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# **Data Services and Analytics**

## **Data Products & MI Re-Engineering & Transformation Services**

**Reference: C19810**

**RM6100 Lot 3d**

## **Contract Documentation**



## **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 **01 September 2021** 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/rm1234>. 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 – Services Specification;
3. Attachment 2 – Charges and Invoicing;
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.

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);



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- b) the Order Form;
- c) the Call Off Terms; and
- d) Framework Schedule 18 (Tender).



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## Section A General information

<b>Contract Details</b>	
<b>Contract Reference:</b>	C19810
<b>Contract Title:</b>	Data Products & MI Re-Engineering & Transformation Services
<b>Contract Description:</b>	Provision of Application and Data Management Support Services
<b>Contract potential up to a maximum Value:</b> The Buyer provides no guarantee as to the number of SoWs or value applicable to the contract?	£55,000,000 for the Initial Term
<b>Estimated Year 1 Charges:</b>	
<b>Commencement Date:</b> this should be the date of the last signature on Section E of this Order Form	1 <sup>st</sup> April 2022
<b>Buyer details</b>	
<b>Buyer organisation name</b> The Secretary of State for the Home Department	
<b>Billing address</b> See Attachment 2 Charges and Invoicing Part D Billing Information	
<b>Buyer representative name</b> Alex Joseph – Commercial Manager	



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**Buyer representative contact details**

Data Services and Analytics (DSA)  
Enterprise Services, Digital, Data & Technology  
Capabilities & Resources  
Home Office

[REDACTED]  
E. Alex.Joseph2@[REDACTED]omeoffice.gov.uk

**Buyer Project Reference:** C19810

**Supplier details****Supplier name**

Capgemini UK plc

**Supplier address**

1 Forge End, Woking, GU21 6DB

**Supplier representative name**

[REDACTED]

**Supplier representative contact details**

Tel. [REDACTED]

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

Capgemini\_C19810\_Proposal\_1st October 2021

**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**

N/A



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**Guarantor Company Number**

N/A

**Guarantor Registered Address**

N/A



## Section B

### Part A – Framework Lot

#### Framework Lot under which this Order is being placed

- |   |                          |
|---|--------------------------|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN  | <input type="checkbox"/> |
| 2. TRANSITION & TRANSFORMATION            | <input type="checkbox"/> |
| <b>3. OPERATIONAL SERVICES</b>            |                          |
| a: End User Services                      | <input type="checkbox"/> |
| b: Operational Management                 | <input type="checkbox"/> |
| c: Technical Management                   | <input type="checkbox"/> |
| <b>d: Application and Data Management</b> | <b>X</b>                 |
| 5. SERVICE INTEGRATION AND MANAGEMENT     | <input type="checkbox"/> |

### 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)
2	36 (3)
3	60 (5)
5	60 (5)

**Initial Term Months**  
36 months (3 years)

**Extension Period (Optional) Months**  
+12+12



**Minimum Notice Period for exercise of Termination Without Cause** 90 days

(Calendar days) (see Clause 35.1.9 of the Call-Off Terms)

**Sites for the provision of the Services**

The Supplier shall provide the Services from the following Sites:

**Buyer Premises:** Home Office premises Croydon, South London and as set out in each SOW – As a result of moves to Hybrid working arrangements within the Home Office following Covid, the Contract will not include estate allocation for Supplier resources. They will be expected to work from home or from their own business premises. Supplier Resources will be able to attend sites and use drop in seats when attending the Home Office premises referred to above, where the activity requires this. For example where face to face meetings are needed or where security considerations, i.e restricted on site access to specific systems require it. However, they will not be part of the desk allocation for each Home Office team or business areas they support.

**Supplier Premises:** *as set out in each SOW where applicable*

**Third Party Premises:** *as set out in each SOW where applicable*

**Buyer Assets:** Not Applicable

**Additional Standards:** *As set out in Each SOW*

**Buyer Security Policy:** Consisting of

- Security Incidents Policy
- Information Assurance Policy
- General Security Classification Guidance

The above will be made available via the CCS Eportal

- Government Security Classifications:

<https://www.gov.uk/government/publications/government-security-classifications>

- General Data Protection Regulations:

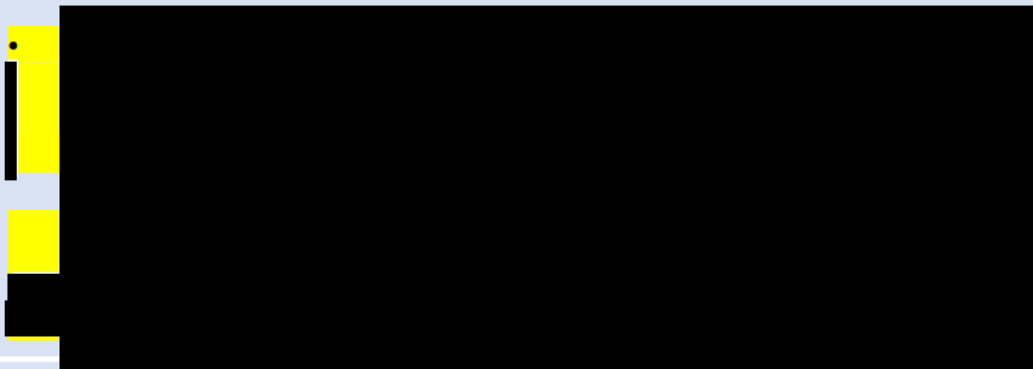
<https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>

- HMG Security Policy Framework:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/710816/HMG-Security-Policy-Framework-v1.1.doc.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/710816/HMG-Security-Policy-Framework-v1.1.doc.pdf)

**Buyer ICT Policy:**





### Insurance

Professional Indemnity Insurance (£) - £5,000,000 on the terms set out in Framework Schedule 14.

### Buyer Responsibilities

*As set out in the Supplier's proposal "Capgemini\_C19810\_Proposal\_1st October 2021" and in any SOW*

**Goods:** Not Applicable

### Governance – Option Part A or Part B

Governance Schedule	Tick as applicable
Part A – Short Form Governance Schedule	
Part B – Long Form Governance Schedule	X

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	X
Part B – Long Form Change Control Schedule	



## 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**

Guidance Note: Tick any applicable boxes below

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

#### **Part B – Additional Clauses**

Guidance Note: Tick any applicable boxes below

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

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**

Guidance Note: Tick any applicable boxes below

The following Alternative Clauses shall apply:

<b>Alternative Clauses</b>	<b>Tick as applicable</b>
Scots Law	
Northern Ireland Law	
Joint Controller Clauses	

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)

Guidance Note: where Schedule S3 (Security Requirements) has been selected in Part A of Section C above, then for the purpose of the definition of “Security Management Plan” insert the Supplier’s draft security management plan below.

See the existing Security Management Plan for the Supplier’s delivery *Data, Analytics and AI* contract with the Buyer, which will form the draft Security Management Plan that will be updated within 1 month of Contract Signature

**Additional Schedule S4 (Staff Transfer):** Not Applicable

### Additional Clause C1 (Relevant Convictions)

Guidance Note: where Clause C1 (Relevant Convictions) has been selected in Part A of Section C above, then for the purpose of the definition of “Relevant Convictions” insert any relevant convictions which shall apply to this contract below.

N/A

## Section D Supplier Response

### Commercially Sensitive Information

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – *use specific references to sections rather than copying the relevant information here.*

Description of Contractor’s Commercially Sensitive Information:

[Redacted content]



3. The terms of the Supplier's insurance are strictly confidential and if such information was

[REDACTED]

## 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	
Job role/title	
Signature	
Date	

#### For and on behalf of the Buyer

Name	[REDACTED]
Job role/title	[REDACTED]
Signature	[REDACTED]
Date	



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## Attachment 1 – Services Specification

The Parties agree that the Services to be provided to the Customer by the Supplier shall be as defined in the relevant Statement of Work (“SOW”, which may also be referred to as a “Work Package”) and any specific terms and conditions relating to such Services and the detailed scope of such Services will be set out and agreed in SOWs to be signed by the Parties from time to time under this Contract.

The proposed SOW template shall be in the form agreed from time to time and identify each SOW as being made hereunder.

Unless otherwise set out in such SOW(s), the terms of this Contract shall apply to each SOW unamended.

Each SOW shall come into force on the date set out in such SOW and, unless otherwise set out in such SOW, shall be effective for the duration set out in such SOW notwithstanding the earlier expiry or termination of any other SOW. Where the Customer is entitled to terminate the Contract pursuant to clause 35.1 (Buyer Termination Rights), all SOWs shall also be deemed terminated and the Supplier’s obligation to provide the Services under the Contract and all SOWs will end on the date in the Termination Notice, unless otherwise agreed by the Parties in writing.

Exit Management services shall be as agreed and set out in any relevant SOW.

Where the Supplier has existing supply chain procedures the Buyer accepts that in line with clause 39.4 that a Sub Contractor opportunity is not required to be advertised on Contracts Finder.

The Parties recognise and agree that Sparta, Aker and Valcon may be used as a Sub-Contractor in providing the Services. Further Sub-Contractors and/or Key Sub-contractors shall be identified, where relevant, in a SOW. Each of Sparta, Aker and Valcon shall be reviewed for whether they should have Key Sub-Contractor status in relation to their scope of work under any SOW, including in relation to the cumulative value of their work under all SOWs.



## Data Services & Analytics

### C19810 - Data Products, MI Re-engineering and Transformation

## Background Requirements & Context

### The Home Office context

The Home Office Digital Strategy<sup>12</sup>, describes the vision of being a data-enabled government department. The vision set out in this document outlines that the department shall be: integrated thereby ensuring that our data is; well-managed, shared and shall enable innovative technical approaches; trusted – we shall remain recognised and trusted to handle data for immigration, passports, crime and security and user led – we shall work with users to address all parts of a business problem.

Home Office Digital, Data & Technology (DDaT) shall support this transformation by building a government-leading digital department with in-house specialist skills, which shall build solutions for the rest of the Home Office that shall enable its objectives.

### Background

DDaT supports the Home Office digital strategy by developing and using technology that shall ensure the data the department ingests are used effectively and appropriately across departments. Opportunities for insight gained from this data are maximised, underpinning transformation within operational business areas bringing together a range of IT functions to form a single point of accountability for all matters relating to IT.

### 2.1 Data Services & Analytics (DSA)

DSA is a portfolio of work within DDaT which delivers data services and leads the use of data within the Home Office. Its strategic vision is to provide shareable data services which:

- provide a platform for consolidated data and related shared services that secure, transform, persist, access and manage Person, Object, Location and Event (POLE) data

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<sup>1</sup> <https://www.gov.uk/government/publications/home-office-digital-strategy-update-2015-to-2016>

<sup>2</sup> <https://www.gov.uk/government/publications/home-office-digital-strategy>



- deliver the **system of record** for Home Office data which enables automated digital checks on status
- integrate data in a **system of insight** that delivers leading analytics services

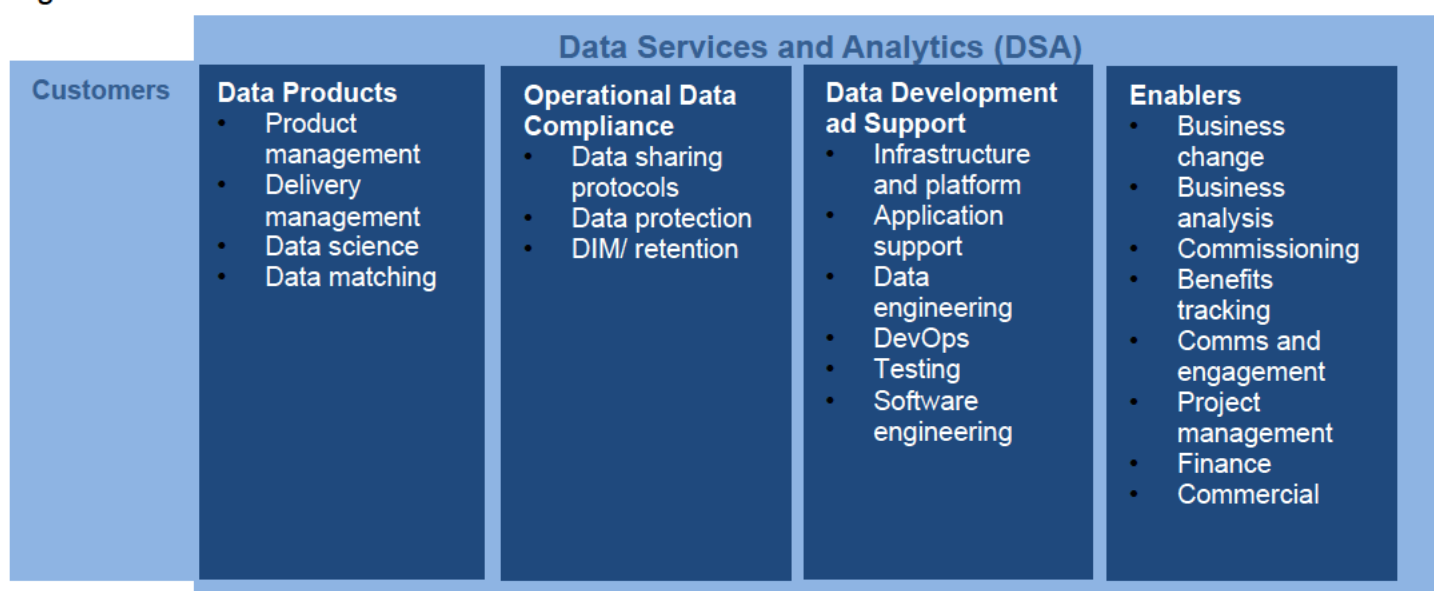
DSA delivers a number of data products from these core services, including

- Triage Product – Assess, prioritise and/or classify data for further processing
- Enrichment Product – Bulk search over integrated data sets
- Matching Product – Connect data for entity resolution
- Search Product – search over integrated datasets
- Insight Product – Identify and visualise trends in data
- Enrichment – data and statistics aggregation and presentation
- Status Derivation – to support operational and statistical use cases

DSA has been at the forefront of efforts to re-imagine the department's relationship with data. It has the capability to obtain, load and analyse data sets from Government departments and Commercial partners to provide aggregated, more accurate and timely data to users. The solutions developed are in line with Government Digital Strategy (GDS) and with the Home Office Data and Digital strategies.

The existing service team is comprised of civil servants and professional support from an incumbent commercial supplier.

Figure 1 – DSA Structure







## 2.2 Context: Reasons for Change Activity

A number of current hosting arrangements are reaching end of life and Ministerial commitments have been made to support EU Exit, in the form of the Future Border and Immigration System (FBIS). To enable these changes to immigration technology systems, DSA must continue to provide the existing critical Management Information & Data Services whilst rapidly developing and re-platforming key datasets for partner programmes to ensure timely replacement of the systems underpinning them. The objective is to provide seamless data services during changes to data formats content and hosting arrangements.

## 2.3 Immigration Platform Technology Programme (IPT) Services

In the context of the Immigration Platform Technology (IPT) Programme, it is essential that DSA ingests data from the Person Centric Data Platform (PCDP), transforms it into a relational structure and provides it to product teams within DSA, Performance Reporting and Analysis Unit (PRAU) and Migration Statistics. As such, the challenge is to ensure that business critical products are re-engineered to remove dependence on the outgoing Case Information Database (CID) and replace it with PCDP data. This is a continuous challenge to ensure that product re-engineering occurs swiftly following each release of data to DSA in order to minimise any phases whereby the operational business is required to 'double-key' data into the outgoing system simply to maintain the integrity of critical data services during the transition period. This activity shall be required for change programmes of this nature, and their related projects, with a number on the horizon (change triggered by the Future Border & Immigration System, Decommissioning of the Case Reference System are examples).

## 2.4 Objective

The benefits we are aiming to achieve from this work are: -

- Mitigate risks to key frontline services and the public (given that some services support national security).
- Support the timely delivery of the Change Programmes including IPT and FBIS.
- Protect the delivery of critical services (e.g. NHS surcharge, nationality checks)
- Support exit from legacy contract arrangements



- Planning for new services.
- Prepare new services for business as usual operation e.g. Preparing the operation of the data pipeline for life after the change programme, transferring knowledge to HO business as usual teams
- Review and document the requirements to roadmap technologies and service provision to other business areas and services e.g. ensure connectivity to provide critical data services to OGDs
- Review and document requirements for service delivery as well as service development
- Support business areas who are formulating business cases for 22/23 with different levels of maturity



## The Requirements

The high-level requirements are:-

- Fit for purpose data provided to downstream products and services
- Re-engineered business critical data products and services (to a sufficient quality to enable decommissioning of the outgoing data source)
- Fully effective risk and issue management process with clear reporting artefacts
- Documented data mapping from all releases from new data systems (currently IPT) to DSA products.
- Business rules documented for DSA products in scope
- Build MI dashboards for all releases of new systems (currently IPT)
- All in-scope products re-engineered by specified target dates
- The supply of Data Quality feedback to data suppliers to be able to improve the data supply
- Complete handover document for each workstream
- Fully documented requirement for transition of all workstreams to BAU state (to include service design, service design and team complement)
- Suite of Documentation (plan, cost tracking, risk, issue and dependency logs) for MIDAS transition to provide a robust plan, accounting for all 3<sup>rd</sup> party involvement
- Fully effective MVP products and services.

At a high level, the capabilities shall provide;

- Transformation of (casework) system data into usable, structured formats to support public live beta dates for operational areas and ensure continuity of informed operational decision making.
- Re-engineering of DSA products to incorporate data from new data systems (the in-country immigration system in the current context).
- Continuous delivery of live services (including maintenance of Warnings Index integrity and communication of Status information across the business).
- Continuous delivery of Management Information and Operational reporting to support Ministers and Senior Leaders through EU Exit implementation and the replacement of data systems (and their associated functions).



- a much wider Management Information capability across the Home Office and OGDs that shall transform the way that we look at and utilise data to protect our citizens.

## Detailed Requirements

The DSA hereafter referred to as the 'Buyer' seeks a supplier to support the deliverables for ongoing development of data products. The Buyer seeks a Supplier to drive delivery and provide continued support to Buyer business critical data products during the development and the transition of products into live service.

The Supplier shall be required to work across the Buyer's 'Data Services and Analytics' product teams, 'Performance Reporting and Analysis Unit' (PRAU) and 'Migration Statistics' teams.

The Supplier shall be required to stand up a service using specialist skills to deliver the requirements, including Architects, Automation Testers, Business Analysts, Business Change specialists, Data Analysts, Data Engineers, Data Scientists, Delivery Managers, Developers, Power BI Developers, Project Managers, Project Support Officers, Release Managers, Scrum Masters, Senior Architects and Test Leads.

## General Capabilities:

This section sets out the key Service Requirements to be provided over the contract period

These requirements outline the activities the Supplier shall be tasked with and the role it shall play. The Supplier shall be undertaking these activities in a multi-disciplinary / multi-vendor environment.

Reference ID	Requirement
GEN001	Where required by the customer and driven by the business need, the Supplier will, when Government's and the Home Office's own COVID-19 guidance permits the return to the office working environment, deliver the services from Croydon (with occasional travel to London), working collaboratively with both Buyer staff and other Buyer supplier(s).
GEN002	The Supplier shall develop strong collaborate working relationships with existing Customer portfolio teams and with other suppliers supporting the Home Buyer DSA.
GEN003	The Supplier shall show commitment to a successful, long term partnership and achievement of the Buyer objectives
GEN004	The Supplier shall note that there shall be dependencies on and for the Portfolio teams, both within the Buyer DSA and externally (with



	Permanent staff and Buyer 3 <sup>rd</sup> party suppliers). It is vital that the Supplier works collaboratively across these teams in order to successfully deliver the Services.
<b>GEN005</b>	The Supplier shall be prepared to sign a collaboration agreement if requested by the Buyer.
<b>GEN006</b>	The Supplier shall assure all deliverables and products against the logical and physical architectures and environment designs in accordance with the Buyer Assurance and Approvals procedure.
<b>GEN007</b>	The Supplier shall undertake the build of an in-house capability. This shall include knowledge transfer and identification of the skills and capabilities required to run the services developed in a business as usual state.
<b>GEN008</b>	The Supplier shall be prepared to familiarise themselves and adhere to the Buyer policies on anti-bullying and diversity.
<b>GEN009</b>	The Supplier shall adhere to Programme, Buyer and GDS standards and governance processes and policies as published on Confluence.
<b>GEN0010</b>	The Supplier shall make all information to include exchange agreements, documents, build documents and interface specifications freely available for use by the Buyer without charge.
<b>GEN0011</b>	No Supplier activities shall be undertaken offshore outside the United Kingdom. This is a security requirement of the Buyer.
<b>GEN0012</b>	The Supplier shall perform the Services in accordance with the Call-Off Contract.
<b>GEN0013</b>	The Supplier shall comply with the Data Protection Legislation and data protection provisions set out in the Call-Off Contract, including in relation to the Processing of the Personal Data controlled by the Buyer.
<b>GEN0014</b>	Where the Supplier fails or becomes aware that it is likely to fail to comply with any obligation of this Call-Off Contract and such failure may impact on the performance of the Services by the Supplier, the Supplier shall, as soon as is reasonably practicable, notify the Buyer of such failure or likely failure.
<b>GEN0015</b>	The Supplier shall notify the Buyer when it becomes aware of an actual or potential event that may pose a risk to the Services and shall provide to the Buyer all necessary details and information of such event
<b>GEN0016</b>	If agreed by the Parties in accordance with the Change Control Procedure, the Supplier shall provide support, where necessary to deal with security and/or compliance issues, assessments and actions



## Technical Capabilities

In order to provide the Services set out in this technical section, the Supplier shall be required to demonstrate relevant skills and experience in the following areas:

Reference ID	Requirement
<b>TCAP001</b>	The Supplier shall use Structured Query Language (SQL)
<b>TCAP002</b>	The Supplier shall have expertise in the development, troubleshooting and maintenance of Python code
<b>TCAP003</b>	The Supplier shall conduct business analysis across large scale technical change and multiple business areas
<b>TCAP004</b>	The Supplier shall have comprehensive capability to deal with structured and unstructured data. In many formats including (but not exclusively) JSON, XML, SQL Server, Oracle, Access, MySQL
<b>TCAP005</b>	The Supplier shall provide support within a fast-paced operational environment
<b>TCAP006</b>	The Supplier shall load and manage large volumes of data
<b>TCAP007</b>	The Supplier shall enable data governance criteria for Data access, deletion/removal and general compliance.
<b>TCAP008</b>	The Supplier shall manage data processing systems to meet Government security requirements, particularly on AWS
<b>TCAP009</b>	The Supplier shall manage stakeholder engagement across technical delivery partners and multiple business users
<b>TCAP010</b>	The Supplier shall carry out business change across large data migration projects
<b>TCAP0011</b>	The Supplier shall create data visualisation using PowerBI
<b>TCAP012</b>	The Supplier shall operate in a cloud hosted environment
<b>TCAP013</b>	The Supplier shall load streamed data sources and the related technologies
<b>TCAP014</b>	The Supplier shall lead teams responsible for delivering pipelines of work
<b>TCAP015</b>	The Supplier shall develop data transformation pipelines to handle JSON to structured formats
<b>TCAP016</b>	The Supplier shall develop PowerBI reports on on-premis environments
<b>TCAP017</b>	The Supplier shall provide triage and matching data science services
<b>TCAP018</b>	The Supplier shall process Immigration Data



<b>TCAP019</b>	The Supplier shall project manage across multiple vendors
<b>TCAP020</b>	The Supplier shall make recommendations for tools and integration services into existing architecture

## Innovation & Using the Best Tools

The Supplier shall bring data engineering expertise and experience in using ETL tools and platforms.

Reference ID	Requirement
<b>IBT001</b>	The Supplier shall identify opportunities to add value by introducing new developments whilst drawing on existing expertise & experience, research, and scanning developments in industry and academia.
<b>IBT002</b>	The Supplier shall provide strategic advice on technology choices drawing on existing expertise & experience, research, market scanning and product evaluation.

## Product Re-Engineering

The Services set out in this section include managing product re-engineering to replace CID data with PCDP data, including progress monitoring of regular data ingests, mapping new data to the corporate POLE model and liaison with the data matching and product teams to ensure data is available to downstream products and services.

Reference ID	Requirement
<b>PRE001</b>	The Supplier shall work to establish MI products and supporting associated Buyer business change. Products shall meet minimum viable product requirements and functionality, tested to ensure the product functions as it did with the old dataset (except where the new dataset provides entirely new data).
<b>PRE002</b>	The Supplier shall create the Buyer's data pipeline for the provision of data from its 'Person Centric Data Platform' ('PCDP'), through to a semantic layer accessible to MI users on the DSA hosted platform.
<b>PRE003</b>	The Supplier shall report up and downstream to ensure product team requirements are fed up, timelines are fed back, and issues are captured and communicated.
<b>PRE004</b>	The Supplier shall create the project management reports required for governance Boards. Reports shall report cadence in line with programme timelines, public beta commitment dates and levels of



	confidence in planning and delivery, making recommendations to de-risk where appropriate.
<b>PRE005</b>	The Supplier shall review and integrate roadmaps across Buyer DSA and MI projects, identifying dependencies and supporting the creation of delivery plans. The Supplier shall co-ordinate and represent all Buyer DSA and PRAU planning and delivery updates across associated workstreams in order to provide a consolidated view of delivery against programme plans.
<b>PRE006</b>	The Supplier shall document business and data requirements associated with MI and data services use of the Person Centric Data Platform ('PCDP').
<b>PRE007</b>	The Supplier shall undertake business analysis, negotiating minimum viable product criteria for any data (or MI) product associated with a change programme in scope. Thereafter the Supplier shall continue to document the associated data attributes from each of the Buyer's data products.
<b>PRE008</b>	The Supplier shall cross reference the MVP scope requirements and data attributes affected within each data product to define the scope (which is to be used to develop the Delivery Plan).
<b>PRE009</b>	The Supplier shall present data required for MI and data services. The Supplier shall undertake Buyer data transformations and work to ensure that data is available and presented in the required format, using appropriate tooling.
<b>PRE010</b>	The Supplier shall advise on how the Buyer can enhance the platform connectivity to enable the creation of this data pipeline
<b>PRE011</b>	The Supplier shall advise on the datasets required for a given programme of change and ensure the associated connectivity is identified and arranged.
<b>PRE012</b>	The Supplier shall establish the operational processes to enable MI services over the next 12-24 months.
<b>PRE013</b>	The Supplier shall define the engagement, delivery and monitoring required to ensure seamless delivery of data services during the programme of change. This shall include communication with business stakeholders to understand and address impacts on operations
<b>PRE014</b>	The Supplier shall transfer knowledge to Buyer's MI and DSA teams to enable them to maintain the operational processes and services referred to above. This shall include written Documentation and active handover sessions with the Buyer business as usual teams to a standard which enables the Business As Usual (BAU) team to run the service beyond the life of the change programme (and without direct involvement of the Supplier).
<b>PRE015</b>	The Supplier shall review and integrate roadmaps and design documentation across Buyer DSA platforms and other Buyer 3 <sup>rd</sup>





	parties, identifying dependencies and supporting the creation of delivery plans. Integrated roadmaps, design documentation and dependency mapping shall enable the Supplier and Buyer staff to articulate delivery progress and communicate confidence in planning with confidence.
<b>PRE016</b>	The Supplier shall review third party delivery plans to identify any duplication or invalid assumptions clarifying roles and responsibilities where possible.
<b>PRE017</b>	The Supplier shall have a strong understanding of DSA/PRAU capability, identifying and challenging misunderstanding about any DSA/PRAU planning or services in overarching Programme plans.
<b>PRE018</b>	The Supplier shall create handover Documentation for all projects and the Documentation shall be sufficient for uninitiated teams to understand how to operate services to ensure business continuity at short notice.
<b>PRE019</b>	The Supplier shall provide consultancy to other internal DSA functions in relation to data to include expertise in tool selection or delivery approach (to achieve best value from third party suppliers, for example).
<b>PRE020</b>	The Supplier shall continue the support of data engineering for DSA products, as they are re-platformed from an on-premise platform to the cloud platform.

## Technical Resources and Programme Management:

All aspects of programme and project governance related to data transformation and re-engineering planning, risk management, assumption validation, dependency mapping, assurance and completion of deliverables, reporting shall be provided as part of the Services

Reference ID	Requirement
<b>TRPM001</b>	The Supplier shall provide a flexible service that can flex up and down depending on Buyer requirements.
<b>TRPM002</b>	The Supplier shall undertake all aspects of programme and project governance related to programme planning, risk management, assumption validation, dependency mapping, assurance and completion



	of deliverables, reporting risks and issues through associated Governance structures.
<b>TRPM003</b>	The Supplier shall work with business users to define and review Minimum Viable Product specifications.
<b>TRPM004</b>	The Supplier shall work with the Buyer's teams to negotiate expedient delivery timelines and high-quality data products, based on end user specifications.
<b>TRPM005</b>	The Supplier shall undertake business analysis to define as-is data structure and obtain 'to-be' from officials developing the new platform, liaising with end users to validate throughout
<b>TRPM006</b>	The Supplier shall undertake analysis and engineering of new data sources as required to ensure an optimal fit with downstream product and service requirements
<b>TRPM007</b>	The Supplier shall work within Buyer Product Teams to ensure fit-for-purpose re-engineered products are delivered within agreed timelines, feeding back data quality issues to enable upstream resolution
<b>TRPM008</b>	The Supplier shall provide project management (including effective risk and issue management and escalation) to ensure effectively re-engineering of data products. This means that dependencies are well managed within Buyer DSA projects as well as externally (with IPT and PRAU).
<b>TRPM009</b>	The Supplier shall work closely with the Buyer business experts and product owners, teams and take an agile approach, to deliver prioritised minimum viable product features in line with the data engineering, product and IPT roadmaps.
<b>TRPM010</b>	The Supplier shall be required to support preparation for scaling up and industrialising live services to include advising on the scale of requirements and capacity required approaching business as usual operations (advising support teams, for example).
<b>TRPM011</b>	The Supplier shall identify, engage and manage stakeholders effectively.
<b>TRPM012</b>	The Supplier shall provide clear communication about MVP criteria, impacts, risks and delivery progress, with an awareness of operational risk appetite when negotiating scope or suggesting mitigation options
<b>TRPM013</b>	The Supplier shall develop and implement communication strategies and plans – internal and external. Such plans shall take account of different perspectives, with particular awareness of the operational context (capacity, risk appetite, technical expertise).
<b>TRPM014</b>	The Supplier shall provide, as required by the Buyer, deliverables and activities agreed on a regular basis.
<b>TRPM015</b>	The Supplier shall provide monthly reporting on completed and outstanding deliverables and activities as requested by the Buyer
<b>TRPM016</b>	The Supplier shall provide a continuous improvement programme, supported by monitoring and constantly striving to improve the quality and pace of programme delivery.



<b>TRPM017</b>	The Supplier shall use the Programme's Documentation and collaborative tooling (e.g. Confluence & Jira) and continuous integration (e.g. Jenkins, Git, Stash) toolset. All Supplier personnel shall be required to sign and abide by an End User Agreement to access the Programme tools.
<b>TRPM018</b>	The Supplier shall be required to work seamlessly in a multi-supplier environment on large and complex programmes
<b>TRPM019</b>	The Supplier shall commit to sharing of lessons learned from business analysis, data transformation, data provision, product re-engineering and tooling.
<b>TRPM020</b>	The Supplier shall continuously improve the programmes, supported by monitoring and constantly striving to improve the quality and pace of programme delivery.

### Team/Cultural Capabilities:

Reference ID	Requirement
<b>TCC001</b>	The Supplier shall provide an established team who have a good working relationship where team members are self-starters and self-managing, and can work at pace
<b>TCC002</b>	The Supplier shall provide a team that drives ongoing tooling/process innovation, exploring industry improvements; making operational efficiencies and can demonstrate a reduction in costs
<b>TCC003</b>	The Supplier shall provide excellent communicators who shall engage with the Buyer function, users and stakeholders alike.
<b>TCC004</b>	The Supplier shall provide an experienced team who has moved an organisation and its people forward on a journey from a staid way of working to a new concept
<b>TCC005</b>	The Supplier shall collaborate with other Buyer teams, workstreams and suppliers sharing their skills and expertise

### Collaboration and Knowledge Transfer

There is an expectation that the business as usual running of this service shall be mostly in-house with permanent staff by the termination or expiry of this contract, with specialist support provisioned for larger change projects.

Reference ID	Requirement
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<b>CKT001</b>	The Supplier shall be work with current and future Buyer staff to help staff build knowledge and skills in running the data services.
<b>CKT002</b>	The Supplier shall provide knowledge transfer through documentation, training and knowledge-share sessions.
<b>CKT003</b>	The Supplier shall contribute to both internal documentation of techniques, tools and delivered products and, where authorised, prepare core code and documentation for sharing on public and/or cross-government collaboration platforms
<b>CKT004</b>	The Supplier shall at termination or expiry of this contract support effective handover to the Buyer on-boarding teams and/or a replacement supplier.

## Exit Management

<b>Reference ID</b>	<b>Requirement</b>
<b>EXM001</b>	The Supplier shall provide knowledge transfer through documentation, training and knowledge-share sessions prior to Exit as agreed with the Buyer.
<b>EXM002</b>	The Supplier shall provide at Exit all Documentation relevant to the Service to the Buyer or a replacement supplier



## Attachment 2 – Charges and Invoicing

Where a SOW is agreed under this Call Off Contract, the Charges for the Services under that SOW shall be calculated and applied in accordance with the following rates and terms.

### **Part A – Milestone Payments and Delay Payments**

Statement of Work will be agreed between the Parties from time to time. Where SoW milestones are agreed, payment profiles shall be agreed for each SoW (e.g. invoicing against achievement of milestones).

### **SOW Milestone Retentions**

### **Part B – Service Charges**

Fixed Team Charge – Details of any Fixed Team Charge shall be set out in the relevant SOW – The Fixed Team charge if applicable shall be billed monthly in arrears

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

The following rate-card shall be used for calculating Charges where such are to be calculated by reference to actual or estimated effort of Supplier Personnel.

	Role	SFIA Level				
Data	Data Engineering	SFIA 3/SEO	£			
	Data Engineering	SIFA 4/G7	£			
	Data Engineering	SFIA 5/G6	£			



	Data Science	SFIA 3/SEO	£				
	Data Science	SIFA 4/G7	£				
	Data Science	SFIA 5/G6	£				
	Performance Analyst	SFIA 3/SEO	£				
	Performance Analyst	SIFA 4/G7	£				
	Performance Analyst	SFIA 5/G6	£				
	Data Analysis	SFIA 3/SEO	£				
	Data Analysis	SIFA 4/G7	£				
	Data Analysis	SFIA 5/G6	£				
Architecture	Technical Architecture	SFIA 3/SEO	£				
	Technical Architecture	SIFA 4/G7	£				
	Technical Architecture	SFIA 5/G6	£				
	Data Architecture	SFIA 3/SEO	£				
	Data Architecture	SIFA 4/G7	£				
	Data Architecture	SFIA 5/G6	£				
Product	Product Manager	SFIA 3/SEO	£				
	Product Manager	SIFA 4/G7	£				
	Product Manager	SFIA 5/G6	£				
	Business Analyst	SFIA 3/SEO	£				
	Business Analyst	SIFA 4/G7	£				
	Business Analyst	SFIA 5/G6	£				
	Product Owner	SFIA 3/SEO	£				



	Product Owner	SIFA 4/G7	£			
	Product Owner	SFIA 5/G6	£			
	Plan Engage Improve	SFIA 3/SEO	£			
	Plan Engage Improve	SIFA 4/G7	£			
	Plan Engage Improve	SFIA 5/G6	£			
	Design & Transition	SFIA 3/SEO	£			
	Design & Transition	SIFA 4/G7	£			
IT operations	Design & Transition	SFIA 5/G6	£			
	Deliver & Support	SFIA 3/SEO	£			
	Deliver & Support	SIFA 4/G7	£			
	Deliver & Support	SFIA 5/G6	£			
Engineering	Software Engineering	SFIA 3/SEO	£			
	Software Engineering	SIFA 4/G7	£			
	Software Engineering	SFIA 5/G6	£			
	Dev Ops Engineering	SFIA 3/SEO	£			
	Dev Ops Engineering	SIFA 4/G7	£			
	Dev Ops Engineering	SFIA 5/G6	£			
Delivery	Technology Delivery Manager	SFIA 3/SEO	£			
	Technology Delivery Manager	SIFA 4/G7	£			
	Technology Delivery Manager	SFIA 5/G6	£			



	Outcome Technology Delivery Manager	SFIA 3/SEO	£				
	Outcome Technology Delivery Manager	SIFA 4/G7	£				
	Outcome Technology Delivery Manager	SFIA 5/G6	£				
	Test Engineer	SFIA 3/SEO	£				
Testing	Test Engineer	SIFA 4/G7	£				
	Test Engineer	SFIA 5/G6	£				
	Performance Testing	SFIA 3/SEO	£				
	Performance Testing	SIFA 4/G7	£				
	Performance Testing	SFIA 5/G6	£				

### Rate-card discounts

The following table shows the level of discounts offered by the Supplier in response to the ITT, which shall be applied by the Supplier when calculating the Charges, based upon the total Charges actually invoiced and paid under the Contract.

	Total Charges		







## **Part D – Billing Information**

All invoices must include the following information:

- Project reference number C19810
- The unique purchase order number; To be issued following Contract Award
- The services detailed in the Statement of Work (SoW) to which the invoice relates;
- The line value;
- Total value excluding Value Added Tax
- Value Added Tax percentage
- The total value including Value Added Tax
- The tax point date relating to the rate of Value Added Tax shown;
- Supplier SAP number (if applicable)
- Breakdown of charges supported by approved timesheets (if applicable)
- Expenses receipts (if applicable)

### **D1 Invoice Billing Address**

All invoices must be sent to the address below: -

Home Office Shared Service Centre  
HO Box 5015  
Newport, Gwent  
NP20 9BB  
United Kingdom  
Tel: 08450 100125  
Fax: 01633 581514  
Email: [HOSupplierInvoices@homeoffice.gov.uk](mailto:HOSupplierInvoices@homeoffice.gov.uk)

### **D2 Billing Frequency**

Monthly in Arrears or invoiced against achievement of milestones



## Part E – Risk Register

[illegible]

[illegible]

[illegible]

### Part F – Early Termination Fee(s)

\_\_\_\_\_



Crown  
Commercial  
Service

## Attachment 3 – Outline Implementation Plan





Crown  
Commercial  
Service

## Attachment 4 – Service Levels and Service Credits





## Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

- 1.1 The Parties agree that they shall 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

Key Supplier Personnel	Key Role(s)	Duration

### Part B – Key Sub-Contractors



Key Sub-contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/Service description	Key Sub-contract price expressed as a percentage of total projected Charges over the Contract Period	Key role in delivery of the Services
Key Sub-contractors shall be as set out in any SOW and as referenced on page 14 of the order form				



## **Attachment 6 – Software**

**Not Applicable**

## Attachment 7 – Financial Distress

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>
<b>Supplier</b>	[Rating Agency 1] – [D&B – Risk Indicator 1 ]	[Rating Agency 1] – [D&B-3]

### PART B RATING AGENCIES

#### Dun & Bradstreet

A Risk Indicator of 1 is based on the D&B Financial Assessment Report, completed on 7.10.2021 which produced a Failure score of 93, within the report, putting Cpagemini Plc in the minimum risk category (85-100)



## Attachment 8 – Governance

For the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms, the following boards may apply. The governance structure for the delivery of the Services shall be agreed by the Parties and documented within one month of the signature of this Call-Off Contract, informed (although not restricted by) the following topics and attendees:

Service Management Board	
Buyer Members of Service Management Board (include details of chairperson)	Commercial Manager DSA - Head of Product Portfolios
Supplier Members of Service Management Board	
Start Date for Service Management Board meetings	May 2022
Frequency of Service Management Board meetings	Monthly
Location of Service Management Board meetings	Teams / Croydon

Programme Board	
Buyer members of Programme Board (include details of chairperson)	

Supplier members of Programme Board	<div style="background-color: black; width: 150px; height: 20px; display: inline-block;"></div> Senior Projects Managers and PMO as set out in each SOW
Start date for Programme Board meetings	May 2022
Frequency of Programme Board meetings	Monthly
Location of Programme Board meetings	Teams / Croydon

Change Management Board	
Buyer Members of Change Management Board (include details of chairperson)	Chairperson / Programme Manager Product Owner (pertaining to area being considered for change)
Supplier Members of Change Management Board	Delivery Manager Senior Project Manager (pertaining to area being considered for change) and PMO as set out in each SOW
Start Date for Change Management Board meetings	May 2022
Frequency of Change Management Board meetings	Fortnightly
Location of Change Management Board meetings	Teams / Croydon

Technical Board	
Buyer Members of Technical Board (include details of chairperson)	(Chairperson & SRO) PRAU _ Head of Performance Reporting & Analysis (Chris Seward) Programme Manager Product Managers (x6)
Supplier Members of Technical Board	Delivery Manager

	Senior Project Managers and PMO as set out in each SOW
Start Date for Technical Board meetings	May 2022
Frequency of Technical Board meetings	Fortnightly
Location of Technical Board meetings	Teams / Croydon

Risk Management Board	
Buyer Members for Risk Management Board (include details of chairperson)	Chairperson / Programme Manager Product Managers (x6)
Supplier Members for Risk Management Board	Delivery Manager Senior Project Managers PMO
Start Date for Risk Management Board meetings	May 2022
Frequency of Risk Management Board meetings	Fortnightly
Location of Risk Management Board meetings	Teams / Croydon

## 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]

1.2 The contact details of the Supplier's Data Protection Officer are: [REDACTED]

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><b>The Buyer is Controller and the Supplier is Processor</b>  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> <p>[REDACTED]</p> <p><b>The Supplier is Controller and the Authority is Processor</b>  The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Buyer is the Processor in accordance with Clause 34.2 to 34.15 of the following Personal Data:</p> <ul style="list-style-type: none"> <li>• Data provided by the supplier on any Subcontractors engaged in the delivery of this contract.</li> <li>• Reports or information provided by the supplier in the delivery of this contract.</li> </ul> <p><b>The Parties are Independent Controllers of Personal Data</b>  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"> <li>• Business contact details of Supplier Personnel,</li> <li>• Business contact details of any directors, officers, employees, agents, consultants and contractors of the Buyer (excluding the</li> </ul>

	Supplier Personnel) engaged in the performance of the Buyer's duties under this Contract.
Duration of the processing	
Nature and purposes of the processing	<p>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.</p> <p>The purpose might include: employment processing, statutory obligation, recruitment assessment etc.</p>
Type of Personal Data	
	shall return and delete or destroy all such Personal Data and information accessed and Processed by the expiration of the Contract.

## Attachment 10 – Transparency Reports

In line with Schedule 6 - Within three (3) months from the Commencement Date the Supplier shall provide to the Buyer for approval Draft Transparency Reports

Title	Content	Format	Frequency



## **Annex 1 – Call Off Terms and RM6100 Additional/Alternative Schedules and Clauses**

### **Framework Schedule 4 – Annex Call Off Terms amendments**

Clause 12 –Staff Transfer - additional clause added

“The Former Supplier shall indemnify the Supplier against any Loss arising from both:

- Its failure to:
  - at the request of the Buyer, with 28 days fully and accurately disclose to the Buyer all staff information (as detailed in the contract between the Former Supplier and the Buyer ref C21273) including, but not limited to, the total number of staff assigned for the purposes of TUPE to the Services;
  - notify the Buyer of any changes to this information as soon as reasonably possible;
  - not change the identity and number of staff assigned to the Services (unless reasonably requested by the Buyer) of their terms and conditions, other than in the ordinary course of business;
  - co-operate with the re-tendering of contract between the Former Supplier and the Buyer (ref C12173) by allowing the Supplier to communicate and meet with the affected employees or their representatives.
- Any claim by any employee or person claiming to be an employee (or an employee representative) of the Former Supplier which arises or is alleged to arise from any act or omission by the Former Supplier on before the date of the Relevant Transfer.”

**Schedule 1 –Definitions** - additional definitions included to relation to Clause 12 additional wording

<b>Former Supplier/s</b>	Supplier/s providing services to the BUYER before the Commencement Date that are the same as or substantially similar to the Services. This also includes any Subcontractor or the Supplier (or any subcontractor of the Subcontractor).
<b>Relevant Transfer</b>	A transfer of employment to which TUPE applies
<b>TUPE</b>	The Transfer of Undertakings (Protection of Employment) 2006 (SI 2006/246) as amended or replaced or any other Regulations implementing the Acquired Rights Directive

**Framework Schedule 4 – Annex Schedule 2 (Charges and invoicing) Part C amendment due to an error identified in the published schedule:**

Paragraph 1.1.2 is amended as follows:

"the later of" is replaced with "the earlier of". The remainder of paragraph 1.1.2 remains unchanged

**RM6100 Additional/Alternative Schedules and Clauses**

**Part B (Long Form Security Requirements) to Schedule S3 (Security Requirements) is amended as follows due to errors found in the published schedule:**

**Existing Paragraph 3.4.2 is amended to read:**

3.4.2 The ISMS shall meet the relevant standards in ISO/IEC 27001 and ISO/IEC27002 in accordance with Paragraph 7;

**Existing Paragraph 3.5 is renumbered as 3.4.3.**

**Existing Paragraphs 3.5.1 to 3.5.10 (inclusive) are renumbered as 3.4.3.1 to 3.4.3.10, respectively.**

**Existing Paragraphs 3.5.11 to 3.5.13 (inclusive) are renumbered as 3.4.4 to 3.4.6, respectively.**

**Existing Paragraph 3.8 is amended to read:**

3.8 If the bespoke ISMS submitted to the Buyer pursuant to Paragraph 3.3.2 is approved by the Buyer, [remainder of Paragraph remains unchanged.]

**Existing Paragraph 3.4.2 is amended to read:**

3.4.2 The ISMS shall meet the relevant standards in ISO/IEC 27001 and ISO/IEC27002 in accordance with Paragraph 7;

**Existing Paragraph 3.5.10 (renumbered as 3.4.3.10) is amended to read:**

3.4.3.10 The ISMS shall at all times provide a level of security which] complies with ISO/IEC27001 and ISO/IEC27002 in accordance with Paragraph 7;

**Existing Paragraph 3.9 is amended to read:**

3.9 Approval by the Buyer of the ISMS pursuant to Paragraph 3.3.2 or of any change to the ISMS shall not relieve the Supplier of its obligations under this Part B Schedule S3 (Security Requirements).

**Existing Paragraph 4.2.2 is amended to read:**

- 4.2.2 The Security Management Plan shall comply with the Baseline Security Requirements and the Security Policy;

**Existing Paragraph 5.1.4 is amended to read:**

- 5.1.4 The ISMS and Security Management Plan shall be fully reviewed and updated by the Supplier and at least annually to reflect any changes to the Security Policy;

**Existing Paragraph 7.1 is amended to read:**

- 7.1 The Buyer shall be entitled to carry out such security audits as it may reasonably deem necessary in order to ensure that the ISMS maintains compliance with the principles and practices of ISO 27001 and the Security Policy.

**Existing Paragraph 9.5.4 is amended to read:**

- 9.5.4 The Supplier shall pro-actively scan the IT Environment (to the extent that the IT Environment is within the control of the Supplier) for vulnerable components and address discovered vulnerabilities through the processes described in the ISMS as developed under Paragraph 3.4.5;