

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

Order Form

CALL-OFF REFERENCE: Project_27574

CALL-OFF TITLE: Digital Health and Disability - Data Strategy Team

CALL-OFF CONTRACT DESCRIPTION: This is a contract for provision of 9 DDaT roles to support DWP to develop a Health Data Strategy and a review of its existing Health Data platform

THE BUYER: Department for Work and Pensions

BUYER ADDRESS Caxton House, 6 to 12 Tothill Street, London, SW1H 9NA

THE SUPPLIER:  UBDS IT Consulting Ltd

SUPPLIER ADDRESS: Level 1 Brockbourne House
77 Mount Ephraim, Tunbridge Wells
TN4 8BS.

REGISTRATION NUMBER: 04330005

SID4GOV ID: N/A

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 27th March 2025

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 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, 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: Digital Specialists

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 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - 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 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14b (Service Levels and Balanced Scorecard)
 - Call-Off Schedule 18 (Background Checks)
 - 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) 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: Supplier Staff

1. Where the Supplier requires changes to the Supplier Staff used to provide the Services, the notice period for any change shall be 20 Working Days in writing from the Supplier to the Buyer, to allow for the allocation of Buyer devices;
2. The Supplier shall notify the Buyer promptly of the absence of any Supplier Staff other than for short-term sickness or holidays of two (2) weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that role;
3. The Supplier shall ensure that, unless agreed otherwise by the Buyer, any role previously held by a member of Supplier Staff is not vacant (which, for the avoidance of doubt, means that a replacement for the relevant role has been named) for any longer than ten (10) Working Days;
4. The Supplier shall ensure that all arrangements for planned changes in Supplier Staff provide adequate periods during which incoming and outgoing staff work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Deliverables;
5. The Supplier shall ensure that any replacement for a role has a level of qualifications and experience appropriate to the relevant role and is fully competent to carry out the tasks assigned to the Supplier Staff whom he or she has replaced;
6. The Buyer may require the Supplier to remove, or procure that any Subcontractor shall remove, any Supplier or Subcontractor Staff that the Buyer considers in any reasonable respect unsatisfactory, subject to the Buyer providing its reasons to the Supplier in writing. The Buyer shall not be liable for the cost of replacing any Supplier or Subcontractor Staff.

Special Term 2: Working Day

1. A Working Day is defined as the number of hours to be worked in a Work Day. For the purposes of this Call-Off Contract, a Work Day is eight (8) hours.

Special Term 3. See Buyers Security Policy section of this Order Form.

Special Term 4: Partial fulfilment

1. Should the Supplier be unable to identify suitable candidates for all 9 DDaT roles identified in this Call-Off Order Form the termination notice period that applies to this Call-Off contract and associated SOW/SOWs is 5 working days.

Special Term 5: Protection on Information

The Contractor and any of its Sub-contractors, shall not access, process, host or transfer Authority Data outside the United Kingdom without the prior written consent of the Authority, and where the Authority gives consent, the Contractor shall comply with any reasonable instructions notified to it by the Authority in relation to the Authority Data in question. The provisions set out in this paragraph shall apply to Landed Resources.

Where the Authority has given its prior written consent to the Contractor to access, process, host or transfer Authority Data from premises outside the United Kingdom: -

- a) the Contractor must notify the Authority (in so far as they are not prohibited by Law) where any Regulatory Bodies seek to gain or has gained access to such Authority Data;
- b) the Contractor shall take all necessary steps in order to prevent any access to, or disclosure of, any Authority Data to any Regulatory Bodies outside the United Kingdom unless required by Law without any applicable exception or exemption.

CALL-OFF START DATE: 01/04/2025

CALL-OFF EXPIRY DATE: 31/03/2026

CALL-OFF INITIAL PERIOD: 12 Months

CALL-OFF OPTIONAL

EXTENSION PERIOD: 25% of initial call-off period.

MINIMUM NOTICE PERIOD FOR EXTENSION(S):	1 Month
CALL-OFF CONTRACT VALUE:	£1,139,017.46
KEY SUB-CONTRACT PRICE:	N/A

CALL-OFF DELIVERABLES

Location is agreed to be remote (Supplier's own site) with possibility for occasional DWP site visits

Resource Type	SFIA Level	Security Level

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).

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 CoreTerms, as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £1,139,017.46

CALL-OFF CHARGES

(1) Time and Materials (T&M).

See details in Call-Off Schedule 5 (Pricing Details and Expenses Policy) for further details.

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4 and 5 (if used) in Framework Schedule 3 (Framework Prices)

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

- Specific Change in Law

REIMBURSABLE EXPENSES

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



PAYMENT METHOD

Payment method	<p>The payment method for this Call-Off Contract is BACS (Bankers Automated Clearance Service).</p> <p>The Buyer shall only make BACS payments after an initial invoice has been validated and approved by the Buyer which shall occur within five (5) Working Days of the initial invoice being sent, after which the final invoice shall be issued to Shared Services Connected Ltd (SSCL) and payment made in accordance with the Invoice details below.</p>
Payment profile	The payment profile for this Call-Off Contract will be agreed within individual Statements of Work and each individually governed.
Invoice details	The Supplier will e-invoice SSCL. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice by SSCL.
Who and where to send invoices to	<p>Where electronic invoices are emailed, they shall be emailed to the following SSCL shared inbox:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Paper invoices should be sent to:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Invoices should also be sent to the Buyer's authorised representative: [REDACTED]</p>
Invoice information required	<p>All invoices must include purchase order number, Contract reference and Buyer's reference details.</p> <p>The invoice format will follow the standard Supplier invoice format mirroring the necessary information as described in Para 4 of the Core Terms of the Call Off Contract.</p> <p>The Buyer will pay the Supplier within thirty (30) calendar days of receipt of a valid invoice, submitted in accordance with this paragraph, the payment profile set out in each Statement of Work and the provisions of this Call-Off Contract.</p>
Invoice frequency	Invoice(s) will be sent to the Buyer monthly in arrears or as agreed between the Parties within the relevant Statement of Work.

BUYER'S INVOICE ADDRESS:

See table above

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Lead Project Manager

[REDACTED]

3 Arena Way

Bridge St

Birmingham

B1 2AX

BUYER'S ENVIRONMENTAL POLICY

available online at: [Environmental policy - GOV.UK](#)

The Buyer is committed to a 100% reduction of greenhouse gas emissions and requires the Supplier to demonstrate an organisational commitment to the 'Net Zero' target throughout the life of this contract.

BUYER'S SECURITY POLICY

available online at: [DWP procurement: security policies and standards - GOV.UK](#)



DWP Enhanced
Security Schedule v3

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Group Chief Operation Officer

[REDACTED]

[REDACTED]

2 Eastbourne Terrace, London, W2 6LG

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

Group Chief Financial Officer

[REDACTED]

[REDACTED]

2 Eastbourne Terrace, London, W2 6LG

PROGRESS REPORT FREQUENCY

On the first Working Monday of each calendar month. Reporting detail to be discussed and agreed between the Supplier and Authority.

PROGRESS MEETING FREQUENCY

Monthly on the first Working Tuesday of each month.

KEY STAFF

As specified in each Statement of Work

Worker Engagement Status

Is addressed in each Statement of Work for the relevant Supplier Staff.

KEY SUBCONTRACTOR(S)

N/A

COMMERCIALLY SENSITIVE INFORMATION

Date: Effective Date

Item(s):

- Any charging or pricing related information relating to this Call-Off Contract including pricing reports, materials and data provided under the terms of this Call-Off Contract
- Material disclosed by the Supplier in relation to Audits
- Information and documents related to UBDS IT Consulting Ltd insurance provided under the terms of Joint Schedule 3 (Insurance Requirements)
- Personal data relating to UBDS IT Consulting Ltd personnel including key personnel

Duration of Confidentiality: Term + 5 years

BALANCED SCORECARD

See Call-Off Schedule 14B (Service Levels and Balanced Scorecard)

MATERIAL KPIs

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14B (Service Levels and Balanced Scorecard):

Material KPIs	Target	Measured by
1	Performance	Supplier Staff provided have the necessary knowledge, skills, experience and qualifications are able to deliver to the required standard.
2	Lead Times	Where Contracting Authority request CVs from the Supplier, the Supplier shall provide suitable CV's within 3 workings days. If requested by the Contracting Authority the Supplier shall arrange interviews within 2 working days of the Contracting Authority confirming which CV's are of interest.
3	Reporting	Quality and accuracy of Management Information Reports received within agreed reporting timescales, including timesheets and invoicing.

SERVICE CREDITS

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 Joint Schedule 5 (Corporate Social Responsibility)

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:	Group CFO	Role:	DWP Commercial Lead
Date:	27/03/2025	Date:	31 March 2025

Appendix 1

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)).

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:	14/03/2025
SOW Title:	Digital Health and Disability - Data Strategy Team
SOW Reference:	SoW01

Call-Off Contract Reference:	Ecm_12830
Buyer:	Department for Work and Pensions
Supplier:	UBDS IT Consulting Ltd
SOW Start Date:	01/04/2025
SOW End Date:	31/03/2026
Duration of SOW:	12 Months
Key Personnel (Buyer)	<div>██████████</div> Digital Delivery Lead Project Manager <div>████████████████████</div>
Key Personnel (Supplier)	<div>██████████</div> Group Chief Operation Officer <div>████████████████████</div> <div>██████████</div> Group Chief Financial Officer <div>████████████████████</div>
Subcontractors	N/A

2. CALL-OFF CONTRACT SPECIFICATION - PROGRAMME CONTEXT	
SOW Deliverables Background	<p><i>Health & Disability have recently committed to two pieces of work, the development of a Health Data Strategy and a review of its existing Health Data Platform. These items are now completing their initial development phase, Data Strategy Team has been given the role to complete the next phase of the delivery.</i></p> <p><i>Key components will be the development of choices and a North Star vision for a Data approach for Health & Disability. The team will define the value & scope of any future capabilities in alignment to DWP, H&D and the Health Transformation Programme and build a picture of the choices and options available. The team also has a remit to design of the onboarding of new data to sets to the health data platform to aid the scaling of the new PIP service. As part of the Data Strategy the team will be implementing a new data governance framework across Health & Disability.</i></p>
Delivery phase(s)	Phase 2 - Discovery & Alpha
Overview of Requirement	<p>Key Deliverables, role and responsibilities.</p> <p>1 Technical Architect</p> <p>A seasoned strategy and architecture data solution architect experienced in designing secure, scalable and reliable using Azure and AWS Cloud technologies</p> <p>Lead, create and design data systems integration processes across various technologies, and ecosystems</p> <p>Good knowledge of target operating models, data security, data flows, microservices, data streaming technologies, pub/sub and CDC</p>

	<p>Expert knowledge in technology and systems architecture evaluations, process re-engineering, documentations (HLD, LLD), using diagramming techniques (swim lanes, flow charts, process maps and system diagrams) and presentations to business and technical stakeholders</p> <p>Must be able to define and document systems interfaces, data and infrastructure from a conceptual, logical and technical basis</p> <p>Additional Info/Deliverables:</p> <ul style="list-style-type: none"> - Review of technology capabilities against data user needs - Gap analysis of existing data ecosystem with proposed to-be data architecture including data acquisition, ingestion, processing and consumption. - Development of solutions options and designs for required technology capabilities - Facilitate agreement of to-be technology capabilities via established governance forums to inform a future platform roadmap <p>2 Data Architect</p> <p>Cloud technologies: Must have good understanding and application of Azure data and analytics capabilities with some exposure to AWS</p> <p>Reference data architecture: expert in converting business requirements into technology agnostic reference data architecture framework, standards and principles. A good understanding of the data analytics architecture pillars and zones is required designing data lake, data warehouse and data marts</p> <p>Data flows definition - define how data flows through DWP domains i.e. data journey from creation to visualisation, good understanding of microservices and how they operate. Must have a good knowledge of data conceptual, logical and physical data modelling</p> <p>Data governance - expert in implementing federated data governance framework elements around data dictionaries, metadata, data quality management processes and data integration</p> <p>Data security - understanding of data in-flight and at rest principles, access control especially around RBAC framework</p> <p>Additional Info/Deliverables:</p> <p>Design and delivery of a Data Governance Framework and it's constituent components. Development of processes, policies and standards to govern the cataloguing, ownership and management of data across Health</p> <p>3 Business Analyst x 1 - Data Governance and Platform Security</p> <p>We have recognised that as part of our need to improve our Technical Data capabilities we will also need to review our Security, Masking & Obfuscation approach. We plan to complete analysis that will support us to design a security framework that will support the correct and timely access to Health to those that need it.</p> <ol style="list-style-type: none"> 1. Requirements elicitation for data access and platform security 2. Support the Solutions Architect and Lead security Architect with documentation and process definition of to-be data security design 3. Support the implementation of the Data Governance Framework and own the definition of policies, processes and standards to agreed architectural guidelines 4. Stakeholder Engagement across DWP Digital to complete workstream activities 5. Work with the Solution Architect and Lead Security Architect to conduct a gap analysis of existing platform capabilities against requirements
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	<p>4 Security Architect</p> <ol style="list-style-type: none"> 1. An experienced security architect with experience in solution design for data platform access and security 2. Create and design platform access and security framework, expert in RBAC framework, data masking and assessment of data security patterns and security approaches to technologies 3. Collaborate with DWP Security architects to implement data at rest and inflight standards and requirements 4. Evaluate data platform security architectures and designs to determine the adequacy of security designs and architecture 5. Must be able to embed security into application lifecycle to align with business requirements developing the security reference models, security capability requirements and technical security configurations <p>5 Dev Ops</p> <p>Dev Ops role will require a mix of AWS and Azure knowledge, Gitlab CI/CD, Terraform and good knowledge of Microservice based development and of course data tooling.</p> <p>Tech arch, microservice based architecture, event driven architecture, experience and knowledge in both AWS and Azure,</p> <p>No requirement for development experience however this will be a benefit to have.</p> <p>Key deliverables</p> <p>To support the Data Strategy MDT to develop and deploy interim & strategic Technical capabilities.</p> <ul style="list-style-type: none"> • Transform technical requirements into an effective DevOps toolchain to enable product delivery, assure and implement deployment strategies and apply different techniques to methods in analysing and resolving problems, working up new practices and procedures or modify existing processes to improve performance. • Communicate with a range of people, inside the Department to produce comprehensive technical documentation for wider consumption. • Collaborate across teams and liaise with Lead/Senior DevOps Engineers and Technical Architects to investigate technical solutions • Provide coaching and mentoring to Software and DevOps Engineer peers in new ways of working to implement the Data Strategy • Responsible for contributing to providing advice and guidance to others in the organisation. <p>6 Change and Release Manager</p> <p>As a Digital Change & Implementation Manager you will manage the end-to-end implementation of areas of the Data Strategy team this may include items within the ambition to deliver a Data Governance Framework to landing Cultural changes to ensure Data and its uses are at the forefront of think across H&D.</p> <ul style="list-style-type: none"> • They will ensure the digital service implementation within the business is viable and will deliver value, complies with identified business needs and enhances business practises and opportunities. • They will manage stakeholders, maintain the pace for business delivery and work with internal and external teams to successfully deliver across the wider business. • They will foster collaboration across boundaries to ensure joined up delivery to meet the requirements of business needs and expectations.
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	<ul style="list-style-type: none"> • Support, identify & Manage business implementation deliverables end-to-end, ensuring relevant changes are delivered into the business at pace to meet operational stakeholder needs and requirements. • Work effectively with stakeholders to create and monitor Digital Change and Implementation plans and approach, proactively identifying risks and issues liaising with the wider team to align plans. • Working with the team, build a detailed understanding of the Minimal Viable Product for the Data Governance framework and any associated key / major iterative enhancements to the MVP supporting ongoing service development. Knowledge gained here will provide a clearer understanding of the key implementation activities which may be required to support the successful deployment of the change wider. • Establish key Implementation assumptions and dependencies. • Be prepared to take the lead in delivering detailed presentations to relevant stakeholders to support deployment activities communicate, tailoring messages to ensure appropriateness for our audiences. <p>7 Senior Business Architect</p> <p>As a Business Architect you will be responsible for developing and maintaining parts of the Business Architecture, using that to resolve business problems within a Data Strategy team. You will work to prioritise and deliver business change with a focus on delivering real value to the customer on items such as the delivery of a Data Governance framework.</p> <ul style="list-style-type: none"> • You will work with stakeholders to ensure projects and services being developed in the Data Strategy team are aligned to the Departments wider Data strategy and policy objectives. • Ensure appropriate Governance products are developed to support governance requirements supporting GDS standards and phases. • Work with members of the Data Strategy Multi-Disciplinary team and its stakeholders to understand and interpret the Data strategy, to test the strategic hypotheses using Business Architect products and methods. • Support the development of the definitions and measurement of the capabilities that are required by the Department across its services to realise the desired outcomes • Develop Business Architecture collateral to deliver relevant and understandable information and insights to stakeholders, factoring in key decision moments and events and tailoring the communication technique for the audience. • Support the definition of the capabilities and the performance KPIs that are required across the department to realise the desired outcomes. • Leverage Business Architecture methods and tools, identifying opportunities for delivering value to the department. • Use the agreed Business Architecture framework to produce Business Architecture documentation, incorporating elements of best practices whilst also ensuring the approach is appropriate for the service and overarching department. • Support the development of Business Architecture collateral to deliver relevant and easily understandable information and insights to stakeholders, tailoring the communication technique for the audience. • Contributes to the creation and maintenance of the target operating model and identifies the impact on operational service. • Models more advanced and complex situations across more than one business function or programme. Gathers insight from senior stakeholders and communicates modelling results clearly to them. • Responsible for investigative work into problems and opportunities in existing and new services within a Data environment. Drives the analysis and collection of information
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	<p>and creation of to create recommendations for service improvements to our uses of Data. Analyses large amounts of complex information and uses it to produce solutions</p> <p>8 and 9 BA x 2 Data Governance</p> <p>The data Strategy is seeking to develop and Deploy a Data Governance Framework that will comprise of Data Documentation, Ownership, Standards & Policies & Quality.</p> <p>The two Ba's will support in the elicitation and Analysis to develop implementation of these four key areas. This Framework will need to be developed in conjunction with the DWP approach of a HUB & Spoke model. Colleagues will be required to work with Stakeholders from both within Health & Disability as well as from wider DWP such as the Chief Data Office.</p> <ul style="list-style-type: none"> • Utilise Agile methodologies, agreed within the wider multi-disciplinary team. • Understand the Data Governance capabilities that are required by the Department across its services to realise the desired outcomes. • Lead workshops, interviews, focus groups and other techniques to effectively understand the business problems and user needs. • Translate the business problem and user needs into a set of detailed requirements for the implementation of a Data Government Framework, that aligns to best practice methodology, with the appropriate use of epics, features, user stories and defined acceptance criteria. • Assist in defining and documenting the target Data Governance Framework for the department, incorporating agreed changes to the department's vision and providing impartial, evidence-based advice to stakeholders. • Document and consult on requirements in a layout and format that can be easily understood by all stakeholders, capturing user needs using the "as a..., I can..., so that..." syntax and defining appropriate acceptance criteria using the "GIVEN, WHEN, THEN" syntax. Ensure that you understand and follow the principles of the INVEST model. • Understand business processes and activities that impact and that are impacted by a Data Governance Framework. Selecting the appropriate best practice techniques to model business processes, existing and new, in order to achieve consensus. • As part of the modelling process, work to identify potential process improvements, considering risks, issues and benefits. • Advise the workstream lead in agreeing the suitable mix of epics, features & stories for each sprint, as well as active contribution towards prioritisation activities. • Support with the production of options papers and prioritisation of requirements. • Identify implementation approach and support the rollout within Organisational areas.
Accountability Models	<p><i>Please tick the Accountability Model(s) that shall be used under this Statement of Work:</i></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	Resource Type	SFIA Level	Security Level	Location	Working Days	Day rate (£)	Total ex VAT (£)	Total Inc VAT (£)	
	Total Cost of this SOW						£1,139,017.46	£1,366,820.95	

Milestone Ref	Milestone Description
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	Milestones are not applicable for this SOW. This is a Statement of Work for the provision of Supplier Staff under a Rainbow Team model on a T&M basis as set out above.
Delivery Plan	N/A Rainbow team delivery model
Dependencies	<p>The Buyer will provide, at no cost to the Supplier:</p> <ul style="list-style-type: none"> laptops and necessary devices for Supplier staff to perform the Services necessary network access, tooling and software and Buyer Assets for Supplier staff to deliver required services the necessary office space, computers and facilities reasonably required for Supplier staff to perform the Services on site at Buyer Premises if required <p>access to the business/user needs already captured/identified in previous research and the assumptions made regarding the problems employers and employees experience.</p>
Supplier Resource Plan	
Security Applicable to SOW:	<p>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).</p> <p>In addition, refer to Special Term 3 in the order form</p>
Cyber Essentials Scheme	<p>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).</p> <p>Refer to Order Form</p>

SOW Standards	Refer for Order Form
Performance Management	Refer to Order Form
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	[Indicate: whether there is any requirement to issue a Status Determination Statement]

Worker Engagement Status	<p>The provisions set out in the embedded document below shall apply to this SOW.</p> <p>In addition the Supplier shall provide the information set out below to the Buyer and shall comply with the obligations set out below, so that the Buyer can comply with its obligations with regards to the off-payroll working regime. Key Supplier Staff shall mean those individuals identified as Key Supplier Staff in this Statement of Work.”</p> <p>1.1 Key Supplier Staff Name(s)</p> <p>1.2 Start and End date of the Engagement</p> <p>1.3 The contracted Day Rate of the Key Supplier Staff</p> <p>1.4 Worker Engagement Status, i.e. are Key Supplier Staff on payroll and are deductions of PAYE and National Insurance made at source? Yes/No</p> <p>1.5 If “yes”, fee payer details for each of the Key Supplier Staff (e.g. Supplier PAYE, Agent PAYE, Umbrella Company)</p> <p>The Supplier warrants and undertakes to the Buyer that no Contractor will deliver services through an Intermediary of that Contractor without the Supplier having first obtained the written consent of the Buyer to such Contractor doing so (such consent being at the absolute discretion of the Buyer)”</p> <p>Supplier acknowledges that it continues to deliver the above services using personnel who are on your payroll and/or through subcontracts and/or umbrella company with full PAYE and NI deducted for such personnel at source and therefore outside IR35.</p> <p>The Supplier must notify the Buyer if it believes the employment status of the Supplier Staff for tax purposes has changed including in the event of a change to the Services provided under this Call Off Contract. The Buyer shall provide the Supplier with relevant information as the Supplier may ask for from time to time in order comply with its obligations under the off-payroll workers regulations.</p> <div data-bbox="496 1285 549 1346">  </div> <p>PAYE Confirmation Letter UBDS Ltd 275</p>
[SOW Reporting Requirements:]	<p>Refer to Order Form</p>

4. CHARGES	
Call Off Contract Charges	<p>The applicable charging method(s) for this SOW is:</p> <ul style="list-style-type: none"> • [Time & Materials] <p>The estimated maximum value of this SOW (irrespective of the selected charging method) is</p>

	£1,149,017.46 (ex VAT) which includes £10,000.00 reimbursable expenses.							
	Resource Type	SFIA Level	Security Level	Location	Working Days	Day rate (£)	Total ex VAT (£)	Total Inc VAT (£)
Total Cost of this SOW							£1,139,017.46	£1,366,820.95
INVOICING: Electronic Invoices (attached to E-Mails) should be sent to: [Redacted] Paper invoices should be sent to; [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] A copy should also be emailed to - [Redacted] [Redacted] [Redacted]								
Rate Cards Applicable	<i>As per Call Off Schedule 5 Annex 2</i>							
Financial Model	<i>N/A see rate card</i>							
Reimbursable Expenses	[See Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy)] Expense costs for this SoW must be claimed in line with the expenses policy referenced above. The expenses available on this contract are: £10,000.00							

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:	
For and on behalf of the Supplier	Name: [REDACTED] Title: Group CFO Date: 27/03/2025 Signature: [REDACTED]
For and on behalf of the Buyer	Name: [REDACTED] Title: DWP Commercial Lead Date: 31 March 2025 Signature: [REDACTED]

ANNEX 1

Data Processing

This Annex shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Annex shall be with the Relevant Authority at its absolute discretion.

1. The contact details of the Relevant Authority's Data Protection Officer are: [REDACTED]
2. The contact details of the Supplier's Data Protection Officer are: [REDACTED]
3. The Processor shall comply with any further written instructions with respect to Processing by the Controller.
4. Any such further instructions shall be incorporated into this Annex.

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 3 to paragraph 16 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"> Business contact details of any directors, officers, employees, agents, consultants and contractors of the 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. <p>The Supplier is the Independent Controller of Personal Data</p> <p>The Parties acknowledge that the Supplier is the Independent Controller for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> Business contact details of Supplier Personnel for which the Supplier is the Controller.
Duration of the Processing	Duration will be same as the length of the contract which is 01/04/2025 to 31/03/2026.
Nature and purposes of the Processing	<ol style="list-style-type: none"> the Supplier will follow the Buyer's direction and guidelines on staff security clearance and processes for access to Buyer systems, including role-based access controls and security standards. Where the Supplier is required to grant user access, this will be undertaken at the Buyer's direction. any access for the Supplier to Buyer systems will be limited to Buyer provisioned laptops and approved USB devices.

	<p>3. any requirement to share data externally, such as with third parties for diagnostic purposes, is not to be undertaken by the Supplier and will remain the responsibility of the Buyer.</p> <p>Buyer's Enterprise Security Risk Management procedures will be followed throughout with security risk assessments carried out to support design decisions by Digital Design Authority.</p>
Type of Personal Data	<p>Where the Relevant Authority is the Controller and the Supplier is the Processor:</p> <ul style="list-style-type: none"> • Employment information (e.g. position, experience or employment history). • Identification information (e.g. name, gender, image in communication systems). • Citizen's data that the Buyer has provided to the Supplier <p>Where the Parties are Joint Controllers of Personal Data:</p> <ul style="list-style-type: none"> • Contact information (e.g. business e-mail address, telephone number etc.). • Personal life information (e.g. life habits, family situation). • Employment information (e.g. position, experience or employment history). • Identification information (e.g. name, gender, image in communication systems). • Data concerning health. • Data revealing racial or ethnic origin
Categories of Data Subject	<p>Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, members of the public.</p> <p>This will apply to all the multiple relationships identified above.</p>
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	<p>Delete or return as directed by the Buyer</p> <p>This will apply to all the multiple relationships identified above</p>