## Order Form Template, Statement of Work Template and Call-Off Schedules

### Order Form

**Call-Off Reference** CCZN23A14

**Call-Off Title**: Provision of Digital Drawdown - Salesforce

**Call-Off Contract Description:** This contract is for the provision of digital service for the development of Salesforce applications.

**The Buyer**: Cabinet Office

**Buyer Address:**

**REDACTED TEXT under FOIA Section 40, Personal Information**

**The Supplier:** Xansium Consulting Ltd

**Supplier Address:**

**REDACTED TEXT under FOIA Section 40, Personal Information**

**Registration Number:**

**REDACTED TEXT under FOIA Section 40, Personal Information**

**DUNS Number:**

**REDACTED TEXT under FOIA Section 40, Personal Information**

**SID4GOV ID:**

**REDACTED TEXT under FOIA Section 40, Personal Information**

#### Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated **5 October 2023**

It’s issued under the Framework Contract with the reference number RM1043.8 for the provision of Digital Outcomes Deliverables.

The Parties agree that when a Buyer seeks Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a 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 includes the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1 (Definitions) RM1043.8
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
* Joint Schedules for RM1043.8
	+ Joint Schedule 2 (Variation Form)
	+ Joint Schedule 3 (Insurance Requirements)
	+ Joint Schedule 4 (Commercially Sensitive Information)
	+ Joint Schedule 6 (Key Subcontractors)
	+ Joint Schedule 10 (Rectification Plan)
	+ Joint Schedule 11 (Processing Data) RM1043.8
	+ Joint Schedule 12 (Supply Chain Visibility)
* Call-Off Schedules for RM1043.8
	+ 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 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 18 (Background Checks)
	+ Call-Off Schedule 20 (Call-Off Specification)
	+ Call-Off Schedule 25 (Ethical Walls Agreement)
	+ Call-Off Schedule 26 (Cyber Essentials Scheme)
1. CCS Core Terms (version 3.0.11)
2. Joint Schedule 5 (Corporate Social Responsibility) RM1043.8
3. 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:

Special Term 1 – (replaced Call-Off Schedule 9 (Security)):

* Security Management Schedule (Developer) v1.0
* Security Management Plan v1.0

**Call-Off Start Date:** 16 October 2023

**Call-Off Expiry Date:** 15 October 2025

**Call-Off Initial Period:** 24 months

**Call-Off Optional Extension Period:** 12 months

**Minimum Notice Period for Extensions:** 1 month

**Call-Off Contract Value:** The contract value for the initial two (2) years is up to £2,000,000.00 (up to a further estimated £1,000,000.00 to accommodate any options to extend or vary the contract; this will be subject to further internal approval)

#### Call-Off Deliverable

#### Option B: See details in Call-Off Schedule 20 (Call-Off Specification)

#### Warranty Period

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

#### 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:

Buyer’s additional Standards.

The Supplier is to meet the Standards referenced in the Statement of Requirement

#### Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials Plus 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 £1,000,000.00 Estimated Charges in the first 12 months of the Contract.

#### Call-Off Charges

1. Capped Time and Materials (CTM)
2. Incremental Fixed Price
3. Time and Materials (T&M)
4. Fixed Price
5. A combination of two or more of the above Charging methods.

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.

All changes to the Charges must use procedures that are equivalent to those in Paragraph 4 in Framework Schedule 3 (Framework Prices).

#### Reimbursable Expenses

No expense reimbursement; unless agreed by the Buyer.

#### Payment Method

BACS

#### Buyer’s Invoice Address

**REDACTED TEXT under FOIA Section 40, Personal Information**

#### Email address:

**REDACTED TEXT under FOIA Section 40, Personal Information**

#### Buyer’s Authorised Representative

**REDACTED TEXT under FOIA Section 40, Personal Information**

#### Buyer’s Environmental Policy

<https://www.gov.uk/government/publications/cabinet-office-environmental-policy-statement>

#### Buyer’s Security Policy

Refer to the Security Management Schedule (Developer) v1.0

#### Supplier’s Authorised Representative

**REDACTED TEXT under FOIA Section 40, Personal Information**

#### Supplier’s Contract Manager

**REDACTED TEXT under FOIA Section 40, Personal Information**

#### Progress Report Frequency

i**nsert** **report** **frequency**: On the first Working Day of each calendar month or as to be agreed.

#### Progress Meeting Frequency

At least monthly unless advised otherwise by Buyer

#### Key Staff

**REDACTED TEXT under FOIA Section 40, Personal Information**

**\***Worker Engagement Route – to be determined at Statement of Works (including whether inside or outside IR35 and whether there is a requirement to issue a Status Determination Statement)

#### Key Subcontractor(s)

####

#### Commercially Sensitive Information

**Supplier’s Commercially Sensitive Information**

####

#### Commercially Sensitive Information

#### 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) and as set out in Attachment 3 - Statement of Requirement:

#### Service Credits

Not applicable

#### 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: **REDACTED TEXT under FOIA Section 40, Personal Information**

Name: **REDACTED TEXT under FOIA Section 40, Personal Information**

Role: **REDACTED TEXT under FOIA Section 40, Personal Information**

Date: **REDACTED TEXT under FOIA Section 40, Personal Information**

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

Signature: **REDACTED TEXT under FOIA Section 40, Personal Information**

Name: **REDACTED TEXT under FOIA Section 40, Personal Information**

Role: **REDACTED TEXT under FOIA Section 40, Personal Information**

Date: **REDACTED TEXT under FOIA Section 40, Personal Information**

**Buyer** **guidance**: execution by seal / deed where required by the Buyer

### Appendix 1

Both parties shall agree a Statement of Works as set out in the template below - Annex 1 (Template Statement of Work)

### 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 Contact.

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:**

**SOW Title:**

**SOW Reference:**

**Call-Off Contract Reference:**

**Buyer:**

**Supplier:**

**SOW Start Date:**

**SOW End Date:**

**Duration of SOW:**

**Key Personnel (Buyer):**

**Key Personnel (Supplier):**

**Subcontractors:**

1. **Call-Off Contract Specification – Deliverables Context**

**SOW Deliverables Background**: **Insert** details of which elements of the Deliverables this SOW will address]

**Delivery phase(s)**: **Insert** item and nature of Delivery phase(s), for example, Discovery, Alpha, Beta or Live]

**Overview of Requirement**: **Insert** details including Release Type(s), for example Ad hoc, Inception, Calibration or Delivery]

1. **Buyer Requirements – SOW Deliverables**

**Outcome Description:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Milestone Ref** | **Milestone Description** | **Acceptance Criteria** | **Due Date** |
| MS01 |  |  |  |
| MS02 |  |  |  |

**Delivery Plan:**

**Dependencies:**

**Supplier Resource Plan:**

**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).

If different security requirements than those set out in Call-Off Schedule 9 (Security) apply under this SOW, these shall be detailed below and apply only to this SOW:

**Insert if necessary**

**Cyber Essentials Scheme:**

The Buyer requires the Supplier to have and maintain a **Cyber Essentials Certificate OR Cyber Essentials Plus 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 Material KPIs that have a material impact on Contract performance

|  |  |  |
| --- | --- | --- |
| **Material KPIs** | **Target** | **Measured by** |
|  |  |  |
|  |  |  |

**Insert** Service Levels and/or KPIs – See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)

**Additional Requirements:**

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

**Key Supplier Staff:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Key Role** | **Key Staff** | **Contract Details** | **Worker Engagement Route (incl. inside/outside IR35)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Indicate**: whether there is any requirement to issue a Status Determination Statement

**SOW Reporting Requirements:**

Further to the Supplier providing the management information detailed in 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. | **insert** |
| 1.1 | insert | insert | insert |

1. **Charges**

**Call Off Contract Charges:**

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

* Capped Time and Materials
* Incremental Fixed Price
* Time and Materials
* Fixed Price
* 2 or more of the above charging methods

**Buyer** to select as appropriate for this SOW

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

**Rate Cards Applicable:**

**Insert** SOW applicable Supplier and Subcontractor rate cards from Call-Off Schedule 5 (Pricing Details and Expenses Policy), including details of any discounts that will be applied to the work undertaken under this SOW.

**Reimbursable Expenses:**

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

Reimbursable Expenses are capped at £ i**nsert** **OR insert** percent **X%** of the Charges payable under this Statement of Work.

None

**Buyer** to delete as appropriate for this SOW

1. **Signatures and Approvals**

**Agreement of this SOW**

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

**For and on behalf of the Supplier**

Name:

Title:

Date:

Signature:

**For and on behalf of the Buyer**

Name:

Title:

Date:

Signature:

### Annex 1

### Data Processing

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

Template Annex 1 of Joint Schedule 11 (Processing Data) Below

|  |  |
| --- | --- |
| **Description** | **Details** |
| Identity of Controller for each Category of Personal Data | **The Relevant Authority is Controller and the Supplier is Processor**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:* **Insert** the scope of Personal Data for which the purposes and means of the Processing by the Supplier is determined by the Relevant Authority

**The Supplier is Controller and the Relevant Authority is Processor**The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data:* **Insert** the scope of Personal Data which the purposes and means of the Processing by the Relevant Authority is determined by the Supplier

**The Parties are Joint Controllers**The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:* **insert** the scope of Personal Data which the purposes and means of the Processing is determined by the both Parties together

**The Parties are Independent Controllers of Personal Data**The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:* Business contact details of Supplier Personnel for which the Supplier is the Controller,
* Business contact details of any directors, officers, employees, agents, consultants and contractors of Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority’s duties under the Contract) for which the Relevant Authority is the Controller,
* **Insert** the scope of other Personal Data provided by one Party who is Controller to the other Party who will separately determine the nature and purposes of its Processing the Personal Data on receipt e.g. where (1) the Supplier has professional or regulatory obligations in respect of Personal Data received, (2) a standardised service is such that the Relevant Authority cannot dictate the way in which Personal Data is processed by the Supplier, or (3) where the Supplier comes to the transaction with Personal Data for which it is already Controller for use by the Relevant Authority

**Guidance** where multiple relationships have been identified above, please address the below rows in the table for in respect of each relationship identified |
| Duration of the Processing | Clearly set out the duration of the Processing including dates |
| Nature and purposes of the Processing | Be as specific as possible, but make sure that you cover all intended purposes.The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.The purpose might include: employment processing, statutory obligation, recruitment assessment etc. |
| Type of Personal Data | Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc. |
| Categories of Data Subject | Examples include: Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particularwebsite etc. |
| Plan for return and destruction of the data once the Processing is completeUNLESS requirement under Union or Member State law to preserve that type of data | Describe how long the data will be retained for, how it be returned or destroyed |