

This document has been redacted to remove any commercially sensitive information and is now classified as DCC Public.

Should you have any queries, please contact  
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DCC Framework Call-Off Contract

Mobile Device Management - IOS

Call-Off Contract Ref: DCC0046

*[Bidder Note: DCC may refine this template further during the procurement process]*

This Call-Off Contract is entered into between the following parties, pursuant to the MSA entered into between them upon 1st April 2020: -

- (1) **SMART DCC LIMITED** a company registered in England and Wales under company number 8641769 whose registered office is at 30 Berners Street, London, England, W1T 3LR ("DCC").
- (2) **CAPITA IT SERVICES LIMITED** a company registered in Scotland under company number SC045439, whose registered office is Pavilion Building Ellismuir Way, Tannochside Park, Uddingston, Glasgow, G71 5PW, ("Contractor").

Capitalised terms mean the same as set out in the MSA or this Call-Off Contract.

1. Call-off Contract Terms and Conditions

The terms of the Call-Off Contract shall be as set out in the table below.

Category	Agreed Term
Start Date	(Date when agreement is signed)
End Date	(2 working weeks from start date)
Total Duration	2 Weeks
Extension	There are no extension options for this Call-Off agreement
Services	The Contractor shall provide the Services specified in Section 2 of this Call-Off Contract
Charges	The Charges for the Services set out in this Call-Off Agreement shall be as set out in Section 3 of this Call-Off Contract
Will the Services be tested in accordance with Clause 8 of the MSA?	No
Will Service Levels and/or Service Credits apply to the Services?	No

Is a Security Management Plan required pursuant to Schedule 2.5 of the MSA?	No
List out the categories of Data which either party may receive from the other.	Business Contact Data Configuration data
Contractor to specify the geographical locations where the Contractor will host Data pursuant to this Call-Off Contract.	Configuration Data to be stored on the Microsoft smartdcc.onmicrosoft.com tenant/ Azure UK South region
List Contractor Background IPR to be used as part of the Services and the party so using.	N/A
List Bespoke IPR to be developed as part of the Services.	N/A
List any DCC Background IPR to be used as part of the Services.	N/A
List of any third parties who may be entitled under the Contracts (Rights of Third Parties) Act 1999	None
<b>Processing of Personal Data</b>	
Nature and purpose of Processing.	Business Contact Data
List out the categories of Personal Data which	General business contact data

<b>are to be Processed by the Contractor on behalf of the DCC.</b>	
<b>Categories of Data Subjects.</b>	General DCC and Project Management Staff
<b>Duration of Personal Data Processing</b>	Duration of Call-Off

## 2. Description of Services

### 2.1 Background

- 2.1.1. An output from DCC Steering Group meeting 26/06/2020 requested Capita include IOS MDM into scope.
- 2.1.2. Further clarification through email has stated that the only requirement is that the solution is CIS Level 1 compliant.
- 2.1.3. To enable Capita to understand full requirement a Workshop will be held with senior programme stakeholders to ascertain a full set of requirements and scope. An initial session was held 02/07/2020.

### 2.2 Deliverables

- 2.2.1. The following deliverables will be provided under this Call-off:
  - (a) Scoping session to validate previous MDM assumptions against IOS
  - (b) Implementation of InTune MDM configuration for IOS BYOD
  - (c) System/IVT Testing

### 2.3 In Scope

- 2.3.1. Under the terms of this call off Capita will carry out
  - (a) Scoping session to validate assumptions from Android MDM and differences/nuances in IOS
  - (b) Implementation of an InTune MDM Configuration for IOS BYOD (using a corporate profile with segregation from personal apps & data)
  - (c) Impact assessment and implementation of CIS Level 1 baselines
  - (d) Deployment of Office & Adobe Reader applications in Intune MDM for IOS (mirroring applications available for Android)
  - (e) Systems and infrastructure testing

### 2.4 Out of Scope

- 2.4.1. The following items are explicitly out-of-scope for this Call-Off contract and will require change to be brought into scope:

- (a) Undertaking and support of DCC UAT activity
- (b) Apple Device Enrolment Program (ADEP) is explicitly out of scope
- (c) 'Chairman iPad' is a known exclusion and requires further investigation and request by DCC to be brought into scope
- (d) Any other application deployment/management to IOS MDM

## 2.5 **Dependencies**

2.5.1. The following high-level dependencies have been outlined:

- (a) In order to complete system/IVT testing DCC will need to provide suitable test devices

## 2.6 **Assumptions**

2.6.1. DCC will manage and completed UAT

2.6.2. Requirements scoping has assumed that where applicable agreements made for Android settings will be re-used for IOS

2.6.3. Device enrolment will need to happen at the point of data/identity migration, any detailed planning for this will happen under a User Migration call-off.

## 2.7 **Risks**

2.7.1. DCC confirmation required if this is a requirement of 'day 1' and programme critical path, risk that IOS MDM implementation could impact the agreed programme plan. Potential for additional commercial coverage if programme plan is affected.

**3. Details of Charges**

3.1 All pricing is quoted on a f [REDACTED] with all works carried out within normal Monday to Friday daytime working hours with the exception tasks delivered under Change Control, which will be provided out-of-hours.

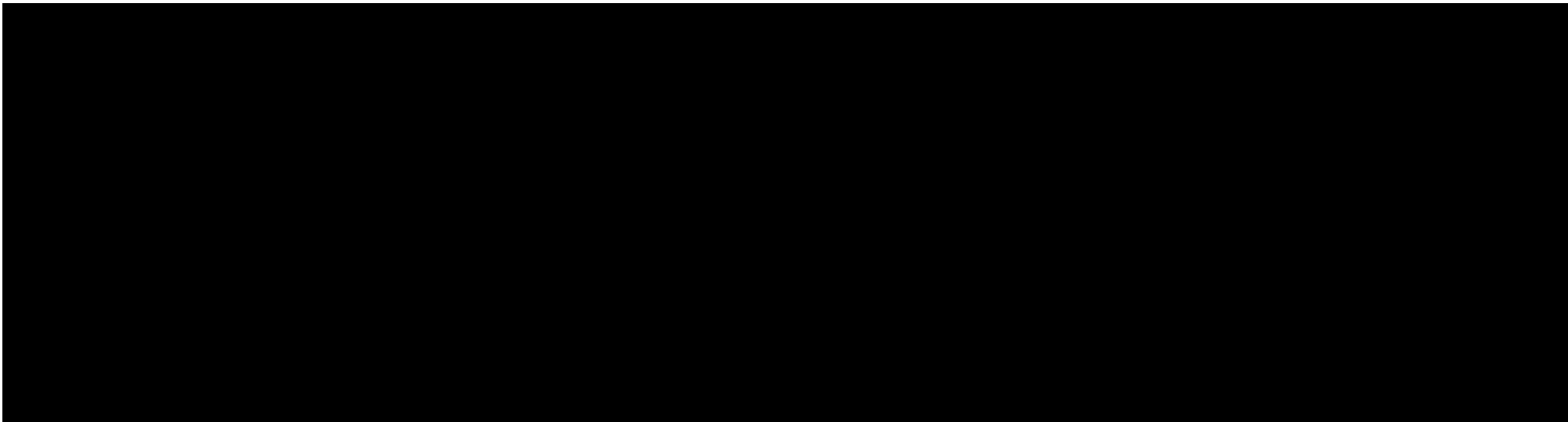
3.2 Pricing is based on the Capita contractual day rates, all pricing will be subject to indexation (RPI)

3.3 If for any reason DCC should alter the scope of the deliverables after Technology Solutions has provided costs, Technology Solutions reserves the right to amend the costs provided to account for any such changes.

**3.4 Setup - One off Charges**

3.4.1. Set up charges [REDACTED] which will be charged at the prevailing rate at time of invoicing.

(a) Technology Solutions Labour Costs [REDACTED]



3.4.2. Please note there are no ongoing charges at this time, ongoing support for MDM and Intune will be covered in the Service Design and relevant commercial agreement.

**4. Service Levels, KPIs and Service Credits**

4.1 Not Used

**5. Governance**

5.1 Service Levels are only applicable during the operative hours of the service desk stated in this Schedule. Any Support Requests that arrive outside of these times will be carried forward to the next working day.

5.2 If the Contractor misses Service Level for Incidents as per the non-conformance limits defined above, then the Contractor Solution would be deemed to be in non-conformance and will be dealt with in accordance with the Agreement.

5.3 The adherence to Service Levels by the Contractor in connection with the Support Service may depend upon on DCC’s compliance with relevant obligations in this Agreement. Where that is the case and DCC fails to perform its obligations and/or fails to cooperate in a prompt manner to resolve any issues impacting performance (“DCC Failure”), and providing there is no overriding Contractor fault, the Contractor shall be entitled to proportionate relief from Service Credits in relation to the DCC Failure.

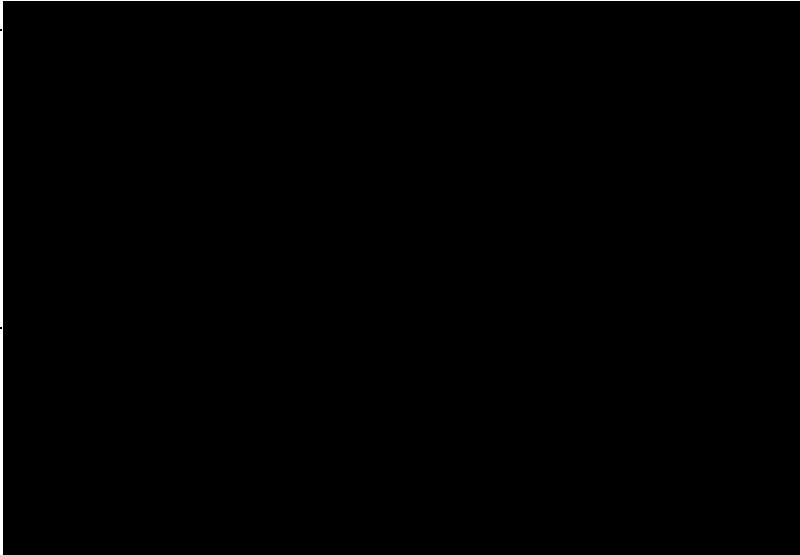
**6. Reports and Documents**

6.1 Not Used

**7. Special Terms**

7.1 Not Used

**8. Approvals**

<b>Approval to Engage</b>	
In signing the below DCC agree to the engagement of the work items listed above under the terms of the Master Services Agreement	
<b>For and on behalf of CAPITA IT Services Limited:</b>	
<b>For and on behalf of Smart DCC Limited:</b>	