

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

USB Write Prevention

Call-Off Contract Ref: DCC0051

*[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	Aug 2020
End Date	Aug 2020
Total Duration	TBC
Extension	DCC may extend the duration of this Call-Off Contract upon not less than 4 weeks written notice, for a maximum period of 1 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.	None
Contractor to specify the geographical locations where the Contractor will host Data pursuant to this Call-Off Contract.	N/A
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.	None
List out the categories of Personal Data which	None

are to be Processed by the Contractor on behalf of the DCC.	
Categories of Data Subjects.	None
Duration of Personal Data Processing	N/A

## 2. Description of Services

### 2.1 Background

- 2.1.1. This call-off has been written in response to the action agreed in the Steering Group meeting on 17 July 2020
- 2.1.2. DCC would like Capita to impact assess the following potential change to the EIT programme:
- 2.1.3. As advised during the Steering Group meeting on 17 July 2020, DCC would like a Design change required to block all USB write capability. Current design is that users can read from any device but only write to device if encrypted by bitlocker first. This needs to be changed to block all write access to any USB device.

### 2.2 Deliverables

- 2.2.1. This design includes the following high-level deliverables:
- (a) Technical solution –
    - (i) Create an Intune policy to set "Removable Disks: Deny Write Access" to 'Enabled/True' on all DCC Windows 10 devices. This policy covers USB keys/drives and SD Cards. The Intune CSP policy to achieve this is "Storage/RemovableDiskDenyWriteAccess".
    - (ii) Create a custom Intune policy to set "WPD Devices: Deny Write Access" to 'Enabled/True'. This covers mobile phones & cameras. A native Intune CSP is not available for this control therefore we will either need to create a custom ADMx backed policy or push a registry key to change the value.
  - (b) Testing activities :
    - (i) Following deployment to a test device, the test plan will include attempting to use a number of USB devices and SD card media in addition to plugging in mobile devices such as phones/cameras where possible.
  - (c) Handover documentation relating to the Call-Off Contract implementation
- 2.2.2. Full deliverables are listed within the design embedded within the In-Scope Section of this document.

### 2.3 In Scope

2.3.1. Under the terms of this call off Capita will implement the scope as designed, detailed and specified

(a) Lockdown of Removable Disks, Windows Portable Devices and SD Cards to block write access (whether encrypted or not) to be deployed to all WA devices.

(b) Communication to be included in the Communication plan notifying all users of the change.

## 2.4 **Out of Scope**

2.4.1. The following aspects of the solution will be out-of-scope for this Call-Off Contract:

(a) Microsoft provide this facility natively in the Windows 10 operating system, however as there are many thousands of different devices, all of which can report themselves as different 'classes' of device, this process is not infallible. Any device gaps found during system testing and subsequent UAT will be highlighted and where possible suitable remediation options will be put forward.

## 2.5 **Dependencies**

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

(a) Availability of DCC resources to test and accept the change.

## 2.6 **Assumptions**

2.6.1. The following high-level assumptions have been outlined:

(a) All DCC laptops can have USB ports and SD Card Readers locked down for write access. We will allow read-only access and the execution of any executables on external media only.

## 2.7 **Risk**

2.7.1. The following high-level risks have been outlined :

(a) Some users may require USB access and will need to be treated as an exception for a period of time.

(b) Technical change may result in delay to overall programme due to increased EIT testing.

**3. Details of Charges**

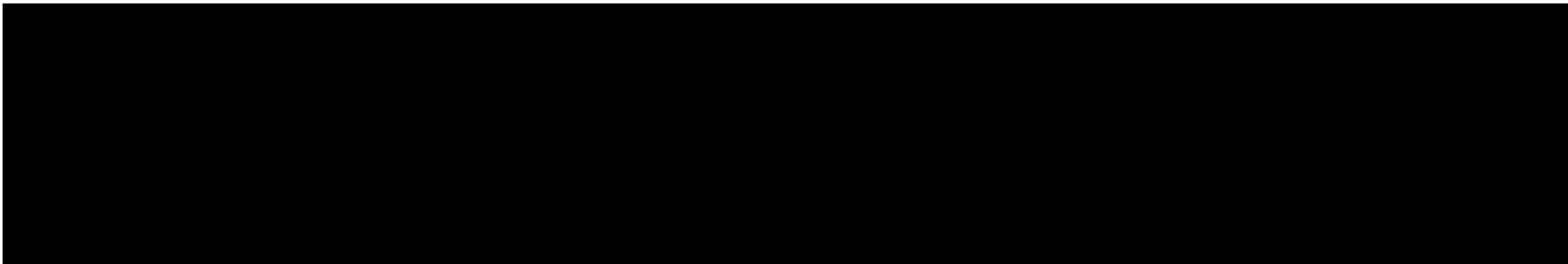
3.1 All pricing is quoted on a [REDACTED] with all works carried out within normal Monday to Friday daytime working hours with the exception tasks delivered under Change Control, which will be provided out-of-hours.

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. Technology Solutions Labour Costs [REDACTED] which will be charged at the prevailing rate at time of invoicing.



**3.5 Ongoing 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.

**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>	