

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE: Project_26531

CALL-OFF TITLE: Identity and Trust Augmented
Resources

CALL-OFF CONTRACT DESCRIPTION: A contract for the provision of Augmented Resources to multiple teams within the Identity and Trust Services (ID&T) team, including Dev Ops, Software Developers, Test Engineers, Technical Architects, and a Security Architect.

THE BUYER: The Department for Work and Pensions

BUYER ADDRESS Caxton House, Tothill Street, London, SW1H 9NA

THE SUPPLIER: Methods Business and Digital Technology Limited

SUPPLIER ADDRESS: Saffron House, 6-10 Kirby Street,
London, EC1N 8TA

REGISTRATION NUMBER: 02485577

DUNS NUMBER: 505275578

SID4GOV ID: N/A

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 18th November 2024.

It's issued under the Framework Contract with the reference number RM6263 for the provision of Digital Specialists and Programmes 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

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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 Appendix 1 to this Framework Schedule 6 (Order Form Template, SOW 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(S):

Lot 2 is the relevant Lot from Framework Schedule 1 (Specification).

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) RM6263
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6263
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - Joint Schedule 6 (Key Subcontractors) Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 12 (Supply Chain Visibility)
 - Joint Schedule 13 (Cyber Essentials)
 - Call-Off Schedules for RM6263
 - Call-Off Schedule 1 (Transparency Reports)
 - 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 Deliveries)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 20 (Call-Off Specification)
5. CCS Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6263
7. 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)

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take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

The following Special Terms are incorporated into this Call-Off Contract:

Special Term 1 – Order Form – Appendix 1 (Statements of Work): 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 at Appendix 1 to this Order Form.

Special Term 2 – Core Terms – Clause 10.3.2 (Ending the Contract without a reason) is amended as follows: “Each Buyer has the right to terminate their DPS Contract or any Statement of Work at any time without reason by giving the Supplier not less than: (a) 30 days for a Statement of Work; or (b) 30 days for the DPS Contract, written notice and if it’s terminated Clauses 10.5.2 to 10.5.7 shall apply. The Buyer shall have no liability in respect of any costs incurred by the Supplier arising from such termination.”

Special Term 3 – Core Terms – Clause 10.2 (Ending the Contract) is amended as follows: “The Relevant Authority can extend the Call-Off Contract for the Extension Period by giving the Supplier no less than 30 Days’ written notice before the contract expires.”

Special Term 4 - IR35 Status - The provision of Annex A to this Order Form shall apply in respect of any Statement of Work concluded under this Call-Off Contract.

Special Term 5 – Call-Off Schedule 9 (Security) - In addition to section 18 ‘SECURITY AND CONFIDENTIALITY REQUIREMENTS’ of Attachment 3 (Specification), Annex B to this Order Form containing the DWP enhanced security schedule will be included and form a part of the final Call-Off Contract within Call-Off Schedule 9:

Special Term 6 – Core Terms – Agency Workers Regulations - Clause 7 of the Core Terms is amended to include a new Clause 7.6 as follows:
The Parties do not intend for the Agency Workers Regulations 2010 to apply in respect of any Supplier Staff provided under this contract. The Parties agree that in the event that the Agency Workers Regulations 2010 apply to any Supplier Staff the Supplier shall indemnify the Buyer both during and after the Term against all liabilities that may arise as a result of any claims brought under the Agency Workers Regulations 2010.

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CALL-OFF START DATE: 1st February 2025CALL-OFF EXPIRY DATE: 31st January 2027

CALL-OFF INITIAL PERIOD: 2 years (24 months)

CALL-OFF OPTIONAL
EXTENSION PERIOD: 6 monthsMINIMUM NOTICE PERIOD
FOR EXTENSION(S): 1 month (30 days)CALL-OFF CONTRACT VALUE: Initial 2 Year Term:
£6,320,000 (exc. VAT)
£7,584,000 (inc. VAT)Optional 6 Month Extension:
£1,580,000 (exc. VAT)
£1,896,000 (inc. VAT)Maximum Potential Contract Value:
£7,900,000 (exc. VAT)
£9,480,000 (inc. VAT)

KEY SUB-CONTRACT PRICE: N/A

CALL-OFF DELIVERABLES

The following resources will be provided under this Call-off Contract:

DDAT Role	Quantity	SFIA Level	Clearance
Lead Test Engineer	5	6	BPSS or above
Lead Dev Ops	7	5	BPSS or above
Lead Software Developer	6	5	BPSS or above
Senior Technical Architect	2	5	SC (Security Check)
Principal Security Architect	1	6	SC (Security Check)

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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 set out in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

- ISO27001.

CYBER ESSENTIALS SCHEME

The Buyer requires the Supplier, in accordance with Joint Schedule 13 (Cyber Essentials Scheme) to provide a Cyber Essentials Plus Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms, as amended by the Framework Award Form Special Terms. The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £3,160,000 excluding Value Added Tax (VAT).

CALL-OFF CHARGES

The Supplier's rate card will be used for the purpose of pricing each Statement of Work and is incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy).

REIMBURSABLE EXPENSES

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

PAYMENT METHOD

The payment method for this Order Contract is BACS (Capped Time and Materials) made monthly in arrears.

BUYER'S INVOICE ADDRESS:

Invoices will be sent to:

DWP

PO BOX 406

SSCL, Phoenix House

Celtic Springs Business Park

Newport

NP10 8FZ

Email: apinvoices-dwp-u-@gov.sscl.com

A copy should also be emailed to ldt.invoices@dwp.gov.uk

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BUYER'S AUTHORISED REPRESENTATIVE

Name: [REDACTED]
Role: Commercial Lead
Email: [REDACTED]
Address: 2 St. Peter's Square, Manchester, M2 3AA

BUYER'S ENVIRONMENTAL POLICY

The Contracting Authority is committed to a 100% reduction of greenhouse gas emissions and requires the successful Supplier under this procurement to demonstrate an organisational commitment to the 'Net Zero' target. Further information can be found here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1054373/Guidance-on-adopting-and-applying-PPN-06_21_-_Selection-Criteria-Jan22__1_.pdf

BUYER'S SECURITY POLICY

The Buyer's security policy is available online and further information can be found here: Security policy framework: protecting government assets - GOV.UK (www.gov.uk)

The Supplier must be ISO27001 compliant and possess Cyber Essentials certification

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]
Director
[REDACTED]
Saffron House, 6-10 Kirby Street, London, EC1N 8TS

SUPPLIER'S CONTRACT MANAGER

[REDACTED]
[REDACTED] **Manager**
[REDACTED]
[REDACTED]
Head of Delivery
[REDACTED]
[REDACTED]
Saffron House, 6-10 Kirby Street, London, EC1N 8TS

PROGRESS REPORT FREQUENCY

Progress reporting for each task will be managed via Jira.

PROGRESS MEETING FREQUENCY

Quarterly on the first Working Day of each quarter.

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KEY STAFF

N/A

KEY SUBCONTRACTOR(S)

N/A

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COMMERCIALLY SENSITIVE INFORMATION

Refer to Joint Schedule 4 (Commercially Sensitive Information)

SERVICE CREDITS

N/A

ADDITIONAL INSURANCES

N/A

GUARANTEE

N/A

SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender).

STATEMENT OF WORKS

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:	Director	Role:	Commercial Specialist
Date:	25/11/24	Date:	02/12/2024

Appendix 1

[Insert] The first Statement(s) of Works shall be inserted into this Appendix 1 as part of the executed Order Form. Thereafter, the Buyer and Supplier shall complete and execute Statement of Works (in the form of the template Statement of Work in Annex1 to the Order Form in Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

[Insert] Each executed Statement of Work shall be inserted into this Appendix 1 in chronology.]

Annex 1 (Template Statement of Work)

1. STATEMENT OF WORK ("SOW") DETAILS	
<p>Upon execution, this SOW forms part of the Call-Off Contract (reference below).</p> <p>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.</p> <p>All SOWs must fall within the Specification and provisions of the Call-Off Contract.</p> <p>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.</p>	
Date of SOW:	18 th November 2024
SOW Title:	Identity and Trust Augmented Resources SOW001
SOW Reference:	SOW001
Call-Off Contract Reference:	Project_26531
Buyer:	Department for Work and Pensions
Supplier:	Methods Business and Digital Technology Limited
SOW Start Date:	1 st February 2025
SOW End Date:	31 st January 2026
Duration of SOW:	12 Months
Key Personnel (Buyer)	

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Key Personnel (Supplier)	
Subcontractors	N/A

2. CALL-OFF CONTRACT SPECIFICATION - PROGRAMME CONTEXT	
SOW Deliverables Background	This Statement of Work will include 2 Lead Test Engineers (2), Six Lead DevOps Engineers (6 – staggered onboarding), Three Lead Software Engineers (3) and One Senior Technical Architect (1) with the provision to also call One Principal Security Architect (1) if required to work in Rainbow Teams across ID&T. Resources will be under the direction and control of DWP staff.
Delivery phase(s)	Multiple Phases as agreed with DWP. The relevant accountability model will be Rainbow Teams.
Overview of Requirement	<p>While Supplier resources will be under the direction and control of DWP staff, they are expected to:</p> <p>Lead Test Engineers:</p> <ul style="list-style-type: none"> Engineering staff will be expected to adopt BDD and TDD principles. Engineers will be comfortable working with a microservice based architecture in Java and Node.js which is broadly adherent to 12 factor app principles. Engineers will be able to operate independently but will also be team players, working according to squad workflows, adhering to definitions of done, branching strategies, ticket refinement, documentation and peer review processes. Test engineers should be experts in test automation at all test levels, from unit to system testing. Recent software development experience, i.e. the development of applications in addition to the testing of them, would be highly beneficial at this level. Test engineers will be able to lead test activities within their agile squad and work with others to implement test processes and tooling that allows for coordinated development across multiple teams. Engineers will be able to provide guidance on risk-based approaches to multiple stakeholders, coach other engineers and peer review their work. <p>Lead Software Engineers/ Developers:</p> <ul style="list-style-type: none"> Engineering staff will be expected to adopt BDD and TDD principles. Engineers will be comfortable working with a microservice based architecture in Java and Node.js which is broadly adherent to 12 factor app principles. Engineers will be able to operate independently but will also be team players, working according to squad workflows, adhering to definitions of done, branching strategies, ticket refinement, documentation, and peer review processes. Comfortable working with 12 factor app principles, Rest APIs, Microservices, Containers (docker), JavaScript, Node, Jest, Java, SpringBoot and Junit4 Experience leading a single agile team on a technical basis, working on backend

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	<p>services, and collaborating closely with other teams in a shared environment.</p> <p>Senior Technical Architects:</p> <ul style="list-style-type: none"> • Architecture design and modelling techniques, patterns, tools and standards. • Event-based architecture design, patterns (including pub-sub and data streaming), modelling techniques, tools and standards. • Public cloud technologies, cloud hosting, container, and networking design patterns, tools and best practices (especially AWS). • Agile / DevOps delivery methodologies and best practices. • Identity and Access Management, and related technical standards e.g. OAuth, OIDC etc. • Presenting to technical governance forums. • Justifying and communicating design decisions to various stakeholders • Assuring other services and system quality, ensuring the technical work fits into the broader strategy for government. <p>Principle Security Architects:</p> <ul style="list-style-type: none"> • A working understanding of Identity Access Management (IAM) and associated security controls and implementation at scale in a government organisation • A working knowledge of GDPR in a government environment. • Provide security architecture advice to the product delivery squads in ID&T, blending security, technical (public cloud development and architecture) and behavioural (leadership and communication) skills. • Work with and advise lead security architect, the solution architects within ID&T and across the wider department, to ensure solutions are secure, consistent, strategically matched and interoperable. • Ensure solutions meet the Departmental Security Architecture standards, re-using patterns where possible, and support presentation of solutions to the Digital Design Authority (DDA) at various stages of the product development. • Identify and advise on the appropriate mitigations for risks within ID&T products and work with the department's Digital Security Risk Management (DSRM) teams to ensure solutions within ID&T meet security and risk governance controls. • Provision Consultancy and advice to cover, Security Architecture, Risk assessment, and the creation, review, and management of security governance documentation • Demonstrate accountability for security aspects of product architectures, contributing to product roadmaps and represent product designs at governance forums, providing clear communication of security architecture design and decision making, to gain approval to proceed with designs. • Identify security issues in system architectures and provide advice and guidance on the risk impact of vulnerabilities in our existing and future designs and systems. • Identify new technologies and work with DWP Digital Design Authority and broader security community to look at opportunities to exploit them in business areas.
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	<ul style="list-style-type: none"> Actively participate in the ID&T Technical Forum, applying security architecture input to inform decisions and outcomes that apply across the ID&T development teams. <p>Lead DevOps Engineers:</p> <ul style="list-style-type: none"> Supplier Staff will preferably have a minimum of 5 years relevant industry experience across DevOps and Platform Engineering roles, preferably in a government environment; Be able to lead a multidisciplinary Agile squads technical delivery; generating work, guiding design and implementation, communicating with relevant stake holders, and define and implement best practices; Multi-skilled across Linux, AWS, Gitlab CI/CD, Terraform, and Kubernetes for infrastructure. Development and testing experience with Python and / or Javascript. Building and deploying microservice applications following DevOps and 12 factor app principles.
Accountability Models	<p>Please tick the Accountability Model(s) that <input checked="" type="checkbox"/> all be used under this Statement of Work:</p> <p>Sole Responsibility: <input type="checkbox"/></p> <p>Self Directed Team: <input type="checkbox"/></p> <p>Rainbow Team: <input checked="" type="checkbox"/></p>

3. BUYER REQUIREMENTS – SOW DELIVERABLES

Outcome Description	The Supplier is required to provide as specified below. It is acknowledged that the requirements may change in line with project demand:				
	DSP Role	# of Resources	Start Date	End Date	Security Min.
	Lead Test Engineer SFIA 6	2	01/02/2025	31/01/2026	BPSS
	Lead Dev Ops SFIA 5	4	01/02/2025	31/01/2026	BPSS
	Lead Dev Ops SFIA 5	2	01/05/2025	31/01/2026	BPSS
	Lead Software Developer SFIA 5	3	01/02/2025	31/01/2026	BPSS
	Senior Technical Architect SFIA 5	1	01/02/2025	31/01/2026	SC
Milestone Ref	Milestone Description	Acceptance Criteria		Due date	
MS01					
MS02					


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Delivery Plan			
Dependencies			
Supplier Resource Plan			
Security Applicable to SOW:	The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).		
Cyber Essentials Scheme	The Buyer requires the Supplier to have and maintain a Cyber Essentials Plus Certificate for the work undertaken under this SOW, in accordance with Joint Schedule 13 (Cyber Essentials Scheme).		
SOW Standards	As per Order Form, including the requirement to meet the standard of a GDS assessment.		
Performance Management	See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)		
Additional Requirements	Annex 1 – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex1 attached to this Statement of Work.		
Key Supplier Staff	N/A		
Worker Engagement Status	The provisions set out in the embedded document below shall apply to this SOW.		

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	 <p>Worker Engagement Status</p> <p>The Accountability model will be "Rainbow Teams". Workers will be considered to be inside IR35.</p>												
[SOW Reporting Requirements:]	<p>Further to the Supplier providing the management information detailed in Call-Off Schedule 15 (Call-Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:</p> <table border="1"> <thead> <tr> <th data-bbox="413 544 496 667">Ref.</th> <th data-bbox="496 544 986 667">Type of Information</th> <th data-bbox="986 544 1222 667">Which Service does this apply to?</th> <th data-bbox="1222 544 1425 667">Required regularity of Submission</th> </tr> </thead> <tbody> <tr> <td data-bbox="413 667 496 734">1.</td> <td data-bbox="496 667 1425 734">[Resource Data for Annual Report & Accounts]</td> <td data-bbox="986 667 1222 734"></td> <td data-bbox="1222 667 1425 734"></td> </tr> <tr> <td data-bbox="413 734 496 1350">1.1</td> <td data-bbox="496 734 986 1350"> <p>To support the Contracting Authority in reporting an accurate position in respect of external resources in its Annual Report and Accounts, the following information is required:</p> <ul style="list-style-type: none"> a. Supplier Staff Name(s) b. Start and End date of the Engagement c. The contracted Day Rate of the Supplier Staff d. Is (Are) the Supplier Staff on a payroll and are deductions of PAYE and National Insurance made at source? Yes/No e. If "yes", please provide fee payer details for each of the Supplier Staff (eg, Supplier PAYE, Agent PAYE, Umbrella Company) </td> <td data-bbox="986 734 1222 1350">all roles</td> <td data-bbox="1222 734 1425 1350">upon reasonable request from the Buyer</td> </tr> </tbody> </table>	Ref.	Type of Information	Which Service does this apply to?	Required regularity of Submission	1.	[Resource Data for Annual Report & Accounts]			1.1	<p>To support the Contracting Authority in reporting an accurate position in respect of external resources in its Annual Report and Accounts, the following information is required:</p> <ul style="list-style-type: none"> a. Supplier Staff Name(s) b. Start and End date of the Engagement c. The contracted Day Rate of the Supplier Staff d. Is (Are) the Supplier Staff on a payroll and are deductions of PAYE and National Insurance made at source? Yes/No e. If "yes", please provide fee payer details for each of the Supplier Staff (eg, Supplier PAYE, Agent PAYE, Umbrella Company) 	all roles	upon reasonable request from the Buyer
Ref.	Type of Information	Which Service does this apply to?	Required regularity of Submission										
1.	[Resource Data for Annual Report & Accounts]												
1.1	<p>To support the Contracting Authority in reporting an accurate position in respect of external resources in its Annual Report and Accounts, the following information is required:</p> <ul style="list-style-type: none"> a. Supplier Staff Name(s) b. Start and End date of the Engagement c. The contracted Day Rate of the Supplier Staff d. Is (Are) the Supplier Staff on a payroll and are deductions of PAYE and National Insurance made at source? Yes/No e. If "yes", please provide fee payer details for each of the Supplier Staff (eg, Supplier PAYE, Agent PAYE, Umbrella Company) 	all roles	upon reasonable request from the Buyer										

4. CHARGES	
Call Off Contract Charges	<p>The applicable charging method(s) for this SOW is:</p> <p>1. Time and Materials</p> <div style="background-color: black; width: 100%; height: 150px; margin-top: 10px;"></div>

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	<div style="text-align: right;">SOW001 Total Cost: £2,097,830</div> <p>The estimated maximum value of this SOW (irrespective of the selected charging method) is £2,097,830 (exc. VAT)</p> <p>The Charges detailed in the financial model shall be invoiced in accordance with Clause 4 of the Call-Off Contract.</p> <p>INVOICING: Electronic Invoices (attached to E-Mails) should be sent to: APinvoices-DWP-U@gov.sscl.com</p> <p>Paper invoices should be sent to; SSCL, PO Box 406, Phoenix House, Celtic Springs, Newport NP10 8FZ</p> <p>A copy should also be emailed to DWP Hiring Manager by email: [REDACTED]</p> <p>Prior to paying final invoice ensure all DWP kit is returned.</p>
Rate Cards Applicable	[REDACTED]
Financial Model	N/A
Reimbursable Expenses	As per DWP Expense Policy embedded in the Order Form

5. SIGNATURES AND APPROVALS**Agreement of this SOW**

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the

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

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<p>For and on behalf of the Supplier</p>	<p>Name </p> <p>and title Director</p> <p>Date 25/11/24</p> <p>Signature</p> 
<p>For and on behalf of the Buyer</p>	<p>Name </p> <p>and title Commercial Specialist</p> <p>Date 02/12/2024</p>  <p>Signature</p>