



DIGITAL SERVICES RM1043ii

CALL-OFF CONTRACT

Part A - Order Form, Specific Terms
Part B - Schedules

PART A – ORDER FORM

PROJECT REFERENCE: DS02-114
CUSTOMER REFERENCE: Digital Storage Delivery

This Order Form is issued in accordance with the provisions of the Digital Services- RM1043ii, Part B - The Schedules and Part C - Call-Off Terms and Conditions.

The Supplier agrees to supply Digital Services specified below and subject to the terms of this Contract and for the avoidance of doubt this Contract consists of the terms set out in this Part A - Order Form, Part B - The Schedules, any executed Statement of Works, together with Part C - Call-Off Terms and Conditions.

NB: in the case of a Central Government Contracting Body, the Call-Off Contract will be entered into by the Authority acting as an agent on behalf of that Central Government Contracting Body but thereafter the rights and obligations of the Customer hereunder shall be the responsibility of the Customer

DATE: 27/04/2016
PURCHASE ORDER NUMBER: 7388118

FROM: the “Customer”
Crown Commercial Service (CCS)
Rosebery Court, St Andrews Business Park, Norwich NR7 0HS

Acting as an agent on behalf of the departmental customer:
Home Office Information Digitisation Programme (IDP), Home Office (HO)
4th Floor, 2 Marsham Street, London, SW1P 4DF

TO: the “Supplier”
KAINOS SOFTWARE LIMITED
NI019370.
Kainos House, 4-6 Upper Street, Belfast, County Antrim, BT7 1NT

TOGETHER: the “Parties”

PRINCIPAL CONTACT DETAILS:	
For the Customer:	Name:
	Title:
	Email:
	Phone Number:
For the Supplier:	Name:
	Title:
	Email:
	Phone Number:



1. CALL-OFF CONTRACT TERM

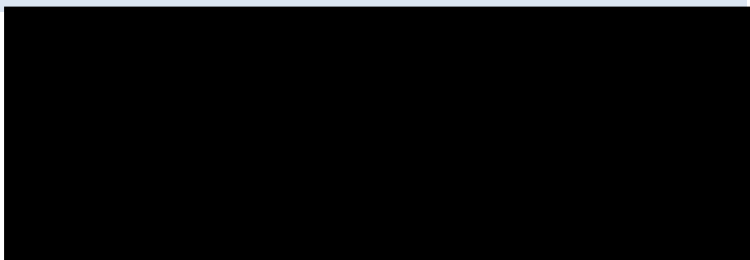
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|--|---------------|
| 1.1 Commencement Date: | 27/04/16 |
| 1.2 Term of Call-Off Contract: | UP TO 2 YEARS |
| 1.3 Date the Customer served an Order Form for Services on the Supplier: | 27/04/16 |

2. CUSTOMER CONTRACTUAL REQUIREMENTS

- | | |
|--|---|
| 2.1 Digital Services required: | For the provision of Digital Services to support the IDP DigitalStorage project by configuring and integrating a Digital Storage platform that should be extendable and, or reuseable to support Home Office need to onboard current and future customers, under the DS02-114 project |
| 2.2 Warranty Period: | 90 days of Customer acceptance of release. |
| 2.3 Location(s)/Premises: | Home Office Sheffield, Home Office Croydon, Central London. |
| 2.4 Relevant Convictions: | Enter any relevant conviction |
| 2.5 Staff Vetting Procedures: | Security Clearance Required |
| 2.6 Exit Planning: | If the contract is called off prior to the completion of the project[s], arrangements must be made for the transition of services to an alternate provider. This will involve working alongside Home Office and resource from other suppliers to ensure a seamless handover so that the project[s] remain to delivery schedule and meet quality standards. |
| 2.7 Security Requirements:
(including details of Security Policy and any additional Customer security requirements) | All supplier resource will need to be Security Cleared to work on Home Office projects; Supplier resource must be based in the locations specified and cannot work from overseas. All Resource must comply with Home Office Security Arrangements |
| 2.8 Protection of Customer Data: | Anybody working at the Home Office requires SC, and Resources must comply with Home Office Data Standards |
| 2.9 Standards: | Digital by Default Service Standard |
| 2.10 Business Continuity and Disaster Recovery: | Not applicable |
| 2.11 Liability: | £1,000,000 |
| 2.12 Insurance: | As per Clause 16 of the framework Agreement RM1043ii:
"liability insurance, in respect to amounts that the Supplier would be legally liable to pay as damages, including claimant's costs and expenses, in respect of (i) accidental death or bodily injury and/or (ii) loss of or damage to property, with a minimum limit of five million pounds sterling (£5,000,000)" "Professional indemnity insurance with a minimum limit of indemnity of one million pounds sterling (£1,000,000) for each individual claim" |

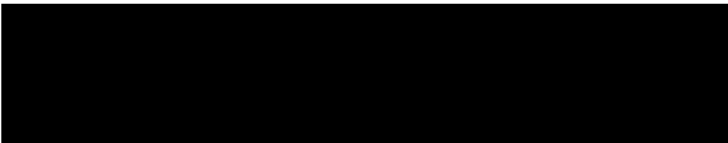
3. SUPPLIER'S INFORMATION

3.1 Supplier Software and Licences:





3.2 Commercially Sensitive Information:



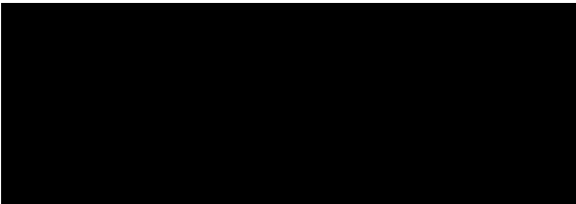
3.3 Key Sub-Contractors/Partners:

4. CONTRACT CHARGES AND PAYMENT

4.1 The method of payment for the Contract Charges (GPC or BACS) BACS

4.1 Invoice details

4.1.1 Who and where to send invoices:

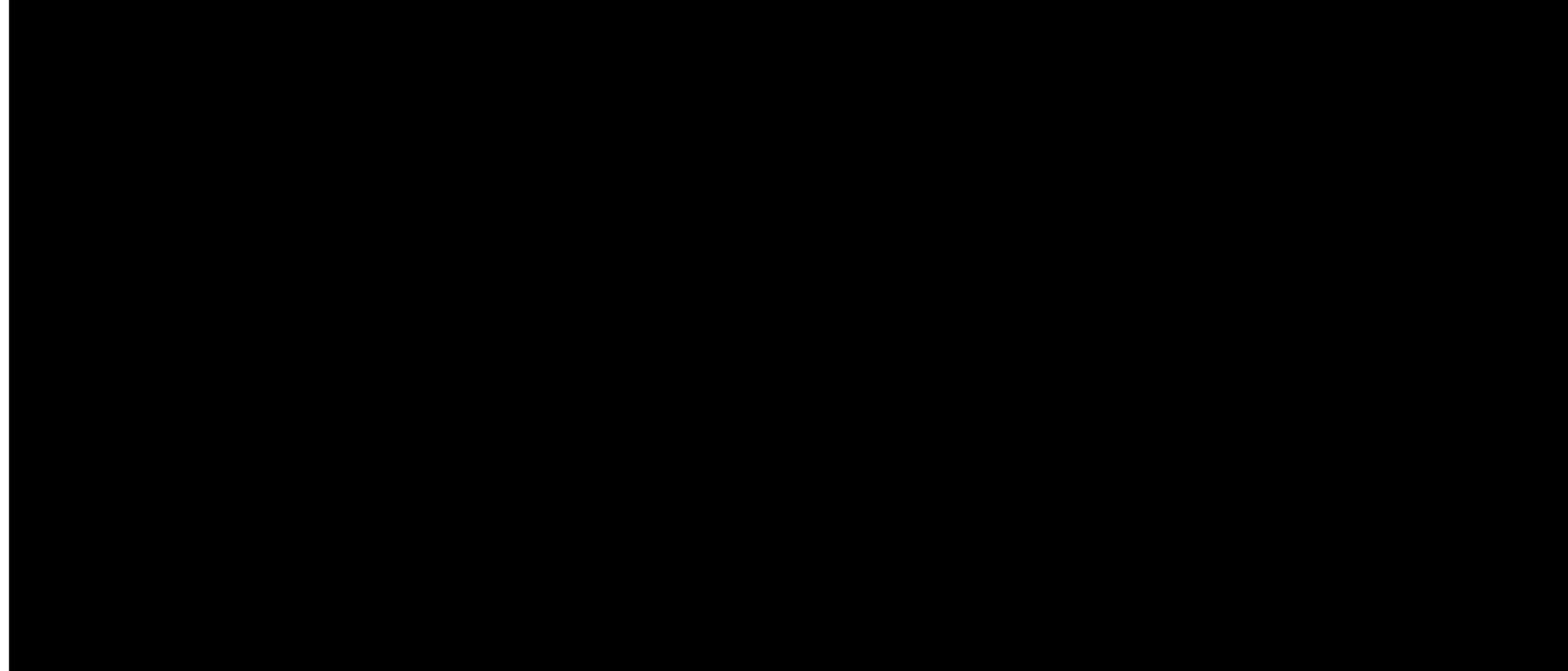


4.1.2 Invoice information required – e.g. PO, Project ref, etc. PO, Project Ref and Title

4.2 Invoice Frequency Monthly, in arrears and with supporting signoff

4.3 Contract Value: £933,600.00

4.4 Contract Charges:



5. ADDITIONAL AND/OR ALTERNATIVE CLAUSES

5.1 Supplemental requirements in addition to the Call-Off Terms

Proposed individuals who are non-british/eea nationals must either be in possession of leave to remain with no restrictions on their time to live/work in the uk or their leave to remain must be valid for the duration of this award and permit work in this capacity

5.2 Customer Specific Amendments to/refinements of the Call-Off Terms

Supplementary to Clause 15 “Conflicts of Interest and Ethical Walls” of the Framework Agreement the following additional terms will apply:

5.2.1 The Supplier shall take all appropriate steps to ensure that their Supplier Staff are not in a position where (in the reasonable opinion of the Authority and/or Customer) there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier Staff and another Supplier who are both performing the Services to the Customer under this Framework Agreement or any Call Off Agreement. Any breach of this Clause 5.2 shall be deemed to be a Material Breach.

5.2.2 The Supplier acknowledges and agrees that a conflict of interest may arise in situations including (without limitation) where:

the Supplier Staff is related to someone in another Supplier team who both form part of the same team performing Services under this Framework Agreement; or

the Supplier Staff has a business interest in another Supplier who is part of the same team performing Services under this Framework Agreement.

5.2.3 The Supplier shall, where there is a risk of a conflict or potential conflict, promptly (and prior to the Call Off Commencement Date of any affected Call Off Agreement, unless agreed with the Customer otherwise) notify the Customer of such conflicts of interest and how they plan to mitigate the risk by establishing the necessary ethical wall arrangement(s) to eliminate any conflict of interest which may exist as a result of the Supplier Staff personal or commercial situations as per Clause 5.2. Details of such arrangements are to be submitted as soon as is reasonably practicable to the Customer.

5.2.4 upon receipt of the notification in clause 5.2.3, the customer at their sole discretion will advise supplier if the ethical walls are acceptable or if the supplier staff should be removed from the team providing the services to the customer...

5.3 SPECIFIC TERMS:

Clause	Heading	Minimum Number of days held within the Call-Off Agreement
4	WARRANTIES AND REPRESENTATIONS	90 Days date of customer acceptance of release
17	SUPPLIER ASSISTANCE AT RETENDERING	Remains Ten (10) Working days
23	FORCE MAJEURE	Remains Fifteen (15) consecutive Calendar Days
28	CHANGES TO CONTRACT	Remains Five (5) Working Days

36	DISPUTE RESOLUTION	Remains Various shown within the Call-Off Terms
37	LIABILITY	Remains Various shown within the Call-Off Terms
38	TERMINATION EVENTS	Remains Fifteen (15) consecutive Calendar Days

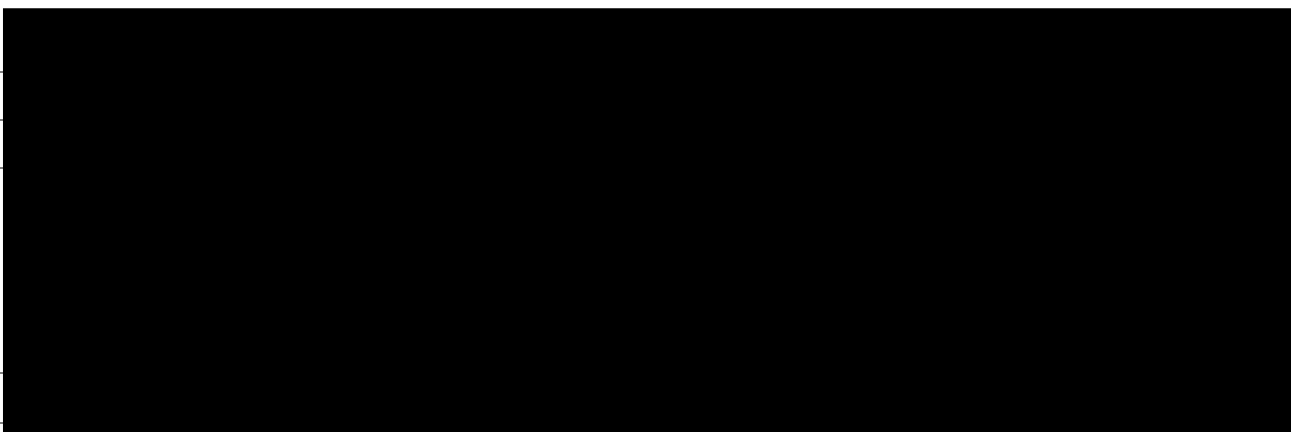
6. FORMATION OF CONTRACT

- 6.1 By signing and returning this Order Form (Part A), the Supplier agrees to enter a Call-Off Contract under Digital Services – RM1043ii with the Customer to provide the Services.
- 6.2 The Parties hereby acknowledge and agree that they have read the Part A - Order Form and the Call-Off Terms and by signing below agree to be bound by this Contract.
- 6.3 In accordance with paragraph S-9 of framework Schedule 4 (Call-Off Procedure), the Parties hereby acknowledge and agree that this Contract shall be formed when the Customer acknowledges the receipt of the signed copy of the Order Form from the Supplier within two (2) Working Days from receipt (the “Call-Off Effective Date”).
- 6.4 The Call-Off Contract outlines the deliverables and expectations of the Agreement. Order Form outlines any Terms and Conditions amended within the Call-Off Contract. The terms and conditions of the Call-Off Order Form and will supersede those of the Call-Off Standard Terms and Conditions

7. RECITAL

- (A) The Authority undertook a procurement as a central purchasing body on behalf of public sector bodies, to select suppliers, including the Supplier, to provide Digital Services (“the Services”)
- (B) The Supplier is a provider of Digital Services and undertook to provide such Services under the terms set out in framework agreement number RM1043ii (“framework Agreement”).
- (C) The Customer is entitled to enter into this Contract under the framework Agreement and has completed an Order Form (“Order Form”) served by the Customer on the Supplier
- (D) The Customer served an Order Form for Services on the Supplier on the Date Served as stated in the Call-Off Contract clause 1.3 Call-Off Contract Term
- (E) The Supplier confirmed its agreement to the terms of the Order Form and its acceptance of the Order Form and the Parties hereby duly execute this Contract.
- (F) The Parties wish to establish a flexible Call-Off Contract which reflects the Digital Service Design methodologies (<https://www.gov.uk/service-manual>), and close co-operation that will be adopted by the Parties in the delivery of the Services. The intention of the Parties is that the Contract can be terminated by the Customer at short notice without liability for costs of termination and similarly, the Contract will automatically expire if the Parties do not agree to execute a further Statement of Work (SoW).
- (G) The Parties intend that specific instructions and requirements in respect of each Release (or other adhoc Services under this Contract) shall be issued and shall have contractual effect on the execution of an SoW and as agreed by the Parties in the SoW and that payment for Services shall only become due as set out in an executed SoW.

SIGNED:

Name:	
Title:	
Signature:	
Date:	



DIGITAL SERVICES RM1043ii

PART B – THE SCHEDULES

PART B – THE SCHEDULES

The following schedules are an amalgamation of the Customer's Requirements and the Supplier's submission.

Once agreed and signed by the Parties, CCS will redact any Commercially Sensitive information and publish the contract to Contracts Finder.

SCHEDULE 1 – REQUIREMENTS

CURRENT SITUATION/ BACKGROUND:

The Information Digitisation Programme (IDP) is part of Home Office Digital, which is at the heart of transformation in the Home Office. Home Office Digital's mission is to be trusted, capable innovators who deliver quality digital services supported by unrivalled data and insight to satisfy the needs of all of our customers.

Home Office Digital designs, builds and develops products for the rest of the department and for Government. Our services are used by millions of people and sit at the core of the Home Office's function. Digital and technology solutions are helping the Home Office to provide simpler, clearer and faster services, which meet the needs of our users.

Home Office Digital are working to build an extensible digital storage platform with document management capabilities. This platform will provide storage capability to other Home Office departments – ultimately leading to savings and faster turnaround as storage will be centralized.

The digital storage platform will encompass both the storage of basic 'object', such as digital audio files or scanned images, but also will provide the ability to store documents and records as well. Furthermore, the ability to view and manage stored objects/documents is required.

To date, substantial work has been completed on the in-house Object Storage approach, referred to from this point as 'Object Store'. Additionally, there is already an Alfresco project underway, albeit within another project within the Home Office the output from which would eventually need to be ingested into the digital storage platform.

This digital storage platform is intended to be a Home Office wide capability but initial delivery will target UK Visas and Immigration (UKVI), with the first deadline being July 2016 for Student Visas release (T4)

Background

The Government has set the direction for increased digitisation across the civil service. The way in which the Information Digitisation Programme (IDP) aligns with this and supports the Home Office's internal strategies is outlined below:

- The Civil Service Reform Plan seeks to modernise government, making best use of modern processes, systems and delivery models in order to be more adaptable and responsive to the needs and priorities of citizens. As well as meeting user needs, there is a need to "do more with less" – delivering better value for money whilst also enhancing the integrity, security and transparency of how we make and record decisions. Service delivery within the Home Office continues to be heavily reliant on paper, currently the primary channel to handle enquiries from the public, and our primary tool for evidencing applications. We ask for over 300 different types of paper

documents in support of applications made to us for visa, immigration, passport and licensing applications.¹

- The Home Office transformation priorities for 2015-16 and 2016-17 are delivery, digital, people and change. In order to stay focused on operational delivery to keep our streets safe and our borders secure, in an environment of reducing budgets, we have no alternative but to streamline our functions, move to digital services and continue to change as the world changes around us. IDP is an enabler of this transition to digital services by proving that they can work and that they can save money when applied to our real business delivery challenges.
- The Home Office Digital Strategy outlines how the Home Office is working towards the 2020 vision. The absence of information digitisation, particularly in the handling and verification of valuable documents, would hinder the level of transformation possible to allow the Home Office to become *integrated, trusted and digital*, as outlined in the strategy.
- The Home Office Data Strategy sets out a vision that “Data is high quality, shared digitally and available to users at speed as appropriate and proportionate across the Home Office family.” By trialing technologies that contribute to more effective capture, storage and usage of data, IDP strongly contributes to the delivery of the strategy. Operational policy is also being examined by the programme in relation to the retention of data, and the length of time data should be stored for, so that data which will not be required again is not stored indefinitely. IDP will also look at the capability to auto- delete from storage with minimal interaction with and end user.
- The Home Office Technology Strategy outlines the need for technology which supports the transformation of the Home Office and the modernisation of process, making them fit for a digital future. IDP will contribute to these aspirations by deploying a common approach to digitisation across the Home Office, underpinning the aspirations for automation and a fully mobile workforce.
- Government as a Platform (GaaP), led by the Cabinet Office, is a new vision for digital government; a common core infrastructure of shared digital systems, technology and processes on which it's easy to build brilliant, user-centric government services. Digital Evidence is one workstream for GaaP at the Home Office, and will build on the current work of IDP.

The Information Digitisation Programme will deliver the digital tools to capture, store and verify information across business areas within the Home Office, to achieve the digital transformation of services envisioned. These will become key enablers for the transition to digital transactions across a range of business processes. Without reform of our reliance on paper, we will not maximise the benefits from a number of other major Home Office initiatives.

For example:

- Online applications: supporting documents will still be required when customers make online applications, rather than (a) providing information that allows for electronic checks to be conducted or (b) scanning/uploading data where physical examination of documents adds no value to the process. This prevents the transformation to a digital service and requires handling more paper than necessary, potentially resulting in increased cost, and risk of data loss.
- Digital caseworking: Paper files would still be required to manage evidence, correspondence and other paper based inputs, thereby failing to realise savings from reducing paper management overheads. This will also prevent flexible operational processes and deployment of workforce, meaning that casework will continue to be location dependent, with emerging threats and priorities not being responded to at the speed that would be possible through digitisation.
- Data analytics & sharing: Data held in paper format will not be available for analysis and will be complex to share for other purposes (e.g. enforcement, appeals etc). As a result, valuable intelligence insight is lost and cost/time savings from removing paper movement remain unexploited.
- Person centric records: Data held in paper format will be missing from digital person centric records. This means that such data cannot be reused when the customer applies for other Home Office services, driving duplicate requirements and internal processing. It also means that a full customer view is not readily and quickly available where necessary for crime prevention, enforcement and intelligence needs.
- Records management: Reducing paper records in the organisation will reduce the risk of loss of valuable documents or data breaches as a result of holding data in formats that are not secure, or for longer than legislation allows. This will reduce costs in relation to compensation, and negate the risk of reputational damage. Furthermore, if the department continues to be reliant on paper, physical storage costs are likely to increase and the likely benefits of other initiatives, such as Immigration Platform Technologies programme and Technology Platforms for Tomorrow programme, will not be recognised.

Information Digitisation Programme Objectives

IDP is a business transformation programme that is looking to break the department's dependency on paper. It has adopted the Government Digital Services agile project lifecycle and has adhered to their Digital Service Standard to ensure they provide high quality, user friendly digital services which can be easily improved and used across the Home Office.

Conceptually IDP can be separated into three main strands:

- **Reduce:** Not asking the customer to tell us something we already know or can find out. Not receiving paper copies of documents
- **Digitise:** Capture data digitally at source. Convert documents to digital format on receipt
- **Access:** Store, manage, retrieve and view digital material. **[Digital Storage platform/document management]**

IDP aims to transform the way the Home Office captures, stores, verifies and consumes information. Our objective is to create new digital ways of working to deliver transformation, efficiencies, increased customer satisfaction and greater security.

The programme will:

- Deliver capabilities which help the department meet its transformation plans, enabling them to streamline their operational processes and increase productivity and workflow flexibility.
- Deliver the dependencies required to support the Immigration Platform Technologies programme planned rollout and consequently the benefits associated with an end to end digital caseworking system.
- Reduce the reliance on documentary evidence by directly verifying information against existing internal and external data sets and thereby creating a more secure and truly digital operation.
- Reduce costs and realise efficiencies in the collection, management and storage of data including by establishing new policies for digital record retention.
- Reuse the capabilities it builds throughout the department so that where possible we create shared services and maximum benefit realisation.

CURRENT ROLES AND RESPONSIBILITIES:

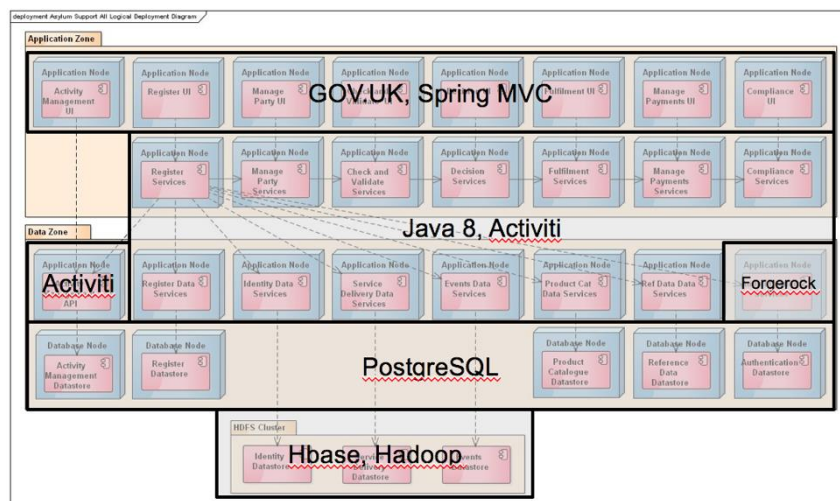
Role	Responsibilities
Governance and Decision Making	<ul style="list-style-type: none"> • Home Office retain autonomy in key decision making, including when to progress or halt the project. • Home Office owns the pipeline of work and decides the key objectives and milestones of all the projects. • Home Office will provide the governance for the project. • Home Office provides Product Owners and Service Managers, who own and prioritise the backlog that the team works from. • Home Office has the professional leadership e.g. Heads of Profession who will quality assure and ensure standards are met.
Team Roles	Home Office colleagues /other suppliers will jointly staff the project team. The Home Office component of the team are a mix of agile and waterfall project management trained and the roles include project manager, business analysts and technical architect. Experienced Home Office staff will provide a key input of business knowledge to help quickly onboard the team and deliver a fit for purpose product.
Intellectual Property (IP)	Home Office retains the IP for any product or service developed by supplier staff whilst contracted to work in the Home Office
Security Clearance	Home Office will seek Security Clearance for personnel
Email & Tools	Home Office will provide an email address and access to tools for personnel

REQUIRED OUTCOMES:

- Configure and integrate a Digital Storage platform that will be **LIVE** (Public Beta) to meet dependency deadlines for UKVI (July '16). This date is absolutely fixed and non-movable.
- The digital storage platform should be extendable and/or reusable to support IDPs need to onboard current and future customers, whilst ensuring that data and customer operations are segregated. It is anticipated that the following volumes would be applicable to UKVI - Tier 4 scanning:

		Tier 4				
		2015/16	2016/17	2017/18	2018/19	2019/20
Application Intake		62,238	58,262	58,259	58,252	58,247
Number of Supporting documents		283,529	265,416	265,402	265,370	265,347
Number of pages		625,838	585,857	585,827	585,756	585,706
Kb per Year (Assume 1 page =		75,100,520	70,302,813	70,299,193	70,290,747	70,284,713
GB per Year		71.62	67.05	67.04	67.03	67.03
Incremental increase (GB)		71.62	138.67	205.71	272.74	339.77
Metadata	System generated	1,417,643	1,327,079	1,327,011	1,326,851	1,326,737
	Client generated	1,417,643	1,327,079	1,327,011	1,326,851	1,326,737
	Additional (TBC)	1,984,701	1,857,910	1,857,815	1,857,592	1,857,432
	Total Metadata	4,819,987	4,512,068	4,511,836	4,511,294	4,510,907

- The digital storage platform should provide integration capability to a number of potential systems, as follows:
 - Scanning integration** (Xerox) - would follow normal practices, such as FTP or integration libraries from Ephesoft or Kofax.
 - Case Management** - integration points will be over REST/CMIS. The following diagram provides a highlight of the Case Management technology stack:



- Viewer** – A viewer application will need to surface out what information is held within the content store. Note that this may be built in to the document and records management solution.
- It is expected that the delivery team will shape the product definitions for Digital Storage offerings. These offerings (and road map) will enable future customers to understand what capabilities are available.
- It is expected that the delivery team will build a platform to provide ongoing and new API capabilities to customers of the Document Management capability to Government
- It is expected that the delivery team will build a platform to provide metrics, monitoring, alerting and logging services for services – surfaced to dashboards for internal monitoring.

- It is expected that the delivery team will actively and frequently share knowledge back into the Home Office. As part of this delivery, it is fully expected that in-house expertise will be accumulated. The eventual goal of this work is to build capability within IDP to enable it to become self-sufficient. This includes the ability to provision storage hosting and configure, deploy and maintain the digital storage solution.
- That being said, self-sufficiency is a longer term aspiration, and it is expected that as we move towards that outcome, the delivery team will support the digital storage solution in a Live capacity.
- As a longer term option, the Object Store work that has been completed to date will need to be aligned to the aims of the IDP Programme – this means that some work will need to be carried out to feature complete it.

REQUIRED CAPABILITIES AND OUTCOMES OF THE SUPPLIER:

The supplier will not be expected to fully staff these projects, but to provide at least the roles/capabilities outlines below. Home Office Digital operates in an agile way and therefore the successful bidder will need to be comfortable operating in an environment of managed uncertainty, in which the exact roles and capabilities required will occasionally change. The successful bidder will be expected to work in teams jointly staffed by other suppliers, embedded civil servants and the suppliers' resource.

Required Capabilities and Outcomes of the Supplier	
Capabilities	Outcomes
Software Engineering and Ongoing Support	<p>Developers X 2</p> <p>Day-to-day the developers will be responsible for building and improving the IDP Digital Storage Platform, be it a Document and Records management system or Object Store. This includes, implementing / configuring APIs for storage and retrieval of digital files, building up a useful, robust automated test suite to support a Continuous Deployment environment and sharing knowledge of tools and techniques with the wider team, both developers and non-developers.</p> <p>It is expected that the developers will have an excellent knowledge of configuring Document and Records Management systems, including retention and disposal policies, metadata configuration, document ingest points such as FTP/Ephesoft/Kofax scanning.</p> <p>Given the nature of Object Store, it is also expected that Developers will possess solid Java development skills, using frameworks/approaches such Apache Chemistry / CMIS / REST. They will need to possess an ability to communicate technical concepts to a non-technical audience. Familiarity and development with the Go Language would also be beneficial.</p> <p>Underpinning the above, we would expect developers to have standard skills sets such as the ability to perform peer code reviews, use source control systems such as Git/Github, and be familiar with continuous delivery pipelines and cloud hosting (AWS/SkyScape/Crown)</p> <p>Technical Architect X 1</p> <p>The Technical architect will lead the team to design and deliver application software that meets user needs and quality standards.</p> <p>They should be able to make effective decisions within fast-moving Agile delivery and simply and clearly communicate any technical design decisions to non-technical people. The TA should be responsible for the designs produced by the team and have a hands-on role within the team, and be responsible for code quality produced by the team, for example by performing code reviews.</p>

	<p>The TA should ensure that good standards are adhered to, for example by ensuring that unit and integration testing is carried out and that integration patterns follow good design principles.</p> <p>The TA should work closely with Ops to ensure the application software is operationally ready and able to meet defined non-functional requirements for IDP customers.</p> <p>It is expected that the TA will work closely with the IDP architect to ensure that the design/configurations produced are scalable, secure and performant and that they align with the Home Offices technology roadmap and existing infrastructure.</p> <p>Technical Architect X 1 (Infrastructure)</p> <p>The Infrastructure Architect will assume responsibility for the infrastructure supporting development, test and live operations. This includes taking responsibility for design and automation of components or layers of the infrastructure that are scalable, resilient, open, efficient, secure, and cost-effective.</p> <p>The IA will lead on configuration management policies and continuous integration approaches across the IDP team, and drive forward the rollout of solution automation, supporting the deployment pipeline(s) to deliver software into live operation.</p> <p>It is expected that the IA will have in-depth infrastructure delivery experience across the following areas: Operating Systems, Virtualisation, Storage, Networking (including security) and Cloud technologies (Including AWS, Skyscape and Crown Hosting).</p> <p>They will also be expected to have experience in configuration management technologies including: Puppet, Chef, Docker, Kubernetes and experience of continuous integration and deployment pipelines to deliver digital services.</p>
<p>Agile Product Design & Delivery</p>	<p>Technical Delivery Manager X 1</p> <p>The Delivery Manager should have demonstrable experience with delivering complex, time-constrained programmes, specifically platform orientated programmes.</p> <p>It is expected that the Delivery Manager will create, manage and continuously improve the IDP Digital Storage Programme using agile and lean principles and methodologies, specifically to deliver the Digital Storage Platform and transformation via a multi-disciplinary, highly skilled digital teams.</p> <p>They will be adept at delivering complex digital projects, breaking down barriers for their team, dealing with escalations and both planning at a higher level and getting into the detail to make things happen when needed.</p> <p>The delivery manager must have a sound technical understanding of building a platform – this includes migrating new customers onto the platform and identifying / resolving / progressing areas such as Data Migration, Stakeholder Management and aligning multiple delivery streams towards a single goal.</p> <p>A key goal of the programme is to transfer skills back into Home Office Digital – the delivery manager should have a clear plan to achieve this goal.</p> <p>Product Manager X 1</p>

	<p>The Product Manager will be responsible for the delivery, on-going success and continuous improvement of the Digital Storage platform. It is expected that they will lead the multi disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs.</p> <p>The will be expected to gather user requirements based on a communicable understanding of diverse audience groups, define a product roadmap and engage with current and potential new IDP customers to communicate out the capabilities of the Digital Storage platform.</p> <p>This includes, defining and getting user buy in for product definition and delivery approach, creating an effective, prioritised product descriptions and delivery plans to meet user needs in a cost effective way and interpreting user research in order to make the correct product decisions, noting that users do not always know what they want</p>
System Administration and Web Operations	<p>WebOps/ Devops X 2 (Ops Engineers)</p> <p>The Ops engineer will take ownership for the automation, deployment and operation of significant components or layers of the infrastructure and application.</p> <p>They will works with Developers, Security Engineers and the Infrastructure Architect to deliver an operationally ready service.</p> <p>It is expected that the Ops Engineer will possess an in-depth knowledge of configuring and managing infrastructure platforms with a particular focus on Linux based Operating Systems. They will have extensive experience of virtualization, automation and Cloud technologies, such as AWS, Skyscape and Crown Hosting.</p> <p>The Ops Engineer will have extensive experience of Configuration Management tools such as Puppet, Chef, Docker and Kubernetes, and will have a responsibility of building common, reusable patterns that can be used to quickly deploy the IDP Digital Storage platform, including Continuous Delivery Pipelines and associated Continuous Integration tools.</p>
User Research (UX Design)	<p>User Researcher X 1</p> <p>User Researchers are key figures in service teams, working to generate the feedback and insight service teams need to build a clear picture of their users and deliver solutions that they need.</p> <p>The User Researcher will support the service manager by generating new and useful user insights and translating it into features and actions that will allow them to iteratively improve their service for users.</p> <p>The User Researcher should be experienced in using a variety of user testing methodologies to reveal actionable customer insights and will have excellent analytical and problem solving skills, and the ability to quickly develop recommendations based on quantitative and qualitative evidence.</p> <p>They will need to be confident in explaining user needs to senior civil servants and for acting as a persuasive advocate for those needs both within the team and the department at large. You will also be comfortable working with data, from gathering and analysis through to design and presentation.</p> <p>It is expected that the User researcher will have responsibility for planning, designing and conducting in-house usability testing sessions to support the design and development of the Digital Storage Platform.</p> <p>This includes leading the usability testing process from developing user</p>

	recruitment briefs through to test moderation, analysis and report writing, and conducting in-house research to test new product and concept developments (including user requirements gathering and early stage concept and prototype testing, guerrilla research, and other approaches to ensuring the user need is fully understood in the service design)
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COMMON CAPABILITIES

The following are some common capabilities that are expected from the delivery team:

- Security Accreditation – must be able to work with security accreditation in government, have awareness of challenges and examples of approaches
- 'Seeing the Bigger Picture' – understanding of how individuals' roles fit within the bigger picture, i.e. within wider government and the wider team
- Working in an Agile/Scrum framework – structure / stories
- Ability work in a distributed Agile fashion
- Supplier to provide high quality laptops that is appropriately hardened/built for their people to work upon
- Supplier to ensure that personnel sign up to Home Office security policies
- Able to work in one of the offices specified above (Sheffield, Croydon and Central London)
- Experience using agile development methodologies to create continuous delivery, pipeline and continuous deployment
- Experience working with Government departments and delivering within Government.
- Experience passing Digital Services Standard assessments
- Experience Committing (Open Source) code to standard repositories
- Experience working in multi-disciplinary teams and working with other contractors
- Keen to share knowledge and skills with others and act as a champion for their profession

Experience of skills transfer to build skills within IDP to enable IDP to become self-sufficient.

THE METHODOLOGY:

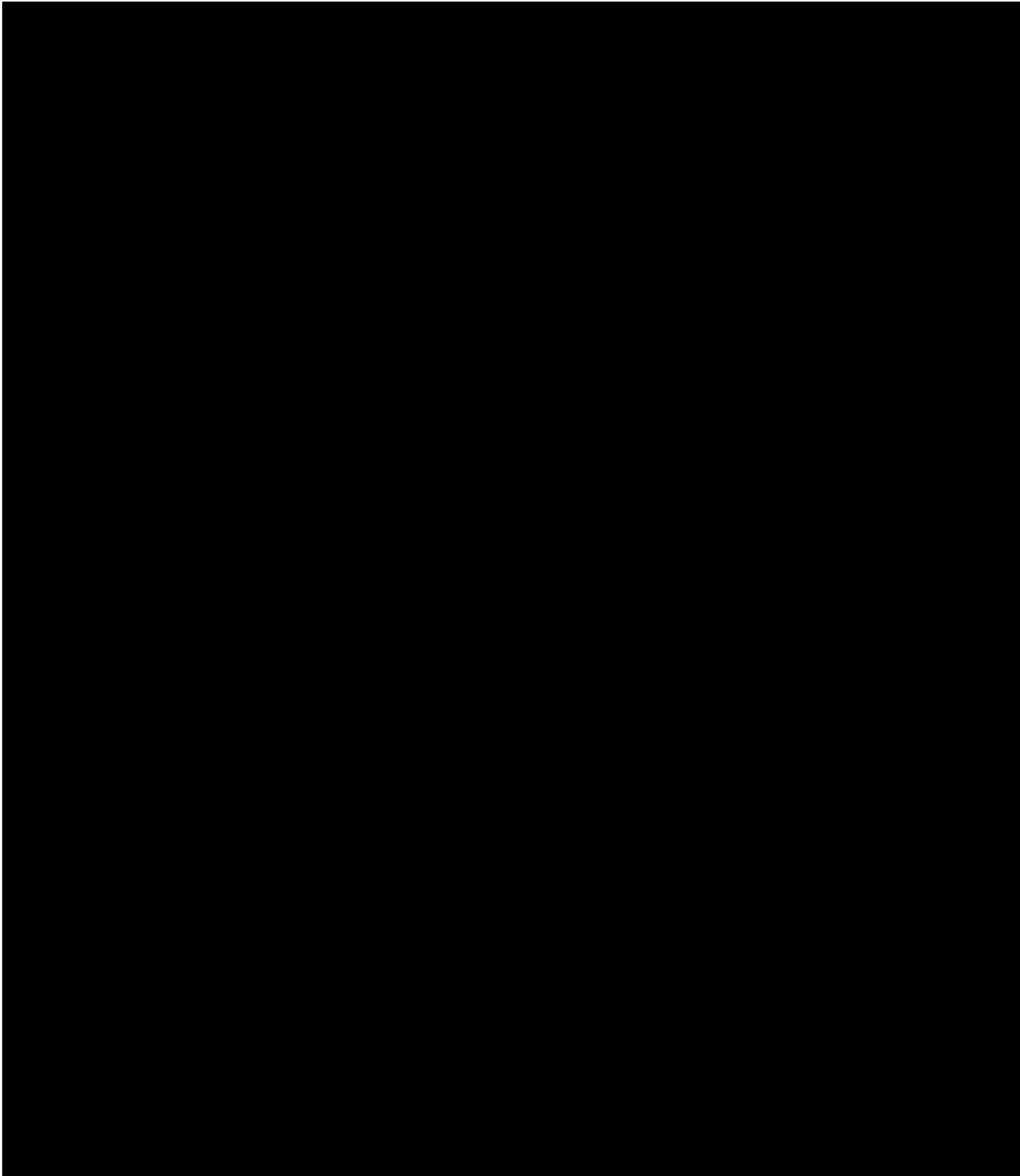
This project will follow agile methodology and the Government Service Design Manual <https://www.gov.uk/service-manual>

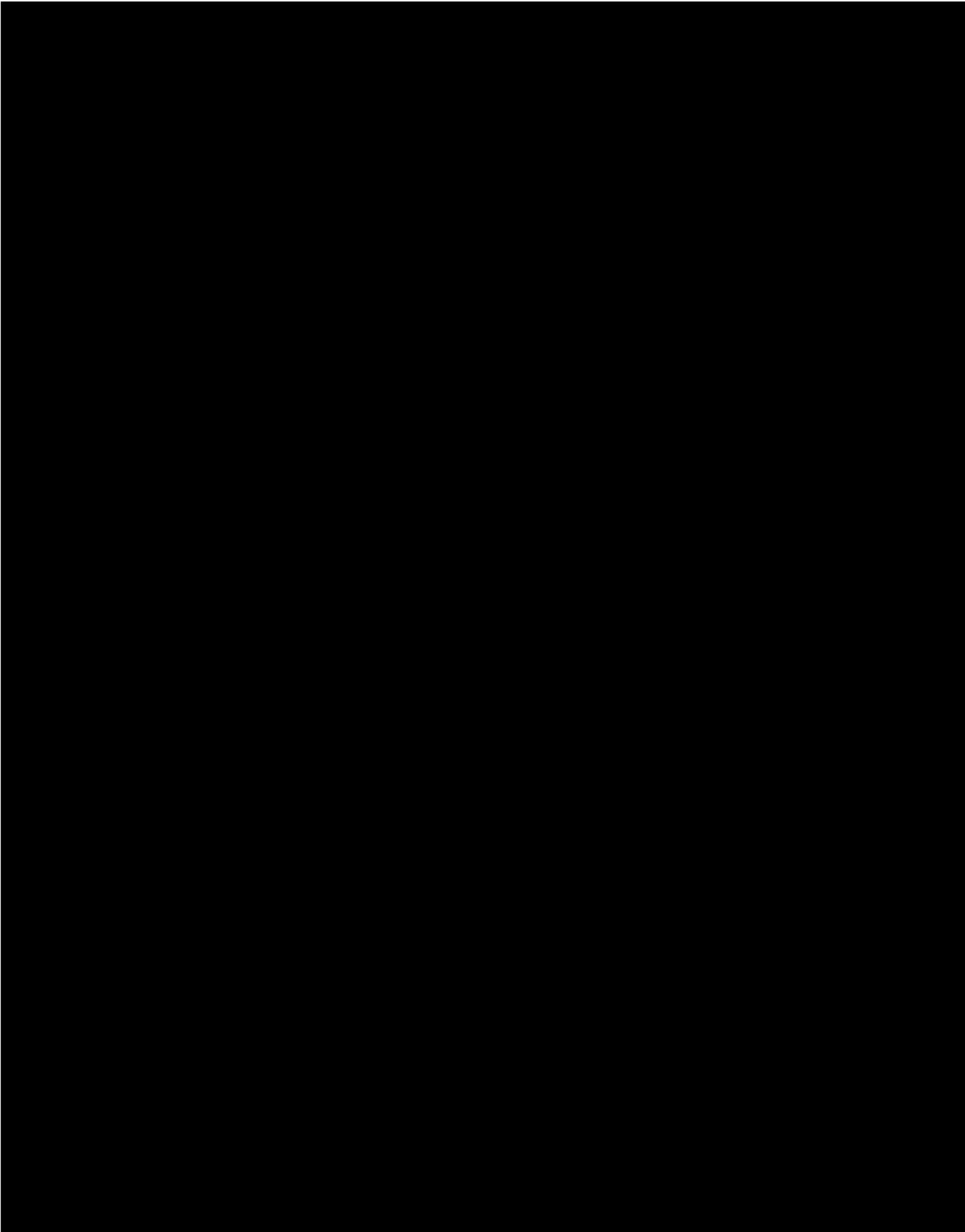
GOVERNANCE:

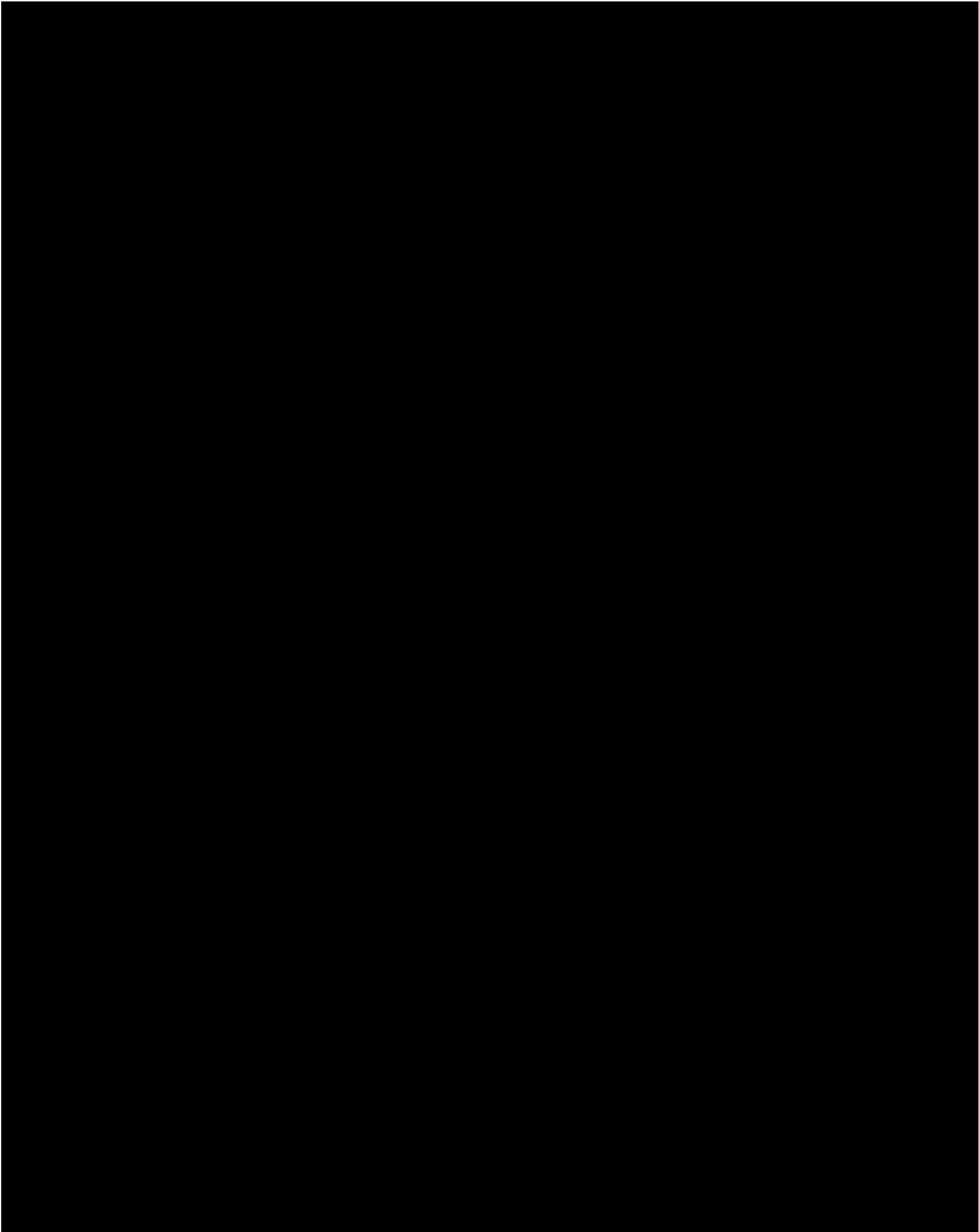
Home Office have the following governance arrangements in place:

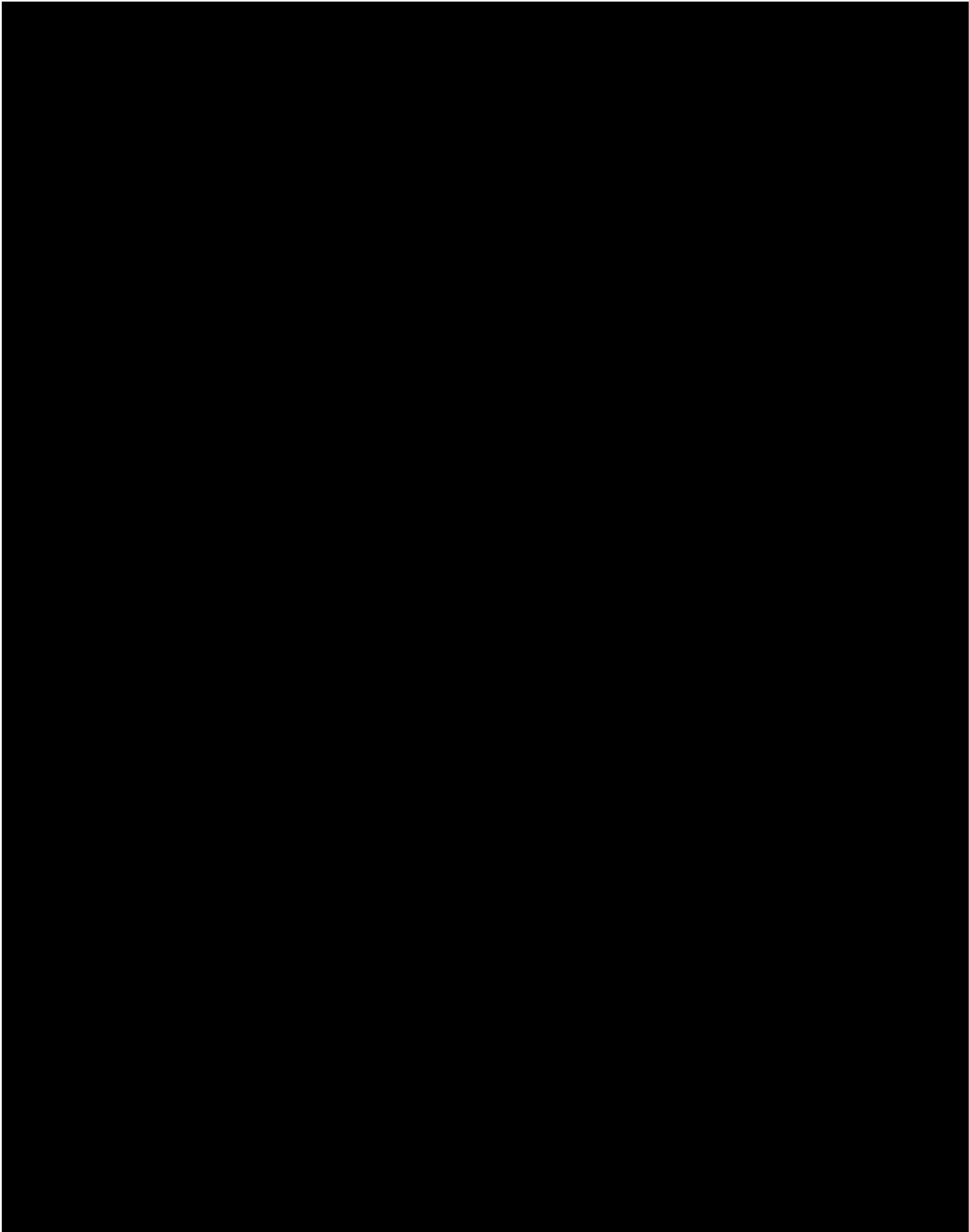
- The relevant Heads of Profession will Quality Assure the projects
- In-house Service Managers will decide on priorities going forward
- Home Office will retain key decision making

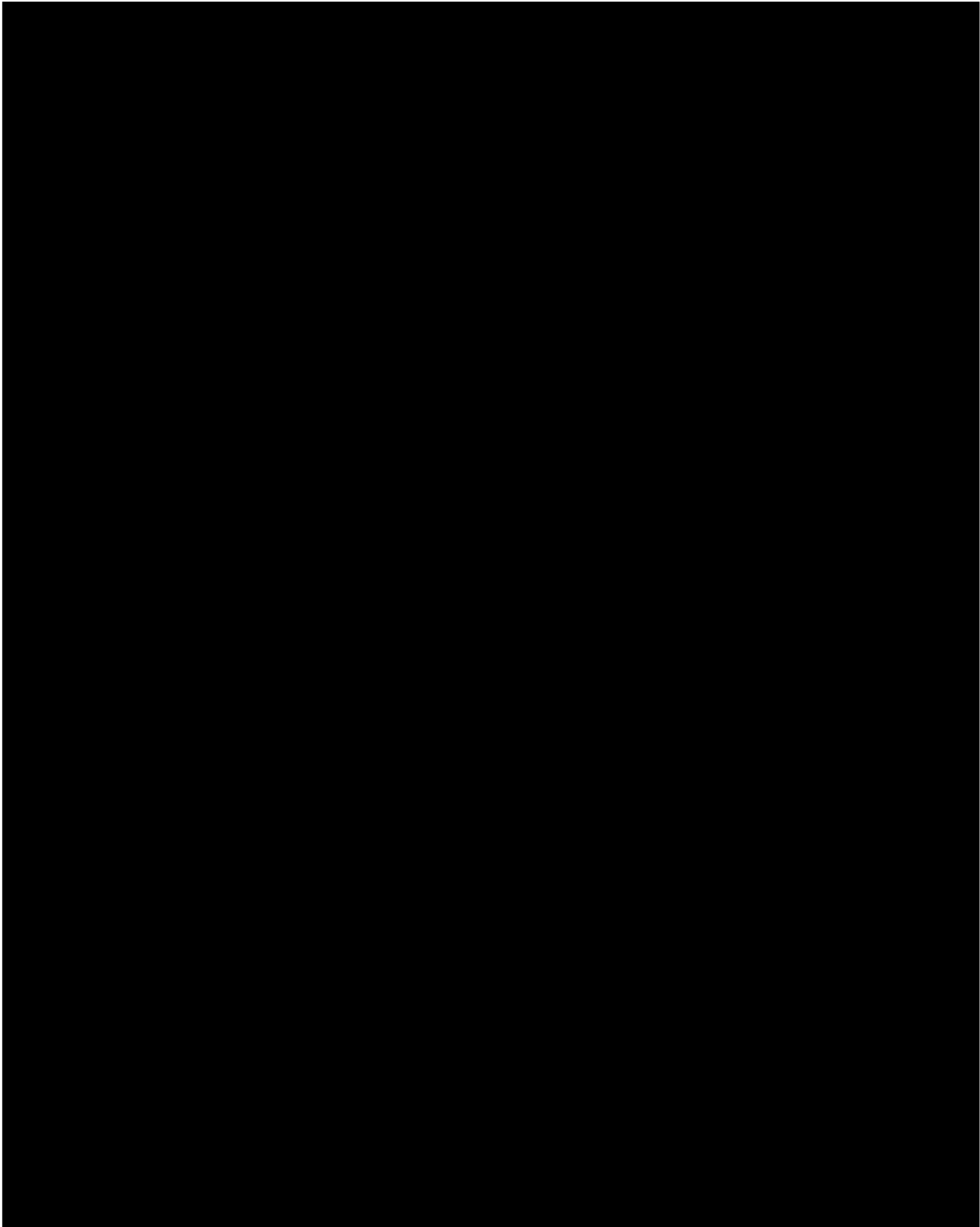
SCHEDULE 2 – SUPPLIER’S RESPONSE

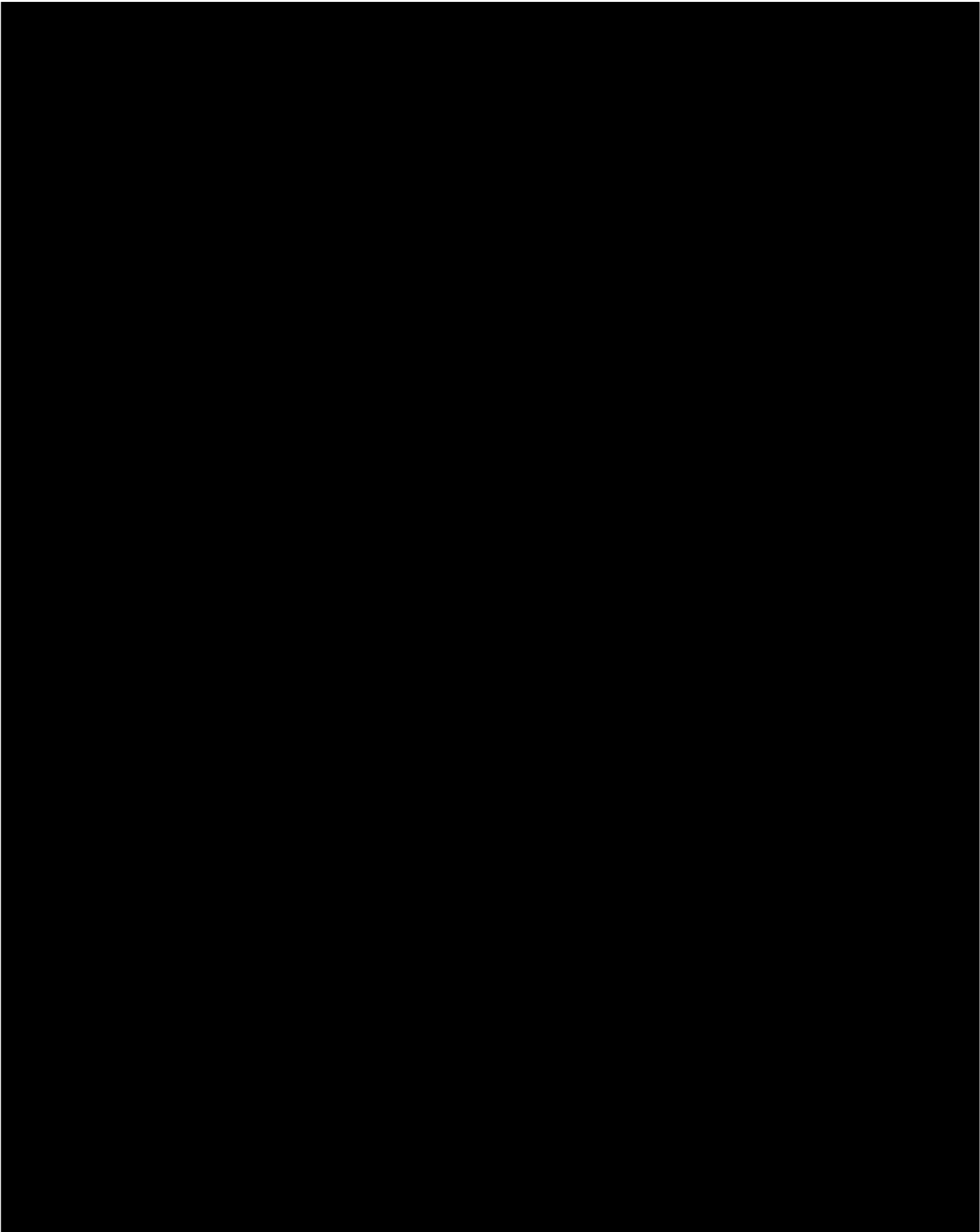


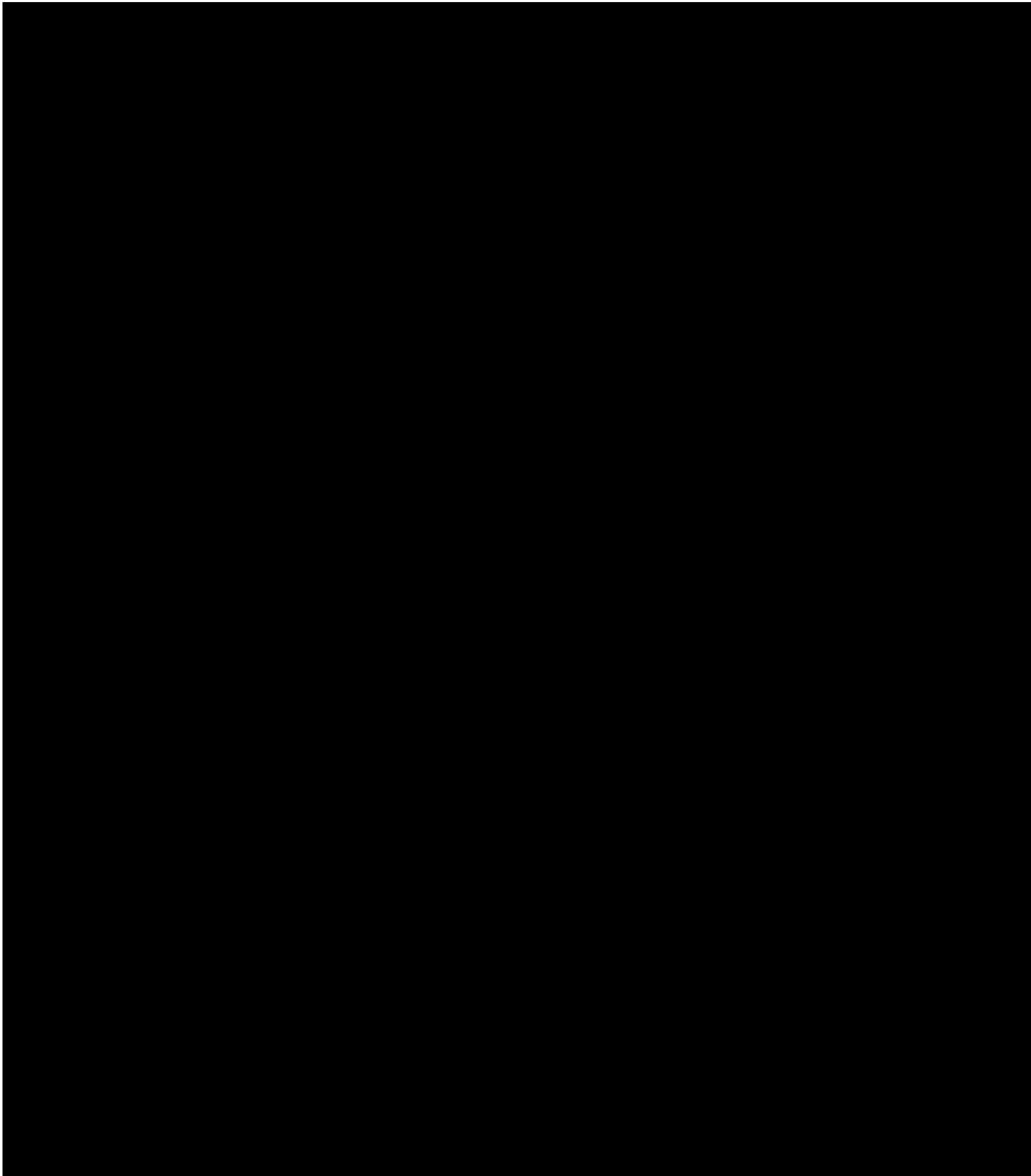


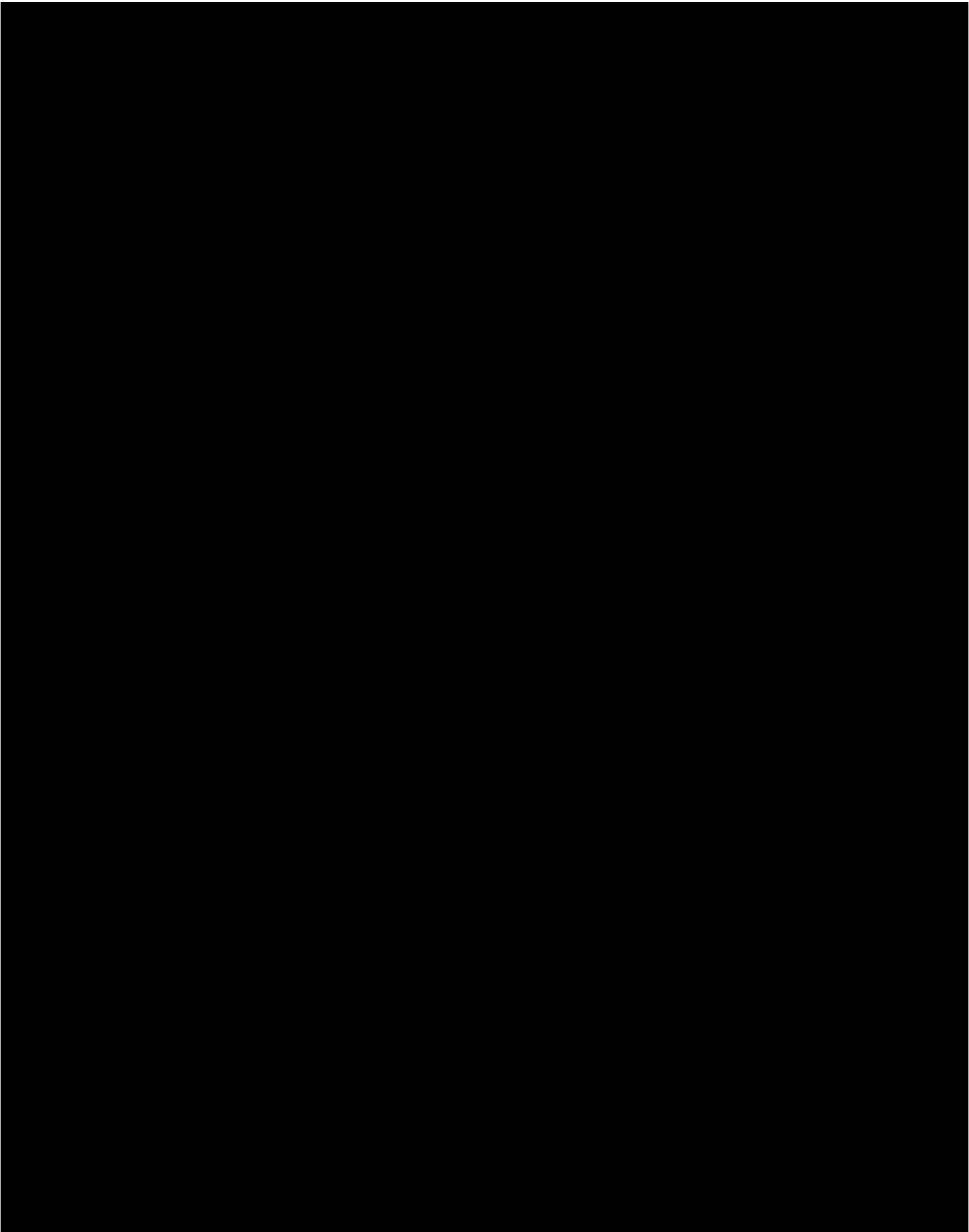


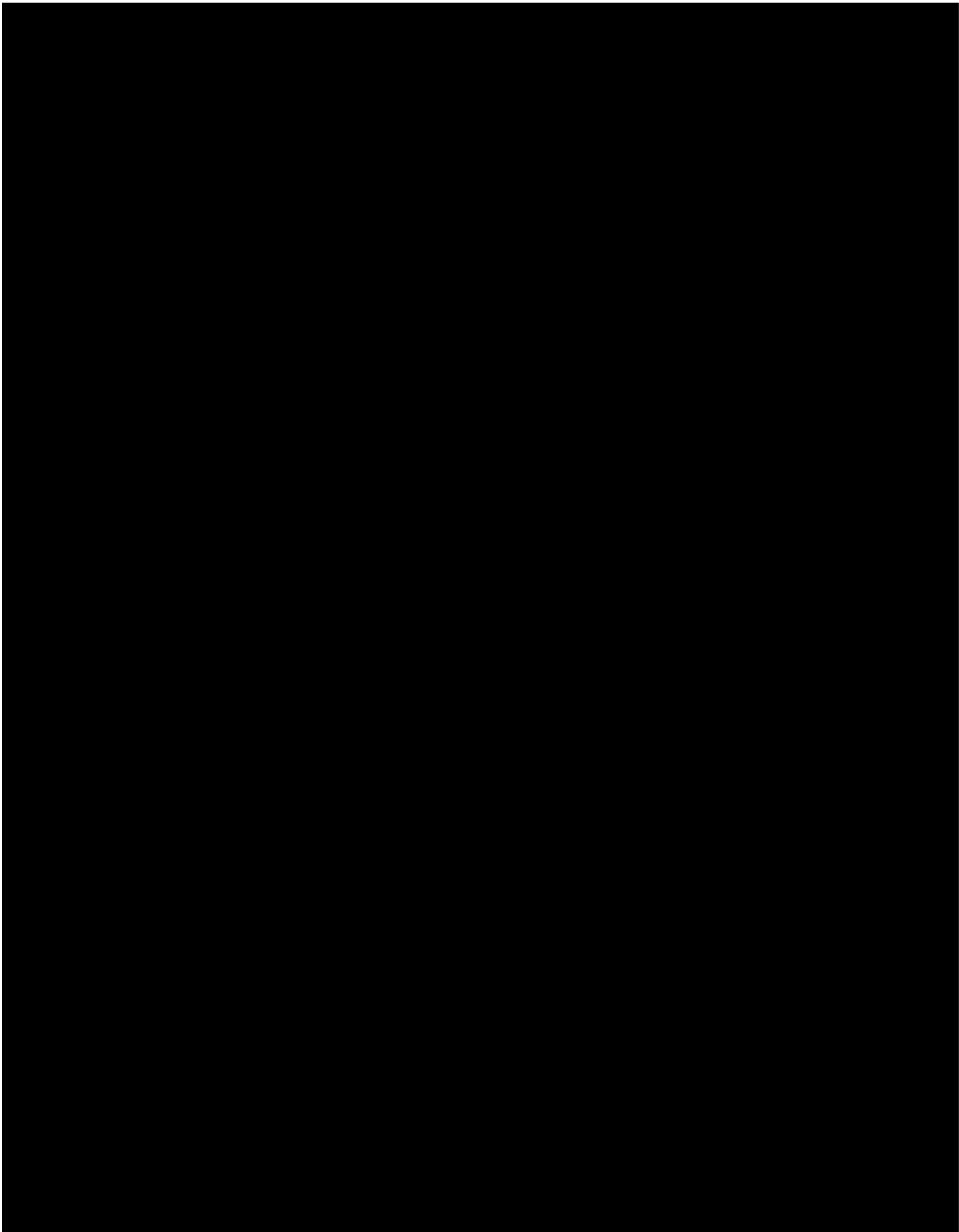














SCHEDULE 3 – ADDITIONAL CUSTOMER TERMS

1. RELEVANT CONVICTIONS

- 1.1 This Clause shall apply if the Customer has so specified in the Order Form.
- 1.2 The Supplier shall ensure that no person who discloses that he has a Relevant Conviction, or who is found to have any Relevant Convictions (whether as a result of a police check or through the Criminal Records Bureau procedures or otherwise), is employed or engaged in any part of the provision of the Services without Approval.
- 1.3 For each member of Supplier Staff who, in providing the Services, has, will have or is likely to have access to children, vulnerable persons or other members of the public to whom the Customer owes a special duty of care, the Supplier shall (and shall procure that the relevant Sub-Contractor shall):
 - 1.3.1 carry out a check with the records held by the Department for Education (DfE);
 - 1.3.2 conduct thorough questioning regarding any Relevant Convictions; and
 - 1.3.3 ensure a police check is completed and such other checks as may be carried out through the Criminal Records Bureau,
 - 1.3.4 and the Supplier shall not (and shall ensure that any Sub-Contractor shall not) engage or continue to employ in the provision of the Services any person who has a Relevant Conviction or an inappropriate record.

2. ADDITIONAL STAFFING SECURITY

- 2.1 This Clause 2 shall apply if the Customer has so stipulated in the Order Form.
- 2.2 The Supplier shall comply with the Staff Vetting Procedures in respect of all or part of the Supplier Staff (as specified by the Customer) and/or any other relevant instruction, guidance or procedure issued by the Customer that will be used to specify the level of staffing security required and to vet the Supplier Staff (or part of the Supplier Staff).
- 2.3 The Supplier confirms that, at the Commencement Date, the Supplier Staff were vetted and recruited on a basis that is equivalent to and no less strict than the Staff Vetting Procedures and/or any other relevant instruction, guidance or procedure as specified by the Customer.

SCHEDULE 4 – STATEMENT OF WORK (SoW)

1. SOW DETAILS

Date of SoW:	27/04/2016
SoW Reference:	DS02-114.1
Departmental customer:	Home Office
Supplier:	Kainos Software Limited
Release Type(s):	
Phase(s) of Development:	Beta
Release Completion Date:	Beta
Duration of SoW	40 days to complete Beta development phase
Charging Mechanism(s) for this Release:	Capped Time and Materials

- 1.1 The Parties shall execute a SoW for each Release. Note that Inception Stage, Calibration Stage and any ad-hoc Service requirements are to be treated as individual Releases in their own right (in addition to the Releases at the Delivery Stage); and the Parties should execute a separate SoW in respect of each.
- 1.2 The rights, obligations and details agreed by the Parties and set out in this SoW apply only in relation to the Services that are to be delivered under this SoW and shall not apply to any other SoW's executed or to be executed under this Contract unless otherwise agreed by the Parties.
- 1.3 The following documents shall be inserted as Annexes to this Schedule as soon as they have been developed and agreed by the Parties:
- 1.3.1 Annex 1: the initial Release Plan developed for this Release;
 - 1.3.2 Annex 2: the Stories which are to form the subject of this Release;
 - 1.3.3 Annex 3: the current Product Backlog; and
 - 1.3.4 Annex 4: High Level Objectives for the Release

2. KEY PERSONNEL

- 2.1 The Parties agree that the initially anticipated Personnel in respect of this Project are detailed in the table below, when onboarding the Supplier will discuss with the Customer team to explore the team needs and allocate the most appropriate people to get the job done.

2.2 Table of Personnel:

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3. DELIVERABLES - BETA



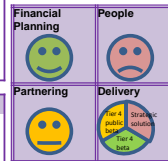
4. BALANCED SCORECARD & KPI'S

- 4.1 In addition to the Supplier's performance management obligations set out in the framework Agreement, the Parties have agreed the following Balanced Scorecard & KPIs for this Release. Balanced Scorecard Model. The measurement of the KPI will be suspended for the period that a third party outside the control of the Supplier is passed control of resolution of the problem. For the avoidance of doubt the time period prior to the passing of the resolution of a call to a third party outside the control of the Supplier will be counted as will the period from when the resolution is passed back to the Supplier from that third party or Customer.

Balanced Scorecard

KPI – FINANCIAL AND RESOURCE PLANNING		
Suppliers work with the Authority through planned monthly resourcing meetings and produce a costed resource profile on the standard template provided by the Authority. The forecast resource plans must be credible and capable of maintaining future delivery momentum.		
Measurement		
Costs are accurate and resource plans are credible.	Costs and/or resource levels are incorrect but the plan is broadly credible with some minor adjustments.	Costs and/or profiling do not align with the programme delivery plan and will require substantial reworking to make credible
Source		
Project Manager verification of supplier resource profile and plans feedback		
Owner		
Commercial with Delivery and Finance support.		

KPI - PARTNERING BEHAVIOURS AND ADDED VALUE		
Supplier promotes positive collaborative working relationships within and across team by acting in a transparent manner in line with partnering behaviours.		
Supplier shows commitment to IDP programme goals through adding value over and above the provision of compensated skilled personnel.		
Measurement		
- No behavioural problems identified.	- Some minor behavioural problems.	- Significant behavioural problems
- IDP workshops (such as pulse, think tank, lessons learned) attended and positive contributions made.	- Supplier only attends Some workshops or provides minor contributions.	- Supplier contributions are rare or insignificant and shows little interest in working with other suppliers
- Added Value recognised by the programme above provision of compensated skilled resource	- Supplier adds some value above provision of compensated resource but programme do not regard as significant.	- no added value contributions recognised by Programme.
Source		
Collective feedback on suppliers from both client and other supplier staff.		
Owner		
Commercial with Delivery verification.		



KPI - PEOPLE		
Successful recruitment and placement of key resources meets the planned deliverables and contractual obligations; the supplier pro-actively manages their resource skills by identifying skills issues early and in a timely fashion addressing any deficits.		
Measurement		
Supplier conversion of candidate to placement is not lower than 1:3 and/or placed resources are not substituted at the Authority's request in the month.	Supplier conversion of candidate to placement is less than 1:3 but no less than 1:6 and/or supplier is asked to swap out at least one resource in the month.	Supplier conversion of candidate to placement is less than 1:6 and/or is asked to substitute more than one resource in the month.
Source		
Project Managers verification of recruitment and retention.		
Owner		
Commercial with Delivery support.		

KPI - DELIVERY		
The team in which a supplier is a member has delivered all of the agreed stories in a month (or supplier specific agreed deliverables where the role may not be delivery focused. A supplier will achieve the RAG status of the team.		
Measurement		
All teams in which a supplier is a member of have delivered 100% of the planned stories for the month.	Less than 100% of the stories have been achieved by a team.	Less than 95% of the stories have been achieved by a team
Source		
Project Manager verification from retro's.		
Owner		
Commercial with Delivery verification.		

5. CONTRACT CHARGES

5.1 CAPPED TIME AND MATERIAL CHARGES

5.1.1 Where Services for this Release are being delivered on a Capped Time and Materials Basis, the provisions of this paragraph 5.1 and the Time and Material Rates set out at paragraph 5.3.5 shall apply.

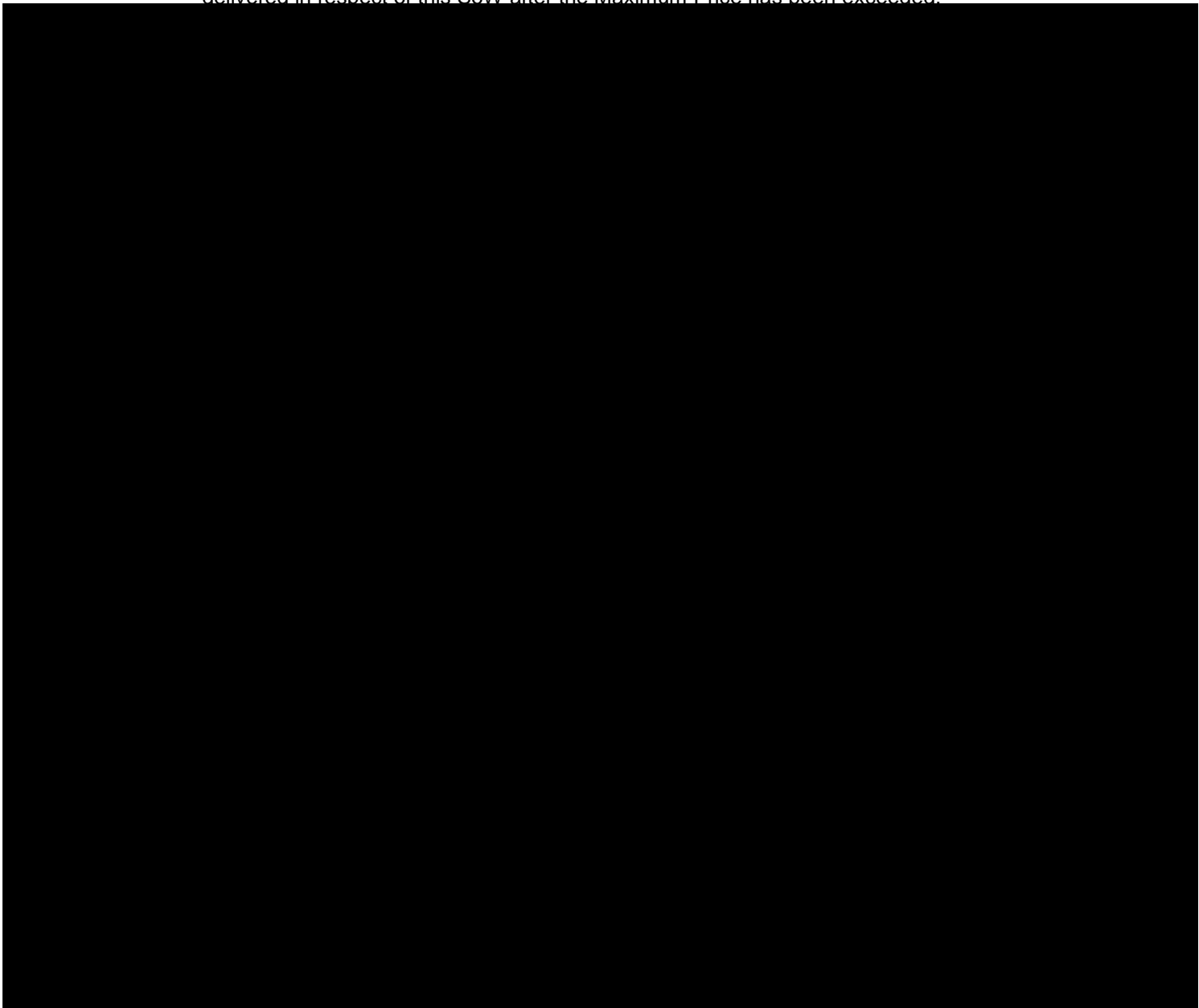
The maximum price the Supplier is entitled to charge the departmental customer for Services delivered on a Capped Time and Material Charges basis (excluding VAT, and for the avoidance of doubt excluding expenses) shall be:

[REDACTED]

5.1.2 Capped Time and Materials Contract Charges shall be calculated on a daily basis at the respective time and material rates for each Supplier Staff for every day, or pro rata for every part of a day, that the Supplier Staff are actively performing the Services and in accordance with the relevant rates for such Supplier Staff as required to perform such Services.

5.1.3 The Supplier acknowledges and agrees that it shall provide the Services in relation to this Release within the Maximum Price set out at paragraph 5.1.2 above and it shall continue at its own cost and expense to provide the Services even where the price of Services delivered to the departmental customer on a Capped Time and Materials basis has exceeded the Maximum Price.

5.1.4 The departmental customer shall have no obligation or liability to pay for the cost of any Services delivered in respect of this SoW after the Maximum Price has been exceeded.





5.2 PRICE PER STORY POINT CHARGES
Unused

5.3 TIME AND MATERIALS CHARGES
Unused

5.4 FIXED PRICE
Unused

6. SERVICE CREDITS

6.1 Unused

7. ADDITIONAL REQUIREMENTS

7.1

7.2

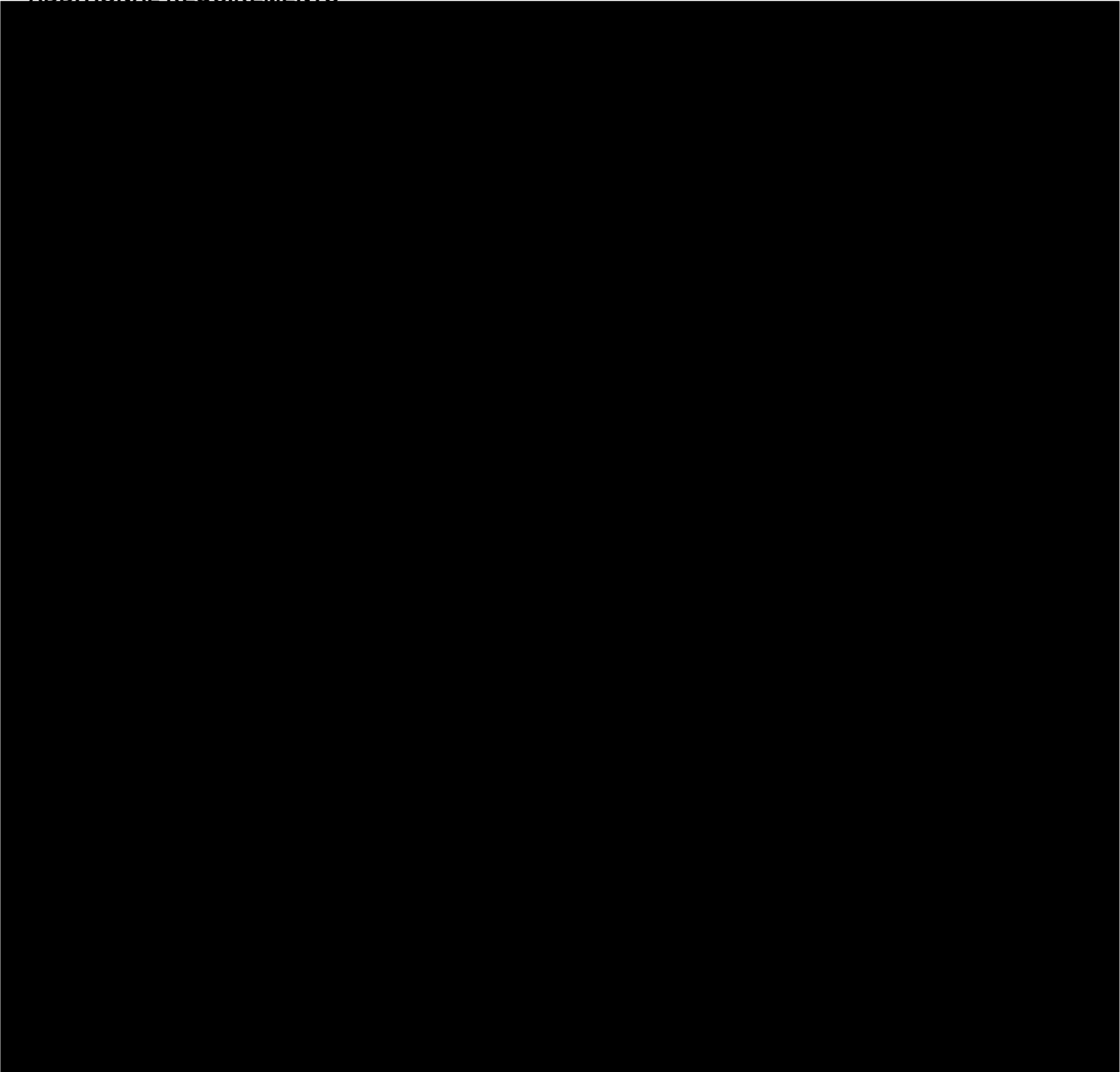
7.3

7.4

7.5

7.6

7.7





8. AGREEMENT OF SOW

8.1 BY SIGNING this SoW, the Parties agree to be bound by the Terms and Conditions set out herein:

For and on behalf of the Supplier:

Name and Title

Signature and Date

For and on behalf of the departmental customer:

Name and Title

Signature and Date

Please note that the first SoW is signed by CCS. Any subsequent SoW(s) would require the departmental customer's signature. With a copy sent to CCS for its records.



SCHEDULE 5 - CONTRACT CHANGE NOTE

Order Form reference for the Contract being varied:

PROJECT: DS02-XXX
CCN NUMBER: XX

BETWEEN: the “Customer”
Crown Commercial Service (CCS)
Acting as an agent on behalf of the departmental customer:
Customer Full Name
the “Supplier”
Supplier Full Name

1. The Contract is varied as follows and shall take effect on the date signed by both Parties:
- Reason for the change:
Please enter here
- Full Details of the proposed change:
Please enter here
- Likely impact of the change on other aspects of the Contract:
Please enter here
- Original Contract Value: £ Please enter here
Additional Cost due to change: £ Please enter here
New Contract Value to be: £ Please enter here
2. Words and expressions in this change Contract Note shall have the meanings given to them in the Contract.
3. The Contract, including any previous changes shall remain effective and unaltered except as amended by this change.

For and on behalf of the Supplier:

Name and Title _____
Signature and Date _____
X
Click here to enter a date.

For and on behalf of the departmental customer:

Name and Title _____
Signature and Date _____
X
Click here to enter a date.

the 'information' and 'communication' fields. The 'information' field is defined as:

...the study of the nature, sources, uses, and management of information, and the study of the communication of information. The field includes the study of the history, theory, and practice of information science, and the study of the communication of information. (p. 10)

The 'communication' field is defined as:

...the study of the nature, sources, uses, and management of communication, and the study of the communication of information. The field includes the study of the history, theory, and practice of communication science, and the study of the communication of information. (p. 10)

The 'information science' field is defined as:

...the study of the nature, sources, uses, and management of information, and the study of the communication of information. The field includes the study of the history, theory, and practice of information science, and the study of the communication of information. (p. 10)

The 'communication science' field is defined as:

...the study of the nature, sources, uses, and management of communication, and the study of the communication of information. The field includes the study of the history, theory, and practice of communication science, and the study of the communication of information. (p. 10)

The 'information science and communication' field is defined as:

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