



**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 15th 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 [Technology Services 3 - CCS \(crowncommercial.gov.uk\)](https://www.crowncommercial.gov.uk/technology-services). 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 – Schedule 6 Enhanced Security Schedule
13. Annex 2- Call Off Terms
14. Annex 3- Additional and Alternative Clauses and Schedules for Lots 2, 3 and 5
15. Annex 4- Schedule 7 Special Terms

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: Ecm-11089, Project 25811

Contract Title: Application Development & Application Maintenance Service (ADAMS)

Contract Description: A contract to provide application development and maintenance for the following **REDACTED**

Contract Anticipated Potential Value: this should set out the total potential value of the Contract

Initial period (48 months)

Up to a maximum of £29,771,510.36 excluding VAT

Optional Extension Period (12 months)

Up to a maximum of £7,392,649.80 excluding VAT

Total Potential Value including
Optional Extension Periods

Up to a maximum of £37,164,160.16 excluding VAT

Breakdown of committed and uncommitted charges below in "Attachment 2 – charges and invoicing"



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Estimated Year 1 Charges:

Approximately £7,626,944.00 excluding VAT

Commencement Date: this should be the date of the last signature on Section E of this Order Form

1st June 2025

Buyer details**Buyer organisation name**

Department for Work and Pensions
Peel Park, Brunel Way
Blackpool
FY4 5ES

Billing address

Department for Work and Pensions
Box 406, SSCL,
Phoenix House,
Celtic Springs Business Park,
Newport,
NP10 8FZ

Email: APinvoices-DWP-U@gov.sscl.com
digital.dmebmtfinance@DWP.GOV.UK

Buyer representative name

REDACTED

Buyer Project Reference

Please provide the customer project reference number. Ecm-11089



Supplier details

Supplier name

The supplier organisation name, as it appears in the Framework Agreement
IBM United Kingdom Limited

Supplier address

Supplier's registered address
Building C IBM Hursley Office
Hursley Park Road
Winchester,
Hampshire
United Kingdom SO21 2JN

Supplier representative name

The name of the Supplier point of contact for this Order

REDACTED

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.

REDACTED

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.

EA1586



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 | <input type="checkbox"/> |
| 2. TRANSITION & TRANSFORMATION | <input type="checkbox"/> |
| 3. OPERATIONAL SERVICES | |
| a: End User Services | <input type="checkbox"/> |
| b: Operational Management | <input type="checkbox"/> |
| c: Technical Management | <input type="checkbox"/> |
| d: Application and Data Management | <input checked="" type="checkbox"/> |
| 5. SERVICE INTEGRATION AND MANAGEMENT | <input type="checkbox"/> |



Part B – The Services Requirement

Commencement Date

See above in Section A

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

48 months

Extension Period (Optional) Months

12 months

Minimum Notice Period for exercise of Termination Without Cause

30 days (calendar days) (see Clause 35.1.9 of the Call of 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:

Not Applicable

Supplier Premises:

REDACTED

Third Party Premises:

Not applicable

Buyer Assets

Guidance Note: see definition of Buyer Assets in Schedule 1 of the Call-Off Terms Not Applicable

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.

Buyer Security Policy

REDACTED



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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.

Please refer to [DWP procurement: security policies and standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/digital-workplace-protection-policies)

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 £5,000,000

Professional Indemnity Insurance £5,000,000

Employers Liability Insurance £5,000,000



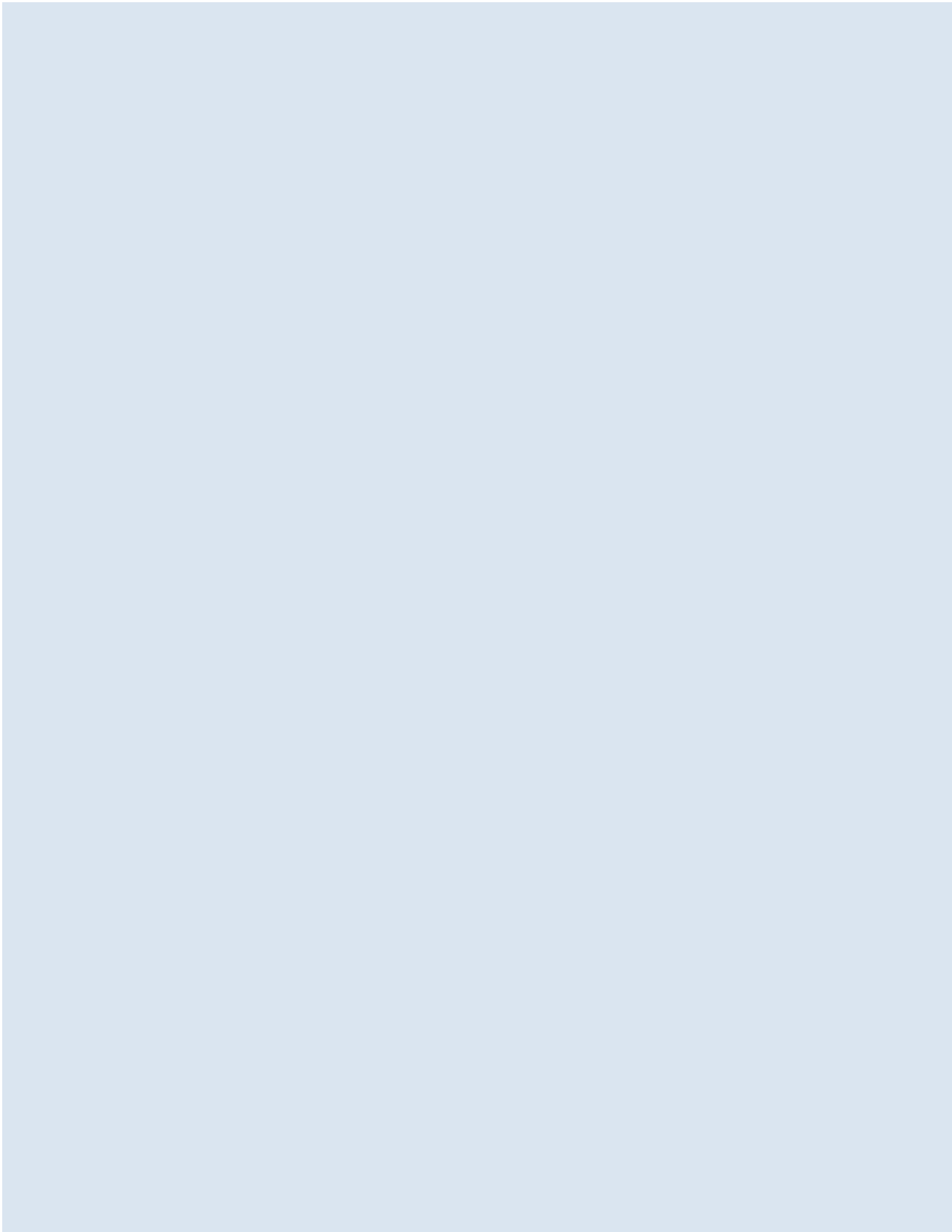
Buyer Responsibilities

Guidance Note: list any applicable Buyer Responsibilities below.

REDACTED



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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	<input type="checkbox"/>
Part B – Long Form Governance Schedule	<input checked="" type="checkbox"/>

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	<input checked="" type="checkbox"/>
Part B – Long Form Change Control Schedule	<input type="checkbox"/>

The Part selected above shall apply this Contract. Where Part B is selected, the following information shall be incorporated into Part B of Schedule 5 (Change Control Procedure):

To be agreed at contract award

- for the purpose of Paragraph 3.1.2 (a), the figure shall be £N/A and
- for the purpose of Paragraph 8.2.2, the figure shall be £N/A



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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	<input checked="" type="checkbox"/>
S2: Testing Procedures	<input checked="" type="checkbox"/>
S3: Security Requirements (either Part A or Part B)	Part A <input type="checkbox"/> or Part B <input checked="" type="checkbox"/>
S4: Staff Transfer	<input checked="" type="checkbox"/>
S5: Benchmarking	<input checked="" type="checkbox"/>
S6: Business Continuity and Disaster Recovery	<input checked="" type="checkbox"/>
S7: Continuous Improvement	<input checked="" type="checkbox"/>
S8: Guarantee	<input type="checkbox"/>
S9: MOD Terms	<input type="checkbox"/>

Part B – Additional Clauses

Guidance Note: Tick any applicable boxes below

Additional Clauses	Tick as applicable
C1: Relevant Convictions	<input checked="" type="checkbox"/>
C2: Security Measures	<input checked="" type="checkbox"/>
C3: Collaboration Agreement	<input type="checkbox"/>

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.

Nothing herein shall prevent the Supplier from using for any purpose that experience which is gained by its personnel in providing the Deliverables and Services, or prevent the Supplier from providing similar deliverables and services to others using the same or different personnel.

It may be beneficial to the Buyer for the Supplier to use Supplier and/or third-party artificial intelligence tools, during the Services to perform certain Supplier responsibilities (“the Tools”). The Supplier will agree with the Buyer in writing the use of the Tools before they are used in connection with the Services and provide to the Buyer any terms of use that are applicable to such Tools. The Tools and associated documentation (such as user manuals for the use of the Tools) : 1) are not provided as deliverables to the Buyer under this contract even if the Buyer may view or have



access to certain Tools and 2) remain the property of the Supplier or a third-party, as applicable. If any Tools are agreed to be installed in the Buyer's information technology environment, the Supplier will remove the Tools upon completion of the Contract. The output of any generative artificial intelligence is not Specially Written Software or Project Specific IPR and when the Supplier provides such output to the Buyer, the Supplier does not claim ownership rights to the output. To the extent the Buyer uses and accesses the Tools, such use and access is subject to the terms applicable to such Tools provided by the Supplier in advance.



REDACTED

Part C - Alternative Clauses

Guidance Note: Tick any applicable boxes below

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>
Joint Controller Clauses	<input type="checkbox"/>

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)

REDACTED



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.

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

An executed Collaboration Agreement from the Supplier has been provided to the Buyer Not Applicable

Section D



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.*

No.	Date	Item(s)	Duration of Confidentiality
1	Any time during the Term or the Contract negotiations.	All information relating to the financial standing of the Supplier and the occurrence and/or consequences of any Financial Distress Events.	For the duration of the Term and for a period of seven (7) years thereafter.
2	Any time during the Term or the Contract negotiations.	All information revealing the pricing or financial modelling set out in this Order Form.	For the duration of the Term and for a period of seven (7) years thereafter.
3	Any time during the Term or the Contract	All Personal Data, and all other information relating to individuals including, but not limited to, CVs, biographies, pen	Indefinitely.



	negotiations.	portraits, and client contact details.	
4	Any time during the Term or the Contract negotiations.	All information provided by or on behalf of the Supplier to the Benchmark in the course of any benchmarking exercise, and any report generated by the Benchmark as a result of such exercise.	For the duration of the Term and for a period of seven (7) years thereafter.
5	Any time during the Term or the Contract negotiations.	All information relating to the Supplier's business plans, strategy, competitive position, approach, and methodologies.	For the duration of the Term and for a period of seven (7) years thereafter.
6	Any time during the Term or the Contract negotiations.	Supplier Background IPRs and Intellectual Property Rights subsisting in the Supplier Software, Intellectual Property Rights subsisting in any Third Party Software, and any embodiments, modifications and/or enhancements to these.	The later of: (i) the duration of the Term and for a period of seven (7) years thereafter; and (ii) the duration of the applicable intellectual property protection.
7	Any time during the Term or the Contract negotiations.	Reports and any other information relating to the Supplier's business continuity plan(s) and disaster recovery plan(s).	For the duration of the Term and for a period of seven (7) years thereafter.
8	Any time during the Term or the Contract negotiations.	All technical information relating to the Supplier Solution.	For the duration of the Term and for a period of seven (7) years thereafter.



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

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	30/05/2025

For and on behalf of the Buyer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	30/05/2025



Attachment 1 – Services Specification

Refer to Attachments as set out below.

Attachment 1A	High level Requirements
Attachment 1B	Detailed Requirements



Attachment 2 – Charges and Invoicing

The contract charge breakdown is as follows:

Initial period (48 months)

Up to a maximum of £29,771,510.36 excluding VAT

REDACTED

Optional Extension Period (12 months)

Up to a maximum of £7,392,649.80 excluding VAT

REDACTED

Total Potential Value including Optional Extension Periods

Up to a maximum of £37,164,160.16 excluding VAT

REDACTED

Part A - Service Charges

Service Charges will be fixed (defined in the below table) and invoiced monthly in arrears for the ongoing support and maintenance of the application. The Service Charges are defined below for duration of the Call-Off Contract Initial Term and the Optional Extension Period.

REDACTED

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

REDACTED



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Contracting process and Statement of work template for Application Development work to be agreed post contract signature and will be outlined in a dedicated Schedule.

REDACTED



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RM6100 Order Form – Lots 2, 3 and 5

RM6100 Order Form – Lots 2, 3 and 5

Part D – Risk Register

To be reviewed in the monthly Service/Contract Management Board

Part E – Early Termination Fee(s)

REDACTED



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Attachment 3 – Outline Implementation Plan

Not Applicable



Attachment 4 –KPI's and Service Credits

Please refer to the following attachment: Attachments 4A and Service level KPI Definitions

REDACTED

REDACTED

Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

- .1.5 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

Key Supplier Personnel	Key Role(s)	Duration
N/A	N/A	N/A

Part B – Key Sub-Contractors

Key Subcontractor 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
Not Applicable at Contract Commencement				



Attachment 6 – Software

- .1.1 The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).
- .1.2 The Parties agree that they will update this Attachment 6 periodically to record any Supplier Software or Third Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

Part A – Supplier Software

The Supplier Software includes the following items:

REDACTED

Part B – Third Party Software

The Third Party Software shall include the following items:

REDACTED

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) <i>(insert credit rating issued for the entity at the Commencement Date)</i>	Credit Rating Threshold <i>(insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3))</i>
Supplier	D&B Risk Indicator 1	For Dunn and Bradstreet Risk Indicator the threshold will be breached if the Risk Indicator is 3 or higher.
[Guarantor]	N/A	N/A
	N/A	N/A
	N/A	N/A
[Key Sub-contractor 1]	N/A	N/A
[Key Sub-contractor 2]	N/A	N/A

PART B – RATING AGENCIES - N/A

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	Not Applicable - Part B applies below
Supplier Members for the Operational Board	Not Applicable - Part B applies below
Frequency of the Operational Board	Not Applicable - Part B applies below
Location of the Operational Board	Not Applicable - Part B applies below

PART B – LONG FORM GOVERNANCE

For the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms, the following boards shall apply:

SERVICE / CONTRACT MANAGEMENT BOARD	
Buyer Members of Service / Contract Management Board (include details of chairperson)	Digital – Service Manager Digital – Project Manager Commercial Business Partner Finance Business Partner (optional)
Supplier Members of Service / Contract Management Board	CIS and PRaP Account Manager or deputy Service Manager
Start Date for Service / Contract Management Board meetings	To be agreed at Contract Award
Frequency of Service / Contract Management Board meetings	Monthly
Location of Service / Contract Management Board meetings	Virtual or Face to Face
Suggested Agenda Items	Service Delivery Management Information Reporting SLA Performance Monitoring KPI Performance Monitoring Risks Social Value Reporting (Quarterly) Incident Management Statement of Works (SOWs) Change Requests Continuous Improvement

SUPPLIER GOVERNANCE BOARD	
Buyer Members of Supplier Governance Board (include details of chairperson)	Digital – Service Lead Digital – Delivery Lead Supplier Relationship Manager Commercial Business Partners Finance Business Partner (optional)
Supplier Members of Supplier Governance Board	DWP Client Account Lead (CAL) Deputy DWP CAL DWP Technology Services lead (or deputy) DWP Contract Management lead
Start Date for Supplier Governance Board meetings	To be agreed at Contract Award
Frequency of Supplier Governance Board meetings	Quarterly
Location of Supplier Governance Board meetings	Virtual or Face to Face
Suggested Agenda Items	Supplier Look Back Strategic Topic Relationship Scorecard Review Relationship Risk Review Any Other Business

Incident and Problem Review Forum (IPRF)	
Buyer Members of IPRF (include details of chairperson)	Digital – Service Manager Digital – Project Manager
Supplier Members of IPRF	Service Manager Delivery Manager
Start Date for IPRF meetings	To be agreed at Contract Award
Frequency of IPRF meetings	Weekly or Fortnightly – depending on requirement
Location of IPRF meetings	Virtual or Face to Face

Suggested Agenda Items	Incident Management Problem Management Release/Capacity Planning
	Prioritisation Ad hoc Requests Risks Change Requests Outstanding Change Authorisation Note(s) Statement of Work progress

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 of the *Buyer's Data Protection Officer* are: REDACTED

1.1.1.2

1.1.1.3 The contact details of the *Supplier's Data Protection Officer* are: REDACTED

1.1.1.4 The Processor shall comply with any further written instructions with respect to processing by the Controller.

1.1.1.5 Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Authority is Controller and the Supplier is Processor</p> <p>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:</p> <p>Business contact details of Supplier Personnel: REDACTED</p> <ul style="list-style-type: none">•• <i>n/a</i>• Buyer customer data and business contact details of any directors, officers, employees, agents, consultants and contractors of the Authority (excluding the Supplier Personnel) that the Supplier processes to resolve Incidents or Problems. This information is made available to the Supplier by the Buyer via the Buyer's DWP Place (TechNow) tooling which may contain Personal Data (e.g. logs, screenshots).
Duration of the processing	<p>Up to six (6) Months after the expiry or termination of the Call-Off Contract including any Termination Assistance Period, where applicable.</p> <p>The duration of the Call-Off Contract is 1 June 2025 to 31 May 2029 and subject to the extension options being invoked, 31 May 2030. This will apply to the multiple relationships identified above.</p>

Nature and purposes of the processing	<p>Subject to the nature of any processing and access to personal data we could consider the below.</p> <p>1. The Supplier will have access to the Buyer's DWP Place (TechNow) Application which contains personal information of DWP customers, but will not be responsible for any processing.</p> <ol style="list-style-type: none"> 1. The Supplier will follow the Authority's direction and guidelines on staff security clearance and processes for accessing the Authority's systems, including role-based access controls and security standards as required. 2. Any access for the Supplier to Authority Personal Data will be limited to onshore resources accessing via agreed whitelisted IP's or Buyer provisioned laptops. 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 Authority.
Type of Personal Data	<p>Where the Authority is the Controller and the Supplier is the Processor:</p> <p>DWP Customer data that may include but is not limited to customer name, national insurance number, date of birth, home address, telephone details, email address, details of benefit claims, pensions, customer health related information, payment details, bank account details etc.</p>
Categories of Data Subject	<p>Any directors, officers, employees, agents, consultants, DWP Customers (individuals claiming state pension) and contractors of the Authority (excluding the Supplier staff) for which the Authority is the Controller.</p> <p>Supplier Staff engaged in the performance of the Supplier's duties under the Contract for which the Authority is the Controller.</p>
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	<p>All relevant data to be deleted six (6) Months after the expiry or termination of the Call-Off Contract including any Termination Assistance Period, where applicable unless longer retention is required by Law or the terms of the CallOff Contract.</p> <p>For Customer information for incidental analysis the data is held only for the duration of the specific incident, until closure is confirmed and will then be deleted from the Supplier's systems by the Supplier.</p>

Attachment 10 – Transparency Reports

REDACTED

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

Please refer to the following Technology Services 3 documents which contain the RM6100 Lots 2, 3 and 5 Call Off Terms and the RM6100 Additional Schedules for Lots 2, 3 and 5:

<https://assets.crowncommercial.gov.uk/wp-content/uploads/RM6100-Lots-2-3-and-5-Call-OffTerms-v3.docx>

<https://assets.crowncommercial.gov.uk/wp-content/uploads/RM6100-Lots-2-3-and-5-Additionaland-Alternative-Terms-and-Conditions-v2.00.odt>