**Technology Services 2 Agreement RM3804**

**Framework Schedule 4 - Annex 1**

**Order Form**

In this Order Form, capitalised expressions shall have the meanings set out in Call Off Schedule 1 (Definitions), Framework Schedule 1 or the relevant Call Off Schedule in which that capitalised expression appears.

The Supplier shall provide the Services specified in this Order Form to the Customer on and subject to the terms of the Call Off Contract for the duration of the Call Off Period.

This Order Form should be used by Customers ordering Services under the Technology Services 2 Framework Agreement ref. RM3804 in accordance with the provisions of Framework Schedule 5.

The Call Off Terms, referred to throughout this document, are available from the Crown Commercial Service website <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3804>

**The Customer must provide a draft Order Form as part of the Further Competition Procedure.**

**Section A**

**General information**

This Order Form is issued in accordance with the provisions of the Technology Services 2 Framework Agreement RM3804.

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| **Customer details** |
| **Customer organisation name**  Click here to enter text. |

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| **Billing address**  Your organisation’s billing address - please ensure you include a postcode  Click here to enter text. |

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| **Customer representative name**  The name of your point of contact for this Order  Click here to enter text. |

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| **Customer representative contact details**  Email and telephone contact details for the Customer’s representative  Click here to enter text. |

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| **Supplier details** |
| **Supplier name**  The Supplier organisation name, as it appears in the Framework Agreement  Click here to enter text. |

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| **Supplier address**  Supplier’s registered address  Click here to enter text. |

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| **Supplier representative name**  The name of the Supplier point of contact for this Order  Click here to enter text. |

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| **Supplier representative contact details**  Email and telephone contact details of the supplier’s representative  Click here to enter text. |

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| **Order reference number**  A unique number provided by the supplier at the time of the Further Competition Procedure  Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management  Click here to enter text. |

**Section B**

**Overview of the requirement**

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| **Framework Lot under which this Order is being placed**  *Tick one box below as applicable (unless a cross-Lot Further Competition)* | | **Customer project reference**  *Please provide the customer project reference number.* | |
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN |  | Click here to enter text. |
| 1. TRANSITION & TRANSFORMATION |  | **Call Off Commencement Date** |
| 1. OPERATIONAL SERVICES |  | *The date on which the Call Off Contract is formed – this should be the date of the last signature on Section E of this Order Form*  Click here to enter a date. |
| a: End User Services |  |
| b: Operational Management |  |
| c: Technical Management |  |
| d: Application and Data Management |  |
| 1. PROGRAMMES & LARGE PROJECTS |  |
| 1. OFFICIAL |  |  |
| * + - * 1. SECRET (& above) |  |  |

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| **Call Off Contract Period (Term)**  *A period which does not exceed the maximum durations specified per Lot below:*   |  |  |  |  | | --- | --- | --- | --- | | **Lot** | **Maximum Initial Term – Months (Years)** | **Extension Options – Months (Years)** | **Maximum permissible overall duration – Years (composition)** | | **1** | 24 (2) | - | 2 | | **2** | 36 (3) | - | 3 | | **3** | 60 (5) | - | 5 | | **4** | 60 (5) \* | 12 + 12 = 24 (1 + 1 = 2) | 7 (5+1+1) \* | | | |
| **\*** *There is a minimum 5 year term for this Lot*  **Call Off Initial Period** Months  Click here to enter text. | **Call Off Extension Period (Optional)** Months  Click here to enter text. | |
| **Minimum Notice Period for exercise of Termination Without Cause**  (Calendar days) *Insert right (see Call Off Clause 30.7)* | | Click here to enter text. |

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| **Additional specific standards or compliance requirements**  *Include any conformance or compliance requirements over and above the Standards (including those listed at paragraph 2.3 of Framework Schedule 2) which the Services must meet.*  *List below if applicable*  Click here to enter text. |
| **Customer’s ICT and Security Policy**  *Where the Supplier is required to comply with the Customer’s ICT Policy and Security Policy then append to this Order Form as a clearly marked document* |
| **Security Management Plan**  *Where the Supplier is required to provide the Customer with the Security Management Plan then append to this Order Form as a clearly marked document* |

**Section C**

**Customer Core Services Requirements**

Please provide details of all Services required including the locations where the Supplier is required to provide the Services Ordered.

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| **Services**  *List below or append as a clearly marked document to confirm the Services which the Supplier shall provide to the Customer (which could include the Customer’s requirement and the Supplier’s response to the Further Competition Procedure)*  Click here to enter text. |

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| **Location/Site(s) for provision of the Services**  Click here to enter text. |

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| **Additional Clauses** *(see Annex 3 of Framework Schedule 4)*  *This Annex can be found on the RM3804 CCS webpage. The document is titled RM3804 Additional Clauses.*  *Those Additional Clauses selected below shall be incorporated into this Call Off Contract* | | | |
| **Applicable Call Off Contract Terms**  **Additional Clauses and Schedules** |  | **Optional Clauses**  *Can be selected to apply to any Order* |  |
| *Tick any applicable boxes below* |  | *Tick any applicable boxes below* |  |
| **A: SERVICES – Mandatory**  **The following clauses will automatically apply where Lot 3 services are provided (this includes Lot 4a & 4b where Lot 3 services are included).**  A3: Staff Transfer  A4: Exit Management |  | C: Call Off Guarantee |  |
| D: Relevant Convictions |  |
| E: Security Requirements |  |
| F: Collaboration Agreement  Where required please complete and append to this Order Form as a clearly marked document (see Call Off Schedule F) |  |
| **A: PROJECTS - Optional**  *Only applies to Lots 1 and 2* |  |
| A1: Testing |  |
| A2: Key Personnel |  | G: Security Measures |  |
| **B: SERVICES - Optional**  *Only applies to Lots 3 and 4a and 4b* |  |
| B1: Business Continuity and Disaster Recovery |  | H: MOD Additional Clauses |  |
| B2: Continuous Improvement & Benchmarking |  | **Alternative Clauses** |  |
| B3: Supplier Equipment |  | *To replace default English & Welsh Law, Crown Body and FOIA subject base Call Off Clauses* |  |
| B4: Maintenance of the ICT Environment |  | *Tick any applicable boxes below* |  |
| B5: Supplier Request for Increase of the Call Off Contract Charges |  | Scots Law  Or |  |
| B6: Indexation |  | Northern Ireland Law |  |
| B7: Additional Performance Monitoring Requirements |  | Non-Crown Bodies |  |
|  |  | Non-FOIA Public Bodies |  |

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| **Collaboration Agreement** *(see Call Off Schedule F) This Schedule can be found on the RM3804 CCS webpage. The document is titled RM3804 Call Off Schedule F.* | | | | | | | | | |
| **Organisations required to collaborate** (Collaboration Suppliers)  Click here to enter text. | An executed Collaboration Agreement shall be delivered from the Supplier to the Customer within the stated number of Working Days from the Call Off Commencement Date *insert right*  **OR** | | | | | | | Click here to enter text. | |
| An executed Collaboration Agreement from the Supplier has been provided to the Customer and is attached to this Order Form.  *tick box (right) and append as a clearly marked complete document* | | | | | | |  | |
| |  |  | | --- | --- | | Licensed Software Where Software owned by a party other than the Customer is used in the delivery of the Services list product details under each relevant heading below | | | Supplier Software  Click here to enter text. | Third Party Software  Click here to enter text. | | | | | | | | | | |
| **Customer Property** *(see Call Off Clause 21)*  Items licensed by the Customer to the Supplier (including any Customer Software, Customer Assets, Customer System, Customer Background IPR and Customer Data)  *List below if applicable*  Click here to enter text. | | | | | | | | | |
| **Call Off Contract Charges and Payment Profile** *(see Call Off Schedule 2)*  Include Charges payable by the Customer to the Supplier (including any applicable Milestone Payments and/or discount(s), but excluding VAT) and payment terms/profile including method of payment (e.g. Government Procurement Card (GPC) or BACS)  *List below or append as a clearly marked document*  Click here to enter text. | | | | | | | | | |
| **Undisputed Sums Limit (£)**  *Insert right (see Call Off Clause 31.1.1)* | | | | | Click here to enter text. | | | | |
| **Delay Period Limit (calendar days)**  *Insert right (see Call Off Clause 5.4.1(b)(ii))* | | | | | Click here to enter text. | | | | |
| **Estimated Year 1 Call Off Contract Charges (£)**  For Call Off Contract Periods of over 12 Months | | | | | Click here to enter text. | | | | |
| **Enhanced Insurance Cover**  Where a specific Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Schedule 14 please specify below | | | | | | | | | |
| Third Party Public Liability Insurance (£) | | | | | Click here to enter text. | | | | |
| Professional Indemnity Insurance (£) | | | | | Click here to enter text. | | | | |
| **Transparency Reports** *(see Call Off Schedule 6)*  *If required by the Customer populate the table below to describe the detail (titles are suggested examples)*   |  |  |  |  | | --- | --- | --- | --- | | **Title** | **Content** | **Format** | **Frequency** | | [Performance] |  |  |  | | [Call Off Contract Charges] |  |  |  | | [Key Sub-Contractors] |  |  |  | | [Technical] |  |  |  | | [Performance management] |  |  |  | | | | | | | | | | |
| **Quality Plans** *(see Call Off Clause 7.2)* | | | | | | | | | |
| Time frame for delivery of draft Quality Plans from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)  *Where applicable* *insert right* | | | | | | | Click here to enter text. | | |
| **Implementation Plan** *(see Call Off Clause 5.1.1)* | | | | | | | | | |
| Time frame for delivery of a draft Implementation Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)  *Where applicable* *insert right* | | | | | | | Click here to enter text. | | |
| **BCDR** *(see Call Off Schedule B1)*  *This can be found on the CCS RM3804 webpage. The document is titled RM3804 Additional Clauses.*  An executed BCDR Plan from the Supplier is required prior to entry into the Call Off Contract *tick box (right) and append as a clearly marked complete document*  **OR** | | | | | | | | |  |
| Time frame for delivery of a BCDR Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)  *Where applicable* *insert right* | | | | | | | Click here to enter text. | | |
| Disaster Period (calendar days) | | | | | | | Click here to enter text. | | |
| **GDPR** (see Call Off Clause 23.6)  *Where a specific Call Off Contract requires the inclusion of GDPR data processing provisions, please complete and append Call Off Schedule 7 to this order form. This Schedule can be found in the Call Off Contract on the RM3804 CCS webpage*  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Supplier Equipment** *(see Call Off Clause B3)*  *This can be found on the RM3804 CCS webpage. The document is titled RM3804 Additional Clauses.* | | | | | | | | | |
| X - Service Failures (number)  *Where applicable* *insert right* | | Click here to enter text. | | Y – Period (Months)  *Where applicable* *insert right* | | Click here to enter text. | | | |
| **Key Personnel & Customer Responsibilities** *(see Call Off Clause A2)*  *List below or append as a clearly marked document to include Key Roles* | | | | | | | | | |
| **Key Personnel**  *List below or append as a clearly marked document to include Key Roles* | | | **Customer Responsibilities**  *List below or append as a clearly marked document* | | | | | | |
| Click here to enter text. | | | Click here to enter text. | | | | | | |
| **Relevant Conviction(s)**  Where applicable the Customer to include details of Conviction(s) it considers relevant to the nature of the Services.  *List below or append as a clearly marked document (see Call Off Clause D where used)*  Click here to enter text. | | | | | | | | | |
| **Appointment as Agent** *(see Call Off Clause 19.5.4)*  *Insert details below or append as a clearly marked document* | | | | | | | | | |
| Specific requirement and its relation to the Services | | | | Other CCS framework agreement(s) to be used | | | | | |
| Click here to enter text. | | | | Click here to enter text. | | | | | |

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| **SERVICE LEVELS AND SERVICE CREDITS** *(see Part A of Call Off Schedule 3)* | |
| **Service Levels**  *If required by the Customer populate the table below to describe the detail (content is suggested examples)*   |  |  |  |  | | --- | --- | --- | --- | | **Service Levels** | | | | | **Service Level Performance Criteria** | **Key Indicator** | **Service Level Performance Measure** | **Service Level Threshold** | **Service Credit for each Service Period** | | **System or Network Availability**  The availability measure is the amount of time the common network is available as a percentage of the operational hours  **EXAMPLE** | Availability | 99% availability of service during 8:00am to 6:00pm Monday to Friday excluding public holidays and agreed planned maintenance activity | **85%** | 1% Service Credit gained for each 0.5 percentage under the specified Service Level Performance Measure | | **Helpdesk – Time to Answer Call**  Calls answered within 16 seconds. Time to answer starts at the point any Interactive Voice Response (IVR) message stops playing. | Performance | 98% of calls answered within 16 seconds. | **90%** | 0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure | | **Time to Fix**  The time taken to fix the incident from the point of the incident being notified to the Supplier. | Performance | % of calls not fixed within SLA measures vs total number of incidents broken down by Severity level  · list of Severity 1 and 2 calls not fixed within SLA maximum time detailing number of hours to resolution  · & how those calls have been escalated  Severity levels: Max time to fix  Severity 1 (4 hours) -100%  Severity 2 (8 hours) –100%  Severity 3 (2 Working Days) – 98%  Severity 4 (5 Working Days) – 98%  Severity levels will be assigned as:  1: Incident causing a critical or total interruption to service, including a complete network failure. There is no alternative/resilient service available  2: Services are degraded or have reduced availability or limited network access. There is a severe impact on service availability. No acceptable alternative is possible. e.g. Dept. or Hub Floor with no access  **EXAMPLE**  3: A non-critical impact to service which has operational service reduction, but no direct effect on service availability. An alternative/workaround is possible, e.g. Multiple Users with no access  4: An incident requiring resolution but which currently is not affecting service or availability, e.g. Single User with no or partial access | **80%**  **EXAMPLE**  **80%**  **80%**  **80%** | 2% Service Credit gained for each incident breaching the 4 hour service level.  Additional 0.5% for each and every hour beyond the 4 hour service level of each incident.  --------  1% Service Credit gained for each incident breaching the 8 hour service level.  Additional 0.2% for each and every 2 hour period beyond the 8 hour service level of each incident.  ---------  0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure for severity level 3  ---------  0.2% Service Credit gained for each percentage under the specified Service Level Performance Measure |   **Critical Service Level Failure** *(see Call Off Clause 9)*  *Agree and specify the metrics for Critical Service Level Failures in the marked areas below*  In relation to **[specify the relevant Service Level]** a Critical Service Level Failure shall include a delay in producing **[specify the relevant Deliverable]** ordered by the Customer in excess of **[specify the relevant time period]** more than once in any **[specify the relevant period]** or more than **[specify the relevant time period].**  And/or  In relation to **[specify the relevant Service Level]** a Critical Service Level Failure shall include a loss of **[specify the relevant Availability]** during core hours **[specify the relevant core hours]** to the **[specify the relevant Service]** for more than **[specify the relevant time period]**, or **[specify the relevant time period].**  The number of Service Level Performance Criteria for the purpose of Call Off Clause 8.6 shall be **[specify number]**. | |
| **Service Credits**  Formula for calculation   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **System / Network Availability**  **v**% (Service Level Performance Measure) -**w**% (actual Service Level performance)  **Worked example:**   |  |  | | --- | --- | | 99.99%(e.g. Service Level Performance Measure requirement for Service Level Performance Criterion of Network Availability) - 97.2% (e.g. actual performance achieved against this Service Level Performance Criterion in a Service Period) |  |   **----------------------------------------------------------**  **Speed of Answering Calls**  **x**% (Service Level Performance Measure) -**y**% (actual Service Level performance) | =  =  = | **y**% / 0.5 = **z** (rounded down) x service credit assigned =  % of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer  2.79% / 0.5 = 5 (rounded down from 5.58) x 0.5 = 2.5 % of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer  **z**% x service credit assigned =  % of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer | | **Worked example:** | | | | 98% (e.g. Service Level Performance Measure requirement for Service Level Performance Criterion of First Time Response) - 94% (e.g. actual performance achieved against this Service Level Performance Criterion in a Service Period)  **Time To Fix**  If **x**% (Service Level Performance Measure) - **y**% (actual Service Level performance)   |  |  |  | | --- | --- | --- | | **Worked example:** | | | | 100% (e.g. Service Level Performance Measure requirement for Service Level Performance Criterion of Time to Fix for Severity 1 incidents) - 96% (e.g. actual performance achieved against this Service Level Performance Criterion in a Service Period). Theincident took 5.5 hours to fix. |  |  | | =  =  = | 4% x 0.5 = 2% of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer  Each incident breaching the SLA hours then **z%**of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer **plus** for Severity 1 and 2 incidents a further **v**% charge is payable for each and every whole hour beyond the SLA hours for that incident type  Failed the 100% so  The incident took 1.5 hours (5.5 - 4) longer than the 4 hour SLA resulting in 2% +0.5% (1 whole hour over SLA) = 2.5% of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer |   **Service Credit Cap**  *Agree and specify the Service Credit Cap in the marked areas below*  In the period from the Call Off Commencement Date to the end of the first Call Off Contract Year **[xxx]%** of the Estimated Year 1 Call Off Contract Charges; and  during the remainder of the Call Off Contract Period, **[xxx]**% of the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the period of twelve (12) Months immediately preceding the Month in respect of which Service Credits are accrued. | |
| **Additional Performance Monitoring Requirements**  **Technical Board** *(see paragraph 2 of Call Off Schedule B7) –* where required  *If required by the Customer populate the table below to describe the detail*   |  |  | | --- | --- | | **Required Members** | | | **Job Title** | **Name** | **Location** | **Frequency** | |  |  |  |  | |  |  |  |  | |  |  |  |  | | |
| Time frame in which the Technical Board shall be established – from the Call Off Commencement Date (Working Days) *Where applicable* *insert right* | Click here to enter text. |

**Section D**

**Supplier response**

Suppliers - use this section to provide any details that may be relevant in the fulfilment of the Customer Order

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| **Commercially Sensitive information**  Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract  Click here to enter text. |

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| **Total contract value**  Please provide the total contract value (for the Call Off Initial Period) as detailed in your response to the Customer’s statement of requirements  Click here to enter text. |

**Section E**

**Call Off Contract award**

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 2 Framework Agreement RM3804.

The Supplier shall provide the Services specified in this Order Form to the Customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as “the Call Off Contract”) for the duration of the Call Off Contract Period.

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| **SIGNATURES** |

**For and on behalf of the Supplier**

|  |  |
| --- | --- |
| Name |  |
| Job role/title |  |
| Signature |  |
| Date |  |

**For and on behalf of the Customer**

|  |  |
| --- | --- |
| Name |  |
| Job role/title |  |
| Signature |  |
| Date |  |