# 

**Order Form**

**The Provision of Small Organisation Helper Service - Beta/Live**

**Contract Reference: CCZZ23A26**

### Order Form

**Call-Off Reference:** CCZZ23A26

**Call-Off Title:** **The Provision of Small Organisation Helper Service - Beta/Live**

**Call-Off Contract Description:** To implement new ways of working that remove as many as possible of the barriers that prevent Parish Councils from adopting .gov.uk domains and modern cloud services.

**The Buyer:** **Cabinet Office**

**Buyer Address:** **The White Chapel Building, 10 Whitechapel High Street, London,  
E1 8QS**

**The Supplier:** **CMC Partnership Consultancy Ltd**

**Supplier Address:** **Excalibur House, Priory Drive, Newport, Gwent, NP18 2HJ**

**Registration Number:** **11458998**

**DUNS Number:** **224223437**

#### Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated **26th October 2023**. It’s issued under the Framework Contract with the reference number RM1043.8 for the provision of Digital Outcomes 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) RM1043.8
3. Framework Special Terms

4 The following Schedules in equal order of precedence:

* Joint Schedules for RM1043.8
  + Joint Schedule 2 (Variation Form)
  + Joint Schedule 3 (Insurance Requirements)
  + Joint Schedule 4 (Commercially Sensitive Information)
  + Joint Schedule 10 (Rectification Plan)
  + Joint Schedule 11 (Processing Data) RM1043.8
* Call-Off Schedules for RM1043.8
  + 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 Deliverables)
  + Call-Off Schedule 7 (Key Supplier Staff)
  + Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
  + 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)

1. CCS Core Terms (version 3.0.11)
2. Joint Schedule 5 (Corporate Social Responsibility) RM1043.8
3. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

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

#### Call-Off Special Terms

None

**Call-Off Start Date:** **1st November 2023**

**Call-Off Expiry Date:** **31st March 2025**

**Call-Off Initial Period: Seventeen (17) months –** **with a break clause in 31st March 2024 – The contract post the break clause 31st of March 2024 will be subject to securing funding for 2024/25 financial year.**

**Break Clause:** **31st March 2024**

**Call-Off Optional Extension Period:** Six (6) months

**Minimum Notice Period for Extensions:** One (1) month

**Call-Off Contract Value:** Redacted under FOIA section 43, Commercial Interests

#### Call-Off Deliverables

Call-Off Schedule 20 (Call-Off requirement) and Annex 1 (Statement of Requirement).

#### Warranty Period

The Supplier shall provide digital and Software Deliverables with a minimum warranty of at least 90 days.

#### 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 Call-Off Schedule 20 (Call-Off requirement) and Annex 1 (Statement of Requirement).

#### Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials 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 Redacted under FOIA section 43, Commercial Interests

#### Call-Off Charges

The total contract value including all expenses but excluding VAT - Redacted under FOIA section 43, Commercial Interests

Invoice and Payment schedule will be agreed at the project kick-off meeting.

All costs and rates will remain firm for the first 17 months of the contract.

#### Reimbursable Expenses

Expenses are not anticipated as the work is primarily remote, but should the team be required by CDDO to travel to attend a face-to-face meeting, that would be rechargeable in line with CDDO's policy.

#### Payment Method

BACS

#### Buyer’s Invoice Address

Cabinet Office PO Box 405, SSCL, Phoenix House, Celtic Springs Business Park, Newport, NP10 8FZ. A copy must also be sent to Redacted under FOIA section 40, Personal Information

#### Buyer’s Authorised Representative

Redacted under FOIA section 40, Personal Information

**Alternative Buyer’s Authorised Representative (In absence)**

Redacted under FOIA section 40, Personal Information

#### Buyer’s Environmental Policy

Not applicable

#### Buyer’s Security Policy

Appended at Call-Off Schedule 9 (Security)

#### Supplier’s Authorised Representative

Redacted under FOIA section 40, Personal Information

#### Supplier’s Contract Manager

Redacted under FOIA section 40, Personal Information

#### Progress Report Frequency

Quarterly in the first full week of the calendar month following the end of the relevant quarter.

#### Progress Meeting Frequency

Quarterly in the second full week of the calendar month following the end of the relevant quarter.

#### Key Staff

Redacted under FOIA section 40, Personal Information

Redacted under FOIA section 40, Personal Information

#### Key Subcontractor(s)

Not Applicable

#### Commercially Sensitive Information

The Supplier’s technical submission and commercial proposal

#### Balanced Scorecard

Not applicable

#### Additional Insurances

#### Not applicable

#### Guarantee

#### Not applicable

#### Social Value Commitment

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

#### Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works.

Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

|  |  |
| --- | --- |
| For and on behalf of the Supplier | For and on behalf of the Buyer |
| Name: Redacted under FOIA section 40, Personal Information | Name: Redacted under FOIA section 40, Personal Information |
| Role: Redacted under FOIA section 40, Personal Information | Role: Redacted under FOIA section 40, Personal Information |
| Signature:  Redacted under FOIA section 40, Personal Information | Signature:  Redacted under FOIA section 40, Personal Information |

### Annex 1 (Statement of Work)

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

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

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

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

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

1. **Buyer Requirements – SOW Deliverables**

Outcome Description:

* + 1. To implement new ways of working that remove as many as possible of the barriers that prevent Parish Councils from adopting .gov.uk domains and modern cloud services, whilst at the same time ensuring that these domains and services are protected by appropriately skilled DDaT professionals.
    2. To create scalable methods of improving .gov.uk adoption by Parish Councils, by helping them:
       - 1. make the decision to use a .gov.uk domain
         2. correctly configure their .gov.uk domain, email, web services and personal IT equipment so that it is accessible and secure
         3. use their .gov.uk domain rather than personal domains for Parish business
         4. understand what it means to be accountable for a .gov.uk domain.
    3. To define changes to the support model provided by the community of domain registrars that serve Parish Councils. This new support model includes:
       - 1. the above scalable methods of improving .gov.uk adoption
         2. ensuring that these registrars are familiar with .gov.uk guidance, in particular [How you are accountable for protecting your .gov.uk domain](https://www.gov.uk/guidance/how-you-are-accountable-for-protecting-your-govuk-domain), [Keeping your domain name secure](https://www.gov.uk/guidance/keeping-your-domain-name-secure?step-by-step-nav=5a9309a3-9a80-4faa-b24f-1797023e897f), and [Get started with your .gov.uk domain name](https://www.gov.uk/guidance/use-your-govuk-domain-name?step-by-step-nav=5a9309a3-9a80-4faa-b24f-1797023e897f).
         3. ensuring that these registrars help their Parish Councils meet this guidance
         4. where these registrars have been given delegated responsibility by their Parish Council, implementing this guidance on their behalf
         5. ensuring these registrars act as a single point of contact to Parish Councils for domain-related guidance and any specific instructions.
    4. To agree these new ways of working with the registrars themselves, and also with Parish Councils through the National Association of Local Councils, County Associations and the Society of Local Council Clerks.
    5. To ensure that any increase in support costs are balanced against a proposed saving in the price of the .gov.uk domain itself.
    6. To roll out these new ways of working through engagement with the above bodies.

|  |  |  |
| --- | --- | --- |
| Milestone /Deliverable | Description | Timeframe or Delivery Date |
| Alpha phase | | |
| A1 | Develop the material from the Discovery and Pilot phase into guidance to help Parish Councils adopt and use .gov.uk domains and email, to be ultimately published on GOV.UK and/or on other platforms well known to Parish Councils. The guidance will help Parish Council Clerks and Councillors:   * progress through the decision making process to have a .gov.uk domain and email * progress through the process of applying, adopting and securely using a .gov.uk domain and email * maintain professional working practices in the use of email for Parish business   Use the findings of the Discovery and Pilot Phase of this project to create these resources.  Test and adapt this material with stakeholders who participated in the Discovery Phase. Do this by walking through each process with Parish Council Clerks, Councillors and Registrars and gathering feedback from the participants. | 30th November 2023 |
| Beta Phase | | |
| B1 | Invite all Registrars, and secure commitment from a minimum of 10 Registrars, to use the guidance created in Alpha to help Parish Councils progress through the stages of adopting a .gov.uk domain and email.  Ensure that these Registrars also commit to:   * helping Parish Councils configure their email services to meet the [Secure email guidance](https://www.gov.uk/government/collections/secure-email-guidance) * confirming that they will meet the [Criteria to be a .gov.uk Registrar](https://www.gov.uk/guidance/criteria-to-be-a-govuk-approved-registrar) * offering low cost packages to Parish Councils for .gov.uk domain, email and support, and publish their prices for these services   Participating Registrars:   * can assume that the cost of the .gov.uk domain itself to Parish Councils is negligible. * can call upon the support of CDDO, NALC and SLCC in this process * can seek guidance from CDDO on how to assess whether an email service is able to meet the [Secure email guidance](https://www.gov.uk/government/collections/secure-email-guidance) * will have the opportunity to feed back to the project their experience and recommendations. | 12th January 2024 |
| B2 | Recruit a minimum of 40 Parish Councils, who do not have a .gov.uk domain or are having trouble fully adopting their .gov.uk domain.  Ensure that these Parish Councils each select a Registrar participating in this project, and ensure that the Registrar engages with the Parish Council as per the guidance to help Parish Councils adopt and use .gov.uk domains and email.  Define and use KPIs to monitor the progress that Parish Councils are making through the processes.  Intervene where there are blockers to progress to support the Parish Council or Registrar, and adapt the guidance as necessary.  Summarise the feedback and recommendations from the participating Registrars.  Provide recommendations to simplify the registration process. Note that simplifying the registration process itself is outside the scope of this work. | 31st March 2024 |
| B3 | Develop a list of attributes to help Public Sector Organisations select a .gov.uk Registrar suitable for their needs. Such attributes may include:   * what additional services they offer * what levels of service they offer * whether or not they can support Parish Councils according to the guidance to help Parish Councils adopt and use .gov.uk domains and email * whether they offer low cost packages to Parish Councils for a .gov.uk domain and an email service that meets the [Secure email guidance](https://www.gov.uk/government/collections/secure-email-guidance) * the sizes and segments of the market they focus on   Survey Registrars to generate the initial population of the list. | 31st March 2024 |
| B4 | Establish a community of stakeholders who can work together to support Parish Councils adopt and use .gov.uk domains and email. Ensure that representatives from CDDO, NALC and SLCC are involved. Ensure that there are several Registrars involved.  Develop and grow the community such that it shares experiences and is capable of supporting large numbers of Parish Councils as they move through the adoption processes. | 31st March 2024 |
| <CONTRACT BREAKPOINT> | | |
| Live Phase | | |
| L1 | Conduct user research to ascertain how and where best to publish the guidance to help Parish Councils adopt and use .gov.uk domains and email.  Ensure the publication of the guidance to help Parish Councils adopt and use .gov.uk domains and email  Ensure the publication of the list of Registrars and the attributes to help Public Sector Organisations select a .gov.uk Registrar.  Set up a mechanism to enable Registrars to amend their attributes. | 1 June 2024 |
| L2 | Identify which Parish Councils across all ~1800 English Parish Councils have a .gov.uk domain but who are not using this domain effectively.  Identify which Parish Councils all ~8000 English Parish Councils that do not have a .gov.uk domain but may be persuaded to have one.  Use the community of stakeholders to support this process. | 1 June 2024 |
| L3 | Define and run a large scale comms and engagement campaign aimed at increasing adoption of .gov.uk and adoption of professional working practices use of .gov.uk email.  Involve in this campaign the community of stakeholders and any Registrar who have said that they want to support Parish Councils.  Monitor the progress of each Parish Council through the various stages of adoption.  Deliverable: Significant progress towards adoption by 300 Parish Councils | 1 August 2024 |
| L4 | Define and run a large scale comms and engagement campaign aimed at increasing adoption of .gov.uk and adoption of professional working practices use of .gov.uk email.  Involve in this campaign the community of stakeholders and any Registrar who have said that they want to support Parish Councils.  Monitor the progress of each Parish Council through the various stages of adoption.  Deliverable: Significant progress towards adoption by 700 Parish Councils | 1 October 2024 |
| L5 | Define and run a large scale comms and engagement campaign aimed at increasing adoption of .gov.uk and adoption of professional working practices use of .gov.uk email.  Involve in this campaign the community of stakeholders and any Registrar who have said that they want to support Parish Councils.  Monitor the progress of each Parish Council through the various stages of adoption.  Deliverable: Significant progress towards adoption by 1000 Parish Councils | 1 December 2024 |
| L6 | Use KPIs to monitor the progress that Parish Councils are making through the processes.  Support Parish Councils and Registrars in the use of the new guidance.  Intervene where there are blockers to progress to support the Parish Council or Registrar, and adapt the guidance as necessary.  Hand over the operation of the community of stakeholders relationships with Registrars to the CDDO Domains team. | 31st March 2025 |

**Delivery Plan:** As outlined in the table above.

**Dependencies:** Central Digital and Data Office (CDDO) will provide all necessary domains vulnerability information. The data will be accessible only to those who are authorised to receive it.

**Supplier Resource Plan:** To be provided at kick-off meeting.

**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 Certificate** for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).

**SOW Standards:** The Supplier must follow the Service Manual to deliver this project. The supplier must achieve a successful service assessment if required.

**Performance Management**

|  |  |  |
| --- | --- | --- |
| Material KPIs | Target | Measured by |
| Reduce the time that domain-related vulnerabilities are open for exploitation, and hence reduce the government’s exposure to risk. | The targets will be agreed |  |
| Increase the ability of registrars to address the support needs of Parish Councils. | The targets will be agreed |  |
| Improves awareness and skills around domain management. | The targets will be agreed |  |

**Key Supplier Staff:** To be provided at kick-off meeting.

**SOW Reporting Requirements:** Fortnightly in alignment with the Contracting Authority’s sprints.

### Annex 2 (Data Processing)

Prior to the execution of any additional Statement of Works, 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 using the template set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

|  |  |
| --- | --- |
| Description | Details |
| Identity of Controller for each Category of Personal Data | The Relevant Authority is Controller and the Supplier is Processor  The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:   * All data associated with this agreement. |
| Duration of the Processing | The full duration of the contract. |
| Nature and purposes of the Processing | Data will be collected for the purposes of:  ● user research  ● customer outreach  The nature of this processing could be any of the following: collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation. |
| Type of Personal Data | This includes full name, work email address, work phone, role and organisation. |
| Categories of Data Subject | Staff in other government departments and the wider public sector and domain registrars. |
| Plan for return and destruction of the data once the Processing is complete  UNLESS requirement under Union or Member State law to preserve that type of data | The Supplier will undertake this work on the CDDO enterprise network using tools and platforms provided and agreed by the CDDO and in compliance with the Cabinet Office data protection framework.  The data will be processed and retained by the Supplier only for the duration of this contract and will be completely destroyed and all copies returned to the Relevant Authority. |