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**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/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;
12. Attachment 11 - Call Off Terms and Additional/Alternative Schedules and Clauses.
13. Attachment 12 - Statement Relating to Good Standing (PCR 2015)
14. Attachment 13 - Supplier's Tender Response

The Order of Precedence shall be as set out in Clause 2.2 of the Call-Off Terms being:

1. the Framework, except Framework Schedule 18 (Tender);
2. the Order Form;
3. the Call Off Terms; and
4. Framework Schedule 18 (Tender).

Section A

General information

Contract Details	
Contract Reference:	DInfoCom/0237 (708110450)
Contract Title:	Provision of Application Support Services as a Service (ASSaaS) (DInfoCom/0237)
Contract Description:	To provide the necessary technical suitably qualified and experienced personnel (SQEP) resource for efficient and effective 3rd line support services for to ADS-owned and ADS-supported internet-facing platform(s) and applications, including emergency production support, ensuring a timely response for the restoration of services during business-critical denial of services.
Contract Anticipated Potential Value: this should set out the total potential value of the Contract	<p>Core: Call Off charges for twenty-one (21) month Core will be in accordance with the agreed Monthly Statement of Work (Annex B to Order Form) and the Firm Price Man Days Rates (Attachment 2) to a maximum of £2,632,500 ex VAT. (T&S not applicable to Core).</p> <p>Ad-Hoc Tasking: An Ad-Hoc Tasking Order Form at Annex A to the Order Form will be agreed between the Supplier and the Authority, for additional outcomes as and when required, as a maximum cost utilising the Firm Priced Man Day Rates (Attachment 2).</p> <p>Ad-Hoc Task costs will fall out of the Non-Guaranteed Ad-Hoc Tasking Value (AHTV) of £2,350,000.00 ex VAT. (T&S will be in accordance with Attachment 2 - Expenses Policy).</p> <p>Rates presented for non-core tasks are based upon the assumption that the work will be scoped and tasked in accordance with current process followed by ADS.</p>
Estimated Year 1 Charges:	<Redacted>ex VAT
Commencement Date:	03 Jul 2023
Option Period:	Twelve (12) months
Expiry Date:	31 Mar 2025

Buyer details**Buyer organisation name**

DInfo Commercial

Billing address

Your organisation's billing address - please ensure you include a postcode

<Redacted>

Buyer representative name

The name of your point of contact for this Order

<Redacted>

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.

<Redacted>

Buyer Project Reference

Please provide the customer project reference number.
DInfoCom/0237 - 708110450

Supplier details**Supplier name**

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

Supplier address

Supplier's registered address
<Redacted>

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.

TBC

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 | X |
| 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)
3	60 (5)

Initial Term Months

21 months

Extension Period (Optional) Months

12 months

Minimum Notice Period for exercise of Termination Without Cause 30 calendar 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:

Please refer to Annex B: Statement of Requirement

Buyer Assets*Guidance Note: see definition of Buyer Assets in Schedule 1 of the Call-Off Terms*

Item No	Description	Available Date	Return Date/ Confirmation of Disposal
1	<p>Each contractor involved with ASSaaS:</p> <ul style="list-style-type: none"> • A MoD Laptop • MoDNet Network access. • SDLC Think Client Laptop (In some cases if MOD Laptops not available.) • AHE Network access. <p>The contractors will have access to the Army Data Warehouse (ADW), giving them sight of all the information that holds, which is circa 30+ sources systems. Contractors only get this access to live data once they have SC clearances.</p>	At contract start	Contract end date

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.*

Please refer to Annex B: Statement of Requirement

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.*

JSP 440, The Defence Manual of Security, Resilience and Business Continuity.

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.*

JSP 604, Defence Manual for Information and Communications Technology (ICT).

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 (£) – Not Applicable

Professional Indemnity Insurance (£) – Not Applicable

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

Provision of on-site access and office accommodation and access to buyer ICT systems

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 checked="" type="checkbox"/>
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	<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):

- for the purpose of Paragraph 3.1.2 (a), the figure shall be £ NOT APPLICABLE and
- for the purpose of Paragraph 8.2.2, the figure shall be £ NOT APPLICABLE.

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	Not Applicable
S2: Testing Procedures	Not Applicable
S3: Security Requirements (either Part A or Part B)	Part A
S4: Staff Transfer	Not Applicable
S5: Benchmarking	Not Applicable
S6: Business Continuity and Disaster Recovery	Not Applicable
S7: Continuous Improvement	Yes
S8: Guarantee	Not Applicable
S9: MOD Terms	Yes

Part B – Additional Clauses

Guidance Note: Tick any applicable boxes below

Additional Clauses	Tick as applicable
C1: Relevant Convictions	Yes
C2: Security Measures	Yes
C3: Collaboration Agreement	Not Applicable

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	Not Applicable
Northern Ireland Law	Not Applicable
Joint Controller Clauses	Yes

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.

Will be supplied within 20 working days of contract commencement

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.

Any conviction passed in a Court of Law

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

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 tender submission documentation, including Pricings breakdown and Workforce information

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	EVP, Secure Government Services
Signature	<Redacted>
Date	29 July 2023

For and on behalf of the Buyer

Name	<Redacted>
Job role/title	D Info Commercial Team Lead
Signature	<Redacted>
Date	23 June 2023

Attachment 1 – Services Specification

APPLICATION SUPPORT SERVICES AS A SERVICE (ASSaaS) STATEMENT OF REQUIREMENT

Introduction

This Application Support Service as a Service (ASSaaS) capability delivers 3rd Line specialist technical support to all ADS hosted applications and infrastructure on the Army Hosting Environment (AHE) including emergency Production Support delivering a fast response for the restoration of services during business-critical denial of services, including during Defence Operations.

Background

ASSaaS resources are heavily engaged in support for the range of Army Digital Services (ADS) Development Team environments providing SQL Server/Oracle support and the provision of .Net and PHP development. They are responsible for the development and release of BOS & CPU patches to protect all AHE environments which maintains the security accreditation of the AHE. In addition, they also provide the Management and Release of all configuration updates via Ansible Tower along with major ADS migrations to ensure integrity between Production, Pre-Production, Test and Development environments of the AHE.

The ASSaaS resource carries out technical knowledge and skills transfer to new and existing Civil Service/Military support teams, highly important for both their technical capabilities and development. The skills required cover wide, highly technical areas with extensive skill sets covering SQL Server, Oracle and .Net Frameworks

The consequence of not having this CaaS would be felt immediately in terms of inefficiencies for Army and Defence digital applications, ineffective incident response and inability to update and apply security patches. Minor issues in the digital environment would compound one another rapidly worsening over a short period of time resulting in catastrophic failures for digital applications and the security of the AHE and the applications and data hosted within it.

Objectives

To provide the necessary technical Suitably Qualified and Experienced Personnel (SQEP) resource for application development, testing, maintenance and hosting infrastructure to ADS as per the requirements paragraph of this SOR.

This ASSaaS resource will enable the delivery of efficient and effective 3rd Line Support to all ADS hosted applications and Infrastructure on the AHE including emergency Production Support ensuring a timely response for the restoration of services during business-critical denial of services.

Scope

Provide SQEP resource to support all ADS hosted applications as set out in the Requirements paragraph below.

Requirements - Application Support Services as a Service (ASSaaS)

The high-level deliverables for the ASS as a Service are broken down into several role types as follows:

Microsoft Database Administrator and System Engineer – Overview

The role provides support and expertise to the AHE .Net applications and services on Pre-Production and Production environments, along with assisting in troubleshooting on the development environments. This role also engages in application migrations/major updates, the masking of sensitive data, providing knowledge transfer to the existing civilian support team and giving high level technical advice to ADS.

Required Skills and Experience

Essential

- Technical competence and a minimum of 4 years' recent experience working as a DBA support-ing:
 - Microsoft SQL Server versions 2012, 2016 & 2017.
- Technical competence and a minimum of 3 years' recent experience working with:
 - SQL Server features High Availability Disaster Recovery (HADR) and Change Data Capture (CDC).
- Technical competence and a minimum of 3 years' recent experience working with:
 - SQL Server Integration Services (SSIS), Reporting Services (SSRS) and PowerBI.
 - Microsoft Windows Server software technologies.
 - Internet Information Services (IIS).
 - Microsoft System Centre Data Protection Manager (DPM) for protection and recovery of data.
 - Thycotic Secret Server.

Desirable

- Practical experience of supporting Sharepoint 2016 platforms.
- Practical experience of supporting Dynamics CRM platforms.
- An understanding of data anonymisation principals and experience of using a data masking tool such as Data Masker.
- An understanding of ITIL and DevOps principles in the software development lifecycle.
- An understanding of GDPR and data privacy laws.

Oracle Database Administrator and System Engineer (minimum 3 resources required) - Overview

This role provides support and expertise to the AHE Oracle applications and services on Pre-Production and Production environments along with assisting in troubleshooting on the development environments. This role also engages in application migrations/major updates, the masking of sensitive data, development of BOS/CPU patches, providing knowledge transfer to the existing civilian support team and giving high level technical advice to ADS.

Required Skills and Experience

Essential

- Technical competence and a minimum of 4 years' recent experience working with:
 - Oracle 11g to latest version including RAC database administration.
 - Oracle Weblogic Server 11g to latest version.
 - Oracle Enterprise Manager Cloud Control 12c/13c.
 - Oracle HTTP server 11g to latest version.
 - Redhat Enterprise Linux 6/7 administration and shell scripting.

- Dell Spotlight and TOAD.
- Oracle Data Integrator (ODI) 12.2.1.2 through to 12.2.1.4.
- Technical competence and a minimum of 3 years' experience working with:
 - Oracle Directory Services 11g.
 - Oracle Access Manager 11g/12c.
 - Oracle Business Intelligence EE 12c.
 - Oracle TDE.
 - Oracle VPD & Data Vault.
 - Oracle APEX 18 to 22.
 - Oracle RMAN and VEEAM based backup/recovery.
 - Bulk data movement using Oracle transportable tablespaces.
 - Developing automated quarterly CPU patching to Oracle based systems.
 - Quest Spotlight.
 - Database cloning/shrinking using Oracle based solutions.
 - Oracle Resource Manager.
 - Symantec Backup Exec.
- Technical competence and a minimum of 2 years' recent experience working with:
 - Oracle Unified Directory 12c.

Desirable

- Knowledge and experience of SQL/PLSQL programming.
- Knowledge and experience of Performance monitoring/tuning of live Oracle environments.
- Knowledge and experience of VMware virtual environment administration.
- Knowledge and experience of Microsoft SQL server 2012 administration.
- Knowledge and experience of YAML & Shell scripting.
- Knowledge and experience of VMware ESXi 5.1/5.5
- An understanding of data anonymisation principals and experience of using a data masking tool such as Data Masker.

Business Objects Developer (TAFMIS) - Overview

This role is responsible for managing and maintaining:

- the Business Objects Suite of reports including Web Intelligence reports and Xcelsius Dashboards in Production, pre-production, Test and Development environments.
- the Business Objects Universes in Production, pre-production, Test and Development environments.
- the SAP Data Services Batch Jobs in Production, pre-production, Test and Development environments.
- the EMIS Datawarehouse in Production, pre-production, Test and Development environments.

The role also:

- reports to the TAFMIS Service Delivery Lead.
- provides 3rd line support for Business objects and EMIS related issues.
- requires significant T-SQL Knowledge and TAFMIS Application Knowledge.
- is responsible for maintaining the SAP Business Objects Servers.
- is responsible for managing and assigning the security to the users in SAP Business Objects.

Required Skills and Experience

Essential

- Recent experience:

- developing new reports in SAP Business Objects and maintaining the existing SAP Business Objects Suite of Reports including Web Intelligence reports and Xcelsius Dashboards.
- troubleshooting the issues with the existing Business Objects reports and Dashboards.
- developing and maintain the SAP Business Objects Universes.
- developing new batch jobs in SAP Data Services, troubleshooting issues with the existing batch jobs in SAP Data Services.
- maintaining SAP Business Objects Servers including Tomcat and Server Intelligence agent and also trouble shooting any Business Objects server issues.
- maintaining the security model for the users in SAP Business Objects and in User Administration.
- Ability to liaise with the users to provide expertise in trouble shooting the reporting issues and provide expertise/skills to the users for building new reports using various techniques in SAP Business Objects.
- In-depth T-SQL skills for data investigations and performance tuning complex queries.
- Understanding and experience of the full Software Development Lifecycle.
- Experience of using Remedy Change and Incident management.

Database Administrator (TAFMIS) - Overview

The Training Administration and Financial Management Information System (TAFMIS) DBA role is responsible for managing the SQL Server Production, Pre-Production, Test and Development Estates that underpin the TAFMIS application suite.

- The TAFMIS SQL Server Estates comprise in the order of 60 servers and 2800 databases.
- The team reports to the TAFMIS Service Delivery Lead.
- TAFMIS typically has 600 active users per day dispersed over a number of geographical sites.
- TAFMIS can be used 24x7 with support being provided during normal business hours.
- **This role will expect to start work about 07:00 to ensure the system is healthy before most people start using TAFMIS. Occasionally, DBA duties may involve working outside of normal business hours.**
- TAFMIS DBAs perform classic production and development DBA duties but also require significant SQL development expertise and TAFMIS application knowledge.
- TAFMIS has a complex distributed data architecture which requires extensive SQL replication experience.

Required Skills and Experience

Essential

- Recent experience and technical competence in the use of:
 - Microsoft SQL Server 2017 – DBA & SQL Developer including SQL Replication and MSX
 - Microsoft Windows Server 2016
 - Administration of multiple SQL Servers using MSX in production, development and test OLTP environments hosted on virtual Windows Servers.
 - Core Microsoft SQL Server 2017 database engine (both production and development), including routine database maintenance operations, performance tuning, transactional replication and troubleshooting SQL Server and application problems.
- Appreciation of working with sensitive, business critical data and the demands that places on complying with operational and regulatory procedures.
- Willingness to work within the constraints of operational procedures covering aspects relating to data protection, security, release deployment, incident and change management, and configuration control.
- Experience designing and managing distributed SQL Server based database systems with an emphasis on being able to design for and troubleshoot transactional replication.

- In-depth TSQL developer skills with extensive experience in performance tuning complex queries and reviewing SQL related designs and code.
- Ability to liaise and consult with infrastructure and application architects providing SQL expertise and DBA process advice.
- Team leadership skills with the ability and experience to make technical SQL decisions
- Understanding and experience of the full software development lifecycle.
- Experience of using Remedy Change & Incident Management.

Desirable

- Understanding of the TAFMIS Application architecture and knowledge of the TAFMIS data architecture
- Experience using Microsoft Team Foundation Server with GIT.
- Ability to write PowerShell scripts.

CRM Dynamics Administrator – Overview

ADS innovates and supports modern technologies that will benefit the business requirements of the Army; one of those technologies is CRM Dynamics, an E2E platform for Customer Relationship Management (CRM). ADS' version of Dynamics is on-premise, providing an assured and contained environment within the AHE. The hosting on AHE and the integration with the wider data sources contained within AHE hosted application requires CRM administrative expertise until such time that DD can provision the cloud-based version of CRM Dynamics.

Currently ADS host several critical applications (e.g. Warning and Reporting Poing (WARP)) on the Dynamics platform. The Dynamics productivity has been pushed further in the development of the Armed Forces Compulsory Drug Testing (ACDT) application. This has involved the integration of 3rd party plugins to maximise the automation of business processes within the CDT workflow. Adding these plugins are beneficial to the customer but add complexity to the CRM Platform. With the on-premise version of CRM; adding these plugins is intricate and requires backend support. For security and integrity, the ADS Operating Model precludes Developers from having both Front and Back end access and as such there is the necessity to employ a CRM Admin to support CRM Developers. The role of CRM Administrator is responsible for the:

- Administration and analysis of organisational applications within the ADS CRM Dynamics Platform.
- Provision of technical support to both internal and external users of CRM applications.
- Provision of the backend support for CRM Development work to provide support to databases to manage the:
 - Monitoring of Performance & Resolution of Errors.
 - Management of Updates and Patches.
 - Management of Organisation & Server settings.
 - Archiving of Old data based on Data Retention policies.
 - Managing & maintaining Reference and Master Data.
 - Managing Customization.
 - Managing Client CRM settings.
 - Managing SQL Server settings for CRM instance.
 - Managing SQL Server maintenance tasks for CRM databases.
 - Resolving issues raised by end users.
 - Managing and Maintaining "Knowledge Articles".
- Additional responsibilities include:
 - Act as initial point of contact for ADS CRM Dynamics. Triage incoming issues, follow up with staff members, foster a culture of support. thereby strengthening our relationships with other PLOS teams.

- Administer and maintain configuration.
- Troubleshoot and work with customers to resolve reported issues.
- Support internal staff in the use CRM Dynamics, teaching and advocating best practices.
- Perform routine maintenance tasks (i.e. monitoring application storage usage and archiving data as needed).
- Handle basic administrative functions including user account maintenance, reports, and dashboards.
- Escalate technical issues within ADS Service Arrangements for resolution as necessary.
- Create and maintain administration documentation on policies, procedures, and work-flows.
- Communicate policies and outages, bugs, workarounds and solutions to internal and external users.
- Uphold a high standard of customer service to all as a representative of ADS.

Required Qualifications Skills and Experience:

Essential

- A minimum of 4 years' experience and technical competence working with:
 - Microsoft Windows software technologies.
 - Microsoft SQL Server versions 2012, 2016 & 2017 as a DBA.
 - SQL Server features High Availability (HADR) and Change Data Capture (CDC).
 - SQL Server Integration Services (SSIS), Reporting Services (SSRS) and PowerBI.
 - Internet Information Services (IIS).
 - Administering large, enterprise serving applications.
- Operations and workflow analysis background; able to review processes and recommend solutions.
- Strong analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with an acute attention to detail and eye for accuracy.
- Excellent communication skills, both verbal and written. Must be able to clearly articulate and present findings and recommendations to both technical and non-technical team members.
- Results driven, capable of balancing multiple high priorities and quickly determining priority.
- Ability to prioritise daily tasks and work in a team.
- Excellent troubleshooting skills.
- Self-motivated with a customer-oriented attitude.
- Proactive approach to problem solving.
- Experience of supporting SharePoint platforms.
- Experience using Microsoft System Centre Data Protection Manager (DPM) for protection and recovery of data.
- An understanding of data anonymisation principles and experience of using a data masking tool such as Data Masker.

Desirable

- An understanding of ITIL and DevOps principles in the software development lifecycle.
- Further responsibilities if a solution were to be migrated to Dynamics CRM online are:
 - Managing the Azure environment and interacting with Microsoft support.
 - Administering "Microsoft Social Engagement (MSE)".

Service Management Tool Support (REMEDY) – Overview

Provision of an efficient and effective REMEDY Administration Service responsible for maintaining the Remedy Change Management Service (CMS). The REMEDY Manager will work alongside the configuration Managers supporting exploitation and evolution of REMEDY in support of all ADS activity. The role is responsible for:

- Managing user accounts and role permissions.
- Applying corrective actions to REMEDY incidents.
- Creating, managing and amending workflows.
- Onboarding new customers onto REMEDY.
- Implementing changes to AFD based on the requirements.
- Updating CMS structure.
- Identifying and resolve technical issues/problems with REMEDY and its various interfaces and supporting tools.
- Supporting and implement integration of REMEDY via APIs with business and other systems process improvements.
- Exploiting REMEDY in the form of reports, dashboards and KPIs to users.
- Advise users on the functionality of the REMEDY toolset.
- Applying Hot-Fixes and perform upgrades when new functionality is released by the Vendor that will be beneficial to the business or keeps us compliant with Support.
- Defining the training needs of REMEDY users, develop training programs, user guides, support workshops and training activities to enable users to make the most of REMEDY and improve their effectiveness.

Essential Skills and Experience

- 4 years' experience in REMEDY administration and engineering.
- AR BMC REMEDY System Administrator Certification.
- AR 8.x and 9.x BMC REMEDY deployment and migration experience.
- MyIT, Smart IT and Smart Reporting experience.
- Strong knowledge of BMC Atrium Integrator Spoon and BMC REMEDY Data Import Tool.
- Strong SQL skillset.
- Strong knowledge of BMC web services to support integration activities.
- Strong knowledge of REMEDY Developer Studio and best practice when building upon customisations to forms, and workflow.
- Good understanding of Software Development Lifecycle.
- Ability to pick up existing processes and tools and get up to speed in a short period of time.
- Ability to communicate clearly and succinctly both written and verbally, and present products and ideas in a business-like manner.
- Ability to function as a member of a team while also capable of operation with little supervision or constant guidance.

Outputs/deliverables/milestones

Start Date: 03 Jul 2023

Expected Contract length: 450 days (per each of the 8 resources) over a 21-month period with an option to extend by an additional 12 months (250 days per resource).

Work for DInfo (through ADS), Army HQ, Andover under existing ASSaaS Capability as a Service.

Intellectual Property (IP) Rights (Known as IPR)

The selected supplier shall not retain IPR relating to any services delivered during the terms of the contract. IPR will belong to MOD.

Government Furnished Supplies

N/A
Approach (optional and only in exceptional circumstances) N/A
Payment As per existing ASS as a Service capability with monthly payments based on outcomes.
Contract management arrangements <ul style="list-style-type: none"> • Monthly meetings with ASS resource and ASS Service Manager. • Schedule of work agreed between ASS supplier and the ASS Service Manager with priorities being set by them at the weekly meetings. • If the supplier transitions one resource to another they need to bear the cost in training / coming up to speed (i.e. before current resource A leaves, new resource B must be fully up to speed)
End of contract/Exit strategy <p>The Authority and the Supplier will agree an exit plan during the Call-Off Contract period to enable the Supplier Deliverables to be transferred to the Authority ensuring that the Authority has all the documentation required to support and continuously develop the Service with Authority resource or any third party as the Authority requires. The Supplier will update this plan whenever there are material changes to the Services. A Statement of Work (SoW) may be agreed between the Authority and the Supplier to specifically cover the exit plan.</p> <p>The contract will be until 31 Mar 25 with a 12-month option to extend.</p>
Final Reminder N/A

Attachment 2 – Charges and Invoicing

Charging Method: Capped time and materials (CTM), in accordance with the Resources and Rates detailed in Annex D (Pricing Proposal).

Payment Method: CP&F.

Invoice frequency:	Monthly in arrears in accordance with the Monthly Statement of Work.
Invoice information required:	To be submitted through Exostar: <ul style="list-style-type: none"> • Contract reference, • PO reference, • Work undertaken • Number of resources, • Number of days, • Day rate • UIN against associated requirement

ORDER CHARGES

CORE: Call off charges will be in accordance with the agreed Monthly Statement of Work and the Firm Price Man Days Rates at Attachment 2 and will fall out of the Core £2,632,500.00 ex VAT.

AD-HOC TASKING: An Ad-Hoc Tasking Order Form at Annex A to this Order Form will be agreed between the Supplier and the Authority as a maximum cost utilising the Firm Priced Man Day Rates at Attachment 2. Ad-Hoc Task costs will fall out of the Non-Guaranteed Ad-Hoc Tasking Value (AHTV) of £2,350,000.00 ex VAT.

Maximum Core Amount to utilise resources as and when required:	<p>Core: Call Off charges for twenty-one (21) month Core will be in accordance with the agreed Monthly Statement of Work (Annex B to this order Form) and the Firm Price Man Days Rates (Attachment 2) to a maximum of £2,632,500.00 ex VAT. (T&S not applicable to Core).</p> <p>Ad-Hoc Tasking: An Ad-Hoc Tasking Order Form at Annex A to this Order Form will be agreed between the Supplier and the Authority, for additional outcomes as and when required, as a maximum cost utilising the Firm Priced Man Day Rates (Attachment 2). Ad-Hoc Task costs will fall out of the Non-Guaranteed Ad-Hoc Tasking Value (AHTV) of £2,350,000.00 ex VAT. (T&S will be in accordance with Appendix 1: Expenses Policy).</p>
Maximum Option Period Amount to utilise resources as and when required:	<p>Option: Call off charges for the Option Period will be in accordance with the agreed Monthly Statement of Work (Annex B to this Order Form) and the Firm Price Man Days Rates (Attachment 2) to a maximum of £1,462,500.00 ex VAT (AUTHORITY TO EXERCISE OPTION IF REQUIRED 3 MONTHS PRIOR TO EXPIRY OF CONTRACT)</p>
Charging Method:	Capped time and materials (CTM). In accordance with the Resources and Rates detailed in Attachment 2 (Pricing Details).

Annex 1: Expenses Policy

UK Rail Travel

Standard Class must be selected

Accommodation

Service Mess

If your business travel has taken you onto a base and you need overnight accommodation, it may be that staying in the Service Mess is more cost efficient than a hotel; and should be considered. All military personnel should refer to **JSP 752** Pt 2 Chapter 3 for occasions in which any other form of accommodation may be considered. For civilian staff, the availability and suitability criteria for Mess accommodation is being further developed and will be included in policy guidance shortly.

Hotel

All hotel bookings must be made using the **GBT Online Portal**.

Civilian staff must comply with the approvals processes (Chapter 2). Service Personnel must have both line management and budgetary written or verbal authority before making subsistence arrangements and should note that Night Subsistence (NS) is paid for an overnight absence where there is no suitable Service accommodation provision.

All staff must consult the MOD **capped hotel rates** for spend limits in each location. The Booking Service website will raise a warning if you select a hotel exceeding the capped rate. To proceed with such a booking, you must have line manager written approval of Band D/ OF2/OR7 or above (or locally delegated budget management staff).

Exceptional circumstances where you might exceed a cap rate include: the only hotel available; an overall saving; concern as a 'lone traveller'.

Travel & Subsistence

Spend taxpayers' money responsibly.

If in doubt about what to claim, seek advice from your line manager, budget manager, or from Unit HR/Admin Staff and/ or DBS – it is best to check before you commit to expenditure. Details for military personnel is in **JSP 752**, and for civilian staff in the **Policy Rules and Guidance**.

You cannot claim for alcohol purchased whilst undertaking business travel, either as part of a meal or consumed in isolation.

Subsistence cost limits: You can claim for actual receipted expenditure, within the subsistence limits detailed below, (**not** at a flat rate). You must obtain and retain itemised receipts for all claims. If you do not have a receipt you will need auditable line manager approval, e.g. by email, before you claim, and you must keep the approval.

Over 5 hours **£5.00**

Over 10 hours **£10.00**

Over 12 hours **£15.00**

Evening Meal **£22.50** (overnight stay)

Breakfast* **£10.00**

* when not included in the hotel/B&B rate

Motor Mileage Allowance (MMA) – UK

There are a number of different rates which are related to UK vehicle travel:

- Motor Mileage Allowance (up to 10,000 miles) 30p per mile
- Motor Mileage Allowance (over 10,000 miles) 25p per mile
- Motorcycle 24p per mile
- Pedal cycle 15p per mile
- Passenger Supplement 3p per mile for first passenger; 2p per mile for second and additional passengers
- Equipment Supplement 2p per mile (taxable)
- Excess Fares Allowance 30p per mile

Home to Duty Liability

The Home To Duty Liability (HTDL) is the travel cost incurred getting to/from your normal place of work. This should be deducted from expenses incurred when undertaking business travel to/from the home and a business location. This deduction does not apply to travel between business locations.

Using a Private Vehicle is probably the easiest application. If you normally drive to work and use your vehicle for business travel, then your Motor Mileage Allowance claim should have a deduction commensurate with the normal mileage to work. So, if you normally travel 10 miles to/from your normal place of work (total 20 miles) and drive 30 miles to/from a business location (total 60 miles), the claim should be reduced by 20 miles. This results in a net MMA claim of 40 miles. The deduction only applies to travel to/from the home and business location; not between your normal work place and business location(s).

Part A – Milestone Payments and Delay Payments

#	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 – NOT APPLICABLE

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

<Redacted>



Part D – Risk Register - NOT APPLICABLE

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) - NOT APPLICABLE



Attachment 3 – Outline Implementation Plan - NOT APPLICABLE

#	Milestone	Deliverables (<i>bulleted list showing all Deliverables (and associated tasks) required for each Milestone</i>)	Duration (<i>Working Days</i>)	Milestone Date



Attachment 4 – Service Levels and Service Credits

Service Levels and Service Credits

Service Levels				Service Credit for each Service Period
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold	
Completion of work as per Agreed Monthly Statement of Work	Completion	100%	95%	N/A
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure		
Performance to Pay Process	<p>In accordance with agreed performance to pay progress, Suppliers submit, or provide input, to the following:</p> <ul style="list-style-type: none"> • Accurate and complete agreed Deliverables in a timely manner. • Accurate and complete Acceptance certificates in a timely manner. • Accurate and complete Statement of Works (SOW) in a timely manner. • Accurate and complete invoices in a timely manner. 	<ul style="list-style-type: none"> • All of the inputs are submitted in accordance with the performance to pay process timescales and contain accurate and complete information. 	<ul style="list-style-type: none"> • Inputs are later than prescribed in the performance to pay process but within 5 working days of the prescribed dates. • Inputs are incomplete or inaccurate. 	<ul style="list-style-type: none"> • Inputs are later than 5 working days in the prescribed performance to pay process. • Inputs contain significant errors.
Partnering Behaviours and Added Value	<ul style="list-style-type: none"> • Supplier promotes positive collaborative working relationships within and across the Service team by acting in a transparent manner. • Supplier shows commitment to Buyer goals through adding value over and above the provision of compensated skilled personnel/services. 	<ul style="list-style-type: none"> • No behavioural problems identified. • Buyer reviews attended and positive contributions made. • Added Value recognised by the Authority above provision of compensated skilled resource/services. 	<ul style="list-style-type: none"> • Some minor behavioural problems. • Supplier only attends some meetings or provides minor contributions. • Supplier adds some value above provision of compensated resource/service, but this is not regarded as significant. 	<ul style="list-style-type: none"> • Significant behavioural problems. • Supplier contributions are rare or insignificant and shows little interest in working with other suppliers. • No added value contributions recognised by the Authority.
People (Resourcing)	<ul style="list-style-type: none"> • Successful recruitment and placement of key resources/provision of services to 	<ul style="list-style-type: none"> • Targets met for all resources/provision of Service. 	<ul style="list-style-type: none"> • Targets met for most (50%+) resources/Service 	<ul style="list-style-type: none"> • Target missed for most resources/Service requested through



Service Levels				Service Credit for each Service Period
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold	
	meet the planned deliverables and contractual obligations. • The supplier proactively manages their resource skills against expected Service Outcomes by identifying issues early and in a timely fashion, addressing any deficits.		through no fault of the Buyer.	no fault of the Buyer.
People in Place (Delivery)	• All Supplier resources delivering services for the contracts are performing to the expected standard for the skill-set supplied. • All services delivered by the Supplier are to the required standard expected by the Authority.	• No resources are swapped out due to deficiency in skill set and/or no change of services is required. • No problems identified with quality of work. • Supplier is making positive team contributions • Supplier skills/services meet the standards expected.	• Minor issue noted with quality of work/standard of service. • Few contributions made within team.	• Resource is swapped out from Service due to deficiency in skill set. • Persistent issues with quality of work/service noted (may be minor ones which have persisted from one month to another). • Significant issues with quality of work/service noted in a month.

The Service Credits shall be calculated on the basis of the following formula: N/A

Service Credit Cap

N/A

Critical Service Level Failure

In relation to **Completion of work as per Agreed Monthly Statement of Work** a Critical Service Level Failure shall a delay in producing **the agreed work** ordered by the Customer in excess of **30 days** more than once in any **12 month period** or more than **60 days**



20230623-ADS_Balance_Scorecard.xlsx



Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

- .1.1 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
<Redacted>	Account Director	Contract Period
<Redacted>	Delivery Director	Contract Period

Part B – Key Sub-Contractors - Not Applicable



Attachment 6 – Software – NOT APPLICABLE

- .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:

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 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>
Mastek UK Ltd	D&B Failure Rating	D&B Failure Rating – 10%
[Guarantor Name]	D&B Failure Rating	D&B Failure Rating – 10%
[Key Sub-contractor 1]	D&B Failure Rating	D&B Failure Rating – 10%
[Key Sub-contractor 2]	D&B Failure Rating	D&B Failure Rating – 10%

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]

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- 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	SO2 ADS Service Operations, Army D Info Commercial, D Info Finance
Supplier Members for the Operational Board	SO2 ADS Service Operations, Army D Info Commercial, D Info Finance
Frequency of the Operational Board	Quarterly for Contract Performance; Monthly for agreement of Statement of Work (SO2 ADS Service Operations only)
Location of the Operational Board	Remotely or Army HQ, Andover

PART B – LONG FORM GOVERNANCE - NOT APPLICABLE

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

SERVICE MANAGEMENT BOARD	
Buyer Members of Service Management Board (include details of chairperson)	Not Applicable
Supplier Members of Service Management Board	Not Applicable
Start Date for Service Management Board meetings	Not Applicable
Frequency of Service Management Board meetings	Not Applicable
Location of Service Management Board meetings	Not Applicable

Programme Board	
Buyer members of Programme Board (include details of chairperson)	Not Applicable
Supplier members of Programme Board	Not Applicable
Start date for Programme Board meetings	Not Applicable
Frequency of Programme Board meetings	Not Applicable
Location of Programme Board meetings	Not Applicable

Change Management Board	
Buyer Members of Change Management Board (include details of chairperson)	Not Applicable
Supplier Members of Change Management Board	Not Applicable
Start Date for Change Management Board meetings	Not Applicable
Frequency of Change Management Board meetings	Not Applicable
Location of Change Management Board meetings	Not Applicable

Technical Board	
Buyer Members of Technical Board (include details of chairperson)	Not Applicable
Supplier Members of Technical Board	Not Applicable
Start Date for Technical Board meetings	Not Applicable
Frequency of Technical Board meetings	Not Applicable
Location of Technical Board meetings	Not Applicable

Risk Management Board	
Buyer Members for Risk Management Board (include details of chairperson)	Not Applicable
Supplier Members for Risk Management Board	Not Applicable
Start Date for Risk Management Board meetings	Not Applicable
Frequency of Risk Management Board meetings	Not Applicable
Location of Risk Management Board meetings	Not Applicable

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 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>The Authority is Controller and both the Authority and Supplier are joint Processors.</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 both the Authority and Supplier are the Processors of the following Personal Data:</p> <ul style="list-style-type: none"> Defence Gateway PaaS user profile data.
Duration of the processing	For the duration of the ASSaaS contract, ie for 21 months from 1 Jun 23, plus an option year from 1 Apr 25,
Nature and purposes of the processing	<p>The Supplier will be maintaining the Defence Gateway PaaS user database to ensure that authorised users continue to enjoy access to business applications and services for which they have permission to access in the course of their employment within the wider Defence community.</p> <p>Personal data will originate from Defence HR systems and from users through self-registration.</p> <p>Specific types of personal data will be shared with authorised applications through secure APIs using standard authentication protocols.</p>
Type of Personal Data	<p>User name First name Surname Date of birth NHS Number Email address employment Email address personal Mobile telephone number Pay statements Tax records Pension benefits statements</p>

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Categories of Data Subject	<p>Military Service personnel</p> <p>RFA personnel</p> <p>Civil Servants</p> <p>Defence Academy staff</p> <p>DECA staff</p> <p>DSTL staff</p> <p>Contract staff</p> <p>Cadet Force adult volunteers</p> <p>Cadet Force cadets</p> <p>Service family members</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	Data will be processed and retained on Defence systems.

Attachment 10 – Transparency Reports

Title	Content	Format	Frequency
Performance	Feedback from end customer	Presentation – Performance review	Weekly and Monthly
Order Contract Charges	Days, no of resources	Agreed Statement of Work and Invoice	Monthly
Key Subcontractors	List of Key-Subcontractors Supply chain governance	Stand-ups & Presentation	Monthly & Quarterly
Technical	As detailed within the monthly Statement of Work	Stand-up & Presentation/Meeting	Weekly, and provide information within Quarterly Performance Review Meetings
Performance and underperformance management	Delivery to date, roles, no of days, and resources, cost	Presentation/Meeting	Weekly, and provide information within Quarterly Performance Review Meetings
Resource plans	Supplier is to provide suitably qualified experienced resource to deliver the outputs, if resource becomes unavailable, the supplier must provide replacement SQEP resource within 48 hours (to be further agreed with contract manager)	Email notification to Authority of any unavailability to be further discussed and agreed with contract manager	As & When required

- 1.1 Every week as new capabilities need new data; Remedy work tickets are raised which are prioritised daily. The supplier delivers them, grouping them up into releases agreed with the customer.
- 1.2 Once these releases go live to the user, we call them to ensure they got what they wanted. Weekly Kanban meetings discuss and investigate through backlogs of work in detail, and monthly high-level meetings to take an overview of the contract and discuss any major issues, and quarterly meetings with the Commercial Team.

Attachment 11 - Call Off Terms and Additional/Alternative Schedules and Clauses

See Annex A: Ad-Hoc Tasking Order Process Map & Form

See Annex B: Monthly SOW Template

See Call Off Terms and Conditions AND Alternative and Additional Clauses

Attachment 12 - Statement Relating to Good Standing (PCR 2015)

See Annex C – Suppliers completed Statement of Good Standing

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Attachment 13 - Supplier's Tender Response

<Redacted>