

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

Call-Off Contract

Microsoft Centre of Excellence – SPRINT 0.5

Call-Off Contract Ref: DCCTXXX

[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	03/08/20
End Date	21/08/20
Total Duration	3 Weeks
Extension	This Call Off cannot be extended. If the MVP requires more time a new Call Off will be provided for additional Sprints
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.	UK
List Contractor Background IPR to be used as part of the Services and the party so using.	
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
Processing of Personal Data	
Nature and purpose of Processing.	None
List out the categories of Personal Data which	[to be completed]

are to be Processed 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

The MS Centre of Excellence has been set up to work through a continuously repopulating backlog of M365 and Azure configuration work. Prioritised User stories will have been agreed with the Smart DCC Product Owner and planned into this Sprint. The MS CoE team will work through these Stories and deliver them into a release pipeline. If this call off is for a Sprint that is part of a larger iteration of sprints, then all the stories from all the combined Call Offs will be released into Production as one.

The features planned to be worked on during this 3 weeks sprint are as follows

- 1) JML Double Keying
 - a. Automate 'New User' case in Workspace Agility feature
 - i. An application connected to Capita Workday or AD that would be triggered when a new DCC user is onboarded. The application would then create a 'new user' case in Workspace Agility systems and send an information email to the hiring manager. The email will contain a link to launch a pre-populated Workspace Agility 'new starter' form.
 - b. Automate initiation of 'Scheduled Leaver' Process feature
 - i. An application connected to Capita Workday or AD that would be triggered when a DCC leaver is finally terminated. The application would disable the user's account on DCC systems and send a confirmation email to the line manager.
 - c. Update to service design if required

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. Price quoted is for a fixed, timeboxed Sprint of 3 weeks commencing on Monday 03/08/20 subject to this Call-Off being approved by 30/07/20

3.2 Milestones and Acceptance Criteria

This Sprint is a 3 week timeboxed piece of work with invoicing being processed at the end of this three weeks period. If more sprints are necessary to complete work these pieces shall be prioritised with the DCC Product Owner and planned into future sprints.

4. Service Levels, KPIs and Service Credits

4.1 Not Used

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	Daily Stand-up reports	Weekly
2	End of Sprint Reports <ul style="list-style-type: none">• Completed Stories• Outstanding Stories• Outstanding bugs (grouped by severity)• Burndown charts• Velocity Charts	Every 3 weeks

6. Special Terms

To be added as required

7. DCC Obligations

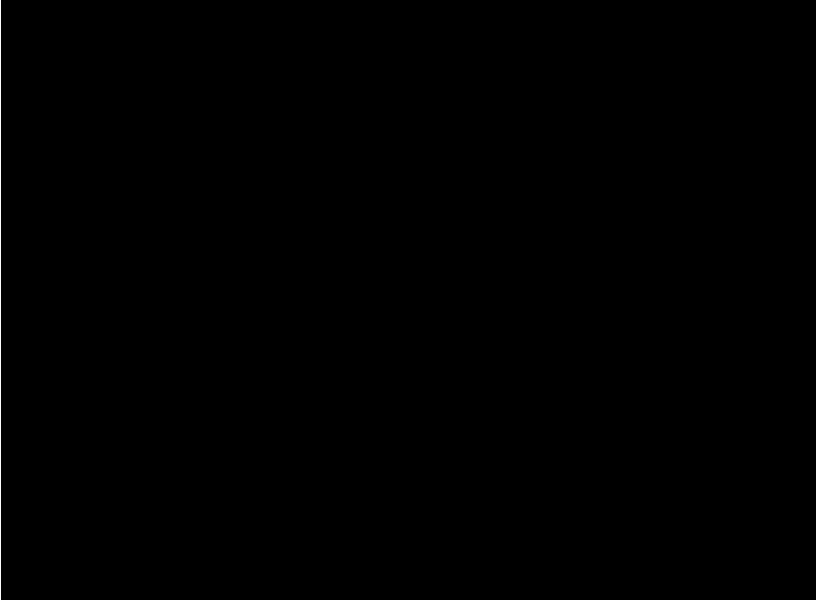
Smart DCC Product Owner

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.

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.

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:	