



**RM6100 Technology Services 3 Agreement
Framework Schedule 4 - Annex 1
Lots 2, 3 and 5 Order Form**

Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 12th July 2022 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm_6100. The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms

This Order Form shall comprise:

1. This document headed "Order Form";
2. Attachment 1 – Statement of Requirements and Services Specification Parts A – C including Annexes
3. Attachment 2 – Pricing Schedule
4. Attachment 3 – Implementation Plan;
5. Attachment 4 – Service Levels and Service Credits;
6. Attachment 5 – Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 6 – Software;
8. Attachment 7 – Financial Distress;
9. Attachment 8 - Governance
10. Attachment 9 – Schedule of Processing, Personal Data and Data Subjects;
11. Attachment 10 – Transparency Reports; and
12. Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses.
 - a. Additional Clauses C1 – Relevant Convictions
 - b. Additional Clauses C2 – Security Measures
 - c. Additional Clauses C3 – Collaboration Agreement
13. Annex 2 – HM Treasury ICT Policy Overview
14. Annex 3 – TrIS2022 Bid Support Reference Data
15. Annex 4 – Supplier Solution

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

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



Section A
General information

Contract Details	
Contract Reference:	CCTS22A28-01.
Contract Title:	Provision of Central Service Desk
Contract Description:	Call Off Contract
Contract Anticipated Potential Value: this should set out the total potential value of the Contract	£2, 937, 066.83 ex VAT
Estimated Year 1 Charges:	£576, 985.00 ex VAT
Commencement Date: this should be the date of the last signature on Section E of this Order Form	18 th July 2022

Buyer details
Buyer organisation name HM Treasury

Billing address Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. Invoices should be submitted to: Invoicequeries@hmtreasury.gov.uk or Accounts Payable, HM Treasury, Rosebery Court, St Andrew's Business Park, Norwich, NR7 0HS No invoice will be authorised without an associated purchase order number

Buyer representative name REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION

Buyer representative contact details REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION
--

**Buyer Project Reference**

Please provide the customer project reference number.

CCTS22A28-01

Supplier details**Supplier name**

The supplier organisation name, as it appears in the Framework Agreement

Littlefish (UK) Ltd

Supplier address

Supplier's registered address

Price House, 37 Stoney Street, Nottingham NG1 1LS.

Supplier representative name

The name of the Supplier point of contact for this Order

REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION

Supplier representative contact details

Email and telephone contact details of the supplier's representative. This must include an email for the purpose of Clause 50.6 of the Contract.

REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION

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

A unique number provided by the supplier at the time of the Further Competition Procedure. Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference Number.

CCTS22A28-01

Guarantor details

Guidance Note: Where the additional clause in respect of the guarantee has been selected to apply to this Contract under Part C of this Order Form, include details of the Guarantor immediately below.

Guarantor Company Name

Not Applicable

Guarantor Company Number

Guarantor's registered company number

Not Applicable

**Guarantor Registered Address**

Guarantor's registered address
Not Applicable

Section B**Part A – Framework Lot****Framework Lot under which this Order is being placed**

3a OPERATIONAL SERVICES – End User Services

Part B – The Services Requirement**Commencement Date**

See above in Section A

Contract Period

Lot	Maximum Term (including Initial Term and Extension Period) – Months (Years)
3	60 (5)

Initial Term Months

36 months

Extension Period (Optional) Months

12 months + 12 months

Minimum Notice Period for exercise of Termination Without Cause
(Calendar days) *Insert right (see Clause 35.1.9 of the Call-Off Terms)*

30 calendar days

Sites for the provision of the Services

The Supplier shall provide the Services from the following Sites:

Supplier Premises:

Nottingham and Sheffield Offices

Third Party Premises:

Not Applicable

Buyer Assets

The Buyer's infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Buyer and which is or may be used in connection with the provision of the Services details.

The Buyer Assets are detailed in the attachment "TrIS2022 Bid Support – Reference Data"

Additional Standards

Not applicable



Buyer Security Policy

Please see Attachment 1 – Statement of Requirements, section 16 - Security & Confidentiality Requirements, as well as

Buyer ICT Policy

Please see Annex 2 - HM Treasury ICT Policy Overview

Insurance

Third Party Public Liability Insurance (£) - £5,000,000.00

Professional Indemnity Insurance (£) - £5,000,000.00

Employers Liability Insurance (£) - £5,000,000.00

Buyer Responsibilities

Please refer to Services Specification – Part A CSD Services (Customer Obligations) and Services Specification Part B Working with the Customer's Other Suppliers (Customer Obligations)

Goods

Not Applicable

Governance – Option Part A or Part B

Governance Schedule	Tick as applicable
Part A – Short Form Governance Schedule	<input type="checkbox"/>
Part B – Long Form Governance Schedule	<input checked="" type="checkbox"/>

The Part selected above shall apply this Contract.

Change Control Procedure – Option Part A or Part B

Change Control Schedule	Tick as applicable
Part A – Short Form Change Control Schedule	<input type="checkbox"/>
Part B – Long Form Change Control Schedule	<input checked="" type="checkbox"/>

The Part selected above shall apply this Contract. Where Part B is selected, the following information shall be incorporated into Part B of Schedule 5 (Change Control Procedure):

- for the purpose of Paragraph 8.2.2, the figure shall be £150,000



Section C

Part A - Additional and Alternative Buyer Terms

Additional Schedules and Clauses (see Annex 3 of Framework Schedule 4)

This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5.

Part A – Additional Schedules

Additional Schedules	Tick as applicable
S1: Implementation Plan	X
S2: Testing Procedures	X
S3: Security Requirements (either Part A or Part B)	Part B
S4: Staff Transfer	X
S5: Benchmarking	X
S6: Business Continuity and Disaster Recovery	X
S7: Continuous Improvement	X
S8: Guarantee	N/A
S9: MOD Terms	N/A

Part B – Additional Clauses

Additional Clauses	Tick as applicable
C1: Relevant Convictions	X
C2: Security Measures	X
C3: Collaboration Agreement	X

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

Part C - Alternative Clauses

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	N/A
Northern Ireland Law	N/A
Joint Controller Clauses	N/A

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

Part B - Additional Information Required for Additional Schedules/ Clauses Selected in Part A

Additional Schedule S3 (Security Requirements)



Supplier's security management plan to be added post contract award.

Additional Clause C1 (Relevant Convictions)

Supplier personnel shall be subject to pre-employment checks that include, as a minimum, identify unspent criminal convictions and the right to work.

Additional Clause C3 (Collaboration Agreement)

An executed Collaboration Agreement shall be delivered from the Supplier to the Buyer within the stated number of Working Days from the Commencement Date: Within 30 working days of Contract Award.

Section D

Supplier Response

REDACTED TEXT UNDER FOIA SECTION 43 COMMERCIAL INTERESTS.

Section E
Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

SIGNATURES

For and on behalf of the Supplier

Name	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION
Job role/title	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION
Signature	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION
Date	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION

For and on behalf of the Buyer

Name	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION
Job role/title	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION



Crown
Commercial
Service

Signature	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION
Date	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION



Attachment 1 – Statement of Requirements and Services Specification

- 1.PURPOSE
- 2.BACKGROUND TO THE CONTRACTING CUSTOMER
- 3.BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT
- 4.DEFINITIONS
- 5.SCOPE OF REQUIREMENT
- 6.THE REQUIREMENT
- 7.KEY MILESTONES AND DELIVERABLES
- 8.MANAGEMENT INFORMATION/REPORTING
- 9.VOLUMES
- 10.CONTINUOUS IMPROVEMENT
- 11.SUSTAINABILITY
- 12.QUALITY
- 13.PRICE
- 14.STAFF AND CUSTOMER SERVICE
- 15.SERVICE LEVELS AND PERFORMANCE
- 16.SECURITY AND CONFIDENTIALITY REQUIREMENTS
- 17.PAYMENT AND INVOICING
- 18.CONTRACT MANAGEMENT
- 19.LOCATION
20. INSURANCE
21. ANNEX 1 - TRIS CENTRAL SERVICE DESK SERVICES SPECIFICATION, PARTS A-C AND ANNEXES



1. PURPOSE

- 1.1. HM Treasury (HMT) is seeking a specialist supplier to provide a shared Central Service Desk (CSD) Service for all its Users, it is our preference that supplier's bids are based on a shared resource model, however if you are unable to offer a shared model, please detail what model you intend to offer and how you will ensure your model is able to flex to meet demand, while also providing competitive pricing.
- 1.2. The expectation is that the CSD supplier shall be the central point of contact for all Users, while seamlessly integrating with our Other TrIS Suppliers. The CSD Service will provide high quality customer service support, providing first time fixes wherever possible and reducing queries being passed to second line support. The service will be underpinned by industry best practice.

2. BACKGROUND TO THE CONTRACTING CUSTOMER

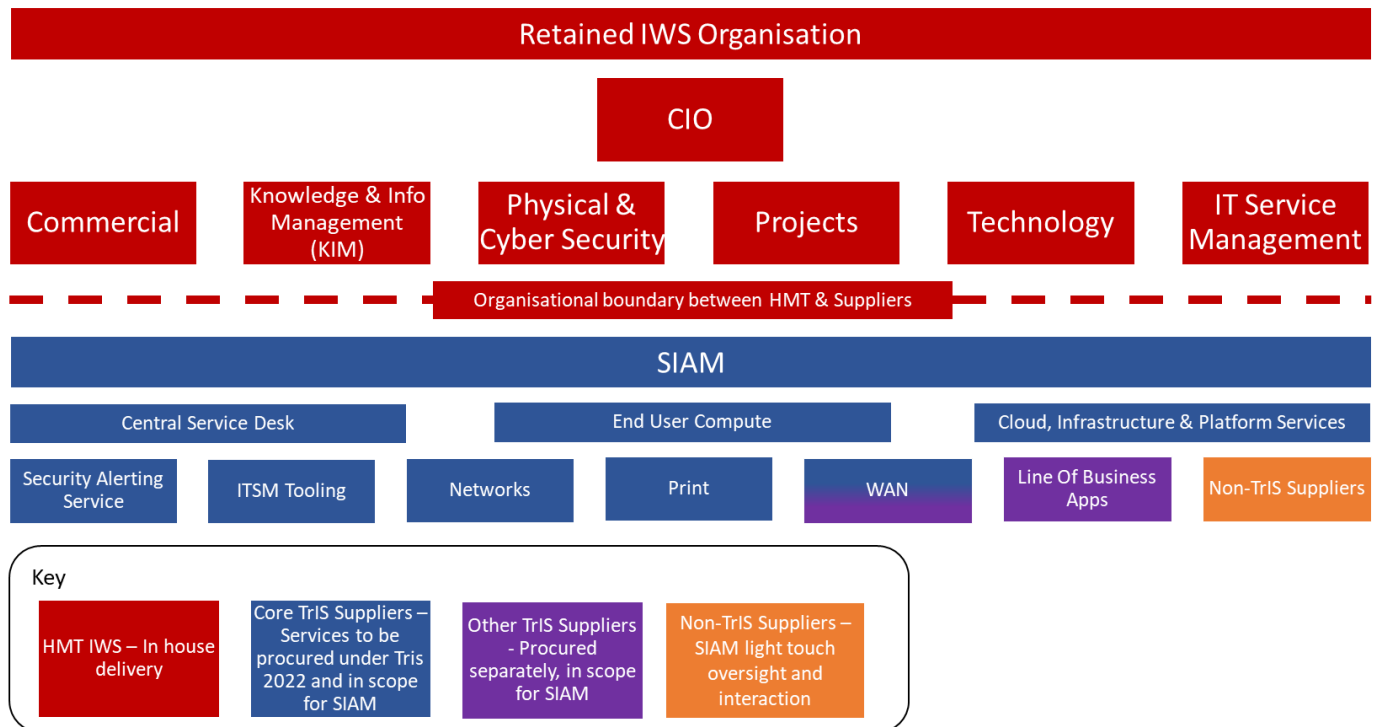
- 1.3. The Customer is the United Kingdom's economics and finance ministry. It is responsible for formulating and implementing the Government's financial and economic policy.
- 1.4. HM Treasury is supported by a shared service function to fulfil all its ICT requirements. The ICT services are provided by the Treasury Business Services (TBS) Team in conjunction with the Customer's outsourced providers.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 ICT services for the Treasury are provided under the service name Treasury ICT Services (TrIS). TrIS plays a central role in supporting the Treasury in delivering its objectives. TrIS also supports several Arm's Length Bodies (ALBs), including Government Internal Audit Agency (GIAA), UK Government Investment (UKGI), National Infrastructure Commission (NIC), and the Office of Tax Simplification (OTS) in delivering their objectives.
- 3.2 The mass shift to remote working as a result of Covid-19 has highlighted the importance of reliable, flexible enterprise IT as a fundamental bedrock for organisations across all roles and levels. HMT requires a fit for purpose enterprise level 'Official' IT system for the Treasury and its ALBs in place before current contracts expire for in-scope services. Our approach is to use a manageable number of specialist suppliers to deliver what they are good at, resulting in more effective and efficient services for the department.
- 3.3 Further disaggregating our services will support the ongoing transformation of our workplace, contributing to more efficient delivery by packaging services into smaller groupings, which can be delivered by specialist suppliers through 'best of breed' contracts. The programme of work, known as TrIS2022 - will redesign and recontract IT services for HMT's main enterprise 'Official' system as per the Service Model in Figure 1.



Figure 1. Service Model



4. DEFINITIONS

Expression or Acronym	Definition
Acceptable Use Policy	HMT's Technology Policy (and IT Acceptable Use Policy)
Actual Service Commencement Date	in relation to an operational Service, the later of: the date identified in the Operational Services Implementation Plan upon which the Operational Service is to commence; and where the Implementation Plan states that the Supplier must have Achieved the relevant ATP Milestone before it can commence the provision of that Operational Service, the date upon which the Supplier achieves the relevant ATP Milestone
Applications	the Line of Business Applications and the Core Applications together
ATP Milestone	the Milestone linked to Authority to Proceed for the relevant Operational Services. That is the Actual Operational Services Commencement Date.
Authority	The public body buying works goods or services (formally referred to as a contracting authority in the Public Contracts Regulations 2015).



Automatic Call Distribution or ACD	An automated call distribution system, commonly known as automatic call distributor, a telephony device that answers and distributes incoming calls to a specific group of terminals or agents within an organisation.
AV	Audio/visual
Availability	the ability of a Configuration Item or Service to perform its agreed function when required as determined by reliability, maintainability, serviceability, performance and security. Availability is usually calculated as a percentage based on Service Hours and Downtime.
Call	a contact made to the Central Service Desk via any method, including (but not limited to) phone calls, emails and other self-service mechanisms, which ultimately shall be categorised as either an Incident, Service Request, Problem or Change.
Central Service Desk	the service desk provided by the Central Service Desk Supplier
Commercial Change	<p>any change to this Agreement other than an Operational Change including:</p> <p>any change to the Customer's Requirements including any change to the Applications, the End User Devices or the operating system software for the End User Devices; and</p> <p>any additional services ordered by the Customer from the Supplier, including any new consultancy services ordered or any new Project ordered by the Authority</p>
Change Advisory Board or CAB	a team comprising of Supplier and Customer personnel who approve requested changes and assist in the assessment and prioritisation of changes
Change Request	a written request for a Commercial Change substantially in the form of Annex 1 of Schedule 5 (Change Control Procedure)
CIO	Chief Information Officer
CIPS	Cloud, Infrastructure and Platform Services
Commercial Change	<p>any change to this Agreement other than an Operational Change including:</p> <p>any change to the Customer Requirements including any change to the Applications, the End User Devices or the operating system software for the End User Devices (currently. Microsoft Windows); and</p> <p>any additional services ordered by the Customer from the Supplier, including any new consultancy services ordered or any new Project ordered by the Customer</p>
Complaints	a Call notifying the Central Service Desk of a complaint regarding the Services



Configuration Item or CI	Any component or other service asset that needs to be managed in order to deliver an IT service. Information about each configuration item is recorded in a configuration record within the configuration management system and is maintained throughout its lifecycle by service asset and configuration management
Configuration Management Database or CMDB	a configuration management database (CMDB) used to store configuration records throughout their lifecycle. The configuration management system maintains one or more configuration management databases, and each database stores attributes of configuration items, and relationships with other configuration items.
Continual Improvement	as defined in ITIL4
Core Hours	08:00 to 18:00 Monday to Friday (excluding UK bank holidays)
Core TrIS Services	The services that form the core TrIS service delivery including; Central Service Desk, Print, Network Management, End User Compute, Security Alerting Service, ITSM Toolset and the CIPS service.
Core TrIS Supplier	a supplier delivering any of the Core TrIS Services and falling under the management and reporting remit of the SIAM supplier
Critical Periods	the periods of time before and following the Customer's presentation to Parliament of major fiscal events, these being the Budget and the Autumn Statement, but in exceptional circumstances other events. The dates of major fiscal events vary from year to year and will be advised by the Customer. The Critical Periods will not exceed eight weeks in any calendar year unless where otherwise agreed via Schedule 5 (Change Control Procedure)
Customer	shall have the same meaning as Authority, and shall be used interchangeably
Customer Care Initiative	Refers to the work of looking after Users and ensuring their satisfaction with one's service.
Customer Cause	any breach by the Customer of any of the Customer Responsibilities, except to the extent that such breach is: the result of any act or omission by the Customer to which the Supplier has given its prior consent; or caused by the Supplier, any Sub-contractor or any Supplier Personnel
Customer Data	the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which: a) are supplied to the Supplier by or on behalf of the Customer; and/or



	<p>b) the Supplier is required to generate, process, store or transmit pursuant to this Agreement; or</p> <p>c) has been created and saved by Users, using any of the Applications</p> <p>any Personal Data for which the Customer is the Data Controller</p>
Customer Premises	premises owned, controlled or occupied by the Customer which are made available for use by the Supplier or its Sub-contractors for provision of the Services (or any of them).
Customer Provided Software	software which is owned by or licensed to the Customer (other than under this Agreement) and which is or will be used by the Supplier for the purposes of providing the Services, as listed in Attachment 3 Annex 1 - TrIS2022 Services Specification - SIAM Specification, Annex 2 (Records and Initial Configuration)
Cyber Security Incident	An event that may result in the integrity and/or availability of an organization's IT systems and the information or data stored/processed on them being compromised, or which may demonstrate that measures put in place to protect them have failed.
Deliverable	an item or feature (such as means any Software, Hardware, Documentation, reports, drawings, calculations, recommendations and conclusions) delivered or to be delivered by the Supplier at or before a Milestone Date or at any other stage during the performance of this Agreement.
Disaster	a hazard that results in the loss of any main platform used to provide the Services for an extended or unknown period that (in the reasonable opinion of the Supplier) justifies the invocation of the Supplier's Disaster Recovery Plan for the affected platform
Dispute Resolution Procedure	the dispute resolution procedure set out in Schedule 4 (Dispute Resolution Procedure)
DPA	Data Protection Act or Data Protection Legislation
End User Device Peripherals	All user device peripherals such as microphones, headphones, card readers and peripheral devices, and all associated equipment used by the Users whether virtual or physical
End User Devices	all User access devices such as desktop PCs, tablets, laptops, Remote Access Devices, as referred to in the CMDb used by Users whether virtual or physical
Enquiry	Refers to a request for information, or the process of seeking information.
Escalation Management	Refers to the process of prioritizing customer service concerns, ranking issues based on severity and ensuring that they're addressed by the right representative.
First Contact Resolution	Refers to the capability of the Service Desk to resolve Users Calls first time, without the need for further follow-up or a call back.



First Level Support	Refers to the Service Desk, who are responsible for Incident registration, routing service requests to support groups when Incidents are not closed, initial support and classification, ownership, monitoring, tracking and communication, resolution and recovery of Incidents not assigned to second-line support, and closure of Incidents.
First Time Fix Rate	Refers to the percentage of time a technician is able to fix the issue the first time, without need for additional expertise, information, or parts.
Freedom of Information Act or FOIA	the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner or any relevant Central Government Body in relation to such Act
Goods	means goods or equipment to be sold to the Customer by the Supplier as part of the Services
Government Buying Standards and requirements under the UK Greening government: ICT and digital services strategy (2020-2025 or successor);	A set of sustainable mandatory minimum standards and best practice specifications for a range of commonly-purchased products by government, such as IT equipment, white goods, paper etc
Greening Government Commitments	As described at https://www.gov.uk/government/collections/greening-government-commitments
HMG Security Policy Framework	As described at https://www.gov.uk/government/publications/information-security-policy-framework
HMT	means Her Majesty's Treasury
ICT	means Information Communications Technology and includes a diverse set of technological tools and resources used to communicate, and to create, disseminate, store and manage information, including computers, the Internet, broadcasting technologies (radio and television), and telephony
Incident	an unplanned interruption to the Customer's IT or a reduction in the quality of its IT; or failure of a configuration item that has not yet impacted on the Customer's IT, and Incidents will be construed accordingly
Information	all information of whatever nature, however conveyed and in whatever form, including in writing, orally, by demonstration, electronically and in a tangible, visual or machine-readable medium (including CD-ROM, magnetic and digital form)



Information and Security Management	The application of controls within an organisation to ensure that it is sensibly protecting the confidentiality, availability, and integrity of assets from threats and vulnerabilities.
Interactive Voice Response or IVR	Refers to an automated phone system that allows incoming callers to access information via a voice response system.
ISO	International Organisation for Standardisation
IT Health Check or CHECK IT Health Check	A 'penetration test' carried out by an independent body to assess any vulnerabilities to the Customer's ICT environment
IT Infrastructure	The system of hardware, software, facilities and service components that support the delivery of business systems and IT-enabled processes.
ITIL	the IT Infrastructure Library (ITIL) IT service management best practice framework – where key terms and acronyms of ITIL are used in this contract set they shall have the meaning as defined in ITIL, unless otherwise defined in this table.
ITSM	Information technology service management
Known Errors	means a condition identified by successful diagnosis as the root cause of a problem, and the subsequent development of a workaround
Main London Premise	HMT's premises at 1 Horse Guards Road, London, SW1A 2HQ
Major Cyber Incidents	An event that may result in the integrity and/or availability of an organization's IT systems and the information or data stored/processed on them being compromised to a very significant extent, and/or which may demonstrate that measures put in place to protect them have failed in a very big way.
Major Incidents	As defined by ITIL4
Milestone Date	the target date set out against the relevant Milestone in the Implementation Plan by which the Milestone must be Achieved
Multi-Functional Device (MFD)	A network connected office machine that combines multiple functions in a single device including print, scan copy and scan to email capabilities and serves large workgroups
NCSC	National Cyber Security Centre
NCSC Information Security Guidance	Information Security policies and guidance, issued by the National Cyber Security Centre.
Non-TrIS Supplier	any relevant suppliers with whom the Customer enters into agreements other than the Core TrIS Suppliers and the Other TrIS Suppliers (e.g. the facilities management supplier).



Operational Change	means a change in how the Services are to be provided by the Supplier or any change in the Supplier Solution, that does not result from a change in the Customer's Requirements
Other Suppliers	Suppliers with whom the Customer enters into agreements other than the Supplier i.e.: the Core TrIS Suppliers the Other TrIS Suppliers; and the Non-Tris Suppliers.
Other Supplier's Services	the services provided by the Other Suppliers.
Other TrIS Supplier	any supplier providing a service related to the TrIS Services, except those defined as a Core TrIS Service (e.g. a COTS software supplier)
PABX	Private Automatic Branch Exchange
Parliamentary Questions	A formal parliamentary question asked to the department by an MP. A formal response is required within two days of receiving the question
Person Day Rates	the rates of the Supplier Personnel or Sub-contractors as set out in Attachment 2 (Charges and Invoicing)
Planned Operational Service Commencement Date	the date upon which the Operational Services are to commence, as set out in Schedule S1 (Implementation Plan).
POE	Power Over Ethernet
Problem	the underlying cause of one or more Incidents
Projects	means any project to implement a material Commercial Change that affects the Services, including material software development and project management services
Record	Refers to a record containing the details of an Incident/ Problem/ Change or Request, documenting its lifecycle.
Recurring Incident	Refers to an incident that is repetitive in nature, having a similar subject or root cause as another incident(s).
Registered Users	a person with authorised access to the Customer's network (the number and identity of such persons to be managed pursuant to a procedure agreed by the Parties), registered as a recipient of the Services. Service Charges (as defined in Attachment 2 (Charges and Invoicing)) shall not apply to any Registered User employed or engaged by either the Supplier, or by any Other Supplier, for the purposes of delivering any part of the TrIS Services.



Release	a software or hardware release produced by a third party, a release produced by the Supplier at its own initiative or a release developed by the Supplier for the Customer as part of a Project.
Relevant Infrastructure	the infrastructure to be provided by the relevant Supplier
Relevant Services	the services to be provided by the relevant Supplier
Risk Register	the register of risks and contingencies that will be agreed between the Parties under the Risk Management Service
Root Cause Analysis or RCA	means a well-documented method of problem solving that tries to identify the fundamental (root) cause of an incident or a problem.
SAS	Security Alerting Service
SC Security Check Level	National Security Vetting: Security Check (SC) clearance level. As described in https://www.gov.uk/government/publications/united-kingdom-security-vetting-clearance-levels/national-security-vetting-clearance-levels
Scheduled Maintenance	any hardware maintenance and software support set out in the scheduled maintenance plan to be prepared by the Supplier under the Scheduled Maintenance Service
Scheduled Outages	any scheduled outages agreed with the Customer to carry out Scheduled Maintenance
Security Incident	An event that may result in the integrity and/or availability of an organization's IT systems and the information or data stored/processed on them being compromised, or which may demonstrate that measures put in place to protect them have failed.
Security Management Plan	the Supplier's security plan as developed and revised in accordance with the obligations of the Security Management Coordination & Oversight Service
Self Service Portal	Refers to a place where Users have the ability to find answers to their inquiries, fix their own incidents, raise their own support tickets, and even help their colleagues by promoting a culture of knowledge sharing and collaboration.
Service Catalogue	the service catalogue provided by the Supplier setting out the ICT Goods and Services available to the Customer or to Registered Users as an orderable item.
Service Delivery Lifecycle	Refers to the end-to-end delivery of the IT Service.
Service Delivery Managers	managers assigned by the Supplier to carry out management of the Services
Service Desk	See Central Service Desk definition



Service Events	Refers to an instance or occasion of assistance received by a User.
Service Hours	the service hours set out in each Service Line during which the services described in the Service Line shall be available to the Customer.
Service Improvement Plan	a plan created by the Supplier setting out how it proposes day to day enhancement of the service in accordance with the Quality Management and Service Improvement Service
Service Knowledge Management System	Refers to an IT system that stores and retrieves knowledge to improvement understanding, collaboration and process alignment.
Service Level	the service levels set out in Attachment 4 – Service Levels and Service Credits
Service Request	a request from a User to receive a Service that is to be provided by the Supplier on request;
Services	any and all of the services to be provided by the Supplier under this Agreement, including those set out in Attachment 1 of the Order Form - Services Specification
SIAM	Service Integration & Management
SKU	a distinct item, such as a good, product or service, as it is offered for sale or supply and which embodies all attributes associated with the item and that distinguish it from all other items, and thus also act as a unique identifier for inventory management
SOC	Security Operations Centre
STAR (Sustainable Technology Annual Report)	As described at https://www.gov.uk/government/publications/greening-government-ict-sustainable-technology-annual-report-2018-to-2019
Supplier Default	any default by the Supplier of its obligations under this Agreement
Supported Environments	<p>The Supported Environments are:</p> <ul style="list-style-type: none">a) the live (production) environment;b) a pre-production (development) environment for all systems;c) those environments needed to meet other requirements in the Services Specification and Schedule S6 (Business Continuity & Disaster Recovery); and/ord) any other testing and service environments as may be necessary to ensure the on-going provision of fully functional, tested, proven, accepted, and reliable services required for business as usual and for the introduction of new ICT services (including patching, application of service packs



	and the release of updated and/or upgraded applications, software, operating system components and firmware);
Supported Systems	means all the hardware, software and systems supported or maintained by the Suppliers
Sustainable ICT and digital services strategy: targets for 2020-2025 (or successor);	As described at https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025
Time and Materials	means where the Charges are based on the actual cost of Man Hours used to provide Services and the actual cost of any materials and equipment used in providing the Services
TBS	Treasury Business Solutions, previously known as IWS (Information & Workplace Solutions)
TrIS Infrastructure	the ICT systems used by the TrIS Suppliers in implementing and performing the TrIS Services including all software, equipment, configuration and management utilities, calibration and testing tools and related cabling, whether provided by the Tris Suppliers, a Non-TrIS Supplier, or the Customer, and including the TrIS Infrastructure.
TrIS Services	the services provided by the TrIS Suppliers and the Other Suppliers.
TrIS2022	Treasury Information Systems 2022 Project
UK GDPR	General Data Protection Regulation (UK GDPR). The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR).
UK Greening government: ICT and digital services strategy (2020-2025 or successor);	As described at https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025
URL	Uniform Resource Locator
User Feedback Survey	a survey created and implemented in accordance with Attachment 3 Annex 1 - TrIS2022 Services Specification SIAM Specification – User Feedback and Surveys Service
Users	a Registered User or another user as nominated by the Customer
Video-Conferencing Equipment (VC)	unless otherwise stated includes video-conferencing equipment and TelePresence equipment and associated peripherals (such as remote control units) listed in the CMDB.
VIPs	Very Important Person - an important User, as nominated by the Customer



VOIP	Voice over Internet Protocol
Working Day	means any day other than a Saturday, Sunday or UK bank or public holiday
Workplace Adjustment or Reasonable Adjustment	as defined under the Equality Act 2010 and which is identified by the completion of an Access to Work, Occupational Health or DSE workstation assessment, which has been approved by the Customer.

5. SCOPE OF REQUIREMENT

- 5.1 As described against each of the services in Attachment 1 Annex 1 - TrIS Central Service Desk Services Specification Part A, sections 1 – 27.

6. THE REQUIREMENT

- 6.1 As described in Attachment 1 Annex 1 - TrIS Central Service Desk Services Specification

7. KEY MILESTONES AND DELIVERABLES

- 7.1 The following Contract milestones/deliverables shall apply:

Milestone/ Deliverable	Description	Timeframe or Delivery Date
1	Confirm details of Supplier Data Protection Officer	Within 1 day of Contract Award
2	Meet with SIAM supplier to confirm proposed solution	Within 5 days of Contract Award
3	Agree Customer visit to Service Desk delivery site	Within 10 days of Contract Award
4	Deliver draft implementation plan for Customer approval	Within 20 days of Contract Award
5	All integration of tools and processes completed	26/08/2022
6	Services ready to transfer to live service	28/09/2022



8. MANAGEMENT INFORMATION/REPORTING

- 8.1 Please refer to Attachment 1, Annex 1 - TrIS Central Service Desk Services Specification, Annex 3 (Reports).

9. VOLUMES

- 9.1 Please refer to Annex 3 – TrIS2022 Bid Support Reference Data

10. CONTINUOUS IMPROVEMENT

- 10.1 Please refer to Attachment 1, Annex 1 - TrIS Central Service Desk Services Specification,

- a) Part A, Section 6 (Continual Service improvement)
- b) Part B, Section 3 (Continual Improvement and Innovation Service).

11. SUSTAINABILITY

- 11.1 Please refer to Attachment 1, Annex 1 - TrIS2022 CSD Services Specification, Section 11 (Sustainability Service).

12. QUALITY

- 12.1 Please refer to Attachment 1, Annex 1 - TrIS2022 CSD Services Specification, Paragraph 21 (Quality Management Service).

13. PRICE

- 13.1 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

14. STAFF AND CUSTOMER SERVICE

- 14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.3 The Supplier shall ensure that staff understand the Customer's vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

15. SERVICE LEVELS AND PERFORMANCE

- 15.1 The Customer will measure the quality of the Supplier's delivery by: please refer to TrIS2022 CSD Services Specification, Part C – Service Levels

16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 16.1 The Supplier acknowledges that the Customer places great emphasis on confidentiality, integrity and availability of information and consequently on the security of the Premises and the security for the Supplier Provided Infrastructure. The Supplier also acknowledges the confidentiality of Customer Data.
- 16.2 The Supplier shall be responsible for the security of the IT Environment and shall at all times ensure a level of security which;
- a) is in accordance with Good Industry Practice and Law;



- b) ensures the Customer can comply with the HMG Security Policy Framework;
 - c) is compliant with any mandated Code of Connection requirements;
 - d) meets any specific security threats to the IT Environment;
 - e) complies with Information Assurance Standards;
 - f) complies with the detail of the Customer's Security Policy and;
 - g) ensures that usability is at the forefront of design and implementation.
- 16.3 Without limiting paragraph 16.2, the Supplier shall at all times ensure that the level of security employed in the provision of the Goods and/or Services is appropriate to maintain the following at acceptable risk levels (to be defined by the Customer):
- a) loss of integrity of Customer Data;
 - b) loss of confidentiality of Customer Data;
 - c) unauthorised access to, use of, or interference with Customer Data by any person or organisation;
 - d) unauthorised access to network elements, buildings, the Premises, and tools used by the Supplier in the provision of the Goods and/or Services;
 - e) use of the Supplier Provided Infrastructure or Goods and/or Services by any third party in order to gain unauthorised access to any computer resource or Customer Data; and
 - f) loss of availability of Customer Data due to any failure or compromise of the Goods and/or Services.
- 16.4 The Supplier shall ensure that all Customer Data be held on-shore within the UK at all times. The Supplier shall provide evidence of this to the Customer on request as soon as possible and in any event no later than within 72 hours of any such request, and shall provide a written statement to this effect, at least annually.
- 16.5 The Supplier shall, without prejudice to its other obligations in the Agreement, provide a continuous and comprehensive Security Management service, in the event of a Business Continuity or Disaster Recovery situation.
- 16.6 The Customer and the Supplier acknowledge that information security risks are shared between the Parties and that a compromise of either the Supplier or the Customer's security provisions represents an unacceptable risk to the Customer requiring immediate communication and co-operation between the parties.
- 16.7 Supplier personnel shall be subject to pre-employment checks that include, as a minimum, identify unspent criminal convictions and the right to work.
- 16.8 The Supplier shall conform to the following security clearance conditions for Supplier Personnel who, when working for the Customer, will:
- a) be expected to have systems administration rights to the IT Environment, must have a minimum security clearance of SC (Security Check) which also requires BPSS (Baseline Personnel Security Standard) as part of this clearance;
 - b) be expected to work in the Delivery Locations unsupervised and/or who will require normal user access to the IT Environment must have a minimum security clearance of BPSS CTC (Counter Terrorist Check) which also requires BPSS (Baseline Personnel Security Standard) as part of this clearance; and



- c) not normally have access to the Delivery Locations but who, are likely to have access to Customer Data, must have a minimum security clearance BPSS CTC (Counter Terrorist Check) which also requires BPSS (Baseline Personnel Security Standard) as part of this clearance. Higher levels of security clearance will be required for access to information/data of a higher classification than OFFICIAL.
- 16.9 During employment in the Services the Supplier shall ensure that all terms and conditions of employment contracts for Supplier Personnel state their and the Supplier's responsibilities for Security.
- 16.10 All Supplier personnel that can access Customer Data or systems holding Customer Data shall undergo regular training on secure information management principles. Unless otherwise agreed with the Customer in writing, this training must be undertaken annually.
- 16.11 Where the Supplier or Subcontractors grant increased IT privileges or access rights to Supplier personnel, those Supplier personnel shall be granted only those permissions necessary for them to



carry out their duties. When staff no longer require elevated privileges, or leave the organisation, their access rights shall be revoked within 1 Working Day.

17. PAYMENT AND INVOICING

- 17.1 Please refer to Schedule 2 of the Call-off terms – Charges & Invoicing
- 17.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 17.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 17.4 Invoices should be submitted to: Invoicequeries@hmtreasury.gov.uk or Accounts Payable, HM Treasury, Rosebery Court, St Andrew's Business Park, Norwich, NR7 0HS
- 17.5 No invoice will be authorised without an associated purchase order number

18. CONTRACT MANAGEMENT

- 18.1 Attendance at Contract Review meetings shall be at the Supplier's own expense.

19. LOCATION

- 19.1 The Services will be carried out at the supplier premises. For further info on the Customer Premises Please refer to TrIS Central Service Desk Services Specification, Annex 1 (Customer Premises).

20. INSURANCE

- 20.1 THIRD PARTY PUBLIC AND PRODUCTS LIABILITY INSURANCE - Not less than five million pounds (£5,000,000) in respect of any one occurrence, the number of occurrences being unlimited. Confirm with CCS
- 20.2 PROFESSIONAL INDEMNITY INSURANCE - Not less than five million pounds (£5,000,000) in respect of any one claim.
- 20.3 UNITED KINGDOM COMPULSORY INSURANCES - The Supplier shall meet its insurance obligations under applicable Law in full, including UK employers' liability insurance (with an indemnity limit of not less than 5 million pounds (£5,000,000)) and motor third party liability insurance.

21. ATTACHMENT 1 – ANNEX 1, TRIS CENTRAL SERVICE DESK SERVICES SPECIFICATION PARTS A – C INCLUDING ANNEXES



Attachment 2 – Pricing Schedule

Part A – Milestone Payments and Delay Payments Not Applicable

Part B – Service Charges

REDACTED TEXT under FOIA Section 43 Commercial Interests.

Part C – Supplier Personnel Rate Card for Calculation of Time and Materials Charges

REDACTED TEXT under FOIA Section 43 Commercial Interests.

Part D – Risk Register To be Completed Post Award

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 12
Risk Number	Risk Name	Description of risk	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Cost of mitigation	Post-mitigation impact (£)	Owner

Part E – Early Termination Fee(s)

Please see Call-Off Terms Clause 36.2.1.



Attachment 3 – Outline Implementation Plan

To be Completed Post Award

#	Milestone	Deliverables (<i>bulleted list showing all Deliverables (and associated tasks) required for each Milestone</i>)	Duration (Working Days)	Milestone Date
M1	[Concept Design]	[Statement of Requirements System/Application Specifications Interface Specifications Systems Testing Strategy Implementation Strategy and Plan Risk and Issues Management Plan Outline Disaster Recovery Plan Project Schedule Service Management Plan]		
M2	[Full Development]	[Design Verification Reports Design Validation Reports Change Management Plan System/Application Implementation Plan Risk and Issues Management Project Schedule Service Management Plan]		
M3	[System User Testing]	[System Test Report Risk and Issues Management Plan Project Schedule Service Management Plan Defects Log Final Inspection and Testing Report]		
M4	[User Readiness for Service]	[Training Plan Risk and Issues Log Implementation Plan Operations Plan Data Conversion & Cutover Plan Project Schedule Service Management Plan]		
M5	[Implementation]	[Implementation Plan Training Scripts]		
M6	[In Service Support]	[Post Implementation Report Data Conversion and Cut-Over Plan Service Delivery Reports Risk and Issues Log Service Management Plan Defects Log]		



Attachment 4 – Service Levels and Service Credits

Please refer to Attachment 1 Annex 1, TrIS 2022 Central Service Desk Services Specification, Part C
(*Service Levels and Service Credits*)



Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

Part A – Key Supplier Personnel

REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION

Part B – Key Sub-Contractors

REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION



Attachment 6 – Software

The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).

The Parties agree that they will update this Attachment 6 periodically to record any Supplier Software or Third Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

Part A – Supplier Software

The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry

Part B – Third Party Software

The Third Party Software shall include the following items:

Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry

Attachment 7 – Financial Distress Not Applicable

For the purpose of Schedule 7 (Financial Distress) of the Call-Off Terms, the following shall apply:

PART A – CREDIT RATING THRESHOLD

Entity	Credit Rating (long term) <i>(insert credit rating issued for the entity at the Commencement Date)</i>	Credit Rating Threshold <i>(insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3))</i>
Supplier	[Rating Agency 1] – [insert rating for Rating Agency 1]	[Rating Agency 1] – [insert threshold for Rating Agency 1]
	[Rating Agency 2] – [insert rating for Rating Agency 2]	[Rating Agency 2] – [insert threshold for Rating Agency 2]
	[etc.]	[etc.]
[Guarantor]	[Rating Agency 1] – [insert rating for Rating Agency 1]	[Rating Agency 1] – [insert threshold for Rating Agency 1]
	[Rating Agency 2] – [insert rating for Rating Agency 2]	[Rating Agency 2] – [insert threshold for Rating Agency 2]
	[etc.]	[etc.]
[Key Sub-contractor 1]	[etc.]	[etc.]
[Key Sub-contractor 2]	[etc.]	[etc.]

PART B – RATING AGENCIES

- [Rating Agency 1 (e.g Standard and Poors)]
 - Credit Rating Level 1 = [AAA]
 - Credit Rating Level 2 = [AA+]
 - Credit Rating Level 3 = [AA]
 - Credit Rating Level 4 = [AA-]
 - Credit Rating Level 5 = [A+]
 - Credit Rating Level 6 = [A]
 - Credit Rating Level 7 = [A-]
 - Credit Rating Level 8 = [BBB+]

- Credit Rating Level 9 = [BBB]
- Credit Rating Level 10 = [BBB-]
- Etc.
- [Rating Agency 2 (e.g Moodys)]
 - Credit Rating Level 1 = [Aaa]
 - Credit Rating Level 2 = [Aa1]
 - Credit Rating Level 3 = [Aa2]
 - Credit Rating Level 4 = [Aa3]
 - Credit Rating Level 5 = [A1]
 - Credit Rating Level 6 = [A2]
 - Credit Rating Level 7 = [A3]
 - Credit Rating Level 8 = [Baa1]
 - Credit Rating Level 9 = [Baa2]
 - Credit Rating Level 10 = [Baa3]
 - Etc.
- [Rating Agency 3 (etc.)]
 - Credit Rating Level 1 = [XXX]
 - Etc.

Attachment 8 – Governance

PART A – SHORT FORM GOVERNANCE – Not Applicable

PART B – LONG FORM GOVERNANCE

For the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms, the following boards shall apply:

SERVICE MANAGEMENT BOARD	
Buyer Members of Service Management Board (include details of chairperson)	Head of IT Service Management (chairperson), IT Services Owner, Commercial Lead
Supplier Members of Service Management Board	Service Delivery Manager, Commercial Manager, Deputy Executive and Account Lead
Start Date for Service Management Board meetings	Within 1 month of service commencement date
Frequency of Service Management Board meetings	Monthly
Location of Service Management Board meetings	1 Horse Guards Road

Programme Board	
Buyer members of Programme Board (include details of chairperson)	Head of Change (Chairperson) Chief Information Officer, Head of IT Service Management, Head of Commercial
Supplier members of Programme Board	Deputy Executive and Account Lead, Commercial Lead
Start date for Programme Board meetings	Within 1 month of service commencement date
Frequency of Programme Board meetings	Monthly
Location of Programme Board meetings	1 Horse Guards Road

Change Management Board	
Buyer Members of Change Management Board (include details of chairperson)	Chief Technology Officer, IT Security Officer, Technical Solutions Architect, IT Services Owner, Service Manager

Supplier Members of Change Management Board	Service Delivery Manager, Technical Lead, Change & Release Manager, Information Security and Quality Manager and others as required representing Changes
Start Date for Change Management Board meetings	Within 1 month of service commencement date
Frequency of Change Management Board meetings	Weekly
Location of Change Management Board meetings	1 Horse Guards Road

Technical Board	
Buyer Members of Technical Board (include details of chairperson)	TBC
Supplier Members of Technical Board	TBC
Start Date for Technical Board meetings	TBC
Frequency of Technical Board meetings	TBC
Location of Technical Board meetings	TBC

Risk Management Board	
Buyer Members for Risk Management Board (include details of chairperson)	TBC
Supplier Members for Risk Management Board	TBC
Start Date for Risk Management Board meetings	TBC
Frequency of Risk Management Board meetings	TBC
Location of Risk Management Board meetings	TBC

Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

This Attachment 9 shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Buyer at its absolute discretion.

1.1 The contact details of the Buyer's Data Protection Officer are:
REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION

1.2 The contact details of the Supplier's Data Protection Officer are:
REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION

1.3 The Processor shall comply with any further written instructions with respect to processing by the Controller.

1.4 Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with Clause 34.2 to 34.15 and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <div><p>Full name</p><p>Workplace address</p><p>Workplace Phone Number</p><p>Workplace email address</p><p>Job Title or Role</p><p>Range/Grade of role</p><p>Date of start or return</p><p>Home address (where required for delivery of remote working equipment only)</p><p>Date of end of fixed term appointment, loan, placement or secondment</p><p>Organisation</p><p>Team</p><p>Team's assigned desk location</p><p>Line Manager's Name</p><p>Line Manager's email address</p><p>Line Manager's phone number</p><p>Type of joiner</p><p>Telephone pick up or hunt group</p><p>Email distribution list membership</p><p>Mailbox access</p><p>Photographic Facial Image</p></div> <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"><i>Business contact details of Supplier Personnel,</i>

	<ul style="list-style-type: none"> Business contact details of any directors, officers, employees, agents, consultants and contractors of the Buyer (excluding the Supplier Personnel) engaged in the performance of the Buyer's duties under this Contract. <p><i>e.g. where (1) the Supplier has professional or regulatory obligations in respect of Personal Data received, (2) a standardised service is such that the Buyer 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 Buyer]</i></p>
Duration of the processing	For the duration of the Framework Contract plus 7 years.
Nature and purposes of the processing	For the exchange of information between the parties to this contract
Type of Personal Data	<div> Full name Workplace address Workplace Phone Number Workplace email address Job Title or Role Range/Grade of role Date of start or return Home address (where required for delivery of remote working equipment only) Date of end of fixed term appointment, loan, placement or secondment Organisation Team Team's assigned desk location Line Manager's Name Line Manager's email address Line Manager's phone number Type of joiner Telephone pick up or hunt group Email distribution list membership Mailbox access Photographic Facial Image </div>
Categories of Data Subject	Contractors, Service Providers, Suppliers
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	For the duration of the Framework Contract plus 7 years.

Attachment 10 – Transparency Reports

Title	Content	Format	Frequency
[Performance]			
[Charges]			
[Key Sub-Contractors]			
[Technical]			
[Performance management]			

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

Please see CCTS22A28-01 Contract 5c Additional Terms

Additional Clauses C1 – Relevant Convictions



Additional Clauses
C1 - Relevant Convic

Additional Clauses C2 – Security Measures



Additional Clauses
C2 - Security Measur

Additional Clauses C3 – Collaboration Agreement



Additional Clauses
C3 - Collaboration A

Annex 2 – HM Treasury ICT Policy Overview

REDACTED

Annex 3 – TrIS2022 Bid Support Reference Data

REDACTED

Annex 4 – Supplier Solution

REDACTED TEXT under FOIA Section 43 Commercial Interests.