

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

## **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:** 16 June 2025

**SoW Title:** SoW 01 - Communications and training material development and design

**SoW Reference:** C&T 2025/06/17 – 2025/09/26

**Call-Off Contract Reference:** CR\_5039 – National Digital Twin Programme - Communications and training material

**Buyer:** Department for Business and Trade

**Supplier:** Southerly Communications Ltd

**SoW Start Date:** 17 June 2025

**SoW End Date:** 26 September 2025

**Duration of SoW:** 73 working days

#### **Key Personnel (Buyer):**

- [REDACTED]  
[REDACTED]

#### **Key Personnel (Supplier):**

- [REDACTED]  
[REDACTED]  
[REDACTED]

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- [REDACTED]  
[REDACTED]  
[REDACTED]

### Subcontractors:

- [REDACTED], Little Big Box, Developer
- [REDACTED], Little Big Box, SEO specialist

## Call-Off Contract Specification – Deliverables Context

### SoW Deliverables Background:

This Statement of Work (SoW) pertains to the development and design of communications and training material for the National Digital Twin Programme. This SoW covers:

- Enhancements to the NDTP and IES websites
- Publication of the ethics framework
- Development and implementation of an Engagement Strategy
- Event design work and event support
- Playbook and Information Asset Register design and publication
- Curriculum content design
- IES e-learning design
- Technical diagram development

## 2 Buyer Requirements – SoW Deliverables

### Outcome Description:

The Supplier shall deliver the outcomes listed below.

In keeping with the agile methodology being followed to deliver this SoW, the due dates specified below may be varied by a SoW Variation agreed between the Buyer's Programme Director and Programme Manager and the Supplier's Project Manager. These variations may be required or desired to: (1) align the plan with new or changed Buyer priorities identified during Sprint Planning; or, (2) allow additional time to account for new/changed requirements, risks, issues or dependencies that have impacted delivery. Any variance to these milestones will be within the Call-Off Contract Charges specified in section 4 unless an increase in cost is first agreed upon as part of a Contract Variation.

Ref	Milestone Description	Acceptance Criteria	Due Date
MS01	NDTP website and IES website - Search Engine Optimisation review	Review of current optimisation conducted resulting in a light-touch audit report available  Proposal for a new optimisation approach	1700 hours on 11 July

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		available Agreed approach implemented on both websites	
MS02	NDTP website and IES website - Event calendar creation, modifying an appropriate open source plugin.	Event calendar that allows previous and future events to be visible to visitors to the website created and published	1700 hours on 27 June
MS03	IES website fixes	Review current IES website and correct designs which have been incorrectly transferred from the NDTP website  New page identical to the one containing IES v5 with content on IES v4 uploaded onto it	1700 hours on 27 June
MS04	NDTP website - ethics framework	Ethics framework available on the NDTP website in HTML and PDF format, with NDTP design applied to the latter	1700 hours on 27 June
MS05	Engagement strategy	Engagement Strategy developed and signed off, covering social content and newsletter strategies, a channel strategy and design strategy  Content Calendar developed and signed off	1700 hours on 11 July
MS06	NDTP Newsletter and IES Newsletter – 1 <sup>st</sup> release	Template for newsletter created which allows easy embedding of news stories  E-mail platform set-up  Separate newsletters for NDTP and IES, delivered at the end of June	1700 hours on 27 June
MS07	NDTP Newsletter and IES Newsletter – 2 <sup>nd</sup> release	Separate newsletters for NDTP and IES, delivered at the end of August	1700 hours on 29 August

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MS08	Events - Design work	Design work for slides for the NDTP Industry Day and cross Whitehall NDTP event completed	1700 hours on 26 Sept
MS09	Events support	Booking system, agreed with the NDTP Management Teams, for the NDTP Industry Day set up with appropriate support in place	1700 hours on 25 July
MS10	Playbooks – Use Case Development, Data Discovery – Design work	Design work completed for both playbooks User journey mapping completed Wireframes completed	1700 hours on 15 August
MS11	Playbooks – Use Case Development, Data Discovery - Build	Playbooks integrated into NDTP website	1700 hours on 12 September
MS12	Information Asset Register – Design work	Design work completed User journey mapping completed. Wireframes completed	1700 hours on 15 August
MS13	Information Asset Register – Build	Information Asset Register integrated into website	1700 hours on 12 September
MS14	Curriculum – Design	Review of existing material conducted Proposal for conversion of existing material into digital teacher and pupil packs produced Design for content agreed	1700 hours on 29 August
MS15	IES material - Design	Review of existing material conducted. Proposal for conversion of existing material into e-learning type content	1700 hours on 26 September

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		produced. Design for content agreed.	
MS16	Integration Architecture diagram	Prototype of interactive technical diagram which can be made available on the NDTP website and which would allow it to be embedded in standard presentation software such as PowerPoint.	1700 hours on 12 September

**Risks:**

Delivery of this SoW is subject to the following risks:

ID	Risk	Probability	Impact	Mitigation
R.01	<ul style="list-style-type: none"> <li>- Not being given access to materials / platforms in ample time</li> <li>- Lack of review and suggested amends within agreed timeframe</li> <li>- Unexpected and unavoidable project delays that are outside our control with external decision makers</li> </ul>	<ul style="list-style-type: none"> <li>- Low</li> <li>- Low</li> <li>- Medium</li> </ul>	All the listed risks will delay delivery	We will mitigate risks with thorough project planning and regular and ongoing stakeholder communications.

**Assumptions:**

Delivery of this SoW is subject to the following assumptions:

ID	Assumption
A.01	<p>We assume we will have access to all the information, source materials and systems we need in order to perform our work.</p> <p>We assume that we will be able to ask questions and make sure we have fully understood and are able to respond to the brief.</p> <p>We assume that any work we produce will be reviewed and feedback/ amends will be provided in a timely manner.</p>

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### Dependencies:

Delivery of this SoW is subject to the following dependencies:

ID	Dependency	Owner	Due Date
D.01	Access to all source and briefing materials Commitment to a regular and timely review process Access to all relevant platforms	NDTP team	ongoing

### Supplier Resource Plan:

The Supplier will provide the team resource plan specified in section 4 of this SoW. This resource plan provides the Buyer with flexible resource capability and capacity, and includes the necessary expertise to complete the range of activities specified in section 3.

### 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:

The supplier will read and comply with the requirements set out in the NDTP Supplier Handbook available to all team members post on-boarding on [Confluence](#).

### Performance Management:

Material KPIs	Target	Measured by
NDTP website and IES website - Search Engine Optimisation – draft for review and sign off	1700 hours on 11 July	The acceptance criteria set out in the table in Section 3 above.
NDTP website and IES website - Event calendar creation, modifying an appropriate open source plugin, for review and sign off	1700 hours on 27 June	
IES website fixes, for review and sign off	1700 hours on 27 June	
NDTP website - ethics framework – for review and sign off	1700 hours on 27 June	
Engagement strategy	1700 hours on 11 July	
NDTP Newsletter and IES	1700 hours on 27 June	

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Newsletter – 1 <sup>st</sup> release		
NDTP Newsletter and IES Newsletter – 2 <sup>nd</sup> release	1700 hours on 29 August	
Events - Design work	1700 hours on 26 Sept	
Events support	1700 hours on 25 July	
Playbooks – Use Case Development, Data Discovery – Design work	1700 hours on 15 August	
Playbooks – Use Case Development, Data Discovery - Build	1700 hours on 12 September	
Information Asset Register – Design work	1700 hours on 15 August	
Information Asset Register – Build	1700 hours on 12 September	
Curriculum – Design	1700 hours on 29 August	
IES material - Design	1700 hours on 26 September	
Integration Architecture diagram	1700 hours on 12 September	

Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold	Service Credits
Accurate and timely billing of Customer	Accuracy / timeliness	At least 98% at all times	Below 95%	0.5% Service Credit gained for each percentage under specified Service Level Performance Measure
Provision of specific Good and/or Services	Quality of Milestones. Acceptance of Milestones by National Digital Twin Programme as outlined above.	At least 98% at all times, delivered to accepted quality	Below 95%	0.5% Service Credit gained for each percentage under specified Service Level Performance Measure
Provision of team to meet	Timesheet hours billed / timesheet	Above 95% at all times	Below 90%	0.5% Service Credit gained for each

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requirements of the SoW	hours expected (aligned to SoW scope of work subject to change requests) unless it is found that Milestones can be achieved in fewer hours than forecast.			percentage under specified Service Level Performance Measure if Milestones are not delivered as per the Acceptance Criteria.
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**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.

- [REDACTED], Little Big Box, Developer
- [REDACTED], Little Big Box, SEO specialist

**Key Supplier Staff:**

Key Role	Key Staff	Contract Details	Employment / Engagement Route (incl. inside/outside IR35)
[REDACTED]	[REDACTED] [REDACTED]	Permanent	Staff, inside IR35
[REDACTED] [REDACTED]	[REDACTED] [REDACTED]	Permanent	Staff, inside IR35
[REDACTED]	[REDACTED]	Permanent	Staff, inside IR35
[REDACTED]	[REDACTED]	Permanent	Staff, inside IR35
[REDACTED]	[REDACTED] [REDACTED]	Permanent	Staff, inside IR35
[REDACTED]	[REDACTED]	Permanent	Staff, inside IR35
[REDACTED]	[REDACTED]	Contract	Sub-contract (PAYE). Outside
[REDACTED]	[REDACTED] [REDACTED]	Contract	Sub-contract (PAYE). Outside



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### SoW Reporting Requirements:

Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission
1.1	Standups on Tuesday and Thursday – work between standups, work to be completed before next standup, blockers, updates on any risks, issues, dependancies	All	Twice a week
1.2	Cross-workstream standups on Monday, Wednesday and Friday – cross-workstream requests and update any cross-workstreams risks, issues, dependencies	All	Three times a week
1.3	End of Sprint Review (EoSr) – detailing work completed in the Sprint	All	Fortnightly

### 3 Charges

#### Call Off Contract Charges:

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

- Time and Materials

The estimated maximum value of this SoW (irrespective of the selected charging method) is **£156,450** (excl VAT).

#### Rate Cards Applicable:

Role	FTE	Day Rate (£)	No. of Days	Total Cost (£)
██████████	0.8	████	25	████
██████████	0.8	████	22	████
██████████	0.8	████	24	████
██████████	0.8	████	24	████
██████████	0.8	████	35	████
██████████	0.8	████	10	████
██████████	0.5	████	10	████
██████████	0.5	████	2	████
Total (Excluding VAT)				████

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The Call Off Contract Charges are based on the roles, rates and other line items specified below. The Supplier proposes these roles based on the 'Supplier Resource Plan' specified in section 3 of this SoW. In keeping with the agile delivery process being followed, the actual allocation of effort between roles may be varied in response to the work priorities and goals set by the Buyer during Sprint Planning, and to ensure the most efficient use of resources and budget for delivery.

AWS hosting and tooling costs will be on-charged to the Buyer at cost. The costs provided for these line items are estimates and may be lower or higher once relevant scoping activities have been completed as part of delivering this SoW. If actual costs exceed the estimate, the Buyer and Supplier will assess and manage any changes in cost through the formal contract variation process.

Any variance in the per-Sprint effort and charge will be within the stated maximum value unless an increase in cost is first agreed as part of a Contract Variation.

### Reimbursable Expenses:

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

## 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: [REDACTED]  
Title: Agency Director  
Date: 17/6/2025  
Signature: [REDACTED]

#### For and on behalf of the Buyer

Name: [REDACTED]  
Title: Commercial Lead  
Date: 17/6/2025  
Signature: [REDACTED]

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**Annex 1**  
**Data Processing – Not Used**

Prior to the execution of this Statement of Work, the Parties shall review Annex A of Joint Schedule 16 (Processing Data) and if the contents of Annex A does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex A shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this SoW only.

