

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Call-Off Ref: RM1043.8

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Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Order Form

Call-Off Reference: Project_25853

Call-Off Title: Mobility Mobile Device User Research

Call-Off Contract Description:

The Buyer: The Department for Work and Pensions

Buyer Address: 2 St Peter's Square, 87-89 Mosley Street, Manchester, M2 3LR

The Supplier: Paper Design Studio

Supplier Address: Wizu Workspace, 32 Eyre Street, Sheffield. S1 4QZ

Registration Number: 10169060

DUNS Number: 221787186

SID4GOV ID: N/A

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Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 06/07/23.

It's issued under the Framework Contract with the reference number RM1043.8 for the provision of Digital Outcomes 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, Statement of Work 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

Lot 1 Digital Outcomes

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) RM1043.8
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.8
 - o Joint Schedule 2 (Variation Form)
 - o Joint Schedule 3 (Insurance Requirements)
 - o Joint Schedule 4 (Commercially Sensitive Information)
 - o Joint Schedule 10 (Rectification Plan)
 - o Joint Schedule 11 (Processing Data) RM1043.8

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- Call-Off Schedules for RM1043.8
 - o Call-Off Schedule 1 (Transparency Reports)
 - o Call-Off Schedule 3 (Continuous Improvement)
 - o Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - o Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
 - o Call-Off Schedule 7 (Key Supplier Staff)
 - o Call-Off Schedule 9 (Security)
 - o Call-Off Schedule 10 (Exit Management)
 - o Call-Off Schedule 13 (Implementation Plan and Testing)
 - o Call-Off Schedule 20 (Call-Off Specification)

5 CCS Core Terms (version 3.0.11)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.8

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 Start Date: **REDACTED**

Call-Off Expiry Date: **REDACTED**

Call-Off Initial Period: **REDACTED**

Call-Off Optional Extension Period: **REDACTED**

Minimum Notice Period for Extensions: 30 Days

Call-Off Contract Value: £72,800.00 (Excl VAT) £87,360.00 (Incl VAT) **REDACTED**

Call-Off Deliverables

Option A: User Researcher

REDACTED

Warranty Period

The Supplier shall provide digital and Software Deliverables with a minimum warranty of at least [90 days] against all obvious defects, and in relation to the warranties detailed in Paragraphs 4 (licensed Software warranty) and 9.6.2 (Specially Written Software and New IPRs) of Call-Off Schedule 6 (IPRs and Additional Terms on Digital Deliverables).

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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 referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

[Insert Buyer's additional Standards].

Cyber Essentials Scheme

Not Applicable

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 £87,360.00 Estimated Charges in the first 12 months of the Contract.

Call-Off Charges

1 Time and Materials (T&M)

Reimbursable Expenses



DWP Supplier Travel
Policy - Jan 23.pdf

Payment Method

The payment method this Call-Off Contract is BACS Transfer

Buyer's Invoice Address

REDACTED

Buyer's Authorised Representative

REDACTED

Buyer's Environmental Policy

N/A

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Buyer's Security Policy

N/A

Supplier's Authorised Representative

REDACTED

Supplier's Contract Manager

REDACTED

Progress Report Frequency

Weekly – at Tuesday meeting

Progress Meeting Frequency

Weekly – at Tuesday meeting

Key Staff

REDACTED

Key Subcontractor(s)

Not Applicable

Commercially Sensitive Information

Not Applicable

Balanced Scorecard

N/A

Material KPIs

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard):

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Material KPIs	Target	Measured by
Understand the service need and introduce ideas and improvements for Alpha	<ul style="list-style-type: none">Understand the need with a full list of ideas to test in Alpha and how to measure that success	14/01/2024
Conduct research to test any potential prototype, whilst sharing knowledge with stakeholders	<ul style="list-style-type: none">Understand and utilise evidence whether prototypes are meeting user needs or notSharing of information through regular show and tells, playbacks and service assessment	14/01/2024
Understand how users will utilise the new service conducting useability testing	<ul style="list-style-type: none">UR should Utilise analytics and data analysis, conduct usability testing	14/01/2024
Gather users and conduct public beta	<ul style="list-style-type: none">Arrange for users from across the service to test the prototypeUnderstand when the service can be open to all users	14/01/2024
Support and identification of problems with the service conducting usability testing		

Service Credits

Not Applicable

Additional Insurances

Not Applicable

Guarantee

Not applicable

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Social Value Commitment

Not Applicable

Statement of Works

See Below

For and on behalf of the Supplier:

REDACTED

For and on behalf of the Buyer:

REDACTED

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Appendix 1

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Annex 1 (Template Statement of Work)

1 Statement of Works (SOW) Details

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.

Date of SOW: REDACTED

SOW Title: Project_25853

SOW Reference: Mobility Mobile User Researcher

Call-Off Contract Reference: Project_25853

Buyer: The Department for Work and Pensions

Supplier: Paper Design Studio

SOW Start Date: REDACTED

SOW End Date: REDACTED

Duration of SOW: REDACTED

Key Personnel (Buyer): REDACTED

Key Personnel (Supplier): REDACTED

Subcontractors: Not applicable

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2 Call-Off Contract Specification – Deliverables Context

SOW Deliverables Background: Alpha Deliverables

Delivery phase(s): Alpha

Overview of Requirement: To continue 'Get A Mobile Project'

3 Buyer Requirements – SOW Deliverables

Outcome Description:

Milestone Ref	Milestone Description	Acceptance Criteria	Due Date
MS01	Understand the service need and introduce ideas and improvements for Alpha	<ul style="list-style-type: none">Understand the need with a full list of ideas to test in Alpha and how to measure that success	14/01/2024
MS02	Conduct research to test any potential prototype, whilst sharing knowledge with stakeholders	<ul style="list-style-type: none">Understand and utilise evidence whether prototypes are meeting user needs or notSharing of information through regular show and tells, playbacks and service assessment	14/01/2024
MS03	Understand how users will utilise the new service conducting useability testing	<ul style="list-style-type: none">UR should Utilise analytics and data analysis, conduct usability testing	14/01/2024
MS04	Gather users and conduct public beta	<ul style="list-style-type: none">Arrange for users from across the service to test the prototypeUnderstand when the service can be open to all users	14/01/2024

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MS05	Support and identification of problems with the service conducting usability testing	<ul style="list-style-type: none">• Interviews with users to gain a deeper understanding of the problems faced by users in live• Conduct Face to face usability tests to find useability and accessibility issues with features	14/01/2024
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Delivery Plan: The delivery team will work with DWP to complete a review of Discovery and develop a **plan**.

Dependencies: The buyer will make people and time available to support the supplier in delivering the outcomes listed above.

Supplier Resource Plan: The named resources will be delivering the above outcomes and are expected to work on delivery four days a week.

Security Applicable to SOW:

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

Cyber Essentials Scheme:

Not Applicable

Performance Management:

Not Applicable

Additional Requirements:

Annex 1 – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.

Key Supplier Staff:

REDACTED

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Charges

Call Off Contract Charges:

The applicable charging method(s) for this SOW is:

- Time and Materials

The estimated maximum value of this SOW including the optional extension (irrespective of the selected charging method) is **REDACTED**

Rate Cards Applicable:

Not Applicable

Reimbursable Expenses:



DWP Supplier Travel
Policy - Jan 23.pdf

4 Signatures and Approvals

Agreement of this SOW

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

For and on behalf of the Supplier

Name:

Title:

Date:

Signature:

For and on behalf of the Buyer

Name:

Title:

Date:

Signature:

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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>1. The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <p>a. business contact details of Supplier Staff for which the Supplier is the Controller; and</p> <p>b. business contact details of any members of the public, directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Staff) for which the Buyer is the Controller.</p> <p>2. Buyer shall be a Controller for the purposes of Data Protection Legislation in respect of:</p> <p>a. opinions and responses provided (including any special category personal data that may be collected) during any research activity by:</p> <p>i. directors, officers, employees, agents, consultants and contractors of Buyer; and</p> <p>ii. members of the public.</p>
Duration of the Processing	The duration of the Call-Off Contract

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Nature and purposes of the Processing	<p>Supplier Processing</p> <p>Supplier Processing – is as set out broadly in the SOW's but is limited to viewing of, and consulting in relation to, personal data. The parties agree that:</p> <ol style="list-style-type: none">1. The Supplier will follow the Buyer's direction and guidelines on staff security Buyer systems, including role-based access controls and security standards. Where the Supplier is required to grant user access, this will be undertaken at the Buyer's direction.2. Access for the Supplier to Buyer systems will be limited to Buyer provisioned laptops and approved USB devices.3. Any requirement to share data externally, such as with third parties for diagnostic purposes, is not to be undertaken by the Supplier and will remain the responsibility of the Buyer.
Type of Personal Data	<ol style="list-style-type: none">1. Contact information (e.g. business e-mail address, telephone number etc.).2. Personal life information (e.g. life habits, family situation).3. Employment information (e.g. position, experience or employment history).4. Identification information (e.g. name, gender, image in communication systems, benefit case reference information).5. Data concerning health.6. Data revealing racial or ethnic origin.
Categories of Data Subject	<ol style="list-style-type: none">1. Any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Staff) for which the

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	<p>Buyer is the Controller</p> <p>2. Members of the general public</p> <p>3. Supplier Staff engaged in the performance of the Supplier's duties under the SoW for which the Supplier is the Controller.</p>
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	<p>Delete or return as directed by the Buyer</p>