



**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 16/06/2021 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/rm6100>. 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	
<b>Contract Reference:</b>	Project_6125
<b>Contract Title:</b>	NCS Digital Services
<b>Contract Description:</b>	Provide of on-going support to maintain the web presence of the National Careers Service, and associated Course Directory and Data Sharing Service. The provision will also include continuous improvement and feature delivery for the Service.
<b>Contract Anticipated Potential Value:</b> this should set out the total potential value of the Contract	£6.8m [ex. VAT]
<b>Estimated Year 1 Charges:</b>	£3.4m
<b>Commencement Date:</b> this should be the date of the last signature on Section E of this Order Form	10/01/2022

Buyer details
<b>Buyer organisation name</b> Department for Education: Education & Skills Funding Agency
<b>Billing address</b> [REDACTED]
<b>Buyer representative name</b> [REDACTED]
<b>Buyer representative contact details</b> [REDACTED]
<b>Buyer Project Reference</b> Project_6125



### Supplier details

#### Supplier name

The supplier organisation name, as it appears in the Framework Agreement  
NETCOMPANY UK LIMITED

#### Supplier address

Supplier's registered address  
Northburgh House, 10 Northburgh Street, London EC1V 0AT England

#### 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.  
NC-006152

### 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

Netcompany Group A/S

#### Guarantor Company Number

Guarantor's registered company number

39488914 (DUNS Number 30-597-0143)

#### Guarantor Registered Address

Guarantor's registered address

Grønningen 17, sal 1 1270, København K, Hovedstaden Denmark



## 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:** 10/01/2022

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

24 Months

**Extension Period (Optional)** Months

12 Months

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

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

### Sites for the provision of the Services

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



The Supplier shall provide the Services from the following Sites:

**Buyer Premises:**

Primary location will be ESFA Cheylesmore House, Coventry CV1 2WT. Travel to primary locations will not attract expenses. Very occasionally travel may be required to the DfE/ESFA sites in London or across England, travel to these sites must comply with DfE Travel and Subsistence policy. We are currently delivering all work remotely in accordance with Government guidelines.

**Supplier Premises:**

N/A

**Third Party Premises:**

N/A

**Buyer Assets**

ESFA's infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Buyer and which is or may be used in connection with the provision of the Services.

**Additional Standards**

GDS Standards, DfE Service Standards.

**Buyer Security Policy**



Library of  
Clauses.docx

**Buyer ICT Policy**

As above

**Insurance**

Third Party Public Liability Insurance (£) – N/A

Professional Indemnity Insurance (£) - N/A

**Buyer Responsibilities**

N/A

**Goods**

N/A



### 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	X
Part B – Long Form Governance Schedule	<input 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	X
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):

- 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.



## 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	X
S2: Testing Procedures	<input type="checkbox"/>
S3: Security Requirements (either Part A or Part B)	Part B X
S4: Staff Transfer	<input type="checkbox"/>
S5: Benchmarking	<input type="checkbox"/>
S6: Business Continuity and Disaster Recovery	X
S7: Continuous Improvement	<input type="checkbox"/>
S8: Guarantee	X
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	X
C2: Security Measures	X
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.

#### 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)

*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.*

To be prepared and submitted by the Supplier to the Buyer for approval within thirty (30) Working Days after the Commencement Date; 18<sup>th</sup> February 2022

### 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.*

N/A

### Additional Clause C1 (Relevant Convictions)



Relevant convictions

### 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.*

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

N/A

### Testing Procedures

All system and software testing must adhere to National Careers Service testing plans and testing strategy.

## 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 Rate Card (Attachment 2 Part C)

## 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	██████████
Job role/title	██████████
Signature	
Date	

#### For and on behalf of the Buyer

Name	██████████
Job role/title	██████████
Signature	
Date	



## Attachment 1 – Services Specification



NCS digital service  
Specification



Netcompany Stage 1  
Response

Please note a Statement of Work (SOW) process will be used to call off this service. Find template attached



SoW Template



## Attachment 2 – Charges and Invoicing

### Part A – Milestone Payments and Delay Payments

All deliverables, acceptance criteria, timelines and costs will be set out in each Statement of Work (SoW). SoWs will be agreed and signed by both parties. Service credits may be applied and outlined within individual work packages.

### Part B – Service Charges N/A

Charge Number	Service Charges
[Service Line 1]	
[e.g. SL1C1]	
[Service Line 2]	
[e.g. SL2C1]	

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



Travel to and from the prime location will not attract expenses.

Travel to other locations must be approved and must adhere to DfE Travel and subsistence policy:



Travel and  
subsistence policy



## Part D – Risk Register

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 12
Risk Number	Risk Name	Description of risk	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Cost of mitigation	Post-mitigation impact (£)	Owner

## Part E – Early Termination Fee(s)

As set out in each Statement of Work.

### Attachment 3 – Outline Implementation Plan

Time frame for delivery of a draft Implementation Plan from the Supplier to the Customer – from the Call Off Commencement Date is 5 Working Days.

#	Milestone	Deliverables ( <i>bulleted list showing all Deliverables (and associated tasks) required for each Milestone</i> )	Duration ( <i>Working Days</i> )	Milestone Date
M1	[Concept Design]	[Statement of Requirements System/Application Specifications Interface Specifications Systems Testing Strategy Implementation Strategy and Plan Risk and Issues Management Plan Outline Disaster Recovery Plan Project Schedule Service Management Plan]		
M2		[Design Verification Reports Design Validation Reports]		



	[Full Development]	Change Management Plan System/Application Implementation Plan Risk and Issues Management Project Schedule Service Management Plan]		
M3	[System User Testing]	[System Test Report Risk and Issues Management Plan Project Schedule Service Management Plan Defects Log Final Inspection and Testing Report]		
M4	[User Readiness for Service]	[Training Plan Risk and Issues Log Implementation Plan Operations Plan Data Conversion & Cutover Plan Project Schedule Service Management Plan]		
M5	[Implementation]	[Implementation Plan Training Scripts]		
M6	[In Service Support]	[Post Implementation Report Data Conversion and Cut-Over Plan Service Delivery Reports Risk and Issues Log Service Management Plan Defects Log]		

## Attachment 4 – Service Levels and Service Credits

### Service Levels and Service Credits

The table below outlines the outcomes and KPI's to be delivered throughout the contract period. Service credits may be applied and outlined within individual work packages.

*Outcomes/KPI's:*

Action	Definition	Frequency of monitoring	Target levels
Successful management of transition	The Supplier will stand up a team and ensure the successful transition from incumbent suppliers within 6 weeks of the contract commencing	Fortnightly	Green – Successful transition and knowledge transfer accepted by customer  Amber – Partial transition within 6



			weeks – knowledge transfer partially complete but responsibility for Live running successfully handed over  Red – Transition unsuccessful
Response time for Incident Resolution	Incidents and requests are assigned a priority, depending on the impact and urgency of the issue. Incidents should be responded to and resolved as detailed in the table below	Monitored per incident (Based on standard working days, Monday-Friday 08:00 - 18:00, not including public holidays.)	Green – target response  Amber – response within 10% or target  Red – 10% over target resolution
Website uptime	Maintain website up time of 99.5%	Monthly	Green – website up time > 99.5%  Amber – website up time < 99.5% but > 98.5%  Red – Website up time < 98%
Bugfixes	Bugfixes relating to core operational products to be resolved within 5 hours.	Monthly	Green – all bugfixes resolved within 5 hours  Amber – 90% of all bugfixes resolved within 5 hours  Red – < 90% of all bugfixes resolved within 5 hours



Timely replacement of departing personnel	Duration between departure of specialist team member and effective replacement at equivalent level	Monthly  (monitored  daily)	Green – 100% replacement before departure  Amber – replacement within 1-10 working days from departure  Red – replacement after 10 working days
Timely implementation of performance management measures or replacement for underperforming personnel	Duration between notification of underperformance and implementation of performance management measures	Monthly	Green – Performance management issues dealt within 1-10 days of being raised  Amber - Performance management issues dealt within 10-15 days of being raised  Red- Performance management issues dealt with over 15 days since incident raised

### Critical Service Level Failure

In relation to **website up time during the operating hours of 8am-6pm** a Critical Service Level Failure shall include failure to achieve a Green – target response of > 99.5% or Amber response target of < 99.5% but > 98.5% in any **30day period**.

And

In relation to **Bugfixes - during the operating hours of 8am-6pm** a Critical Service Level Failure shall include failure to achieve Green – all bugfixes resolved within 5 hours or Amber – 90% of all bugfixes resolved within 5 hours for **Bugfixes** in any **30day period**.

And

In relation to **Timely replacement of departing personnel** a Critical Service Level Failure shall include failure to achieve Green – 100% replacement before departure or Amber – replacement within 1-10 working days from departure in any **30day period**.

And

In relation to **Timely implementation of performance management measures or replacement for underperforming personnel** a Critical Service Level Failure shall include failure to achieve



Crown  
Commercial  
Service

Green – Performance management issues dealt within 1-10 days of being raised or  
Amber - Performance management issues dealt within 10-15 days of being raised in any **30day period.**



## 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
		Contract Period
		Contract Period

### Part B – Key Sub-Contractors

Not Applicable



## 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:

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

The Third Party Software shall include the following items:

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

## 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>
<b>Supplier</b>	[Rating Agency 1] – [insert rating for Rating Agency 1]	[Rating Agency 1] – [insert threshold for Rating Agency 1]
	[Rating Agency 2] – [insert rating for Rating Agency 2]	[Rating Agency 2] – [insert threshold for Rating Agency 2]
	[etc.]	[etc.]
<b>[Guarantor]</b>	[Rating Agency 1] – [insert rating for Rating Agency 1]	[Rating Agency 1] – [insert threshold for Rating Agency 1]
	[Rating Agency 2] – [insert rating for Rating Agency 2]	[Rating Agency 2] – [insert threshold for Rating Agency 2]
	[etc.]	[etc.]
<b>[Key Sub-contractor 1]</b>	[etc.]	[etc.]
<b>[Key Sub-contractor 2]</b>	[etc.]	[etc.]

### PART B – RATING AGENCIES

- [Rating Agency 1 (e.g Standard and Poors)]
  - Credit Rating Level 1 = [AAA]
  - Credit Rating Level 2 = [AA+]
  - Credit Rating Level 3 = [AA]
  - Credit Rating Level 4 = [AA-]
  - Credit Rating Level 5 = [A+]
  - Credit Rating Level 6 = [A]
  - Credit Rating Level 7 = [A-]

- Credit Rating Level 8 = [BBB+]
- Credit Rating Level 9 = [BBB]
- Credit Rating Level 10 = [BBB-]
- Etc.
- [Rating Agency 2 (e.g Moodys) ]
  - Credit Rating Level 1 = [Aaa]
  - Credit Rating Level 2 = [Aa1]
  - Credit Rating Level 3 = [Aa2]
  - Credit Rating Level 4 = [Aa3]
  - Credit Rating Level 5 = [A1]
  - Credit Rating Level 6 = [A2]
  - Credit Rating Level 7 = [A3]
  - Credit Rating Level 8 = [Baa1]
  - Credit Rating Level 9 = [Baa2]
  - Credit Rating Level 10 = [Baa3]
  - Etc.
- [Rating Agency 3 (etc.) ]
  - Credit Rating Level 1 = [XXX]
  - Etc.

Attachment 8 – Governance

**PART A – SHORT FORM GOVERNANCE**

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

Operational Board	
Buyer Members for the Operational Board	██████████, ██████████
Supplier Members for the Operational Board	██████████, ██████████, (optional)
Frequency of the Operational Board	Monthly
Location of the Operational Board	Remote / Coventry

## 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:

<b>SERVICE MANAGEMENT BOARD</b>	
Buyer Members of Service Management Board (include details of chairperson)	N/A
Supplier Members of Service Management Board	N/A
Start Date for Service Management Board meetings	N/A
Frequency of Service Management Board meetings	N/A
Location of Service Management Board meetings	N/A

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

<b>Change Management Board</b>	
Buyer Members of Change Management Board (include details of chairperson)	N/A
Supplier Members of Change Management Board	N/A

Start Date for Change Management Board meetings	N/A
Frequency of Change Management Board meetings	N/A
Location of Change Management Board meetings	N/A

<b>Technical Board</b>	
Buyer Members of Technical Board (include details of chairperson)	N/A
Supplier Members of Technical Board	N/A
Start Date for Technical Board meetings	N/A
Frequency of Technical Board meetings	N/A
Location of Technical Board meetings	N/A

<b>Risk Management Board</b>	
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:

██████████

1.1.1.2 The contact details of the Supplier's Data Protection Officer are: ██████████

██████████ / ██████████ (██████████)

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

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

Description	Details
Identity of Controller for each Category of Personal 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>Any personal information processed in the delivery of the contracted services.</li> </ul>
Duration of the processing	For the duration of the provision of the Services and as otherwise permitted in the Contract.
Nature and purposes of the processing	<p>The Personal Data will be Processed for the purposes of performing the Services and as otherwise permitted in the Contract.</p> <p>The nature of the Processing for these purposes could include any operation performed on Personal Data, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means).</p> <p>The Personal Data will be Processed for the purpose of performing the Services and as otherwise permitted in the Contract.</p> <p>The purposes include the delivery of the contracted services to facilitate the fulfilment of the Supplier's obligations arising under this Call Off Contract including</p> <ul style="list-style-type: none"> <li>Ensuring effective communication between the Supplier and the Relevant Authority</li> <li>Maintaining full and accurate records of every Order Contract arising under the Call Off Agreement</li> </ul>

	<ul style="list-style-type: none"> <li>• Processing personal information to deliver specific services to the relevant authority</li> </ul>
Type of Personal Data	<p>Personal Data that the Supplier Processes on behalf of the Relevant Authority and in accordance with its instructions in the performance of the Services. This includes:</p> <ul style="list-style-type: none"> <li>• Contact details of, and communications with, Buyer staff concerned with management of the Call Off Contract</li> <li>• Contact details of, and communications with, Buyer staff concerned with award and management of Order Contracts awarded under the Call Off Contract,</li> <li>• Contact details, and communications with, Sub-contractor staff concerned with fulfilment of the Supplier's obligations arising from this Call Off Contract</li> <li>• Contact details, and communications with Supplier staff concerned with management of the Call Off Contract</li> <li>• Where specifically authorised, personal details of customers of the National Careers Service</li> </ul>
Categories of Data Subject	<p>Data Subjects of the Personal Data referred to above, which may include:</p> <p>(a) Staff (including volunteers, agents, and temporary workers) of the Relevant Authority.</p> <p>(b) Members of the public who are using the National Careers Service</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>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.</p>

## Attachment 10 – Transparency Reports

Title	Content	Format	Frequency
Performance management except for Commercially Sensitive Information	KPIs e.g. targets achieved	Microsoft Word or Excel	Monthly
Technical except for Commercially Sensitive Information	Information relating to Services provided (number of SOWs etc.)	Microsoft Word or Excel	Monthly
Call Off Contract Charges except for Commercially Sensitive Information	Call Off Contract Value e.g. charges invoices spend	Microsoft Word or Excel	Monthly

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