RM6100 Technology Services 3 Agreement Framework Schedule 4 - Annex 1 Lots 2, 3 and 5 Order Form

Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 16th June 2021 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 <u>http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1234</u>. 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/or Goods 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 1 (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 Charges and Invoicing;
- 4. Attachment 3 Implementation Plan;
- 5. Attachment 4 Service Levels and Service Credits;
- 6. Attachment 5 Key Supplier Personnel and Key Sub-Contractors;
- 7. Attachment 6 Software;
- 8. Attachment 7 Financial Distress;
- 9. Attachment 8 Governance
- 10. Attachment 9 Schedule of Processing, Personal Data and Data Subjects;
- 11. Attachment 10 Transparency Reports; and
- 12. Annex 1 Call Off Terms and Additional/Alternative Schedules and Clauses.

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

- .1.1 the Framework, except Framework Schedule 18 (Tender);
- .1.2 the Order Form;
- .1.3 the Call Off Terms; and
- .1.4 Framework Schedule 18 (Tender).

Section A General information

Contract Details	
Contract Reference:	C20541
Contract Title:	Application Re-Platform Services
Contract Description:	To provide re-platforming of the IMIS and Trader applications, including the migration of the applications from AWS to MS Azure and providing enhancements to bring applications back into support.
Contract Anticipated Potential Value: this should set out the total potential value of the Contract	£626,400.00

Supplier details

Supplier name

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

Supplier address

Supplier's registered address Three Cherry Trees Lane, Hemel Hempstead, Hertfordshire, HP2 7AH

Supplier representative name

The name of the Supplier point of contact for this Order

Supplier representative contact details

Email and telephone contact details of the supplier's representative. This must include an email for the purpose of Clause 50.6 of the Contract.

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. RM6100 – Sopra Steria- Lot 3d – Rural Mig – 002.

Guarantor details

Guidance Note: Where the additional clause in respect of the guarantee has been selected to apply to this Contract under Part C of this Order Form, include details of the Guarantor immediately below.

Guarantor Company Name

The guarantor organisation name

Not Applicable

Guarantor Company Number

Guarantor's registered company number

Not Applicable

Guarantor Registered Address Guarantor's registered address

Not Applicable

Section B Part A – Framework Lot

Framework Lot under which this Order is being placed

Tick one box below as applicable (unless a cross-Lot Further Competition or Direct Award, which case, tick Lot 1 also where the buyer is procuring technology strategy & Services Design in addition to Lots 2, 3 and/or 5. Where Lot 1 is also selected then this Order Form and corresponding Call-Off Terms shall apply and the Buyer is not required to complete the Lot 1 Order Form.

1.	TECHNOLOGY STRATEGY & SERVICES DESIGN	
2.	TRANSITION & TRANSFORMATION	
3.	OPERATIONAL SERVICES	
	a: End User Services	
	b: Operational Management	
	c: Technical Management	
	d: Application and Data Management	\checkmark
5.	SERVICE INTEGRATION AND MANAGEMENT	

Part B – The Services Requirement

Commencement Date

15th August 2023

Contract Period

Guidance Note – *this should be a period which does not exceed the maximum durations specified per Lot below:*

Lot	Maximum Term (including Initial Term and Extension Period) – Months (Years)
2	36 (3)
3	60 (5)
5	60 (5)

Initial Term Months 9 Months **Extension Period (Optional)** Months 3 *Months*

Minimum Notice Period for exercise of Termination Without Cause 30 Days

(Calendar days) Insert right (see Clause 35.1.9 of the Call-Off Terms)

Sites for the provision of the Services

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

The Supplier shall provide the Services from the following Sites: **Buyer Premises**:

Where applicable: Nobel House, 17 Smith Square, London, SW1P 3JR

Supplier Premises:

All Sopra Steria Group sites as applicable

Third Party Premises:

Buyer Assets

Guidance Note: see definition of Buyer Assets in Schedule 1 of the Call-Off Terms IMIS and Trader (Universe) Applications

Additional Standards

Guidance Note: see Clause 13 (Standards) and the definition of Standards in Schedule 1 of the Contract. Schedule 1 (Definitions). Specify any particular standards that should apply to the Contract over and above the Standards.

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 Parties shall review and agree the Security Policy within 90 days of the contract start date. The Buyer Security Policy shall then form part of the Call Off Contract. The Security Policy for offshoring is attached below:



Defra Offshoring Questionnaire.docx

Buyer ICT Policy

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

The Parties shall review and agree the ICT Policy within 90 days of the contract start date. The Buyer ICT Policy shall then form part of the Call Off Contract.

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 (£) -

Professional Indemnity Insurance (£) -

Buyer Responsibilities

Guidance Note: list any applicable Buyer Responsibilities below.

Description

A licence and maintenance service agreement between DEFRA and Rocket must be in place before 21st August 2023 to gain access to Rocket consultancy to support writing the Target Environment Specification, and the latest version of UniVerse software
 The design and build of the Dev/Test, Pre-prod and Production infrastructure components

	(comprising but not limited to VMs, storage, networking/connectivity, print management,
	Anti-virus/anti-malware, AD, security certificates, DNS, DevOps pipelines) will be
	completed by DEFRA based on specifications developed in collaboration with Sopra
	Steria and DEFRA Cloud CoE
3	DEFRA to re-configure Attachmate Reflections (terminal emulator) or equivalent to access
	new environments.
4	DEFRA Architecture and/or DEFRA Cloud CoE to support creation of Target Environment
	Specifications and Low Level Design.
5	DEFRA Cloud CoE Azure team availability during delivery to facilitate server activities
	related to installation and Universe data migration, depending on Sopra Steria's level of
	access to Azure servers, for example, installation of UniVerse software, installing and
	running migration utilities creating scheduled tasks, writing PowerShell scripts. DEFRA resources to be available for DEFRA resourced activities (including Governance and
	UAT) as not to impact our schedule.
6	DEFRA will be responsible for establishing all connectivity between servers including to
V	terminal emulator, Mail etc with all security certificates supplied.
7	All user accounts, trusts and security will be created by DEFRA based on rights specified
ľ	by Sopra Steria before migration can commence (incl. Solaris user groups).
8	DEFRA supplier (Xerox) to configure network printing based on requirements provided by
Ŭ	Sopra Steria
9	DEFRA provide Sopra Steria onshore resources access to DEFRA server and cloud
-	service systems & live data and DEFRA cloud services such as Power BI.
	DEFRA provide Sopra Steria offshore resources access to DEFRA server and cloud
	service systems & non-live data and DEFRA cloud services such as Power BI
10	DEFRA to provide Cloud CoE design patterns to enable Sopra Steria to specify the Target
	Environment.
11	DEFRA to validate regression test packs, as required
12	DEFRA to complete User Acceptance Testing and end to end testing before Go-Live.
13	DEFRA to re-configure applications or middleware to operate with the new interface
	endpoints resulting from replatforming of UniVerse. Currently those identified are RPA
	Data Warehouse, DEFRA FSS, Transformation Layer (BizTalk), Exchange/SMTP Relay
	HMRC.
14	DEFRA to lead on arranging CHECK testing
15	DEFRA to complete PCNs and or PIR's to engage 3rd parties to support Sopra Steria
-	delivery (with Sopra Steria support)
16	DEFRA confirm they will have a direct contractual agreement in place with all relevant 3rd
	parties and DEFRA will grant Sopra Steria access to 3rd party resources and or services
	in a timely manner to enable Sopra Steria to complete their activities to the timescales
	detailed in the joint delivery plan.
-	

Goods

Guidance Note: list any Goods and their prices.

Not Applicable

Governance – Option Part A or Part B

Guidance Note: the Call-Off Terms has two options in respect of governance. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is limited project governance required during the Contract Period.

Governance Schedule	Tick as applicable
Part A – Short Form Governance Schedule	\checkmark
Part B – Long Form Governance Schedule	

The Part selected above shall apply this Contract.

Change Control Procedure – Option Part A or Part B

Guidance Note: the Call-Off Terms has two options in respect of change control. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is no requirement to include a complex change control procedure where operational and fast track changes will not be required.

Change Control Schedule	Tick as applicable
Part A – Short Form Change Control Schedule	\checkmark
Part B – Long Form Change Control Schedule	

The Part selected above shall apply this Contract.

Section C

Part A - Additional and Alternative Buyer Terms

Additional Schedules and 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 Lots 2, 3 and 5.

Part A – Additional Schedules

Guidance Note: Tick any applicable boxes below

Additional Schedules	Tick as applicable
S1: Implementation Plan	\checkmark
S2: Testing Procedures	\checkmark
S3: Security Requirements (either Part A or Part B)	Part A □ or Part B ✓
S4: Staff Transfer	
S5: Benchmarking	
S6: Business Continuity and Disaster Recovery	
S7: Continuous Improvement	
S8: Guarantee	
S9: MOD Terms	

Part B – Additional Clauses

Guidance Note: Tick any applicable boxes below

Additional Clauses	Tick as applicable
C1: Relevant Convictions	
C2: Security Measures	
C3: Collaboration Agreement	

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

Part C - Alternative Clauses

Guidance Note: Tick any applicable boxes below

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	

Northern Ireland Law	
Joint Controller Clauses	

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

Additional Schedule S3 (Security Requirements)

Guidance Note: where Schedule S3 (Security Requirements) has been selected in Part A of Section C above, then for the purpose of the definition of "Security Management Plan" insert the Supplier's draft security management plan below.

Version 1.1 as of 23 September 2022 Security Management Plan for the Rural Payments Agency Security as provided by the Supplier will be considered as the accepted Draft Security Management Plan. The Supplier will develop this Draft Security Management Plan in accordance with Schedule S3.

Additional Schedule S4 (Staff Transfer)

Guidance Note: where Schedule S4 (Staff Transfer) has been selected in Part A of Section C above, then for the purpose of the definition of "Fund" in Annex D2 (LGPS) of Part D (Pension) insert details of the applicable fund below.

Not Applicable

Additional Clause C1 (Relevant Convictions)

Guidance Note: where Clause C1 (Relevant Convictions) has been selected in Part A of Section C above, then for the purpose of the definition of "Relevant Convictions" insert any relevant convictions which shall apply to this contract below.

Not Applicable

Additional Clause C3 (Collaboration Agreement)

Guidance Note: where Clause C3 (Collaboration Agreement) has been selected in Part A of Section C above, include details of organisation(s) required to collaborate immediately below.

Not Applicable

An executed Collaboration Agreement shall be delivered from the Supplier to the Buyer within the stated number of Working Days from the Commencement Date:

Not Applicable

Section D 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.*

Services information contained in Attachment 1 – Services specification. Pricing contained in Attachment 2 – Charges and Invoicing, Part A and C.

The Buyer and Supplier have agreed the Supplier Proposal sets out the solution to be delivered under the Service Specification for this Contract. The timings and project plan within the Supplier Proposal are will be superseded by the Outline Implementation Plan in Attachment 3.

C2 - Restricted use





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1 BACKGROUND

The options report provided options to remedy this technical debt:

The options report included an estimated order of magnitude cost and timelines for each of these options.

Trader applications and IMIS continue to serve essential functions across core business for DEFRA and RPA, processing payments, managing and granting licenses and interfacing with EU services. Maintaining continuity and resilience of the systems is paramount.

The chosen re-platforming option for the Trader and IMIS systems will rehost the solutions into the DEFRA Azure Cloud Tenancy, updating key underpinning technologies to latest applicable versions whilst continuing operations against legacy code. This option will have minimal operational impact on the business (re-utilising current capability), utilising performant infrastructure, and will remove risks associated with out of support / end of life software components. This re-platform does act as a step toward future transformation; there is significant additional value to be realised by improving functionality and user experience to achieve better business outcomes; however, business drivers make migration a priority.

Trader applications run on a database and application development platform called UniVerse. Whilst the platform applications were built in the 1980s, the underlying MultiValue UniVerse database system is based on technology first introduced in the 1960s. This is highly legacy technology requiring specialist skillsets and intimate knowledge of the applications in scope to complete the re-platform successfully.

As part of this re-platforming project, we will move the IMIS and Trader (DPS & IMPS) applications onto the latest version of their respective Windows/SQL (latest version Windows 2022) and UniVerse (latest version 11.3.5) platforms, hosted on environments in the DEFRA Azure Tenancy. We will also replatform the IMIS reporting from Oracle BI to Power BI. Finally, we will move the remaining legacy applications from the old UniVerse platform on to the new UniVerse platform, hosted in the DEFRA Azure Tenancy, to ensure application integrity.



A further key dependency is for DEFRA to secure a licence & direct maintenance support agreement with Rocket in advance of work starting. This will provide access to latest software versions and Rocket consultancy needed for Sopra Steria to start the replatform.





The business aims of this project are to:

- Migrate the IMIS, and Trader (DPS & IMPS) applications and data to current and supported versions of their respective platforms, to remove risks associated with out of support / end of life software components.
- Re-platform the reporting functionality for IMIS to a strategically aligned cloud platform.

These aims will be achieved by means of the following project activities:

- Sopra Steria will move the IMIS and Trader (DPS & IMPS) applications and data onto the latest version of their respective Windows/SQL and UniVerse platforms, hosted on environments in the DEFRA Azure Tenancy.
- Sopra Steria will move the remaining legacy applications and data from the old UniVerse platform on to the new UniVerse platform, hosted in the DEFRA Azure Tenancy, to ensure application integrity.
- Sopra Steria will re-platform the IMIS reporting from Oracle BI to Power BI.

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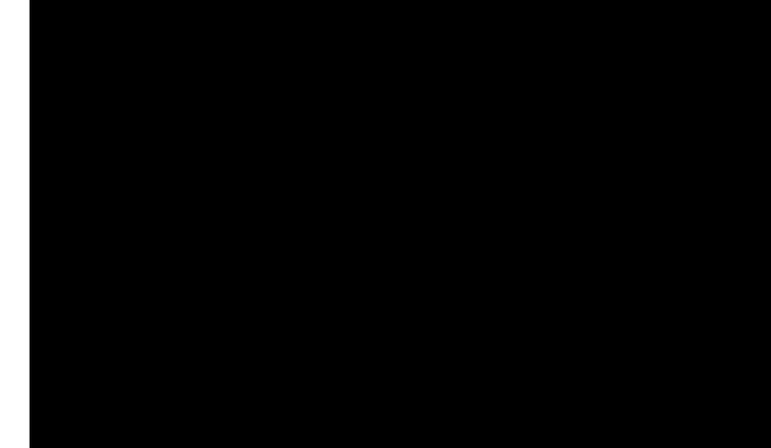
4 SCOPE

.2 Background

During the discovery phase of this Feasibility project Sopra Steria worked collaboratively with DEFRA and RPA stakeholders to identify suitable options to resolve legacy application issues related to the DPS and IMPS applications (hosted on the UniVerse platform) and the IMIS application (hosted on a Windows / SQL platform).

.2.1 IMIS

The following diagram shows the current state of the IMIS (in scope) platform:

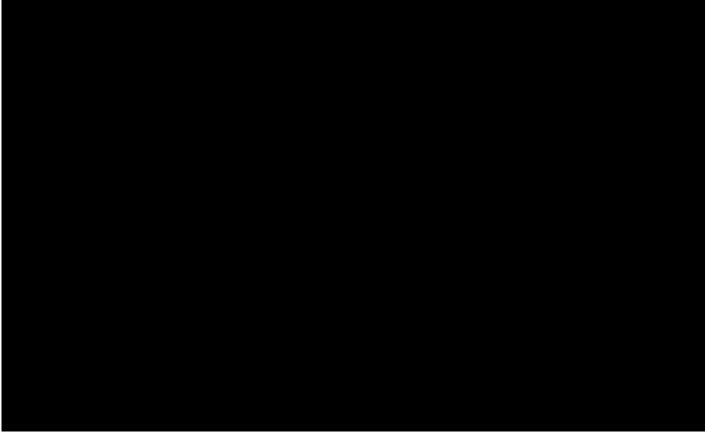


.2.2 Universe

Sopra Steria reviewed the scope of DPS and IMPS applications and have identified the UniVerse (on which DPS and IMPS run) and UniData platforms are 2 separate platforms.

Working with the 3rd party vendor (Rocket), Sopra Steria have confirmed with Rocket that the two platforms operate entirely independently of each other and that UniData will not need to be migrated at the same time as Universe. UniData is only mentioned to clarify that it is out of scope since, from an end user / business perspective, the distinction may not be obvious.

The following diagram shows the current state of the Universe (in scope) & UniData (out of scope) platforms:



NOTE: The scope of this proposal covers the IMIS application and the UniVerse platform including all of the applications running on UniVerse. To aid clarity this proposal will use the term "UniVerse" to encompass the UniVerse Platform and all applications (including Trader) running on Universe.

.3 Scope of activities

In Scope Activities	
Upgrade of UniVerse platform from 10.0.3 to the latest applicable version (currently 11.3.5) and re-host to Windows	Re-hosting of the UniVerse platform on an Azure cloud platform (see below section 'UniVerse Applications' for table containing all of the details) with two environments (Dev/Test and Production).
	Recreation of any active interface endpoints (see below section 'UniVerse Interfaces' for table containing all of the details)
	Regression testing of 'active' UniVerse applications installed by Sopra Steria within scope of this delivery (see below list of 'active' applications)
	Any Interface testing will be to test stub only
	Support Defect Fixing for DEFRA UAT and end-to-end testing

Support of CHECK Testing to the extent of facilitating test access, configuring of any test tools and supporting agreed security vulnerabilities for DEFRA to meet accreditation only and within the remit of this project.

Re-hosting of the IMIS application on the DEFRA Azure cloud platform with three environments (Dev/Test, Pre-Prod and Production)

Transition to Power BI for IMIS reporting, including replacement of existing active reports (please see assumptions for assumed number of reports in scope)

Upgrade of IMIS platform from Windows 2008 R2 to latest applicable version (currently Windows 2022)

Regression testing of IMIS application

Any Interface testing will be to test stub only

Support Defect Fixing for DEFRA UATand end-to-end testing

Support of CHECK Testing to the extent of facilitating test access, configuring of any test tools and supporting agreed security vulnerabilities for DEFRA to meet accreditation only and within the remit of this project.

Out of Scope Activities

Decommission of the exit BI solution

Decommission of legacy UniVerse platform from Farnborough (Dev/Test) and AWS/Daisy (Production) data centres. Sopra Steria will support RPA removing access to legacy systems if timescales overlap with project delivery.

Any changes to Infrastructure, such as patching, hardware decommissioning, data destruction, noting that Sopra Steria are only responsible for application support.

Changes to applications other than DPS, IMPS and IMIS which are hosted on the same infrastructure. Other UniVerse applications will be migrated as part of the data migration but not updated or tested on the new environment, other than to ensure the data can be reported on.

Application enhancements and functional improvements

Any improvements to non-functional specifications

Rationalisation or changes to any BI outputs

Business process improvements

Data quality checks and any data cleansing relating to historical data issues (Sopra Steria will provide a data reconciliation report to show all source data has been copied across to target).

Any security enhancements (outside of that innately provided by the uplift)

Security / access setup

Redesign or changes (beyond the dictates of upgraded code) of any interfaces

Out of Scope Activities

Performing UAT and end-to-end interface testing.
Data stored in UniData for Radx, CII, SII and CoBRA
UniData platform move and related applications, e.g., RADX, CII, SII and CoBRA
The ongoing support of the applications in the legacy environment.
Any re-engineering of the Farm Survey System (FSS) integration with the UniVerse platform
Ongoing support of the Universe Platform
Internal pen testing (will be conducted by DDTS QA&T)

Backup and recovery (will be conducted by DEFRA).

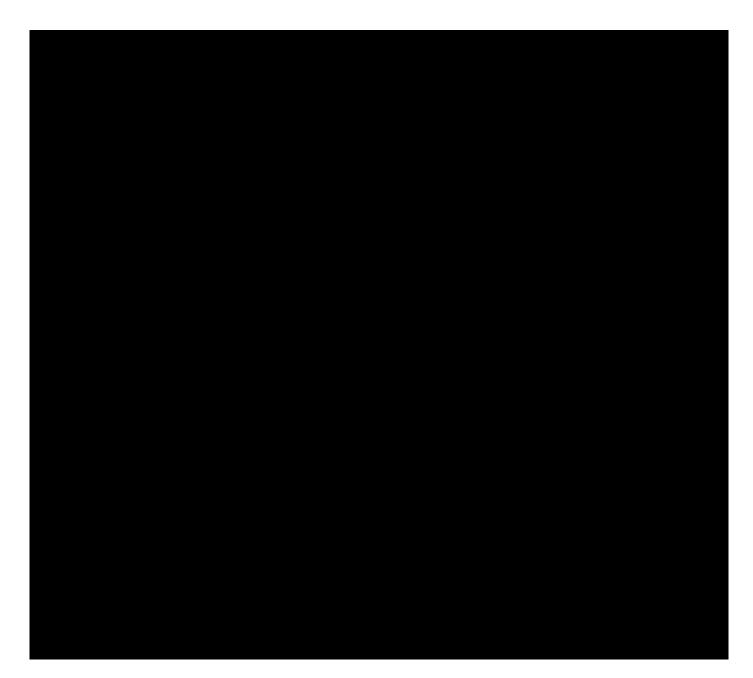
.4 UniVerse Applications

As the scope of the feasibility project was limited to the DPS & IMPS applications, as hosted on the UniVerse platform, there may be more applications hosted on the UniVerse platform that Sopra Steria are currently unaware of. Based upon our long-standing support of applications running on UniVerse however, the following list of UniVerse applications are known to Sopra Steria. The table indicates which applications Sopra Steria believe to be actively used as part of current business processes and those which are no longer active. It also indicates which applications were investigated as part of the feasibility project; these are the UniVerse platform hosted applications, DPS and IMPS, and their supporting applications, Trader Reg, CFI, and Audit Logging.



.5 UniVerse Interfaces

The following list of interfaces are known to Sopra Steria as Sopra Steria currently support the UniVerse endpoints of the interfaces. It indicates which interfaces are known to be active and whether they were investigated as part of the discovery phase along with the associated interface catalogue references (copies of the interface catalogues are in Appendix B for reference).



 $^{^{1}\ \}mbox{``Active}''$ – Inbound and outbound interfaces that are in currently in use.

5 SOLUTION DESIGN

.6 Current State

.6.1 UniVerse Platform

Trader is a collection of applications which run on a database & application development platform called UniVerse. In addition to the applications that make up Trader (DPS and IMPS) a number of other applications have been built on the UniVerse platform over the years. The platform applications were built in the 1980s, whilst the underlying MultiValue database system ("UniVerse 10") is based on technology first introduced in the 1960s, and the Unix-based operating system (Solaris 8) dates from the early 1990s. The applications running on UniVerse have evolved over time into a complex mix of interrelated applications as various 3rd parties have been involved in their development and support. Today, DPS and IMPS are the key business applications still operating. These applications provide functionality to manage import licenses, block guarantees and related payments (DPS) and to manage payments under schemes such as Fruit and Veg and School Milk (IMPS). Sopra Steria have supported the applications running on UniVerse since 2007 and so have a depth of knowledge which will be invaluable in reducing the risks of moving UniVerse out of the existing data centres. While Sopra Steria support the applications it should be noted that the UniVerse platform itself is not currently supported by any party.

The following diagram (taken from the original discovery report), on the left, shows the infrastructure architecture for the Production environment hosted in the Daisy data centre (N.B. there is a separate and representative environment for Dev/Test in Farnborough). The production platform will have been moved to AWS environment at go-live. The diagram on the right is an application view of the active applications based on our previous report, it focuses on the active applications identified in the previous report and excludes applications that are no longer in use.

UniVerse is a non-relational database development platform containing both the database and the user interface in one environment. There are two active business applications still in use by RPA that run on UniVerse, DPS and IMPS. In addition, there are several applications which are no longer actively used but contain historic data. Re-platforming and upgrading the UniVerse platform means all hosted applications, including the inactive ones, will be affected. Applications running on the UniVerse platform have multiple interfaces which are batch file processes facilitated through either file transfer or email. **Sopra Steria's** expectation, based on initial investigation, is that the data volumes for migration will not exceed 500GB per environment. This will be confirmed early after project commencement.

.6.2 UniVerse Environments

As stated, the UniVerse platform consists of two environments; Dev/test and Production as show in the following diagram:



The platform has a bespoke application built in UniVerse which manages deployment of application changes to the production environment.

.6.3 IMIS

The current version of IMIS was developed by S opra Steria and has been in operation since 2010 with Sopra Steria continuing to provide support for the application. The IMIS application performs a number of functions related to the management of inspections including allocation of and monitoring of inspections, time recording and other workforce management activities.

The IMIS application is a traditional application with a .NET 3.5 web app and a SQL Server 2008 R2 configuration both of which are out of support. The production application is currently hosted in the Daisy data centre as shown on the following diagram taken from the original discovery report, with a Dev/Test environment in Farnborough. The production application will have been moved to AWS before go-live. In addition to the core application there is a reporting suite known as IMIS Reporting which runs on Oracle BI. A legacy version of Informatica is used to extract, transform and load data from IMIS into the IMIS Reporting suite.

Sopra Steria's expectation, based on initial investigation, is that the data volumes for migration will not exceed 10GB per environment. This will be confirmed early after project commencement.

The IMIS application is a standalone application with no interfaces except for the Extract Transform Load process (provided by an Informatica platform) to extract data and populate the reporting suite.

.7 Target State

The following diagram shows the intended target state of the solution with each application running on supported software in the DEFRA Azure tenancy and retaining existing functionality. For readability, UniData is not included in the target state diagram, it is sufficient to note that UniData will remain in the existing data centres and does not form part of this solution.



.7.1 UniVerse platform

The UniVerse platform will be migrated from Solaris 8 to Windows Server 2022 and upgraded to the latest applicable version (currently 11.3.5) with the applications running on UniVerse amended to operate on a Windows environment. The interfaces will be replicated in so far as the new environment will provide file storage locations for the upstream and downstream interface applications to push and pull files.

The capabilities highlighted in the above diagram were identified during the discovery phase of the feasibility project and will continue to be available in the target state. However, a key point to note is that the target state aims for functional equivalence on supported technology and does not offer functional improvements.

The target state aligns with DEFRA / RPA's technology standards and strategic direction of travel and by upgrading to latest versions mitigates the immediate risks associated with out of support software and hardware (such as lack of security patching, component failure) while facilitating exit of the Daisy data centre and allowing DEFRA / RPA time to decide on strategic transformation goals for these applications.

It has been agreed with DEFRA Cloud Centre of Excellence that replicating the existing UniVerse environments will be acceptable i.e., a Dev/Test and Production.

.7.2 IMIS

IMIS will be upgraded to SQL Server 2022 and run on Windows Server 2022 and the latest applicable .NET Framework version in the DEFRA Azure environment. The IMIS Reporting capability will have been replaced by Power BI which is provided as part of DEFRA's Microsoft Power BI Platform.

The Informatica integration will no longer be needed and therefore neither it nor a replacement form part of the target architecture.

There may be an opportunity to move IMIS to an Azure App Service and/or Azure SQL Database and this will be explored and agreed during the preparation phase of the project to assess compatibility. This would provide DEFRA with further benefits of operating on a PaaS platform rather than IaaS but may be constrained by current application and database deployment considerations.

While we do not anticipate any issues moving from 2 environments (i.e., Dev/Test and Production) it has been agreed with DEFRA Cloud Centre of Excellence that IMIS will move to three environments (Dev/test, Preprod and Prod).

.8 Technical Approach







.8.1 UniVerse Workstream

Sopra Steria have extensive experience in supporting the complex set of applications that run on the

legacy UniVerse platform which we will be able to leverage to ensure they continue to operate as expected after the re-platforming and upgrade. Experience of using the proprietary UniVerse coding language, UniVerse BASIC, will be essential in assessing and addressing code changes required in replatforming to a Windows environment. Sopra Steria will engage with our 3rd party Rocket, who are the vendors of the UniVerse platform, to assist with the upgrade and re-platforming process.

A key dependency of this delivery is for DEFRA to reinstate their licence & maintenance support contract with Rocket which will then provide access to:

• The latest Rocket software versions necessary for the re-platforming of Universe.

• Rocket consultancy to aid in the data migration and file conversion from the Farnborough and AWS to the new DEFRA Azure environment.

The DEFRA support contract with Rocket needs to be in place to ensure the separate Sopra Steria contract with Rocket can be affected. Sopra Steria have made DEFRA aware of this critical dependency.

.8.2 IMIS Workstream

Given the significant jump in versions of .NET framework and SQL Server, upgrading this software is likely to require code changes within the application to continue working. Given our extensive knowledge supporting the IMIS application, Sopra Steria is well placed to use our specialists to perform the upgrade and re-hosting as they will be able to use their knowledge of the application to remediate any breaking changes. Prior knowledge of the IMIS Reporting platform database schema will facilitate the re-creation of the reporting function in Power BI. This will reduce the time needed to get the project team up to speed thereby reducing the risk of not exiting the data centre by the deadline.

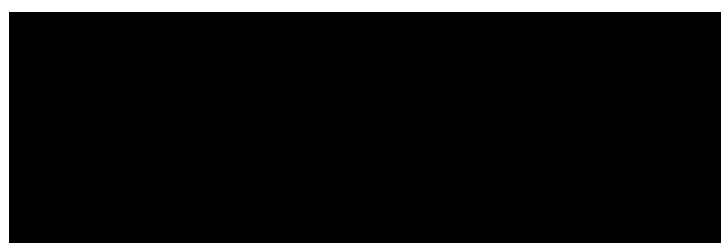
.11 Governance

The following table details the governance we plan to support.

Governance		Frequency	Attendance	Objective				
Sopra Steria Project Governance								
Kick-off	One-off	Sopra Steria, I Rocket teams		To ensure all are aligned to the delivery plan and agree ways of working.				

Delivery Status	Weekly	Sopra Steria PM DEFRA PM	 Track progress against the delivery plan and RAID. Track all parties are performing their activities within the project timescales detailed in the joint delivery schedule. Impact of any deviation from the joint delivery schedule needs to be mutually agreed and managed by DEFRA and Sopra Steria project management. Highlight any delivery risks/issue and agree response. 			
Change control	Ad-hoc, if required	Sopra Steria PM and Technical Representative	Start of change control to be agreed			
DEFRA Governance – supported by Sopra Steria						
	andnee Suppe	filed by Sopra Steria				
Governance		Lead	Sopra Steria Support			
Governance DEFRA TDA approval			Sopra Steria Support Sopra Steria Architecture to support completion of TDA pack and any supporting architecture models.			
DEFRA TDA	Frequency	Lead	Sopra Steria Architecture to support completion of TDA pack and any supporting architecture			
DEFRA TDA approval DEFRA Stage gate 4 - Service	Frequency One-Off	Lead DEFRA Architecture	Sopra Steria Architecture to support completion of TDA pack and any supporting architecture models. Sopra Steria to support as agreed with DEFRA PM and Service			

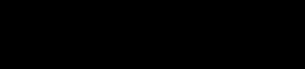
.12 Timescales





.14 BAU Support access to live

The scope of this project is replatforming IMIS and Universe into Azure. However, Sopra Steria will initiate the process to facilitate BAU Support access to live.



page 36 of 90

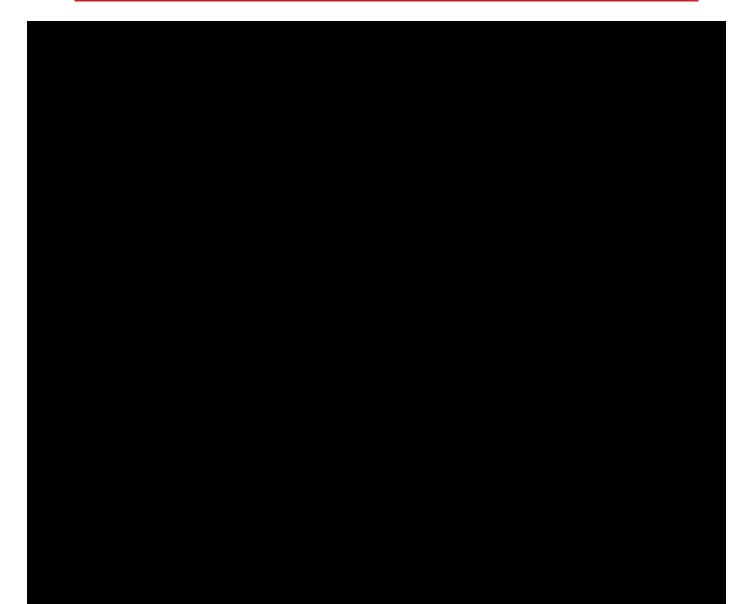
Version 3.1

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6 ASSUMPTIONS, DEPENDENCIES, AND RISKS

.16 Assumptions

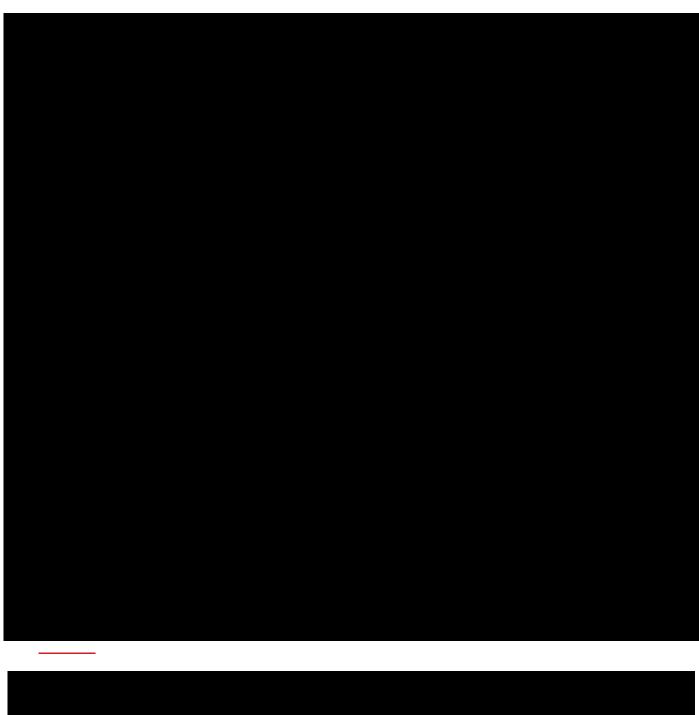
The following assumptions have been made in this proposal, if any of these assumptions prove incorrect during delivery Sopra Steria will work collaboratively and seek to guard against any negative impact on **either project's timescales or** charges but, if such impact cannot be avoided, Sopra Steria reserve the right to adjust charges and timescales which will be managed and agreed under the change control process between both parties.





.17 Dependencies

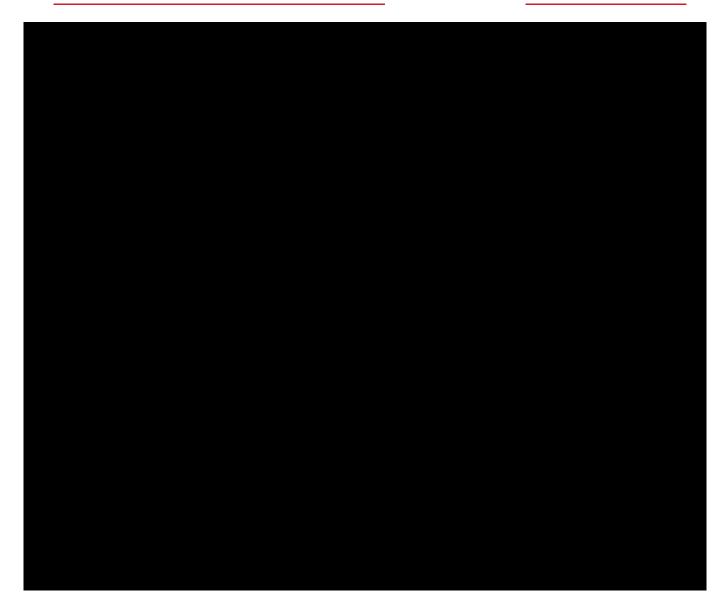
The following table shows the dependencies Sopra Steria has on DEFRA and DEFRA's 3rd party suppliers ("Dependencies" column) and the associated Activity which cannot start before the dependency is completed ("Joint Plan UID" column).







.18 Risks











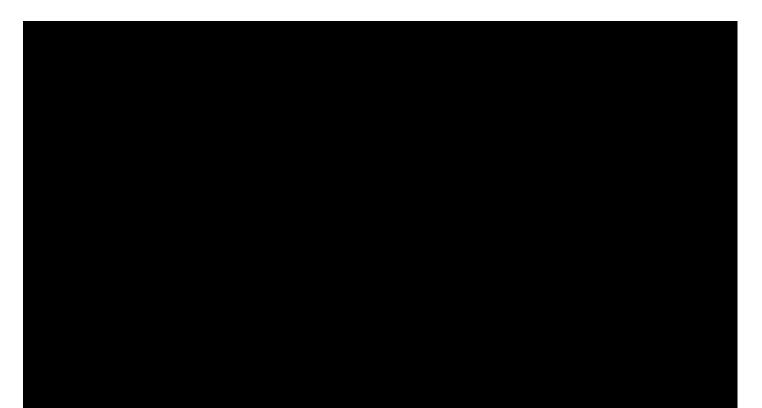
7

OUTPUTS / DELIVERABLES



8 PRICING

The total Fixed Price Charge for this proposal is as follows: Fixed Price: **£626,400**



Version 3.1



.20 Ongoing Application Support



.21 Additional Services

Sopra Steria identified additional services for consideration by DEFRA as value added to the scope of this proposal and to be procured separately at additional charges to DEFRA (see appendix C). For example, Sopra Steria had discussions with DEFRA for PEN testing services.

APPENDIX A – DATA ACCESS REQUIREMENTS

The following data access permissions will be required by Sopra Steria team members and delivery partners. NB this table relates to access to data rather than environments; other roles may need access to target environments prior to data becoming available.

Component	Live Data	Role/Team/Resource	Offshore
UniVerse – nonproduction	Assumed Yes – historical live data mixed with sample data for testing	Technical Lead	No
		Test Manager/Analyst	No
UniVerse - production	Yes	Technical Lead	No
IMIS – nonproduction	No	Cloud Infrastructure Architect	Yes
		BI Developer	Yes
		Test Manager/Analyst	No
		Technical Lead	No
		DBA	No
		.NET Developer	No
IMIS preproduction	Yes	Technical Lead	No
		DBA	No
IMIS production	Yes	Technical Lead	No
		DBA	No

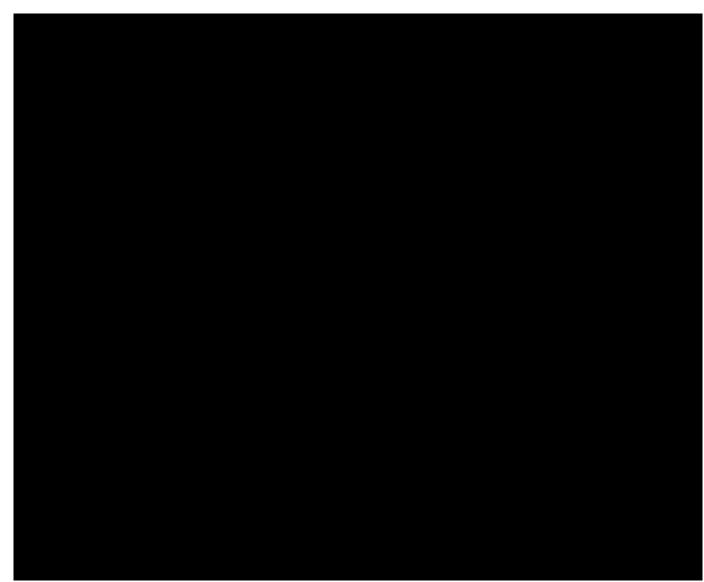
APPENDIX B – IN-SCOPE INTERFACES

The following images are the interface catalogues produced during the discovery phase. One additional interface is known about which was not in-scope of the discovery, this is the data feed from RPA Data Warehouse to DEFRA FSS via the CORE UniVerse application.

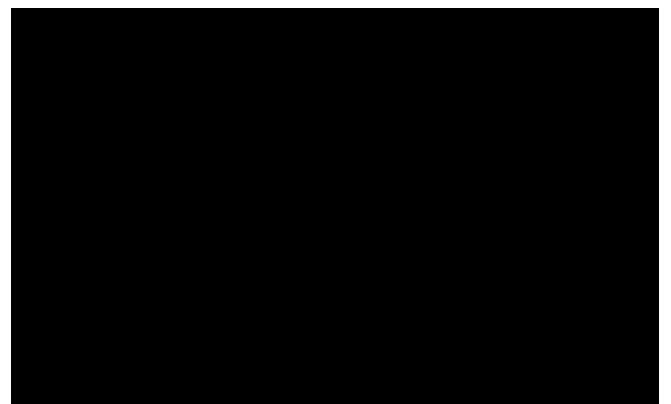
This table lists the interfaces represented on the previous integration diagram, their purpose and the source and target systems. Further detail is provided in the Appendix A.

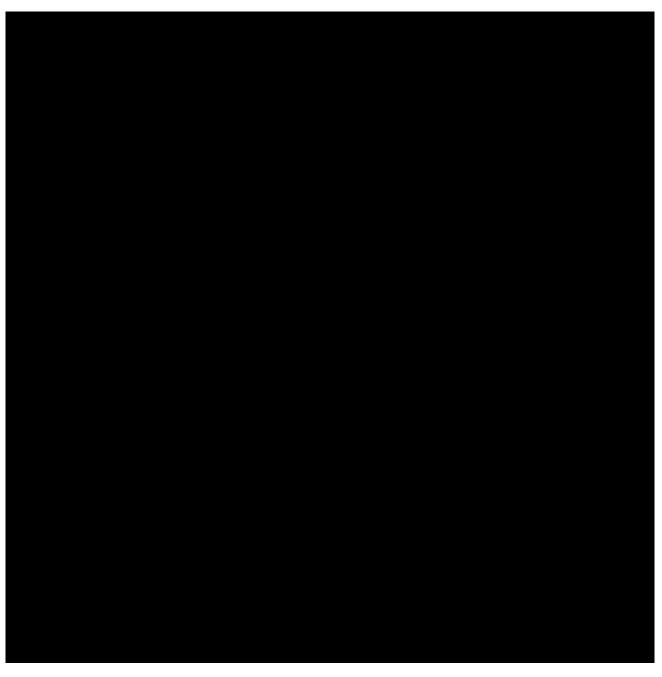


The following table details additional services for consideration by DEFRA as value added to the scope of this proposal and to be procured separately at additional charges to DEFRA.



APPENDIX D – RACI MATRIX





This document ("Proposal") is presented to assist you in appraising the potential value of the proposed services for your operation and is based on the information that you have provided to us concerning your particular service needs. Naturally, your requirements may alter as your operation changes and only you can determine the feasibility of the proposed services to answer your specific needs. Consequently, whilst Sopra Steria believe that our recommendations are sound, all conditions and warranties express or implied whether by statute law or otherwise are excluded and this Proposal itself shall not constitute an offer nor form a contract.

It is assumed that this Proposal is subject to Technology Services 3 (RM6100) Framework Terms and any Special Terms to be agreed between the Parties. The formal contract will be subject to the agreed Terms and Conditions between the Parties.

.22 Tax

All charges are based upon taxes, duties, and other similar costs in force at the date of this Proposal. Sopra Steria shall be entitled to increase the charges correspondingly if its own

costs or expenses in respect of the services are in any way increased by any new or additional taxes (excluding Corporation Tax), duties or other similar costs, or by the cost of conforming with any new or additional legal requirements. All prices quoted in this Proposal are exclusive of Value Added Tax, which will be charged at the rate ruling at the Tax Point.

.23 Copyright, Freedom of Information

The copyright of this document is the property of Sopra Steria Limited ("Sopra Steria") and the document contains proprietary information of Sopra Steria. It is supplied in confidence and must not be used for any purpose other than that for which it is supplied. No part of this document or its contents shall be reproduced, published, or disclosed to a third party without prior written permission of Sopra Steria.

Furthermore, for the purposes of the Freedom of Information Act 2000 ("the FOIS Act"), you are not entitled to disclose any information contained within or pertaining to this Proposal. All such information is to be considered as exempt from disclosure under the FOIS Act as it is either confidential information, and/or commercially sensitive information and/or a trade secret of either Sopra Steria or a third party. If you wish to disclose such exempt information, you will need to obtain Sopra Steria prior written consent. Please submit a written application to Sopra Steria Legal Services at the registered office address or email to Legal.uk@soprasteria.com.

.24 Validity

This proposal is valid until the 31st July 2023 and requires the formal SOW and contract to be signed off by DEFRA before the 31^{st of} July 2023 in order for Sopra Steria to meet the delivery timescales required.



C2 - Restricted useC2 - Restricted use

RM6100 Flow Down Terms to Key-Subcontractor (Call-Off Contract):

Clause 38.3. of the RM6100 – TS3 Call-Off Agreement includes flow down Terms that Rocket accepts, subject to the following amendments and/or clarifications:

Cl. 38.3.6. Termination Rights (cl. 35 & 36 > Change of Control) Change of Control – shall not apply and /or include where the Change of Control results in a private equity investor acquiring or gaining ownership of a majority of the Rocket's shares and provided such private equity investor does not exercise direct operational control over Licensor and does not have access to Sopra Steria's or DEFRA's Confidential Information or details of this Agreement.

- Cl. 38.3.5. sub d) Audit Rights (as stipulated in cl. 29) to be amended as follows: **"The Supplier shall:**
- 1.1.1 keep the records and accounts referred to in Clause 29.1 in accordance with Good Industry Practice and Law; and
- 1.1.2 afford any Auditor access to the records and accounts referred to in Clause 29.1 at the Supplier's premises and/or provide records and accounts (including copies of the Supplier's published accounts) or copies of the same, as may be required by any of the Auditors from time to time during the Contract Period and the period specified in Clause 29.1, in order that the Auditor(s) may carry out an inspection to assess compliance by the Supplier and/or its Sub-Contractors of any of the Supplier's obligations under this Contract including for the following purposes to:
 - (a) verify the Supplier's and each Sub-Contractor's compliance with the applicable Law;
 - (b) identify or investigate an actual or suspected Prohibited Act, impropriety or accounting mistakes or any breach or threatened Breach of Security and in these circumstances the Buyer shall have no obligation to inform the Supplier of the purpose or objective of its investigations;
 - (c) obtain such information as is necessary to fulfil the Buyer's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;



- (d) carry out the Buyer's internal and statutory audits and to prepare, examine and/or certify the Buyer's annual and interim reports and accounts;
- (e) enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Buyer has used its resources;
- (f) verify the accuracy and completeness of any information delivered or required by this Contract."



Section E Contract Award

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

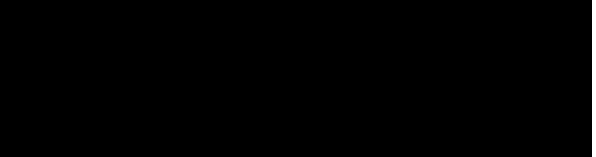
SIGNATURES

For and on behalf of the Supplier Supplier_Signature



Date Signed: 15th August 2023

For and on behalf of the Buyer Buyer Signature



Date Signed: 15/08/2023



Attachment 1 – Services Specification

The Buyer and Supplier have agreed the Specification under this Call Off Contract, which comprises the Tech Services 3 offer (RM6100 – Sopra Steria- Lot 3d – Rural Mig – 002.) as laid out below and the Supplier Proposal as laid out in Section D – Supplier Response. For the avoidance of doubt, the Supplier Proposal sets out the specific solution to be delivered.

Legacy Rural Payments and Licensing System Migration



Lot 3d – Operational Services -Application and Data Management

Service Offer Reference Number:



RM6100-Sopra Steria Limited-Lot 3d-002

Effective Date:

09 August 2023

Expiry Date: 09 September 2023



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Outline Implementation Plan	64
Service Level Agreement	69
Price Card	69



SERVICE DESCRIPTION



Introduction

Government services and the underpinning IT systems are increasingly delivered by legacy technology. Sopra Steria (the "Supplier", "we"," our") has expertise of supporting, developing and modernising systems involved in the rural economy/affairs and environment which deliver supporting services for inspections, processing payments, managing and granting licenses, and interfacing with EU services. As a result, we have a proven track record demonstrating our capability in terms of business knowledge, technical ability and cultural fit to ensure an excellent Service Offering in this field.

These services are critical to the ongoing running of Government services, however, we understand the legacy nature of many such complex applications. In order to safeguard the integrity of Government technology estates it is critical to maintain applications in the latest supported software versions whilst minimising operational impact. Upgrading and replatforming, where required, legacy systems that are still in operation is an essential part of IT estate management. This provides assurance of system stability for business service lines whilst also addressing any security concerns brought about by out of support software.

Our comprehensive Legacy application migration and re-hosting approach offers a low-risk approach to upgrading legacy software to latest support versions whilst minimising disruption to business operations.

Proposed Services

The processing of payments, managing and granting of licenses, and interfacing with international services often requires a diverse technology to be maintained. This can cover common platforms such as Windows and more niche platforms which are often utilised in order to deliver specific requirements (e.g. UniVerse). When upgrading from legacy versions, it is often required to migrate services to Cloud (e.g. Azure).

This offering is an end-to-end service wrap covering upgrading these technologies: Windows 2008 R2 to Windows 2022 and UniVerse v10.0.3 to v11.3.5.

In order to support the success of these such projects, our service will:

- Assess application reports and develop agreed set in Power BI
- Re-host platforms onto Azure Cloud platform with agreed environments (e.g. Dev/Test, Pre-Production and Production
- Recreate any active interface endpoints
- Conduct regression testing of active applications
- · Conduct interface testing to test stub
- Support defect fixing for client UAT and end-to-end testing
- Support CHECK Testing to the extent of facilitating test access, configuring of any test tools and supporting agreed security vulnerabilities for the client to meet accreditation



The likelihood of complex inter-dependencies is high when dealing with legacy upgrades, therefore, our delivery process will be waterfall. We will develop a detailed project plan in collaboration with the Customer upon commencement of any work. Broadly the delivery will follow the below phases:

Discovery:

- We will assess the legacy applications to ensure the supported versions installed in Azure Cloud will behave as expected and escalate any issues.
- Assess application reports to verify if the same report can be generated with data extracted directly from the database.
- Jointly agree number of application reports to be re-developed.
- Develop, collaboratively agree and issue the Target environment specifications for the Customer to configure the Azure environment.

Build:

Once new Azure Cloud environments (Dev/Test, Pre-Production and Production) are provisioned in the Buyer's Azure tenancy, we will:

- Build the Windows Server and SQL Server to supported versions and copy the files across from the old environment to the new environment in Azure.
- Develop system reports in Customer's chosen technology to support start of regression testing
- Work within the environment rules as defined by Customer's security policy
- Build the software to the latest applicable standard and then copy the files across from the old server in Dev/Test and Production to the new environment in Azure. Copying data into Azure production will be in collaboration with the Customer.

<u>Test:</u>

- Perform full regression testing for all active applications and up to the interface endpoint for active interfaces
- Regression test the environment in the development and test environment and fix any issues before promoting it from Pre-Prod to Production
- Support UAT and end-to-end testing **Early Life Support**:

This support will comprise of:

Ad hoc advisory support from Sopra Steria to resolve, or put a fix plan in place, for any major incidents which causes the service to fail and it is attributed to the changes implemented as part of the upgrade that may arise post go live. Sopra Steria will support resolving the issue.

If this isn't possible, Sopra Steria will provide a remediation plan.



Ways of Working:

Work will be undertaken remotely. If face to face meetings are required, this will be agreed by both Parties

The Customer and Supplier will partake in weekly governance meetings to provide updates on the project progress and flag and manage any risks that arise.

A RAID will be produced at project initiation and maintained through delivery; this will be reviewed regular in collaboration with the Customer.

If a change is required, the Parties will follow the short form change control procedure as specified in Schedule 5 Part A of the RM6100 Lot 2,3 & 5 Call- Off terms.

CONDITIONS ON THE CUSTOMER

The Customer will be responsible for providing (at no additional cost to the Supplier):

- Equipment, licences, maintenance and access rights to enable the Supplier to provide the Services.
- Infrastructure & environment support.
- Complete design and build of infrastructure components based on specifications developed in collaboration with the Supplier.
- The Customer responsibilities as agreed in the Joint Delivery Plan.
- Customer resources required for Customer resourced activities.
- An appropriate method for Sopra Steria to access Customer's systems and data access permissions to Sopra Steria team members (including offshore support).
- Cloud design patterns to enable Sopra Steria to specify the solution.
- Validation of regression test packs as required.
- User Acceptance Testing and end to end testing to achieve Go-Live in new Cloud environment.
- Re-configuration of interfaces dependent on the applications being migrated.
- Milestone sign offs as per the agreed delivery plan.

OUTLINE IMPLEMENTATION PLAN

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RM6100 Order Form – Lots 2, 3 and 5



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For the avoidance of doubt, the services and charges associated with this offer is aligned with an **annual duration contract**.

Governance:

At project initiation we will hold a kick-off between Sopra Steria, the Customer and any relevant 3rd parties. The aim of this kick-off will be to ensure all parties are aligned to the delivery plan and agree ways of working.

The Sopra Steria and Customer Project Manager will meet weekly to:

- Track progress against the delivery plan and RAID.
- Track all parties are performing their activities within the project timescales detailed in the joint delivery schedule.
- Highlight any delivery risks/issue and agree response.

Responsibilities:

- Grant system and data access to Supplier (Customer).
- Agree license and maintenance support for in scope applications with vendors (Customer).
- Assessment of legacy application (Supplier).
- Provide target environment specifications from discovery (Supplier).
- Configure target environment (Customer).
- Transition from current (data centre) to new environment (cloud) (Supplier).
- Upgrade server, tools and applications to latest applicable version (Supplier).
- Writing of regression test pack (Customer & Supplier).
- Design and Build Reports (Supplier).
- Regression testing and code fixes (Supplier).
- Handover to User Acceptance Testing (Supplier).
- User Acceptance Testing (Customer).

Exclusions:

- Decommission of legacy platform in the existing environment.
- Application enhancement, functional improvements, or improvements to nonfunctional specifications.
- Business process improvements.
- Data quality checks and data cleansing pertaining to historical data issues.
- Security enhancements.
- Redesign or changes (beyond the dictates of upgraded code) of any interfaces.



- Ongoing support of applications in the legacy environment.
- Ongoing support of applications in the upgraded environment.
- Penetration testing .
- Backup and recovery of the migrated applications will be performed by the Buyer.

SERVICE LEVEL AGREEMENT

Formal service levels will not apply for this service, and there will be no service credit regime.

PRICE CARD

Fixed Price

For the core Service detailed above the fixed price is detailed below. The fixed price will be invoiced based on completion of milestones and is aligned with a contract duration of

This Fixed Price charge for the offer is based on a projec

Payment Milestones

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Notes:

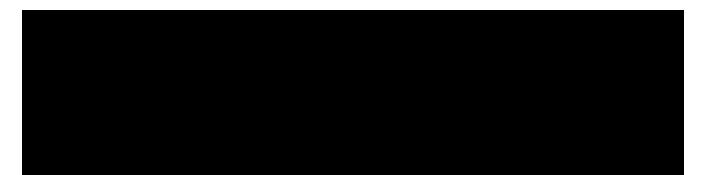
FIXED PRICE CHARGE FOR UPGRADE, RE-HOSTING AND RE-PLATFORMING

£626,400

The Supplier agrees fixed price charges for provision for similar core support services, as this provides certainty of charging to support budgeting within the Customer's organisation. For the avoidance of doubt, invoicing will be charged on a milestone basis.







General Pricing

The charges are exclusive of VAT, which will be added at the prevailing rate.

This offer is valid until 9th September 2023. In the event that no agreement is in place by this date, the Supplier reserves the right to review the price offered below.

T&M Rate Card

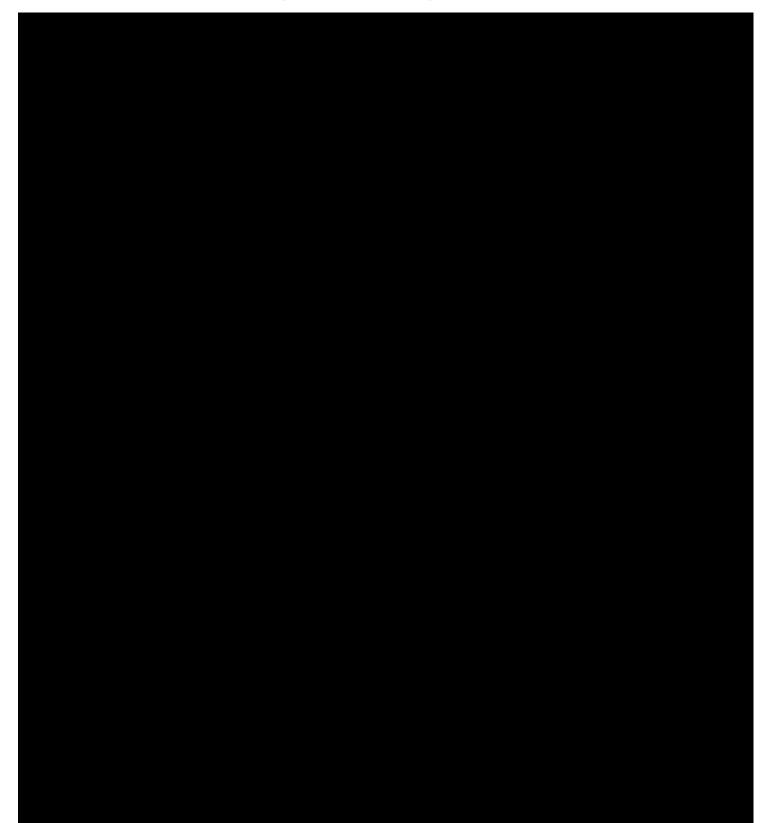
Any additional services required outside the scope of the core Services may be contracted via separate agreement in Statements of Work, with Charges based on the time and materials (T&M) Day Rates set out below.

The maximum T&M rates per SFIA role are detailed below, discounts may be provided when agreeing specific Statements of Work.



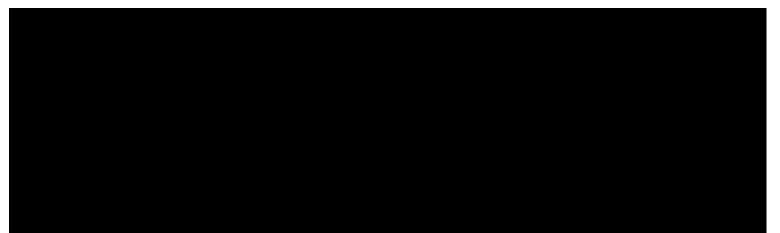


Attachment 2 – Charges and Invoicing



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For the avoidance of doubt, the Buyer will pay the Supplier any undisputed sums which are due from the Buyer to the Supplier within a specified period not exceeding thirty (30) days from the receipt of a valid invoice.

Part B – Service Charges

	Service Charges
No ongoing service	NA – no ongoing service. This is a one-off project.

Part C – Supplier Personnel Rate Card for Calculation of Time and Materials Charges

T&M Rate Card Any additional services required outside the scope of the core Services may be contracted via separate agreement in Statements of Work, with Charges based on the time and materials (T&M) Day Rates set out below. The maximum T&M rates per role for this contract are detailed below.

For the avoidance of doubt, the T&M rates in the table below will be fixed for a period of 12 months from the project Commencement date. From September 1, 2024, onwards, any T&M charges will be subject to indexation in accordance with the CPI indexation rate published at that time.





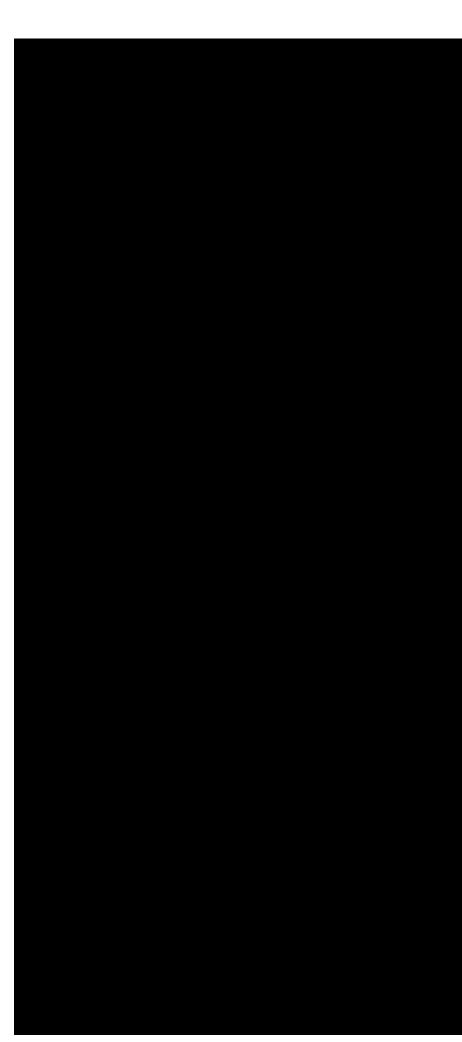
Reimbursable Expenses

General Pricing

The Charges are exclusive of VAT, which will be invoiced at the prevailing rate.



Part D – Risk Register





RM6100 Order Form – Lots 2, 3 and 5



Part E – Early Termination Fee(s)

Calculation in accordance with Call-Off Terms Clause 36.2.1.

The Authority will pay any payment milestones completed which have not been invoiced. For works carried out under any incomplete payment milestones, the Supplier will provide evidence of the work carried out and the Authority will pay an amount proportionate to the time and materials effort carried out under the payment milestone.



RM6100 Order Form – Lots 2, 3 and 5







RM6100 Order Form – Lots 2, 3 and 5



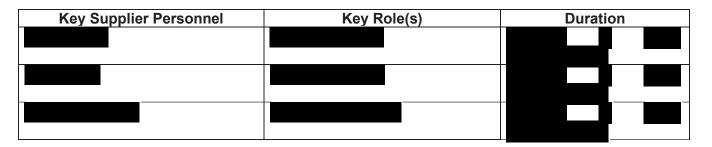
Attachment 4 – NOT USED



Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

.24.1 The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

Part A – Key Supplier Personnel



Part B – Key Sub-Contractors

Key Sub- contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/Service description	Key Sub-contract price expressed as a percentage of total projected Charges over the Contract Period	Key role in delivery of the Services



Attachment 6 – NOT USED

Part A – NOT USED

Part B – NOT USED

Attachment 7 – Financial Distress

For the purpose of Schedule 7 (Financial Distress) of the Call-Off Terms, the following shall apply:

PART A – CREDIT RATING THRESHOLD

Entity	Credit Rating (long term) (insert credit rating issued for the entity at the Commencement Date)	Credit Rating Threshold (insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3)
Supplier – Sopra Steria Ltd		

PART B – RATING AGENCIES



Attachment 8 – Governance

PART A – SHORT FORM GOVERNANCE

For the purpose of Part A of Schedule 7 (Short Form Governance) of the Call-Off Terms, the following board shall apply:

Operational Board				
Buyer Members for the Operational Board				
Supplier Members for the Operational Board				
Frequency of the Operational Board	Weekly			
Location of the Operational Board	Remote			

PART B - NOT USED

Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

This Attachment 9 shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Buyer at its absolute discretion.

1.1.1.1 The	contact	details	0	f the	Buyer	's Data	Prote	ction	Officer	are:
1.1.1.2 The	contact d	etails of	the	Supplier's	Data	Protection	Officer	are:		

- 1.1.1.3 The Processor shall comply with any further written instructions with respect to processing by the Controller.
- 1.1.1.4 Any such further instructions shall be incorporated into this Attachment 9.

Description	Details			
Identity of Controller for each Category of Personal	The Authority is Controller and the Supplier is Processor			
Data	The Parties acknowledge that in accordance with Clause 34.2 to 34.15 and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:			
	The Supplier does not anticipate that any personal data will be processed through the delivery of this service. The scope of this service is application development and testing and so does not routinely include the processing of personal data.			
Duration of the processing	Until contract expiry			
Nature and purposes of the processing	 The Supplier does not anticipate that any personal data will be processed through the delivery of this service. The scope of this service is application development and testing and so does not routinely include the processing of personal data. However: (a) There may be occasions where dummy or obfuscated data are utilised during testing activities, but none of these data are anticipated to be Personal Identifiable Information Data. (b) There may be occasions where live data is migrated between data stores during a cutover activity. If these data are likely to be categorised as personal data, then the Buyer shall specify any data processing obligations in the commissioning SoW for that activity 			
Type of Personal Data	To be determined, if any			

Categories of Data Subject	Users of the Applications
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	Not applicable for the scope of this project.

Attachment 10 – Transparency Reports

Title	Content	Format	Frequency
Charges	Notification of agreement of successful completion of milestone with Milestone Charge as set out in the Order Form.	TBC	As per Project Plan

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