



**RM6100 Technology Services 3 Agreement  
Framework Schedule 4 - Annex 1  
Lots 2, 3 and 5 Order Form**

## Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 15 December 2022 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website <https://www.crowncommercial.gov.uk/agreements/RM6100> The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms

This Order Form shall comprise:

1. This document headed "Order Form";
2. Attachment 1 – Services Specification;
3. Attachment 2 – Charges and Invoicing;
4. Attachment 3 – Implementation Plan;
5. Attachment 4 – Service Levels and Service Credits;
6. Attachment 5 – Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 6 – Software;
8. Attachment 7 – Financial Distress;
9. Attachment 8 - Governance
10. Attachment 9 – Schedule of Processing, Personal Data and Data Subjects;
11. Attachment 10 – Transparency Reports; and
12. Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses.

The Order of Precedence shall be as set out in Clause 2.2 of the Call-Off Terms being:

- .1.1 the Framework, except Framework Schedule 18 (Tender);
- .1.2 the Order Form;
- .1.3 the Call Off Terms; and



.1.4 Framework Schedule 18 (Tender).

## Section A General information

<b>Contract Details</b>	
<b>Contract Reference:</b>	703039451
<b>Contract Title:</b>	Exploitation of DEAN VLE Data.
<b>Contract Description:</b>	Provision and support of a BI infrastructure that enables data extraction (both current and future) from six virtual learning environments on an hourly basis and has the ability to transform the data according to MOD business rules. The data must load into a secure BI infrastructure that is able to store, index and present the data via a dynamic data model to provide business insights as required.
<b>Contract Anticipated Potential Value:</b> this should set out the total potential value of the Contract	£106,800
<b>Estimated Year 1 Charges:</b>	£78,600
<b>Commencement Date:</b> this should be the date of the last signature on Section E of this Order Form	

<b>Buyer details</b>
<b>Buyer organisation name</b> Air Commercial, Ministry of Defence.
<b>Billing address</b> Ministry of Defence DBS Finance Walker House Exchange Flags Liverpool L2 3YL
<b>Buyer representatives names:</b> Karen Wiley Wg Cdr Gary Watkins

**Buyer representatives contact details**

Email: Karen.Wiley895@mod.gov.uk

Phone: 0300 169 2985

Email: Gary.watkins607@mod.gov.uk.

Phone: 0300 168 8585

**Buyer Project Reference**

703039451

**Supplier details****Supplier name**

The supplier organisation name, as it appears in the Framework Agreement

Centerprise International Limited

**Supplier address**

Supplier's registered address

Hampshire International Business Park, Lime Tree Way, Chineham, Basingstoke, RG24 8GQ

**Supplier representative name**

The name of the Supplier point of contact for this Order

Adam Razzak

**Supplier representative contact details**

Email and telephone contact details of the supplier's representative. This must include an email for the purpose of Clause 50.6 of the Contract.

Email: Adam.Razzak@centerprise.co.uk

Phone: 01256 378000

**Order reference number or the Supplier's Catalogue Service Offer Reference Number**

A unique number provided by the supplier at the time of the Further Competition Procedure. Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference Number.

703039451

**Guarantor details****Guarantor Company Name**

Not Applicable

**Guarantor Company Number**

Not Applicable

**Guarantor Registered Address**

Not Applicable



## Section B

### Part A – Framework Lot

#### Framework Lot under which this Order is being placed

- |  |                          |
|--|--------------------------|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | <input type="checkbox"/> |
| 2. TRANSITION & TRANSFORMATION           | <input type="checkbox"/> |
| 3. OPERATIONAL SERVICES                  |                          |
| a: End User Services                     | <input type="checkbox"/> |
| b: Operational Management                | <input type="checkbox"/> |
| c: Technical Management                  | <input type="checkbox"/> |
| d: Application and Data Management       | X                        |
| 5. SERVICE INTEGRATION AND MANAGEMENT    | <input type="checkbox"/> |

### Part B – The Services Requirement

#### Commencement Date

See above in Section A

#### Contract Period

Lot	Maximum Term (including Initial Term and Extension Period) – Months (Years)
2	36 (3)
3	60 (5)
5	60 (5)

#### Initial Term

12 Months however contract will end following the completion of 10 months support. The support will not start until the BI Infrastructure has been launched.

#### Extension Period (Optional) Months

Not Applicable

#### Minimum Notice Period for exercise of Termination Without Cause

30 Calendar days

#### Sites for the provision of the Services

The Supplier shall provide the Services from the following Sites:

#### Buyer Premises:



DCTT HQ, Building 380, MOD Lyneham, Lyneham, Chippenham, SN15 4XX

Training is also to be delivered at the following Sites:

MOD Lyneham, Lyneham, Chippenham, SN15 4XX  
RAF Cosford, Wolverhampton, WV7 3EX  
HMS Sultan, Military Road, Gosport, PO12 3BY  
Blandford Garrison, Blandford Forum, Dorset, DT118RH

**Supplier Premises:**

Not Applicable – work not undertaken on site at MOD Lyneham will be conducted via remote link

**Third Party Premises:**

Not Applicable

**Buyer Assets**

Not Applicable

**Additional Standards**

Not Applicable

**Buyer Security Policy**

MOD Security Policy is classified as Official Sensitive and cannot be shared externally. Suppliers must adhere to the National Cyber Security Centre's 14 Cloud Principles as these apply to the contract.

[The cloud security principles - NCSC.GOV.UK](https://www.ncsc.gov.uk/information/the-cloud-security-principles)

**Buyer ICT Policy**

JSP 604 - Defence Networks Governance

<https://www.gov.uk/government/publications/joint-service-publication-jsp-604-network-rules>

**Insurance**

Third Party Public Liability Insurance (£) – Not Applicable

Professional Indemnity Insurance (£) - Not Applicable

**Buyer Responsibilities**

Not Applicable



## Goods

Not Applicable

## Governance – Option Part A or Part B

Governance Schedule	Tick as applicable
Part A – Short Form Governance Schedule	<input checked="" type="checkbox"/>
Part B – Long Form Governance Schedule	<input type="checkbox"/>

The Part selected above shall apply this Contract.

## Change Control Procedure – Option Part A or Part B

Change Control Schedule	Tick as applicable
Part A – Short Form Change Control Schedule	<input checked="" type="checkbox"/>
Part B – Long Form Change Control Schedule	<input type="checkbox"/>

The Part selected above shall apply this Contract. Where Part B is selected, the following information shall be incorporated into Part B of Schedule 5 (Change Control Procedure):

- for the purpose of Paragraph 3.1.2 (a), the figure shall be £N/A; and
- for the purpose of Paragraph 8.2.2, the figure shall be £N/A.

## Section C

### Part A - Additional and Alternative Buyer Terms

#### Additional Schedules and Clauses

##### Part A – Additional Schedules

Additional Schedules	Tick as applicable
S1: Implementation Plan	<input checked="" type="checkbox"/>
S2: Testing Procedures	<input type="checkbox"/>
S3: Security Requirements (either Part A or Part B)	Part A <input type="checkbox"/> or Part B <input type="checkbox"/>
S4: Staff Transfer	<input type="checkbox"/>
S5: Benchmarking	<input type="checkbox"/>
S6: Business Continuity and Disaster Recovery	<input type="checkbox"/>
S7: Continuous Improvement	<input checked="" type="checkbox"/>
S8: Guarantee	<input type="checkbox"/>
S9: MOD Terms	<input checked="" type="checkbox"/>

##### Part B – Additional Clauses

Additional Clauses	Tick as applicable
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C1: Relevant Convictions	<input type="checkbox"/>
C2: Security Measures	<input type="checkbox"/>
C3: Collaboration Agreement	<input type="checkbox"/>

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

### Part C - Alternative Clauses

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>
Joint Controller Clauses	<input type="checkbox"/>

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

## Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

### Additional Schedule S3 (Security Requirements).

Not Applicable

### Additional Schedule S4 (Staff Transfer)

Not Applicable

### Additional Clause C1 (Relevant Convictions)

Not Applicable

### Additional Clause C3 (Collaboration Agreement)

Not Applicable

An executed Collaboration Agreement shall be delivered from the Supplier to the Buyer within the stated number of Working Days from the Commencement Date:

Not Applicable



Crown  
Commercial  
Service

## Section D Supplier Response

**Commercially Sensitive information**

REDACTED





Crown  
Commercial  
Service

## Section E Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

### SIGNATURES

**For and on behalf of the Supplier**

**REDACTED**

**For and on behalf of the Buyer**

**REDACTED**



## Attachment 1 – Services Specification

### 1. PURPOSE

- 1.1 The Defence College for Technical Training (DCTT), part of the Ministry of Defence (MOD), is inviting bid submissions for the Provision of a Business Intelligence Infrastructure that will extract data from our six Virtual Learning Environments (VLE) and place them in a data lake/cube to be exploited using visualisation tools.
- 1.2 The Ministry of Defence (MOD) may hereafter be referred to as the Authority.

### 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The mission of the Defence College for Technical Training (DCTT) is to train and educate aeronautical engineering (AE), electronic and mechanical engineering (EME), nuclear and marine engineering (MarE) and communications and information systems (CIS) personnel in order to meet the Defence requirement.
- 2.2 The DCTT requires a CIS infrastructure to deliver technically trained personnel on time to meet front line requirements in order to meet standing, current and contingent operational commitments for Defence.
- 2.3 As part of this training, there is a requirement to provide a BI infrastructure that enables six connections, one to each of the DEAN VLEs (LIVE x 2, LIVES, LIVED x 2 and LIVEX), to extract current data and future data on an hourly basis. The ability to transform the data according to our business rules and load the data into a secure BI infrastructure that is able to store, index and present the data via a dynamic data model to provide business insights as required. The extract process will also require a support element to ensure if the extraction does not happen, appropriate corrective action is taken.
- 2.4 There are 3 levels of expected user for this project. All College staff (level 1) across the College should be able to receive/view predefined reports/dashboards – circa 3000. Level 2 users (x100) will be able to create and amend the predefined reports and dashboards. Level 3 users (x5) will be able to create and amend, queries and lenses (APIs), to provide bespoke insights. The project will also need the ability to purchase additional training and initial report creation, on an 'as needed' basis, currently estimated to be 20 days effort for the initial contract.

### 3. DEFINITIONS

Expression or Acronym	Definition
Contractor's Personal Use	Any use of MOD furnished property, facilities or equipment intended for the primary benefit of the Contractor or the Contractor's Personnel which is contrary to the MOD's interests is considered personal use.
Contractor's Personnel	Any employees, including sub-contractors or other agents working on behalf of the Contractor, shall be deemed the Contractor's Personnel.



Designated Officer	The Designated Officer is the MOD representative responsible for the Requirement and is as defined in the Buyer Details of the Order Form
APIs	Application Programming Interfaces
CP&F	Contracting, Purchasing and Finance
DEAN	DCTT Education Assured Network
DBS	Defence Business Services
LEARN	Local Education And Resource Network
LIVE	Local Interactive Virtual Environment – 2 x Moodle servers at OFFICIAL
LIVED	Local Interactive Virtual Environment Development – 2 x Moodle servers at OFFICIAL SENSITIVE
LIVES	Local Interactive Virtual Environment Secure – Moodle server at OFFICIAL SENSITIVE
LIVEX	Local Interactive Virtual Environment Exams – Moodle server at OFFICIAL SENSITIVE
VLE	Virtual Learning Environment - Moodle

#### 4. REFERENCES

DATA PROTECTION ACT 2018	2018 C. 12	<a href="http://www.legislation.gov.uk/ukpga/2018/12/content/s/enacted">HTTP://WWW.LEGISLATION.GOV.UK/UKPGA/2018/12/CONTENT S/ENACTED</a>
DEFSTAN 00-250 PART 3 SECTION 11 (HUMAN FACTORS FOR DESIGNERS OF SYSTEMS - TRAINING)	1 DATED 23/05/2008	<a href="https://www.gov.uk/uk-defence-standardization">HTTPS://WWW.GOV.UK/UK-DEFENCE-STANDARDIZATION</a>
GOVERNMENT SECURITY CLASSIFICATIONS	1.0	<a href="https://www.gov.uk/government/publications/government-security-classifications">HTTPS://WWW.GOV.UK/GOVERNMENT/PUBLICATIONS/GOVERNMENT-SECURITY-CLASSIFICATIONS</a>

#### 5. SCOPE OF REQUIREMENT

- 5.1 Historical data (circa 60 million data points) and newly created data from the six DEAN VLEs (LIVE x 2, LIVES, LIVED x 2, and LIVEX) need to be extracted, transformed, and loaded (ETL) into a data lake/mart on an hourly basis. The data lake/mart will require to cross index and reference all data loaded and within the lake/mart and be able to visualise the data to provide insights that users require.
- 5.2 The ability to call off up to an additional 20 days of effort by the contractor to provide bespoke API creation and or dashboard/report building is also required.



- 5.3 The Supplier will provide support for the BI infrastructure. Support will not start until the BI Infrastructure is in service.
- 5.4 The supplier will ensure the BI infrastructure remains operational. A critical failure is defined as the service not being available to provide BI reports for more than 3 working days, or extraction of new data is not available to be exploited for more than 3 working days.
- 5.5 The Supplier will be furnished with a hosting environment on LEARN in which their software is to be mounted and maintained.
- 5.6 The operating, patching, and backing up of the hosting environment will be provided to the Supplier by the Authority.

## 6. THE REQUIREMENT

- 6.1 A detailed breakdown of the deliverable requirements including additional information and standards of performance, is available at Appendix D – Statement of Requirements.

## 7. KEY MILESTONES AND DELIVERABLES

- 7.1 The following Contract milestones/deliverables shall apply:

Milestone/ Deliverable	Description	Timeframe or Delivery Date
1	Contract Order Form signed.	Within 2 days of Contract Award notification issued via the e-Sourcing Portal.
2	Delivery of Project Delivery Plan to be agreed between the Supplier and Authority.	Within 20 working days of Contract Award
3	Delivery of High Level Design for the BI infrastructure.	Within 20 working days of Contract Award
4	Delivery of Service Delivery Plan to include Service Level Agreement/Key performance Indicators agreed between the Supplier and Authority for delivery of the BI service	Within 20 working days of Contract Award
5	In Service date for BI service	Within 2 months of contract award

## 8. MANAGEMENT INFORMATION/REPORTING

- 8.1 The Supplier are to support a monthly service management review of the BI service. This will include usage, availability and capacity management KPI that are to be agreed between the Supplier and Authority within 4 week of contract award.



## **9. VOLUMES**

- 9.1 The initial extraction of historical data is circa 60 million record points. Ongoing hourly extraction points is unknown. Whilst 3000 users will be able to access pre-defined outputs, only 100 users will be able to create new reports/dashboards and 5 users have the ability to craft new API/queries.

## **10. CONTINUOUS IMPROVEMENT**

- 10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 The Supplier should present new ways of working to the Authority during monthly service management review meetings.
- 10.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## **11. SUSTAINABILITY**

- 11.1 The Authority has not identified any specific sustainability considerations for this contract however this does not prevent the Supplier from considering sustainability within their bid.

## **12. QUALITY**

- 12.1 AQAP 2110 Ed D Ver 1: NATO QA Requirement for Design, Development and Production.
- 12.2 AQAP 2210 Ed A Ver 2: NATO Support Software QA Requirements.
- 12.3 AQAP 2105 Ed C Ver 1 Ch5: NATO requirement for a Software Project Quality Plan.
- 12.4 DefStan 05-0641 Pt 4 Issue 3: Contractor Working Parties.
- 12.5 DefStan 05-135 Issue 2: Avoidance of Counterfeit Material

## **13. PRICE**

- 13.1 Potential Providers must complete and return the attached pricing schedule. Potential Providers must provide a firm price for all line items listed on the pricing schedule and a total tender price.
- 13.2 Potential Providers must complete all fields in the schedule and quote a firm price for each line.
- 13.3 All prices shall be in GBP and exclusive of VAT
- 13.4 All quotations are to be sourced from lot 3d Application and Data Management under the CCS Technology Services 3 framework agreement (RM6100)



- 13.5 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

#### 14. STAFF AND CUSTOMER SERVICE

- 14.1 The Supplier shall provide a sufficient level of SC security cleared resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

#### 15. SERVICE LEVELS AND PERFORMANCE

- 15.1 The Authority will measure the quality of the Supplier's delivery against the agreed service delivery plan at the monthly service management review.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Project Delivery	All Project Deliverables to be delivered within the pre-agreed timescales between the Supplier and the Authority.	100%
2	Service Delivery	All SLA/KPI as per the agreed service delivery plan are meet	100%
3	Maintenance	All software is patched appropriately within one month of the patch/update becoming available.	100%

- 15.2 Where a Supplier fails in the KPIs listed above, the Authority will, in the first instance seek a mutually agreeable resolution with the Supplier. However, if this is not possible the Authority reserves the right to cancel the agreement in line with the framework terms and conditions.

#### 16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 16.1 The Supplier is to ensure that all of the Supplier's Personnel that access the live service have Security Check clearance (SC clearance). Where the Supplier's Personnel does not have SC clearance that individual will not be allowed access MOD hosted servers.
- 16.2 The Authority will bear no costs incurred by the Supplier or any employees of the Supplier for SC (Security Check).



- 16.3 All information related to or generated by this Contract is to be treated in the appropriate manner in accordance with Government Security Classifications. The classification of the material to be handled shall not exceed OFFICIAL-SENSITIVE in nature.
- 16.4 A Security Aspects Letter will be issued to the successful supplier on completion of contract award.
- 16.5 All personal data processed under this Contract is to be treated in accordance with the Data Protection Act 2018.

## **17. CYBER**

- 17.1 The Cyber Risk Rating associated with this Contract is "High". The Cyber Risk Reference is RAR-294406204..

## **18. PAYMENT AND INVOICING**

- 18.1 The Supplier must be onboarded by the Authority to the MOD electronic payment platform CP&F. Payment is processed electronically via Exostar. Where the Supplier does not have an existing Exostar account, one will be initiated by DBS as part of the onboarding process.
- 18.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 18.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 18.4 Invoices should be submitted to: SO1 Cyber at DCTT HQ, Building 380, MOD Lyneham, Lyneham, Chippenham, SN15 4XX or gary.watkins607@mod.gov.uk
- 18.5 Where the Supplier submits an invoice to the Authority, the Authority will consider and verify that invoice in a timely fashion.
- 18.6 The Authority shall pay the Supplier any sums due under such an invoice no later than a period of 30 days from the date on which the Authority has determined that the invoice is valid and undisputed.
- 18.7 Where the Authority fails to comply with 19.5 and there is undue delay in considering and verifying the invoice, the invoice shall be regarded as valid and undisputed for the purpose of 19.6 after a reasonable time has passed.
- 18.8 The approval for payment of a valid and undisputed invoice by the Authority shall not be construed as acceptance by the Authority of the performance of the Supplier's obligations nor as a waiver of its rights and remedies under this Contract.
- 18.9 Without prejudice to any other right or remedy, the Authority reserves the right to set off any amount owing at any time from the Supplier to the Authority against any amount payable by the Authority to the Supplier under the Contract or under any other contract with the Authority, or with any other Government Department.



## **19. CONTRACT MANAGEMENT**

- 19.1 For the purposes of contract monitoring, representatives of the Supplier will routinely provide a monthly service report to the Designated Officer on the performance of the Contract. The monthly service report is to be agreed within 3 weeks of contract let
- 19.2 The Supplier is responsible for the performance of the Contract by any sub-contractors or other agents working on behalf of the Supplier. The Supplier is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Supplier, this however does not exclude sub-contractors or other agents working on behalf of the Supplier from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so.
- 19.3 If any sub-contractors or other agents working on behalf of the Supplier are found unsuitable, for whatever reason, the Supplier is to engage with the relevant sub-contractors or other agents to broker a resolution.
- 19.4 Attendance at Contract Review meetings shall be at the Supplier's own expense.

## **20. LOCATION**

- 20.1 The location of the Services will be carried out at DCTT HQ, Building 380, MOD Lyneham, Lyneham, Chippenham, SN15 4XX if face to face or via Microsoft TEAMS at the discretion of the Authority.
- 20.2 Training is to be provided at the following locations: MOD Lyneham (Chippenham, SN15 4XX), RAF Cosford (Wolverhampton, WV7 3EX), HMS Sultan (Gosport, PO12 3BY) and Blandford Garrison (Dorset, DT11 8RH)
- 20.3 All Supplier personnel will require photographic id, sites, passport or driving licence, to access MOD sites.
- 20.4 When on the Site the Supplier is to comply with all MOD Safety, Health and Environmental Protection regulations and policy.
- 20.5 All services to the Site shall be delivered between the hours of 07:30 - 17:00 on weekdays with exception of recognised UK Bank Holidays and Public Holidays





## Statement of Requirements

### Deliverable Requirements

<u>Ref</u>	<u>Requirement</u>	<u>Additional Information</u>	<u>Quantity</u>	<u>Standard of Performance</u>
B.1	Provide a service, including software and support, to extract, transform and load all data from the DEAN VLEs into a data lake/mart for exploitation.	The service will be hosted within a virtual environment on LEARN at MOD Lyneham and co-located with the six DEAN VLEs. There are an estimated 60 million records across the 6 VLEs.	Six VLEs	Following an initial load of historical data (circa 60 million), the ETL service will extract all newly created/amended information from the Moodle VLEs on an hourly basis. Must be in service within 2 months of contract award.
B.2	Provide a dynamic data model within a data lake/mart that the extracted data can be loaded into to provide a system agnostic view of the DEAN VLE data.	The data lake/mart and dynamic data model will be hosted within a virtual environment on LEARN at MOD Lyneham.	As required	The hosting environment will be a Microsoft Server 2016/2019 or Unix (Redhat) environment and will be patched with all security updates that are released.
B.3	Provide a presentational layer to enable visualisation of the data within the data lake/mart, via APIs, in accordance with user defined reports and dashboards.	The presentational layer will be hosted within a virtual environment on LEARN at MOD Lyneham.	As required, users defined in B.7	The hosting environment will be a Microsoft Server 2016/2019 or Unix (Redhat) environment and will be patched with all security updates that are released.
B.4	The contractor will be responsible for ensuring the selected software for the ETL, data lake/mart and visualisation remains supported, patched and up to date.	The virtual environment operating system will be patched by LEARN support staff. The whole virtual environment, including servers and data, will be backed up by LEARN support staff daily, monthly and yearly. The contractor will have supervised remote access to the necessary servers to patch their software.	Maximum monthly	Software used in delivery of the Service must remain patched, up to date and supported. Supervised access will be via SSH over a Webex session.



<u>Ref</u>	<u>Requirement</u>	<u>Additional Information</u>	<u>Quantity</u>	<u>Standard of Performance</u>
B.5	Should the contractor require emergency maintenance, outside routing maintenance of B.4, Supervised administrative access to the virtual server environments hosting the service can be arranged.	Emergency maintenance will be agreed between the contractor and LEARN support staff.	As required	Emergency maintenance would only be expected to be used to patch the software following an exploit of a known vulnerability.
B.6	Up to 20 days of effort will be provided for the authority to call off for the creation of bespoke APIs, reports, and or dashboard		20 days of effort	For APIs, reports, and or dashboards, the amount of effort and delivery timelines will be agreed between the authority and the contractor.
B.7	The solution must control access to information depending upon a user's permissions.	There are 3 levels of expected user for this project. All College staff (level 1) across the College should be able to receive/view predefined reports/dashboards – circa 3000. Level 2 users (x100) will be able to create and amend the predefined reports and dashboards. Level 3 users (x5) will be able to create and amend, queries and lenses (APIs), to provide bespoke insights.	3	Level 1 users will not be able to perform tasks of Level 2 or Level 3 users. Level 2 users will be able to perform level 1 task and level 2 task but not level 3 tasks. Level 3 users will be able to perform all level 1 – 3 tasks.
B.7a	Provide training and course ware on the visualisation / presentation layer to College staff.	Training for level 1 users/train the trainer sessions on the visualisation/presentation layer.	6 sessions	Six sessions (total) for up to 20 people per session. One session will be delivered face to face at each of the four DCTT schools based at MOD Lyneham, RAF Cosford, HMS Sultan and Blandford Garrison. The additional two will be defined as needed.



<u>Ref</u>	<u>Requirement</u>	<u>Additional Information</u>	<u>Quantity</u>	<u>Standard of Performance</u>
B.7b	Provide training and course ware on the dashboard and report creation and amendment.	Training for level 2 users/train the trainer sessions on creating and amending dashboards and reports.	6 sessions	Six sessions (total) for up to 20 people per session. One session will be delivered face to face at each of the four DCTT DCTT schools based at MOD Lyneham, RAF Cosford, HMS Sultan and Blandford Garrison. The additional two will be defined as needed. This may be combined with B.7a
B.7c	Provide training and course ware on API creation and amendment.	Training for level 3 users/train the trainer sessions on creating and amending APIs.	One	One session for up to 5 people to be defined as needed.
B.8	The Bi infrastructure service (ETL, data model, and visualisation) will run and be supported for 10 months from the in service date (2 months after contract award). Support will not start until the BI Infrastructure is in service.	Monthly service management review meetings will be held between the contractor and the authority.	As required	For the purposes of contract monitoring, representatives of the Supplier will routinely provide a monthly service report to the Designated Officer on the performance of the Contract. The monthly service report is to be agreed within 3 weeks of contract let.



## Attachment 2 – Charges and Invoicing

### Part A – Milestone Payments and Delay Payments

Payment will be made within 30 days of submission of a valid invoice after deliverables have been completed. The contractor may submit an invoice after a task has been completed. Payment is not reliant on completion of all tasks. Delay payments are not applicable.

Payments are processed via the electronic payment platforms CP&F and Exostar.

Pricing Schedule:

REDACTED

### Part B – Service Charges

Charge Number	Service Charges
[Service Line 1]	
Not Applicable	Not Applicable
[Service Line 2]	
Not Applicable	Not Applicable

### Part C – Supplier Personnel Rate Card for Calculation of Time and Materials Charges



Crown  
Commercial  
Service

Staff Grade	Day Rate (£)
Not Applicable	Not Applicable



## Part D – Risk Register

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 12
Risk Number	Risk Name	Description of risk	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Cost of mitigation	Post-mitigation impact (£)	Owner

## Part E – Early Termination Fee(s)

Not Applicable



Crown  
Commercial  
Service

## Attachment 3 – Outline Implementation Plan

**REDACTED**



## Attachment 4 – Service Levels and Service Credits

### **Service Levels and Service Credits**

Not Applicable

### **Critical Service Level Failure**

Not Applicable





## Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

- .1.5 The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

### Part A – Key Supplier Personnel

REDACTED

### Part B – Key Sub-Contractors

To be confirmed prior to contract award

Key Sub-contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/Service description	Key Sub-contract price expressed as a percentage of total projected Charges over the Contract Period	Key role in delivery of the Services



## Attachment 6 – Software

- .1.1 The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).
- .1.2 The Parties agree that they will update this Attachment 6 periodically to record any Supplier Software or Third Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

### Part A – Supplier Software

The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry
REDACTED	Centerprise	Business analytics service	1		1	Non COTS.	Contract period



## Part B – Third Party Software

The Third Party Software shall include the following items:

Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry

## Attachment 7 – Financial Distress

For the purpose of Schedule 7 (Financial Distress) of the Call-Off Terms, the following shall apply:  
Not Applicable

### PART A – CREDIT RATING THRESHOLD

<b>Entity</b>	<b>Credit Rating (long term)</b> <i>(insert credit rating issued for the entity at the Commencement Date)</i>	<b>Credit Rating Threshold</b> <i>(insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3))</i>
<b>Supplier</b>	[Rating Agency 1] – [insert rating for Rating Agency 1]	[Rating Agency 1] – [insert threshold for Rating Agency 1]
	[Rating Agency 2] – [insert rating for Rating Agency 2]	[Rating Agency 2] – [insert threshold for Rating Agency 2]
	[etc.]	[etc.]
<b>[Guarantor]</b>	[Rating Agency 1] – [insert rating for Rating Agency 1]	[Rating Agency 1] – [insert threshold for Rating Agency 1]
	[Rating Agency 2] – [insert rating for Rating Agency 2]	[Rating Agency 2] – [insert threshold for Rating Agency 2]
	[etc.]	[etc.]
<b>[Key Sub-contractor 1]</b>	[etc.]	[etc.]
<b>[Key Sub-contractor 2]</b>	[etc.]	[etc.]

### PART B – RATING AGENCIES

- [Rating Agency 1 (e.g Standard and Poors)]
  - Credit Rating Level 1 = [AAA]
  - Credit Rating Level 2 = [AA+]
  - Credit Rating Level 3 = [AA]
  - Credit Rating Level 4 = [AA-]
  - Credit Rating Level 5 = [A+]
  - Credit Rating Level 6 = [A]

- Credit Rating Level 7 = [A-]
- Credit Rating Level 8 = [BBB+]
- Credit Rating Level 9 = [BBB]
- Credit Rating Level 10 = [BBB-]
- Etc.
- [Rating Agency 2 (e.g Moodys) ]
  - Credit Rating Level 1 = [Aaa]
  - Credit Rating Level 2 = [Aa1]
  - Credit Rating Level 3 = [Aa2]
  - Credit Rating Level 4 = [Aa3]
  - Credit Rating Level 5 = [A1]
  - Credit Rating Level 6 = [A2]
  - Credit Rating Level 7 = [A3]
  - Credit Rating Level 8 = [Baa1]
  - Credit Rating Level 9 = [Baa2]
  - Credit Rating Level 10 = [Baa3]
  - Etc.
- [Rating Agency 3 (etc.) ]
  - Credit Rating Level 1 = [XXX]
  - Etc.
- Attachment 8 – Governance

## **PART A – SHORT FORM GOVERNANCE**

For the purpose of Part A of Schedule 7 (Short Form Governance) of the Call-Off Terms, the following board shall apply:

Operational Board	
Buyer Members for the Operational Board	REDACTED
Supplier Members for the Operational Board	REDACTED
Frequency of the Operational Board	Monthly
Location of the Operational Board	MOD Lyneham or MS Teams as directed

## PART B – LONG FORM GOVERNANCE

For the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms, the following boards shall apply:

SERVICE MANAGEMENT BOARD	
Buyer Members of Service Management Board (include details of chairperson)	Not Applicable
Supplier Members of Service Management Board	Not Applicable
Start Date for Service Management Board meetings	Not Applicable
Frequency of Service Management Board meetings	Not Applicable
Location of Service Management Board meetings	Not Applicable

Programme Board	
Buyer members of Programme Board (include details of chairperson)	Not Applicable
Supplier members of Programme Board	Not Applicable
Start date for Programme Board meetings	Not Applicable
Frequency of Programme Board meetings	Not Applicable
Location of Programme Board meetings	Not Applicable

Change Management Board	
Buyer Members of Change Management Board (include details of chairperson)	Not Applicable
Supplier Members of Change Management Board	Not Applicable

Start Date for Change Management Board meetings	Not Applicable
Frequency of Change Management Board meetings	Not Applicable
Location of Change Management Board meetings	Not Applicable

Technical Board	
Buyer Members of Technical Board (include details of chairperson)	Not Applicable
Supplier Members of Technical Board	Not Applicable
Start Date for Technical Board meetings	Not Applicable
Frequency of Technical Board meetings	Not Applicable
Location of Technical Board meetings	Not Applicable

Risk Management Board	
Buyer Members for Risk Management Board (include details of chairperson)	Not Applicable
Supplier Members for Risk Management Board	Not Applicable
Start Date for Risk Management Board meetings	Not Applicable
Frequency of Risk Management Board meetings	Not Applicable
Location of Risk Management Board meetings	Not Applicable

## Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

This Attachment 9 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 Schedule shall be with the Buyer at its absolute discretion.

1.1.1.1 The contact details of the Buyer's Data Protection Officer are: Thorsten Klostermann (Thorsten.Klostermann100@mod.gov.uk)

1.1.1.2 The contact details of the Supplier's Data Protection Officer are: Mike Thomas (Mike.Thomas@centerprise.co.uk)

1.1.1.3 The Processor shall comply with any further written instructions with respect to processing by the Controller.

1.1.1.4 Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>The Authority is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with Clause 34.2 to 34.15 and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> <li>As identified below</li> </ul> <p><b>The Supplier is Controller and the Authority is Processor</b></p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Buyer is the Processor in accordance with Clause 34.2 to 34.15 of the following Personal Data:</p> <ul style="list-style-type: none"> <li>Not applicable – the Supplier is not the Controller of Personal Data</li> </ul> <p><b>The Parties are Joint Controllers</b></p> <p>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> <li>Not applicable</li> </ul> <p><b>The Parties are Independent Controllers of Personal Data</b></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,</li> <li>Business contact details of any directors, officers, employees, agents, consultants and contractors of the Buyer (excluding the Supplier Personnel) engaged in the performance of the Buyer's duties under this Contract.</li> </ul>



Duration of the processing	The duration of the contract
Nature and purposes of the processing	The Supplier will only be able to process personal information on an MOD accredited system and user access device. No data will be exported of the hosting system. The Supplier will have access to personal data to ensure successful extraction, transform and load of data from the VLEs to the BI cube/lake and for backup purposes.
Type of Personal Data	Name, rank, service number, PUID, email address, quizzes and test results (formative and summative) .
Categories of Data Subject	All users of VLEs - staff (instructors and support staff) and trainees (service and civilian).
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	All relevant data will be destroyed 7 years after the expiry or termination of this Contract unless longer retention is required by Law

## **Attachment 10 – Transparency Reports**

Not Applicable

## **Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses**

### **Call Off Terms**



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### **Additional/Alternative Schedules and Clauses**



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