

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

Call-Off Ref: RM1043.8

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Order Form

Call-Off Reference: project_26033

Call-Off Title: Senior IT Service Manager - Mobile Services - Service transformation, Transforming the service to be more efficient and user focussed while maintaining live service at expected service standards.

Call-Off Contract Description: You will be working as part of an internal multidisciplinary Mobility product team helping to manage all aspect of the service delivery including service management (incidents, problem, SLAs), demand fulfilment for hardware and service transition for new services. You will be accountable for the end-to-end delivery of service utilising internal team and suppliers with a perspective that considers the time & budget vs outcomes. You will bring to team your recommendations and insights that focuses on improving the user experience for the product, reduces incidents and enhances service delivery efficiency.

The Buyer: Department For Work and Pensions

Buyer Address: **REDACTED**

The Supplier: Roc Search Limited

Supplier Address: **REDACTED**

Registration Number: **REDACTED**

DUNS Number: **REDACTED**

SID4GOV ID: N/A

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Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 14 November 2023

It's issued under the Framework Contract with the reference number RM1043.8 for the provision of Digital Outcomes Deliverables.

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

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form 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) RM1043.8
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.8
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) RM1043.8

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- Call-Off Schedules for RM1043.8
 - Call-Off Schedule 1 (Transparency Reports)
 - 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 13 (Implementation Plan and Testing)
 - Call-Off Schedule 20 (Call-Off Specification)

5 CCS Core Terms (version 3.0.11)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.8

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

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

Call-Off Start Date: 20 November 2023

Call-Off Expiry Date: 31 July 2024

Call-Off Initial Period: 130 working days

Call-Off Optional Extension Period: 23 working days

Minimum Notice Period for Extensions: 30 Working Days

Call-Off Contract Value: £84,500 (ex VAT), £101,400 (inclusive VAT) plus 23 working days optional extension £99,450 (ex VAT), £119,340 (inclusive VAT)

Call-Off Deliverables

Option A: REDACTED Senior IT Service Manager – Mobility Services

Warranty Period

The Supplier shall provide digital and Software Deliverables with a minimum warranty of at least [90 days] against all obvious defects, and in relation to the warranties detailed in Paragraphs 4 (licensed Software warranty) and 9.6.2 (Specially Written Software and New IPRs) of Call-Off Schedule 6 (IPRs and Additional Terms on Digital Deliverables).

Buyer's Standards

Not Applicable

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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 £84,500 Estimated Charges in the first 12 months of the Contract.

Call-Off Charges

Capped Time and Materials (CTM)

Reimbursable Expenses

REDACTED

Payment Method

The payment method this Call-Off Contract is BACS Transfer

Buyer's Invoice Address

REDACTED

Buyer's Authorised Representative

REDACTED

Buyer's Environmental Policy

N/A

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Buyer's Security Policy

DWP Information Security Policy version 1

DWP Acceptable Use Policy version 2.5

DWP Physical Security Policy version 2.0

DWP Information Management Policy version 4.1

Available at:

<https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards>
<https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards>

Supplier's Authorised Representative

REDACTED

Supplier's Contract Manager

REDACTED

Progress Report Frequency

Weekly – at Tuesday meeting

Progress Meeting Frequency

Weekly – at Tuesday meeting

Key Staff

REDACTED

Inside IR35

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Key Subcontractor(s)

Not Applicable

Commercially Sensitive Information

Not Applicable

Balanced Scorecard

Not Applicable

Material KPIs

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

Material KPIs	Target	Measured by
DWP Mobiles user experience	Baseline and improve user experience with DWP Mobile service	User feedback
Improve transformation success	Delivery operational readiness to 100%	Number of defects/incidents introduced by change

Service Credits

Not Applicable

Additional Insurances

Not Applicable

Guarantee

Not Applicable

Social Value Commitment

Not Applicable

Statement of Works

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

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For and on behalf of the Supplier:

Signature: **REDACTED**

Name: **REDACTED**

Role: **REDACTED**

Date: **REDACTED**

For and on behalf of the Buyer:

Signature: **REDACTED**

Name: **REDACTED**

Role: **REDACTED**

Date: **REDACTED**

[Buyer guidance: execution by seal / deed where required by the Buyer]

Appendix 1

Annex 1 (Template Statement of Work)

1 Statement of Works (SOW) Details

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off 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: REDACTED

SOW Title: Project_26033

SOW Reference: Senior IT Service Manager

Call-Off Contract Reference: Project_26033

Buyer: The Department for Work and Pensions

Supplier: Rocsearch

SOW Start Date: REDACTED

SOW End Date: REDACTED

Duration of SOW: REDACTED

Key Personnel (Buyer): REDACTED

Key Personnel (Supplier): REDACTED

Subcontractors: Not applicable

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2 Call-Off Contract Specification – Deliverables Context

SOW Deliverables Background: All deliverables

3 Buyer Requirements – SOW Deliverables

Outcome Description:

Milestone Ref	Milestone Description	Acceptance Criteria	Due Date
MS01	Current service assessment	Current service assessed and mapped. Improvement opportunities identified	31/1/24
MS02	Transformation plan	Changes identified and impact assessed. Transformation plan prepared.	31/3/24
MS03	Transformation done	Complete service transformation as per agreed plan	31/7/24

Delivery Plan: The delivery team will work with DWP to complete a review of Discovery and develop a plan.

Dependencies: The buyer will make people and time available to support the supplier in delivering the outcomes listed above.

Supplier Resource Plan: The named resource will be delivering the above outcomes and is expected to work on delivery five days a week.

Security Applicable to SOW:

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

Cyber Essentials Scheme:

Not Applicable

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Performance Management:

Not Applicable

Additional Requirements:

Annex 1 – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.

Key Supplier Staff:

Key Role	Key Staff	Worker Engagement Route (incl. inside/outside IR35)
IT Service Manager	REDACTED	Inside IR35

4 Charges

Call Off Contract Charges:

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

- Capped Time and Materials (CTM)

The estimated maximum value of this SOW including the optional extension (irrespective of the selected charging method) is £119,340 (Inclusive VAT)

REDACTED

Rate Cards Applicable:

REDACTED

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Reimbursable Expenses

REDACTED

5. Signatures and Approvals

Agreement of this SOW

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

For and on behalf of the Supplier

Name: **REDACTED**

Title: **REDACTED**

Date: **REDACTED**

Signature: **REDACTED**

For and on behalf of the Buyer

Name: **REDACTED**

Title: **REDACTED**

Date: **REDACTED**

Signature: **REDACTED**

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Annex 1

Data Processing

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

[Template Annex 1 of Joint Schedule 11 (Processing Data) Below]

Description	Details
Identity of Controller for each Category of Personal Data	<p>1. The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none">a. business contact details of Supplier Staff for which the Supplier is the Controller; andb. business contact details of any members of the public, directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Staff) for which the Buyer is the Controller. <p>2. Buyer shall be a Controller for the purposes of Data Protection Legislation in respect of:</p> <ul style="list-style-type: none">a. opinions and responses provided (including any special category personal data that may be collected) during any research activity by:<ul style="list-style-type: none">i. directors, officers, employees, agents, consultants and contractors of Buyer; andii. members of the public.
Duration of the Processing	The duration of the Call-Off Contract
Nature and purposes of the Processing	<p>Supplier Processing</p> <p>Supplier Processing – is as set out broadly in the SOW's but is limited to viewing of, and consulting in relation to, personal data. The parties agree that:</p> <ul style="list-style-type: none">1. The Supplier will follow the Buyer's direction and guidelines on staff security Buyer systems, including role-based access controls and security standards. Where the Supplier is required to grant user access, this will be undertaken at the Buyer's direction.2. Access for the Supplier to Buyer systems will be limited to Buyer provisioned laptops and approved USB devices.3. Any requirement to share data externally, such as with third parties for diagnostic purposes, is not to be undertaken by the Supplier and will remain the responsibility of the Buyer.

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Type of Personal Data	<ol style="list-style-type: none">1. Contact information (e.g. business e-mail address, telephone number etc.).2. Personal life information (e.g. life habits, family situation).3. Employment information (e.g. position, experience or employment history).4. Identification information (e.g. name, gender, image in communication systems, benefit case reference information).5. Data concerning health.6. Data revealing racial or ethnic origin.
Categories of Data Subject	<ol style="list-style-type: none">1. Any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Staff) for which the Buyer is the Controller2. Members of the general public3. Supplier Staff engaged in the performance of the Supplier's duties under the SoW for which the Supplier is the Controller.
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	Delete or return as directed by the Buyer