



Crown  
Commercial  
Service

---

**Call Off Order Form for Management Consultancy Services**

---

**FOR**

**DATA QUALITY AND PORTABILITY AUDIT FOR CIVIL SERVICE AND  
ROYAL MAIL STATUTORY PENSION SCHEMES & PROVISION OF  
CONSULTANCY SUPPORT FOR THE FUTURE SERVICE AND 2015  
REMEDY PROGRAMMES**

**CONTRACT REFERENCE: CCCC20B70**

**CONTRACT FROM**

**CABINET OFFICE**

**TO**

**NTT DATA UK LTD**

## **FRAMEWORK SCHEDULE 4**

### **CALL OFF ORDER FORM AND CALL OFF TERMS**

## PART 1 – CALL OFF ORDER FORM

### SECTION A

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement for the provision of **RM3745** dated 21<sup>st</sup> November 2017.

The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Call Off Order Form and the Call Off Terms.

<b>Order Number</b>	<b>CCCC20B70</b>
<b>From</b>	<b>Cabinet Office ("CUSTOMER")</b>
<b>To</b>	<b>NTT data UK Ltd ("SUPPLIER")</b>

### SECTION B

#### CALL OFF CONTRACT PERIOD

<b>1.1.</b>	<b>Commencement Date:</b>  <b>18th January 2021</b>
	<b>Expiry Date:</b>  End date of Initial Period <b>8<sup>th</sup> April 2021</b>  End date of Extension Period <b>8<sup>th</sup> July 2021</b>  Minimum written notice to Supplier in respect of extension: <b>1 month</b>

### SERVICES

<b>2.1.</b>	<b>Services required:</b>  This requirement for the data audit is likely to be a closely defined, time-limited task, focussed on delivering a data quality and portability audit for RMSPS and CSPS, by March 2021. In addition, there will be ad hoc data analytical services required to support the 2015 Remedy programme, the cost of which is not included within the Charges detailed under section 6.1.  The Supplier shall:
-------------	---

	<ul style="list-style-type: none"> <li>• Develop a methodology, specification and timetable with Capita and MyCSP to extract the scheme data and transfer it to their own system for testing and audit.</li> <li>• Transfer the relevant data to their own secure systems.</li> <li>• Analyse, document and report on the outcome of Capita's and MyCSP's extraction and transfer of data. Including risks and challenges that potential bidders for the service(s) would wish to understand.</li> <li>• Document and report how the data is stored within the existing systems, including any interfaces and or work-arounds with employers or other relevant data inputs or platforms. Document the quality and completeness of the documentation used by the existing suppliers to support the management of data.</li> <li>• Assess, document and report the quality, completeness and integrity of the data extracts for the schemes. Undertake checks to confirm the usability of the data for the scheme calculations and advise the extent to which it will allow potential bidders to automate and digitalise the pension administration processes.</li> <li>• It is mandatory that the provider will delete all data and materials provided to them as part of the data audit, under this contract.</li> <li>• Provide ad hoc data consultancy support to the procurement of pension admin solutions for both schemes. This will include: <ul style="list-style-type: none"> <li>○ Providing further information and explanation to Suppliers on the content of the data quality and portability audits.</li> <li>○ Assessing and providing feedback to Suppliers on their proposals to address the data transition and any issues arising from the data quality audit.</li> <li>○ Supporting the Customer in developing detail service requirements and evaluation methodology in response to the findings of the data quality audit.</li> </ul> </li> <li>• Under a separate statement of work, to provide analytic support to the 2015 Remedy programme, including segmentation and analysis of member populations to inform the optimum approach to create the right type and volume of personas and member journeys. I.e. to assist the Customer to understand what cases need to be remedied, their relative priority, and how to address large volumes of members. The specification of each data analysis activity will be agreed as required.</li> </ul> <p>Also see Annex A Statement of Requirements v2.4</p>
--	--

## PROJECT PLAN

3.1.	<b>Project Plan:</b>		
	<b>Milestone</b>	<b>Description</b>	<b>Timeframe</b>
	1	Delivery of outline plan for carrying out the work	Within 1 week of requirement beginning
	2	Data extract complete	Within 4 weeks of requirement beginning
	3	Delivery of final report and outputs	1 <sup>st</sup> March 2021
	4	Deletion and destruction of all materials provided under this contract.	Within 4 weeks of the completion of work

## CONTRACT PERFORMANCE

4.1.	<b>Standards:</b>			
	<b>KPI/SLA</b>	<b>Service Area</b>	<b>KPI/SLA description</b>	<b>Target</b>
	1	Service Delivery	All materials and activities (referred to in the milestone section) to be delivered within the time specified	100%
	1	Service Delivery	Respond to general queries from the Customer within 48 hours upon receipt of the query	100%
	2	Service Delivery	Respond to urgent queries from the Customer within 24 hours upon receipt of the query.	100%
	3	Service Delivery	Provide updates on the progression of the services every two weeks or unless otherwise agreed with the Customer	100%
	4	Service Delivery	Provide timesheets or other relevant charging details to the Customer every two weeks.	100%
4.2	<b>Service Levels/Service Credits:</b>			
	Not applied			
4.3	<b>Critical Service Level Failure:</b>			

	Not applied
<b>4.4</b>	<b>Performance Monitoring:</b> Not applied
<b>4.5</b>	<b>Period for providing Rectification Plan:</b> In Clause 39.2.1(a) of the Call Off Terms

## PERSONNEL

<b>5.1</b>	<b>Key Personnel:</b> <b>REDACTED</b>
<b>5.2</b>	<b>Relevant Convictions</b> (Clause 28.2 of the Call Off Terms): <b>Applied</b>

## PAYMENT

<b>6.1</b>	<b>Call Off Contract Charges</b> (including any applicable discount(s), but excluding VAT): <b>REDACTED</b>
<b>6.2</b>	<p><b>Payment terms/profile</b> (including method of payment e.g. Government Procurement Card (GPC) or BACS): BACS</p> <p>Payment shall be made in accordance with the following Payment Plan:</p> <p><b>REDACTED</b></p> <p>The Supplier shall ensure that each invoice includes a detailed breakdown of the work completed to enable the Buyer to confirm that the Milestone has been achieved, and payment can be released to the Supplier.</p> <p>The pricing table above does not enable any fees to be shared in respect of "Provision of Consultancy Support for the Future Service and 2015 Remedy programmes." No tasks or costs have been provided for these support services within this Call-Off Contract. The Parties acknowledge that the Supplier has offered discounted rates to meet the Customers budget for the tasks stipulated in the table above. The parties understand that the cost for any ad-hoc consultancy support services outlined in the Statement of Requirements are in addition to the above-mentioned charges and the Supplier shall provide a quotation for such additional work upon request.</p>
<b>6.3</b>	<b>Reimbursable Expenses:</b> Permitted

	The work will be delivered remotely.
<b>6.4</b>	<b>Customer billing address</b> (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): <b>REDACTED</b>
<b>6.5</b>	<b>Call Off Contract Charges fixed for</b> (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): Subject to any variations or changes to the Call-Off Contract, the duration of the contract including any extensions.
<b>6.6</b>	<b>Supplier periodic assessment of Call Off Contract Charges</b> (paragraph 9.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)) will be carried out on: Not applicable
<b>6.7</b>	<b>Supplier request for increase in the Call Off Contract Charges</b> (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): Not Permitted

## LIABILITY AND INSURANCE

<b>7.1</b>	<b>Estimated Year 1 Call Off Contract Charges:</b> The sum of £298,844.00 (excluding VAT)
<b>7.2</b>	<b>Supplier's limitation of Liability</b> (Clause 37.2.1 of the Call Off Terms); In Clause 37.2.1 of the Call Off Terms
<b>7.3</b>	<b>Insurance</b> (Clause 38.3 of the Call Off Terms): The Supplier's standard business insurance shall apply.

## TERMINATION AND EXIT

<b>8.1</b>	<b>Termination on material Default</b> (Clause 42.2.1(c) of the Call Off Terms): In Clause 42.2.1(c) of the Call Off Terms
<b>8.2</b>	<b>Termination without cause notice period</b> (Clause 42.7.1 of the Call Off Terms): In Clause 42.7.1 of the Call Off Terms
<b>8.3</b>	<b>Undisputed Sums Limit:</b> In Clause 43.1.1 of the Call Off Terms
<b>8.4</b>	<b>Exit Management:</b> In Call Off Schedule 9 (Exit Management)

## SUPPLIER INFORMATION

<b>9.1</b>	<b>Supplier's inspection of Sites, Customer Property and Customer Assets:</b> Not applicable
<b>9.2</b>	<b>Commercially Sensitive Information:</b> The Supplier's proposal and commercial information shall be deemed commercially sensitive information.

## OTHER CALL OFF REQUIREMENTS

<b>10.1</b>	<b>Recitals</b> (in preamble to the Call Off Terms): Recitals B to E Recital C - date of issue of the Statement of Requirements: <b>25/11/2020</b> Recital D - date of receipt of Call Off Tender: <b>21/12/2020</b>
<b>10.2</b>	<b>Call Off Guarantee (Clause 4 of the Call Off Terms):</b> Not required
<b>10.3</b>	<b>Security:</b> Select long form security requirements
<b>10.4</b>	<b>ICT Policy:</b> Not Applicable
<b>10.5</b>	<b>Testing:</b> Not applied
<b>10.6</b>	<b>Business Continuity &amp; Disaster Recovery:</b> In Call Off Schedule 8 (Business Continuity and Disaster Recovery)
<b>10.8</b>	<b>Protection of Customer Data</b> (Clause 35.2.3 of the Call Off Terms): As outlined in Attachment 3 – Statement of Requirements, section 14 – Security and Confidentiality Requirements.
<b>10.9</b>	<b>Notices</b> (Clause 56.6 of the Call Off Terms): <b>REDACTED</b>
<b>10.10</b>	<b>Alternative and/or additional provisions (including any Alternative and/or Additional Clauses under Call Off Schedule 14 and if required, any Customer alternative pricing mechanism):</b> Not applicable
<b>10.11</b>	<b>Call Off Tender:</b> CCCC20B70 – Annex B – Technical Response – NTT v1.1
<b>10.12</b>	<b>Publicity and Branding</b> In Clause 36.3.2 of the Call Off Terms
<b>10.13</b>	<b>Staff Transfer</b>



	Not applicable												
<b>10.14</b>	<b>Processing Data</b> Call Off Schedule 17												
	<ol style="list-style-type: none"> <li>The contact details of the Customer Data Protection Officer is: <b>REDACTED</b></li> <li>The contact details of the Suppliers Data Protection Officer is: <b>REDACTED</b></li> <li>The Processor shall comply with any further written instructions with respect to processing by the Controller.</li> <li>Any such further instructions shall be incorporated into this Schedule.</li> </ol> <table border="1"> <tr> <td><b>Contract Reference:</b></td><td><b>CCCC20B70</b></td></tr> <tr> <td><b>Date:</b></td><td><b>21/12/2020</b></td></tr> <tr> <td><b>Description Of Authorised Processing</b></td><td><b>Details</b></td></tr> <tr> <td>Identity of the Controller and Processor</td><td>The Parties acknowledge that for the purposes of the Data Protection Legislation the Customer is the Data Controller and the Supplier is the Data Processor under this Framework Agreement.</td></tr> <tr> <td>Use of Personal Data</td><td>Managing the obligations under the Call Off Contract Agreement, including exit management, and other associated activities.</td></tr> <tr> <td>Duration of the processing</td><td>For the duration of the Framework Award plus 7 years.</td></tr> </table>	<b>Contract Reference:</b>	<b>CCCC20B70</b>	<b>Date:</b>	<b>21/12/2020</b>	<b>Description Of Authorised Processing</b>	<b>Details</b>	Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation the Customer is the Data Controller and the Supplier is the Data Processor under this Framework Agreement.	Use of Personal Data	Managing the obligations under the Call Off Contract Agreement, including exit management, and other associated activities.	Duration of the processing	For the duration of the Framework Award plus 7 years.
<b>Contract Reference:</b>	<b>CCCC20B70</b>												
<b>Date:</b>	<b>21/12/2020</b>												
<b>Description Of Authorised Processing</b>	<b>Details</b>												
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation the Customer is the Data Controller and the Supplier is the Data Processor under this Framework Agreement.												
Use of Personal Data	Managing the obligations under the Call Off Contract Agreement, including exit management, and other associated activities.												
Duration of the processing	For the duration of the Framework Award plus 7 years.												

	Nature and purposes of the processing	<p>Business communications</p> <p>Provision of a data quality and portability audit of the CSPS and RMSPS in the form of a current systems appraisal and to provide ad hoc data consultancy report to the 2015 Remedy programme.</p>	
	Type of Personal Data	<p>Full name</p> <p>Workplace address</p> <p>Workplace Phone Number</p> <p>Workplace email address</p> <p>Names</p> <p>Job Title</p> <p>Compensation</p> <p>Nationality</p> <p>Previous work history</p> <p>National insurance number</p> <p>Job title or role</p> <p>Start date</p> <p>End date &amp; reason for termination</p> <p>Contract type</p> <p>Compensation data</p> <p>Photographic facial Image</p> <p>Biometric data</p> <p>Birth certificates</p> <p>IP address</p> <p>Details of physical and psychological health or medical condition</p> <p>Next of kin &amp; emergency contact details</p>	

Categories of Data Subject	CCS employees				
<b>Key Sub-contractors</b>					
Company Registration Number	Full legal name and trading name where applicable	Registered Address	Organisation Size (Micro, Small, Medium, Large)	Role of Key Sub-contractor	% of the contractual obligations sub contracted
4616046	Independent Transition Management Limited	2nd Floor, Minster House, 42 Mincing Lane, London, EC3R 7AE	Medium	<p>The Supplier will be the prime contractor for this work and will carry out all contract administration processes, invoicing and compliance with Crown Commercial Service governance procedures under the Management Consultancy (RM3745) Framework Agreement.</p> <p>Independent Transition Management Limited ("ITM") will be engaged as a Key Sub-contractor of the Suppliers and will take full responsibility for contract management and delivery of the Services as defined within this Call-Off contract.</p>	100%

## **FORMATION OF CALL OFF CONTRACT**

**BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM** (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the terms Call Off Order Form and the Call Off Terms.

The Parties hereby acknowledge and agree that they have read the Call Off Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.

In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Supplier within two (2) Working Days from such receipt.

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

Name and Title	REDACTED
Signature	REDACTED
Date	REDACTED

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

Name and Title	REDACTED
Signature	REDACTED
Date	REDACTED