

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE:	C26592
CALL-OFF TITLE:	UCD Capability Services
CALL-OFF CONTRACT DESCRIPTION:	User Centred Design (UCD) capabilities and roles which are critical to continued provision of client-side services to ongoing DDTS programmes
THE BUYER:	Department for Environment, Food and Rural Affairs
BUYER ADDRESS	Seacole Building 2 Marsham Street London SW1P 4DF
THE SUPPLIER:	TPXimpact Ltd
SUPPLIER ADDRESS:	2-4 The Hickman Building 2nd Floor (South) Whitechapel Road London E1 1EW
REGISTRATION NUMBER:	06472420
DUNS NUMBER:	211044880
SID4GOV ID:	N/A

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables

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is issued under the Framework Contract with the reference number RM6263 for the provision of Digital Specialists and Programmes Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1) to this Framework Schedule 6 (Order Form Template, SOW Template and Call-Off Schedules).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

CALL-OFF LOT(S):

Lot 2 – Digital Specialists

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1 (Definitions) RM6263
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6263
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 -
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 13 (Cyber Essentials)
 - Call-Off Schedules for RM6263
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliveries)

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- Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 14B (Service Levels and Balanced Scorecard) - The Parties shall agree within 6 weeks of signing what measures are to be monitored.
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 25 (Ethical Walls Agreement)
5. CCS Core Terms (version 3.0.11)
 6. Joint Schedule 5 (Corporate Social Responsibility) RM6263
 7. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

The following Special Terms are incorporated into this Call-Off Contract:

The Supplier shall provide the Deliverables within the timelines specified in the Call-Off Contract and Statements of Works unless otherwise agreed in writing between the Parties.

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CALL-OFF START DATE:	18 th November 2024
CALL-OFF EXPIRY DATE:	17 th November 2025
CALL-OFF INITIAL PERIOD:	12 Months
CALL-OFF OPTIONAL EXTENSION PERIOD:	3 Months
MINIMUM NOTICE PERIOD FOR EXTENSION(S):	1 Month
CALL-OFF CONTRACT VALUE:	£3,500,000.00 (excluding VAT)

CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Call-Off Specification)

BUYER's STANDARDS

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards set out in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

- Access Management Policy
- Availability Management Policy
- Change and Evaluation Management Policy
- Configuration Management Policy
- Defra Group Security Policy
- Knowledge Management Policy
- Operational Risk Management Policy
- Release and Deployment Management Policy
- Service Validation and Testing Policy
- Software Asset Management Policy
- Records Management
- Supplier Management Policy
- Service Delivery Lifecycle
- DOTS Software Development and Testing Standards

CYBER ESSENTIALS SCHEME

The Buyer requires the Supplier, in accordance with Joint Schedule 13 (Cyber Essentials Scheme) to provide a Cyber Essentials Plus Certificate or any other equivalent security accreditation, as agreed with the authority, such as ISO27001, prior to commencing the provision of any Deliverables under this Call-Off Contract.

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MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms, as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £3,500,00.00.

CALL-OFF CHARGES

The Charges will not be impacted by change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

- Specific Change in Law

See details in Call-Off Schedule 5 (Pricing Details and Expenses Policy) for further details.

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

REIMBURSABLE EXPENSES

See Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy)

PAYMENT METHOD

The payment profile for this Contract is monthly in arrears.

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

BUYER'S INVOICE ADDRESS:

Invoices must be sent to:

APinvoices-DEF-U@gov.sscl.com or

Shared Services Connected Limited

Phoenix House,

Celtic Springs Business Park,

Newport,

NP10 8FZ

BUYER'S ENVIRONMENTAL POLICY

To follow

BUYER'S SECURITY POLICY

DEFRA Group Security Policy PLIS 002 v8.0, April 2022



Defra Group
Security Policy v8.0.0

BUYER'S AUTHORISED REPRESENTATIVE

[Redacted text block containing multiple lines of blacked-out information]

SUPPLIER'S AUTHORISED REPRESENTATIVE

[Redacted text block containing multiple lines of blacked-out information]

SUPPLIER'S CONTRACT MANAGER

[Redacted text block containing multiple lines of blacked-out information]

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2nd Floor (South)
Whitechapel Road
London
E1 1EW

PROGRESS REPORT FREQUENCY

Monthly –This is to be specified on a SOW basis.

PROGRESS MEETING FREQUENCY

Monthly –This is to be specified on a SOW basis.

KEY STAFF

n/a

KEY SUBCONTRACTOR(S)

N/A

COMMERCIALLY SENSITIVE INFORMATION

See details in Joint Schedule 4 (Commercially Sensitive Information)

BALANCED SCORECARD

See Call-Off Schedule 14B (Service Levels and Balanced Scorecard) To be agreed between the Parties within 6 weeks of the Order form being signed

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

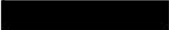



The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Joint Schedule 5 (Corporate Social Responsibility), Call-Off Schedule 4 (Call-Off Tender) and Call-Off Schedule 14b (Service Levels and Balanced Scorecard)

STATEMENT OF WORKS

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.



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Signed for and on behalf of the Supplier:	Signed for and on behalf of the Buyer:
 	 

Appendix 1

Annex 1 (Template Statement of Work)

Statement of Work for 'Supplier & Call-Off Contract Title'

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables/ requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

Statement of Work Unique & Specific Title ¹						
Supplier Name ²						
Call-Off Contract Title ³						
Call-Off Contract Reference ⁴						
Supplier Management Contract Ref ⁵						
Cost Centre Name & Number ⁶	Choose an item.					
Confirm Project Tier ⁷	Choose an item.					
Spend Split ⁸						
	Project Name / Code Description	Project Code	Analysis Code	Task Code	R DEL £	C-DEL £
PAB Reference & Value ⁹						
SOW Reference ¹⁰	SOW Supplier Shorthand Ref_0001 to be taken from Cost Model					

¹ Supplier Manager to Complete

² Supplier Manager to Complete

³ Supplier Manager to Complete

⁴ Supplier Manager to complete – Contract number to be input

⁵ Supplier Manager to Complete

⁶ Defra Requestor to Complete

⁷ Defra Requestor to Complete

⁸ Defra Requestor to Complete

⁹ Defra Requestor to Complete - Information about PAB requirements from dtsassurance@defra.gov.uk

¹⁰ New SOW: SOW_Supplier Shorthand Ref_0001 e.g. SOW_Bif_001 with numbering increasing sequentially for that Supplier
SOW Extension: eSOW_Supplier Shorthand Ref_Original Number Sequential Letter e.g. eSOW_Bif_0001A

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Statement of Work Unique & Specific Title¹

Supplier Reference ¹¹	
SOW Grand Total Value ¹²	£xxx,xxx
SOW Start ¹³	Click or tap to enter a date.
SOW End ¹⁴	Click or tap to enter a date.
Delivery Method ¹⁵	Click or tap to enter methodology
Charging Basis ¹⁶	Click or tap to enter charging basis
Scope Approver ¹⁷	Enter name & SOP ID of project budget approver
Budget Approver ¹⁸	Enter name & SOP ID of project budget approver
Buyer	Secretary of State for Environment, Food & Rural Affairs

SOW Change: cSOW_Supplier Shorthand Ref_Original Number Sequential Letter e.g. cSOW_Bif_0001A

¹¹ Supplier to Complete¹² Supplier to Complete¹³ Supplier to complete based on Defra requirements¹⁴ Supplier to complete based on Defra requirements¹⁵ Defra Requestor to Complete¹⁶ Supplier Manager to Complete¹⁷ Defra Requestor to Complete¹⁸ Defra Requestor to Complete

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Version Control

Version No.	SOW Ref	Changes Made	Made By	SMT Owner	Date
001	e.g.SOW_BIF_001	New SOW			
002	e.g., eSOW_BIF_001A	e.g., Deliverables & Milestone Dates – dates extended to align to updated project plan. Supplier Cost Forecast – updated to reflect new outcomes.			
003	e.g. cSOW_BIF_001A	e.g., Deliverables & Milestone Dates – new outcomes added, and dates extended. Supplier Cost Forecast – updated to reflect new outcomes.			

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Project Overview

Enter a short summary of the services/project this SOW is supporting & any pertinent project/programme background or key information related to the specific workstream. Existing team size, key dates, existing team profile, any known constraints or risks or issues?

Activity Overview

Enter a high-level summary in a paragraph or couple of bullet points of the outcomes to be delivered e.g., this is to run a successful feasibility study / create suitable software to do... / security testing of ... What is the problem that needs to be solved? What deliverable needs creating / reviewing? What gateway(s) need to be passed? Any additional / project specific material available?

Defra Digital, Data & Technology Service (DDTS) Standards

- [Software Development](#) ☐
- [Quality Assurance Testing](#)¹⁹ ☐
- [Service Standards](#)²⁰ ☐
- [Technology Code of Practice](#) ☐
- [DDTS Tools Authority Common Technology Choices](#) ☐
- [OWASP Security Standards](#) ☐
- [CCTS Assurance Guardrails](#) ☐
- [MRS Code of Conduct](#) ☐
- [MRS Binding guidelines](#) ☐

Phase(s) Included by this SOW

Feasibility: <input type="checkbox"/>	Discovery: <input type="checkbox"/>	Knowledge Transfer: <input type="checkbox"/>
Alpha: <input type="checkbox"/>	Beta: <input type="checkbox"/>	Transition: <input type="checkbox"/>
App Dev: <input type="checkbox"/>	QAT: <input type="checkbox"/>	Cross Cutting Activity: <input type="checkbox"/>

¹⁹ This link also gives practical examples of expected outcomes & requirement documentation from QAT.

²⁰ [Review here for examples of success criteria in Service Standards](#)

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Security Vetting Checks Required

BPSS is the minimum mandatory level for all roles and Supplier is responsible for ensuring this requirement is met.

SC is required ☐

List roles here which will require further levels of clearance, from the Suppliers team profile.

Laptops & Connectivity Changes

No change, existing kit in use ☐

Defra laptops will be arranged via MyIT ☒

[It is the responsibility of the CS Business Owner to raise individual requests via MyIT- NOT Supplier Management]

Supplier business-owner laptops needed ☐ [NB Suppliers must NOT use personal laptops at any time]

Non-standard software / environment access required: ☐ Provide details here & for which roles

Non-standard licences required: ☐ Provide details here & for which roles

Confirm who is purchasing / providing the licence(s): Defra ☐ Supplier ☐

Locations

Is there a contractual, political or security justification to limit to UK-based team only ☐ [Click or tap here to enter text.](#)

NB: If Supplier wants to propose an optional team profile of near- and / or off-shore resources for consideration, this must be presented as a separate table with the benefits clearly defined.

Deliverables, Acceptance Criteria & Milestones²¹

The rights, obligations and details agreed by the Parties and set out in this SOW apply only in relation to the Services that are to be delivered under this SOW and will not apply to any other SOWs executed.

Outcome Reference	Phase of Work	Outcome Based Requirement	Supplier Deliverable	Acceptance / Success Criteria	Milestone Date / Deliverable Due Date
001		Example Up-to-date costing data ²²	Example a) Updated 3-month rolling cost forecast for the SOW. b) Updated full year cost forecast vs actuals.	Example On time delivery. Data accuracy.	Example Before end of 3 rd week every month.

Milestone / Deliverable Completion Criteria

The Supplier shall notify the Buyer following the achievement of each Milestone/Deliverable and at the same time provide sufficient evidence to enable the Buyer to verify the achievement of the Milestone / Deliverable.

Charging Method for this SOW (delete those not applicable for this SOW)

Time and Materials

Invoiced monthly in arrears based on agreed Deliverables, (draft) invoice to be presented to DEFRA by working day of the month agreed in the contract along with agreed Management Information to allow project cost reconciliation e.g., roles, rates, project, cost centre, days worked in the month per workstream, value. Updated min. 3-month rolling forward (current month + 2 months) spend forecast to be provided by no later than -3 working days before last working day of each month.

Fixed Price

Invoiced monthly in arrears based on agreed Deliverables, invoice to be presented to DEFRA by the working day of the month agreed in the contract & with an updated min. 6-month forward spend forecast against remaining budget.

Milestone Payments

Invoiced based on agreed Deliverables which are deemed contractually satisfactorily delivered, (draft) invoice to be presented to DEFRA by working day of the month agreed in the contract along with proof of delivery acceptance & updated forward spend forecast against any remaining milestones.

Travel Expectations & Expenses

All expenses must be pre-approved by Buyer. All expenses **must** be claimed in accordance with the prevailing expenses policy operated by the Buyer. Invoices including claims for expenses which do not comply with this policy will be rejected in their entirety.

Overtime & On-Call

There will be no overtime paid in relation to this statement of work. Any additional work shall be agreed

²¹ Please refer to the Supplier Management document "Examples of Outcome Based Deliverables" for assistance

²² Please overwrite this with outcome specific to the programme need

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between the Buyer and Supplier in writing, prior to commencing work. For any additional work agreed between both parties, the rates will be at the standard rates, which are captured in the Call-Off contract. Any additional work must be captured by up revving this SOW to a cSOW outlining the agreed deliverables for any additional work and capturing the changes within the version control table.



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Supplier Team Profile

NB: If Supplier wants to propose an optional team profile of near- and / or off-shore resources for consideration, this must be presented as a separate table with the benefits clearly defined.

Outcomes to be delivered	Phase(s) of Work	Service Component (Supplier Role/Title)	Work Location (UK / Near Shore / Offshore)	Day Rate (£GBP)	SFIA Level (use different row for different SFIA across one service)	Total Units providing service (1 = 1 person)	Number of working days of service billed (NOT same of total avail working days)	Cost of Service	Service Start Date	Service End Date	Supplier Comments
Example 1				X		Y	W	$=((X*W)*Y)$			
Example 2											
Example 3											
Total Cost of SOW Service excl VAT								£ Q			
(Forecast) Expenses Max Limit								£ G			
Total Cost of SOW excl VAT								Q + G			

IR35 – This service is inside IR35. All workers engaged to deliver the contracted services shall be on payroll employees of the supplier or subcontractors. If any independent contractors or associates are engaged on this SOW the Supplier shall ensure that they operate via a FCSA accredited Umbrella Company or PAYE provider.

On the commencement of the Service under this SOW, the Service shall be provided by the Supplier and paid for by the Buyer. Changes to the Service scope will be managed through a Variation.

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Where the Buyer or Supplier requires changes to the levels of resources under this SOW, changes will be subject to agreement through Variation:

- The notice period for any change to the levels of resources shall be 20 Working Days in writing from the Buyer or Supplier.

Supplier Cost Forecast Time & Materials²³

Workstream / Project	Forecast Spend to FY End	Example Month 1 Projection	Example Month 2 Projection	Example Month 3 Projection	Example Month 4 Projection	Example Month 5 Projection	Example Month 6 Projection	R DEL Total	C DEL Total
Project 1 / Workstream 1	£	£	£	£	£	£	£	£	£
Project 2 / Workstream 2	£	£	£	£	£	£	£	£	£
Expenses	£	£	£	£	£	£	£		
Running Totals	£	£	£	£	£	£	£	£	£

²³ Delete table if project is fixed cost / Milestones



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Supplier Cost Forecast Fixed Cost²⁴

Service Ref	No of chargeable units (half / full days)	Work Location (UK / Near Shore / Offshore)	Month 1 Charge	Month 2 Charge	Month 3 Charge	Total Service Charge	Service Start Date	Service End Date
Project 001 / Workstream 001			£0000	£0000	£0000	£0000		
Project 002 / Workstream 002			£0000	£0000	£0000	£0000		
Project 003 / Workstream 003			£0000	£0000	£0000	£0000		
Monthly Totals Across Project/Workstream			£0000	£0000	£0000	£0000		
Monthly Totals Across Project/Workstream in R-DEL			£0000	£0000	£0000	£0000		
Monthly Totals Across Project/Workstream in C-DEL			£0000	£0000	£0000	£0000		
	Total SOW Charges excl. VAT					£0000		
	Total Apportioned to R-DEL					£0000		
	Total Apportioned to C-DEL					£0000		

²⁴ Delete table if project is T&M / Milestones



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Supplier Cost Forecast Milestone Payments²⁵

Service Ref	Milestone / Deliverable Name	Milestone / Deliverable Description	Milestone / Deliverable Due Date	Total Cost
Example 1				£0000
Example 2				£0000
Example 3				£0000
Total SOW Charges excl. VAT				£0000
Total Apportioned to R-DEL				£0000
Total Apportioned to C-DEL				£0000

²⁵ Delete table if project is T&M / Fixed Cost



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Assumptions & Dependencies

e.g.

- Info needed by Supplier from Buyer by DDMMYYY to hit outcomes, otherwise...

Key Supplier Contacts

Name	Role	Contact Info

Key Buyer Contacts

Name	Role	Contact Info

Call-Off Contract Charges

For each individual Statement of Work (SOW), the applicable Call-Off Contract Charges will be as per the charging method in the signed contract and will be calculated using the agreed rates in that same contract. The Supplier will provide a detailed breakdown across SOWs with sufficient detail to enable the Buyer to verify the accuracy of Call-Off Contract Charges incurred.

The detailed breakdown for the provision of Services during the term of the SOW will include (but will not be limited to):

- Defra SOW reference;
- Supplier SOW reference (if applicable);
- the agreed relevant rate per day;
- any expenses charged per day, which are in line with the Buyer's expenses policy (if applicable) and the pre-approval from the project;
- The number of days, or pro rata for every part day, they will be actively providing the Services during the term of the SOW; and
- The total cost per role / facility.

The Supplier will also provide a monthly summary which is to include:

- Total value of this SOW;
- Overall Call-Off Contract value;
- Remainder of the value under overall Call-Off Contract Charge
- Forecast of spend for each SOW to at least financial year end or next 6 months, whichever is longer.

If a capped or fixed price has been agreed for a SOW:

- The Supplier will continue at its own cost and expense to provide the Services even where the agreed price has been exceeded; and
- The Buyer will have no obligation or liability to pay for the cost of any Services

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delivered relating to this order after the agreed price has been exceeded. [OBJ]

Invoices are required to show the following details required for accurate billing as detailed on the PO to include, but not limited to:

- Defra PO Number
- Defra PO Line Number (if multiple lines on PO)
- Defra Cost Centre
- Defra SOW reference(s)
- Defra Workstream / project code
- Defra Analysis Code / Evaluation Code
- Defra Task Code
- Supplier Name*
- Supplier Invoice Number
- Net & Gross Amount
- Clear detail of when spend was incurred

*The Supplier Name must match the name on Defra SOP confirmed by Supplier at account set up otherwise the invoice will be automatically rejected.

Multiple SOWs can operate concurrently. Risks or contingencies shall be included in the charges.

Reporting & Communications

The Buyer and Supplier shall meet as per the table below to discuss the operational performance of the contract & progress towards the outcomes set out in the SOW. The meeting shall be attended by the of the Supplier and the Buyer. Any Commercial discussions shall include the DEFRA Commercial Lead.

Governance / Meeting / Report Type	Frequency	Buyer Attendees / Responsible (Roles)	Supplier Attendees / Responsible(Roles)
Example Firm-forecast (3 weeks known/1 week forecast spend for current month)	Example No later than 4 working days before last working day of month	Example • n/a	Example • n/a
Example Fortnightly check points	Example Weekly until SOW is completed	Example • Programme Delivery Manager • Procurement Team • Sr Service Manager • Supplier Manager	Example • Delivery Partner • Transition Manager • Test Lead • Client Partner
Example SOW Sign-off Review	Example Final Meeting for SOW sign-off	Example Same as above	Example Same as above

The content of the meeting will include, but not be limited to the below:

- Progress against each objective, highlighting any missed deliverables.
- Any performance issues which need to be addressed.
- Review of the exit plan & handover arrangements to ensure they remain fit for purpose.

Prior to the meeting, the Supplier shall provide a report detailing an update on the aforementioned areas. The Buyer shall outline any significant changes which may affect the achievement of deliverables.

Variations

As stated in the call-off contract, the client has the right to amend the rate of development or delivery of service contained within SOW when required. Should this occur; the Supplier and Client will mutually agree a variation within five calendar days.

General

The rights, obligations and details agreed by the Parties and set out in this SOW apply only in relation to the Services/Outcomes that are to be delivered under this SOW and will not apply to any other SOWs executed or to be executed under this Contract unless otherwise agreed by the Parties.

For the purposes of security and planning :

1. Any plan to replace or demobilise the service requires notice of at least 15 working days from the Supplier and to be agreed with Buyer in advance.
2. In addition, two or more changes within the service in the window of 4 (four) weeks requires a minimum notice period of 15 working days from the Supplier to the Buyer.

Supplier personnel providing the services: (i) may be substituted by the Supplier with staff of equivalent skills and expertise providing reasonable notice of minimum 15 working days to the Buyer where practicable; and (ii) remain under the management and control of the Supplier at all times.

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The Parties recognise that the requirements may be varied or subject to further elaboration as part of the agile process and the indicative resource profile may flex where necessary to accommodate changes to the Buyers requirements.

The Supplier shall work in collaboration with the Buyer and other third parties associated with the programme.

Termination

The Buyer reserves the right to terminate the SOW at any time, giving a notice period of 10 working days in which all development work will cease and no further charges shall be applicable.

The notice period shall be given in writing (email). The receiving party shall acknowledge receipt of request within 24 hours. Failure to do so does not invalidate the initial request and the 'clock' shall start from when the Buyer sends the email.

If the Buyer chooses to request one or more Supplier parties providing the services in this SOW be removed, then a notice period of 10 working days shall apply. Once the 10 working days' notice period has expired there will be no further charges applicable unless it has been agreed the service provision requires backfill to ensure quality and/or timeliness of the deliverables.

Agreement of Statement of Works

Enter SOW Ref Here	Buyer Scope Approval	Buyer Budget Approval	Supplier Management Approval
Full Name			
Job Title			
Signature			
Approval Date			

By Signing this SOW, the Parties agree to be bound by the terms and conditions set out herein.

Signed on behalf of Supplier:

Supplier Signature

Signed on behalf of Buyer:

Buyer Signature

Appendix A – SOW Roles & Responsibilities

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SOW Section	Responsible Group to Complete
Front Page	Defra Requestor
Version Control	Supplier Management
Project Overview	Defra Requestor
Activity Overview	Defra Requestor
Standards	Defra Requestor
Phase(s) Included by this SOW	Defra Requestor
Project / Workstream Coverage	Defra Requestor
Security Vetting Checks Required	Defra Requestor
Laptops & Connectivity Changes	Defra Requestor
Locations	Defra Requestor
Deliverables, Acceptance Criteria & Milestones	Defra Requestor
Supplier Team Profile	Supplier
Supplier Cost Forecast T&M / Fixed Cost / Milestone	Supplier
Assumptions & Dependencies	Supplier
Key Supplier Contacts	Supplier
Key Buyer Contacts	Defra Requestor
Reporting & Communications	Defra Requestor
Subcontractors	Supplier

All data / sections shall be critically reviewed by Supplier Management, in collaboration with the Defra requestor(s) and/or Supplier, as necessary.

Call-Off Schedule 1 (Transparency Reports)

Call-Off Ref:

Call-Off Schedule 1 (Transparency Reports)

- 1.1 The Supplier recognises that the Buyer is subject to PPN 01/17 (Updates to transparency principles v1.1 (<https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles>)). The Supplier shall comply with the provisions of this Schedule in order to assist the Buyer with its compliance with its obligations under that PPN.
- 1.2 Without prejudice to the Supplier's reporting requirements set out in the Framework Contract, within three (3) Months of the Start Date the Supplier shall submit to the Buyer for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent with the content requirements and format set out in the Annex of this Schedule.
- 1.3 If the Buyer rejects any proposed Transparency Report submitted by the Supplier, the Supplier shall submit a revised version of the relevant report for further Approval within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Buyer. If the Parties fail to agree on a draft Transparency Report the Buyer shall determine what should be included. Any other disagreement in connection with Transparency Reports shall be treated as a Dispute.
- 1.4 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Buyer at the frequency referred to in the Annex of this Schedule.

Call-Off Schedule 2 (Staff Transfer)

Call-Off Ref:

Crown Copyright 2021

Call-Off Schedule 2 (Staff Transfer)Definitions

- 1.1 In this Schedule, the following words have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

"Employee Liability"	<p>1 all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation including in relation to the following:</p> <ul style="list-style-type: none">a) redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments;b) unfair, wrongful or constructive dismissal compensation;c) compensation for discrimination on grounds of sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation or claims for equal pay;d) compensation for less favourable treatment of part-time workers or fixed term employees;e) outstanding debts and unlawful deduction of wages including any PAYE and National Insurance Contributions in relation to payments made by the Buyer or the Replacement Supplier to a Transferring Supplier Employee which would have been payable by the Supplier or the Subcontractor if such payment should have been made prior to the Service Transfer Date and also including any payments arising in respect of pensions;f) claims whether in tort, contract or statute or otherwise; <p>any investigation by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation;</p>
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ANNEX 1

Data Processing

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

[TEMPLATE ANNEX 1 OF JOINT SCHEDULE 11 (PROCESSING DATA BELOW)]

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Relevant Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> ● [Insert] the scope of Personal Data for which the purposes and means of the Processing by the Supplier is determined by the Relevant Authority] <p>The Supplier is Controller and the Relevant Authority is Processor</p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data:</p> <ul style="list-style-type: none"> ● [Insert] the scope of Personal Data which the purposes and means of the Processing by the Relevant Authority is determined by the Supplier] <p>The Parties are Joint Controllers</p> <p>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> ● [Insert] the scope of Personal Data which the purposes and means of the Processing is determined by the both Parties together] <p>The Parties are Independent Controllers of Personal Data</p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> ● Business contact details of Supplier Personnel for which the Supplier is the Controller, ● Business contact details of any directors, officers, employees, agents, consultants and contractors of Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority's duties under the Contract) for which the Relevant Authority is the Controller, ● [Insert] the scope of other Personal Data provided by one Party who is Controller to the other Party who will separately determine the nature and purposes of its Processing the Personal Data on receipt e.g. where (1)

	<p><i>the Supplier has professional or regulatory obligations in respect of Personal Data received, (2) a standardised service is such that the Relevant Authority cannot dictate the way in which Personal Data is processed by the Supplier, or (3) where the Supplier comes to the transaction with Personal Data for which it is already Controller for use by the Relevant Authority]</i></p> <p>[Guidance] where multiple relationships have been identified above, please address the below rows in the table for in respect of each relationship identified]</p>
Duration of the Processing	<i>[Clearly set out the duration of the Processing including dates]</i>
Nature and purposes of the Processing	<p><i>[Please be as specific as possible, but make sure that you cover all intended purposes.</i></p> <p><i>The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.</i></p> <p><i>The purpose might include: employment processing, statutory obligation, recruitment assessment etc.]</i></p>
Type of Personal Data	<i>[Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc.]</i>
Categories of Data Subject	<i>[Examples include: Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc.]</i>
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	<i>[Describe how long the data will be retained for, how it be returned or destroyed]</i>

Call-Off Schedule 4 (Call Off Tender)

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

Call-Off Schedule 5 (Pricing Details and Expenses Policy)

1. Call-Off Contract Charges

1.1 The Supplier shall ensure:

- 1.1.1 as part of Direct Award Procedure, its pricing for the Deliverables are in accordance with the Buyer's Statement of Requirements which shall be no greater than those based on the Framework Prices set out in Framework Schedule 3 (Framework Prices).
- 1.1.2 that all applicable Charges shall be calculated in accordance with the Pricing Mechanism detailed in the Order Form (and, if applicable, each SOW) using the following:
 - (a) the agreed Day Rates or other rates specified in this Schedule for Supplier Staff providing the Deliverables (which are exclusive of any applicable expenses and VAT);
 - (b) the number of Work Days, or pro rata portion of a Work Day, that Supplier Staff work solely to provide the Deliverables and meet the tasks sets out in the Order Form and, if applicable, each SOW (between the applicable SOW Start Date and SOW End Date).

1.2 Further to Paragraph 1.2 of Framework Schedule 3 (Framework Pricing), the Supplier will provide a detailed breakdown of its Charges for the Deliverables in sufficient detail to enable the Buyer to verify the accuracy of any invoice submitted.

This detailed breakdown will be incorporated into each SOW and include (but will not be limited to):

- a role description of each member of the Supplier Staff;
- a facilities description (if applicable);

- the agreed Day Rate for each Supplier Staff;
- any expenses charged for in relation to each Work Day for each Supplier Staff, which must be in accordance with the Buyer's Expenses Policy (if applicable);
- the number of Work Days, or pro rata for every part day, they will be actively be engaged in providing the Deliverables between the SOW Start Date and SOW End Date; and
- the total SOW cost for all Supplier Staff role and facilities in providing the Deliverables.

1.3 If a Capped Time and Materials or Fixed Price has been agreed for a particular SOW:

- the Supplier shall continue to work on the Deliverables until they are satisfactorily complete and accepted by the Buyer at its own cost and expense where the Capped or Fixed Price is exceeded; and
- the Buyer will have no obligation or liability to pay any additional Charges or cost of any part of the Deliverables yet to be completed and/or Delivered after the Capped or Fixed Price is exceeded by the Supplier.

1.4 All risks or contingencies will be included in the Charges. The Parties agree that the following assumptions, representations, risks and contingencies will apply in relation to the Charges:

Annex 1 (Rates Card)

Annex 2 (Expenses Policy)

LIT 55530 - Defra Staff Travel and Subsistence Policy



LIT 55530 - Defra
Staff Travel and Subs

Call-Off Schedule 9 (Security)

Short Form Security Requirements

1. Definitions

- 1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

"Breach of Security"	<p>the occurrence of:</p> <ul style="list-style-type: none">a) any unauthorised access to or use of the Deliverables, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Government Data) used by the Buyer and/or the Supplier in connection with this Contract; and/orb) the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Government Data), including any copies of such information or data, used by the Buyer and/or the Supplier in connection with this Contract, <p>in either case as more particularly set out in the Security Policy where the Buyer has required compliance therewith in accordance with paragraph 2.2;</p>
"Security Management Plan"	<p>the Supplier's security management plan prepared pursuant to this Schedule, a draft of which has been provided by the Supplier to the Buyer and as updated from time to time.</p>

Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract.

Role	Generic Outcomes (include reference to any niche skill sets, high demand capability)	List of Programmes and Projects Covered
Content designer	<p>Role Summary</p> <p>Content designers make things easier for people to understand and use. This can include working on a single piece of content or on the end to end journey of a service to help users complete their goal and government deliver a policy intent. Their work involves the creation of, or changes to, a transaction, product or single piece of content that stretches across digital and offline channels. A senior content designer is an expert practitioner who develops content strategy and solutions for large-scale problems and high-profile events.</p> <p>Project Complexity:</p> <p>Content designers are responsible for leading on content across product and service teams. The content will range in complexity, from the relatively simple to the extremely complex, depending on the policy, governance, timeframes and user groups surrounding it.</p> <p>Key deliverables</p> <ul style="list-style-type: none"> • Leading on the creation and iteration of content across channels that meets user needs and departmental objectives • Developing content strategies based on user research and analytics data and iteratively improve existing content • Taking part in user research and work effectively with multidisciplinary, agile teams to contribute to an overall user experience • Building relationships and work closely with policy, legal and other expert colleagues to make sure 	<p>Animal & Plant Health Agency (APHA), Natural England (NE), DDTS, Corporate Services, Data & Information, Core DEFRA, Flood Coastal Risk Management (FCRM), Environment Agency (EA), Group Infrastructure & Operations (GIO), Environment Monitoring & Planning Programme (EMP), Regulated Services (RSP), Farming Countryside Programme (FCP); Trade (Borders and Northern Ireland Directorate)</p>

	<p>content is accurate and consistent</p> <ul style="list-style-type: none"> • Reviewing others' work and being a source of advice on the best content design tools and methods • Promoting user-centred content design within the department and beyond 	
<p>User Researcher</p>	<p>Role Summary</p> <p>User Researchers are key figures in the teams that design and deliver services. They help their teams develop a deep understanding of the people - citizens, businesses or government colleagues - who use a service. Their findings allow their teams to design and build better services more quickly and at lower cost and risk. And to continuously improve services, based on data and evidence.</p> <p>Project Complexity:</p> <p>User Researchers are responsible for leading on user research across product and service teams. The user research will range in complexity, from the relatively simple to the extremely complex, depending on the policy, governance, timeframes and user groups surrounding it.</p> <p>Relevant Compliance & Standards</p> <ul style="list-style-type: none"> • Work according to the GDS Service Manual • Work according to MRS standards • Adhere to Data Protection Law • Work according to Defra's internal governance around user research <p>Key Outcomes</p> <ul style="list-style-type: none"> • Design, conduct and analyse user research to identify users of a service and their needs <ul style="list-style-type: none"> • Develop a deep knowledge of who the service users are, how they use those services and what that means for the design of the service • Prioritised user needs that are agnostic of a solution • Have a research plan for ongoing user research and testing to continuously seek feedback from users to design, build and improve the services <ul style="list-style-type: none"> • Recruit participants with a range of experience e.g. they should consider diversity, 	<p>Animal & Plant Health Agency (APHA), Natural England (NE), DDTS, Corporate Services, Data & Information, Core DEFRA, Flood Coastal Risk Management (FCRM), Environment Agency (EA), Environment Monitoring & Planning Programme (EMP), Regulated Services (RSP), Farming Countryside Programme (FCP); Trade (Borders and Northern Ireland Directorate)</p>

	<p>people who are digitally excluded, as well as those who have low digital or digital skills, and those who need assisted digital support</p> <ul style="list-style-type: none"> • Recruit participants who best reflect the users of a service e.g. a specific target user group • Create personas based on the characteristics of a group of users who use a service in a similar way. • Create and work with user journey maps to help understand the user experience of a service throughout its lifecycle, across all channels and for each interaction. • ALPHA/BETA/LIVE SERVICE: Evaluate the usability of a product/service by testing it with representative users <p>Supplier Deliverables</p> <ul style="list-style-type: none"> • Catalogue of user needs (as per the service manual https://www.gov.uk/service-manual/user-research/start-by-learning-user-needs) <ul style="list-style-type: none"> • Documented plan for user research • Knowledge transfer and learning 	
Interaction Designer	<p>Role Summary</p> <p>An interaction designer works out the best way to let users interact with services, in terms of both overall flow and at the level of individual design elements.</p> <p>In the Interaction Design Profession at Defra we prioritise designing in the browser to ensure what we are designing is as close to what we are delivering and has a very good chance of meeting, where relevant, the service standard and the Technology Code of Practise. Plus, it goes a long way to ensuring what we design meets the accessibility regulations that ultimately will impact everything we design.</p> <p>The regulations aren't there to make our lives difficult, they are there to help us build better products and services.</p> <p>Project complexity</p> <p>HTML prototyping is central to how we deliver our design work. Depending on the structure and the way a team is set up, sometimes the design and prototyping workflow will be slightly different and more of the prototyping will be done by a front end developer. Ultimately, it is what is most suitable for the individual team. However, a designer will always be more empowered if they can communicate their ideas through</p>	<p>Animal & Plant Health Agency (APHA), Natural England (NE), DDTS, Corporate Services, Data & Information, Core DEFRA, Flood Coastal Risk Management (FCRM), Environment Agency (EA), Environment Monitoring & Planning Programme (EMP), Regulated Services (RSP), Farming Countryside Programme (FCP); Trade (Borders and Northern Ireland Directorate)</p>

	<p>HTML.</p> <p>Key Deliverables</p> <p>Alpha</p> <ul style="list-style-type: none"> • Prioritise assumptions identified in discovery for testing • Facilitate design and mapping workshops with the team • Design and test multiple solutions to make sure we build the right thing <ul style="list-style-type: none"> • Decide on high-level to be user journeys (online, offline etc) • Iterate and test assumptions through prototyping • Identify and create reusable patterns and components that can be rolled out across Defra and across government services <ul style="list-style-type: none"> • Make sure the service is inclusive and accessible • Know how to use data and research to influence design thinking <p>Beta</p> <ul style="list-style-type: none"> • Prototype detailed interactions, components, screens • Iterate designs based on user research, data, analysis and feedback <ul style="list-style-type: none"> • Iterate and refine existing design patterns where needed • Create new design patterns where needed and share with wider Defra and cross government design communities <ul style="list-style-type: none"> • Make sure the service can be used by everyone • Help the team test the service with assistive technology • Help the team to create a plan for assisted digital users • Utilise, iterate and introduce interaction patterns and standards that scale <p>Live</p> <ul style="list-style-type: none"> • Use feedback, analytics, and call centre data to identify areas for product improvement <ul style="list-style-type: none"> • Continue to address any constraints identified in beta • Work with other organisations that provide services that are part of the same service journey in order to iterate towards solving a whole problem for users <ul style="list-style-type: none"> • Iterate and test designs with users 	
Service Designer	<p>Role Summary</p> <p>Service designers help to define the scope of the service whether it is a minimal viable product (MVP), a minimal viable service (MVS) or a minimal marketable service (MMS). Together with the product or service manager they will reflect on the identified user</p>	<p>Animal & Plant Health Agency (APHA), Natural England (NE), DDTS, Corporate Services, Data & Information, Core DEFRA, Flood</p>

needs and figure out what the smallest useful version of the service can be. And when the time comes, service designers facilitate the design of the service from end to end across all channels both online and offline, from backstage processes and activities to front user-facing products and tasks. This facilitation allows the whole team to be involved and to ensure the best solution is reached. When mapping a users' journey, a service designer will include a view of an entire system with all of its stakeholders and all of its pain points to ensure they are spotting all opportunities for reducing cost, reducing complexity and reducing the steps for a user to achieve their goal. In the Discovery phase, 90% of a service designer's work is archaeology.

Project complexity

New programmes of work

Services as end users would know them transcend delivery or product teams. Service designers work across a programme of work to design the interactions and building blocks that make a new service. The service designer may support multiple product teams to provide insight on how to achieve desired outcomes in a measurable way.

Existing programmes of work

Service designers work with existing programmes to help connect discrete digital projects to deliver a joined up service vision, provide cost efficiencies, and increase the effectiveness with which end-user benefits are delivered.

Key Deliverables

New programmes

Identify the main business drivers

Work with the team to define the problems we are trying to solve

Work with Policy to define the outcomes we want to deliver

Create as is user journeys, highlighting pain points, dependencies, areas for improvements and hypothesis to test

Develop a strategic vision for the service

Design the interactions and building blocks that make up the service

Create service prototypes to test ideas and assumptions

Influence performance reporting so we measure and target improvements to things that matter to users

Coastal Risk Management (FCRM), Environment Agency (EA), Environment Monitoring & Planning Programme (EMP), Regulated Services (RSP), Farming Countryside Programme (FCP); Trade (Borders and Northern Ireland Directorate)

	<p>Lead on ensuring that interactions and user journeys across the programme are rational and consistent</p> <p><u>Existing programmes and services</u></p> <p>Align and lead communication with service managers, product owners and policy colleagues to define user journeys and articulate the vision for products and services</p> <p>Visualise/map existing products and processes, highlighting inconsistencies, inefficiencies, dependencies, pain points and dead ends.</p> <p>Visualise/map relationships between different products or sub services</p> <p>Identify opportunities for service improvement and cost reduction</p> <p>Identify opportunities to align internal processes</p> <p>Identify opportunities to align our services with user journeys and tasks</p> <p>Lead on ensuring that interactions and user journeys across the programme are rational and consistent</p> <p>Understand user needs and track interactions across departmental and organisational boundaries</p> <p>Influence performance reporting so we measure and target improvements to things that</p>	
Lead Service Designer	<p>Role Summary:</p> <p>The Lead Service Designer is an expert practitioner with broad industry experience, who can define and assure best practice whilst influencing, leading, and mentoring others. As a Lead Service Designer in a delivery group or programme, your role will be to help Defra design and deliver joined-up, end to end services.</p> <p>Candidates should be excited by the challenge of understanding user needs and policy goals to support strategy and decision making, and experienced at visualising whole services – both end to end and front to back, across business areas and government departments, in order to reduce or remove issues and problems.</p> <p>Role Complexity and responsibilities:</p> <ul style="list-style-type: none"> - leads discussions at senior departmental level and negotiate change to support the delivery of better end to end services - prioritises understanding needs and behaviour of users and using this insight to underpin the services the organisation designs 	<p>Animal & Plant Health Agency (APHA), Natural England (NE), DDTS, Corporate Services, Data & Information, Core DEFRA, Flood Coastal Risk Management (FCRM), Environment Agency (EA), Environment Monitoring & Planning Programme (EMP), Regulated Services (RSP), Farming Countryside Programme (FCP); Trade (Borders and Northern Ireland Directorate)</p>

- sets standards for service design quality, output, and impact
- leads a community of service designers across multiple projects providing performance feedback and supporting their learning and development goals
- ensures teams design services accessible to a full range of users, including those with access needs
 - design in a user-centered way, understand user needs, and advocate for people
- use evidence from research and data to inform design and management decisions, and to engage with senior stakeholders
- design collaboratively and in the open, engaging stakeholders in the design process in a variety of ways, including workshops, design sprints, and other co-design methods
- designing services for users in large, complex organisations, tracking interactions across departmental and organisational boundaries
- engaging with stakeholders and colleagues from other disciplines in a variety of ways, as well as the ability to work autonomously away from their team
 - working with senior stakeholders, negotiating design decisions and helping to guide direction for teams, programmes and organisations
- making effective decisions using user research and data, in order to improve a service, reduce complexity and generate new ideas
- designing the interactions and building blocks that make up a service, create service prototypes to test ideas and assumptions
- reflecting critically and asking difficult questions; thinking holistically about the big picture while working out details and being able to appreciate and articulate the broader implications of a thing

Key Deliverables

New programmes

- Identify the main business drivers
 - Work with the team to define the problems we are trying to solve
 - Work with Policy to define the outcomes we want to deliver
- Create as is user journeys, highlighting pain points, dependencies, areas for improvements and hypothesis to test
 - Develop a strategic vision for the service
- Design the interactions and building blocks that make up the service
 - Create service prototypes to test ideas and assumptions
- Influence performance reporting so we measure and target improvements to things that

	<p>matter to users</p> <ul style="list-style-type: none"> • Lead on ensuring that interactions and user journeys across the programme are rational and consistent <p>Existing programmes and services</p> <ul style="list-style-type: none"> • Align and lead communication with service managers, product owners and policy colleagues to define user journeys and articulate the vision for products and services <ul style="list-style-type: none"> • Visualise/map existing products and processes, highlighting inconsistencies, inefficiencies, dependencies, pain points and dead ends. • Visualise/map relationships between different products or sub services <ul style="list-style-type: none"> • Identify opportunities for service improvement and cost reduction • Identify opportunities to align internal processes • Identify opportunities to align our services with user journeys and tasks • Lead on ensuring that interactions and user journeys across the programme are rational and consistent <ul style="list-style-type: none"> • Understand user needs and track interactions across departmental and organisational boundaries • Influence performance reporting so we measure and target improvements to things that 	
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DDAT Profession Description:	https://ddat-capability-framework.service.gov.uk/
SFIA Description:	https://sfia-online.org/en

Worker Engagement Status (including IR35 status)

This service is inside IR35. All workers engaged to deliver the contracted services shall be on payroll employees of the supplier or subcontractors. If any independent contractors or associates are engaged on this Contract or SoW, the Supplier shall ensure that they operate via a FCSA accredited Umbrella Company or PAYE provider.

On the commencement of the Service under this Contract or SoW, the Service shall be provided by the Supplier and paid for by the Buyer. Changes to the Service scope will be managed through a Variation.

Where the Buyer or Supplier requires changes to the levels of resources under this Contract or SOW, changes will be subject to agreement through Variation:

- The notice period for any change to the levels of resources shall be 20 Working Days in writing from the Buyer or Supplier.

Joint Schedule 11 (Processing Data)

Definitions

1. In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

“Processor	all directors, officers, employees, agents, consultants and suppliers
r	of the Processor and/or of any Subprocessor engaged in the
Personnel	performance of its obligations under a Contract;
”	

Status of the Controller

2. The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under a Contract dictates the status of each party under the DPA 2018. A Party may act as:
 - (a) “Controller” in respect of the other Party who is “Processor”;
 - (b) “Processor” in respect of the other Party who is “Controller”;
 - (c) “Joint Controller” with the other Party;
 - (d) “Independent Controller” of the Personal Data where the other Party is also “Controller”,

in respect of certain Personal Data under a Contract and shall specify in **Annex 1** (Processing Personal Data) which scenario they think shall apply in each situation.

Where one Party is Controller and the other Party its Processor

3. Where a Party is a Processor, the only Processing that it is authorised to do is listed in **Annex 1** (Processing Personal Data) by the Controller.
4. The Processor shall notify the Controller immediately if it considers that any of the Controller’s instructions infringe the Data Protection Legislation.
5. The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include: