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Should you have any queries, please contact
SmartDCCCommercial@SmartDCC.co.uk

DCC Framework Call-Off Contract

Microsoft Centre of Excellence

Call-Off Contract Ref: DCC0042

[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	8 th June 2020
End Date	31 st July 2020
Total Duration	2 Months
Extension	DCC may extend the duration of this Call-Off Contract upon not less than [x] [weeks/months] written notice, for a maximum period of [y] [weeks/months/years]
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.	No
Contractor to specify the geographical locations where the Contractor will host Data pursuant to this Call-Off Contract.	[to be completed by Contractor] UK
List Contractor Background IPR to be used as part of the Services and the party so using.	[to be completed] None
List Bespoke IPR to be developed as part of the Services.	[to be completed] None
List any DCC Background IPR to be used as part of the Services.	[to be completed] None
List of any third parties who may be entitled under the Contracts (Rights of Third Parties) Act 1999	None
Processing of Personal Data	
Nature and purpose of Processing.	None
List out the categories of Personal Data which are to be Processed	[to be completed]

by the Contractor on behalf of the DCC.	
Categories of Data Subjects.	[to be completed]
Duration of Personal Data Processing	[to be completed]

2. Description of Services

Smart DCC have a requirement to ensure that the technology being delivered by Smart DCC is managed effectively and that the configuration and set up of the technology meets a level of security that is considered appropriate for the initial "Go-Live" of Smart DCC new segregated network with a clear forward plan of how this can and could be further enhanced to improve the security of the Smart DCC technology.

In order to achieve this Capita Technology Solutions recommend multiple workstream approach which, to ensure the most appropriate resources are secured, will follow a 1 week ramp up period following approval of this Call Off.

1. **Creation of a Digital Twin Environment and Pipeline** in order to allow configurations to be implemented and tested outside of the production Active Directory and Office 365 environments and provide a means of releasing those changes into production without manually updating the Production systems. This Digital Twin will reflect the production environment and the primary location for the configuration updates to be made, tested and pushed into production.

Deliverables

- Infrastructure as code for the Digital Twin
- Change Release Process for the Digital Twin
- Digital Twin Test Strategy

Duration: estimated 3 Weeks

2. **Envisioning and Mobilisation**, Capita will provide a team of technical experts to identify the minimum viable products for Sprint Completion, the MS COE team structure and the approach that will be taken during the later Sprints of configuration. Through this process the team will also create the Initial User Stories that will be the focus of the earlier stages of configuration so Smart DCC can visualise the maturity and development of the increased level of controls being implemented. During this work an Agile Product Backlog will be created and populated to allow Sprint planning for Sprints 1 and 2 and the Commercial documentation created to identify the team and capacity in those Sprints based on sizing of the Product Backlog and the prioritisation of the backlog by the Smart DCC Product Owner. The Agile delivery toolset will be created during this work to allow Sprints 1 and 2 to commence once commissioned

Deliverables

- Agile Delivery Toolset
- Initial User Stories
- Product Backlog
- Sprint 1 and 2 Call Off documentation

Duration: 2 Weeks

3. **Policy Documentation:** As Smart DCC move from being part of the Capita IT Infrastructure to their own segregated IT they create a need to own various Enterprise IT Policies that meet both their current

deployment and their strategic view of Enterprise IT. This work will create the working copies of the living Policy Documents for Smart DCC adoption, whilst these initial documents will reflect the current Sprint work and Strategic view it is expected that, over time these will evolve and grow and therefore will require maintenance via the MS Centre of Excellence team, or other Smart DCC group.

Deliverables

- Acceptable Use Policy
- Access Control Policy
- Enterprise IT Change Management Policy
- Information Security Policy
- Cloud Security Policy
- Network Security Policy
- Incident Response Policy
- Remote Access Policy
- Email/Communication Policy
- Supply Chain Policy
- Disaster Recovery Policy

Duration: 5 Weeks

3. Details of Charges

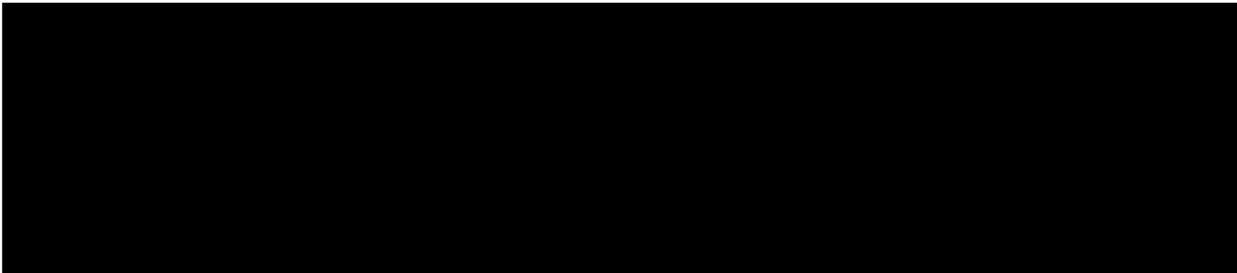
3.1 Commercial Approach

- 3.1.1. [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.
- 3.1.2. All pricing will be subject to annual indexation (RPI)
- 3.1.3. 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.

3.2 Milestones and Acceptance Criteria



The charges of the Call Off will be invoiced on delivery of the following Milestones:



4. Service Levels, KPIs and Service Credits

None

5. Reports and Documents

5.1 The Contractor will supply accurate reports pursuant to the Services. The set of reports are:

Ref	Report	Frequency
1	Project Progress Update	Weekly

6. Special Terms

7. Dependencies on Smart DCC

Smart DCC Product Owner

To facilitate the development and momentum on this work it is critical that a DCC Product Owner is identified, available and empowered to work with the team in defining priorities and products for the future sprint work. This resource will work closely with the Capita Delivery Manager to ensure the pipeline of sprint work is clear and aligned to Smart DCC priorities.

Executive Sponsorship

The Project will progressively make significant changes to how Smart DCC operate and as such Executive Sponsorship is critical to allow the business change to be enacted.

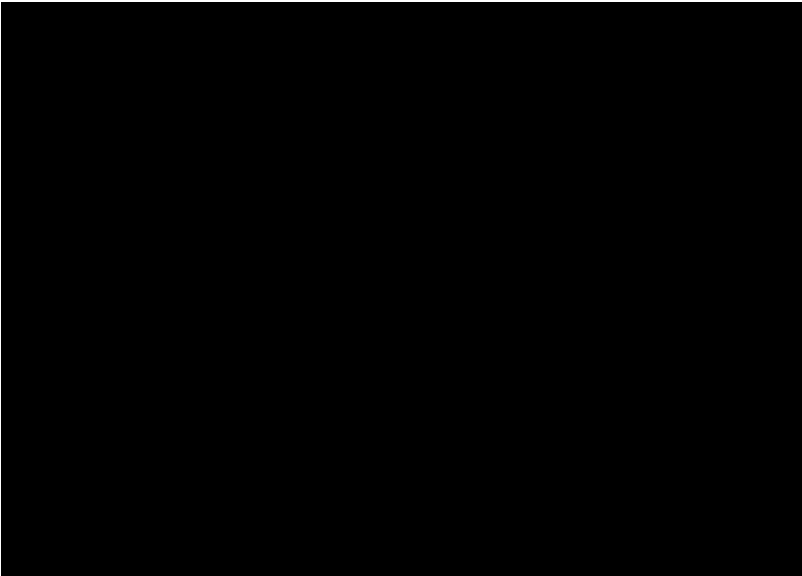
Smart DCC Business Owners

While documenting many of the working documents that capture the Policies, it will be necessary for appropriate Business Owners to engage with the team to shape these policies, own the business change they may introduce and provide expert knowledge as to how changes may impact Smart DCC business operations.

Sprint Commissioning

As part of Mobilisation and future Sprints the intention is to ensure there is a smooth transition from one Sprint to another, this enables continuity of resource and Product Delivery. The commissioning of sprints is intended to provide two sprints of backlog activity is planned at any point in time. This allows Smart DCC to control both the amount of spend in this activity and have a clear view of the next six weeks of implementation activity.

8. Approvals

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