

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

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

Order Form

Call-Off Reference: Project_26195 Bring your own Device

Call-Off Title: RM1043.8-1-DWP Bring Your Own Device

Call-Off Contract Description: User Researcher to support BYOD Project

The Buyer: Department for Work and Pension

Buyer Address: 2 St. Peter Square. Manchester. M2 3AA

The Supplier: Paper Design Studio

Supplier Address: Wizu Workspace, 32 Eyre Street, Sheffield. S1 4QZ

Registration Number: 10169060

DUNS Number: 221787186

SID4GOV ID: N/A

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated **26/01/2024**

It's issued under the Framework Contract with the reference number RM1043.8 for the provision of Digital Outcomes 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

RM1043.8 Digital Outcomes 6, 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) RM1043.8
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.8
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) RM1043.8

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

- Call-Off Schedules for RM1043.8
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 20 (Call-Off Specification)

5 CCS Core Terms (version 3.0.11)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.8

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

Call-Off Start Date: **REDACTED**

Call-Off Expiry Date: **REDACTED**

Call-Off Initial Period: **REDACTED**

Call-Off Optional Extension Period: **REDACTED**

Minimum Notice Period for Extensions: 30 days notice

Call-Off Contract Value: £91,000.00 (Excl VAT) £109,200.00 (Incl VAT)

Including optional extension:

£99,400.00 (Excl VAT) £119,280.00 (Incl VAT)

Call-Off Deliverables

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

Warranty Period

The Supplier shall provide digital and Software Deliverables with a minimum warranty of at least 90 days against all obvious defects, and in relation to the warranties detailed in Paragraphs 4 (licensed Software warranty) and 9.6.2 (Specially Written Software and New IPRs) of Call-Off Schedule 6 (IPRs and Additional Terms on Digital Deliverables).

Framework Ref: RM1043.8 Digital Outcomes 6

Project Version: v2.0

Model Version: v3.8

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

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:

Cyber Essentials Scheme

Not Applicable

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 £91,000.00 (excl VAT).

Call-Off Charges

Time and Materials (TM)

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

All changes to the Charges must use procedures that are equivalent to those in Paragraph 4 in Framework Schedule 3 (Framework Prices).

Reimbursable Expenses

See Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy)

Payment Method

Payment method BACS

Buyer's Invoice Address

REDACTED

Buyer's Authorised Representative

REDACTED

Framework Ref: RM1043.8 Digital Outcomes 6

Project Version: v2.0

Model Version: v3.8

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

Buyer's Environmental Policy

Not Applicable

Buyer's Security Policy

Appended at Call-Off Schedule 9 (Security)

Supplier's Authorised Representative

REDACTED

Supplier's Contract Manager

REDACTED

Progress Report Frequency

End of month

Progress Meeting Frequency

Daily Stand Ups

Key Staff

REDACTED

Key Subcontractor(s)

Not Applicable

Commercially Sensitive Information

Not applicable

Balanced Scorecard

N/A

Material KPIs

Not applicable

Service Credits

Not applicable

Framework Ref: RM1043.8 Digital Outcomes 6

Project Version: v2.0

Model Version: v3.8

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

Additional Insurances

Not applicable

Guarantee

Not applicable

Social Value Commitment

Not applicable

Statement of Works

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

For and on behalf of the Supplier:

REDACTED

For and on behalf of the Buyer:

REDACTED

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

Appendix 1 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 Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

Date of SOW: 26/01/2024

SOW Title: Project 26195

SOW Reference: BYOD 24

Call-Off Contract Reference: Project_26195

Buyer: Department of Work & Pensions

Supplier: Paper Studio Limited

SOW Start Date: REDACTED

SOW End Date: REDACTED

Duration of SOW: REDACTED

Key Personnel (Buyer): REDACTED

Key Personnel (Supplier): REDACTED

Subcontractors: N/A

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

2 Call-Off Contract Specification – Deliverables Context

Ref	Deliverable	Evaluation criteria	Milestone date
01	Understand the service need and introduce ideas and improvements for Beta- Discovery	<ul style="list-style-type: none">Understand the need with a full list of ideas to test in Alpha/Beta and how to measure success.	Month 1,2
02	Conduct research to test the BYOD product and its useability.	<ul style="list-style-type: none">Understand and utilise evidence whether prototypes are meeting user needs or notSharing of information through regular show and tells, playbacks and service assessment	Month 3
03	Understand how users will use the new service conducting usability testing	<ul style="list-style-type: none">UR should Utilise analytics and data analysis, conduct usability testing	Month 4
04	Gather users and conduct public beta UR	<ul style="list-style-type: none">Arrange for users from across the service to test the prototypeUnderstand when the BYOD service can be open to all users	Month 5
05	Support and identification of problems with the service conducting usability testing	<ul style="list-style-type: none">Interviews with users to gain a deeper understanding of the problems faced by users in liveConduct Face to face usability tests to find useability and accessibility issues with features	Month 6

SOW Deliverables Background:

See Call-Off Schedule 20 for deliverables.

Delivery phase(s): Development

Overview of Requirement: To continue support of Project – Bring Your Own Device

3 Buyer Requirements – SOW Deliverables

Outcome Description:

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

Delivery Plan: To be determined during Month 1 and 2.

Dependencies: The buyer will make people and time available to support the supplier in delivering the outcomes listed above.

Supplier Resource Plan: The named resource will be delivering the above outcomes and is expected to work on delivery four days a week.

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:

Not Applicable

Additional Requirements:

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

Key Supplier Staff:

Key Role	Key Staff	Contract Details	Worker Engagement Route (incl. inside/outside IR35)
REDACTED	REDACTED	REDACTED	REDACTED

4 Charges

Call Off Contract Charges:

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

- Time and Materials

The estimated maximum value of this SOW (irrespective of the selected charging method) is £99,400 (Excl VAT) Including the optional 12 working day extension.

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

Rate Cards Applicable:

SOW applicable Supplier and Subcontractor rate cards from Call-Off Schedule 5 (Pricing Details and Expenses Policy), including details of any discounts that will be applied to the work undertaken under this SOW.

Reimbursable Expenses:

See Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy)

5 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

REDACTED

For and on behalf of the Buyer

REDACTED

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

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 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

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

Description	Details
Identity of Controller for each Category of Personal Data	<p>1. The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <p>a. business contact details of Supplier Staff for which the Supplier is the Controller; and</p> <p>b. business contact details of any members of the public, directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Staff) for which the Buyer is the Controller.</p> <p>2. Buyer shall be a Controller for the purposes of Data Protection Legislation in respect of:</p> <p>a. opinions and responses provided (including any special category personal data that may be collected) during any research activity by:</p> <p>i. directors, officers, employees, agents, consultants and contractors of Buyer; and</p> <p>ii. members of the public.</p>
Duration of the Processing	The duration of the Call-Off Contract
Nature and purposes of the Processing	<p>Supplier Processing</p> <p>Supplier Processing – is as set out broadly in the SOW's but is limited to viewing of, and consulting in relation to, personal data. The parties agree that:</p> <p>1. The Supplier will follow the Buyer's direction and guidelines on staff security</p> <p>Buyer systems, including role-based access controls and security standards. Where the Supplier is required to grant user access, this will be</p>

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

Call-Off Ref: RM1043.8

Crown Copyright 2022

	<p>undertaken at the Buyer's direction.</p> <p>2. Access for the Supplier to Buyer systems will be limited to Buyer provisioned laptops and approved USB devices.</p> <p>3. Any requirement to share data externally, such as with third parties for diagnostic purposes, is not to be undertaken by the Supplier and will remain the responsibility of the Buyer.</p>
Type of Personal Data	<p>1. Contact information (e.g. business e-mail address, telephone number etc.).</p> <p>2. Personal life information (e.g. life habits, family situation).</p> <p>3. Employment information (e.g. position, experience or employment history).</p> <p>4. Identification information (e.g. name, gender, image in communication systems, benefit case reference information).</p> <p>5. Data concerning health.</p> <p>6. Data revealing racial or ethnic origin.</p>
Categories of Data Subject	<p>1. Any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Staff) for which the Buyer is the Controller</p> <p>2. Members of the general public</p> <p>3. Supplier Staff engaged in the performance of the Supplier's duties under the SoW for which the Supplier is the Controller.</p>
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	<p>Delete or return as directed by the Buyer</p>