



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

## **CCZX22A03 – Provision of FBIS Integration Layer**

### **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 <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1234>. 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:	C23707
Contract Title:	FBIS Integration Layer
Contract Description:	FBIS Integration Layer delivery and Support.
Contract Anticipated Potential Value: this should set out the total potential value of the Contract	Initial three-year period contract value £3,964,620
Estimated Year 1 Charges:	£1,466,909
Commencement Date: this should be the date of the last signature on Section E of this Order Form	17th October 2022

<b>Buyer details</b>
<b>Buyer organisation name</b> Home Office – Migration and Borders Technology Portfolio
<b>Billing address</b> Your organisation's billing address - please ensure you include a postcode Accounts Payable Home Office HO Box 5015 SSCL Phoenix House Newport NP10 8FZ UNITED KINGDOM
<b>Buyer representative name</b> The name of your point of contact for this Order



**Buyer representative contact details**

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

**Buyer Project Reference**

Please provide the customer project reference number.  
C23707

**Supplier details**

**Supplier name**

The supplier organisation name, as it appears in the Framework Agreement  
**Mastek UK Ltd.**

**Supplier address**

Supplier's registered address

**Mastek UK Ltd (Reading)**

Pennant House  
2 Napier Court  
Reading  
RG1 8BW, UK

**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.

Email address: [REDACTED]

Phone: [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.

Not applicable

**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 | <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 1<sup>st</sup> September 2022

#### 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	
3	60 (5)
5	

**Initial Term** Months

36

**Extension Period (Optional)** Months

24

**Minimum Notice Period for exercise of Termination Without Cause** 30

(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:**

The main location for delivery of the services will be Metro Point, 49 Sydenham Road, Croydon, CR0 2EU. However, the Authority does not expect the Supplier's resources to be co-located. The expectation is that key personnel must attend meetings and work with the Authority's offices in Croydon-London as required.

**Supplier Premises:**

Mastek UK Ltd

Mastek Reading Office

**Third Party Premises:**

Not Applicable

**IR35 Determination**

The Authority has determined that this Call-Off to be outside of IR35.

- The Authority has determined that on balance the contract is one of a genuine Managed Service arrangement for fully Contracted Out Services and therefore does not represent a substantive IR35 risk to the Authority, therefore this contract is regarded to be outside of IR35.

Mastek UK Limited are reminded that as Mastek UK Limited are regarded as the "end client" for the purposes of the IR35 legislation Mastek UK Limited need to ensure that Mastek UK Limited both understand and discharge Mastek UK Limited obligations under the legislation that fall to Mastek UK Limited. This is particularly important where Mastek UK Limited or Mastek UK Limited supply chain engage workers through an intermediary structure to deliver Mastek UK Limited services to Home Office.

- If Mastek UK Limited wish to utilise associates or contractors working through a Personal Services Company (PSC) or other intermediary structure; a full HMRC CEST determination needs to be done and if the determination is inside IR35, they should be subject to full PAYE/NI contributions and engaged via an appropriate employment contract and/or via an umbrella company or PAYE provider to comply with IR35.

- If Mastek UK Limited need to bring subject matter experts during the term of the contract this will be reviewed and costed separately. Furthermore, the Authority reserves the right to give consideration to a separate route to contract for such work.





If the working practices or terms of the arrangement are amended the Authority reserve the right to conduct further assessments of its IR35 status of the arrangement.

### **Buyer Assets**

*Guidance Note: see definition of Buyer Assets in Schedule 1 of the Call-Off Terms*  
POISE devices will be provided to the Supplier when required

### **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.*

As per the Requirement Specification, Section 12 (Quality) (as detailed in Attachment 1 – Statement of Requirements) which includes the Buyer Security Policy standards as detailed below.

### **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.*

#### Security Standards for Supplier

Services must achieve WCAG 2.1 level AA as part of meeting government accessibility requirements

Home Office Digital Strategy:

- <https://www.gov.uk/government/publications/home-office-digital-strategy/home-office-digital-strategy>

Home Office Technology Strategy:

- <https://www.gov.uk/government/publications/home-office-technology-strategy/home-office-technology-strategy>

Government Service Design Manual:

- <https://www.gov.uk/service-manual/browse>

HMG Security Policy Framework:

- <https://www.gov.uk/government/publications/security-policy-framework>

HMG Security Policy framework

- <https://www.gov.uk/government/publications/security-policy-framework>

Government Minimum Cyber Security Standard

- [www.gov.uk/government/publications/the-minimum-cyber-security-standard](http://www.gov.uk/government/publications/the-minimum-cyber-security-standard)

HMG Baseline Personnel Security Standard

- <https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

NCSC "Security Design Principles for Digital Services"

- <https://www.ncsc.gov.uk/guidance/security-design-principles-digital-services-main>



#### NCSC "Bulk Data Principles"

- <https://www.ncsc.gov.uk/guidance/protecting-bulk-personal-data-main>

#### NCSCS "Cloud Security Principles"

- <https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>

#### NCSC End User Device Security guidance

- <https://www.ncsc.gov.uk/collection/end-user-device-security>

#### **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.*

#### **Security Standards for Buyer**

##### Home Office Digital Strategy:

- <https://www.gov.uk/government/publications/home-office-digital-strategy/home-office-digital-strategy>

##### Home Office Technology Strategy:

- <https://www.gov.uk/government/publications/home-office-technology-strategy/home-office-technology-strategy>

##### Government Service Design Manual:

- <https://www.gov.uk/service-manual/browse>

##### GDS Service Manual Standards and Policies:

- <https://www.gov.uk/service-manual>

#### **Software standards for suppliers**

##### Twelve-Factor application design

- <https://12factor.net>

#### **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.*

The insurance(s) required will be:

- a minimum insurance period of 6 years following the expiration or Ending of this Call-Off Contract
- professional indemnity insurance cover. This professional indemnity insurance cover will have a minimum limit of indemnity of £5,000,000 for each individual claim and in the aggregate





- employers' liability insurance with a minimum limit of £10,000,000 or any higher minimum limit required by Law.

### Buyer Responsibilities

*Guidance Note: list any applicable Buyer Responsibilities below.*

To be agreed in each Statement of Work

### 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"/>



## 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 type="checkbox"/>
S2: Testing Procedures	<input type="checkbox"/>
S3: Security Requirements (either Part A or Part B)	Part A <input type="checkbox"/> or Part B <input type="checkbox"/>
S4: Staff Transfer	<input type="checkbox"/>
S5: Benchmarking	<input type="checkbox"/>
S6: Business Continuity and Disaster Recovery	<input type="checkbox"/>
S7: Continuous Improvement	<input 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 type="checkbox"/>
C2: Security Measures	<input 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.

No Framework Additional Schedules are applicable at this time. Should Additional Schedules be required over the duration of the contract, relevant governance will be completed and agreed. Both parties have agreed to the ways of working captured in the attached documents:



FBIS Testing.docx



FBIS Release  
Pipeline.docx



Master AIS  
Criteria\_Asym\_ClaiCriteria\_Asym\_Sup



Master AIS

#### Part C - Alternative Clauses

Guidance Note: Tick any applicable boxes below

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
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Scots Law	N/A
Northern Ireland Law	N/A
Joint Controller Clauses	N/A

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.*

Not Applicable

### 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



## 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.*

Supplier to note that the contract will be uploaded to Contracts Finder. Commercially sensitive information will need to be agreed and redacted from the version for upload



## 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	<b>Executive Vice President, Secure Government Services (SGS)</b>
Signature	[REDACTED]
Date	<b>17<sup>th</sup> October 2022</b>

#### For and on behalf of the Buyer

Name	[REDACTED]
Job role/title	<b>Associate Commercial Specialist Home Office Commercial</b>
Signature	[REDACTED]
Date	<b>17<sup>th</sup> October 2022</b>



Crown  
Commercial  
Service

## Attachment 1 – Services Specification



CCZX22A03  
Attachment 3a - Stat





## Attachment 2 – Charges and Invoicing

### PAYMENT AND INVOICING

1. Pricing should be submitted on a capped time and materials basis using the Rate Card provided as Part C to Attachment 2.
2. This Contract will be managed through SOWs for work that are agreed in advance with the Supplier. The Supplier will be asked to price against each SOW reflecting the service and structure required, its management and its level of support, tickets, events, and any ongoing CI.
3. While the SOW will be reviewed and mutually agreed between Supplier and the Buyer there may also be discrete SOWs for continuous improvement (CI) and new capabilities agreed over the term. As the scope of CI and new capabilities over the next three years is not yet fully understood at this time, such SOWs could be priced on a fixed, capped time and materials or a time and materials basis in the future. The pricing build-up for such new SOWs during the contract shall use the charging rates provided in Part C of this Attachment.
4. Supplier day rates will be held firm for the three-year term.
5. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables as defined in the SoW.
6. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. All invoices and supporting information must include the purchase order reference number and contract reference number.
7. Invoices should be submitted via email but if you are unable to submit invoices via email, please send by post to:

Home Office Shared Service Centre, HO Box 5015, Newport, Gwent, NP20 9BB  
United Kingdom

e-mail: [REDACTED]

8. For any queries regarding invoicing and payment, please contact the shared Service Centre by emailing [REDACTED] or call on [REDACTED]



## Part A – Milestone Payments and Delay Payments – N/A

#	Milestone Description	Milestone Payment amount (£GBP)	Milestone Date	Delay Payments (where Milestone) (£GBP per day)
M1	[insert description]	[insert amount]	[insert date as per Outline Implementation Plan]	[insert amount]
M2				
M3				
M4				
M5				

## Part B – Service Charges

Monthly charge for out of hours support. This will be a fixed price that should cover the provision of responding to out of hours incidents (including any call out charges) in line with the SLA detailed in the requirements:

[Redacted]

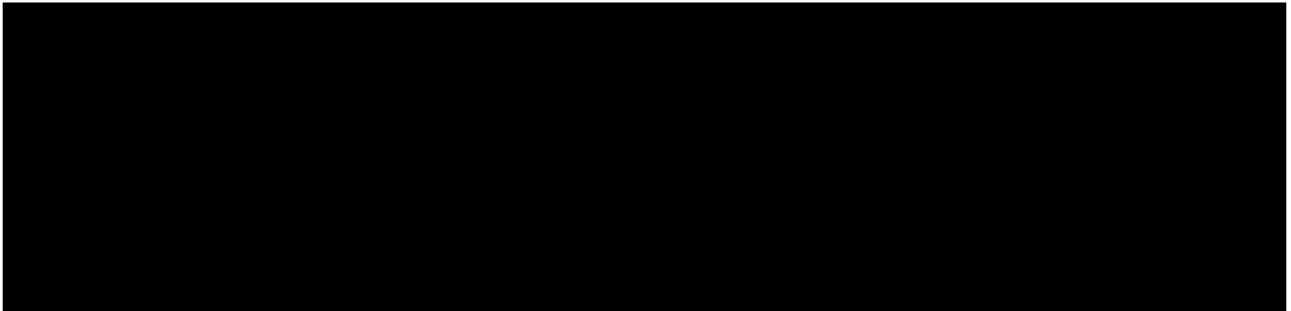
## Part C – Supplier Personnel Rate Card for Calculation of Time and Materials Charges

Supplier Rate Card

[Redacted]
------------



Crown  
Commercial  
Service





## Part D – Risk Register - N/A

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
Risk Number	Risk Name	Description of risk	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Commitment

## Part E – Early Termination Fee(s)

Not Applicable



### **Attachment 3 – Outline Implementation Plan**

Where requested by the Buyer within a Statement of Work, the Supplier will agree with the Buyer the Detailed Implementation Plan within 20 Working Days of the commencement of the applicable Statement of Work and in accordance with S1 Implementation Plan.



Crown  
Commercial  
Service

## **Attachment 4 – Service Levels and Service Credits**

Not Applicable





## Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

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

Not Applicable

Key Supplier Personnel	Key Role(s)	Duration
		[Contract Period or insert alternative timescale]
		[Contract Period or insert alternative timescale]
		[Contract Period or insert alternative timescale]

### Part B – Key Sub-Contractors

Not Applicable

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 – Software

The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).

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

#### Not Applicable

The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry



## Part B – Third Party Software

Not Applicable

The Third Party Software shall include the following items:

Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry

## Attachment 7 – Financial Distress

For the purpose of Schedule 11 (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>
<div>██████████</div> <div>██████████████████</div>	<div>████████████████████</div> <div>██████</div>	<div>████████████████████</div>
	<div>████████████████████</div>	<div>████████████████████</div>
	[etc.]	[etc.]
<b>[Guarantor]</b>  <b>Not Applicable</b>		
	[etc.]	[etc.]
<b>[Key Sub-contractor 1]</b>	[etc.]	[etc.]
<b>[Key Sub-contractor 2]</b>	[etc.]	[etc.]

### PART B – RATING AGENCIES

Companywatch	Credit Rating Level 1 = 36 and above	Low Risk
	Credit Rating Level 2 = 26 to 35	Greater Than Average Risk
	Credit Rating Level 3 = 25 or below	High Risk
Dun and Bradstreet	Credit Rating Level 1 = Failure Score of 51 or above	Low Risk

	Credit Rating Level 2 = Failure Score of 11 to 50	Greater Than Average Risk
	Credit Rating Level 3 = Failure Score of 10 or below	High Risk

## Attachment 8 – Governance

### PART A – SHORT FORM GOVERNANCE

Not Applicable

### 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:

CONTRACT MANAGEMENT/ SERVICE REVIEW MEETING	
Buyer Members of Service Management Board (include details of chairperson)	████████████████████ ████████████████████████████████████
Supplier Members of Service Management Board	████████████████████ ████████████████████████████████████ ████████████████████████████████████
Start Date for Service Management Board meetings	████████████████
Frequency of Service Management Board meetings	██████
Location of Service Management Board meetings	██████

SERVICE MANAGEMENT BOARD	
Buyer Members of Service Management Board (include details of chairperson)	NA
Supplier Members of Service Management Board	NA



Start Date for Service Management Board meetings	NA
Frequency of Service Management Board meetings	NA
Location of Service Management Board meetings	NA

Programme Board	
Buyer members of Programme Board (include details of chairperson)	<div>██</div> <div>██</div> <div>██</div> <div>████████████████</div>
Supplier members of Programme Board	<div>██</div>
Start date for Programme Board meetings	<div>██████████</div>
Frequency of Programme Board meetings	<div>██████████</div>
Location of Programme Board meetings	<div>████████████████</div>

Change Management Board	
Buyer Members of Change Management Board (include details of chairperson)	<div>████████████████████████████████</div> <div>██</div> <div>██</div> <div>██</div> <div>████████████████████</div>
Supplier Members of Change Management Board	<div>████████████████</div>
Start Date for Change Management Board meetings	<div>██████████</div>
Frequency of Change Management Board meetings	<div>██████████</div>
Location of Change Management Board meetings	<div>████████████████</div>

Technical Board	
Buyer Members of Technical Board (include details of chairperson)	██
Supplier Members of Technical Board	██ ████████
Start Date for Technical Board meetings	NA
Frequency of Technical Board meetings	NA
Location of Technical Board meetings	NA

Risk Management Board	
Buyer Members for Risk Management Board (include details of chairperson)	N/A
Supplier Members for Risk Management Board	N/A
Start Date for Risk Management Board meetings	N/A
Frequency of Risk Management Board meetings	N/A
Location of Risk Management Board meetings	N/A

## 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: Office of the DPO, Home Office, Peel Building, 2 Marsham Street, London SW1P 4DF; [REDACTED]

1.1.1.2 The contact details of the Supplier's Data Protection Officer are: [REDACTED]

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 Data	<p><b>[The Authority is Controller and the Supplier is Processor]</b></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> <ul style="list-style-type: none"> <li>Personal data will be transmitted through the FBIS Integration Layer (FIL) that the Supplier team will manage. This may include but is not limited to: Names, Surname, Address, Unique IDs, biometric data (e.g. fingerprints or facial images), DoB, Nationality, Gender, Contact Details, identification document numbers. The FIL platform will be hosted on the Controller's infrastructure and most data manipulation will be done by the Controller's personnel through the application user interface; however some data manipulation may be conducted by the processor to resolve production support issues, only with the express approval of the Controller / Authority. Where possible this should be executed through a tested script and / or an Authority approved tool.</li> </ul> <p><b>The Supplier is Controller and the Authority is Processor</b></p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Buyer is the Processor in accordance with Clause 34.2 to 34.15 of the following Personal Data:</p> <ul style="list-style-type: none"> <li>Personal details of the Supplier's and its Sub-Contractor's staff as necessary for the Authority to provide and maintain Security Clearance and administer site and System Access necessary for the staff to perform their roles and duties under the Contract.</li> </ul>
Duration of the processing	The processing shall run for the duration of the Contract from; and optionally for a further 1+1 years in the of the Contract extension option being executed.

Nature and purposes of the processing	The purpose of processing is to enable the Buyer's staff, systems and services to support the end to end journey of a customers visa application.
Type of Personal Data	Personal data required for FIL processing will be transmitted through the FIL platform that the Supplier team will manage. This may include but is not limited to: Names, Surname, Address, Unique IDs, biometric data (e.g. fingerprints or facial images), DoB, Nationality, Gender, Contact Details, identification document numbers.
Categories of Data Subject	The FIL processes data used to outcome customer visa applications. Customers are all eligible citizens whose visa application is being considered by the Home Office.
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	All data is stored in AWS Cloud Instances are owned by the buyer and retained in line with Buyers Security and Data Retention Policy. Any data no longer required for processing will be automatically purged from the system based on agreed rules for data persistence (which the Controller will manage given the processing is on Controller's platform).

## **Attachment 10 – Transparency Reports**

Not Applicable

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

### **1. RM6100 Lot 3d - Call Off Terms**



CCZX22A03  
Attachment 5a - Call

### **2. RM6100 Lot 3d - Additional and Alternative Terms and Conditions**



CCZX22A03  
Attachment 5c - Add



