

Joint Schedule 4 (Commercially Sensitive Information)  
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## Framework Schedule 6 (Order Form Template and Call-Off Schedules)

### Order Form

CALL-OFF REFERENCE: **TRHR3269**

THE BUYER: **The Department for Transport**

BUYER ADDRESS **Great Minster House**  
33 Horseferry Road  
London  
SW1P 4DR

THE SUPPLIER: **Iron Mountain (UK) Plc**

SUPPLIER ADDRESS: Ground Floor  
4 More London Riverside,  
London  
SE1 2AU  
UK

REGISTRATION NUMBER: 01478540

#### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated **21/11/2023**. It's issued under the Framework Contract with the reference number RM6175 for the *Digitalisation of HR Microfiche Records*

CALL-OFF LOT(S):  
Lot 5: Combined Digital Workflow, Cloud Based Hosting and Records Information Management

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## 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 and Interpretation) **RM6175**
3. The following Schedules in equal order of precedence:
  - Joint Schedules for **RM6175**
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information) – as completed by the Supplier
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data) - as supplied by the Supplier
    - Joint Schedule 13 (Continuous Improvement)
    - Joint Schedule 14 (Benchmarking)
  - Call-Off Schedules for **RM6175**
    - Call-Off Schedule 1 (Transparency Reports)
    - Call-Off Schedule 2 (Staff Transfer [Parts C and E only])
    - Call-Off Schedule 5 (Pricing Details)
    - Call-Off Schedule 7 (Key Supplier Staff)
    - Call-Off Schedule 9 (Security: Part B [Long Form Security Requirements])
    - Call-Off Schedule 14 (Service Levels)
    - Call-Off Schedule 15 (Call-Off Contract Management)
    - Call-Off Schedule 20 (Call-Off Specification)
    - Call-Off Schedule 24 (Supplier Furnished Terms)
4. CCS Core Terms (version 3.0.10)
5. Joint Schedule 5 (Corporate Social Responsibility) **RM6175**
6. 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:

None

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CALL-OFF START DATE: **27/11/2023**

CALL-OFF EXPIRY DATE: **31/01/2023**

CALL-OFF INITIAL PERIOD: **Two (2) months, with provision for a one-month extension**

#### CALL-OFF DELIVERABLES

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

#### MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £100,000.00

#### CALL-OFF CHARGES

See details in Call-Off Schedule 5 (Pricing Details)

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in Framework Schedule 3 (Framework Prices).

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

- Indexation
- Specific Change in Law
- Benchmarking using Call-Off Schedule 16 (Benchmarking)

#### REIMBURSABLE EXPENSES

None

#### INVOICING PROCEDURE

You will be issued with a Purchase Order number for this contract and will need to quote this number on all invoices. Invoices received without the correct Purchase Order Number are likely to be returned to you and will delay receipt of payment.

Invoicing instructions are attached below for further details:



Invoicing  
Instructions.doc

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BUYER'S INVOICE ADDRESS:

DfT Shared Services Arvato  
Accounts Payable Team  
5 Sandringham Park  
Swansea Vale  
Swansea  
SA7 0EA  
[SSa.invoice@sharedservicesarvato.co.uk](mailto:SSa.invoice@sharedservicesarvato.co.uk)

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED] | [REDACTED] [@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)  
[REDACTED] | [REDACTED] [@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)

BUYER'S ENVIRONMENTAL POLICY



DfT Corporate  
Environmental Polic

BUYER'S SECURITY POLICY



Information cyber  
security policy.docx

Please also see Call Off Schedule 9: Security and section 16 of Attachment 3

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]  
Senior Strategic Account Manager  
[REDACTED] [@ironmountain.co.uk](mailto:[REDACTED]@ironmountain.co.uk)  
Ground Floor, 4 More London Riverside, London, SE1 2AU

SUPPLIER'S CONTRACT MANAGER

[REDACTED]  
[REDACTED] [@ironmountain.co.uk](mailto:[REDACTED]@ironmountain.co.uk)  
Sector Head  
Ground Floor, 4 More London Riverside, London, SE1 2AU

PROGRESS MEETING FREQUENCY

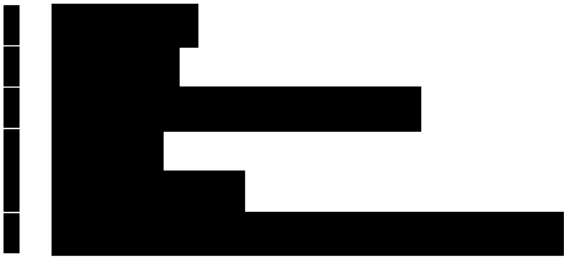
To be held virtually on a weekly basis.

KEY STAFF

[REDACTED]  
Senior Strategic Account Manager  
[REDACTED] [@ironmountain.co.uk](mailto:[REDACTED]@ironmountain.co.uk)  
Ground Floor, 4 More London Riverside, London, SE1 2AU

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KEY SUBCONTRACTOR(S)



COMMERCIALLY SENSITIVE INFORMATION  
As set out in Joint Schedule 4.

SERVICE CREDITS  
Not applicable (no service credits included in contract)

ADDITIONAL INSURANCES  
Not applicable

GUARANTEE  
Not applicable

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

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:	Customer Care Manager UKI	Role:	Commercial Relationship Manager
Date:	19/12/2023	Date:	21 December 2023



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**Joint Schedule 11 (Processing Data)****Status of the Controller**

1. The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under a Contract dictates the status of each party under the DPA 2018. A Party may act as:
  - (a) "Controller" in respect of the other Party who is "Processor";
  - (b) "Processor" in respect of the other Party who is "Controller";
  - (c) "Joint Controller" with the other Party;
  - (d) "Independent Controller" of the Personal Data where the other Party is also "Controller",  
  
in respect of certain Personal Data under a Contract and shall specify in Annex 1 (*Processing Personal Data*) which scenario they think shall apply in each situation.

**Where one Party is Controller and the other Party its Processor**

2. Where a Party is a Processor, the only Processing that it is authorised to do is listed in Annex 1 (*Processing Personal Data*) by the Controller.
3. The Processor shall notify the Controller immediately if it considers that any of the Controller's instructions infringe the Data Protection Legislation.
4. The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include:
  - (a) a systematic description of the envisaged Processing and the purpose of the Processing;
  - (b) an assessment of the necessity and proportionality of the Processing in relation to the Deliverables;
  - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
  - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
5. The Processor shall, in relation to any Personal Data Processed in connection with its obligations under the Contract:
  - (a) Process that Personal Data only in accordance with Annex 1 (*Processing Personal Data*), unless the Processor is required to do otherwise by Law. If it is so required the Processor shall notify the Controller before Processing the Personal Data unless prohibited by Law;

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- (b) ensure that it has in place Protective Measures, including in the case of the Supplier the measures set out in Clause 14.3 of the Core Terms, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:
  - (i) nature of the data to be protected;
  - (ii) harm that might result from a Personal Data Breach;
  - (iii) state of technological development; and
  - (iv) cost of implementing any measures;
- (c) ensure that :
  - (i) the Processor Personnel do not Process Personal Data except in accordance with the Contract (and in particular Annex 1 (*Processing Personal Data*));
  - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
    - (A) are aware of and comply with the Processor's duties under this Joint Schedule 11, Clauses 14 (*Data protection*), 15 (*What you must keep confidential*) and 16 (*When you can share information*);
    - (B) are subject to appropriate confidentiality undertakings with the Processor or any Sub processor;
    - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise permitted by the Contract; and
    - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;
- (d) not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
  - (i) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Controller;
  - (ii) the Data Subject has enforceable rights and effective legal remedies;
  - (iii) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and



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- (iv) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data; and
  - (e) at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.
6. Subject to paragraph 7 of this Joint Schedule 11, the Processor shall notify the Controller immediately if in relation to it Processing Personal Data under or in connection with the Contract it:
- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
  - (b) receives a request to rectify, block or erase any Personal Data;
  - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
  - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract;
  - (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
  - (f) becomes aware of a Personal Data Breach.
7. The Processor's obligation to notify under paragraph 6 of this Joint Schedule 11 shall include the provision of further information to the Controller, as details become available.
8. Taking into account the nature of the Processing, the Processor shall provide the Controller with assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under paragraph 6 of this Joint Schedule 11 (and insofar as possible within the timescales reasonably required by the Controller) including by immediately providing:
- (a) the Controller with full details and copies of the complaint, communication or request;
  - (b) such assistance as is reasonably requested by the Controller to enable it to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
  - (c) the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
  - (d) assistance as requested by the Controller following any Personal Data Breach; and/or
  - (e) assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.

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9. The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Joint Schedule 11. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
  - (a) the Controller determines that the Processing is not occasional;
  - (b) the Controller determines the Processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; or
  - (c) the Controller determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
10. The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
11. The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
12. Before allowing any Sub processor to Process any Personal Data related to the Contract, the Processor must:
  - (a) notify the Controller in writing of the intended Sub processor and Processing;
  - (b) obtain the written consent of the Controller;
  - (c) enter into a written agreement with the Sub processor which give effect to the terms set out in this Joint Schedule 11 such that they apply to the Sub processor; and
  - (d) provide the Controller with such information regarding the Sub processor as the Controller may reasonably require.
13. The Processor shall remain fully liable for all acts or omissions of any of its Sub processors.
14. The Relevant Authority may, at any time on not less than thirty (30) Working Days' notice, revise this Joint Schedule 11 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to the Contract).
15. The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Relevant Authority may on not less than thirty (30) Working Days' notice to the Supplier amend the Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

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**Annex 1 - Processing Personal Data**

This Annex 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 Annex shall be with the Relevant Authority at its absolute discretion.

- 1.1 The contact details of the Buyer's Data Protection Officer are: [REDACTED]  
[REDACTED]@dft.gov.uk)
- 1.2 The contact details of the Supplier's Data Protection Officer are: Iron Mountain Data Protection Officer Attn. Iron Mountain Data Protection Office, [REDACTED]@ironmountain.com, [REDACTED]
- 1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Annex.

Description	Details
Identity of Controller for each Category of Personal Data	<b>The Relevant Authority is Controller and the Supplier is Processor</b>
Duration of the Processing	2 months
Nature and purposes of the Processing	<p>This project is to transfer payroll data that is currently held on microfiche film and is unsupported by any Digital IT system. The microfiche film will need to be converted into a digitalised format, so the files can be accessed digitally from any location, such as home working or office working. The Microfiche payroll records are currently stored in Swansea.</p> <p>The Supplier will need to collect the microfiche records from Swansea and convert these into a digital format (by scanning on their premises). The Supplier will compile a single PDF/A for each member of staff – and will associate each PDF/A with index metadata, covering each member's National Insurance number, Staff number and Date of Birth. The PDF/A files will be transferred to the DfT via. Sftp.</p> <p>Once the files have been converted and uploaded to a secure platform/database, and HR are content that all records can be accessed with no errors, the microfiche films should be returned to DfT HR for destruction.</p>

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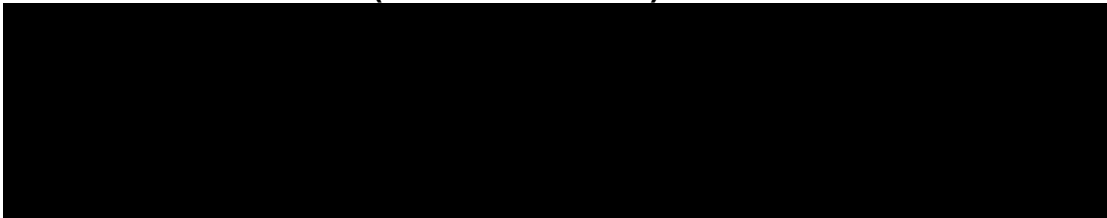
Type of Personal Data	<ul style="list-style-type: none"> <li>- Full name</li> <li>- National Insurance Number</li> <li>- Salary Data</li> <li>- Service History Data (incl. any absences – but without reason codes)</li> <li>- Pension scheme (incl. scheme entry date and pension scheme history)</li> <li>- Date of Birth</li> <li>- Staff number</li> <li>- Gender</li> </ul>
Categories of Data Subject	Former DfT Employees
<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>Once the work has been completed, DfT will require the return of all the hard copy microfiche records. These will be returned by secure courier to the DfT's offices in London (GMH).<sup>7</sup></p> <p>Once successfully ingested into the DfT's sharepoint system, the supplier will not retain electronic records of the scanned images or PDF/As produced on this contract. Once the images and data transferred, the Supplier will delete this information from their servers after 30 days.</p>
Data Transfer	<p>The Supplier agrees that they will not transfer Personal Data or Metadata outside of the EU unless the prior written consent of the Controller has been obtained.</p> <p>The Supplier has confirmed that they do not intend to use subprocessors to process Personal Data on this contract.</p>





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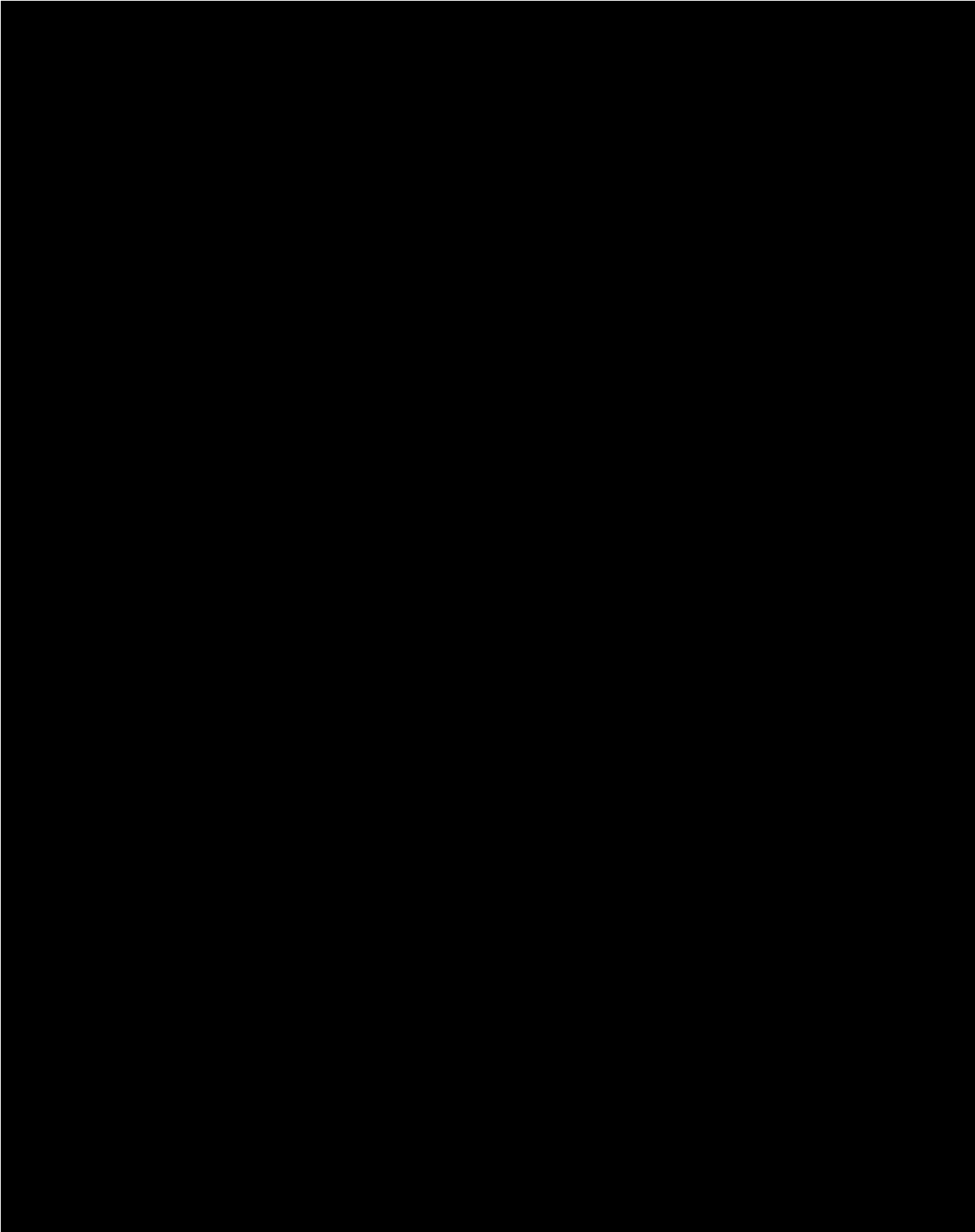
**Call-Off Schedule 4 (Call-Off Tender)**



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**Call-Off Schedule 5 (Pricing Details)**

**RM Pricing**

















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**1. PURPOSE**

- 1.0 The Authority ('Department for Transport') are seeking a supplier to scan and digitalise hard copy microfiche records located in DfT Swansea, which pertain to DfT owned Human Resources (HR) records.
- 1.1 This project will greatly improve the efficiency and resilience of the Pension Team in DfT and greatly reduce the difficulty in accessing and analysing the records.
- 1.2 This bid pack is intended for registered suppliers via the CCS Records Information Management, Digital Solutions and Associated Services framework (RM6175), Lot 5: Combined Digital Workflow, Cloud Based Hosting and Records Information Management.

**2. BACKGROUND TO THE CONTRACTING AUTHORITY**

- 2.1 The Department for Transport (DfT) works with our agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. We plan and invest in transport infrastructure to keep the UK on the move.
  - 2.1.1 DfT's priority outcomes are to:
  - 2.1.2 Improve connectivity across the UK and grow the economy by enhancing the transport network, on time and on budget.
  - 2.1.3 Build confidence in the transport network and improve transport users' experience, ensuring that the network is safe, reliable, and inclusive.
  - 2.1.4 Tackle climate change and improve air quality by decarbonising transport.

**3. BACKGROUND TO REQUIREMENT / OVERVIEW OF REQUIREMENT**

- 3.1 Historically, HR records were held on microfiche. A microfiche is a flat piece of film containing microphotographs of the pages of a staff members HR record. This can vary from one microphotograph per staff member, to up to 5 microphotographs per staff member, depending on how much information was held on the staff member's file. The microfiche record holds information such as a staff member's full name, staff number, NI number, contract start date, contract end date, hours worked, pay history, pension contributions paid, absence history.
- 3.2 The associated records are required in order for the DfT Pension Team to provide essential pension information to the Governments pensions administrators, MyCSP, and to other Pension teams in other Government Departments.



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- 3.3 This project aims to digitise the microfiche files held by the Department related to its historic HR records, enabling access and searchability of specific HR records via a database.

**4. DEFINITIONS**

Expression or Acronym	Definition
MyCSP	My Civil Service Pensions
DfT	Department for Transport
HR	Human Resources
NI	National Insurance

**5. SCOPE OF REQUIREMENT**

- 5.1 The Service Provider will be required to provide services to digitalise all the microfiche records which will include but not limited to:

- 5.1.1 Scan each image to produce a clear quality digital image; captured at a minimum of 300 DPI using a greyscale colour space.
- 5.1.2 Where there is more than one image relating to the same National Insurance Number/Date of Birth, the supplier to ensure these images are all scanned as one document with the NI number as the unique identifier;
- 5.1.3 Each image/document to also have the facility to be able to search and locate image/s via Date of Birth and Surname.
- 5.1.4 We would require the images converted to a PDF/A file format, with searchable metadata which should include NI, Staff Number and Date of Birth. At times there may be up to 5 pages of information for some staff members, these will need to be captured in one document/file with the attached metadata.
- 5.1.5 As these are personal records they are to be stored securely and only staff members who are working on the digitalisation to have access;
- 5.1.6 Comply with any Key Performance Indicators (KPI), service levels and any reporting requirements;
- 5.1.7 Provide a dedicated supplier contact throughout the duration of the project where any issues or concerns can be discussed at regular meetings;

**5.2 Mandatory Requirements**

- 5.2.1 Full compliance with Contracting Body security requirements;
- 5.2.2 The digital solution must integrate seamlessly with the Contracting Body digital function;

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- 5.2.3 A clear and competitive pricing structure is in place throughout the duration of the contract;
- 5.2.4 Compliance with legislation in respect of data protection, employment law etc.

**6. THE REQUIREMENT**

- 6.1 The machine that is currently used to read the microfiche records is very dated and unsupported by any IT contract. This machine is currently held in Swansea, when the majority of the team now work in London. We therefore need to digitalise these records and store them securely on the DfT IT system, so that staff based in Swansea or London can access these records with ease. We need access to these records restricted, with only the DfT Pension Team Staff members having access to these digitalised records.
- 6.2 We need each microfiche staff record to have a unique identifier and we would like this to be the NI Number of the staff member. There may be up to 5 pages of information for some staff members and we would like these captured in one document/file with the NI number being the unique identifier for each file.
- 6.3 DfT IT will need to be involved from the start, to ensure that whatever system/solution that is to be provided, that this is compatible with the DfT IT systems and the data can be transferred and stored on the DfT IT systems in a secure manner.
- 6.4 Returning the documents:
  - 6.4.1 DfT will require the return of all the hard copy microfiche records as soon as the work has been completed, in order to destroy the records inhouse in a secure manner. The records must be intact and in their original order.
- 6.5 Due to the sensitivity of the records, we would expect the successful Supplier to have security clearance to at least BPSS level.
- 6.6 The Supplier should have the requisite experience of Data Protection regulations as the records involved contain personal information.
- 6.7 Suppliers are expected to provide demonstratable evidence of their experience in managing and handling fragile documents during the digitisation process.
- 6.8 The Supplier should have experience with handling microfiche records, some of which are fragile and therefore their integrity would need to be preserved.
- 6.9 The supplier will arrange transportation from the DfT Registered Office at Swansea to collect the records. DfT would request complete information from the supplier about the security of the transportation e.g. nothing is left in-situ overnight, GPS-tracked transport etc.
- 6.10 The supplier will provide details on the storage of the records. DfT would request that the sensitivity of the records and their fragility are borne in mind when storing.

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- 6.11 The supplier will also send the PDF/As to DfT via a Secure File Transfer Protocol (SFTP) or a via a Secure SharePoint area DfT will provide the link to transfer the documents.

## **7. KEY MILESTONES AND DELIVERABLES**

- 7.1 Please identify the key milestones and deliverables that are critical to the fulfilment of the Contract.
- 7.2 The following Contract milestones/deliverables shall apply:

<b>Milestone/Deliverable</b>	<b>Description</b>	<b>Timeframe or Delivery Date</b>
1	Arrange for the collection of the microfiche film from where it is held in Swansea to the contractor's site to be digitised.	Within week 1 of Contract Award
2	Provide a sample of a scanned image, converted PDF/A file, attach metadata, and index to show how the final output will look and ensure the proposed data transfer will work with DfTc IT system. Hopefully we can indicate if this will work for us making any suggestions for improvements/changes.	Within week 2 of Contract Award.
3	Scan film, ensuring it can be easily read. Ensure all pages relating to the same member are saved as one document. Convert the data within the image to a PDF/A file ensuring the data has converted correctly and attach metadata.	Within week 4 of Contract Award.
4	Provide all scanned images, PDF/A file (one PDF/A per member) and index to DfTc.	Within week 6 of Contract Award.
5	Return securely all microfiche film to DfTc.	Once DfT have signed off the content provided.

## **8. MANAGEMENT INFORMATION/REPORTING**

- 8.1 The Authority and Contractor will meet virtually once a week whilst the project is ongoing.
- 8.2 The Authority would suggest that this meeting is scheduled for half an hour each week, although some meetings may be shorter.

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- 8.3 The Authority would suggest that a rolling agenda should be structured as follows:

8.3.1 Project Update.

8.3.2 Ongoing Issues.

8.3.3 Discussion.

8.3.4 AOB.

## **9. VOLUMES**

- 9.1 There are 317 microfiche records, and each microfiche record contains 270 photographs, that we require to be transferred into a digital format.
- 9.2 As all these microfiche records **contain personal information for staff members**, the security of this information is essential, and we need to ensure that the transfer is done in a secure environment. Only staff who are carrying out this work are permitted to have access to the information.

## **10. CONTINUOUS IMPROVEMENT**

- 10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 The Supplier should present new ways of working to the Authority during weekly Contract review meetings.
- 10.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## **11. SUSTAINABILITY**

- 11.1 The Supplier would preferably be accredited with Environmental Management (ISO14001).
- 11.2 Describe how your organisation would perform the contract to ensure that environmental impacts are reduced, and how you would monitor and measure this.
- 11.3 Describe how your organisation would recruit, train, retain and support employees (e.g. apprenticeships and work placements) engaged in performance of the contract, and how you would monitor and measure your compliance with relevant labour laws.
- 11.4 Describe how your organisation encourages diversity within its supply chain, including where appropriate Small Medium Enterprises (SMEs) and Voluntary Community Social Enterprises (VCSEs), and how you ensure prompt payment in your supply chain. Please explain how you would monitor and measure this.

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**12. QUALITY**

- 12.1 The Supplier will be required to hold discussions with the Authority about its quality assurance process, outlining how it prevents:
  - 12.1.1 Manual entry.
  - 12.1.2 Human operation errors.
  - 12.1.3 Mechanic problems.
  - 12.1.4 Uneven lighting, distortion, out of focus.
  - 12.1.5 Curling pages.
  - 12.1.6 Junk regions.
  - 12.1.7 Skew.
  - 12.1.8 Low contrast, bleed-through, faded background.
  - 12.1.9 Incorection region types or ranges.
  - 12.1.10 Incorrect pixel allocation.

**13. PRICE**

- 13.1 Please provide us with itemised pricing (total cost including VAT). This will support the department in ensuring that a sufficient budget is allocated to this requirement.
- 13.2 Prices are to be submitted via the e-Sourcing Suite [Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

**14. STAFF AND CUSTOMER SERVICE**

- 14.1 As the microfiche records contain personal information about staff members, then the security of these documents is essential. Staff should only have access to these documents if they are carrying out the work and the microfiche records must be stored in a secure lockable safe etc at the end of the day whilst the work is being undertaken.
- 14.2 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service and to agreed timescales.
- 14.3 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.4 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

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## 15. SERVICE LEVELS AND PERFORMANCE

15.1 The Authority will measure the quality of the Supplier's delivery by:

15.1.1 The KPI Targets identified in the table below.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Collection timescales	Collection to have happened within 1 week from order issue.	100%
2	Provide a sample of how the output will look	Provide within 4 weeks from order issue.	100%
3	Scan all films, convert to PDF/A format and populate index for ease of searching	Provide within 6 weeks from order issue.	100%
4	Return securely all microfiche film to DfTc.	Once DfT have confirmed the project can be signed off.	100%

15.2 If the supplier cannot provide the data in a format that is agreeable to the department or does not continue to meet deadlines without prior warning, the department is within its rights to terminate the Contract early.

## 16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

16.1 DfT would request the Supplier to have security clearance to at least BPSS level.

16.2 Desirable requirements would also include accreditations with ISO and BS standards and Cyber Security Plus. Additional desirable accreditations are:

16.2.1 Information Security (ISO27001)

16.2.2 Business Continuity (ISO22301)

16.2.3 Environmental Management (ISO14001)

16.2.4 Quality Management (ISO9001)

16.2.5 Evidential Weight and Legal Admissibility of Electronic Information

(BS 10008).

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**

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- 16.3 As the microfiche records contain personal information about staff members, then the security of these documents is essential. Staff should only have access to these documents if they are carrying out the work and the microfiche records must be stored in a secure lockable container at the end of the day whilst the work is being undertaken.
- 16.4 As soon as the work is complete, DfT require all the hard copies of the microfiche back to destroy in a secure manner. Volumes will be recorded when the microfiche records are provided for the work to commence and these will also be recorded when the work is concluded, to ensure that all the hard copy microfiche documents are returned in the same manner and order.

**17. PAYMENT AND INVOICING**

- 17.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 17.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 17.3 Invoices should be submitted to: [ssa.invoice@sharedservicesarvato.co.uk](mailto:ssa.invoice@sharedservicesarvato.co.uk) (by email) or Arvato UK, Accounts Payable, 5 Sandringham Park, Swansea, SA7 0EA (by post) and copied to [REDACTED]@[dft.gov.uk](mailto:dft.gov.uk) quoting the relevant PO number that will be provided once the contract is in place.

**18. CONTRACT MANAGEMENT**

- 18.1 The Contractor and the Authority will attend regular virtual check-in meetings whilst the contract is in the course of active performance. The Authority would suggest these take place weekly.
- 18.2 Attendance at Contract Review meetings shall be at the Supplier's own expense.

**19. LOCATION**

- 19.1 The location of the Services will be carried out at the supplier's preferred address.
- 19.2 The documents are currently stored in DfT's Swansea Office. Full address, DVSA, 1<sup>st</sup> Floor, Ellipse Building, Padley Road, Swansea, SA1 8AN.
- 19.3 The address for return will be [REDACTED], 5<sup>th</sup> Floor, Great Minster House, 33 Horseferry Road, London, SW1P 4DR.









