**Framework Schedule 6 (Order Form, Statement of Work and Call-Off Schedules)** Call-Off Ref: RM1043.8

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

**Order Form**

Call-Off Reference: CCIT23A47

Call-Off Title: Provision of Content Improvement

Call-Off Contract Description: The Buyer has a requirement for a supplier to provide the design of a robust user research programme, to be completed in under 3 weeks, that will give a clear understanding of how stakeholders are engaging with the CCS buyer guides. The supplier will also provide:

● Development of materials to enable the research, such as interview structures, surveys and card sorting exercises.

● A robust documentation of the raw findings from the research and the creation of materials to synthesise these findings for CCS stakeholders.

● The ability to apply user-centred design principles to, where necessary, make agreed and evidence-based iterations to the buyer guide templates and associated training materials

The Buyer: Crown Commercial Service

Buyer Address: The Capital, Old Hall Street Liverpool, L3 9PP

The Supplier: Redacted under FOIA section 40, Personal Information

Supplier Address: Redacted under FOIA section 40, Personal Information

Registration Number: TBC at award stage

DUNS Number: Redacted under FOIA section 40, Personal Information

SID4GOV ID: TBC at award stage



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**Applicable Framework Contract**

This Order Form is for the provision of the Call-Off Deliverables and dated **TBC at award stage**

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, Statement of Work 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

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) **[Optional]**

o Joint Schedule 10 (Rectification Plan)

o Joint Schedule 11 (Processing Data) RM1043.8



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● Call-Off Schedules for RM1043.8

o Call-Off Schedule 1 (Transparency Reports)

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) [**Optional**] 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 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: 12/01/2024

Call-Off Expiry Date: 11/01/2025

Call-Off Initial Period: 1 Year (12 Months)

Call-Off Optional Extension Period: N/A

Minimum Notice Period for Extensions: N/A

Call-Off Contract Value: £55,000.00 (exc VAT)

**Call-Off Deliverables**

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



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**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**

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

**Maximum Liability**

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

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£55,000.00 (exc VAT)**

**Call-Off Charges**

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**

Please refer to Statement of Requirements.

**Payment Method**

BACS on satisfactory completion of the stated deliverables.

**Buyer’s Invoice Address**

info@crowncommercial.gov.uk

Crown Commercial Service, The Capital, Old Hall Street, Liverpool L3 9PP

**Buyer’s Authorised Representative:**

Name: Redacted under FOIA section 40, Personal Information

Email address: Redacted under FOIA section 40, Personal Information



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**Framework Schedule 6 (Order Form, Statement of Work and Call-Off Schedules)** Call-Off Ref: RM1043.8

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**Buyer’s Environmental Policy**

Not applicable

**Buyer’s Security Policy**

Not applicable

**Supplier’s Authorised Representative**

Redacted under FOIA section 40, Personal Information

**Supplier’s Contract Manager**

Redacted under FOIA section 40, Personal Information

**Progress Report Frequency**

Progress reports are to be given twice weekly from the commencement of the contract.

**Progress Meeting Frequency**

The Supplier will liaise with the Contracting Authority’s project manager to report progress in a weekly Google Hangout review meeting on the delivery of the work and the requirement.

**Key Staff**

Redacted under FOIA section 40, Personal Information

**Key Subcontractor(s)**

Redacted under FOIA section 40, Personal Information

**Commercially Sensitive Information**

Not applicable



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**Balanced Scorecard**

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

**Material KPIs**

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard):

|  |  |
| --- | --- |
| **Material KPIs**  | **Target Measured by** |
| Progress reports  | 100% Bi-weekly receipt of the report and weekly attendance at weekly update meetings |
| User research  | 100% Updates on user research with can be addressed in weekly update meetings or during standalone meetings and receipt of full feedback report and analysis/outcomes |
| Synthesis of user research findings and presentation to CCS | 100% Production of presentational materials |
| As appropriate, iterate content framework guidance | 100% Provision of content in line with user research findings |

**Service Credits**

Not applicable

**Additional Insurances**

Not applicable

**Guarantee**

Not applicable



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**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 under FOIA section 40, Personal Information

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

Redacted under FOIA section 40, Personal Information



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**Framework Schedule 6 (Order Form, Statement of Work and Call-Off Schedules)** Call-Off Ref: RM1043.8

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**Appendix 1**

[**Insert** 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)].

[**Insert** Each executed Statement of Work shall be inserted into this Appendix 1 in chronology.]



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**Framework Schedule 6 (Order Form, Statement of Work and Call-Off Schedules)** Call-Off Ref: RM1043.8

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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:**

**SOW Title:**

**SOW Reference:**

**Call-Off Contract Reference:**

**Buyer:**

**Supplier:**

**SOW Start Date:**

**SOW End Date:**

**Duration of SOW:**

**Key Personnel (Buyer):**

**Key Personnel (Supplier):**

**Subcontractors:**

****

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

**SOW Deliverables Background**: [**Insert** details of which elements of the Deliverables this SOW will address]

**Delivery phase(s)**: [**Insert** item and nature of Delivery phase(s), for example, Discovery, Alpha, Beta or Live]

**Overview of Requirement**: [**Insert** details including Release Type(s), for example Ad hoc, Inception, Calibration or Delivery]

3 **Buyer Requirements – SOW Deliverables**

**Outcome Description:**

|  |  |  |
| --- | --- | --- |
| **Milestone Ref** | **Milestone Description Acceptance Criteria**  | **Due** **Date** |
| MS01 |  |  |
| MS02 |  |  |

**Delivery Plan:**

**Dependencies:**

**Supplier Resource Plan:**

**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).

[If different security requirements than those set out in Call-Off Schedule 9 (Security) apply under this SOW, these shall be detailed below and apply only to this SOW:

[**Insert if necessary]**

**Cyber Essentials Scheme:**

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

**SOW Standards:**

[**Insert** any specific Standards applicable to this SOW]

**Performance Management:**

[**Insert** details of Material KPIs that have a material impact on Contract performance]



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|  |  |  |
| --- | --- | --- |
| **Material KPIs**  | **Target**  | **Measured by** |
|  |  |  |
|  |  |  |

[**Insert** Service Levels and/or KPIs – See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)]

**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)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

[**Indicate**: whether there is any requirement to issue a Status Determination Statement] **SOW Reporting Requirements:**

**[**Further to the Supplier providing the management information detailed in 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] |

**]**

4 **Charges**

**Call Off Contract Charges:**

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



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● [Capped Time and Materials]

● [Incremental Fixed Price]

● [Time and Materials]

● [Fixed Price]

● [2 or more of the above charging methods]

[**Buyer** to select as appropriate for this SOW]

The estimated maximum value of this SOW (irrespective of the selected charging method) is £[**Insert detail**].

**Rate Cards Applicable:**

****

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[**Insert** 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) ]

[Reimbursable Expenses are capped at [£[**Insert**] [**OR]** [**Insert**] percent ([**X**]%)] of the Charges payable under this Statement of Work.]

[None]

[**Buyer** to delete as appropriate for this SOW]

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**

Name:

Title:

Date:

Signature:

**For and on behalf of the Buyer**

Name:

Title:

Date:

Signature:



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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 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 | **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: ● Information related to any persons during user research **The Supplier is Controller and the Relevant Authority is Processor** The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data: ● n/a **The Parties are Joint Controllers** The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of: ● n/a **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, ● n/a |
| Duration of the  | From 12/01/2024 until 11/01/2025 |



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|  |  |
| --- | --- |
| Processing |  |
| Nature and purposes of the Processing | The nature of the Processing means any operation such as 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) etc. |
| Type of Personal Data  | Name, telephone number, email address, views / opinions |
| Categories of Data Subject | Staff (including volunteers, agents, and temporary workers), customers/ clients, users of the website |

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

n/a



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