



Crown  
Commercial  
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## **Digital Outcomes and Specialists 5 (RM1043.7)**

### **Framework Schedule 6 (Order Form)**

Version 2

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

### **Order Form**

Call-Off Reference: ECM:

Call-Off Title: EHIE Subsidy Test

Call-Off Contract Description:

Government is improving the support to employees in managing health and disability in the workplace to reduce job loss, promoting inclusive productive workplaces. Support required to develop and deliver work packages building our digital product set to improve user journeys. Suppliers will work with our teams, delivering outcomes across services.

The Buyer: Department for Work & Pensions

Buyer Address: Peel Park, Blackpool, fy45es

The Supplier: Capgemini UK PLC

Supplier Address: 1 Forge End, Woking, Surrey, GU21 6DB

Registration Number: 00943935

DUNS Number: 211980537

SID4GOV ID: 208865

### **Applicable Framework Contract**

This Order Form is for the provision of the Call-Off Deliverables and dated 16/12/2021

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further 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 including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions) RM1043.7
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
  - Joint Schedules for RM1043.7
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 5 Corporate Social Responsibility
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data) RM1043.7

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

- Call-Off Schedules for RM1043.7
  - Call-Off Schedule 1 (Transparency Reports)
  - Call-Off Schedule 2 (Staff Transfer) [not applicable]
  - 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 9 (Security)
  - Call-Off Schedule 10 (Exit Management)
  - Call-Off Schedule 13 (Implementation Plan and Testing)
  - Call-Off Schedule 20 (Call-Off Specification)
  - Call-Off Schedule 26 (Cyber Essentials Scheme)

5 CCS Core Terms (version 3.0.9)

6 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:

Terms to revise or supplement Core Terms, Joint Schedules, Call-Off Schedules;

1. The Buyer shall notify the Supplier of any specific legal or regulatory requirements that apply to the Buyer that may impact on the Supplier's ability to provide the services in a compliant manner and shall advise the Supplier in writing of the processes and procedures it requires the Supplier to adhere to comply with such Laws.
2. For the purposes of this Call-Off Contract the definition of 'Government Data' shall only apply to anything material to the services/deliverables (e.g. code, documentation, Buyer data), and not incidentals (e.g. working papers, organisation charts, etc.).
3. The Supplier shall comply with the Security Schedule set out in the below document:



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

Call-Off Start Date: 16/12/2021

Call-Off Expiry Date: 15/06/2023

Call-Off Initial Period: 18 months

Call-Off Optional Extension Period: 4.5 months

Minimum Notice Period for Extensions: 30 calendar days

Call-Off Contract Value: Maximum of £2,830,000 (plus VAT)

Call-Off Deliverables

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

### **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:

N/A

### **Cyber Essentials Scheme**

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

### **Maximum Liability**

Amendment to Clause 11.2 of the Core Terms:

Each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than 125% of the Estimated Yearly Charges. The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £1,886,000 plus VAT.

### **Call-Off Charges**

Capped Time and Materials (CTM)

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.

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

DDAT Role	Grade / Proficiency Level	Daily Rate (Exc VAT)
Delivery Manager	Working	£400.00
Delivery Manager	Practitioner	£650.00
Delivery Manager	Expert	£875.00
Product Manager	Working	£400.00
Product Manager	Practitioner	£690.00
Product Manager	Expert	£892.00
User Research	Working	£400.00
User Research	Practitioner	£665.00
User Research	Expert	£813.00
Content Designer	Working	£400.00
Content Designer	Practitioner	£645.00
Content Designer	Expert	£791.00
Interaction Designer	Working	£400.00
Interaction Designer	Practitioner	£645.00
Interaction Designer	Expert	£791.00
Business Analyst	Working	£400.00
Business Analyst	Practitioner	£665.00
Business Analyst	Expert	£778.00
Software Developer (Full Stack, Front and or Backend)	Working	£360.00
Software Developer (Full Stack, Front and or Backend)	Practitioner	£615.00
Software Developer (Full Stack, Front and or Backend)	Expert	£690.00
Test Engineer (Test Automation i.e. Selenium/Cucumber)	Working	£360.00
Test Engineer (Test Automation i.e. Selenium/Cucumber)	Practitioner	£580.00
Test Engineer (Test Automation i.e. Selenium/Cucumber)	Expert	£690.00
Development Operations Engineer	Working	£400.00
Development Operations Engineer	Practitioner	£620.00
Development Operations Engineer	Expert	£749.00
Technical Architect	Working	£500.00
Technical Architect	Practitioner	£690.00
Technical Architect	Expert	£892.00
Performance Analyst	Working	£400.00
Performance Analyst	Practitioner	£710.00
Performance Analyst	Expert	£822.00

### Reimbursable Expenses

The Supplier's team may be required to work at the Buyer's office's located in Caxton House, London, or at the Suppliers own premises. For any work which needs to be performed at a non-base location and outside London (outside of the M25), all reasonable travel and expenses costs shall be met in accordance with the rates set out in the Buyer's Expenses Policy.

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

All expenses will require prior approval from the Buyer before being incurred.

The following shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy):



Business Travel  
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### **Hardware and Systems for delivery**

The Buyer shall provide the appropriate hardware and licences/access to systems, for each resource, as required to deliver this work.

### **Delivery Plan**

The delivery plan and deliverables are detailed in SOW01.

### **Payment Method**

BACS Buyer's Invoice Address

REDACTED - Name

Associate Supplier Manager

REDACTED – Telephone number

REDACTED – Email address

Room BP9202 Prudhoe House, Benton Park View, Longbenton, Newcastle upon Tyne, NE98 1YX

### **Buyer's Authorised Representative**

REDACTED - Name

Agile Programme Manager

REDACTED – Telephone number

REDACTED – Email address

Room BP9202 Prudhoe House, Benton Park View, Newcastle-upon-Tyne, NE98 1YX

### **Buyer's Security Policy**

Appended at Call-Off Schedule 9 (Security)

### **Supplier's Authorised Representative**

REDACTED - Name

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

Account Executive

REDACTED – Telephone number

REDACTED – Email address

**Supplier's Contract Manager**

REDACTED - Name

Client Director

REDACTED – Telephone number

REDACTED – Email address

### **Progress Report Frequency**

On the second Monday of every calendar Month or as otherwise agreed in writing between the Parties in accordance with the Call-Off Contract.

### **Progress Meeting Frequency**

On the second Tuesday of every calendar Month or as otherwise agreed in writing between the Parties in accordance with the Call-Off Contract.

### **Key Staff**

REDACTED - Name

Commercial Lead

REDACTED – Telephone number

REDACTED – Email address

2 St Peters Square, Manchester

REDACTED - Name

Contract Manager

REDACTED – Telephone number

REDACTED – Email address

Leeds

This contract is deemed to be outside IR35 according to the resources v Service tool, and does not require the Buyer to issue a Status Determination Statement. The Buyer trusts that the Supplier will also conduct their own validation of the employment status of individuals and treats them appropriately for the deductions of PAYE and National Insurance.

### **Key Subcontractor(s)**

N/A

### **Commercially Sensitive Information**

The following shall be incorporated into Joint Schedule 4 (Commercially Sensitive Information):



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

1. Details of the Supplier's methodologies, policies and processes. The methodologies, policies and processes remain confidential and commercially sensitive to the Supplier and if such information was disclosed it could be commercially damaging to the Supplier.
2. All information relating to limits of liability, daily fee rates, pricing and charging mechanisms contained in the Call-Off Contract. Disclosure of which may affect the Supplier's competitive position. As a result, the Supplier considers this information to be a 'trade secret'.
3. The terms of the Supplier's insurance are strictly confidential and if such information was disclosed it could be commercially damaging to the Supplier.
4. All details relating to Supplier Personnel including but not limited to the numbers of resources with specific skills, numbers of security cleared staff, staff terms and conditions of employment and staff selection methods are used for the purpose of managing the Supplier's resources to secure trade and generate profit and provides the Supplier with a competitive advantage. If such information was disclosed, it could be commercially damaging to the Supplier.
5. Any information relating to other customers of the Supplier that has been obtained as a result of the Services or as a result of procuring the Services (including pre-contract references).

### **Additional Insurances**

Not applicable

### **Guarantee**

Not applicable

### **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:

Name:

Role:

Date:

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

Signature:

Name:

Role:

Date:

## **Appendix 1**

### **1 Statement of Works (SOW) Details**

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

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

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

**Date of SOW: 16/12/2021**

**SOW Title: EHIE Subsidy Test - Discovery**

**SOW Reference: SOW01**

**Call-Off Contract Reference:**

**Buyer: Department for Work & Pensions**

**Supplier: Capgemini UK PLC**

**SOW Start Date: 16<sup>th</sup> December 2021**

**SOW End Date: 10<sup>th</sup> March 2022**

**Duration of SOW: 58 days**

**Key Personnel (Buyer): REDACTED - Name (Contract Manager)**

**Key Personnel (Supplier): REDACTED - Name (Client Director)**

**Subcontractors: N/A**

## 1 Call-Off Contract Specification – Deliverables Context

### **SOW Deliverables Background:**

The Supplier's team has been awarded a contract to complete a Discovery Phase and prepare for a potential Alpha Phase (if appropriate at the end of the Discovery Phase). This SOW covers the duration of the Discovery Phase (for a period of approx. 48 days plus a further 10 days for the transition into, and preparation for, a potential Alpha Phase).

**"Acceptance Procedure"** means the process for accepting deliverables, which is described in the 'Buyer Requirements' section below.

**"Alpha Phase"** means the phase of work (as defined by the Government Digital Service (GDS) Service Manual) that outlines the solution Minimum Viable Product (MVP) scope, the architecture, what is to be taken forward into Beta Phase and an estimate of feasibility and effort to achieve the successful development of the MVP.

**"Alpha Phase Transition"** means the period of time (which is intended to be no longer than 10 working days) after completion of the Discovery Phase but prior to commencement of the Alpha Phase during which the Supplier shall complete DWP and GDS governance steps, plan Alpha work (i.e. understanding skillset and time required, to mobilise appropriate resources), and complete appropriate commercial process.

**"Beta Phase"** means the delivery and piloting of a MVP in a 'private' Beta, and iterating the service and adding functionality until it is a stable, functioning and complete service to meet user needs.

**"Discovery Phase"** means the stage from the GDS Service Manual which involves collecting and analysing information about the problems faced by the intended market audience, and creating problem statements and hypotheses to test in Alpha.

**"Backlog"** means the agreed work items deemed required to meet the intended outcomes of the work. The backlog is prioritised to ensure that each sprint the most important backlog items are worked on

**"User Stories"** means the work items in a backlog or sprint plan, and include the required detail and context for team members to complete the work and understand what the output needs to look like to be accepted.

**"Lead Product Manager"** means the Buyer representative that oversees the EHIE portfolio, and whose role includes providing strategic direction and product alignment between teams and stakeholders.

**"Sprint"** means the (typically two-week) timeboxed period of work, where team's work on a fixed scope from their prioritised backlog, to deliver incremental progress.

**"Problem Statement"** means a written and agreed understanding of who is affected, what is affecting them, why it needs to be solved, and where the problem is happening. This allows wide understanding and acceptance of the issue at hand, to allow an agile team to hypothesise and test potential solutions.

**Delivery phase(s):** Discovery Phase (48 days) and Alpha Phase (10 days) transition

**Overview of Requirement:** The Delivery Phases (not limited to Discovery Phase) will investigate/validate the below areas. Whilst they are subject to change (based on insight on user findings), it is expected that the following will be available at the end of Discovery:

- A good understanding of Small and Medium-Sized Enterprises (SME) and Self-Employed (SE) user needs and 'consumer behaviour', including drivers of demand and barriers to accessing Occupational Health (OH) services.

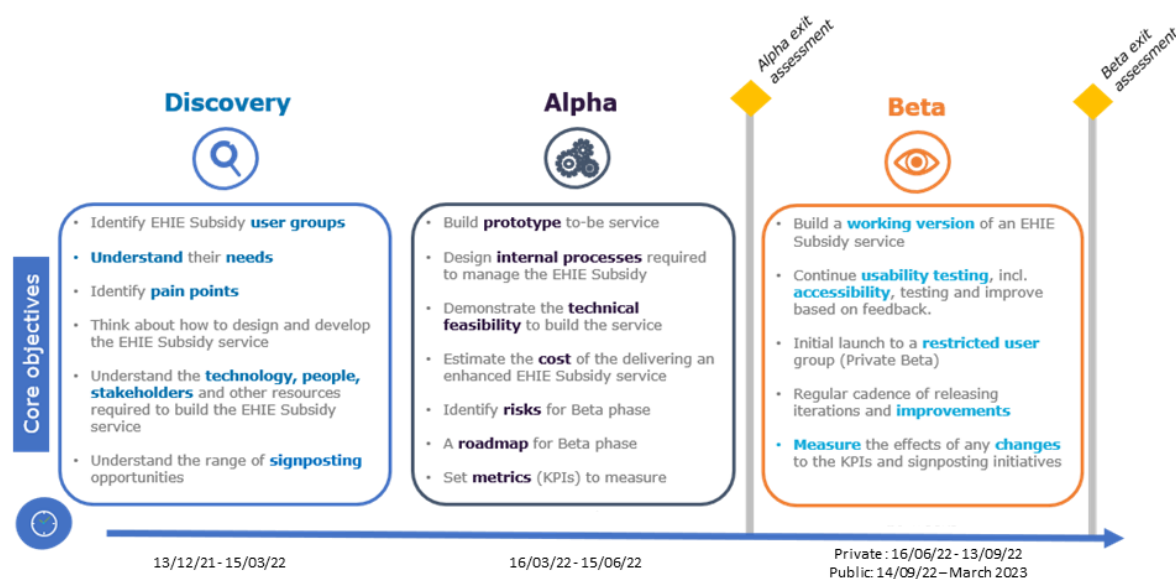
## Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

- A good understanding of OH provider user needs, existing business models, volumes, pricing and costing assumptions, opportunities and risks.
- A good understanding of key policy objectives and delivery considerations and constraints (including legal and commercial) and an assessment of risks and opportunities.
- A map of typical 'as is' SME/self employed user journeys to OH services.
- A revised Problem Statement (jointly with Puffin and Policy).
- An assessment as to whether a viable digital service could be developed to meet SME/SE user needs which would be cost effective (make, buy or mixed model).
- A service/value proposition
- A prioritised list of ideas and riskiest assumptions that could be tested in an Alpha Phase
- A suggested team composition which would support an Alpha Phase

## 2 Buyer Requirements – SOW Deliverables

### Delivery Plan

Below is a high-level delivery plan for the duration of this call-off contract, following the GDS lifecycle. Each SOW will deliver against this plan, with defined deliverables and outcomes lists in each SOW. Changes to this delivery plan may occur over the lifetime of this contract, where agreed by both the Buyer and the Supplier.



As part of the Discovery Phase, the Supplier's team will work towards the below Deliverables, with progress reviewed regularly with the Buyer. These Deliverables are subject to change based on continued and further planning, and will be communicated and agreed with the Buyer triangle leadership, notably the Lead Product Manager, as required.

### Outcome Description:

<b>Deliverable</b>	<b>Activity</b>	<b>Deliverable Description</b>	<b>Acceptance Criteria</b>	<b>Delivery Date</b>
Service Design Report	Service designs and personas to be established, iterated and refined based on Discovery Phase feedback to support Alpha Phase / Beta Phase delivery	Provide Service Design Report in a format to be agreed with the Buyer containing the following: <ul style="list-style-type: none"> <li>Updated Service Design and Personas included in Service Design report</li> </ul>	The Service Design Report matching the Deliverable description issued to Buyer's Product Manager. Acceptance to be in accordance with the Acceptance Procedure.	28/02/22
Initial Backlog	Initial Backlog established and refined consisting of User Stories to deliver options for Alpha Phase prototypes	Initial Backlog items list shall be created in Jira in line with the Buyer's EHIE programme containing the following: <ul style="list-style-type: none"> <li>refined User Stories</li> <li>prioritised Backlog</li> <li>Problem Statement</li> <li>High level service vision</li> <li>Potential options for Alpha Phase prototype activity</li> </ul>	The Initial Backlog matching the Deliverable description issued to Buyer's Delivery Lead. Acceptance to be in accordance with the Acceptance Procedure.	28/02/22
User Research	Assimilate wider and pre-existing evidence base, working collaboratively with Buyer's EHIE core team and	User Research report in a format to be agreed with the Buyer containing the following:	The User research report matching the Deliverable description issued to	28/02/22

Deliverable	Activity	Deliverable Description	Acceptance Criteria	Delivery Date
	Buyer's EHIE policy community. <ul style="list-style-type: none"> <li>robust recruitment strategy in place to support user research.</li> </ul>	<ul style="list-style-type: none"> <li>A list of evidenced based user needs for employers, employees and Occupational Health providers</li> <li>A proposed user re-search plan for Alpha Phase</li> </ul>	Buyer's Delivery Lead. Acceptance to be in accordance with the Acceptance Procedure.	
Discovery Report	Assimilate the Deliverables above and Discovery Phase outputs into a final report outlining the work that has been conducted and recommendations for next steps	Discovery report in a format to be agreed with the Buyer containing the following: <ul style="list-style-type: none"> <li>Problem Statement</li> <li>evidence base and user re-search plan</li> <li>evidence to support a decision to continue to Alpha Phase</li> <li>specific options for Alpha Phase</li> </ul>	The Discovery report matching the Deliverable description issued to Buyer's Delivery Lead. Acceptance to be in accordance with the Acceptance Procedure.	28/02/22

The Supplier will meet Deliverables by completing the below within the contextual boundary i.e., evidence:

- Produce relevant documentation / artefacts / evidence to support user evidence base and needs
- A time-boxed Discovery Phase of 4 sprints
- Follow Buyer governance

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

- Where a Supplier-led solution is being discussed and reviewed, the Supplier will lead relevant Buyer/GDS governance gates by preparing the necessary steps and documentation to seek approval for solutions (technical, delivery, or product) from Buyer
- Design, develop and maintain all assets related to the scope following an end-to-end ownership model

The Supplier may need to enter a variation procedure in order to meet the above if on detailed information being provided, the scope is materially changed and cannot be met within the capacity of the current team or timeline of the current SOW.

### Governance

The Supplier will work collaboratively with the Buyer throughout delivery to ensure that the work conducted aligns with the agreed understanding of the Problem Statement with final assurance provided by the Supplier. The supplier will hold weekly reviews and fortnightly show and tells with the Buyer to assess progress and confirm satisfactory completion of Deliverables. The Supplier will also send a weekly, high-level progress report to the Buyer's delivery lead.

The development of the solution that the Supplier team will be focusing on will be aligned with the wider Buyer EHIE agenda, ensured through regular collaboration with other teams across Buyer EHIE and Buyer Health Digital, with final assurance provided by the Supplier. It will be developed in line with Buyer standards such as accessibility, and will include consideration for re-use.

### High-level Plan

	<b>Sprint 0 (Q3)</b>	<b>Sprints 1-4 (Q4)</b>
<b>Summary</b>	The Supplier will undertake familiarisation of previous activity and analysis of existing evidence in advance of producing Deliverables.	Team will progress activity to achieve the Deliverables and prepare for a potential Alpha Phase.

The plan assumes no delays around Buyer Responsibilities or any changes to scope. Any changes will be agreed in collaboration with the Buyer via the Variation Procedure.

The target timeframe for this Statement of Work is 48 - 58 working days. The Buyer and Supplier will consider any required extension in duration as part of the regular assessment of progress.

### Buyer Responsibilities:

The Buyer agrees that the Buyer Responsibilities set out in this section are in addition to the Buyer Responsibilities and obligations stated in the Call-Off Contract and that failure to meet such Buyer's Responsibilities shall constitute Authority Cause

- The Buyer shall provide the Supplier with copies of all processes, policies or other industry specific guidelines that the Buyer is expected to adhere to prior to commencement of the Services
- The Buyer shall ensure that relevant and appropriate numbers of stakeholders with appropriate levels expertise e.g. Buyer policy colleagues, OH market representatives

are available and able to take part in Supplier workshops (having been given reasonable notice)

- The Buyer shall provide existing relevant documentation in a timely manner when requested by the Supplier
- The Buyer shall meet the below technical dependencies
- The Buyer shall provide overview of all relevant governance processes required to progress to a potential Alpha Phase
- The Buyer shall introduce Supplier Personnel working on the Service to Buyer and GDS standards and patterns
- The Buyer shall provide advice to Supplier's technical resources in a timely manner

### **Acceptance Process:**

a. Acceptance procedure: The Supplier will advise the Buyer when the Deliverable is ready for review and the Buyer shall promptly review. If a Deliverable materially meets the relevant ("Acceptance Criteria") as detailed in schedule 1, the Buyer shall notify the Supplier immediately in writing, and such Deliverable shall be accepted by the Buyer. If the Deliverable materially fails to meet the relevant Acceptance Criteria then the Buyer shall notify the Supplier immediately in writing, with sufficient details and comments in respect of the failure to enable the Supplier to use reasonable endeavours to remedy any material defects and confirm the relevant Deliverable is ready for review against the relevant Acceptance Criteria within 30 (thirty) days (or such longer period as is reasonable in view of the nature of the defect) from the date of the Buyer's initial notice of the failure of the Deliverable to satisfy the Acceptance Criteria.

b. Deemed acceptance: The Buyer confirms that it will be deemed to have accepted the relevant Deliverable on the earlier of: (a) using the Deliverable (other than for carrying out the acceptance review) or modifying it; or (b) 5 (five) days from the date that the Supplier tells the Buyer that the relevant Deliverable is ready for acceptance (if the Buyer does not inform the Supplier within this time of any material failure of the Deliverable to meet the relevant Acceptance Criteria).

c. Meaning of Acceptance: Acceptance by the Buyer of the relevant Deliverable in accordance with the provisions of a) and/or b) confirms that the Deliverable meets the requirements of this Call Off Contract and that the Buyer may not then reject the Deliverable or make any claims in respect of any defects or problems which are subsequently discovered by the Buyer in respect of the Deliverable.

### **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:

### **Cyber Essentials Scheme:**

The Buyer requires the Supplier to have and maintain a **Cyber Essentials Certificate** for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).



**SOW Standards:**

N/A

**Performance Management:**

N/A

**Additional Requirements:**

Annex 1 (processing data) is embedded within Joint Schedule 11

**Key Supplier Staff:**

Key Role	Key Staff	Contact Details	Employment / Engagement Route (incl. inside/outside IR35)
Product Manager	REDACTED - Name	REDACTED – Email	Capgemini perm employee

**SOW Reporting Requirements:**

The Supplier will work collaboratively with the Buyer throughout delivery to ensure that the work conducted aligns with the agreed understanding of the problem statement. The supplier will hold weekly reviews and fortnightly show and tells with the Buyer to assess progress and confirm satisfactory completion of deliverables. The Supplier will also send a weekly, high-level progress report to the Buyer's programme lead.

### 3 Charges

**Call Off Contract Charges:**

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

- Capped Time and Materials
- The detailed charges breakdown for the provision of Services described in this Statement of Work are below:

Role	Grade	Rate	Utilisation (days)	Total Cost
Product Manager	Expert	892	58	51,736
User Researcher	Expert	813	53	43,089
Service Designer	Expert	791	53	41,923
Business Analyst	Practitioner	665	58	38,570
Total				£175,318.00

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

Rates exclude VAT. The utilisation days defined in the table above are maximum forecast days per role and are subject to change, for example, due to annual leave and sickness.

The estimated maximum value of this SOW (irrespective of the selected charging method) is £175,318.00 excluding VAT.

**Rate Cards Applicable:**

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

DDAT Role	Grade / Proficiency Level	Daily Rate (Exc VAT)
Delivery Manager	Working	£400.00
Delivery Manager	Practitioner	£650.00
Delivery Manager	Expert	£875.00
Product Manager	Working	£400.00
Product Manager	Practitioner	£690.00
Product Manager	Expert	£892.00
User Research	Working	£400.00
User Research	Practitioner	£665.00
User Research	Expert	£813.00
Content Designer	Working	£400.00
Content Designer	Practitioner	£645.00
Content Designer	Expert	£791.00
Interaction Designer	Working	£400.00
Interaction Designer	Practitioner	£645.00
Interaction Designer	Expert	£791.00
Business Analyst	Working	£400.00
Business Analyst	Practitioner	£665.00
Business Analyst	Expert	£778.00
Software Developer (Full Stack, Front and or Backend)	Working	£360.00
Software Developer (Full Stack, Front and or Backend)	Practitioner	£615.00
Software Developer (Full Stack, Front and or Backend)	Expert	£690.00
Test Engineer (Test Automation i.e. Selenium/Cucumber)	Working	£360.00
Test Engineer (Test Automation i.e. Selenium/Cucumber)	Practitioner	£580.00
Test Engineer (Test Automation i.e. Selenium/Cucumber)	Expert	£690.00
Development Operations Engineer	Working	£400.00
Development Operations Engineer	Practitioner	£620.00
Development Operations Engineer	Expert	£749.00
Technical Architect	Working	£500.00
Technical Architect	Practitioner	£690.00
Technical Architect	Expert	£892.00
Performance Analyst	Working	£400.00
Performance Analyst	Practitioner	£710.00
Performance Analyst	Expert	£822.00

**Reimbursable Expenses:**

None.

**4 Signatures and Approvals**

**Agreement of this SOW**

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into

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

Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

**For and on behalf of the Supplier**

Name: REDACTED - Name

Title: Vice President

Date: 16.12.21

Signature: REDACTED - Signature

**For and on behalf of the Buyer**

Name: REDACTED - Name

Title: Commercial Lead

Date: 16.12.21

Signature: REDACTED - 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 does 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	<p>The Relevant Authority is Controller and the Supplier is Processor</p> <p>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:</p> <ul style="list-style-type: none"><li>• N/A</li></ul> <p>The Supplier is Controller and the Relevant Authority is Processor</p> <p>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:</p> <p>During the Discovery Phase the following data items are likely to be processed: names, email addresses and phone numbers of user research participants (employers, employer organisations and occupational health providers).</p> <p>During the Alpha Phase the following data items are likely to be processed: names, email addresses and phone numbers of user research participants (employers, employer organisations and occupational health providers).</p> <p>DWP's user research security procedures will be followed throughout. Once research activity is completed, personal data (if any) will be anonymised if kept, and personal data of participants deleted.</p>

	<p>DWP's ESRM procedures will be followed throughout the various agile phases with security risk assessments carried out to support design decisions by Digital Design Authority.</p> <p>The Parties are Joint Controllers</p> <p>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</p> <p>Any data collected during the research phase or Alpha phases, from, but not limited to the Employees, Employers, or Occupational Health companies contacted and engaged.</p> <p>The Parties are Independent Controllers of Personal Data</p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> <li>• Business contact details of Supplier Personnel for which the Supplier is the Controller,</li> <li>• 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,</li> </ul>
Duration of the Processing	The duration of the contract
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	Names, addresses, dates of birth, telephone number, pay, images, and any other personal data collected.

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

Categories of Data Subject	Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, members of the public.
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	<p>Personal Data will be retained for the period of the contract only, and then deleted/destroyed.</p>

**Annex A: List of Transparency Reports (Links to Call-off schedule 1 – Transparency)**

<b>Title</b>	<b>Content</b>	<b>Format</b>	<b>Frequency</b>
<b>[Performance metrics]</b>	Review of teams prior months activities	Powerpoint	Monthly
<b>[Call-Off Contract Charges]</b>	Timesheets and invoice preapproval template showing monthly charges	Excel	Monthly
<b>[Resource plans]</b>	List of key resources per SoW and their roles	Powerpoint	Monthly