

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  
[SmartDCCCommercial@SmartDCC.co.uk](mailto:SmartDCCCommercial@SmartDCC.co.uk)

DCC Framework Call-Off Contract

Additional Applications Packaging

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	01/08/2020
End Date	31/03/2021
Total Duration	8 months
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
Contractor to specify the geographical locations where the Contractor will host Data pursuant to this Call-Off Contract.	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	Emails and other general contact information

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

## 2. Description of Services

### 2.1 Background

2.1.1. This call-off has been written in response to a DCC request for additional application packaging

2.1.2. DCC would like Capita to provide for the discovery and packaging of 25 applications on a call off basis for the Smart DCC Workspace Agility deployment

### 2.2 Deliverables

2.2.1. The following deliverables will be provided in this Call-off:

- (a) Application discovery (where necessary)
- (b) Application Packaging (where necessary)
- (c) Application deployment (where necessary)

2.2.2. Please note that each application is subject to discovery and validation to determine the final possibilities and constraints for packaging and deployment.

### 2.3 In Scope

2.3.1. Under the terms of this call off Capita will carry out assessment of 25 applications

2.3.2. Each application will be assessed for complexity and deployment options, where necessary discovered and packaged.

2.3.3. Initial testing to ensure that application successfully launches in the manner agreed in 2.3.2.

### 2.4 Out of Scope

2.4.1. The following items are explicitly out-of-scope for this Call-Off Contract:

- (a) Any application patching or upgrades
- (b) Any functionality or configuration within an application
- (c) UAT of applications
- (d) Applications considered in scope of the EIT Project, where project cover should be used

### 2.5 Dependencies

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

- (a) Where required DCC to provide all necessary application information (where the application is not expressly owned by Technology Solutions)
- (b) DCC required to provide all artefacts required during discovery and required for packaging such as licenses, software, plug-ins, etc

## 2.6 Assumptions

2.6.1. DCC will manage and complete any UAT

2.6.2. Work required by the Workspace Agility team is covered by the Master Services Agreement scope

## 2.7 Timeline

2.7.1. This Call of provides cover for 25 applications over an 8-month period. Where 25 applications are completed this Call Off will expire.

2.7.2. At the end of 8 months, any application credits will expire and will not be billed by Capita.

## 2.8 Risks

2.8.1. Potential risk that required application media and configuration is not available or possible. hence requirement for discovery beforehand to identify possible issues.

2.8.2. Potential risk that for legacy apps it may not be possible to package them for a modern workplace environment. In such an event, the application may need to be installed manually or an alternative application is considered due to the overheads involved in maintaining a manually installed Applications e.g. updates, patches, etc...

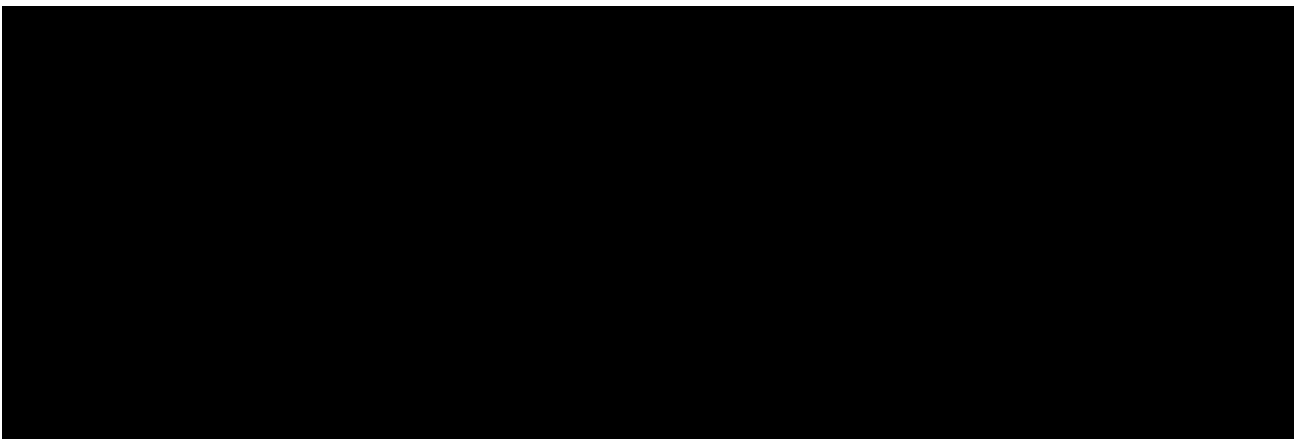
## 3. Details of Charges

3.1 [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 Charges



**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.

5.4 The request for a package should be raised via the Capita Service Management team

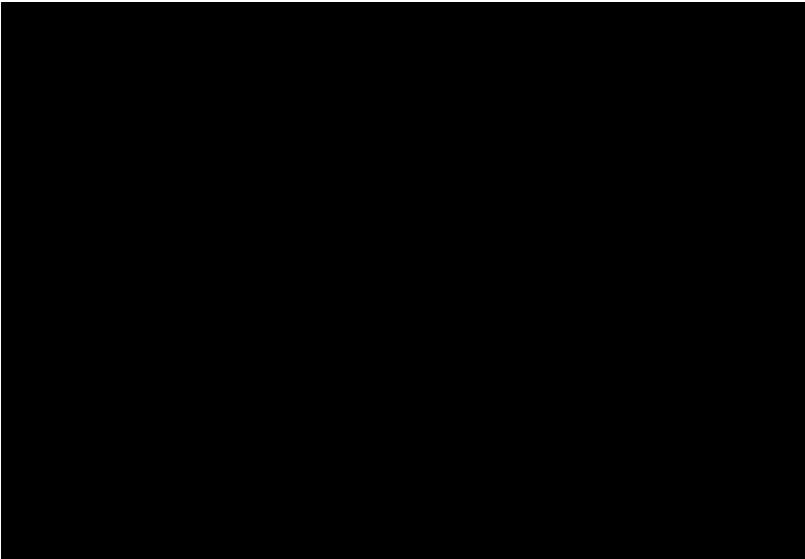
**6. Reports and Documents**

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>	