

Order Form

Framework agreement reference: NHS DWS framework (MC)

Date of order	13th June 2023	Order Number	DDaT23220 To be quoted on all correspondence relating to this Order
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FROM

Customer	UK Shared Business Services (UKSBS)	"Customer"
Customer's Address	UK Shared Business Services Polaris House North Star Avenue Swindon SN2 1FF	
Invoice Address	UK Shared Business Services Polaris House North Star Avenue Swindon SN2 1FF	
Contact Ref:	Name: [REDACTED] Address: Polaris House, North Star Avenue, Swindon, SN2 1FL Phone: [REDACTED] e-mail: [REDACTED]	

TO

Supplier	SOFTCAT PLC	"Supplier"
Supplier's Address	Solar House, Fieldhouse Lane, Marlow, Bucks, SL7 1LW	
Account Manager	Name: [REDACTED] Phone: [REDACTED] e-mail: [REDACTED]	

GUARANTEE

Guarantee to be provided	No
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Where a guarantee is to be provided then this Contract is conditional upon the provision of a Guarantee to the Customer from the Guarantor in respect of the Supplier. Details of the Guarantor (if any) are set out below:

Parent Company	N/A	"Guarantor"
Parent Company address	N/A	
Account Manager	N/A	

1. TERM
(1.1) Commencement Date
The Call-Off Contract shall commence on Monday 3 rd July 2023.
(1.2) Expiry Date
The Contract shall expire on the date (2 nd July 2025) which is 24 Months after the Commencement Date with an optional upto12-month extension subject to budgetary approval.
2. GOODS AND SERVICES REQUIREMENTS
(2.1) Goods and/or Services
<p>Services to be provided as per Annex 1 – that has been set out in the main Mini Competition document – Section 4 Specification</p> <p>The service will be required for an initial 2 years with an option to extend the contract for up to 1 year if required, the optional extension is subject to budgetary approval.</p> <p>The Job Roles provided within pricing schedule Annex 2 will be utilised on a call-off basis for the duration of the contract.</p>
(2.2) Premises
<p>UK Shared Business Services Polaris House, North Star Ave, Swindon SN2 1FF</p>
(2.3) Lease/ Licenses
N/A
(2.4) Standards
N/A
(2.5) Security Requirements
Security Policy
N/A
Additional Security Requirements
<p>1: Supplier is required to meet a minimum of ISO27001 standard</p> <p>2: Security vetting, protocols, NDA, secure AVD access, roles & responsibilities / RBAC). No live data will be stored or accessed offsite. Data will be restricted to dummy and / or synthetic in order to design and test solutions in non-Production copy environments</p>
Processing personal data under or in connection with this contract
Supplier shall ensure to compliant with General Data Protection Regulation (Regulation (EU) 2016/679), GDPR Annex A is attached in relate to processing personal data.

(2.6) Exit Plan (where required)

Prior to the End of the Call-Off Contract, whatever the status of the Project is, the Supplier resources will, as part of a Call-Off Contract close down activity:

- ensure that all Customer documentation is up to date and transferred to the Customer's libraries;
- participate in a "lessons learned" meeting to be convened by the Customer;
- return all Customer documents, records and data within its possession to the Customer together with any design documents (both technical and report designs), test scripts and validation and sign off documents;
- return all UK SBS equipment as supplied to the Supplier resources i.e. laptops, battery chargers, laptop cases – approved courier services to be engaged by the Customer for these purposes

(2.7) Environmental Plan

N/A

3. SUPPLIER SOLUTION**(3.1) Supplier Solution**

N/A

(3.2) Account structure including Key Personnel

Customer:

[REDACTED]

Supplier:

[REDACTED]

(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods

Softcat will subcontract 100% of the deliverables to Database Service Provider Global Ltd.

For the lifetime of the contract Softcat shall exercise due skill & care in the selection of any sub-contractors & will monitor them in accordance with good industry practice.

Before a subcontractor/partner is appointed Softcat will perform Financial Risk Assessments to ensure Contracting Bodies are not exposed to unnecessary risk.

(3.4) Outline Security Management Plan

N/A

(3.5) Relevant Convictions

N/A

(3.6) Implementation Plan

N/A

4. PERFORMANCE QUALITY

(4.1) Key Performance Indicators

SLAs in accordance with the agreed timescales and outcomes of each API, Change, Continuous Improvement, or MOG-related work package, will be agreed by both the supplier and customer.

In accordance with the agreed approach, the Customer and Supplier will hold regular weekly project meetings to track progress.

At four-weekly intervals, an approval/checkpoint meeting will be held between the ABI Lead and the Customer representative to determine if the Supplier has met objectives agreed at the start of each invoice period.

Subject to a positive outcome re: the above paragraph, the Customer's representative shall approve the Supplier's invoice submission and forward the invoice and approval to finance@uksbs.co.uk as per Call Off Contract and Charges section.

(4.2) Service Levels

When providing the Services, the Supplier shall as a minimum ensure that it achieves the following service levels:

- Severity 1 – time to respond 30 service minutes, target resolution 8 service hours
- Severity 2 – time to respond 1 service hour, target resolution 12 service hours
- Severity 3 - time to respond 2 service hours, target resolution 24 service hours
- Severity 4 - time to respond 2 service hours, target resolution 40 service hours

If the level of performance of the Supplier during the Contract Period:

- (i) fails to achieve a Service Level in respect of each element of the Service that constitutes a Critical Service Failure, the Customer shall be entitled to terminate this Contract.

5. PRICE AND PAYMENT

(5.1) Contract Price payable by the Customer in accordance with the commercial schedule set out in the framework agreement (including applicable discount but excluding VAT), payment profile and method of payment (BACS)

The total maximum value for this requirement for the initial 2 years shall not exceed £3,000,000.00 excluding VAT.

The Customer would also like to include an option to extend the contract for up to 1 year if required, and the estimated maximum cost shall not exceed £1,500,000.00 excluding VAT for this optional extension period. However, the budget for the optional extension has not been secured.

Therefore, subject to budgetary approval, the maximum potential value of the contract (2+1 year) shall not exceed 4,500,000.00 excluding VAT. However, the Customer is not committed to spend the whole amount.

Day rate details for job roles as per submitted AW5.2 – Pricing Schedule – DDaT23220

(5.2) Invoicing and Payment

The Supplier shall issue invoices monthly in arrears. The Customer shall pay the Supplier within thirty (30) days of receipt of a Valid Invoice, submitted in accordance with this paragraph 5.2, the

payment profile set out in paragraph 5.1 above and the provisions of the Contract.

Please ensure that the Purchase Order number is quoted on all invoicing. Invoices to be submitted to UK Shared Business Services, Polaris House, Swindon, Wiltshire, SN2 1FF. Emails sent to:

6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES

(6.1) Supplemental requirements

N/A

BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES to enter a legally binding contract with the Customer to provide the Goods and/or Services. The Parties hereby acknowledge and agree that they have read the NHS Conditions of Contract for purchase of goods and/or Services and by signing below agree to be bound by the terms of this Contract.

For and on behalf of the Supplier (Softcat Ltd):

Name and Title		
Signature		
Date	03.07.23	

For and on behalf of the Customer (UK SBS):

Name and Title		
Signature		
Date		

Annex 1 – Section 4 – Specification

Introduction

This proposed Contract is required for the provision of supplier professional services to support and assist in the delivery of a number of Digital & Information strategic aims. The Supplier and its' resources should be conversant with the supply, support and maintenance of software services focused on but not limited to enterprise resource planning (ERP) and human capital management (HCM) systems.

This requirement includes several different work packages, these include: -

The delivery of **Oracle e-Business automation** functionality in partnership with the Automation and Business Improvement (ABI) team.

The delivery of **Application Programming Interface (API)** management processes in partnership with the ABI and System Engineering (applications-based) teams, enabling digital ways of working within UKSBS Ltd and in support of Client groups across on premise and Cloud Platforms incorporating Software as a Service (SaaS) elements, also within the current ABI team's remit.

The provision of support and delivery services in the analysis, planning and deployment of '**Machinery of Government**' (**MOG**) business group changes impacting multiple Government Departments' people, data, and organization structures across a number of enterprise applications and interfaces.

The provision of support and delivery services in **the analysis, planning and deployment of Change and Continuous Improvement** requests that form a key component of UK SBS' shared service offerings.

Further, it is for the provision of **Business as Usual (BAU) type support services** to the System Engineering BAU and Change work streams (to augment existing structures or allow for backfill to facilitate permanent movements into high profile Programmes to move to Cloud services i.e., the Shared Services for HR, Accounting, Reporting and Procurement (SHARP) programme, or to upgrade existing on-premises applications along confirmed/accepted pathways i.e., Dept of BEIS Oracle Estate (BOE) upgrade).

The successful bidder will be expected to work alongside a number of Customer resources with system engineering (functional configuration) skills; with technical development (coding and system query) skills; with forms automation and API backgrounds (developing interfaces with ETLs and / or APIs); with strong solution architectural and analytical skills (i.e. to evaluate Tax Year End patching, to evaluate

and plan for Machinery of Government changes); and with strong, well developed 2nd and 3rd line support skills (BAU, supporting end users via a CX and incident management system such as ServiceNow)

Aims & Objectives

The Aim is 'what' to be achieved at high level, and the Objective is the 'how'

The Contract is for the provision of supplier professional support to provide services to assist in:

- The delivery of Oracle e-Business automation functionality including but not limited to forms and chatbot development.

How: this is an ongoing opportunity managed through the Automation and Business Improvement group within Digital & Information (D&I).

- the delivery of Application Programming Interface (API) management processes enabling digital ways of working within UK SBS Ltd and in support of Client groups across on-premises and Cloud platforms incorporating Software as a Service (SaaS) elements; **How:** this is an ongoing opportunity managed through the Automation and Business Improvement group within Digital & Information (D&I). Developer and technical workstreams can request the use of Government / Public Sector APIs (via an approvals process linked to the [API Catalogue \(www.api.gov.uk\)](http://www.api.gov.uk) site), as well as develop their own based on third party or open-source APIs. The API Catalogue is a central part of the Data Standards Authority's API programme, which aims to improve how APIs are produced, managed and used across Government and Public Sector bodies
- The analysis, planning and delivery of 'Machinery of Government' (MOG) business group changes impacting enterprise applications and interfaces;

How: announced as part of PM Rishi Sunak's Cabinet and Departmental reshuffle in February 2023 – the work associated with these changes including the analysis for immediate, near-term (0 – 3 months), medium-term (3 – 6 months) and longer-term (6 – 12 months +) deliverables; the system configurations; the movements of people, data, and other artefacts; and the re-branding, are all new requirements under this tender exercise.

- The provision of Change and Continuous Improvement requests as submitted, agreed upon, funded and determined by external client groups and internal business drivers;

How: this is an ongoing function of UK SBS' shared service offering, working via the Partnership & Change Partnership Managers to elicit and facilitate the inception, analysis and delivery of change or continuous improvement via the Project Management Office's triage functions:

- The provision of Business as Usual (BAU) type support services to system engineering BAU and Change work streams (to augment existing structures or allow for backfill to facilitate permanent movements into high profile Programmes to move to Cloud services i.e., the Shared Services for HR, Accounting, Reporting and Procurement (SHARP) programme, or to upgrade existing on-premises applications along confirmed/accepted pathways i.e., Dept of BEIS Oracle Estate (BOE) upgrade).

How: this is an ongoing function of UK SBS' shared service offering, with internal and external clients raising tickets notifying operational support staff via a tiered delivery and support model of actual or potential defects within the supported systems – the primary purpose for partnering with a Supplier being to free up UK SBS resource to provide subject matter expertise on the above-mentioned programmes.

Background to the Requirement

Any history: The aims and objectives of this requirement to source a Supplier tie into the broader Mission and Vision statements of UK SBS vis-à-vis it becoming the leading UK public sector business services provider, actively sought out by Government bodies, whereby 'we' provide high quality and easy to use business services that add value to our partners.

The requirement for a Supplier as outlined in this document adheres to and facilitates the strategic direction of travel UK SBS Ltd is taking with D&I at the vanguard, to move from on-premise to SaaS ways of working; to continue a Supplier partnership working in tandem to develop APIs to improve customer service and operational functions by automating manual features, i.e. through the introduction of chat bots; and to continue directly or indirectly (via backfilling for permanent resource) to support large, complex multi-£million upgrade projects and major Programmes designed to transform people and data systems and processes.

Recent development: PM Rishi Sunak's Government announced a complex, multi-faceted Machinery of Government change on 7th February 2023 impacting the existing Department of Business, Energy and Industrial Strategy (BEIS); the Insolvency Service (INSS); the Department for Digital, Culture, Media & Sport (DCMS); the UK Space Agency (UKSA); the Cabinet Office; and the Trade Remedies Authority (TRA). Three new Departments were announced, and various people, data and service movements have been determined / are to be determined requiring a high level of both technical and business analytical skills to facilitate the necessary system changes and promote the correct outputs. This work is covered off under Section Requirements.

Business activities: see Section scope and Section Requirements for business groups, areas and activities impacted or required/desired.

Business functions and processes: see Section scope and Section. Requirements for business groups, areas and activities impacted or required/desired.

Organisation and staffing: A Supplier would be expected to provide a pool of dedicated resource for UK SBS / D&I usage, consisting of a number of specialists (see roles and responsibilities). They would be **embedded within teams** in order to foster strong working relationships, an approach that has worked well previously.

Note: This requirement is outside of IR35 - The off-payroll working rules

With hybrid working - following Covid-lockdown return to work planning - the expectation is for a blend of online and office in-person meetings and briefings (depending on the nature of the work package / the needs of the client or internal group) to create the best working environment for successful delivery.

Additional resource requirements would be communicated via the relevant team / team leads via the management chain to the agreed Supplier manager within UK SBS / D&I, with conversations to follow with the Supplier's account manager. The identification, vetting and onboarding (including connectivity) would be handled jointly between the Supplier, the UK SBS / D&I Supplier manager / HR / Onboarding / Security Vetting groups within UK SBS.

Roles & responsibilities: The Supplier will be working alongside a number of subject matter experts covering a range of system engineering, architecture, technical development, data-oriented, and business & process analyst roles, with occasional interactions with database specialists, release schedulers, and project management office professionals, sat within Applications Support, Operations, Service Delivery, Partnership & Change, Networks, Infrastructure, Environments and Security.

For automation, API, Change, Continuous Improvement and BAU support activities the Supplier would be required to propose resources with specialist knowledge in the areas of payroll, financials, supply chain, human capital management, and technical interface capabilities (supported by their own team lead / project management / account management roles).

For Machinery of Government changes there is a specific need for the following Supplier resource to support the above referenced UK SBS talent pool (based on current known deliverables that may shift, therefore requiring a degree of flexibility on behalf of the Supplier to find additional resources):

- For general ledger assignments, to support D&I finance analysts, system engineers, and Operations finance analysts:
 - Programme Manager
 - Project Manager
 - Technical Consultant (Financials experience)
 - Functional Consultant (Financials SME)
- For payroll separation and onboardings:
 - Project Manager
 - Technical Consultant (Payroll experience)
 - Functional Consultant (Payroll SME)

The Supplier's resources will access UK SBS networks, systems and products (as permitted for their work) via a Virtual Private Network (VPN) connection, allowing them to use their own equipment. Access to specific environments and instances will be by prior agreement and on a needs-only basis; responsibilities will be assigned in accordance with security segregation of duty policy (as applies to permanent staff), prohibiting inappropriate levels of access to restricted parts of the IT estate 'we' (UK SBS) are responsible for.

As their employer, the Supplier will be responsible for ensuring that all of their resources (permanent or contractor) are aware of, and adhere to, the guidance, instructions, principles and policies embedded within the **Non-Disclosure Agreement** that will be signed prior to contract sign off. The Supplier will, as part of their bid / contractual obligations, be required to demonstrate an off-boarding process that ensures the sanctity of data and IP.

Scope

D&I needs a reliable, dedicated, professional group of Supplier resources with a blend of technical developer, functional consultant (system engineer), analytical and project management skills, to support or wholly own:

- the delivery of Automation features within the ROE and BOE estates; this will involve:
 - data, developer, technical and system engineering team meetings (internal and Supplier, with/without client groups).
 - workshop attendance to promote and disseminate ideas.
 - system configuration following the allocation of appropriate system responsibilities and tools.
 - end-to-end testing – including via interfaces to external agencies and Third-party products - to determine the correct output.
 - Production system updates to promote agreed working changes into live systems via Change Advisory Board and Release & Environment Management forums.
 - email correspondence.
 - documentation of requirements and test outputs.
 - training documentation if applicable depending on the nature of the deliverable and the support dynamics post-implementation.
- the development and implementation of mono- or bi-directional APIs supporting process flows intra-system or via interfaces between on-premises and third-party products to facilitate the safe and efficient flow of data; Delivery of API services will involve:
 - data, developer, technical and system engineering team meetings (internal and Supplier, with/without client groups).
 - workshop attendance to promote and disseminate ideas.
 - system configuration following the allocation of appropriate system responsibilities and tools.

- end-to-end testing – including via interfaces to external agencies and Third-party products - to determine the correct output.
 - Production system updates to promote agreed working changes into live systems via Change Advisory Board and Release & Environment Management forums.
 - email correspondence.
 - documentation of requirements and test outputs.
 - training documentation if applicable depending on the nature of the deliverable and the support dynamics post-implementation.
- the analysis, planning and delivery of 'Machinery of Government' (MOG) business group changes impacting enterprise applications and interfaces to agreed timescales (tbd); this will involve:
 - weekly team meetings (internal and Supplier, with/without client groups) to determine progress against delivery metrics;
 - monthly account-Supplier level meetings with a nominated Supplier resource manager and a senior member of the D&I management structure;
 - workshop attendance to promote and disseminate ideas;
 - the allocation of appropriate responsibilities and tools;
 - system configuration and end-to-end testing – including via interfaces to external agencies and Third-party products - to determine the correct output i.e., payments, receivables, ledger, banking files, pension files;
 - Production system updates to promote agreed working changes into live systems via Change Advisory Board and Release & Environment Management forums;
 - email correspondence;
 - documentation of requirements and test outputs; training documentation if applicable depending on the nature of the deliverable and the support dynamics post-implementation
- the delivery of Change and Continuous Improvement requests as submitted, agreed upon, funded and determined by external client groups and internal business drivers to agreed timelines (each CR or CI will have a monthly or quarterly release cycle date associated with it depending on whether it's a mandated requirement i.e. legislative, whether it needs to tie in with a processing date i.e. payroll month end / tax year end, whether there are resource availability conflicts and such); this will involve:
 - data, developer, technical and system engineering team meetings (internal and Supplier, with/without client groups).
 - workshop and Joint Partnership Board attendance to promote and disseminate ideas;
 - system configuration following the allocation of appropriate system responsibilities and tools;
 - end-to-end testing – including via interfaces to external agencies and Third-party products - to determine the correct output.
 - Production system updates to promote agreed working changes into live systems via Change Advisory Board and Release & Environment Management forums;

- email correspondence;
- documentation of requirements and test outputs; training documentation if applicable depending on the nature of the deliverable and the support dynamics post-implementation
- The delivery of Business as Usual (BAU) type support services, processing incidents and requests raised on mediums such as ServiceNow and assigned to system engineering BAU and Change work streams in accordance with agreed Service Level Agreements (the Supplier should endeavor to meet UK SBS SLA metrics). This will involve:
 - data, developer, technical and system engineering team meetings (internal and Supplier, with/without client groups);
 - weekly checkpoint meetings to review output versus agreed Service Level Agreement metrics;
 - workshop attendance where required to discuss complex issues and resolutions;
 - system configuration following the allocation of appropriate system responsibilities and tools;
 - end-to-end testing – including via interfaces to external agencies and Third-party products - to determine the correct output;
 - Production system updates to promote agreed working changes into live systems via Change Advisory Board and Release & Environment Management forums 'or' as 'frequent flyer' standard fixes that require a lower level of approval;
 - email correspondence;
 - documentation of requirements and test outputs;
 - training documentation if applicable depending on the nature of the deliverable and the support dynamics post-implementation

The Services will be delivered to the Customer's address at Polaris House, 5 North Star Avenue, Swindon, SN2 1FL in terms of a physical presence (if required) and the delivery of system updates (with data centres sited on-premise at this point in time).

Potential demand – with the inclusion of MOG-related work (and the potential for this to be spread over a 12-month calendar period) on top of ongoing automation, API, CR, CI and BAU work (to support / facilitate transfers to SHARP, BOE Upgrade, Matrix planning and analysis), projections from the Customer indicate that it will need support across the various areas for the two-year period (as a minimum) identified under the proposed arrangement, with a further 12-month extension (as referenced) subject to agreement and budgetary approvals being received.

Potential for the range of services to increase (or reduce) – with MOG changes still to be finalised, potentially more Departmental moves to accommodate, a re-baselining of the SHARP programme (with knock-on effects to support and delivery timelines for the Supplier and D&I staff deliverables), the potential for involvement in Matrix discussions and design, system & process disruption as a result of BOE Upgrade work and its' impact on dependent systems and products, there is every possibility of

an uptick in both deliverable requirements as well as the need to extend and increase supporting resource pools. Clarity around these will be forthcoming – in all likelihood – over the next few months and may only be rationalised in full beyond the sign off date.

Security needs – Security vetting, protocols, NDA, secure AVD access, roles & responsibilities / RBAC). No live data will be stored or accessed offsite. Data will be restricted to dummy and / or synthetic in order to design and test solutions in non-Production copy environments

If required and requested to do so by the Customer (UK SBS), the Supplier will, within 10 working days of the date of this contract, develop (and obtain the Customer's written approval of), a Security Management Plan and an Information Security Management System.

Provision by the Customer of laptops (where 'own' kit has not been enabled with VPN access) and associated equipment i.e. battery, cabling, laptop case, mouse, adapters with appropriate software and access to relevant Customer systems; -Kick Off meeting to introduce Supplier team to UK SBS ABI team and ways of working. - Kick Off meeting to introduce Supplier team to UK SBS D&I (Applications Support) team and ways of working in BAU – for the provision of access and understanding of how support systems, process, instructions, configuration guidance, and fix delivery processes work

The offboarding plan for this Call-Off Contract is: Prior to the End of the Call-Off Contract, whatever the status of the Project is, the Supplier resources will, as part of a Call-Off Contract close down activity:

- ensure that all Customer documentation is up to date and transferred to the Customer's libraries;
- participate in a "lessons learned" meeting to be convened by the Customer;
- return all Customer documents, records and data within its possession to the Customer together with any design documents (both technical and report designs), test scripts and validation and sign off documents;
- return all UK SBS equipment as supplied to the Supplier resources i.e. laptops, battery chargers, laptop cases – approved courier services to be engaged by the Customer for these purposes

GDPR: Supplier shall ensure to compliant with General Data Protection Regulation (Regulation (EU) 2016/679), GDPR Annex A is attached in relate to processing personal data.

Requirement

UK SBS (specifically the Automation and Business Improvement (ABI), and Applications Support teams, within Digital & Information) is seeking to engage a Supplier and its' technical

and engineering developers to support internal UK SBS resources to develop a number of key strategic aims.

With regards to the ABI team, requirements will be set around the following areas:

- API re-development and re-use with regards to application interfaces (both internal and external facing), and;
- the automation of features connected to the primary and sub-processes associated with the Starters, Movers and Leavers (SML) processes as managed on the Research Councils Oracle Estate (ROE) and Department of Business, Energy and Industrial Strategy (BEIS) Oracle Estate (BOE) (as currently known).
 - NB: Application Programming Interfaces (APIs) are computing interfaces that define interactions between multiple software intermediaries, defining the kinds of calls or requests that can be made, how to make them, the data formats that should be used, and the conventions and rules to follow. They allow for data to be pushed/pulled around and between systems. APIs do not collect, use or delete data, merely act as a conduit to facilitate the movement of data pertaining to a specific process.

The ABI team, in conjunction with other internal organisations (including HR Service Delivery and the Service Improvement & Assurance Team (SIAT)), have previously identified process areas for automation and API development, and are currently supported by a 3rd party supplier – the work packages outlined herein are for continuity purposes in one sense, with additional objectives and requirements to be consumed.

Areas of focus to support the delivery of automation features, process and forms simplification, within the context of Change Request (CR) and Continuous Improvement (CI) activity:

- Service Delivery (Finance, Procurement, HR & Payroll) affecting the Starters, Movers, Leavers (SML) processes;
- Data breach focus areas;
- Data error focus areas including:
 - Identification of Data Quality issues;
 - Corporate strategic focus areas;
 - Hi manual effort/ low value-add processes;
 - Covering Known and TBC areas of focus:
 - Known:
 - Onboarding/Offboarding, Email/Role Updates, Allowances, Bonus', Expenses, Replace existing manual data loaders/scrapers
 - Workflow harmonisation and streamlining
 - MI Reporting – identification of workforce intelligence opportunities
 - OBI (Oracle Business Intelligence reporting) – identification of ETL performance fine tuning, data retrieval improvements
 - Service Desk (IT & Corporate)
 - Manual administrative processes
 - User Provisioning harmonisation and streamlining

In each instance, the Supplier's resources will be tasked with conducting in full or in tandem with ABI resources:

- Requirement validation (full/part automation)
- Requirements Analysis (Business & Technical requirement detail)
- Solution design (including Security, Architecture and GDPR approvals)
- Solution Development
- Solution Test
- Solution Approval & Transition
- CoE (Centre of Excellence)- Supporting Documentation & Best Practice

The Supplier, where nominated by UK SBS / the Customer as lead developer, will then (a) take each owned work item and work up to a developed solution to be handed over to the ABI team who will then 'own' the developed solution including:

- System integration testing, user acceptance testing, or regression testing (as befits the DevOps methodology on a risk-adjudged basis)
- The compilation and completion of documented CAB processes for approval to deploy to Production systems
- The deployment / connection of approved solutions to ROE/BOE Production environments or supporting / interfaced products

Or b) will retain ownership of the proposed solution and progress the change via the aforementioned testing channels, CAB forums, and deployment pathways.

Due to the unique nature of each component process / subprocess within the SML process areas, it is not possible to pre-determine or timebox these activities; each identified assignment will be discussed and agreed amongst the Supplier and ABI resources (supported by Digital & Information Automation, Customer Relationship Management (CRM), Data, Functional, Technical, OBI, MI, WebCenter and User Provisioning (UP) resources) to determine an estimate to complete the work for each phase as well as the overarching timelines for the project lead to incorporate into planning.

There will be multiple, overlapping and/or concurrent work activities taking place throughout the life of the contract.

With regards to the work required to implement the aforementioned Machinery of Government Changes, the scope can be split into Core and Potential/Probable sections:

Core Scope

- Create Three new Departments in existing Oracle and affiliated / Third party systems:
 - Department for Energy Security and Net Zero (DESNZ) which will require as a minimum:
 - HR and Finance Restructure and Consolidation onto the current BEIS general ledger with the creation of a new business unit;
 - Rebrand where possible, HR Restructure, New cost centres;
 - HR Structure and Cost centre structure, AME and expenses structures required for approvals, New VAT number requires and branding guidelines and templates to be supplied to UK SBS;

- Finance and Payroll separation from DBT and DSIT in the current business group;
 - Create and new business group, Off board and Migrate to new business group on BOE;
 - Final End state where the Department for Energy, Security and Net Zero moves to a new SaaS product / the Matrix solution and provider.
- Department for Science, Innovation and Technology (DSIT) which will require as a minimum:
 - HR and Finance Restructure and Consolidation onto the current BEIS general ledger with the creation of a new business unit;
 - Rebrand where possible, HR Restructure, New cost centres;
 - HR Structure and Cost centre structure, AME and expenses structures required for approvals, New VAT number requires and branding guidelines and templates to be supplied to UK SBS;
 - Finance and Payroll separation from DBT and DESNZ in the current BEIS business group;
 - Creation of new payroll and finance ledgers to create separation;
 - Create and new business group, Off board and Migrate to new business group on BOE (possible share with UK Space Agency business group);
 - Move the Department Science Innovation and Technology to a new SaaS product longer term;
 - Final End state where DSIT migrate from BOE to Matrix Solution and Provider
- Department for Business and Trade (DBT) which will require as a minimum:
 - HR and Finance Restructure and Consolidation onto the current BEIS general Ledger with the creation of a new business unit (creation of BEIS part of DBT in New BIS Business Unit);
 - HR and Finance Restructure and Consolidation onto the current DIT (Old UKTI) general ledger (merger of the BEIS business unit, Trade and LPC to form Department of Business and Trade);
 - Final End state where DBT migrate from BOE to Matrix Solution and Provider;
 - Rebrands where possible, HR Restructure, New cost centres;
 - HR Structure and Cost centre structure, AME and expenses structures required for approvals, requires branding guidelines and templates to be supplied to UK SBS, needs new VAT number(s)
- Move the Digital area from The Department for Digital Culture, Media and Sport (DCMS) to DSIT, which will require the transfer in of approximately 800 people and services (with the potential move of a further 450 people from BDUK, involving systems configuration to support the structures, terms and conditions of the incoming employees, and data migration;
- COSoP From Cabinet Office (CO) to DSIT, which will require the transfer in of approximately 100 people from Cabinet office, involving systems configuration to support the structures, terms and conditions of the incoming employees, and data migration.
- The BEIS Investment Screening Unit will transfer from DBT to the Cabinet Office, which will require the transfer out of approximately 100 people and services from

BEIS to Cabinet Office by restructuring them as part of DBT and then offboarding to BEIS;

- BEIS Corporate services and digital alignment (requires further analysis to determine outputs, working with the successful Supplier to determine best course of action from a system configuration perspective with i.e. business unit, operational unit, organisational structure considerations.

There will also be further 'potential' and 'probable' scope around the following once additional analysis and consultation with Cabinet Office and Department Heads has taken place:

Potential and Probable Scope

- Onboard the remaining DCMS which will require as a minimum the transfer in of the rest of the people and services from DCMS involving systems configuration to support the structures, terms and conditions of the incoming employees, and data migration;
- Insolvency Service (INSS) take up Finance services which will require as a minimum the creation of new ledger and associated Migration along with the alignment of payroll mapping;
- UK Space Agency (UKSA) to DSIT, which – although in a pre-defined business group that will remain fit for purpose, will need review of the consolidation requirements, a full system migration, and further consideration as to the long-term move under DSIT on to either SHAPR, Matrix or another SaaS platform;
- Trade Remedies Authority (TRA) move to DBT which will require as a minimum:
 - HR and Finance Restructure and Consolidation onto the current DIT (Old UKTI) general ledger;
 - Create separate Payrolls and ledgers in the DBT Business unit which will require Finance and Payroll separation from DBT and DESNZ in the current business group;
 - Rebrand where possible, HR Restructure, New cost centres;
 - HR Structure and Cost centre structure, AME and expenses structures required for approvals, New VAT number requires and branding guidelines and templates to be supplied to UK SBS;
 - Final End state where DBT migrate from BOE to Matrix Solution and Provider.

Where referenced, re-branding effort will require attention to the following across all Departments to some extent, in full or in part depending on needs and final system set up structures:

- Changes of all email addresses;
- Updates to OKTA;
- Payslips / P60's / P45's;
- Connect;
- Bridge;
- UKSBS Internet / Intranet;
- OIA Forms;
- Chatbots;
- Excel / Word Forms;

- Contracts / Templates;
- Letter Templates;
- AP remittances;
- Cheques;
- Bank account names;
- Organisation names;
- Positions;
- Pay element names;
- SUN's;
- Telephone Messages;
- CRM Queues and Wrap codes;
- Document Management Classifications;
- OBIEE Field headers and dropdowns;
- SOP's;
- Desk notes;
- Training Materials;
- Embedded Policies;
- Iproc catalogues / Smart forms;
- Master Services Agreement;
- Service Take up Agreement;
- Performance Reporting;
- Service Now

There will need to be a significant amount of analysis to determine which elements of re-branding will apply in all instances.

With regards to the Applications Support team, requirements and objectives for the successful Supplier will be set around the following areas:

- CR work activities including 'standard' and 'complex' change to existing systems incorporating extraordinary Machinery of Government changes impacting on Departmental system and process structures;
- CI activity seeking to promote the simplification of end-to-end user experiences and processes, delivering partner value and thought leadership;
- Business as Usual (BAU) system support activities with the aim of requiring the Supplier to:
 - Support the UK SBS Digital & Information Systems Engineers to resolve internal and external client issues impacting ROE and BOE Production systems;
 - To augment the D&I permanent resources in resolving service tickets raised by / on behalf of clients across the below areas:
 - Finance & Procurement:
 - Areas with more easily defined high volume tickets that are clear or have a repeatable solution are iProcurement, AME and iExpense. The rest would be lower volumes, covered by standard change, require translation to understand the requirement (mainly iProcurement/Purchasing), require complex investigation or a mix of these. Below are the areas

which we are expecting to be covered along with a summary of the type/level of work within each task:

- iProcurement – high volume;
- AME – high volume but not always simple, would require Supplier resource experienced in showing team members how to deal with run of the mill requests to clear volumes;
- Purchasing - would combine iProcurement and Purchasing as unlikely ServiceNow has this level of differentiation;
- AP & Suppliers – low volume;
- iExpenses (w. Connect) – high volume;
- Connect in general terms – API / tiles changes and fixes UK;
- GPC – low volume;
- Projects – low volume, two RCs in UKRI, likely to be complex;
- OTL – STFC only, low volume;
- Fixed Assets – could do standard changes. Low volume. Complex Oracle SRs;
- Accounts Receivable (AR) – low volume;
- Cash Management – low volume;
- General Ledger – low volume;
- F&P Workflow – come under AME, iProcurement and iExpense;
- Tax Engine – specific skillset/understand ROE complexity, with knowledge preferred of Innovate Tax about how to engage;
- Data Processing and Provision: high volume tasks to bring data in or provide info. Daily import e-Invoices and E-checks from Science Warehouse, provision of AME information.

▪ HR and Payroll:

- Annual Leave –absence in general, high volume complex historical statutory issues
- CRM – high volume, complex area, with Service Delivery advisory and guidance handholding requirement;
- Exits/Offboarding – low volume;
- OLM;
- Payroll – varied, peaks around Month Ends and Tax Year End, usually complex;
- Penserver – very complex, would need detailed previous experience, peaks around Month Ends and Tax Year End;
- Re-organisations – requires excellent client relationship skills to develop good understanding of clients and their needs;
- User Provisioning – one big customisation, going through a revision process, external eyes would be useful;
- Work Shifts/Patterns/Schedules – high volume, feeding into SHARP programme, Cloud-platformed work

KPIs:

SLA's in accordance with the agreed timescales and outcomes of each API, Change, Continuous Improvement, or MOG-related work package, will be agreed by both the supplier and customer.

In accordance with the agreed approach, the Customer and Supplier will hold regular weekly project meetings to track progress.

At four-weekly intervals, an approval/checkpoint meeting will be held between the ABI Lead and the Customer representative to determine if the Supplier has met objectives agreed at the start of each invoice period.

Subject to a positive outcome re: the above paragraph, the Customer's representative shall approve the Supplier's invoice submission and forward the invoice and approval to finance@uksbs.co.uk as per Call Off Contract and Charges section.

In terms of the SLA's for the BAU element, the following table will apply and the level of the BAU request will be determined upon submission:

- Severity 1 – time to respond 30 service minutes, target resolution 8 service hours
- Severity 2 – time to respond 1 service hour, target resolution 12 service hours
- Severity 3 - time to respond 2 service hours, target resolution 24 service hours
- Severity 4 - time to respond 2 service hours, target resolution 40 service hours

Timetable

Automation work driven by a combination of internal need and agreement with UK SBS groups to determine optimum deployment windows for new functionality, with work being conducted on an Agile basis via iterative sprints.

API work driven by a combination of internal need and agreement with UK SBS groups to determine optimum deployment windows for new functionality, with work being conducted on an Agile basis via iterative sprints.

CR and CI work driven by a combination of client agreement and resource alignment with UK SBS groups – unless mandated, legislative - to determine optimum deployment windows for new functionality, with work being conducted on an Agile basis via iterative sprints.

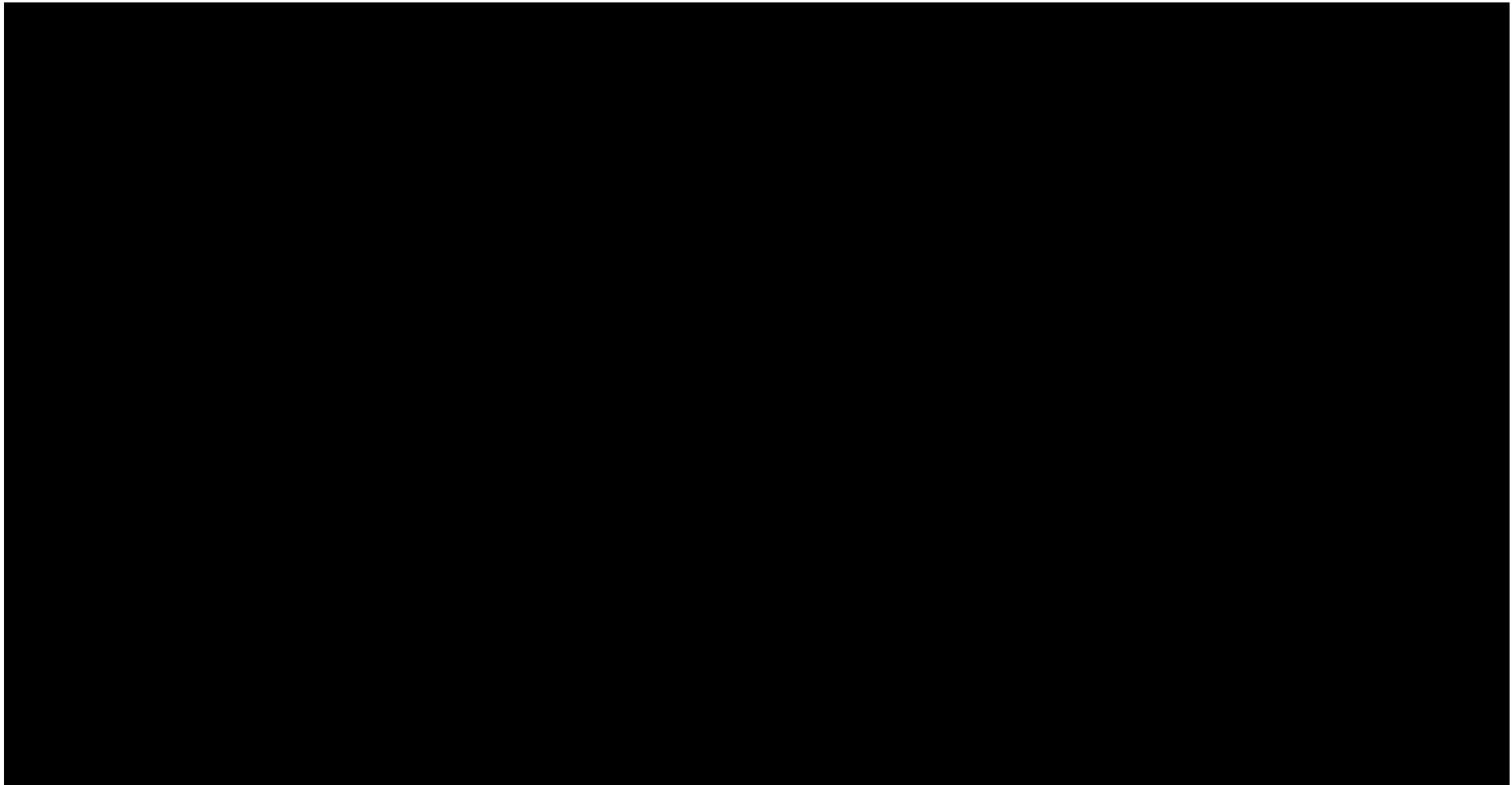
MOG work driven by a combination of client need and agreement with UK SBS groups to determine optimum deployment windows for new functionality, with work being conducted on an Agile basis via iterative sprints. Core requirements (as outlined above) with requested timeframe durations are as follows, calendar start dates tbd:

	Tactical		Strategic	
	Short Term 1-3 months	Mid Term 6-9 months	Longer Term 12 months +	Longer Term 24 months
1. DBT Creation	2 phase approach. Rebrand and restructure in existing BEIS and UKTI Programme Business units until July. Then move to UKTI GL to allow financial reporting to Cabinet Office	Redefine existing BIS Business Group		Migrate to Matrix
2. TRA move to DBT		Migrate to own Payroll & Financial Ledger		Migrate to Matrix
3. COSoP out Investment Screening Unit from BEIS to Cabinet Office		Offboard Investment Screening Unit		
4. Dept of Science, Innovation and Technology (DSIT) creation	Create in situ	Migrate to own Payroll & Financial Ledger	Migrate to BOE <u>OR</u> Migrate to alternative SaaS	Migrate to Matrix
5. COSoP Cabinet Office to Dept of Science, Innovation and Technology (DSIT)		Onboard 100 employees		
6. Digital DCMS to DSIT		Onboard 800 employees (+ 450 BDUK tb)		
7. UKSA to DSIT	Assumption: UKSA remain separate business group			
8. DESNZ Creation	Create in situ	Migrate to own Payroll & Financial Ledger	Migrate to BOE or alternative SaaS	Migrate to Matrix
9. CMS Onboarding including BDUK			Onboard to BOE with own business group	Migrate to Matrix
10. INSS Finance			Migrate to Finance & Procurement Services	Migrate to Matrix

BAU driven by P-status i.e. a P1 designated ticket means a severe system outage / business impact that requires immediate attention and resolution.

NB: Key Milestone Dates may be impacted by, amongst other activities, SHARP programme re-planning that could see resources being shifted around as well as other work stream deliverables being moved to accommodate this priority strategic programme. Dates could also be impacted by delays to the BOE Upgrade go live; by renewed efforts with regards to the Matrix programme; and potentially further or additional MOG requirements

Annex 2 – Pricing Schedule including Job Roles



Annex 3 – Supplier response to Tender



2.1.3 Proj1.1.docx



2.1.12 Proj1.10.docx



2.1.11 Proj1.9.docx



2.1.10 Proj1.8.docx



2.1.9 Proj1.7.docx



2.1.8 Proj1.6.docx



2.1.7 Proj1.5.docx



2.1.6 Proj1.4.docx



2.1.5 Proj1.3.docx



2.1.4 Proj1.2.docx

Annex A: Processing Personal Data

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

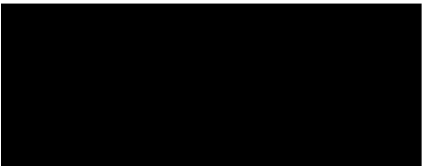
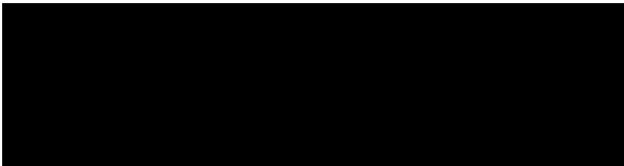
- 1.1 The contact details of the Customer's Data Protection Officer are:
[REDACTED]
- 1.2 [REDACTED] Supplier's Data Protection Manager are: [REDACTED]
[REDACTED]
- 1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Annex.

Descriptions	Details
Identity of Controller for each Category of Personal Data	UK SBS will be the data controller for our own personal data and data processor for UKRI & BEIS for the completed and delivered systems.
Duration of the Processing	The full duration of the contract including optional extension if utilised
Nature and purposes of the Processing	<p>This proposed requirement for the provision of supplier professional services to support and assist in the delivery of a number of Digital & Information strategic aims. The Supplier and its' resources should be conversant with the supply, support and maintenance of software services focused on but not limited to enterprise resource planning (ERP) and human capital management (HCM) systems.</p> <p>Outcomes will be realised through the delivery of below work streams: Oracle e-Business automation functionality in partnership with the Automation and Business Improvement (ABI) team.</p> <p>Application Programming Interface (API) management processes in partnership with the ABI and System Engineering (applications-based) teams,</p>

	<p>enabling digital ways of working within UKSBS Ltd and in support of Client groups across on premise and Cloud Platforms incorporating Software as a Service (SaaS) elements, also within the current ABI team's remit</p> <p>Support and deliver services in the analysis, planning, and deployment of 'Machinery of Government' (MOG) business group changes impacting multiple Government Departments' people, data, and organisation structures across a number of enterprise applications and interfaces.</p> <p>Support and delivery services in the analysis, planning and deployment of Change and Continuous Improvement requests that form a key component of UK SBS' shared service offerings. Business as Usual (BAU) type support services to the System Engineering BAU and Change work streams (to augment existing structures or allow for backfill to facilitate permanent movements into high profile Programmes to move to Cloud services i.e., the Shared Services for HR, Accounting, Reporting and Procurement (SHARP) programme, or to upgrade existing on-premises applications along confirmed/accepted pathways i.e., Dept of BEIS Oracle Estate (BOE) upgrade).</p> <p>The proposed contract with the Supplier acts as a multi-enablement facility, to both augment existing workforce capacity, share, and upskill internal resource through Project interaction, and free up Agents and D&I colleagues to work on other assignments.</p>
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Type of Personal Data	<p>For the SML process areas this will mean personal data including:</p> <ul style="list-style-type: none">• email,• phone,• manager's name,• organisation,• data of birth,• employee ID,• address,• start date,• end date,• role,• position,• salary (including additional allowances),• bonus. <p>Other data fields may be identified as part of the analytical phases and included/excluded as appropriate for the process automation with regards suitability. Listed items reflect what is known currently for the pre-identified areas of work.</p> <p>It is anticipated prior to the completion of the analytical phases intended to develop seeded APIs, developed APIs, data scrapers and data loaders that sensitive data such as sexual orientation, health related fields, political and religious beliefs, will be analysed as part of the decision-making processes to pinpoint which elements of pre-existing processes can/should be automated. We intend for the DPIA to be a working document: if additional fields (personal and/or sensitive) are identified for inclusion/exclusion, the document shall be re-versioned and reviewed.</p>
Categories of Data Subject	Employees (including both permanent and contractor), customers/ clients
Plan for return and destruction of the data once the Processing is complete UNLESS	At no point will live data pertaining to fields associated with the SML processes be retained by

<p>requirement under Union or Member State law to preserve that type of data</p>	<p>the Supplier; any development / solution design documentation or other documentation deliverables will be held within the Team project structure until such time as an approved version 1.0 + document is saved to the SharePoint site (current and/or SharePoint Online once completed) or technical repository or our technical repository Apache Subversion (SVN) for primary ROE/BOE systems.</p> <p>The Supplier's resources are not expected to create or maintain documents outside of the Team working area or other agreed repositories as directed by the ABI analysts/architects.</p> <p>The project team will be expected to create, maintain, and store documentation (working or formal) within a dedicated Teams' folder to be managed by the Automation and Business Improvement team lead. The Supplier's resources will be directed to use this facility and will be provided with a link to it. The Supplier uses MS Teams as their primary document of record repository and for online meetings, therefore all resources are familiar with how it operates.</p> <p>The discussion, sharing, retention, re-use or transfer of project documentation – with or without personal data contained - by the Supplier is not permissible outside of the wider project group (UK SBS and Supplier) and shall only be done within the project for the purposes of analysing, developing and testing designs and builds, and to complete handover tasks as part of the tertiary phase of each developed work package to be continued and deployed into Production-type test environments, CAB processes and eventual deployment into Production.</p> <p>With regards the eventual deletion of development work and data, once completed work has been completed and handed over by the Supplier and approved for deployment – and deployed into Production environments – and all documentation relevant to the build has been captured in the relevant SVN or SharePoint or Teams repository, the Environments will be refreshed from Production environments in accordance with BAU standard operating procedures, ensuring that any data created whilst the environments are being utilised will be erased from the system.</p> <p>Environments required in order to conduct analysis, and build and unit test designs, of work packages provided by UK SBS to the Suppliers' developers comply with internal GDPR / Security strictures, ensuring no 'Production' data or systems are available. Suitable development and test</p>
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	environments will be identified and communicated to the Supplier for each assignment.
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