

**RM6100 Technology Services 3
Framework Schedule 4 Annex 1
Lot 1 Order Form**

Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 22nd May 2023 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call-Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website [Technology Services 3 - CCS \(crowncommercial.gov.uk\)](https://www.crowncommercial.gov.uk). The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

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

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

This Order Form shall comprise:

1. This document headed "Order Form";
2. Attachment 1 – Services Specification;
3. Attachment 2 – Schedule of Processing, Personal Data and Data Subjects;
4. Attachment 3 – Transparency Reports;
5. Attachment 4 – Supplier Tender Response
6. Attachment 5 – Buyer Security Policy; and
7. Annex 1 – Call-Off Terms
8. Annex 2 – Statement of Works

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

- a) the Framework, except Framework Schedule 18 (Tender);
- b) the Order Form and its Attachments;
- c) the Call-Off Terms; and
- d) Framework Schedule 18 (Tender).

Section A General information

Contract Details

Contract Reference: Ecm_11117

Contract Title: Innovation Lab Partner

Contract Description: Provision of digital services to support the DWP Innovation Lab as lead Innovation Partner.

Commencement Date: this should be the date of the last signature on Section D of this Order Form 22nd May 2023

Buyer details

Buyer organisation name

Department for Work and Pensions

Billing address

Your organisation's billing address - please ensure you include a postcode

SSCL, PO Box 406, Phoenix House, Celtic Springs Business Park, Newport, NP10 8FZ. PDF versions of invoices should ALSO be emailed to the shared inbox: APinvoices-DWPU@gov.sscl.com

Buyer representative name

The name of your point of contact for this Order

Buyer representative contact details

Email and telephone contact details for the Buyer's representative. This must include an email for the purpose of Clause 34.2 of the Contract.

Buyer Project Reference

Please provide the customer project reference number. Project 24969

Supplier details

Supplier name

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

Capgemini UK Plc

Supplier address

Supplier's registered address

1 Forge End, Woking, Surrey, GU21 6DB

Supplier representative name

The name of the Supplier point of contact for this Order

[REDACTED]

Supplier representative contact details

Email and telephone contact details of the supplier's representative

[REDACTED]

[REDACTED]

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

A unique number provided by the supplier at the time of the Further Competition Procedure. Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference Number. Not Applicable.

Section B

Part 1 - The Services Requirement

Commencement Date

See above in Section A

Contract Period

Guidance Note – this should be a period in months from the Commencement Date, up to the maximum permitted Contract Period of 24 months (2 years)

24 months

Services

The Supplier shall provide the following Services to the Buyer:

List below or append as a clearly marked document to confirm the Services which the Supplier shall provide to the Customer (which could include the Customer's requirement and the Supplier's response to the Further Competition Procedure). **Attachment 1 – Services Specification**

Attachment 4 – Supplier Tender Response

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 CallOff Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 2 to this Framework Schedule 4 Annex 1 (Order Form Template).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

It is acknowledged by the Parties that the Services utilised by the Customer may vary from time to time during the course of this Call-Off Contract, subject always to the terms of this Call-Off Contract.

Deliverables

The Supplier shall provide the following Deliverables to the Buyer as part of the Services:

The Deliverables shall be agreed and defined within individual Statements of Work (SoWs) that are identified as being made under this Call-Off Contract and which shall form part of this Order Form.

Sites for the provision of the Services

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

The Supplier shall provide the Services and/or Deliverables from the following Sites:

Buyer Premises:

The base location for delivery of the Services is anticipated to be Caxton House, London, SW1H 9NA and will be confirmed in individual Statements of Work.

The Supplier team will be on site approximately twice a week, or as otherwise agreed with the client.

Travel across the UK may be required in response to current operational need.

Where the Buyer requires Supplier Staff to travel to another location in the delivery of the services, expenses associated with such travel will be payable by the Buyer in accordance with the Buyer's Expense policy as included below:



DWP Supplier Travel
Policy - Jan 23.pdf

Supplier Premises:

Not Applicable.

Third Party Premises:

Not Applicable.

Additional Standards

Guidance Note: see Clause 7 (Standards) and the definition of Standards in Schedule 1 of the Call-Off Terms. Specify any particular standards that should apply to this Contract over and above the Standards.

The Supplier must commit to applying quality Standards either to an official standardisation such as ISO, the Government Service Standard (<https://www.gov.uk/service-manual/service-standard>), or via evidence that quality standard processes and reporting are in place.

Key Supplier Personnel

Guidance Note: see Clauses 6.4 – 6.8 of the Call-Off Terms. Include any Key Supplier Personnel (and their Key Roles).

Key Supplier Personnel	Key Role(s)	Duration
	Business Development Lead	Contract Period.

Buyer Property

Guidance Note: see definition of Buyer Property in Schedule (Definitions) of the Call-Off Terms. Include details of any property other than real property or IPR below.

Not Applicable.

Buyer Security Policy

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

The Buyer Security Policy applicable to this order form is included at Attachment 5.

Buyer Enhanced Security Requirements

Guidance Note: if the Supplier has access to the Buyer System then the Buyer should consider including additional enhanced security requirements here to govern the Supplier's use of such system – this might include incorporating an ICT policy. These requirements are in addition to those set out in the Security Policy (if any) above.

The Buyer Security Policy applicable to this order form is included at Attachment 5.

Insurance

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

Third Party Public Liability Insurance (£) -No additional insurance required.

Professional Indemnity Insurance (£) – No additional insurance required.

Key Sub-Contractors

Guidance Note: see Framework Schedule 7 (Key Sub-Contractors) for detail and include here details of any Key SubContractors which are applicable to this Contract.

Not Applicable

Part 2 – Charges, Payment and Invoicing

Contract Charges (excluding VAT)

Guidance Note - insert the applicable Charges having regard to Framework Schedule 3 (Framework Prices and Charging Structure) and include details of time and materials and any fixed price. Also include details of any agreed expenses and terms relating to such expenses.

The maximum value of this Call-Off Contract is £3,166,666.67 excluding VAT.

Call-Off Contract Charges shall be agreed in each Statement of Work, based upon the rates included in the Supplier's proposal as included at Attachment 4 of this Order Form (Supplier Tender Response) and detailed below:

Lot 1 rates	SFIA level 3	SFIA level 4	SFIA level 5	SFIA level 6
Requirements Definition & Management				
Consultancy				

Payment Profile

Guidance Note – insert details of payment profile which may be monthly or quarterly in arrears or the parties may agree to include payments associated with the achievement of milestones, in which case details of milestones payments should be included here.

The payment profile for this Contract is monthly in arrears or milestone payments, as defined in individual Statements of Work.

Invoice Details

The Supplier will issue Electronic Invoices in accordance with the agreed Payment Profile.

The parties agree that in advance of Invoices being issued to the Customer, the Supplier will provide a three week draft actual view in month with a one week forecast for visibility purposes.

All invoices must be sent to:

SSCL, PO Box 406, Phoenix House, Celtic Springs Business Park, Newport, NP10 8FZ. PDF versions of invoices should ALSO be emailed to the shared inbox: APinvoices-DWPU@gov.sscl.com

All invoices must include:

- Valid purchase order number;
- All files/invoices must be in PDF format;
- One PDF per invoice – all supporting documentation must be included within the single PDF;
- Supplier should not attach additional/separate supporting documentation as a separate file.

Method of Payment

The payment method for this Contract is BACS.

Contract Anticipated Potential Value: £3,166,666.67 excluding VAT

Guidance Note: for procurement purposes the Buyer will need to include details of the overall anticipated potential value of this Contract over the Contract Period

Part 3 – Additional and Alternative Buyer Terms

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

This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lot 1.

Additional Schedules

Additional Schedules	Tick as applicable
S1: Business Continuity and Disaster Recovery* (BCDR)	<input checked="" type="checkbox"/>
S2: Continuous Improvement*	<input checked="" type="checkbox"/>
S3: Supply Chain Visibility	<input type="checkbox"/>

*The parties have agreed that the BCDR obligation for the Supplier is to provide a BCDR plan within 60 days of the Effective date. The parties have agreed the Continuous Improvement obligation for the Supplier is to provide a continuous improvement plan within 60 days of the Effective date.

This replaces any obligations set out in relation to the BCDR and Continuous Improvement Plan in the Call Off Contract Schedules.

Where selected above the Additional Schedules set out in document RM6100 Additional Terms and Conditions Lot 1 shall be incorporated into this Contract.

Alternative Clauses

Guidance Note: Tick any applicable boxes below

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lot 1 shall be incorporated into this Contract.

Liability

*Guidance Note: to the extent that the Buyer would like to **increase** the limits of liability contained in Clause 12.1 of the Call-Off Terms, then specify the alternative limit below. Neither party is permitted to lower the limits set out in Clause 12.1 of the Call-Off Terms.*

The limitation of liability set out in Clause 12.1 of the Call-Off Terms shall be amended to read:

Termination for Convenience

Guidance Note: insert details of the notice period for termination for convenience where such period needs to be shorter or longer than the standard position under the Call-Off Terms.

The notice period for termination of convenience is 30 Working Days as set out in Clause 19.1 of the Call-Off Terms.

The notice period for termination of convenience for individual Statements of Work will be 14 Working Days.

Section C Supplier response

Commercially Sensitive information

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

[Redacted content]

Section D Contract award

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

SIGNATURES

For and on behalf of the Supplier

Name	
Job role/title	
Signature	
Date	

For and on behalf of the Buyer

Name	
Job role/title	
Signature	
Date	

Attachment 1 – Services Specification

1. PURPOSE

Executive Summary

- 1.1 To achieve our departmental objectives of “Supporting economic growth and improved productivity by ensuring work always pays and people are supported to find and progress in work”. DWP Digital created the Innovation Lab as a technology accelerator to support user needs, tackle complex business problems, and innovate new and challenging ideas for developing and showcasing the art of the possible.
- 1.2 The DWP Innovation Lab is a place for unconstrained innovation based on technology and creativity. It identifies cutting-edge technology, methodologies,

- trends, ideas, and opportunities, to help solve major cross-cutting problems for our customers, staff and business, demonstrating the art of the possible.
- 1.3 The point of the Innovation Lab is to strip all the processes away, explore new technologies and ideas that aren't part of the typical product roadmap, and build a working prototype to validate whether that technology/idea works, all within a rapid timeframe. It's a way to tap into the speed and flexibility that many start-ups offer and experiment with ideas that might be risky but potentially have large payoffs for the department.
 - 1.4 The Innovation Lab is a place to ideate, create and develop technology solutions using a diverse and divergent flow of outside ideas, technologies, and influences. It enables collaboration and engagement, develops connections, and is an enabler for a rapid delivery cycle, providing outputs that meet customer expectations.
 - 1.5 Within the Innovation Lab, we fully embrace design thinking practices and creativity to explore problems. Putting User Centred design at the centre of our problemsolving to ensure we look at each problem from an end user/customer perspective at all times.
 - 1.6 We are invested in developing our capability and influencing a creative culture. We strive to maintain our Technical Versatility by looking to new and innovative means to solve the problems put before us with a Technological lens. We are always looking to provide Value for money for both the Innovation Lab and the department whilst maintaining our Innovative, creative thinking to solve problems and utilising the best new technologies as an enabler for these problems. To help achieve this we seek Assistance in our Technology scanning to bring new ideas to us that we can explore further.
 - 1.7 Blog by the Innovation Lab on Why synthetic data could be useful for a government department: [Why synthetic data could be useful for a government department - DWP Digital \(blog.gov.uk\)](#)
 - 1.8 [Public Services \(Social Value\) Act 2012 \(legislation.gov.uk\)](#)

2 BACKGROUND TO THE CONTRACTING AUTHORITY

Introduction to DWP

- 2.1 DWP is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department, it administers the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers.
The Department's priorities include:
 - Running an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment
 - Creating a fair and affordable welfare system which improves the life chances of children
 - Delivering outstanding services to our customers and claimants
 - Delivering efficiently: transforming the way we deliver our services to reduce costs and increase efficiency.

DWP Customers

2.2 The 'customers' that DWP Operations interacts with on a regular basis, is broad and diverse and is not restricted to individual citizens. Examples include:

- Claimants (Benefits)
- Jobseekers

Pensioners Paying/Receiving Parents of Child Maintenance

Geographical Profile

2.3 The Department is a geographically diverse business operation; with operational sites and central office hubs in multiple locations across England, Wales, Scotland and Northern Ireland, currently employing approximately 83,000 colleagues across the department.

2.4 There are currently around 750 public facing Jobcentres across the UK and Northern Ireland and around 40 Service Centres. In addition to our operational colleagues, there are also around 10,000 staff in the Department's corporate centre, covering functions such as HR, IT, Finance & Communications

3 THE REQUIREMENT

Forming a Partnership

3.1 This partnership will be a blended set-up with a core DWP team forming a partnership with our new partner organisation. The Innovation Lab will rely on this partnership to provide expertise in areas based on individual project requirements. We are looking for a partner organisation to provide not just people but also experience in technology-led innovation in large/government organisations.

3.2 The DWP and partner sides will effectively make one multi-disciplinary team that utilises agile methods to their advantage within a rapid delivery cycle. Collaboratively working to create value based on Tech lead innovations.

3.3 We will be looking for our partners to be actively engaged with the Innovation Lab with the capability to:

- Build a sustainable pipeline of work based on new/emerging Technologies or user/business problems.
- Ensure we design with our users rather than for our users.
- Lead the diffusion of innovative technology and practices through the Department.
- Bring focus to the exploitation of innovations developed by the Innovation lab.

The Blended Core Team

3.4 The Innovation Lab will have, and not be limited to, the following dedicated DWP resources:

Title	Responsibilities/Leading on
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Principle Innovation Lead and Head of the DWP Innovation Lab	Overall Innovation Lab team management Contract Management Financial approval New Innovation
Senior Agile Delivery Manager	Contract Management Team Management Financial Management Team planning Team capacity Help team deliver value quickly
Product Owner	Pipeline/Backlog management Stakeholder Management Responsibility for Quality of outputs Understanding User needs Asserting the business problem or problem space Setting of objectives and key result
Business Analyst	Engagement with stakeholders Analysis of problems Mapping of pain points Alignment to Vision, Mission and Goals Creation of Business Case Engagement with users

3.5 We are looking for our partner to provide additional resources who have proven experience and expertise in their roles (This list is not exhaustive):

Technical Architect	Communicate and describe construction of solution Designs application products to meet user needs align with DWP strategy and standards Lead Horizon Scans in Innovation
Lead Data Scientist	understand and share patterns in data support and drive better decisions creating and implementing ML improve processing and decision making
Senior Software Developer (AWS skills)	design and implementation of applications evaluate tools implementing/updating solutions building and executing test plans provision environments application performance reviews, triaging and fixing operational issues.
Senior UX Designer	Understand user's needs, develop ideas, facilitate Design thinking Find users pain points
	lead ideation sessions prototype design

Senior Service Designer	understand user needs support analysis of research findings plan and facilitate workshops analyse pain points analyse and identify cost saving opportunities
User Researcher	plan and carry out user research activities test concepts generate new and useful insights enhance understanding of users

Additional resources may be required depending on project requirements. These roles will be discussed during statement of works discussions. These roles could include (list is not exhaustive):

- Service Designer
- Business Case Analyst
- Software Developer

- 3.6 All roles will require CV's to be provided to DWP for assessment. These CVs should clearly demonstrate the candidate's ability to undertake such a role. Additional team members may be required based on the Project scope. In light of this, we need a partner who can quickly adapt to this and provide highly skilled individuals with the appropriate skills.
- 3.7 We are looking for a service offering to cover other skills of an Agile multi-disciplinary team and partner with us.
- 3.8 The ability to prototype and deliver proof of concepts at pace are key outcomes of the Innovation Lab.
- 3.9 We are looking for complimentary skills to form the core team, enabling us to explore the possibility of technical concepts and radical ideas and achieve great success together.
- 3.10 Capacity and ability to flex the team model may require embedding a specific skill resource on demand.

Technical Versatility and Rapid Prototyping

- 3.11 Identifying new opportunities, scanning the technology horizon, testing ideas, and contributing to value propositions will be an outcome sought through this partnership.
- 3.12 An 'Innovation Core Partner' will have the ability to identify and explore new and diverse technology.
- 3.13 They will demonstrate knowledge and expertise about cutting-edge technologies and ideas and how they have been applied to prove ideas/concepts.

- 3.14 Using knowledge and expertise, a partner will work as part of the core team to help rapidly prototype to prove ideas/concepts.
- 3.15 The 'Innovation Partner' will leverage their external ecosystem (partners that can be vendors, start-ups, academia, and other organisations) to support rapid prototyping.
- 3.16 The 'Innovation Partner' will provide timely SMEs on demand that may be required while working with cutting-edge prototypes.

Navigating the Eco-System to form Alliances and Connections

- 3.17 We are interested in the ability to bring new technologies, new connections and new approaches to us from elsewhere.
- 3.18 The supplier will demonstrate the ability to navigate the Innovation eco-system. This is where the partner has developed and honed 3rd party collaborators who assist them in their innovation projects. Access to utilise or the ability to add to the partner's innovation eco-system will provide the Innovation Lab rapid enablement for the projects/innovations we are looking to deliver.
- 3.19 We want a partner to help us understand the breadth of talent in any ecosystem pool, and where innovation, creativity and technology talent may come from.
- 3.20 Identify opportunities to bring innovation expertise and capability from elsewhere in the ecosystem, support forming new alliances that will help us solve problems with radical innovation.

A User Centred Design Approach

- 3.21 A core principle of the DWP Innovation Lab is a user centred design approach that is embedded in our ways of working. We expect a partner to share this principle and demonstrate they are able to:
- Respond to user needs within the context of the problems we solve.
 - Seek to add value in user interactions and journeys.
 - Provide complimentary skills that will enable the Innovation Lab to create a blended core team with 'always on' capabilities. DWP professional design skills will be a part of the core team.

Maturing the Journey of Innovation

- 3.22 Supporting the Innovation Lab to mature a good innovation process is important to us. We want to bring a depth of diversity and stretch to further develop existing foundations within the Innovation Lab.
- 3.23 From the pioneering stage, the prove stage, the exploration and rapid prototyping, the ability to help us mature and professionalise will be required.
- 3.24 An 'Innovation Partner' will support the exploration of an idea, optimising, sustaining and use radical innovation.

- 3.25 The capability to scale to enable a good Innovation process and deliver outcomes in terms of testing concepts through prototyping will be required.

Creative and Divergent Thinking Methodologies

- 3.26 We want to develop the right method for internal strong ownership, traction and scaling, the ability of an 'Innovation Partner' to support this and help promote the concept of innovation and thinking differently is key.
- 3.27 We want to push the boundaries of divergent thinking and are looking for different approaches, tools and methodologies to help us to do this.
- 3.28 The 'Innovation Partner' should be able to bring a stable of approaches to heighten design thinking and create safe spaces to explore ideas without constraint.
- 3.29 Being able to bring to life abstract concepts, fully explore problems and promote the art of the possible is important.
- 3.30 Supplier experience and knowledge to bring creativity through a different design thinking approach to the partnership is key.
- 3.31 The 'Innovation Partner' should be able to hold some sessions showcasing art of possible in external ecosystem that broaden the horizons for the lab, it could be new ways of design thinking to presentation or knowledge sharing about cutting edge technologies.

Ability to Share Learning

- 3.32 The ability of a partner to teach us is fundamental.
- 3.33 Ability to formalise mechanisms to help understanding and keep innovation relevant will be a key success.
- 3.34 We expect a supplier to provide a service offering which will detail how they will help us to learn, and bring a continuous learning cycle into the Innovation Lab. This should include new technologies, new methods of using existing technologies such as Cloud Technologies, DevOps to improve services, user centred design thinking and methods.

Cultural Fit

- 3.35 Innovation is not just about technology; we want to influence cultures and behaviours both within DWP via improvements to our services to our staff and also external via interactions with our customer base and through innovation. The Innovation Lab influences and engages with a range of stakeholders to gain leverage, supporting the ownership of concepts and ideas. This will be led through the Lead Product Manager and Innovation Lead.

- 3.36 The support of a partnership to create alliances and identify opportunity internally and externally to enable highly effective engagements will be sought.
- 3.37 We are seeking a supplier with an understanding of the machinery of government and its culture. This understanding will help achieve the balance of disruption whilst being able to achieve outcomes.

Key Principles

- 3.38 The Innovation Lab has at its core a user centred design approach to some of the most complex problems that DWP faces. To tackle these problems, the Innovation Lab operates over a rapid delivery cycle of 6 to 8 weeks to deliver an item of value to our customers.
- 3.39 To achieve the value, we hold close a delivery pattern enabling teams to thrive. This North Star approach provides focus for the team whilst allowing for experimentation, innovation, collaboration, engagement, inclusion, and diversity.
- 3.40 We utilise agile methods to focus on the value to the customer keeping in view the core agile values of:
- Courage – Team members have the courage to do the right thing and support each other.
 - Focus – On the work in flight and commitment to achieving these goals
 - Commitment – The team commits to achieving its goals and supporting each other
 - Respect – Full respect of each other is required on the team to enable the achievement
 - Openness - Openness in both the team and stakeholders on the work and challenges
- 3.41 Along with the values, we also adopt the three empirical pillars of Inspect, adapt and transparency as this grows our expertise and maintains the Innovation Lab's focus on providing value to our stakeholders.

4 IMPLEMENTATION / STATEMENT OF WORKS

- 4.1 The implementation of each individual project will be agreed via subsequent Statement of Works that will be agreed and awarded to the Supplier.

5 AUTHORITIES' RESPONSIBILITY

- 5.1 The Innovation Lab works with DWP Commercial to ensure 'Value for Money' is achieved and that outcomes are correct as per the contract and associated statement of works. To achieve this, we will hold the following:
- Monthly Performance reviews to deep dive into the team and project deliverables to ensure value is being created (Supplier and Innovation Lab Team)
 - Statement of Works Review of deliverables, team structure and measures of project success. This includes the outputs required, and access to other 3rd party suppliers to achieve the project's success.

- Departmental Contractual reviews ensure the Department is working in line with current contractual guidance and that the Department is getting value for money from the current contract.
 - Agile Events enable the team to showcase the work undertaken and receive direct feedback on actions taken.
- 5.2 The Senior Agile Delivery Manager (along with other DWP members of the team) will ensure the team is collaboratively working and adhering to the following:
- The department has a Hybrid Working Policy where all staff must spend a minimum of 40% of their time in a Hub Location. Hub working is based on business needs, and the Lab requirement is to enable team collaboration, knowledge sharing, and upskilling. The Department does not allow offshore working, anyone working for the DWP must be UK-based, and anyone working in the Innovation Lab must be able to spend the two allocated days in Caxton House, London. The Department holds the right to change the Hybrid working policy at any time, these arrangements may be subject to change based on Civil Service and departmental Policy.
 - The Lab works on its pipeline work in line with live projects. We use a daily north star model to undertake this in a fast-paced environment (Innovation Operationalised). This model provides focus, enabling the Lab to remain on track given our rapid delivery cycle and the imposed timings. This prediscovery work will advise on team structure and any Subject Matter Experts input may/will be required to assist the lab in landing the requirements.
- 5.3 The DWP Innovation Lab Principal Innovation Lead, Head of the DWP Innovation Lab and the Senior Agile Delivery Manager will actively manage the team from a project delivery cycle. In addition, they to this, they will work alongside Commercials and Finance colleagues, to ensure a smooth partnership between DWP and the new partner organisation on finance and the associated contracts.

6 CONTRACTORS' RESPONSIBILITY

- 6.1 The Innovation Lab works with DWP Commercials to ensure value for money is achieved. Our partner organisation should:
- Attend all Performance reviews
 - Attend all Commercial Reviews.
 - Ensure all outputs/artefacts from the team are quality assured, in line with DWP requirements and stored on DWP estate in the correct format for future use by DWP.
 - Provide a robust review of deliverables and measures of success.
 - Draft Statement of Works based on project scope.
 - Help to shape the backlog/pipeline projects by creative thinking on new/immerging technologies and new ways of working, which our partner will have experience of delivering.
 - Attend financial review discussions and performance reviews.
 - A Programme Lead is to be provided to oversee all elements of the contractual agreement from a partner's perspective.
 - To provide robust and detailed time sheets for inspection prior to payment.
 - Actively use and enhance their Innovation eco-system to enable rapid Lab deliveries.

7 CONTRACT MANGEMENT AND MONITORING

- 7.1 The Innovation Lab works collaboratively to ensure value for money and a quality service is achieved. To achieve this, we will:
- Assess work completed based on Throughput and Cycle time and assess this against costs per team member to measure Value for money.
 - Hold monthly performance reviews (Supplier and the Innovation Lab Team) to discuss the project and team performance.
 - Hold quarterly retrospectives (Supplier and the Innovation Lab Team) to deep dive into work undertaken, team structure, and lessons learnt.
 - Undertake commercial reviews monthly to ensure adherence to the contract.
 - Review deliverables under the Statement of Works to assess quality and measures of success as set out in the Statement of Works.
 - Undertake departmental contractual reviews to ensure departmental contract standards are met.
 - Undertake financial review discussions and Monthly. performance reviews to understand spending against delivery.
 - Create a statement of work collaboratively, to ensure both sides understand the project ask, and the requirements of both parties during the delivery.

8 IMPLEMENTATION TIMETABLE

- 8.1 The Innovation Lab will work with our partners based on our pipeline and following agreement by our internal governance process which projects will be undertaken in the Innovation Lab. All work will be discussed in commercial discussions and placed into individual timeboxed statement of works. This will determine the exact work to be undertaken, team structure, costs and benefits/outputs from the team.

9 SKILLS AND KNOWLEDGE TRANSFER

- 9.1 All team members must use the DWP equipment which will be allocated to them. There is no provision for off shore working in the department. All staff must be UK based.
- 9.2 All documentation must be stored in DWP approved areas set up for the Innovation Lab to enable sharing of information without wider DWP and other government agencies.
- 9.3 The Innovation Lab must ensure all knowledge gained through our projects is fully documented (as determined in the statement of works) and these documents must be kept within DWP systems for future use.
- 9.4 The Lab uses collaboration sessions help to transfer skills within the team and to wider audiences. We look for (and to create) Multi-Skilled ('T' Shaped) people. These multi-skilled individuals are key to what we deliver in the Lab as this provides the Lab with flexibility in the workforce, it enables close collaboration and swarming around problems to create rapid outcomes.
- 9.5 Retrospectives are a key element of our process, allowing us to inspect and adapt. This is a constant process which is baked into any team in the Lab.

10 STAFF AND CUSTOMER SERVICE

- 10.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 10.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 10.3 The Supplier shall ensure that staff understand the Buyer's vision and objectives and will provide excellent customer service to the Buyer throughout the duration of the Contract.

11 PAYMENT AND INVOICING

- 11.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 11.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

12 CONTRACT MANAGEMENT

- 12.1 Attendance at Contract Review meetings shall be at the Supplier's own expense.

13 LOCATION

The location of the Services will be carried out at Department of Work and Pensions, Caxton House

Attachment 2 – Schedule of Processing, Personal Data and Data Subjects

This Attachment 2 shall be completed by the Buyer, who may take account of the view of the Supplier, however the final decision as to the content of this Attachment 2 shall be with the Buyer at its absolute discretion.

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

Description	Details
Identity of the Controller and Processor	<i>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor in accordance with Clause 18 of the Contract.</i>
Subject matter of the processing	<i>The processing is needed in order to ensure that the Supplier can effectively deliver the contract to provide a service to members of the public.</i>
Duration of the processing	<i>The duration of the Call-Off Contract.</i>
Nature and purposes of the processing	Supplier Processing <i>Supplier Processing – is as set out broadly in this Call Off Contract. The Parties agree that:</i> <ol style="list-style-type: none">1. <i>The Supplier will follow the Buyer's direction and guidelines on staff security clearance and processes for access to Buyer systems, including role-based access controls and security standards. Where the Supplier is required to grant user access, this will be undertaken at the Buyer's direction.</i>2. <i>Any access for the Supplier to Buyer systems will be limited to Buyer provisioned laptops and approved USB devices.</i> <i>Any requirement to share data externally, such as with Buyer third parties for diagnostic purposes, is not to be undertaken by the Supplier and will remain the responsibility of the Buyer.</i>
Type of Personal Data being Processed	<ol style="list-style-type: none">1. <i>Contact information (e.g., business e-mail address, telephone number etc.).</i>2. <i>Personal life information (e.g., life habits, family situation).</i>

	<p>3. <i>Employment information (e.g., position, experience or employment history).</i></p> <p>4. <i>Identification information (e.g., name, gender, image in communication systems).</i></p> <p><i>By prior written agreement between the parties:</i></p> <p>5. <i>Data concerning health.</i></p> <p><i>Data revealing racial or ethnic origin.</i></p>
Categories of Data Subject	<p><i>Any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Staff) for which the Buyer is the Controller</i></p>

Attachment 3 – Transparency Reports

Title	Content	Format	Frequency
Performance	Summary of Service delivered, and outcomes achieved. Forward look of plans for month ahead	Word / Excel	Monthly
Key Sub-Contractors	Details of any Sub-Contractors used in delivery of the Services, including identification of any Small & Medium sized Enterprises (SME's)	Word / Excel	Monthly

Attachment 4 – Supplier Tender Response



Project 24969

Supplier Tender Respo

Attachment 5 – Buyer Security Policy



Buyer Security Policy

Annex 1 – Call-Off Terms and Additional Schedules and Alternative Clauses



RM6100-Lot-1-
CallOff-Terms-
v2.00.docx



RM6100-Lot-1-Additi onal-and-Alternative-
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Annex 2 – Statement of Work template

The first Statement(s) of Works shall be inserted into this Annex 2 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 2 to the Order Form in Framework Schedule 4 Annex 1 (Order Form Template)).

Statement of Work Template

VARIATION FORM

No of Order Form being varied:

Variation Form No: BETWEEN:

**Department for Work and Pensions ("the Customer") and
Capgemini ("the Supplier")**

1. This Call Off Contract is varied in accordance with the details in the Statement of Works (SOW) and shall take effect on the date signed by both Parties:
2. Words and expressions in this Variation shall have the meanings given to them in this Call Off Contract.
3. This Call Off Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation

Contract Variation 001 SOW Details

Date of SOW:	
Project Name	
Purchase Order Number	
Cost Centre	

SOW Reference:	
SOW Title	
Customer:	
Supplier:	
Start Activity Date	
End Activity Date	
Charging Method(s) for this Release:	

1.1.1 This Statement of Work ("SOW") is made under Technology Services 3 Agreement RM6100, ECM_11117 and forms a part of the Order Form.

1.1.2 The rights, obligations and details agreed by the Parties and set out in this SOW apply only in relation to the Services that are to be delivered under this SOW and will not apply to any other SOW's executed or to be executed under this Call-Off Contract unless otherwise agreed by the Parties.

1.1.3 The Services

1.1.3.1 The following table sets out the Deliverables that the Supplier shall deliver under this SOW, and the Customer Responsibilities that the Customer shall meet or ensure are met in order to allow the Supplier to deliver the Services.

1.1.3.2 Further Supplier support for the Lab above and beyond the core Supplier team may be required for specific Lab initiatives, in which case separate Variations will be prepared and agreed between the Parties.

Workstream	Deliverable	Description	Format (Acceptance Criteria)	Estimated Due Date	Customer Dependencies

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1.1.3.3 It is recognised that as at the SOW Start Date, the actual Deliverables are subject to agreement between the parties, in particular with regard to content, estimated due dates and the dependencies associated with them. The parties will agree these in writing from time to time.

1.1.4 Deliverables and Acceptance:

1.1.4.1 Procedure: The Supplier will advise the Customer when the Deliverable is ready for review and the Customer shall promptly review. If a Deliverable materially meets the relevant ("Acceptance Criteria") as detailed in table 1, the Customer shall notify the Supplier immediately in writing, and such Deliverable shall be accepted by the Customer. If the Deliverable materially fails to meet the relevant Acceptance Criteria then the Customer shall notify the Supplier immediately in writing, with sufficient details and comments in respect of the failure to enable the Supplier to use reasonable endeavours to remedy any material defects and confirm the relevant Deliverable is ready for review against the relevant Acceptance Criteria within 30 (thirty) days (or such longer period as is reasonable in view of the nature of the defect) from the date of the Customer's initial notice of the failure of the Deliverable to satisfy the Acceptance Criteria.

1.1.4.2 Deemed acceptance: The Customer confirms that it will be deemed to have accepted the relevant Deliverable on the earlier of: (a) using the Deliverable (other than for carrying out the acceptance review) or modifying it; or (b) 5 (five) days from the date that the Supplier tells the Customer that the relevant Deliverable is ready for acceptance (if the Customer does not inform the Supplier within this time of any material failure of the Deliverable to meet the relevant Acceptance Criteria).

1.1.4.3 Meaning of Acceptance: Acceptance by the Customer of the relevant Deliverable in accordance with the provisions of a) and/or b) confirms that the Deliverable meets the requirements of this SOW and that the Customer may not then reject the Deliverable or make any claims in respect of any defects or problems which are subsequently discovered by the Supplier in respect of the Deliverable.

1.1.4.4 The Customer shall be responsible for the assessment and further use of the outputs of the Services and /or Deliverables. The delivery of any plan or estimates as a part of this SOW are not offers to contract for the delivery of such, which will be subject to the agreement.

1.2 Call-Off Contract Charges

1.2.1. Services will be provided on a Time and Materials basis. The Supplier shall invoice monthly in arrears.

1.2.2 The Customer shall pay the Rate (£) set out in the table below for each member of Supplier Staff (which will be billable monthly in arrears for the number of Working Days worked by each member of Supplier Personnel at the Rate (£) shown in the table below). The maximum amount of the Call-Off Contract Charges based upon the 'Days' and 'Rate (£)' columns of that table totals XXX (excluding VAT) and will not be exceeded unless by prior written agreement.

1.2.3 Supplier Personnel set out in the table below shall be assigned (where not fulltime) to the Services on Working Days at Supplier's discretion during the term up to the maximum number of days except for absences in accordance with the terms of this SoW. Substitutions may be made where deemed required by the Supplier and agreed in advance with the Customer. In the event that substitution becomes necessary the Supplier will provide 5 working days notification to the Customer. The Supplier will not be in breach for the absence of Supplier Staff where it is beyond the Supplier's reasonable control, including but not limited to sickness absence and resignation.

1.3 Team roles

1.3.1 DWP Team

1.3.1.1 Supplier will require regular input from

Title	Responsibilities/Leading on
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1.3.2 Capgemini Team

Role	Responsibility
Oversight	

1.4 Resource Charges:

Table 1: Resource costs from XXXX to XXXX

Role	Rate (£)	Estimated Days	Total (£)
Total (excluding VAT)			

1.4.1 The Supplier will provide a detailed breakdown of rates based on time and materials charges, including a separate summary of expenses (where applicable) and exclusive of VAT, with sufficient detail to enable the Customer to verify the accuracy of the time and material Call-Off Contract Charges incurred.

1.4.2 Expenses. The Supplier can only claim expenses for visiting locations other than the Main Customer Location as stated in the Call off Order Form. These will be paid in accordance with the Customer's Travel & Subsistence Rates attached as below:



DWP Supplier Travel
Policy - Jan 23.pdf

1.4.3 The Supplier should provide receipts for expenses claims where required by the Customer.

1.4.4 The Parties agree that the Services provided under this SOW will not involve the processing of Personal Data.

BY SIGNING this SOW, the parties agree to be bound by the terms and conditions set out herein:

For and on behalf of the Supplier:

Name and title

Signature and date

For and on behalf of the Customer:

Name and title

Signature and date

Statement of Work 001

VARIATION FORM

No of Order Form being varied:

Innovation Lab Partner, ECM_11117, dated 22nd May 2023

Variation Form No: CR001 BETWEEN:

**Department for Work and Pensions ("the Customer") and
Capgemini ("the Supplier")**

4. This Call Off Contract is varied in accordance with the details in the Statement of Works (SOW) and shall take effect on the date signed by both Parties:
5. Words and expressions in this Variation shall have the meanings given to them in this Call Off Contract.
6. This Call Off Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation

Contract Variation 001 SOW Details

Date of SOW:	22 nd May 2023
Project Name	Innovation Lab Partner
Purchase Order Number	To be supplied by DWP after contract signature
Cost Centre	To be supplied by DWP after contract signature

SOW Reference:	SoW 001
SOW Title	Workway and Generative AI Horizon Scan
Customer:	Department of Work and Pensions Innovation Lab
Supplier:	Capgemini UK Plc
Start Activity Date	22 nd May 2023
End Activity Date	28 th July 2023
Charging Method(s) for this Release:	Time & Materials

1.1.1 This Statement of Work ("SOW") is made under Technology Services 3 Agreement RM6100, ECM_11117 and forms a part of the Order Form.

1.1.2 The rights, obligations and details agreed by the Parties and set out in this SOW apply only in relation to the Services that are to be delivered under this SOW and will not apply to any other SOW's executed or to be executed under this Call-Off Contract unless otherwise agreed by the Parties.

1.1.3 The Services

1.1.3.1 The following table sets out the Deliverables that the Supplier shall deliver under this SOW, and the Customer Responsibilities that the Customer shall meet or ensure are met in order to allow the Supplier to deliver the Services.

1.1.3.2 Further Supplier support for the Lab above and beyond the core Supplier team may be required for specific Lab initiatives, in which case separate Variations will be prepared and agreed between the Parties.

Workstream	Deliverable	Description	Format (Acceptance Criteria)	Estimated Due Date	Customer Dependencies
R&D	Horizon Scan	<ul style="list-style-type: none"> For each technology or use case is identified, produce a one-page summary with regards to the technology or use case Where a technology vendor is identified: complete a high-level maturity assessment with scoring. We will conduct a Show & Tell to disseminate Horizon Scan knowledge to the department 	It will be stored on the DWP Lab SharePoint in the form of a PowerPoint or any other standard document format / type that the Supplier may reasonably request with a minimum 10 days' notice ahead of the due date.	28 th July 2023	Identification and provide use cases and direction on technologies of interest to facilitate vendor identification.
	Technology Spike	<ul style="list-style-type: none"> Document insights from the technology spike Basic prototype development where applicable to better demonstrate the value of the technology 	It will be stored on the DWP Lab SharePoint in the form of a PowerPoint or any other standard document format / type that the Supplier may reasonably request (with a minimum 10 days' notice ahead of the due date) with the demonstrator in the appropriate format depending on the technology explored.		Identification of a use case and the agreement on technology to investigate. Technical tools and data to develop the basic prototype.

	Business spike	<ul style="list-style-type: none"> Document value proposition Summary Proposal to support stakeholder / 	It will be stored on the DWP Lab SharePoint in the form of a	Identification of the use case and stakeholders to engage with.
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		sponsor / steering group conversations	PowerPoint or any other standard document format / type that the Supplier may reasonably request with a minimum 10 days' notice ahead of the due date.	
Pipeline	Identify opportunities and decide which are most suitable for the Lab	<ul style="list-style-type: none"> R&D backlog created/updated Business problem backlog created/updated Potential Sponsor /stakeholders identified Project prioritised for the Lab Position project if DWP is already/has worked in this space 	<p>It will be stored on the DWP Lab SharePoint.</p> <p>The output will be in captured on Mural, Jira and PowerPoint where appropriate or any other standard document format / type that the Supplier may reasonably request (with a minimum 10 days' notice ahead of the due date)</p>	DWP to be supported by Capgemini Design Lead and Tech lead.
	Create initial insights to feed the Lab	<ul style="list-style-type: none"> Define the problem and agree with the Customer Document Problem brief Document Scope suitable for the duration of the contract Document key success factors Document Sponsor Identified Document Ecosystem map Document Stakeholder Map Document Target users 	<p>It will be stored on the DWP Lab SharePoint.</p> <p>The output will be in captured on Mural and / or PowerPoint where appropriate or any other standard document format / type that the Supplier may reasonably request (with a minimum 10 days' notice ahead of the due date.)</p>	Following timely request, provide access to sponsors, users and the key business stakeholders.

Discovery	Gather user insights and explore tech options	<ul style="list-style-type: none"> Document the processing of existing DWP research if exists /applicable to problem statement Document user needs / pain points within scope Document AS IS journey within problem space Provide tech stimulus for ideation 	<p>It will be stored on the DWP Lab SharePoint.</p> <p>The output will be in captured on Mural and / or PowerPoint where appropriate or any other standard document format / type that the Supplier may reasonably request.(with a minimum 10 days'</p>	Access to existing research. Visibility on what has been done to solve the problem in the past, and which teams were involved.
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			notice ahead of the due date.	
Experiment & test	Co-create ideas for PoC	<ul style="list-style-type: none"> Document ideas explored on how to solve the identified problem Document benefits / cost drivers Explore potential tech opportunities based on the user needs 	<p>It will be stored on the DWP Lab SharePoint.</p> <p>The output will be in captured on Mural and/or PowerPoint where appropriate or any other standard document format / type that the Supplier may reasonably request.</p>	Access to quantitative data to define cost or benefit drivers.
	Select tech options	<ul style="list-style-type: none"> Document the effort required to develop the potential solution concepts Document the technical approach to the development of the solution 	<p>It will be stored on the DWP Lab SharePoint.</p> <p>The output will be in captured on Mural and / or PowerPoint where appropriate or any other standard document format / type that the Supplier may reasonably request (with a minimum 10 days' notice ahead of the due date).</p>	Access to the relevant tech stack on DWP laptops / cloud

	Design PoC	<ul style="list-style-type: none"> • Document user journey and service mappings to illustrate how the technology can be applied • Prototype design of the solution • Produce a high-level benefit and costs analysis 	It will be stored on the DWP Lab SharePoint. The output will be in captured on Mural and / or PowerPoint where appropriate or any other standard document format / type that the Supplier may reasonably request. The prototype (with a minimum 10 days' notice ahead of the due date). The design will be completed in Sketch.		Access to quantitative data to define cost or benefit drivers. Access to the necessary tools to design the solution.
	Build PoC	<ul style="list-style-type: none"> • Develop the testable prototype to demonstrate the art of the possible 	A working solution built in Innovation Lab's development environment and		Agreement on the testable prototype to be developed for this use case.
		<ul style="list-style-type: none"> • Create the technical architecture required for the solution 	staged via a webapp where applicable		Access to the relevant tech stack on DWP laptops / cloud. Access to the required data to build the prototype.
	Test PoC	<ul style="list-style-type: none"> • Document user testing of the solution • Prototype design iterated with user testing feedback 	<p>It will be stored on the DWP Lab SharePoint.</p> <p>The output will be in captured on Mural and PowerPoint where appropriate or any other standard document format / type that the Supplier may reasonably request (with a minimum 10 days' notice ahead of the due date.)</p>		Timely user-testing results allowing iterations

Package & Handover	Synthesise insights & share learnings	<ul style="list-style-type: none"> • Produce indicative implementation roadmap for PoC • Produce Gala deck • Produce executive summary • Produce video from executive summary 	<p>It will be stored on the DWP Lab SharePoint.</p> <p>The output will be captured in PowerPoint and a video will be created to showcase the product.</p> <p>The packaging of the product will be completed within a week after the gala event.</p>	Access to tech infrastructure information needed to build the tech roadmap
Operationalisation support		<ul style="list-style-type: none"> • Support Sponsor with adoption of agreed implementation plan • Support Sponsor with post-project conversations to support uptake of deliverables (e.g. Show and Tell, knowledge sharing and sales pitch) 	<p>It will be stored on the DWP Lab SharePoint.</p> <p>The necessary material to support the operationalisation of the products will be captured in PowerPoint where appropriate or any other standard document format / type that the Supplier may reasonably request (with a minimum 10 days' notice ahead of the due date).</p>	Active engagement from DWP exec sponsor and stakeholder support to drive the operationalisation of the POC



1.1.3.3 It is recognised that as at the SOW Start Date, the actual Deliverables are subject to agreement between the parties, in particular with regard to content, estimated due dates and the dependencies associated with them. The parties will agree these in writing from time to time.

1.1.4 Deliverables and Acceptance:

1.1.4.1 Procedure: The Supplier will advise the Customer when the Deliverable is ready for review and the Customer shall promptly review. If a Deliverable materially meets the relevant ("Acceptance Criteria") as detailed in table 1, the Customer shall notify the Supplier immediately in writing, and such Deliverable shall be accepted by the Customer. If the Deliverable materially fails to meet the relevant Acceptance Criteria then the Customer shall notify the Supplier immediately in writing, with sufficient details and comments in respect of the failure to enable the Supplier to use reasonable endeavours to remedy any material defects and confirm the relevant Deliverable is ready for review against the relevant Acceptance Criteria within 30 (thirty) days (or such longer period as is reasonable in view of the nature of the defect) from the date of the Customer's initial notice of the failure of the Deliverable to satisfy the Acceptance Criteria.

1.1.4.2 Deemed acceptance: The Customer confirms that it will be deemed to have accepted the relevant Deliverable on the earlier of: (a) using the Deliverable (other than for carrying out the acceptance review) or modifying it; or (b) 5 (five) days from the date that the Supplier tells the Customer that the relevant Deliverable is ready for acceptance (if the Customer does not inform the Supplier within this time of any material failure of the Deliverable to meet the relevant Acceptance Criteria).

1.1.4.3 Meaning of Acceptance: Acceptance by the Customer of the relevant Deliverable in accordance with the provisions of a) and/or b) confirms that the Deliverable meets the requirements of this SOW and that the Customer may not then reject the Deliverable or make any claims in respect of any defects or problems which are subsequently discovered by the Supplier in respect of the Deliverable.

1.1.4.4 The Customer shall be responsible for the assessment and further use of the outputs of the Services and /or Deliverables. The delivery of any plan or estimates as a part of this SOW are not offers to contract for the delivery of such, which will be subject to the agreement.



1.2 Call-Off Contract Charges

1.2.1. Services will be provided on a Time and Materials basis. The Supplier shall invoice monthly in arrears.

1.2.2 The Customer shall pay the Rate (£) set out in the table below for each member of Supplier Staff (which will be billable monthly in arrears for the number of Working Days worked by each member of Supplier Personnel at the Rate (£) shown in the table below). The maximum amount of the Call-Off Contract Charges based upon the 'Days' and 'Rate (£)' columns of that table totals £391,620 (excluding VAT) and will not be exceeded unless by prior written agreement.

1.2.3 Supplier Personnel set out in the table below shall be assigned (where not fulltime) to the Services on Working Days at Supplier's discretion during the term up to the maximum number of days except for absences in accordance with the terms of this SoW. Substitutions may be made where deemed required by the Supplier and agreed in advance with the Customer. In the event that substitution becomes necessary the Supplier will provide 5 working days notification to the Customer. The Supplier will not be in breach for the absence of Supplier Staff where it is beyond the Supplier's reasonable control, including but not limited to sickness absence and resignation.

1.3 Team roles

1.3.1 DWP Team

1.3.1.1 Supplier will require regular input from DWP Deputy Director, Architecture and Strategic Planning, as well as active participation in the workstreams of the required DWP Innovation Lab Team members.

Title	Responsibilities/Leading on
Principle Innovation Lead and Head of the DWP Innovation Lab	<ul style="list-style-type: none">• Overall Innovation Lab team management• Contract Management• Financial approval• New Innovation



Senior Agile Delivery Manager	<ul style="list-style-type: none">• Contract Management• Team Management gm• Financial Management• Team planning• Team capacity• Help team deliver value quickly
Product Owner	<ul style="list-style-type: none">• Pipeline/Backlog management• Stakeholder Management• Responsibility for Quality of outputs• Understanding User needs• Asserting the business problem or problem space
	<ul style="list-style-type: none">• Setting of objectives and key result
Business Analyst	<ul style="list-style-type: none">• Engagement with stakeholders• Analysis of problems• Mapping of pain points• Alignment to Vision, Mission and Goals• Creation of Business Case• Engagement with users

1.3.2 Capgemini Team

Role	Responsibility
Oversight	
Executive Sponsor	Executive sponsor of Capgemini's partnership with Lab
Programme Director	Provides leadership and oversight for the Services including programme level governance on changes to the projects, escalations and supporting the resourcing, governance and funnel shaping.



Full-time team	
Research & Design Lead	<ul style="list-style-type: none">• Assisting in the alignment across projects between Lab stakeholders and Supplier's team• Support the enablement of the vision for the DWP Innovation Lab• Work with delivery lead for ongoing improvements of the operating model to support innovation operationalisation• Shaping problems, ideas, bringing outside in Innovation from the outside world• Develop content strategy and solutions for complex services and other products working with digital and non-digital content• Storytelling, creating and enabling effective communication• UX/UI design• Visual design• Data visualisation
Senior Technical Lead	<ul style="list-style-type: none">• Working with the Delivery Lead for the end delivery of the prototypes and development of artefacts• Explain how the solution will be developed
	<ul style="list-style-type: none">• Architecture design and modelling techniques, patterns, tools and standards for the lab• Working with Public cloud technologies, cloud hosting, and networking design patterns, tools and best practice (e.g. Amazon Web Services).• Ensure prototype/team output is good quality and meets the brief• Supporting multiple projects/leading tech/data science projects in the lab
Senior Data Scientist	<ul style="list-style-type: none">• Assist in supporting landing projects Understand and• share patterns in data• Support and drive better decisions• Creating and implementing ML• Improve processing and decision making

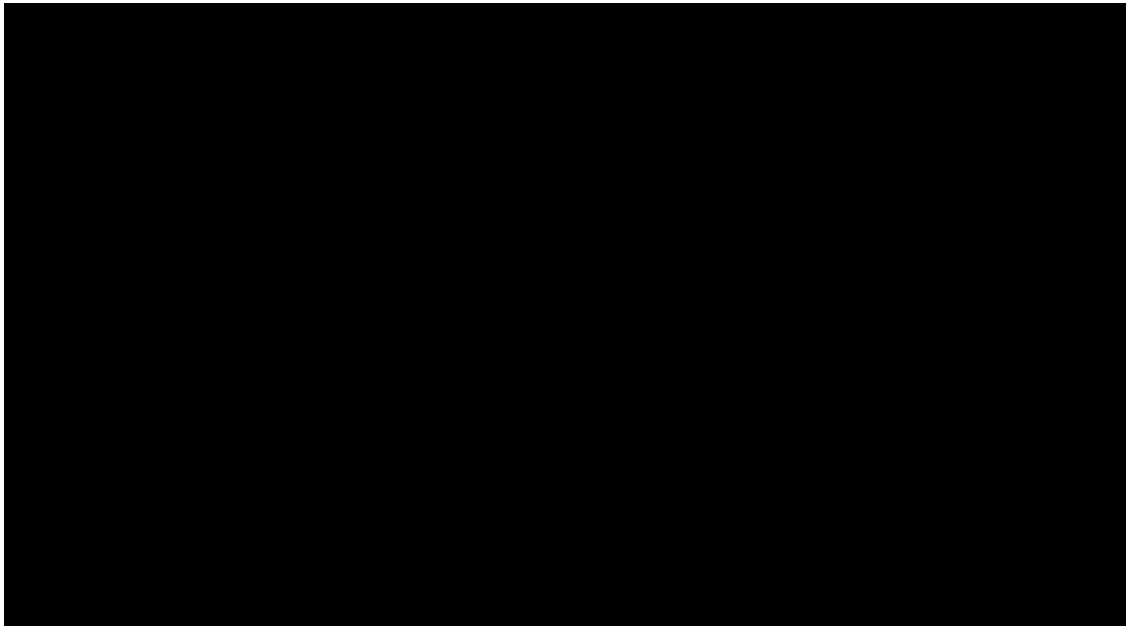


Data Scientist	<ul style="list-style-type: none">• Develop the algorithms to address the problem statement• Design the model for the proof of concept• Help create algorithms and frameworks for how to train algorithm
Senior Software Developer	<ul style="list-style-type: none">• Design and implementation of applications evaluate tools• Implementing/updating solutions• Building and executing test plans• Provision environments• Application performance reviews,• Triaging and fixing operational issues.
Service Designer	<ul style="list-style-type: none">• Working with the Product Manager and other Business Analysts to analyse problems• Mapping of pain points• Alignment to Vision, Mission and Goals• Creation of Business Case• Engagement with users
User Researcher	<ul style="list-style-type: none">• Working with the Product Manager and other Business Analysts to plan and carry out user research activities• Test concepts• Generate new and useful insights• Enhance understanding of users



1.4 Resource Charges:

Table 1: Resource costs 4th May 2023 to 28th July 2023:



1.4.1 The Supplier will provide a detailed breakdown of rates based on time and materials charges, including a separate summary of expenses (where applicable) and exclusive of VAT, with sufficient detail to enable the Customer to verify the accuracy of the time and material Call-Off Contract Charges incurred.

1.4.2 Expenses. The Supplier can only claim expenses for visiting locations other than the Main Customer Location as stated in the Call off Order Form. These will be paid in accordance with the Customer's Travel & Subsistence Rates attached as below:



DWP Supplier Travel
Policy - Jan 23.pdf

1.4.3 The Supplier should provide receipts for expenses claims where required by the Customer.

1.4.4 The Parties agree that the Services provided under this SOW will not involve the processing of Personal Data.



BY SIGNING this SOW, the parties agree to be bound by the terms and conditions set out herein:

For and on behalf of the Supplier:

Name and title

[Redacted]

Signature and date

[Redacted]

For and on behalf of the Customer:

Name and title

[Redacted]

Signature and date

[Redacted]



Crown
Commercial
Service