



**RM6100 Technology Services 3
Framework Schedule 4 Annex 1
Lot 1 Order Form [REDACTED]**

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 <https://www.crowncommercial.gov.uk/>. 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 Deliverables 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 (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 – Schedule of Processing, Personal Data and Data Subjects;
4. Attachment 3 – Transparency Reports; and
5. Annex 1 – Call-Off Terms.

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

- a) the Framework, except Framework Schedule 18 (Tender);
- b) the Order Form and its Attachments;
- c) the Call-Off Terms; and
- d) Framework Schedule 18 (Tender).



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Section A
General information

Contract Details

Contract Reference: 704811450

Contract Title: DE&S Digital Improvement Programme (DDIP)

Contract Description: Provision of External Support to Implement the DE&S Digital Improvement Programme (DDIP)

Commencement Date: 10 October 2022

Buyer details

Buyer organisation name

Defence, Equipment & Support (DE&S)

Billing address

MoD Abbey Wood
Spruce 2B #1261
Bristol
BS34 8JH

Buyer representative name

Laura Crowe

Buyer representative contact details

[REDACTED]

Buyer Project Reference

704811450



Crown
Commercial
Service

Supplier details

Supplier name

Atos IT Services UK Limited

Supplier address

Second Floor,
MidCity Place,
71 High Holborn,
London,
WC1V 6EA

Supplier representative name

[REDACTED]

Supplier representative contact details

[REDACTED]

Order reference number or the Supplier's Catalogue Service Offer Reference Number

RM6100-L01-Atos-00009



Section B

Part 1 - The Services Requirement

Commencement Date

See above in Section A

Contract Period

12 months

Services

The Supplier shall provide the following Services to the Buyer:

1. The Supplier shall create a measurably more efficient and effective DE&S Digital Live Services Team ("Live Services"), evidenced in part through the identification of a minimum of 6 FTE savings from Live Services, aligned with the current Target Operating Model ("TOM").
2. The supplier shall identify and embed an effective Project Controls (PC) Function support service to DE&S Digital utilising existing resources.
3. The supplier shall identify & justify the logical and most effective home for the emerging Data Science team in DE&S Digital.
4. The supplier shall identify and provide a deliverable plan ("Efficiencies Plan") to enable DE&S Digital to continue to improve and find efficiencies and make it a measurably more productive organisation, as part of the DE&S Digital Improvement Programme ("DDIP"), and to implement the first quarter of that Efficiencies Plan.

The Services are more particularly described in Attachment 1 (Services Specification).

Deliverables

The Supplier shall provide the following Deliverables to the Buyer as part of the Services:

1. Report and briefing of the report that incorporates at least 3 innovative options capable of making live services more innovative, effective and efficient.
2. Communicate and secure agreement with stakeholders to a recommended option for live services.
3. Produce and brief Buyer Programme Executive a deliverable option summary plan ("Options Plan"), based upon (2).
4. Communicate and secure agreement to the deliverable Option Plan from key stakeholders within Live Services team.



5. Deliver The Options Plan to support live services realisation of benefits and identify the 6 defined FTE savings.
6. Complete a Learning from Experience exercise following (5), leading to production of a, b and c below:
 - a. a written report including evidence of the benefit realisation,
 - b. identification of at least one repeatable activity that can be employed in operating model of Live Services, and
 - c. identification of three further areas for improvement within the Live Services operations.
7. Create and brief a report that details the recommended support option, proposed support service plan ("Support Plan") and rationale/justification for recommendation. Report to also include:
 - a. Confirmation of current project controls resource
 - b. Data that includes future support numbers, structure, and location
 - c. Mapping between (7a) and (7b)
 - d. Risks and benefits
8. Produce and brief the deliverable Support Plan.
9. Communicate and secure stakeholder agreement to the Support Plan, incorporating and adjusting for feedback.
10. Deliver and brief on 9.
11. Provide and brief a report that details the recommended option, the organisational restructuring required ("Restructure Plan") and the rationale for how it will align within the existing TOM, with supporting evidence, as well as risks and benefits.
12. Communicate and secure stakeholder agreement to 11.
13. Produce and brief a deliverable Restructure Plan.
14. Provide and brief a report that enables Buyer organisation to understand how it can develop and implement a coherent set of improvement activities, including but not limited to a) and b) below:
 - a. Digitisation of processes, workflow, data collection, reporting, and dashboarding from the DE&S Digital Front Door all the way through to delivery - including enabling activities within the OC (end to end).
 - b. A proposal and outline Efficiencies Plan for a coherent set of DDIP activities that DE&S Digital will carry out in the next financial year.
15. Implement the 1st quarter (from Jan to Mar 23) of the Efficiencies Plan (14), and to realise and communicate the benefits identified for that quarter.

The Deliverables are more particularly described in Attachment 1 (Services Specification)*.

Sites for the provision of the Services

The Supplier shall provide the Services and/or Deliverables from the following Sites:

Buyer Premises:

Defence, Equipment & Support (DE&S)
030 679 34324
MoD Abbey Wood
Spruce 2B #1261
Bristol



Crown Commercial Service

BS34 8JH

Supplier Premises:

Atos IT Services UK Limited
Second Floor,
MidCity Place,
71 High Holborn,
London,
WC1V 6EA

Third Party Premises:

Not Applicable

Additional Standards

Not Applicable

Key Supplier Personnel

Key Supplier Personnel	Key Role(s)	Duration
[REDACTED]	Delivery Director / ITOM SME	10/10/2022 to 05/05/2023
[REDACTED]	Engagement Manager / Project Lead	10/10/2022 to 05/05/2023
[REDACTED]	ITOM SME	24/10/2022 to 14/04/2023

Buyer Property

The Buyer will be issued MODNet Laptops to carry out the work.

Buyer Security Policy

Not Applicable

Buyer Enhanced Security Requirements

Not Applicable

Insurance

[REDACTED]

Key Sub-Contractors

Not Applicable

Part 2 – Charges, Payment and Invoicing



Contract Charges (excluding VAT)

The Total Maximum Charges for this Call-Off Contract (Order Form) is £391,188.00

Travel and Subsistence expenses associated with DE&S Digital Improvement Programme will be payable on a reimbursement basis upon the Supplier producing valid receipts and providing that individual expenses are within the caps specified in the Buyer's policy document "Ministry of Defence – Statement of Civilian Personnel Policy – Business Travel Guide."



Business-Travel-Guid
e.pdf

All Charges shall be payable by the Buyer in accordance with the Payment Profile set out below.

Payment Profile

The payment profile for this Contract is:

[REDACTED]

Invoice Details

The Supplier will issue Electronic Invoices in accordance with the agreed Payment Profile.

All invoices must be sent via Exostar in accordance with the Payment Method detailed below.

All invoices must include the project reference **704811450**.

Method of Payment

The payment method for this Contract is the Buyer's e-payment "CP&F" (Contracting, Purchasing & Finance) system.

Contract Maximum Anticipated Potential Value: £391,188.00

Part 3 – Additional and Alternative Buyer Terms

Additional Schedules and Alternative 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 Lot 1.



Additional Schedules

Additional Schedules	Tick as applicable
S1: Business Continuity and Disaster Recovery	<input type="checkbox"/>
S2: Continuous Improvement	<input type="checkbox"/>
S3: Supply Chain Visibility	<input type="checkbox"/>

Where selected above the Additional Schedules set out in document RM6100 Additional Terms and Conditions Lot 1 shall be incorporated into this Contract.

Alternative Clauses

The following Alternative Clauses will apply:

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

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lot 1 shall be incorporated into this Contract.

Liability

The limitation of liability set out in Clause 12.1 of the Call-Off Terms shall be amended to read:

Not Applicable

Termination for Convenience

The notice period for termination of convenience set out in Clause 19.1 of the Call-Off Terms shall be amended from 30 Working Days to read: Not Applicable



Section C
Supplier response

Technology Services 3 RM6100 Service Offer

Service Offer Reference No: RM6100-L01-Atos-00009

Service Description:

This fixed price service offering is to provide a defined seven-month Technology Strategy and Services Design service for buyers undergoing transformational change. The service supports Digital Improvement Programmes transitioning to a desired Target Operating Model.

Creation of measurably more efficient and effective Live Services

The Supplier will use their IT Operating Model framework and methodology to identify efficiencies and opportunities to both innovate and optimise while ensuring any recommendations are aligned to the Buyer's strategy and support the current target operating model. The Supplier will use suitable qualified and experienced personnel that have subject matter expertise in IT Operating Model Design, IT Service Operations and IT Transformation. The Supplier will also use resources that have specific knowledge and experience in working with Defence clients to ensure they understand the Buyer's business and operating context and can apply themselves most effectively.

The Supplier will provide design artefacts that include integration options, alignment options and ways to remove duplication to enable services and the people who deliver them to operate in an integrated way.

The Supplier will work in a collaborative way with the Buyer through a series of workshops, remote or in-person interviews and meetings. The Supplier will document and communicate options, rationale and recommend options for realising any operational efficiencies including FTE savings, this approach will allow full transparency in the methodology used as well as any dependencies and assumptions made by the Supplier.

Deliverables: As follows:

1. Report and briefing of the report that incorporates at least 3 innovative options capable of making live services more innovative, effective and efficient. The report structure and content will build in collaboration through weekly check-points. Due on or before 18 November 2022.
2. Communicate and secure agreement with stakeholders to a recommended option for live services. Due on or before 31 December 2022.
3. Produce and brief Buyer Programme Executive a deliverable option summary plan ("Options Plan"), based upon (2). Due on or before 13 January 2023.



4. Communicate and secure agreement to the deliverable Option Plan from key stakeholders within Live Services team. Due on or before 10 February 2023.
5. Deliver The Options Plan to support live services realisation of benefits and identify the 6 defined FTE savings. Due on or before 17 March 2023.
6. Complete a Learning from Experience exercise following (5), leading to production of a, b and c below. Due on or before 28 April 2023:
 - a. written report including evidence of the benefit realisation,
 - b. identification of at least one repeatable activity that can be employed in operating model of Live Services, and
 - c. identification of three further areas for improvement within the Live Services operations.

Embed effective Project Controls Function Support Service utilising buyer's existing resources and working with the Function:

The Supplier's extensive work within this domain to date has highlighted the importance and need for effective project controls including utilising existing resources wherever possible.

The service will build upon the Supplier's experience and lessons learned, in order to design and embed a Project Controls Function Support Service that is efficient and utilises best practices in order to deliver projects efficiently and effectively.

The service will develop structural and resourcing options, recommendations and create a deployment/support plan of resources. The Supplier will work collaboratively, regularly communicating these options to the buyer's key stakeholders as they are developed. This will include understanding the current resourcing and analysis of future resource requirement to the project controls function support service to ensure that there is sufficient capability and capacity to meet the anticipated future needs of the Buyer. (by working with the Project Controls function as well as the delivery team)

This approach will generate feedback and facilitate buy-in at all levels. Deliverables: As follows:

7. Create and brief a report that details the recommended support option, proposed support service plan ("Support Plan") and rationale/justification for recommendation. Report to also include – all due on or before 31 December 2022:
 - a. Confirmation of current project controls resource
 - b. Data that includes future support numbers, structure, and location
 - c. Mapping between (7a) and (7b)
 - d. Risks and benefits
8. Produce and brief the deliverable Support Plan. Due on or before 13 January 2023.
9. Communicate and secure stakeholder agreement to the Support Plan, incorporating and adjusting for feedback. Due on or before 10 February 2023.
10. Deliver and brief on 9. Due on or before 17 March 2023.



Identify and recommend how to incorporate emerging new digital led teams, such as a Data Science team into Buyer organisation:

Digital led skills, such as Data Science, is an increasing pivotal function that helps exploit data to inform decisions and enable operational effectiveness. The Supplier will as part a broader IT Operating Model design activity develop a high-level functional model for a Data Science Team that is complementary to the existing structure of DE&S Digital and includes a suggested team structure, roles, interfaces and accountabilities (RACI).



The supplier will use their organisational design experience, expert opinion, and inputs from the Buyer's stakeholders to identify & justify the logical and most effective home for the Data Science team, in the buyer's organisation.

Deliverables:

11. Provide and brief a report that details the recommended option, the organisational restructuring required ("Restructure Plan") and the rationale for how it will align within the existing TOM, with supporting evidence, as well as risks and benefits. Due on or before 30 November 2022.
12. Communicate and secure stakeholder agreement to 11. Due on or before 7 December 2022.
13. Produce and brief a deliverable Restructure Plan. Due on or before 28 February 2023.

Creation of DE&S Digital Improvement plan (DDIP) and implementation of first quarter of the plan:

The supplier recognises that any Digital Improvement transformation programme will need a clear plan to identify and deliver improvements and efficiencies, and as such will ensure that improvement opportunities across the Buyers' organisation are mapped out in an improvement plan that is realistic, delivers the required outcomes and wherever possible identifies quick wins that can deliver efficiencies as soon as possible in an agile way.

Any such efficiencies plan needs to take into consideration the ability of the organisation to change and should be designed in a way that minimises risk, avoids disrupting BAU activities and allows the organisation to adapt to change in a manageable way.

Deliverables:

14. Provide and brief a report that enables Buyer organisation to understand how it can develop and implement a coherent set of improvement activities, including but not limited to a) and b) below. Due on or before 31 December 2022:
 - a. Digitisation of processes, workflow, data collection, reporting, and dashboarding from the DE&S Digital Front Door all the way through to delivery - including enabling activities within the OC (end to end).
 - b. A proposal and outline Efficiencies Plan for a coherent set of DDIP activities that DE&S Digital will carry out in the next financial year.
15. Implement the 1st quarter (from Jan to Mar 23) of the Efficiencies Plan (14), and to realise and communicate the benefits identified for that quarter. Due on or before 17 March 2023.



Conditions on the Customer:

The Buyer acknowledges that the Supplier's successful delivery of the Services is subject to the following prerequisites:

The buyer will nominate a Project Lead to support the delivery of this service and to ensure access to buyer stakeholders and artefacts throughout the service period.

The buyer will make available artefacts and documents requested by Atos that are needed in order to deliver our services and outputs. Atos will request these artefacts during the mobilisation phase and during the service period as required.

If Atos staff are required to work on site, then the Buyer will provide suitable office environments to allow the project teams to cohabit and put in place joint working practices.

Atos will identify and support the realisation of stakeholder agreement, efficiencies and benefits. Where realisation is outside of the direct control of Atos, we will raise this for the attention of the buyer to resolve. Atos will support the realisation of benefits, but will not be held responsible for any failures in the realisation of stakeholder agreement, efficiencies and benefits that are outside of our direct control.

Draft versions of the deliverables (including early sight of the findings and recommendations) will be shared with the Buyer for review at regular intervals including the end of each phase of the engagement. When deliverables are provided for review, the Buyer will provide any feedback and clarification questions in one tranche and within 5 working days of the deliverable being released for review, unless agreed otherwise by both parties.

Finalised deliverables will be submitted for acceptance at agreed milestones during the engagement, the Buyer will provide any feedback and clarification questions in one tranche and within 5 working days of the deliverable being released for acceptance, unless agreed otherwise by both parties. Atos will assume acceptance if no feedback is received after 5 working days.

Draft Implementation Plan:

The service will be delivered through a dedicated delivery team, that will work with the Buyer organisation, providing monthly progress reports across all aspects of the service implementation.

In the first week, the service delivery team will work with the buyer organisation to produce a specific implementation plan, that is tailored to the buyer's organisation, their requirements, stakeholder availability and balancing other commitments, and agreeing and incorporating key milestones dates for deliverables over the eight-month service period.



Service Level Agreement:

All reports and design artefacts will be produced using an agile approach working collaboratively with the buyer and include rationale for proposed options, associated risks, assumptions, dependencies, and benefits leading to the preferred option recommendation.

The supplier will work with the Buyer to communicate recommendations and options as well as brief plans to key stakeholders in line with the Buyers existing Communication Plan. Feedback will be captured through stakeholder engagement to iteratively build reports and adjust plans as required.

Conditions on the Customer:

The Buyer acknowledges that the Supplier's successful delivery of the Services is subject to the following prerequisites:

The buyer will nominate a Project Lead to support the delivery of this service and to ensure access to buyer stakeholders and artefacts throughout the service period.

The buyer will make available artefacts and documents requested by Atos that are needed in order to deliver our services and outputs. Atos will request these artefacts during the mobilisation phase and during the service period as required.

If Atos staff are required to work on site, then the Buyer will provide suitable office environments to allow the project teams to cohabit and put in place joint working practices.

Atos will identify and support the realisation of stakeholder agreement, efficiencies and benefits. Where realisation is outside of the direct control of Atos, we will raise this for the attention of the buyer to resolve. Atos will support the realisation of benefits, but will not be held responsible for any failures in the realisation of stakeholder agreement, efficiencies and benefits that are outside of our direct control.

Draft versions of the deliverables (including early sight of the findings and recommendations) will be shared with the Buyer for review at regular intervals including the end of each phase of the engagement. When deliverables are provided for review, the Buyer will provide any feedback and clarification questions in one tranche and within 5 working days of the deliverable being released for review, unless agreed otherwise by both parties.

Finalised deliverables will be submitted for acceptance at agreed milestones during the engagement, the Buyer will provide any feedback and clarification questions in one tranche and within 5 working days of the deliverable being released for acceptance, unless agreed otherwise by both parties. Atos will assume acceptance if no feedback is received after 5 working days.



Draft Implementation Plan:

The service will be delivered through a dedicated delivery team, that will work with the Buyer organisation, providing monthly progress reports across all aspects of the service implementation.

In the first week, the service delivery team will work with the buyer organisation to produce a specific implementation plan, that is tailored to the buyer's organisation, their requirements, stakeholder availability and balancing other commitments, and agreeing and incorporating key milestones dates for deliverables over the eight-month service period.

Service Level Agreement:

All reports and design artefacts will be produced using an agile approach working collaboratively with the buyer and include rationale for proposed options, associated risks, assumptions, dependencies, and benefits leading to the preferred option recommendation.

The supplier will work with the Buyer to communicate recommendations and options as well as brief plans to key stakeholders in line with the Buyers existing Communication Plan. Feedback will be captured through stakeholder engagement to iteratively build reports and adjust plans as required.

Commercially Sensitive information

Service performance related material, including but not limited to:

- a) Regular and ad-hoc service reports;
- b) Rectification plans and material related to the conduct and/or outcome of such plans; and
- c) Material disclosed in relation to audits.

The Services Specification.

Reports, materials and data provided pursuant to provisions relating to Insurance, Charging & Invoicing, Financial Reports and Audit Rights, and Key Personnel.



Section D
Contract award

This 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	Client Executive
Signature	[REDACTED]
Date	07/10/2022

For and on behalf of the Buyer

Name	
Job role/title	Commercial Deputy Head
Signature	
Date	07/10/2022



Attachment 1 – Services Specification

1. The Supplier shall create a measurably more efficient and effective DE&S Digital Live Services Team (“Live Services”), evidenced in part through the identification of a minimum of 6 FTE savings from Live Services, aligned with the current Target Operating Model (“TOM”).

The supplier must achieve the following Key Deliverables:

- 1.1. Provide and brief a report that details at least three innovative options capable of making Live Services more innovative, effective and efficient. The structure and format for the report will emerge during regular weekly checkpoints with the Live Services Programme Executive. As a minimum the report must include integration options, alignment options, ways to remove duplications and enable Live Services and the people within it to operate in a more integrated way. The report must also include the rationale for any proposed option including the analysis, supported by data as well as any associated risks, assumptions, dependencies and benefits leading to the preferred option recommendation – by 18th November 2022.
- 1.2. Communicate and secure agreement to a recommended option for Live Services from Key Stakeholders – by 31st December 2022.
- 1.3. Produce and brief to the Programme Executive a deliverable option summary plan (the “Options Plan”) based upon the recommended option - by 13th January 2023.
- 1.4. Communicate and secure Live Services agreement to the Options Plan from key Live Services stakeholders and adjust the Options Plan accordingly – by 10th February 2023.
- 1.5. Deliver the Options Plan to support Live Services realisation of the 6 FTE savings - by 17th March 2023.
- 1.6. Undertake a LFE exercise with Live Services staff. From this exercise:
 - 1.6.1. Produce a written report to brief Live Services stakeholders and provide evidence that the proposed benefits have been realised.
 - 1.6.2. Identify at least one repeatable activity that can be employed within the TOM in other parts of Live Services; and
 - 1.6.3. Identify three further areas for improvement in Live Services - by 28th April 2023.

2. The supplier shall identify and embed an effective Project Controls (PC) Function support service to DE&S Digital utilising existing resources.

The successful supplier must achieve the following Key Deliverables:

- 2.1 Provide and brief a report that details the recommended support option, the proposed support service plan (“Support Plan”) to be used, and the rationale justifying the Support Plan including, but not limited to:
 - 2.1.1 Confirmation of the current Project Controls resource;



- 2.1.2 Data that includes future support numbers, structure and location;
- 2.1.3 The mapping between 2.1.1 and 2.1.2; and
- 2.1.4 The as risks and benefits - by 31st December 2022.

2.2 Produce and brief a deliverable Support Plan - by 13th January 2023.

2.3 Communicate and secure Key Stakeholder agreement to the Support Plan, including feedback, and adjust the Support Plan to accommodate stakeholder feedback – by 10th February 2023.

2.4 Deliver and brief the agreed Support Plan – by 17th March 2023.

3. The supplier shall identify & justify the logical and most effective home for the emerging Data Science team in DE&S Digital.

3.1 Provide and brief a report that details the recommended option, the organisational restructuring required (“Restructure Plan”) and the rationale for how it will align within the existing TOM, with supporting evidence, as well as risks and benefits - by 30th November 2022.

Additionally the Restructure Plan shall show the most appropriate structure, size and location for the emerging DE&S Digital Data Science Team – by 30th November 2022.

3.2 Communicate and secure Key Stakeholder agreement to the Restructure Plan – by 7th December 2022.

3.3 To produce and brief a deliverable Restructure Plan - by 13th January 2023. Deliver the agreed Restructure Plan - by 28th February 2023.

4. The supplier shall identify and provide a deliverable plan (“Efficiencies Plan”) to enable DE&S Digital to continue to improve and find efficiencies and make it a measurably more productive organisation, as part of the DE&S Digital Improvement Programme (“DDIP”), and to implement the first quarter of that Efficiencies Plan.

4.1 Provide and brief a report that enables DE&S Digital to understand how it can develop and implement a coherent set of improvement activities. This should include (but not be limited to):

- 4.1.1. Digitisation of processes, workflow, data collection, reporting, and dashboarding from the DE&S Digital Front Door all the way through to delivery - including enabling activities in the COO and FMT (end to end); and
- 4.1.2. A proposal and outline Efficiencies Plan for a coherent set of DDIP activities that Live Services will carry out in 2023/24 – by 31st December 2022.

4.2 To implement the 1st quarter (from Jan to Mar 23) of the Efficiencies Plan above, and to realise and communicate the benefits identified for that quarter – by 17th March 23



Glossary

Project Controls Function	A sub-function of the Project Delivery (PD) function. Project Delivery is one of eight Functions that provides specifically skilled resources to teams within DE&S as part of the matrix-managed organisation.
Live Services Team	A Delivery Team within the DE&S Digital Operating Centre.
Stakeholders	Individuals or group impacted by the activities of the requirement detailed in this SOR and the associated Business Case. Identified in RACI.
Key Stakeholders	A sub-set of stakeholders who have specific responsibilities and accountabilities for delivering this programme.
SRO	Senior Responsible Officer. Nigel Shaw DE&S CDIO for the requirement detailed in this SOR and the associated Business Case.
Programme Executive	Lead person responsible for the delivery of the programme of activities within this SOR.
Programme Manager	Responsible person to co-ordinate delivery and activity of all four strands in the SOR and Business Case. Identified in RACI.
DE&S Digital Customer Portal	A tool found on the DE&S Intranet to request services and assistance from DE&S Digital.
PDM	Primary Delivery Manager. Assigns tasks and monitors staff performance.
FTE	Full Time Equivalent – personnel resources
TOM	Target Operating Model
TS1 and TS2	Transition States 1 and 2 of the TOM



Appendix A to Attachment 1

Communications Plan

Date	Activity	Audience	Comments
1. Live Services			
Weekly from contract start	The Supplier to conduct weekly checkpoints.	Programme Executive / Key Stakeholders	Face-to-face/hybrid supported by presentation pack.
18 November 2022	The Supplier to brief the report and supporting information as detailed in paragraph 1.1 of the SOR.	Programme Executive	Face-to-face/hybrid supported by presentation pack. Required by no later than 18 November 2022 and additional stakeholders to be briefed as advised by the Programme Lead.
No later than 30 November 2022	The Supplier to brief the Report agreed with the Programme Lead above and next steps	Key Stakeholders	Face-to-face/hybrid supported by presentation pack.
No later than 31 December 2022	The Supplier to communicate options, analysis and recommended option.	Key Stakeholders	Face-to-face/hybrid supported by presentation pack. Ensure that all Key Stakeholders are briefed and agree the recommended option, taking into account their availability over the Christmas leave period.
No later than 13 Jan 2023	The Supplier to brief the deliverable option summary plan	Programme Executive	Face-to-face/hybrid supported by presentation pack.
No later than 10 February 2023	The Supplier to communicate face to face and in hybrid meetings the Live Services Options Plan.	Live Services Team	Face-to-face/hybrid supported by presentation pack.
No later than 28 April 2023	The Supplier to produce a written report and brief it to provide evidence that the proposed benefits have been realised, identify at least one repeatable activity that can be employed within the TOM in other parts of Live Services and identify three	Live Services Team	Face-to-face/hybrid supported by presentation pack.



	further areas for improvement in Live Services		
2. Project Controls			
No later than 31 st December 2022	The Supplier to brief the report and supporting information as detailed in paragraph 2.1 of the SOR.	Key Stakeholders and DE&S Digital Deputy COO	Face-to-face/hybrid supported by presentation pack.
No later than 13 th January 2023	The Supplier to brief the deliverable Support Plan	Key Stakeholders and DE&S Digital Deputy COO	Face-to-face/hybrid supported by presentation pack.
No later than 10 th February 2023	The Supplier to communicate Key Stakeholder agreement to the Support Plan, including feedback.	Key Stakeholders and DE&S Digital Deputy COO	Face-to-face/hybrid supported by presentation pack.
No later than 17 th March	The Supplier to brief the agreed Support Plan and how it will be delivered.	Key Stakeholders and DE&S Digital Deputy COO	Face-to-face/hybrid supported by presentation pack.
3. Data Scientists			
No later than 30 th November 2022	The Supplier to brief the report that details the recommended option, the organisational restructuring required ("Restructure Plan") and the rationale for how it will align within the existing TOM, with supporting evidence, as well as risks and benefits. OPTIONAL – additionally the Restructure Plan shall show the most appropriate structure, size and location for the emerging DE&S Digital Data Science Team	Key Stakeholders and DE&S Digital Data Services Hd	Face-to-face/hybrid supported by presentation pack.
No later than 7 th December 2022	The Supplier to communicate Key Stakeholder agreement to the Restructure Plan	Key Stakeholders and DE&S Digital Data Services Hd	Face-to-face/hybrid supported by presentation pack.



No later than 13 th January 2023	The Supplier to brief the deliverable Restructure Plan.	Key Stakeholders and DE&S Digital Data Services Hd	Face-to-face/hybrid supported by presentation pack.
4. DE&S Digital Improvement Plan (DDIP)			
No later than 31 st December 2022	The Supplier to provide and brief the report that enables DE&S Digital to understand how it can develop and implement a coherent set of improvement activities.	Key Stakeholders	Face-to-face/hybrid supported by presentation pack.
No later than 17 th March 2023	The Supplier to communicate the progress of the 1 st quarter (from Jan to Mar 23) of the Efficiencies Plan, and how the benefits identified for that quarter have been realised.	Key Stakeholders	Face-to-face/hybrid supported by presentation pack.



Appendix B to Attachment 1

Within the scope of the Call-Off Contract, the Supplier agrees to comply with the following DEFCONS where “Contractor” shall mean the Supplier and “Authority” shall mean the Buyer:

DEFCON 76 – 06/21 - Contractor's Personnel at Government Establishments

DEFCON 513 – 07/21 - Value Added Tax

DEFCON 522 - 11/21 - Payment and Recovery of Sums Due

DEFCON 531 – 9/21 - Disclosure of Information

DEFCON 534 - 06/21 - Subcontracting and Prompt Payment

DEFCON 611 - 02/16 - Issued Property

DEFCON 609 – 07/21 - Contractor's Records

DEFCON 658 – 09/21 – Cyber

Further to DEFCON 658 the Cyber Risk Profile of the Contract is High, as defined in Def Stan 05-138.



Attachment 2 – Schedule of Processing, Personal Data and Data Subjects

Not Applicable as the Supplier shall not be authorised to process any Personal Data under this Contract.



Crown
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Attachment 3 – Transparency Reports

Not Applicable



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



RM6100-Lot-1-Call-
Off-Terms-v2.00 (2).d



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Annex 2 – Security Aspects Letter

[REDACTED]