



Department for
International Trade

Digital Outcomes and Specialists 5 (RM1043.7)
For DIT Investment Support Development Team
Framework Schedule 6 (Order Form) for Investment
Promotion Services



Department for
International Trade

Investment Promotion Services



Department for
International Trade

Order Form

Call-Off Reference: CR_ [REDACTED]

Call-Off Title: **Investment Promotion Services**

Call-Off Contract Description: **Provision of Services for DIT Investment Support Development Team**

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

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

The Supplier: **Informed Solutions Ltd**

Supplier Address: **The Old Bank, Old Market Place, Altrincham WA14 4PA**

Registration Number: **02755304**

DUNS Number: **34-617-9542**

SID4GOV ID: **[Insert if known]**



Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 28th January 2022.

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

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

Call-Off Lot

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 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) RM1043.7
 - Joint Schedule 12 (Supply Chain Visibility)



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- Call-Off Schedules for RM1043.7
 - Call-Off Schedule 1 (Transparency Reports)
 - 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 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 14 (Service Levels and Balanced Scorecard)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 20 (Call-Off Specification)

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:

The Buyer reserves the right to treat any bid which is caveated by reference to the UK's relationship with the EU and or COVID-19 as non-compliant and, as with any procurement exercise, a bidder in submitting its prices for evaluation does so in acceptance of all business risks and circumstances arising from time to time.

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.

Call-Off Start Date: 27/01/2022

Call-Off Expiry Date: 26/01/2024

Call-Off Initial Period: 24 Months

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

Minimum Notice Period for Extensions: 30 days

Call-Off Contract Value:



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Call-Off Deliverables

Summary of Requirements

The Supplier shall provide teams to deliver outcomes such as discoveries, alphas and private betas.

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

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

Multiple SOWs can operate concurrently.

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:

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

Not applicable.

Maximum Liability

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

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is

Call-Off Charges

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

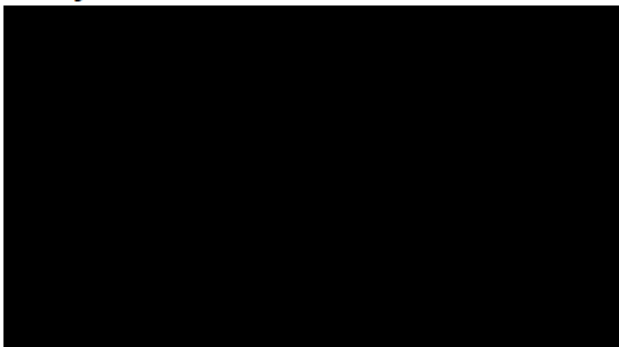
Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the 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

To avoid delay in payment it is important that the invoice is compliant by ensuring that it includes a valid PO Number, PO Number item number (if applicable) and the details (name & telephone number) of your Buyer contact (i.e. Contract Manager), Project ref no. and complies with the invoicing requirements set out in Clause 4.5 of the Core Terms. Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment please contact our Accounts Payable section either by email to [redacted] between 08:30-17:00 Monday to Friday.

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>

Supplier's Authorised Representative

[REDACTED]

[REDACTED]

Supplier's Contract Manager

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Progress Report Frequency

On the first Working Day of each calendar month

Progress Meeting Frequency

Weekly / Bi Weekly on the first/last Working Day of each week, by agreement between the Parties

Key Staff

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



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Worker Engagement Route: Outside IR35, there is no requirement to issue a Status Determination Statement)

Key Subcontractor(s)

Commercially Sensitive Information

Supplier's Commercially Sensitive Information

Balanced Scorecard

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

Material KPIs

The Service Levels in Section 1 of Call-Off Schedule 14 are not applicable to this Contract.

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
People (Resourcing)	As per balanced scorecard	As per balanced scorecard

The Supplier will comply with the KPIs outlined in each SOW. The Buyer will work with the Supplier to agree any further KPIs that may be required for each SOW. The process that will be used for agreeing any such further KPIs is outlined in paragraphs 1.3 and 1.4 of Call-Off Schedule 14.

Additional Insurances

Not applicable

Guarantee

Not applicable



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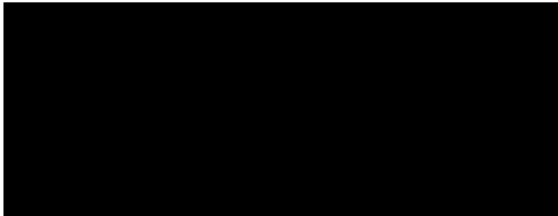
Social Value Commitment

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)

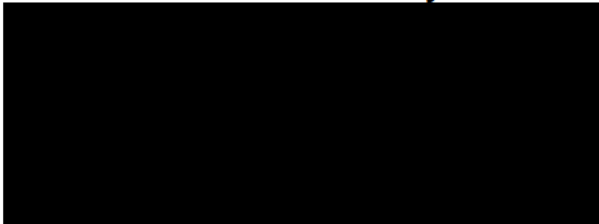
Statement of Works

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.

For and on behalf of the Supplier:



For and on behalf of the Buyer:



Appendix 1

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)).

Each executed Statement of Work shall be inserted into this Appendix 1 in chronology.

As stated in the published Requirements document, both parties will agree elements of the initial SOW following contract award, however the underlying requirements will not change.



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: 25/01/2022

SOW Title: DIT Investment Support Development Team - Trade Remedies Service
Discovery Team

SOW Reference: 001

Call-Off Contract Reference: CR_ [REDACTED]

Buyer: The Secretary of State for the Department for International Trade

Supplier: Informed Solutions Ltd

SOW Start Date: Mid February – To be agreed between Informed Solutions and the Authority

SOW End Date: 14 weeks from start of SOW (End date can be extended to account for difficulties recruiting users)

Duration of SOW: 14 weeks from start of SOW

The estimated maximum value of this SOW is [REDACTED]

Key Personnel (Buyer): [REDACTED]

Key Personnel (Supplier):

Role	SFIA Grade	Onsite / Offsite	Rate	Indicative	Total cost
UX Designer	5	Offsite			
User Researcher	4	Offsite			
Total					

2 Call-Off Contract Specification – Deliverables Context

SOW Deliverables Background:

The work plan and schedule for the Deliverables to be delivered under this SOW will be agreed at the start and during the engagement, along with detailed reporting and governance arrangements.

The following paragraph provides high level outcomes and summary of work to describe the overall Buyer Department business goals of this SOW. Deliverables are outlined in the table below.

Project Overview

The Trade Remedies Authority (TRA) is a new non-departmental public body which will ensure the UK:

- Tackles unfair and damaging trade practices, such as dumped and subsidised imports
- Protects domestic industry appropriately

The TRA carries out transparent and effective investigations into complaints of dumped, subsidised or unforeseen surges of imports, and produces appropriate decisions and recommendations for action.

The Trade Remedies Service (TRS) supports the activity of the TRA; providing an online home where businesses and stakeholders can view all live and completed reviews. It also provides the case-working system for the TRA to track and manage reviews and investigations. It is the first such digital service, globally.

Development of the current TRS was in-housed after managed service teams did not deliver a maintainable, scalable solution which could keep pace with the TRA's ambitions. Although the service is currently available on GOV.UK, it did not pass a Beta assessment, and a fundamental reappraisal of the scope and solution is required.

We have begun initial Discovery, firstly with internal TRA users, but need to complete external Discovery with users of the public-facing system. Alongside this, we are continuing to iterate the existing service, particularly where the current sub-optimal implementation leaves DIT and TRA open to legal challenge, but balancing this with not committing to nugatory work where the current service needs to be re-platformed. Discovery should wrap up by mid-March, passing a service assessment of the approach, and move to Alpha in March and April 2022.

Delivery phase(s): Discovery / Alpha

Overview of Requirement:

We require a user researcher and an interaction designer as part of rebuilding the Trade Remedies Service team and to bring a UCD focus to the reappraisal of the scope of the TRS. The UR and ID will be key members of the multidisciplinary team.

The UR and ID will complete Discovery and Alpha activities in collaboration with the Delivery Manager, Product Manager, and Senior Developer, working to establish a shared understanding of key user needs, current pain points and possible opportunities. This will then be validated through Alpha.

3 Buyer Requirements – SOW Deliverables

Outcome Description:

Deliverables Ref	Outcome Description	Deliverables Description	Acceptance Criteria	Due Date
1	Discovery stage February - March 2022	<ul style="list-style-type: none"> • Complete Discovery activities, including planned research with external users of the system. Includes management of participant recruitment, liaising with relevant colleagues as required • Synthesise Discovery findings from research with external users with recent Discovery work with internal users • Establish a shared understanding of key internal and external user needs, current pain points and possible opportunities. Generate clear user needs/stories as appropriate for both internal and external users • Establish product hypotheses to test and validate at alpha stage 	<ul style="list-style-type: none"> • Research activities are carried out in line with the GDS service standard - selecting appropriate method(s) and adapting as required • All personal data will be protected and, where relevant, securely held and destroyed in line with GDPR requirements • In-depth notetaking and record-keeping of research sessions • Proactively working as part of the wider multidisciplinary team – collaborating with them for analysis and synthesis of findings, for prioritization of hypothesis to take into Alpha, and to define the strategic direction for the TRS 	March 2022
2	Alpha stage March-April 2022	<ul style="list-style-type: none"> • Prototype and otherwise validate prioritised product hypotheses. Includes management of participant recruitment, liaising with relevant colleagues as required • Further research and design delivered in accordance with delivery team priorities, as defined collaboratively by the Product / Delivery Manager and the team, recorded against regular check-in 	<ul style="list-style-type: none"> • Research activities are carried out in line with the GDS service standard - selecting appropriate method(s) and adapting as required • In-depth notetaking and record-keeping of research sessions • All personal data will be protected and, where relevant, securely held and destroyed in line with GDPR requirements • Designs are aligned with published GOV.UK 	April 2022

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		<p>meetings.</p> <ul style="list-style-type: none"> • Support preparations for a service assessment if applicable 	<p>styles</p> <ul style="list-style-type: none"> • Specific design work meets acceptance criteria as set out in user stories • Proactively working as part of the wider multidisciplinary team – collaborating with them for analysis and synthesis of findings, ensuring findings are iterated with user needs at core, and to define the strategic direction for the TRS 	
3	<p>Ongoing development of the Live service February – April 2022</p>	<ul style="list-style-type: none"> • UX design for the Trade Remedies Service and iterative delivery of improvements to the service • Designs delivered within multidisciplinary team in accordance with delivery team priorities, as defined collaboratively by the Product / Delivery Manager and the team, recorded against regular check-in meetings. 	<ul style="list-style-type: none"> • Research activities are carried out in line with the GDS service standard - selecting appropriate method(s) and adapting as required • In-depth notetaking and record-keeping of research sessions • Designs are aligned with published GOV.UK styles. • Specific design work meets acceptance criteria as set out in user stories. • Proactively working as part of the wider multidisciplinary team – collaborating with them for analysis and synthesis of findings, ensuring findings are iterated with user needs at core, and to maintain the strategic direction for the TRS. • Support the team in preparing for a service assessment if applicable 	April 2022

Soft Deliverables and Working Practices:

- Work as part of a multi-disciplinary, self-organising team/individual, using Agile principles and methodologies.
- Full participation in the Agile processes of the team in which they are placed. This includes attendance at team stand-ups, planning sessions and other Agile ceremonies.
- Maintain and encourage high standards of practice. Apply Agile principles and methodologies in a way which aligns with the values and goals of the project and the wider programme. Resources will be expected to work to the core values and standards as set out within the Civil Service conduct and guidance.
- Keep a user focused mind-set and consider the impact of their work on the user's experience and the wider programme.
- Ensure knowledge transfer within the Client Department's programme, including full participation in all relevant communities of practice.
- Ensure transfer of relevant project knowledge on exit to help build institutional knowledge.
- The Supplier will utilise management tools to record and ensure all Resource details and Key Performance Indicators are kept updated.

Given the nature of this SoW (i.e. it is about providing resources to augment an established team being led and managed by DIT), Informed Solutions will be responsible for helping to shape and assure the deliverables that the resources we are providing are responsible for, but DIT will be responsible for planning, prioritising, specifying, assuring and accepting the deliverables to ensure that they achieve the intended outcome. As part of mobilising the specified resources, the Supplier will work with the Buyer to agree a suitable approach for monitoring and verifying that the specified 'Soft Deliverables and Working Practices' and 'Standards and Governance' are being met and adhered to.

Standards and Governance:

- Resources shall, if required by the Client Department, have the prescribed level of security clearance.
- The Supplier shall identify any conflicts of interest and, where identified, shall inform the Buyer of such conflicts of interest and how they plan to mitigate the risk.
- The Services must be delivered as per the GDS Service Manual (e.g. agile delivery aligned to scrum methodology) or other methodologies as required.
- All Deliverables for acceptance shall be 'peer' reviewed (as defined by Client Department team leads) prior to acceptance.
- Deliverables are to be accepted in line with the criteria set out in this SoW.
- 2 weeks notice is required if we need to roll off a team member.

Delivery Plan:

Dependencies:

The supplier will have the following dependencies on the Trade Remedies team and DIT:

- dependency on the core team supporting with note taking and coordination of research

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

- dependency on the core team and stakeholders providing overall direction for the work
- dependency on other team members - such as product, delivery, development - to collaborate effectively
- dependency on DIT completing their components of the Discovery and Alpha work within the required timeframes.
- dependency on DIT completing their components of the research work within the required timeframes.

Security Applicable to SOW:

The Supplier confirms that, as a minimum, 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).

All Supplier Staff will be required to have Baseline Personnel Security Standard (BPSS) clearance before they start, exceptionally SC clearance may be required. The Supplier shall ensure clearance is received, and provide a copy of the clearance to the Buyer, prior to commencement of work by the Supplier Staff.

SOW Standards:

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>

The Supplier shall ensure that they and their Supplier Staff ensure knowledge transfer to the Buyer by participating in reviews, handover and knowledge transfer activities.

The Supplier must obtain the Buyer's sign off on the completion of knowledge transfer in respect of the areas identified in the acceptance criteria set out in Section 3 above.

Performance Management:

• Material KPIs	Target	Measured by
People (Resourcing)	As per balanced scorecard	As per balanced scorecard
The Supplier will comply with the KPIs outlined in the SOW. The Buyer will work with the Supplier to agree any further KPIs that may be required for the SOW. The process that will be used for agreeing any such further KPIs is outlined in paragraphs 1.3 and 1.4 of Call-Off Schedule 14.		

See Call-Off Schedule 14 (Service Levels and Balanced Scorecard) which applies to this SOW.

Additional Requirements:

The Supplier will be responsible for providing a handover of work at the conclusion of each Statement of Work.

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	Employment / Engagement Route (outside IR35)
UX Designer	TBA	Permanent/Subcontractor	Staff/Contractor
User Researcher	TBA	Permanent/Subcontractor	Staff/Contractor

SOW Reporting Requirements:

Further to the Supplier providing the management information detailed in Paragraph 6 of 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	Timesheets including names of individuals who have worked on the project, their day rates (per this SOW), and the dates they have worked.	Entire SOW	Monthly, and upon completion of SOW
1.2	Monthly review meeting between supplier and DIT (Any required collateral to be agreed between supplier and DIT)	Entire SOW	Monthly

4 Charges

Call Off Contract Charges:

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

- Capped Time and Materials

The estimated maximum value of this SOW is [REDACTED]

Rate Cards Applicable:

SFIA Level 3, Business Change Management, User Experience.

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

SFIA Level 4, Systems Development, Relationships and Engagement, Service Design, Business Change Implementation, Business Change Management, User Experience.

SFIA Level 5, Systems Development, Relationships and Engagement, Service Design, Business Change Implementation, Business Change Management, User Experience.

SFIA Level 6, Systems Development, Relationships and Engagement, Service Design, Business Change Implementation, Business Change Management, User Experience.

Add details of any discounts that will be applied to the work undertaken under this SOW. This will be finalised following contract award.

Reimbursable Expenses:

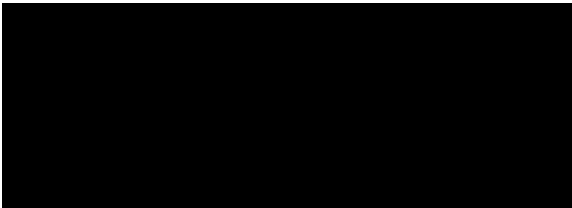
See Cabinet Office Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy)

5 Signatures and Approvals

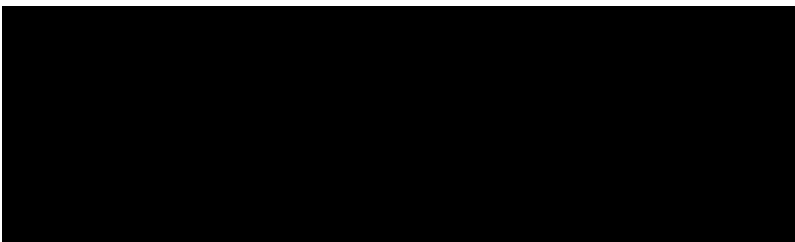
Agreement of this SOW

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

For and on behalf of the Supplier



For and on behalf of the Buyer



Annex 2

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: 25/1/2022

SOW Title: Investor Feasibility

SOW Reference: 002

Call-Off Contract Reference: CR_ [REDACTED]

Buyer: The Secretary of State for the Department for International Trade

Supplier: Informed Solutions Ltd

SOW Start Date: 27/1/2022

SOW End Date: 8/2/2022 (End date can extended to account for difficulties recruiting users)

Duration of SOW: 2 weeks

Key Personnel (Buyer): [REDACTED]
[REDACTED]

Key Personnel (Supplier):

Role	Estimated Days	Role Description/SFIA Grade	Rate	Total Days
User Centred Design Practice Lead	2	Service Design - 6	[REDACTED]	
Senior User Researcher	10	User Experience - 5		
Junior User Researcher	10	User Experience - 4		

Subcontractors:

[REDACTED]
[REDACTED]
[REDACTED]

2 Call-Off Contract Specification – Deliverables Context

SOW Deliverables Background:

The work plan and schedule for the Deliverables to be delivered under this SOW will be agreed at the start and during the engagement, along with detailed reporting and governance arrangements.

The following paragraph provides high level outcomes and summary of work to describe the overall Buyer Department business goals of this SOW. Deliverables are outlined in the table below.

Project Overview

To determine the feasibility of delivering 50-80 interviews with inward UK investors not currently known to DIT during a 12 week period.

Undertake a 2-week time-boxed feasibility study to determine the viability of this aim and, if it is not, what a viable number of interviews is.

Context

DIT provides a range of on and offline services for investors. New transformation will mean more users will be expected to access digital services, rather than directly working with DIT staff. Very little research has been done to understand investors, particularly those that are investing less than £10 million in the UK.

Research with investors has been difficult in the past due to the time consumed identifying and recruiting participants for this research. Investors are difficult to find and run research with due to geographic distance and scarcity, as well as low willingness to engage in offering time for free for user research.

To commission effective user-research, in a value for money way, to support a multi-year and c. £40m programme, it is important that we understand potential, incentives and disincentives to fully inform the programme development.

Work summary

Undertake a 2-week time-boxed feasibility study to determine the viability of this aim and, if it is not, what a viable number of interviews is. Questions to consider and deliver include:

- Mapping out user segments by reviewing existing research findings within DIT and speak to internal SMEs
- Understand and develop recruitment processes/methodologies for this user base (new to DIT investors, investors with less than £10mil investment in UK, investors with more than £10 mill investment in UK)
- Through direct engagement, and via a user recruiter, identify and contact prospective users who meet the participant profile (see Deliverables below) to understand willingness and ability to participate in future user research

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- Based on the recruitment information gathered, propose a viable number of research sessions with the user group within a 12 week period, along with a proposed scope, deliverables and outcomes to inform a SOW and associated costs and plan
- Understand the incentives and disincentives to investors, from various segments, of participating in user research
- Conduct assessments openly and report daily on both project progress and in flight findings. Report clear and comprehensive findings

Delivery phase(s): Pre-Discovery

Overview of Requirement: Delivery, as outlined in Project Overview above

3 Buyer Requirements – SOW Deliverables

Outcome Description:

Deliverables Ref	Outcome Description	Deliverables Description	Acceptance Criteria	Due Date
1	An assessment on the viability of DIT's aim	<ul style="list-style-type: none"> • Proposed approach to undertaking the research in the form of a subsequent SOW, including proposed number of participants and costings for recruitment and incentives • Agreed persona/profile for acceptable participants 	<ul style="list-style-type: none"> • Recruitment plan investment research • Agreed number of investors that can be recruited for investment research • Participant profiles • Reported activities to DIT 	End of sprint 2

Delivery Plan:

Preliminary delivery plan – to be finalised in first phase of project

Sprint	Start Date	Key Activities	Key Deliverables
1	W/C 25/01/2022	<ul style="list-style-type: none"> • User mapping and analysis, looking at existing research at DIT and talking to internal SMEs • Start to develop recruitment processes for this user base including: • Investors interested in investing under £10 million 	<ul style="list-style-type: none"> • User mapping analysis • (Stretch) user research contact list

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		<ul style="list-style-type: none"> • Larger investors interested in investing over £10 million • Different kinds of investment (Foreign direct investment, capital investment) • Investors from different countries • Investors from different sectors • (Stretch) Through direct engagement, and via a user recruiter, identify and contact prospective users who meet the participant profile (see Deliverables below) to understand willingness and ability to participate in future user research 	
2	W/C 31/01/20 22	<ul style="list-style-type: none"> • Continue user mapping and analysis, looking at existing research at DIT and talking to internal SMEs • Based on the recruitment information gathered, propose a viable number of research sessions with the user group within a 12 week period, along with a proposed SOW and associated costs and plan 	<ul style="list-style-type: none"> • Initial user research contact list (to aid participating in future DIT digital research, should users' consent). • Proposed approach to undertaking the research in a form of a subsequent SOW, including proposed number of participants and costings for recruitment and incentives per segment • Play back to DIT staff

Dependencies:

Availability of DIT subject matter experts to support feasibility study within timelines

Supplier Resource Plan: To be completed on contract award

Security Applicable to SOW:

The Supplier confirms that, as a minimum, 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).

All Supplier Staff will be required to have Baseline Personnel Security Standard (BPSS) clearance before they start, exceptionally SC clearance may be required. The Supplier shall ensure clearance is received, and provide a copy of the clearance to the Buyer, prior to commencement of work by the Supplier Staff.

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SOW Standards:

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>

The Supplier shall ensure that they and their Supplier Staff ensure knowledge transfer to the Buyer by participating in reviews, handover and knowledge transfer activities.

The Supplier must obtain the Buyer's sign off on the completion of knowledge transfer in respect of the areas identified in the acceptance criteria set out in Section 3 above.

Performance Management:

• Material KPIs	Target	Measured by
People (Resourcing)	As per balanced scorecard	As per balanced scorecard
The Supplier will comply with the KPIs outlined in the SOW. The Buyer will work with the Supplier to agree any further KPIs that may be required for the SOW. The process that will be used for agreeing any such further KPIs is outlined in paragraphs 1.3 and 1.4 of Call-Off Schedule 14.		

See Call-Off Schedule 14 (Service Levels and Balanced Scorecard) which applies to this SOW.

Additional Requirements:

The Supplier will be responsible for providing a handover of work at the conclusion of each Statement of Work.

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	Employment / Engagement Route (outside IR35)

SOW Reporting Requirements:

Regular check ins with the contract manager and lead user researcher (daily), with final report due at the end of 2 weeks.

Further to the Supplier providing the management information detailed in Paragraph 6 of 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	TBA	TBA	TBA

4 Charges

Call Off Contract Charges:

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

- Capped Time and Materials

The estimated maximum value of this SOW is [REDACTED].

Rate Cards Applicable:

SFIA Level 3, Business Change Management, User Experience.

SFIA Level 4, Systems Development, Relationships and Engagement, Service Design, Business Change Implementation, Business Change Management, User Experience.

SFIA Level 5, Systems Development, Relationships and Engagement, Service Design, Business Change Implementation, Business Change Management, User Experience.

SFIA Level 6, Systems Development, Relationships and Engagement, Service Design, Business Change Implementation, Business Change Management, User Experience.

Add details of any discounts that will be applied to the work undertaken under this SOW. This will be finalised following contract award.

Reimbursable Expenses:

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

5 Signatures and Approvals

Agreement of this SOW

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

For and on behalf of the Supplier

[REDACTED]

For and on behalf of the Buyer

[REDACTED]

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:

Annex 1 of Joint Schedule 11 (Processing Data) Below

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Relevant Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> name, phone number, job title, email address, workplace location of the Buyer's Personnel. <p>The Supplier is Controller and the Relevant Authority is Processor</p> <ul style="list-style-type: none"> Not Applicable <p>The Parties are Joint Controllers</p> <ul style="list-style-type: none"> Not Applicable <p>The Parties are Independent Controllers of Personal Data</p> <ul style="list-style-type: none"> 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; and Business contact details of any directors, officers, employees, agents, consultants and contractors of the Buyer (excluding the Supplier Personnel) engaged in the performance of the Buyer's duties under the Contract) for which the Buyer is the Controller.
Duration of the Processing	For the duration of the SOW
Nature and purposes of the Processing	<p>The Supplier will be tasked with accessing data during the course of this SOW and the Supplier will have access to personal data. This access to data will be granted and accessed via a portal, of which permissions will be granted where necessary and revoked once the piece of work has been completed.</p> <p>The purposes of the Processing is to enable the Supplier to provide the Deliverables, digital outcomes and services under this SOW.</p>

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	<p>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.</p>
Type of Personal Data	Name, phone number, job title, email address, workplace location
Categories of Data Subject	<p>Staff / Employees of the Buyer and the Supplier</p> <p>Suppliers of the Buyer and the Supplier</p> <p>Consultants of the Buyer and the Supplier</p> <p>Contractors of the Buyer and the Supplier</p> <p>The data will be relevant to the Investment Support Development Services contract within the Buyer's DDaT Technology team.</p>
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	<p>On the closure of a Supplier's Personnel (user's) account the personal information should only be retained by the Buyer for a minimum of 14 days and a maximum of 30 days. All personal data shall be deleted no later than 30 days after the expiry of this SOW.</p>