule 1<br>(Transparency Reports)                      | No   |   |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |
| Order Schedule 2<br>(Staff Transfer)                            | Yes  | Only the following parts apply to the Order Contract:<br>Part C (No Staff Transfer on the Start Date); Part D (where applicable) and Part E (Staff Transfer on Exit).   |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |
| Order Schedule 4<br>(Order Tender)                              | Yes  | The Order Tender reference QAT063 dated March 2022 applies to the Order Contract.   |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |
| Order Schedule 5<br>(Pricing Details)                           | No   | The Charges set out within the Order Form apply to the Order Contract.  |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |
| Order Schedule 6<br>(ICT Services)                              | Yes  | Paragraphs 6.1, 6.2 and 6.3 (Quality Plans) do not apply to the Order Contract.   |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |
| Order Schedule 7<br>(Key Supplier Staff)                        | Yes  | <p>The number of months' notice applicable to paragraph 1.5.3 is one month.</p> <p>The Key Roles applicable to Annex 1 are [to be inserted]:</p> <table border="1" data-bbox="757 1034 2018 1217"> <thead> <tr> <th>Key Role</th> <th>Key Staff</th> <th>Contact Details</th> </tr> </thead> <tbody> <tr> <td>████████████████████</td> <td>██████████</td> <td>████████████████████</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> | Key Role | Key Staff | Contact Details | ████████████████████ | ██████████ | ████████████████████ |  |  |  |  |  |  |  |  |  |
| Key Role  | Key Staff                                  | Contact Details   |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |
| ████████████████████  | ██████████                                 | ████████████████████  |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |
|   |  |   |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |
|   |  |   |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |
|   |  |   |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |
| Order Schedule 8<br>(Business Continuity and Disaster Recovery) | No   |   |          |           |                 |                      |            |                      |  |  |  |  |  |  |  |  |  |

**DPS Schedule 6 (Order Form Template and Order Schedules)**

Crown Copyright 2019

|  |     |   |
|--|-----|---|
| Order Schedule 9<br>(Security)                         | Yes | <p>Part A (Short Form Security Requirements) applies to the Order Contract.</p> <p>Part B (Long Form Security Requirements) does not apply to the Order Contract.</p> <p>Addressing Part A, paragraph 2.2, the Buyer confirms that the Supplier shall comply with the requirements in respect of the Security Management Plan and the Supplier shall comply with the Security Policy. The Supplier shall ensure that the Security Management Plan produced by the Supplier fully complies with the Security Policy.</p> |
| Order Schedule 10<br>(Exit Management)                 | Yes |   |
| Order Schedule 13<br>(Implementation Plan and Testing) | Yes | <p>The number of days' notice applicable to Part A, paragraph 1.1 is 21 days.</p> <p>Part A, paragraph 4 (Delay Payments) does not apply to the Order Contract.</p> <p>Part B (Testing) does not apply to the Order Contract.</p>   |
| Order Schedule 14<br>(Service Levels)                  | No  |   |
| Order Schedule 15<br>(Order Contract Management)       | Yes | Paragraph 5 (Role of the Operational Board) does not apply to the Order Contract.   |
| Order Schedule 17<br>(MOD Terms)                       | No  |   |
| Order Schedule 18<br>(Background Checks)               | Yes |   |
| Order Schedule 19<br>(Scottish Law)                    | No  |   |
| Order Schedule 20<br>(Order Specification)             | Yes | The specification applicable to the Deliverables is provided at QAT063 Home Office DDaT – Migration Borders Technology Portfolio, QA & Testing Services, dated March 2022   |
| Order Schedule 21<br>(Northern Ireland Law)            | No  |   |
| Order Schedule 22<br>(Secret Matters)                  | No  |   |
| Order Schedule 23<br>(Collaboration Agreement)         | No  |   |

**DPS Schedule 6 (Order Form Template and Order Schedules)**

Crown Copyright 2019

|  |     |  |
|--|-----|--|
| Joint Schedule 1<br>(Definitions)                        | Yes |  |
| Joint Schedule 2<br>(Variation Form)                     | Yes |  |
| Joint Schedule 3<br>(Insurance Requirements)             | Yes |  |
| Joint Schedule 4<br>(Commercially Sensitive Information) | Yes |  |
| Joint Schedule 5<br>(Corporate Social Responsibility)    | Yes | <p>In addition to the existing obligations set out within DPS Joint Schedule 5 (Corporate Social Responsibility), the Supplier shall comply with the following Social Value obligations:</p> <ul style="list-style-type: none"> <li>○ The Supplier shall comply with the provisions of the Social Value Legislation in providing the Services, including social and wider economic impacts.</li> <li>○ The Supplier shall develop and invest in skills development and apprenticeships to build a more skilled and productive workforce and reduce the risks of supply constraints and increased labour cost inflations.</li> <li>○ The Supplier shall develop a supply chain management tracking system to ensure performance of the Contract, including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).</li> <li>○ The Supplier shall develop and implement initiatives to support staff wellbeing, including physical and mental health.</li> </ul> <p>In addition to reporting the Supplier's performance against the Buyer's Needs, the Progress Reports and Progress Meetings shall include the Supplier's progress against meeting the provisions of DPS Joint Schedule 5 (Corporate Social Responsibility).</p> |
| Joint Schedule 6<br>(Key Subcontractors)                 | Yes |  |
| Joint Schedule 7<br>(Financial Difficulties)             | Yes |  |
| Joint Schedule 8<br>(Guarantee)                          | No  |  |
| Joint Schedule 9<br>(Minimum Standards of Reliability)   | Yes |  |
| Joint Schedule 10  | Yes |  |

**DPS Schedule 6 (Order Form Template and Order Schedules)**

Crown Copyright 2019

|  |     |  |
|--|-----|--|
| (Rectification Plan)                   |     |  |
| Joint Schedule 11<br>(Processing Data) | Yes | <p>Annex 1 is populated with the following:</p> <p>1.1. The contact details for the Buyer's Data Protection Officer are:<br/>Email: [REDACTED] . Phone: [REDACTED]</p> <p>1.2. The contact details for the Supplier's Data Protection Officer are:<br/>Email: [REDACTED]</p> <p>The template at Annex 1 is populated in accordance with the table set out below.</p> |

**Joint Schedule 11 (Processing Data)**

The table at Annex 1 is populated as follows:

| Description   | Details  |
|---|--|
| Identity of Controller for each Category of Personal Data | <p>The Buyer is Controller and the Supplier is Processor.</p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <p>The Buyer Personal Data including (but not limited to):</p> <ul style="list-style-type: none"> <li>• Authorised users' name, work phone number and work email addresses, in a user table that is maintained persistently and backed up regularly</li> <li>• Full Name, DOB, NINO, Passport, Current and previous addresses held on file and backed up regularly</li> <li>• Employment history held on file and backed up regularly</li> </ul> |
| Duration of the processing                                | The duration of the processing will be: until the earliest of (i) expiry/termination of the Call-Off Contract or (ii) the date upon which processing is no longer necessary for the purposes of either party performing its obligations under the Call-Off Contract (to the extent applicable).  |
| Nature and purposes of the processing                     | The processing will comprise: The nature and the purpose of the processing, meaning any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission,   |

**DPS Schedule 6 (Order Form Template and Order Schedules)**

Crown Copyright 2019

---

|   |   |
|---|---|
|   | dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc, is to provide services to the user. These services consist of, but not exhaustively, account creation, authentication & authorization, content improvement, etc.              |
| Type of Personal Data   | The Buyer Personal Data includes (but is not limited to): <ul style="list-style-type: none"><li>• Authorised users' name, work phone number and work email addresses</li><li>• Full Name, DOB, NINO, Passport, Current and previous addresses</li><li>• Employment history</li></ul> All maintained persistently and backed up regularly. |
| Categories of Data Subject  | Buyer's personnel and Buyer's staff.  |
| Plan for return and destruction of the data once the processing is complete UNLESS there is a requirement under union or member state law to preserve that type of data | As soon as reasonably practicable following termination or expiry of the Call-Off Contract.   |

Annex 2 – Statement of Work Example



Crown  
Commercial  
Service

CONTRACT QATxxx  
SCHEDULE 6  
Statement of Work-xxx

## SCHEDULE 6 – STATEMENT OF WORKS (QATxxx SoW-xxx)

### Background

The purpose of this Statement of Work (SoW) is for the provision of a QA & Testing service to cover a work package of requirements which have arisen for *[add background text]*.

### Overview

|   |  |
|---|--|
| <b>SoW start date:</b>                            | [  |
| <b>SoW Reference:</b>                             | [  |
| <b>Buyer:</b>                                     | [Secretary of State for the Home Department              |
| <b>Supplier:</b>                                  | [  |
| <b>Sub-Contractors:</b>                           | [  |
| <b>Overall Estimated Service Completion Date:</b> | [  |
| <b>Duration of SoW</b>                            | [  |
| <b>Charging Mechanism(s) for this SoW:</b>        | Capped Time and Materials                                |
| <b>Location of work</b>                           | Remote with attendance onsite in HO offices, as required |

## **Work Package Management**

The Work Package Manager, responsible for the services, will ensure that the Supplier services team members for the whole statement of work are clearly identified and responsible for all communications to the Buyer ('Home Office'). The supplier, at its discretion may substitute or replace the supplier services team members during the term of the contract. The supplier will ensure that any substitutes are adequately experienced, skilled and qualified to take responsibility for Service Delivery. The Buyer acknowledges that the Supplier shall have full responsibility for the day-to-day control of all the supplier services team members provided by the supplier under this Work Package and that such 'day to day control' responsibilities shall include the supplier:

1. Controlling each team member's specific tasks, deliverables, and any required timescales for completing such tasks/deliverables
2. Determining the location where each delivery team member is required to work day to day
3. Furthermore, the Buyer agrees that all engagement in relation to any specific tasks and/or the overall delivery, progress or performance of Services under this Work Package shall be between the Buyer's Principal Delivery Owner and the supplier Work Package Manager, and the Buyer shall not engage directly with an individual the supplier services team member to:
  - a. Request such person to move to a different task under this Work Package; or
  - b. Request specific progress reports from such person
  - c. Provide direction, control or supervision of the supplier's deployed workers.

## **Services**

The delivery requirements, dates and outcomes in the Service (Statement of Work) and milestone table may vary in accordance with the Buyer's delivery plans as agreed between the Parties and will be subject to the decisions made by and dependencies on the Buyer to progress the Services. Therefore, any dates and outcomes referenced in the Service (Statement of Work) and milestone table are for guidance.

The deliverables and resulting outcomes and progress will be closely monitored via Buyer and Supplier review meetings (held at least monthly), during which the Parties may agree a change in deliverables and outcomes for the next review period in line with the next milestones. The Parties shall review the Services and Charges in good faith to reflect any changes to the scope or cost of the Services that result from delays or material adjustments.

### **Contract Operation**

This Statement of Work is a Contract for Services, with outcomes and deliverables as detailed below, and will be operated as follows:

- Supplier personnel will be under the day-to-day direction and control of the Supplier, not the Buyer, and will therefore operate independently of the Buyer's delivery governance bodies

## DPS Schedule 6 (Order Form Template and Order Schedules)

Crown Copyright 2019

- Supplier personnel will not have any management or supervisory responsibilities over the Buyer staff, or any other supplier's staff, save for their own staff deployed in satisfaction of this call off
- Any quality and non-delivery issues will be raised by the Buyer with the Supplier's authorised representative and not the individual Supplier personnel.
- The Supplier will be held accountable by the Buyer for non-delivery of the Services, not the individual Supplier personnel.
- The Supplier is able to replace or substitute individual Supplier personnel to undertake the Services at its discretion within this Contract, so long as they have the requisite security clearance or attain the requisite security clearance with the sponsorship of HO where this is in excess of BPSS. It is for the Supplier to ensure any such substitute personnel deployed are suitably qualified, experienced and skilled.
- Changes in scope, deliverables, acceptance criteria and milestone/delivery dates will be managed by means of an impact assessment that will lead to a Contract Change Note or Variation Order where such changes are required.
- This contract will not be used to fill roles that already exist in the Department.
- The contract is to be used solely to delivery the services prescribed as laid out in the Service Description, it shall not be used to satisfy other requirements outside of these services.

A pod will represent a piece functionality in the portfolio and will vary in complexity, resource quantity and roles. Each functional area will have an agreed Statement of Work, an example of which is in Annex 2. When work is over lapping or within a similar product set, it can be mutually agreed to combine Statements of Work where convenient to do so.

The type of pod deployed to an area will be defined by the Supplier, prior to the Statement of Work being agreed. The Leadership pod's purpose is strategy and leadership support. As it will sit across the QAT senior leadership team, only one Leadership pod can be deployed.

| Pod Type         | Target Person-Days per Week | Maximum Person-Days per Week |
|------------------|-----------------------------|------------------------------|
| Leadership       | 15                          | 15                           |
| Large – Simple   | 75                          | 90                           |
| Large – Complex  | 65                          | 75                           |
| Medium – Simple  | 55                          | 70                           |
| Medium – Complex | 50                          | 65                           |
| Small            | 35                          | 45                           |
| Extra Small      | 20                          | 25                           |

Billable person days per week or year included in the pod structure breakdown are exclusive of weekends and bank holidays. Any weekend and bank holiday work requests require advanced notice and should be requested on an exceptional basis.

Approval of weekend and bank holiday work requires approval from the Buyer's contract manager and supplier.

### Service Description *[vary this section as required]*

The delivery requirements and outcomes in this Service Description may vary in accordance with the Buyer's Delivery plans as agreed between the Parties and any dates and outcomes referenced are for guidance. The QAT Engineering Services to be provided by the supplier under this Work Package relate to the following Enterprise Services DSA activities include (as per Buyer's Needs document):

- **Quality & Assurance:** to assure unit and component testing including, but not limited to, advice on best practice, coverage levels, reporting and tooling.
- **Test Engineering and Automation:** to develop or enhance and implement test automation models to support cost effective continuous release methods within agile / DevOps environments. Areas of testing to be covered include:
  - **Contract testing:** automated Application Programming Interfaces (API) tests to ensure the component under test confirms to service definitions.
  - **Component integration testing:** automated tests to test the integration between two components.
  - **System Testing:** automated testing within Sprints to test the story in full, likely based on BDD scenarios.
  - **System Integration testing:** tests features end to end across functionality, including automated regression test capability.
  - **Security testing:** automated security tests in order to find issues prior to health checks. Help define and implement Security standards set by the client.
  - **Exploratory testing:** manual tests to be targeted around complex areas of functionality (APIs) and business-critical areas. Outputs to feed into Artificial Intelligence (AI) based machine learning functions that can better advise risk areas and target regression tests.

### Milestones and Associated Deliverables *[replace these two examples, as required although Itemised Delivery Plan will be needed in most cases]*

The Supplier is responsible for providing the following services and deliverables:

| <b>Milestone</b> | <b>Deliverable</b> | <b>Description</b>  | <b>Date Due by</b> |
|------------------|--------------------|---|--------------------|
| 1                | Delivery Plan      | <p><b>Itemised Delivery Plan</b></p> <p>i. Detailed delivery plan to be reviewed and accepted by the HO Principal QAT Delivery Owner to be delivered within 10 working days from the start of the contract</p> <p>No specific, additional cost is associated with Milestone 1</p>   | dd/mm/yyyy         |
| 2                | QA & Test Strategy | <p><b>QA and Test Strategy</b></p> <p>i. Strategy to define the QA approach to be taken across the various agile POD teams</p> <p>ii. Workshops held to inform approach and test strategy to be reviewed and approved by the Principal QAT Delivery Owner and Project Manager</p> <p>Estimated cost for Milestone 2 is £xxx (excluding VAT)</p> | dd/mm/yyyy         |

Total estimated cost and maximum contract charge is £xxx,xxx, excluding VAT. The cost assumes cooperation from all Home Office parties to attend meetings or workshops; plus, access to key artefacts. The supplier will not be held responsible for delays to the project timeline due to circumstances beyond their control. All costs are based on the information provided. Changes to scope, or project velocity/requirements will require CCN's to be raised.

## Payment Mechanism

The **MAXIMUM CONTRACT CHARGE** for this SoW is capped at: £xxx (excluding VAT). The charging mechanism for this SoW is Capped Time and Materials. The T&M pricing structure shall apply:

- i. For Services delivered and for other aspects of the Services as may be agreed by the Parties T&M shall be calculated on a daily basis at the respective T&M rates for each Supplier Staff, for every day, or pro rata for every part of a day that the Supplier Staff are actively performing the Services
- ii. The Supplier shall provide a detailed breakdown of any T&M; with sufficient detail to enable the Buyer to verify the accuracy of the T&M Contract Charges incurred
- iii. For the avoidance of doubt, no risks or contingencies shall be included in the Contract Charges in addition to the T&M.

- iv. The Supplier shall retain a record timesheet for all staff providing the Services; which the Buyer may request for inspection at all reasonable times on request

T&M rates (excluding VAT) is an estimated cost for a SoW from a Supplier proposal. If additional work is required a further SoW is required. The Maximum Contract Charges may not be exceeded without a formal Contract Change Notice from the Buyer

- v. Invoices are to be submitted monthly in arrears
- vi. Payment will be authorised subject to successful delivery in terms of the services; to the required quality and the agreed timescales. The Authority reserves the right to withhold payment of the monthly invoice where the quality of delivery to time has not been met.
- vii. Authorisation is not to be unreasonably withheld
- viii. Such payments to be released subject to either/or the rectification of the delivery issue and/or the provisions of an agreed recovery plan
- ix. For the avoidance of doubt should the capped **MAXIMUM Contract Charge** for this SoW limit be reached before the work is finished, the supplier has to successfully complete the work required in the SoW at their own cost.

## **Expenses**

Any expenses chargeable to the Buyer:

- i. Will be in relation to travel to any Buyer location other than the Main Buyer Location (including any related subsistence costs);
- ii. Will need to be agreed with the Buyer prior to submission; and
- iii. Will be charged in accordance with the HO's expense policy

## Contract Change/Variation

The SoW will be subject to a formal Contract Change Control mechanisms. Any material change to the SoW involving the;

- i. Scope
- ii. Deliverables
- iii. Delivery Milestones
- iv. Timescales
- v. Pricing, Costs or the basis on which costs are derived, e.g. Rate Card rates
- vi. Delivery/Operating model
- vii. Terms and Conditions

will trigger the need for such a formal change. This list is not exhaustive. The supplier should not undertake work on such changes until they have been formally agreed and accepted by both parties. Any agreed change or variation will override previous versions of the SoW.

## Additional Requirements

- I. Security requirements. All personnel deployed will require SC level clearance at a minimum
- ii. Christmas Shutdown. Where this SOW covers the period 17<sup>th</sup> December to the 1<sup>st</sup> January, services will be subject to any Home Office DDaT wide service shutdown over the holiday period. Any exceptions will require the explicit authorisation from the Home Office Principal QAT Delivery Owner.

## Agreement of SoW:

By signing this SoW, the Parties agree to be bound by the Call-Off Contract terms and conditions set out herein:

### SIGNED:

|            | Supplier:                             | HO Commercial:                        | HO DDaT:                              |
|------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Name:      | [                                     | [                                     | [                                     |
| Title:     | [                                     | [                                     | [                                     |
| Signature: | <p>X<br/>_____</p> <p>Select Data</p> | <p>X<br/>_____</p> <p>Select Data</p> | <p>X<br/>_____</p> <p>Select Data</p> |

Please send copies of all SoW to Crown Commercial Service email:

[Cloud\\_Digital@crowncommercial.gov.uk](mailto:Cloud_Digital@crowncommercial.gov.uk). Please ensure you title your email the name of the Agreement to allow us to direct the email correctly.