



Crown  
Commercial  
Service

## **Digital Outcomes and Specialists 5 (RM1043.7)**

### **Framework Schedule 6 (Order Form)**

Version 2

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## Enterprise and Solution Architecture Order Form

Call-Off Reference: C23757

Call-Off Title: Enterprise and Solution Architecture Services

Call-Off Contract Description: Provision of Enterprise and Solution Architecture Services to support HMPO's in-house TDA in providing technical direction and assurance of HMPO's Transformation Programme.

The Buyer: Home Office, His Majesty's Passport Office (HMPO)

Buyer Address: [REDACTED]

The Supplier: A&A Digital Tech Ltd

Supplier Address: [REDACTED]

[REDACTED] Registration Number: [REDACTED]

DUNS Number: [REDACTED]

SID4GOV ID: N/A

### **Applicable Framework Contract**

This Order Form is for the provision of the Call-Off Deliverables and dated 30 March 2023.

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists 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) RM1043.7
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
  - Joint Schedules for RM1043.7
    - 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) RM1043.7

- Call-Off Schedules for RM1043.7
  - 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 Deliverables)
  - Call-Off Schedule 7 (Key Supplier Staff)
  - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
  - Call-Off Schedule 9 (Security)
  - Call-Off Schedule 10 (Exit Management)
  - Call-Off Schedule 13 (Implementation Plan and Testing)
  - Call-Off Schedule 14 (Service Levels and Balanced Scorecard)
  - Call-Off Schedule 15 (Call-Off Contract Management)
  - Call-Off Schedule 16 (Benchmarking)
  - Call-Off Schedule 20 (Call-Off Specification)
  - Call-Off Schedule 25 (Ethical Walls Agreement)
  - Call-Off Schedule 26 (Cyber Essentials Scheme)
- 5 CCS Core Terms (version 3.0.9)
- 6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.7
- 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:

None

Call-Off Start Date: 1 April 2023

Call-Off Expiry Date: 31 March 2025

Call-Off Initial Period: Two (2) years

Call-Off Optional Extension Period: Six (6) months

Minimum Notice Period for Extensions: Three (3) months

Call-Off Contract Value: £7,500,000

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

The technical standards required for this Call-Off Contract are:

- Home Office Digital, Data and Technology Strategy:
  - [Home Office Digital, Data and Technology Strategy 2024 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/home-office-digital-data-and-technology-strategy-2024)
- Government Service Design Manual:
  - [Service Manual - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/service-design-manual)
- HMG Security Policy Framework:
  - [Security policy framework: protecting government assets - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/security-policy-framework-protecting-government-assets)
- NCSC Advice and Guidance:
  - [All topics - NCSC.GOV.UK](https://www.ncsc.gov.uk/all-topics)

All work will be undertaken by suitably qualified and sufficiently skilled resources, who will operate in accordance with industry accepted standards of good professional practice. Where applicable, all Supplier resources will hold suitable and verifiable appropriate level of security clearance prior to commencing work delivering this service. The Buyer will inform the Supplier of the individual personnel security level requirements during Service delivery.

### **Cyber Essentials Scheme**

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

### **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 £3,000,000.

### **Call-Off Charges**

The Statement of Works will be based upon either Capped Time and Materials (CTM) or Fixed Price. 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**

BACS

### **Buyer's Invoice Address**

Invoices will be sent to:  
Home Office Shared Service Centre

[REDACTED]

Tel: [REDACTED]

Fax [REDACTED]

e-mail: [REDACTED]

### **Buyer's Authorised Representative**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### **Buyer's Environmental Policy**

available online at: [Cabinet Office environmental policy statement - GOV.UK \(www.gov.uk\)](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/346222/Cabinet-Office-environmental-policy-statement.pdf)

### **Buyer's Security Policy**

Appended at Call-Off Schedule 9 (Security)

### **Supplier's Authorised Representative**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### **Supplier's Contract Manager**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### **Progress Report Frequency**

On the first Working Day of each calendar month, or as agreed by the Parties.

### **Progress Meeting Frequency**

See Contract Management & Governance and Supplier Management in the Requirements, or as may be agreed by the Parties.

### **Key Staff**

Not used.

### **Key Subcontractor(s)**

Not used.

### **Commercially Sensitive Information**

[REDACTED]

[REDACTED]

Additional commercial sensitive information may be agreed within SoWs, any commercial sensitive documents will be clearly marked "Commercially Confidential".

### **Balanced Scorecard**

See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)

### **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):

<b>Material KPIs</b>	<b>Target</b>	<b>Measured by</b>
Additional measures to be agree between the Parties		

### **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 Call-Off Schedule 4 (Call-Off Tender).

### **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.

**For and on behalf of the Supplier:**

Signature:

Name:

Role: Director

Date: 30/March/2023

**For and on behalf of the Buyer:**

Signature:

Name:

Role: Commercial Lead

Date: 03 April 2023



## Appendix 1

### Statement of Work

#### 1 Statement of Works (SOW) Details

Upon execution, this SOW forms part of the Call-Off Contract (C23757).

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.

<b>Date of SOW:</b>	30 March 2023
<b>SOW Title:</b>	Enterprise and Solution Architecture
<b>SOW Reference:</b>	001
<b>Call-Off Contract Reference:</b>	C23757
<b>Buyer:</b>	Home Office, His Majesty's Passport Office
<b>Supplier:</b>	A&A Digital Tech Ltd
<b>SOW Start Date:</b>	1 April 2023
<b>SOW End Date:</b>	30 June 2023
<b>Duration of SOW:</b>	Three months

## **2 Call-Off Contract Specification – Deliverables Context**

### **SOW Deliverables Overview:**

This SoW covers services supporting:

- The delivery of the Passport Transformation Programme;
- The Civil Registration Transformation Programme; and
- Non-Transformation and Business Continuity/Improvement initiatives.

#### **Passport Transformation Programme includes:**

- High-level designs for several discovery's such as Finance, Linked applications, Document Upload & Priority services in the Customer Product Family which will support alignment of HMPOs IT with HO IT Strategy and reduce tech debt;
- Advice guidance & assurance of onboarding Serco as 2nd contact centre provider, as well as tech assurance of TP relaunching new webchat service;
- Troubleshooting any issues emerging from the scaling of the new Scanning service this quarter to reduce the risk of performance issues as surge in demand grows for Passports;
- High Level Design for BOTS re-use of ARD service to avoid creating duplicate solutions; and
- Technical assurance of DXC Low level designs and implementation plans to identify technical risks and scope creep to reduce the risk of delay, service downtime or cost overrun.

#### **Civil Registration Transformation Programme includes:**

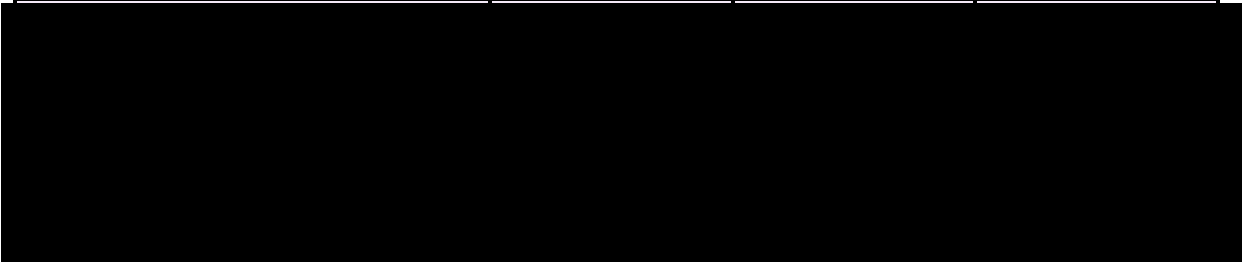
- Technical evaluation of supplier performance for the GRO Digitisation procurement;
- High level design and initiation of the Ghost PoC to explore whether legacy images can be transcribed using AI/ML technologies;
- Various HLDs critical to CR TP plans including Workflow, eMCCD;
- Evaluation of the feasibility of re-using MS Dynamics for GRO caseworking to reduce costs and delivery timescales; and
- Evaluation of options to integrate and test against RON and EAGLE whilst sticking within Oracle license constraints.

#### **Non-Transformation Programme and Business Continuity/Improvements includes:**

- Conduct Tech debt assessment of 5 key systems and recommend how to improve tech debt over time;
- Troubleshoot infrastructure issues as Warehouse K goes live as HMPO London Office to ensure a successful transition including the successful decommissioning of Globe House; and
- Architecture documentation and Technical Roadmaps for key systems.

### 3 Buyer Requirements – SOW Deliverables

#### Supplier Resource Plan:



#### Deliverables:

Deliverables are subject to change, with agreement of the parties.

The Supplier shall provide the Deliverables in Annex 1 (Deliverables) in addition to the Deliverables in the table below.

No.	Deliverable	Deliverable description	Deliverable due date	Acceptance Criteria	Buyer Approver
1	Performance Report	The Performance Report is defined in this SOW below, under the SOW Reporting Requirement section.	Monthly	Meeting or exceeding the Service Levels, as defined in Annex A to Part A (Service Levels Table) in Call-Off Schedule 14 (Service Levels and Balanced Scorecard).	Service Owner
2	Social Values Report	The Social Values Report is defined in this SOW, in item 3 of the “SOW Reporting Requirement” section.	Monthly	Meeting the Supplier’s Social Values obligations, as defined in the Supplier’s submission documents (“Appendix C – Further Competition Questionnaire A&A Digital Tech Ltd Response v2.0” and “Clarification Q&A Response (4.1, 4.2 & 6.1) - A&A Digital Tech Ltd v1.0”) as contained in Call-Off Schedule 4 (Call Off Tender).	HO Delivery Manager
3	Architecture Playbook	Define a framework to Build and Improve Architecture deliverables, ways of working and collaboration in digital services defining:	On or before 30 June 2023	A documented “Architecture Playbook” developed in co-ordination with other Architecture Suppliers and agreed with HMPO CTO	HO Delivery Manager

		<ul style="list-style-type: none"> <li>How Architecture Service is delivered and managed aligned to HMPO Playbook for digital products.</li> <li>How Architecture team interface/collaborate with the rest of the Org to enable product centricity (touch points)</li> <li>Principles, practices, and guard rails to ensure quality of Architectural deliverables.</li> <li>Definition of Architecture Roles and associated RACI matrix</li> </ul>		<p>Office.</p> <p>Documents should be available on Confluence and socialised/communicated to Product/Programme Teams, BDA and any other identified stakeholders.</p>	
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**Risks:**

Reference	Risk	Impact	Mitigation	Owner
R1.1.1	<p>Technical Designs are unable to meet the acceptance criteria for approval due to:</p> <ul style="list-style-type: none"> <li>- vague business/product needs;</li> <li>- lack of clarity on security requirements;</li> <li>- inadequate declaration of constraints e.g. (cost, legal, commercial, contractual);</li> <li>- inadequate inputs from the stakeholders and collaborators (e.g. product/delivery teams, BDA, security, other suppliers etc.)</li> </ul>	<p>This may result in multiple iterations for decision/ approvals in governance forums and breach of Service Levels Performance Criterion 1.1.1 and 1.1.2.</p>	<p>Supplier to establish guidance and criteria for accepting business/product needs in collaboration with HMPO CTO office.</p> <p>Agree a process with the Buyer for assessing the quality of business/product needs before commencing Technical Designs.</p> <p>Supplier to assess the quality of inputs from identified stakeholders/ collaborators including product /delivery teams and provide constructive feedback to improve the process, create a checklist of the actionable items, set clear expectations and timescales.</p>	Supplier

R1.1.2	Technical Designs are unable to meet the acceptance criteria due to poor collaboration with the stakeholders/contributors and inadequate business/operational impact assessments of technical proposals	This may result in multiple iterations for decision/ approvals in governance forums and breach of Service Levels Performance Criterion 1.1.1 and 1.1.2.	Supplier to establish a process to identify the business and operational stakeholders, ensure the Technical Design proposals are communicated and impacts are understood.  The Supplier is to document the business/operational impact of the technical proposal/options.	Supplier
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**Dependency:**

Ref	Description
1	The identified Buyer stakeholders (reasonably identified) will collaborate with the Supplier in defining: <ul style="list-style-type: none"> <li>• business and security requirements;</li> <li>• any Technical Design constraints; and</li> <li>• relevant acceptance criteria.</li> </ul>
2	Technical Design template will be provided to the Supplier.
3	The Supplier will be engaged, as may be reasonably required, in relevant governance forums impacting a Technical Design where the Supplier is responsible for delivery.
4	The Buyer (agreed stakeholders) will provide written feedback on any Technical Design submitted for approval within 10 Working Days, or within agreed timescales, of the approval date.
5	The Buyer and any agreed third-party stakeholders (reasonably identified) will take all reasonable steps to provide written feedback on any Technical Design submitted for review within 10 Working Days, or within agreed timescales, of receipt.
6	Technical roadmap will be defined by HMPO CTO Office.
7	Identified stakeholders will attend workshops within agreed timescales.
8	Buyer shall provide written feedback for any Technical Designs which have been rejected.

**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:**

The Buyer requires the Supplier to have and maintain a **Cyber Essentials Certificate** for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).

**SOW Standards:**

Not used.

**Performance Management:**

The Service Levels of Annex A to Part A (Service Levels Table) in Call-Off Schedule 14 (Service Levels and Balanced Scorecard) shall apply to this SOW.

**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.

**SOW Reporting Requirements:**

Further to the Supplier providing the management information detailed in Paragraph 6 of Call-Off Schedule 15 (Call Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:

Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission
1.	<p>Performance Report on Service Levels in Annex A to Part A (Service Levels Table) in Call-Off Schedule 14 (Service Levels and Balanced Scorecard).</p> <p>The Performance Report shall include Service Level Performance Measure against each Service Level Performance Criterion and a calculation of Buyer redress for Failure where the Buyer has failed Service Level Performance Measure.</p>		
1.1	Technical Design -number of times the Technical Design is submitted before approval by TDA	Service Level Performance Criterion 1.1.1	Quarterly
1.2	Technical Design -number of times the Technical Design is submitted before approval by Design Authority	Service Level Performance Criterion 1.1.2	Quarterly
1.3	Business Critical systems to have Technical Roadmaps updated.	Service Level Performance Criterion 1.1.3	Quarterly
1.4	Percentage of Deliverables submitted for approval on/before due date.	Service Level Performance Criterion 1.1.4	Quarterly
1.5	Subject matter expert coverage, as a percentage, in each of the technologies.	Service Level Performance Criterion 1.1.5	Monthly
1.6	Technical Designs compliance with Architecture modelling and Documentation standards.	Service Level Performance Criterion 1.1.6	Monthly
1.7	Number of weeks for Supplier resources to deliver resources from on-boarding date	Service Level Performance Criterion 1.1.7	Every two months.
2	<p>Social Values Report</p> <p>Monthly reporting against Social Values MAC 3.2</p>		
2.1	<p>Reporting metrics under this social value:</p> <ul style="list-style-type: none"> <li>The number of contract opportunities awarded under the contract.</li> <li>The value of contract opportunities awarded under the contract in £.</li> </ul> <p>Total spend under the contract, as a percentage of the overall contract spend.</p>	Section 4.2 (Cultural Fit (Social Values)) of Call-off Schedule 20 (call-off Specification)	Monthly
2.2	<p>The above (reference 2.1) shall be reported for each of the following categories:</p> <ul style="list-style-type: none"> <li>start-ups;</li> </ul>	Section 4.2 (Cultural Fit (Social Values)) of Call-off Schedule 20 (call-off Specification)	Monthly

	<ul style="list-style-type: none"><li>• small and medium-sized enterprises;</li><li>• voluntary, community and social enterprises; and</li><li>• mutuals.</li></ul>		
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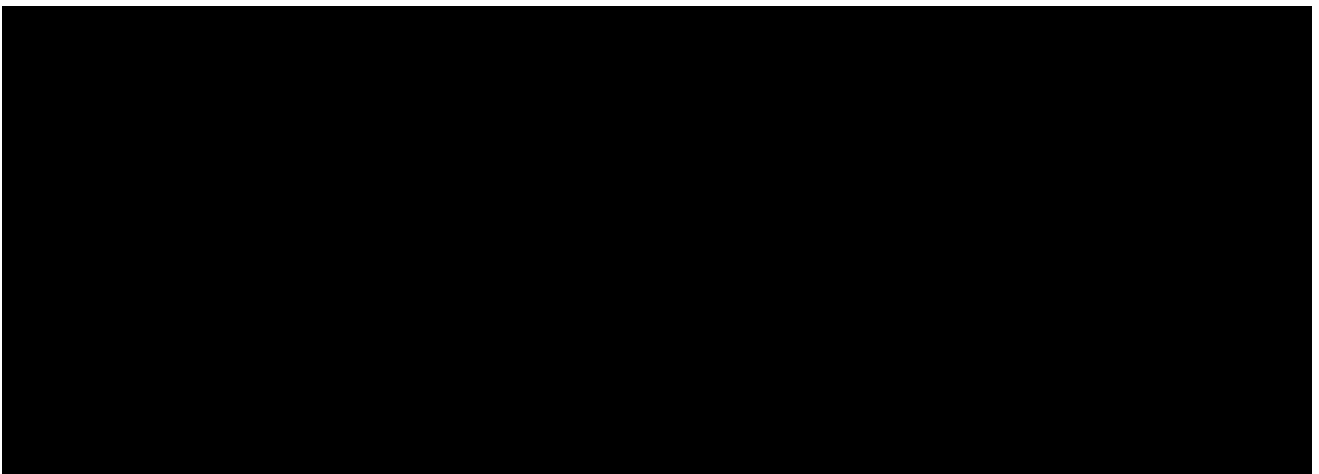
#### 4 Charges

##### **Call Off Contract Charges:**

The applicable charging method(s) for this SOW is Capped Time and Materials

The estimated maximum value of this SOW (irrespective of the selected charging method) is XXXXXXXXXX

##### **Rate Card and Charges Applicable:**



##### **Reimbursable Expenses:**

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



## ANNEX I: DELIVERABLES

## 2023 ESA SoW-P1 Deliverables

**Contracted Deliverables for ESA Service covering a 90 day period.**

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[illegible]

[illegible]

20

[illegible]

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trade-[REDACTED]  
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Frequency	Percentage
Never	1%
Rarely	1%
Sometimes	1%
Often	1%
Always	1%

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The diagram illustrates a hierarchical structure, likely representing an organizational chart or a project flow. It is composed of three main horizontal sections, each with a central vertical column of gray blocks and various black blocks branching out to the left and right.

- Top Section:** Features a central vertical column of three gray blocks. To the left, there are several black blocks of varying sizes. To the right, there are multiple black blocks, some of which contain text that is mostly obscured by black redaction.
- Middle Section:** Features a central vertical column of two gray blocks. Similar to the top section, there are black blocks branching out to the left and right, with some text visible in the blocks on the right.
- Bottom Section:** Features a central vertical column of one gray block. Black blocks branch out to the left and right, with some text visible in the blocks on the right.

The overall layout suggests a flow or hierarchy, with the gray blocks acting as central nodes and the black blocks representing sub-elements or tasks. The text within the black blocks is largely obscured by black redaction, making it difficult to read.

## Annex 1 (Template Statement of Work)

### Statement of Work

#### 5 Statement of Works (SOW) Details

Upon execution, this SOW forms part of the Call-Off Contract (C23757).

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.

<b>Date of SOW:</b>	
<b>SOW Title:</b>	
<b>SOW Reference:</b>	[00#]
<b>Call-Off Contract Reference:</b>	C23757
<b>Buyer:</b>	Home Office, His Majesty's Passport Office
<b>Supplier:</b>	A&A Digital Tech Ltd
<b>SOW Start Date:</b>	
<b>SOW End Date:</b>	
<b>Duration of SOW:</b>	

## 6 Call-Off Contract Specification – Deliverables Context

**SOW [Deliverables/Requirements] [Background/Overview]:** [Insert details of which elements of the Deliverables this SOW will address]

## 7 Buyer Requirements – SOW Deliverables

### Outcome Description:

Ref	Description	Acceptance Criteria	Due Date
[e.g LEV]	[e.g. outcome for LEV during the SOW]		

### Supplier Resource Plan:

Roles	No. of SFIA 3 Resources	No. of SFIA 4 Resources	No. of SFIA 5 Resources

### Deliverables:

[Embedded document to be inserted which includes:

- Deliverable;
- description;
- due date; and
- acceptance criterion]

No.	Deliverable	Deliverable description	Deliverable due date	Acceptance Criteria	Buyer Approver
1	Performance Report	The Performance Report is defined in this SOW below, under the SOW Reporting Requirement section.	Monthly	Meeting or exceeding the Service Levels, as defined in Annex A to Part A (Service Levels Table) in Call-Off Schedule 14 (Service Levels and Balanced Scorecard).	Service Owner
2	Social Values Report	The Social Values Report is defined in this SOW, in item 3 of the "SOW Reporting Requirement" section.	Monthly	Meeting the Supplier's Social Values obligations, as defined in the Supplier's submission documents ("Appendix C – Further Competition Questionnaire A&A Digital Tech Ltd Response v2.0" and "Clarification Q&A Response (4.1, 4.2 & 6.1) - A&A Digital Tech Ltd v1.0") as contained in Call-Off Schedule 4 (Call Off Tender).	HO Delivery Manager

**Risks:**

Reference	Risk	Impact	Mitigation	Owner

**Dependencies** [Completed by Supplier]:

ID	Description
1	

2	
3	
4	
5	
6	
7	

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

**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:**

The Buyer requires the Supplier to have and maintain a **Cyber Essentials Certificate** for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).

**SOW Standards:**

[Insert any specific Standards applicable to this SOW]

**Performance Management:**

[Insert details of KPIs that have an impact on Contract performance]

KPIs	Target	Measured by

The Service Levels of Annex A to Part A (Service Levels Table) in Call-Off Schedule 14 (Service Levels and Balanced Scorecard) shall apply to this SOW.

**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.

**SOW Reporting Requirements:**

Further to the Supplier providing the management information detailed in Paragraph 6 of Call-Off Schedule 15 (Call Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:

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

Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission
1.	Performance Report on Service Levels in Annex A to Part A (Service Levels Table) in Call-Off Schedule 14 (Service Levels and Balanced Scorecard). The Performance Report shall include Service Level Performance Measure against each Service Level Performance Criterion and a calculation of Buyer redress for Failure where the Buyer has failed Service Level Performance Measure.		
1.1	Technical Design -number of times the Technical Design is submitted before approval by TDA	Service Level Performance Criterion 1.1.1	Quarterly
1.2	Technical Design -number of times the Technical Design is submitted before approval by Design Authority	Service Level Performance Criterion 1.1.2	Quarterly
1.3	Business Critical systems to have Technical Roadmaps updated.	Service Level Performance Criterion 1.1.3	Quarterly
1.4	Percentage of Deliverables submitted for approval on/before due date.	Service Level Performance Criterion 1.1.4	Quarterly
1.5	Subject matter expert coverage, as a percentage, in each of the technologies.	Service Level Performance Criterion 1.1.5	Monthly
1.6	Technical Designs compliance with Architecture modelling and Documentation standards.	Service Level Performance Criterion 1.1.6	Monthly
1.7	Number of weeks for Supplier resources to deliver resources from on-boarding date	Service Level Performance Criterion 1.1.7	Every two months.
2	Social Values Report Monthly reporting against Social Values MAC 3.2		
2.1	Reporting metrics under this social value: <ul style="list-style-type: none"> <li>The number of contract opportunities awarded under the contract.</li> <li>The value of contract opportunities awarded under the contract in £.</li> </ul> Total spend under the contract, as a percentage of the overall contract spend.	Section 4.2 (Cultural Fit (Social Values)) of Call-off Schedule 20 (call-off Specification)	Monthly
2.2	The above (reference 2.1) shall be reported for each of the following categories: <ul style="list-style-type: none"> <li>start-ups;</li> <li>small and medium-sized enterprises;</li> </ul>	Section 4.2 (Cultural Fit (Social Values)) of Call-off Schedule 20 (call-off Specification)	Monthly



	<ul style="list-style-type: none"> <li>voluntary, community and social enterprises; and</li> <li>mutuals.</li> </ul>		
3	[Report]		

## 8 Charges

### Call Off Contract Charges:

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

- Capped Time and Materials

The estimated maximum value of this SOW (irrespective of the selected charging method) is £[Insert detail].

### Rate Card and Charges Applicable:

Charges							
Roles	SFIA 3		SFIA 4		SFIA 5		Total Charge (19.8 Working Days per month)
	Daily Rate (£) (ex VAT)	FTE	Daily Rate (£) (ex VAT)	FTE	Daily Rate (£) (ex VAT)	FTE	
						<b>Total</b>	

### Reimbursable Expenses:

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

## 9 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:

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**For and on behalf of the Buyer**

Name:

Title:

Date:

Signature:

## Annex 1 of the Statement of Work

### 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:

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>The Relevant Authority is Controller and the Supplier is Processor</b></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"> <li>The subject-matter of Processing of Personal Data by the supplier is the performance of the Services pursuant to the Agreement. The duration of the Processing, the nature and purpose of the Processing, the types of Personal Data and categories of Data Subjects Processed under this DPA are further specified below</li> </ul>
Duration of the Processing	The supplier will Process Personal Data for the duration of the Agreement, unless otherwise agreed upon in writing.
Nature and purposes of the Processing	The supplier will Process Personal Data as necessary to perform the Services pursuant to the Agreement, as further specified in the Documentation, and as further instructed by Customer in its use of the Services. The purpose includes employment processing, statutory obligations, recruitment assessments, security clearance/right to work, finance processing, customer communication, contract processing.
Type of Personal Data	<ul style="list-style-type: none"> <li>Identity Data including first name, maiden name, last name, username or similar identifier, marital status and dependents, title, date of birth, gender, next of kin and emergency contact information, National Insurance number and copy of driving licence or Passport</li> <li>Contact Data including billing address, delivery address, email address and telephone numbers.</li> <li>Financial Data including bank account and payment card details</li> <li>Transaction Data including details about payments to and from the Data Subject and other details of goods and services the Data Subject has purchased.</li> <li>Technical Data including internet protocol (IP) address, the Data Subject's login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices the Data Subject uses to access the website of the Customer or another Data Controller.</li> <li>Profile Data including the Data Subject's username and password, timesheets and work completed by the Data Subject</li> <li>Employment Data including:</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Bank account details, payroll records and tax status information.</li> <li>○ Salary, annual leave, pension and benefits information.</li> <li>○ Start date.</li> <li>○ Location of employment or workplace.</li> <li>○ Recruitment information (including copies of right to work documentation, references and other information included in a CV or cover letter or as part of the application process).</li> <li>○ Employment records (including job titles, work history, working hours, training records, references and professional memberships).</li> <li>○ Compensation history.</li> <li>○ Performance information.</li> <li>○ Disciplinary and grievance information.</li> <li>○ CCTV footage and other information obtained through electronic means such as swipe card records.</li> <li>○ Information about the Data Subject's use of the information and communications systems of the Customer or another Data Controller.</li> <li>○ Photographs.</li> <li>● Special Categories <ul style="list-style-type: none"> <li>○ Information about the Data Subject's race or ethnicity, religious beliefs, sexual orientation, trade union memberships</li> <li>○ Disability/Health condition relevant to the role</li> <li>○ Criminal Convictions</li> <li>○ Right to work documentation, nationality and VISA requirements</li> </ul> </li> </ul>
Categories of Data Subject	<ul style="list-style-type: none"> <li>● Prospects, customers, business partners and vendors of Customer (who are natural persons)</li> <li>● Employees or contact persons of Customer's prospects, customers, business partners and vendors</li> <li>● Employees, agents, advisors, freelancers of Customer (who are natural persons)</li> <li>● Customer's Users authorized by Customer to use the Services</li> </ul>
<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>Data will be retained during the term of the contract, and 6 months after expiry/termination of the contract. The data is held digitally in our systems and will be destroyed from the system permanently.</p>