

Digital Outcomes and Specialists 5 (RM1043.7) For Data Hub Managed Service Team

Framework Schedule 6 (Order Form) for Data Hub Managed Service Team



Department for
International Trade

Data Hub Managed Service Team


Call-Off Title: **Data Hub Managed Service Team**

Call-Off Contract Description: **Providing support to Data Hub for its development through multidisciplinary teams, working on a Call-Off Contract basis, to supplement existing civil service capacity on the Department for International Trade's "Data Hub" Customer Relationship Management system.**

The Buyer: **The Secretary of State for International Trade (DIT)**

Buyer Address: **Old Admiralty Building, Whitehall, London SW1A 2BL**

The Supplier: **Made Tech Limited**

Supplier Address: **4 O'Meara Street, London, SE1 1TE**

Registration Number: **06591591**

DUNS Number: **211199050**

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

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 27th September 2022.

It is issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when the Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

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

Call-Off Lot

Lot 1 – Digital Outcomes

Call-Off Incorporated Terms

The following documents are incorporated into this Call-Off Contract. Where numbers are missing, we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions) RM1043.7
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.7
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) RM1043.7
 - Joint Schedule 12 (Supply Chain Visibility)

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

- Call-Off Schedules for RM1043.7
 - Call-Off Schedule 1 (Transparency Report)
 - Call-Off Schedule 2 (Staff Transfer)
 - 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 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels and Balanced Scorecard)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 26 (Cyber Essentials Scheme)

5 CCS Core Terms (version 3.0.9)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.7

7 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

Call-Off Special Terms

The following Special Terms are incorporated into this Call-Off Contract:

Special Term 1:

The Supplier may be required to provide transparency to the Buyer on the rates paid to Supplier Staff and any third parties in the supply chain on request in accordance with government transparency principles and FOIA.

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

Call-Off Start Date: 27th September 2022

Call-Off Expiry Date: 26th September 2024

Call-Off Initial Period: 24 Months

Call-Off Optional Extension Period: 6 Month(s)

Minimum Notice Period for Extensions: 30 day (s)

Call-Off Contract Value: The maximum amount paid to be paid during the Initial Term is £2,500,000.00, exclusive of VAT. Should the Buyer exercise the option to extend the Call-Off Contract, the maximum amount to be paid during the Extension period would be 25% of the Call-Off Contract value (£625,000.00 exclusive of VAT).

Call-Off Deliverables

The Supplier shall provide experienced data and product specialists to deliver and enhance the Buyer's data and digital services, through a range of short and long-term projects, in accordance with GDS standards.

The Supplier shall comply with an agreed Statement of Works (SOW) for the delivery of each digital outcome and produce a monthly invoice, timesheet and list of Deliverables achieved against the SOW.

Completion of Deliverables will be validated by the Buyer before payment is released.

Multiple SOWs can operate concurrently.

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

Buyer's Standards

From the Call-Off Start Date 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:

Sustainability

The Supplier shall meet the Government Buying Standards applicable to the Deliverables which can be found online at:

<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a 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

£1,250,000.00

Call-Off Charges

- 1 Capped Time and Materials (CTM)
- 2 Time and Materials (T&M)
- 3 Fixed Price
- 4 A combination of two or more of the above Charging methods

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.

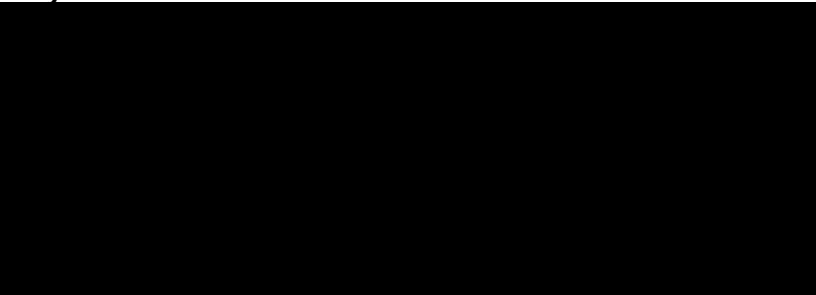
Reimbursable Expenses

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

Payment Method

BACS / Invoice

Buyer's Invoice Address



All invoices must include:

- Purchase Order Reference number;
- Date;
- Addresses (Buyer);
- Supplier name and contact details; and
- Description of the charges.

All invoices must include a valid purchase order (PO) number, provided that such purchase order number must be provided to the Supplier in advance of when invoices are to be issued.

Non-compliant invoices (i.e., without a PO number and all the other information listed above) will be sent back to Supplier, which may lead to a delay in payment. If the Supplier has a query regarding an outstanding invoice payment, please contact the Buyers Accounts



Buyer's Authorised Representative



Buyer's Environmental Policy

Not Applicable.

Buyer's Security Policy

HMG Security Policy Framework, Version 1.1 – May 2018 available online at:
<https://www.gov.uk/government/publications/security-policy-framework>

Appended at Call-Off Schedule 9 (Security)

Supplier's Authorised Representative



Progress Report Frequency

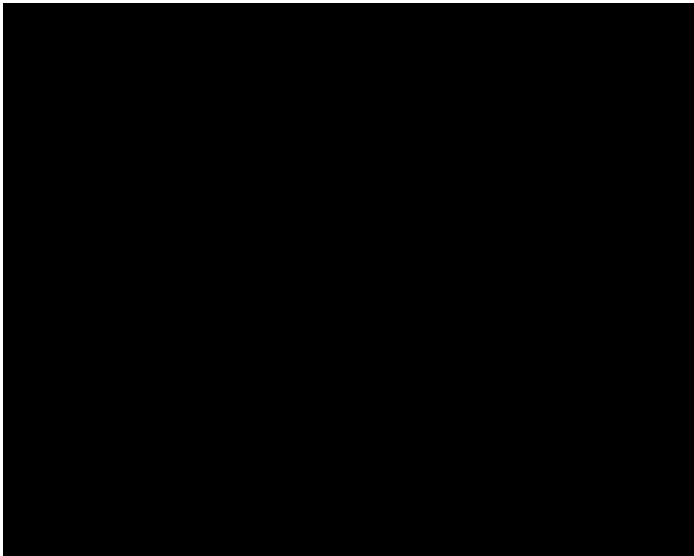
On the 15th Working Day of each calendar month

Progress Meeting Frequency

Monthly on the first Working Day of each quarter.

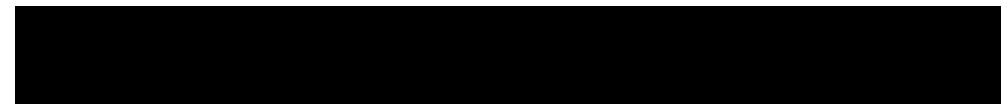
Key Staff





Key Subcontractor(s)

Not applicable



Balanced Scorecard

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

Paragraph 2.1. of Schedule 14 Part A: Service Levels, are amended as follows:

2.1 The Buyer may ask for a Rectification Plan if the Supplier:

- 2.1.1 fails to meet **any** of the key performance indicators ("KPIs") listed within Section 2 (Balanced Scorecard) ("a Default") on at least **3** occasions within a 12-Month rolling period
- 2.1.2 demonstrates poor performance of a Call-Off Contract or any Statement of Work, evidenced through Buyer feedback to CCS that the Supplier has scored a 'red' status on any one of the **4** KPI targets listed on the Balanced Scorecard, on at least **2** occasions within a **Call-Off Contract duration or Statement of Work duration**, or within a period of 3 Months (whichever is the earlier).

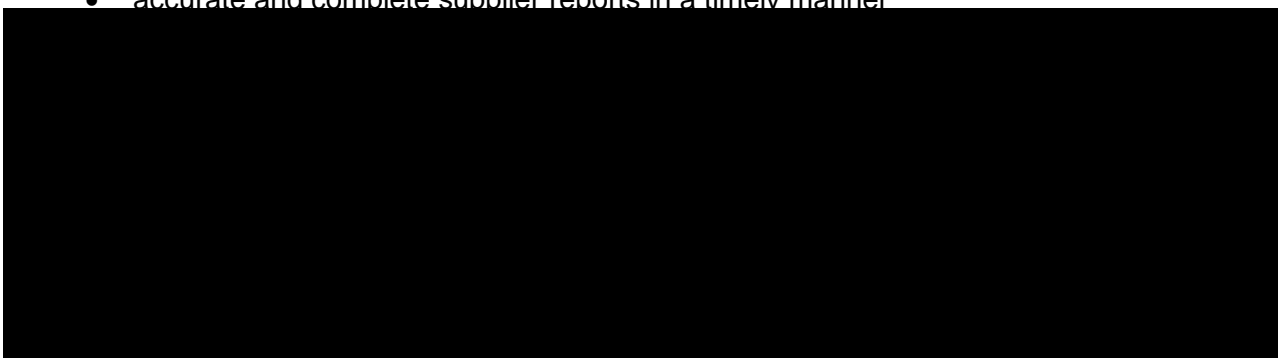
Material KPIs

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

A. KPI: Performance to pay process

In accordance with an agreed performance to pay process, suppliers submit the following 'inputs':

- accurate and complete timesheets in a timely manner
- accurate and complete acceptance certificates in a timely manner
- accurate and complete supplier reports in a timely manner



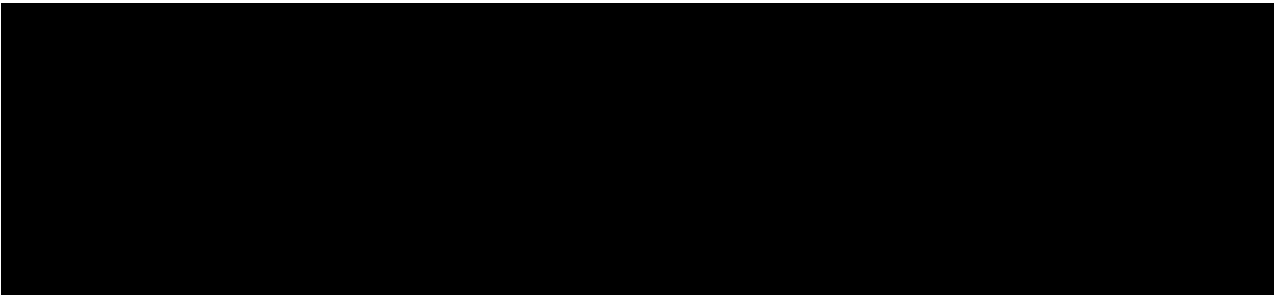


Source: Supplier Reports/Invoices

Owner: To be agreed

B. KPI: People (resourcing)

Successful recruitment and placement of key resources or provision of facilities meets the planned deliverables and contractual obligations. The Supplier pro-actively manages their resource skills or state of facilities by identifying issues early, and in a timely fashion, addressing any deficits.



Source: Project Managers and wider Buyer Team's verification

Owner: To be agreed

C. KPI: Partnering behaviours and added value

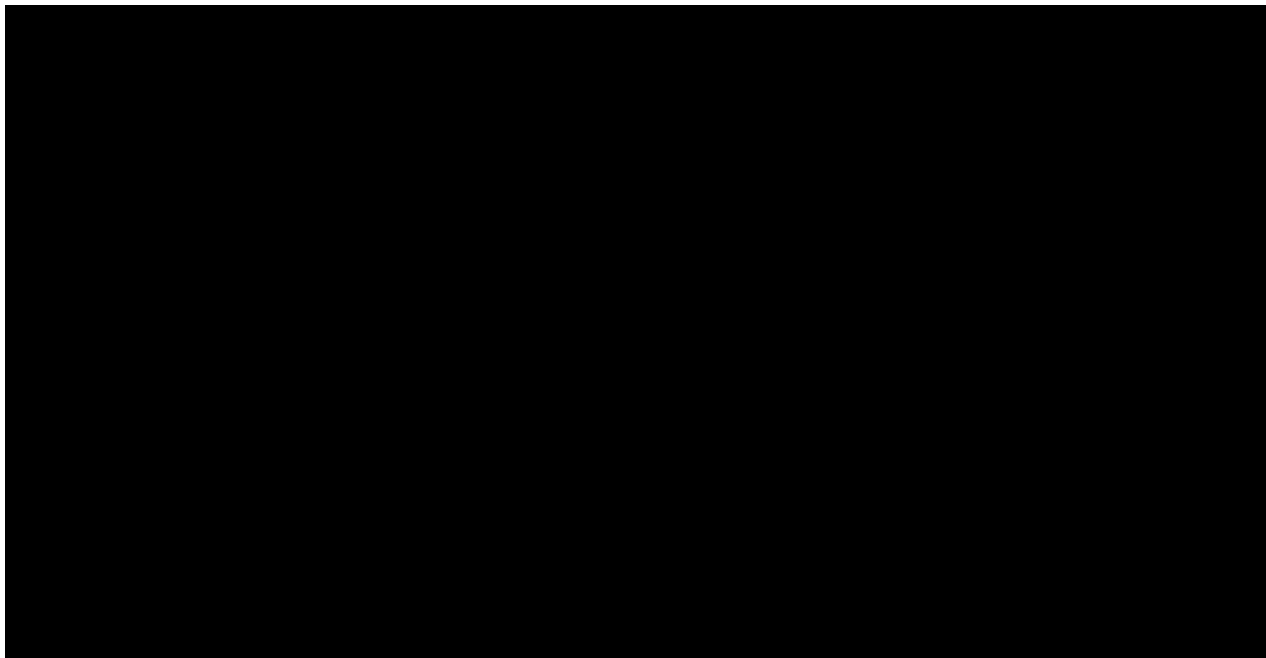
Supplier promotes positive collaborative working relationships, within and across team, by acting in a transparent manner. Supplier shows commitment to Buyer goals through adding value over and above the provision of compensated skilled personnel or facilities.

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

Owner: To be agreed

D.KPI: People in place (Delivery)

All Supplier resources delivering services for the contracts are performing to the expected standard for the skill-set supplied and all facilities are to the expected standard.

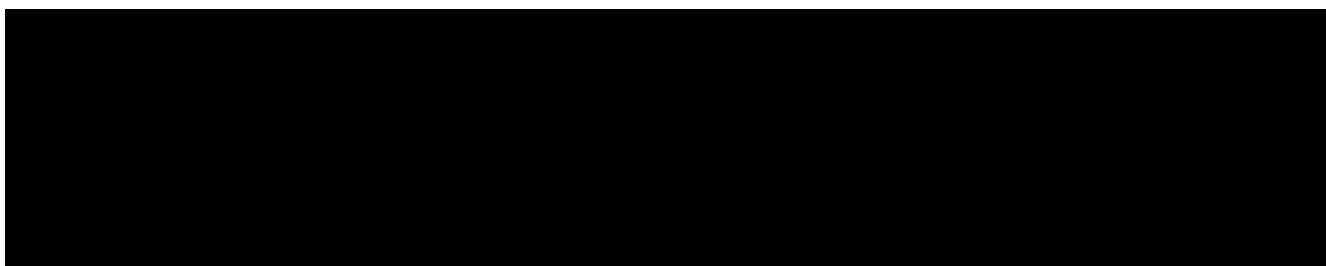


Source: Project manager and wider buyer team

Owner: To be agreed

E. KPI: Social Value

Evidence in upskilling and mentoring junior members of staff, including from unrepresented groups, helping them in achieving their career objectives



Source: Supplier

Owner: To be agreed

Additional Insurances

Not applicable

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Guarantee

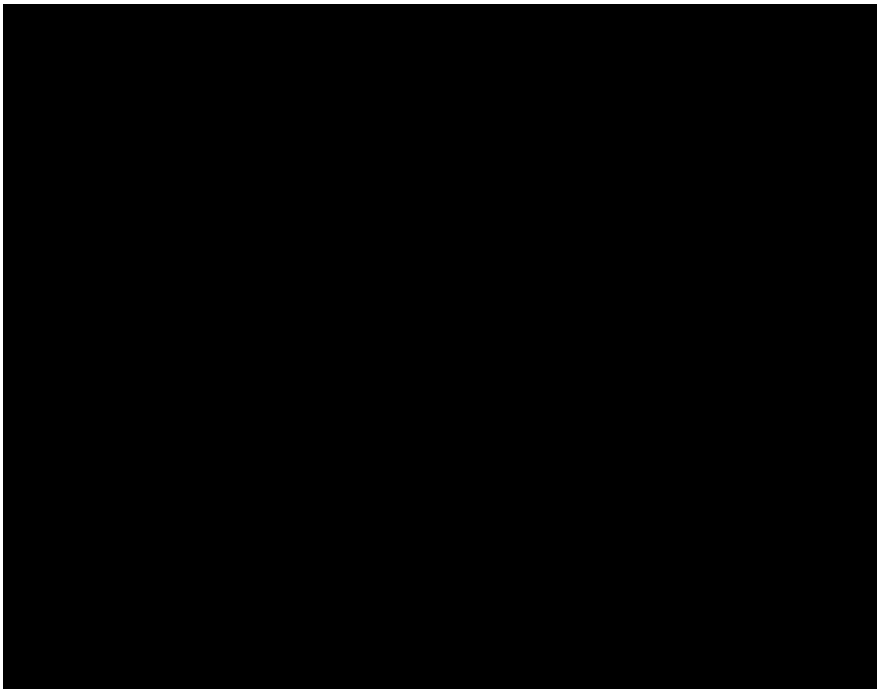
Not applicable

Social Value Commitment

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

Statement of Works

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



Annex 1

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.

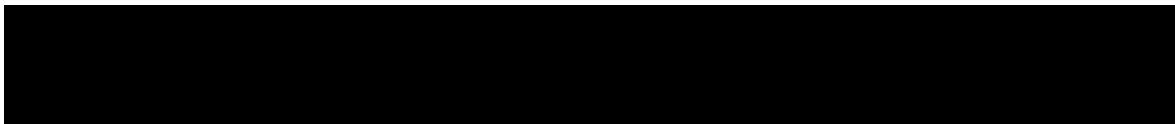
All SOWs must fall within the Specification and provisions of the Call-Off Contract.

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: 27th September 2022

SOW Title: Data Hub Development

SOW Reference: SOW-001



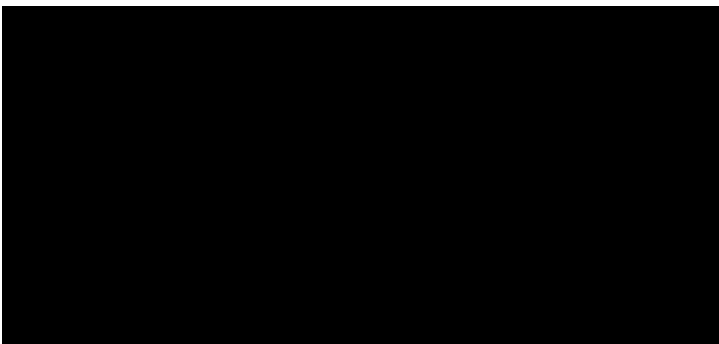
Buyer: Department for International Trade

Supplier: Made Tech LTD

SOW Start Date: 27th September 2022

SOW End Date: 19th December 2022

Duration of SOW: 12 weeks



Subcontractors:

n/a

1 Call-Off Contract Specification – Deliverables Context

SOW Deliverables Background:

Data Hub is the core Customer Relationship Management (CRM) solution for DIT's relationship with businesses. Built in Django/Python and Node/React, and running on GOV.UK PaaS, it captures over 200,000 interactions with businesses per year, supporting many billions of pounds of inward investment and export support. Currently there are three internal teams, made up of civil servants and contractors, working on the codebase to provide functionality that will serve most users and working to the Government Digital Service Standard.

We require a blended team to take responsibility for improving an integrated user experience of data services across DIT's portfolios.

Delivery phase(s): Live

Overview of Requirement:

The Business Analyst will be required to deliver analysis across the topics detailed in the bullet points below. Analysis will include processing mapping, requirement elicitation, requirement analysis, requirement refinement, stakeholder management, internal communications, documentation creation, supporting internal reporting, and appropriate incorporation of GDS and DDaT codes and standards.

