



Crown
Commercial
Service

**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>

Where additional Call Off Schedules are to be incorporated into this Further Competition they are referenced in Appendix L – Call Off Order Schedules in the MLOSS Further Competition Template.

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.

Customer details

Customer organisation name

Department for Work and Pensions (DWP)

Billing address

Your organisation's billing address - please ensure you include a postcode

Department for Work & Pensions, PO Box 406, SSCL Phoenix House Celtic Springs
Business Park, Newport, NP10 8FZ

Customer representative name

The name of your point of contact for this Order

[Redacted]

Customer representative contact details

Email and telephone contact details for the Customer's representative

[Redacted]



Supplier details

Supplier name

The Supplier organisation name, as it appears in the Framework Agreement
British Telecommunications plc

Supplier address

Supplier's registered address
81 Newgate Street, London EC1A 7AJ

Supplier representative name

The name of the Supplier point of contact for this Order
[REDACTED]

Supplier representative contact details

Email and telephone contact details of the supplier's representative
[REDACTED]

Order reference number or the Supplier's Catalogue Service Offer 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. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference Number
[REDACTED]

Section B Overview of the requirement

Framework Lot under which this Order is being placed

Tick one box below as applicable (unless a cross-Lot Further Competition)

- | | |
|--|-------------------------------------|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | <input type="checkbox"/> |
| 2. TRANSITION & TRANSFORMATION | <input type="checkbox"/> |
| 3. OPERATIONAL SERVICES | |
| a: End User Services | <input type="checkbox"/> |
| b: Operational Management | <input type="checkbox"/> |
| c: Technical Management | <input checked="" type="checkbox"/> |
| d: Application and Data Management | <input type="checkbox"/> |
| 4. PROGRAMMES & LARGE PROJECTS | |

Customer project reference

Please provide the customer project reference number.

Managed LAN and Onsite CPE and
Cabling Support Services (MLOSS)

Call Off Commencement Date

*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*

07/07/2021



a. OFFICIAL ☐

a. SECRET (& above) ☐

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

40

Call Off Extension Period (Optional) Months

12 + 8

Minimum Notice Period for exercise of Termination Without Cause 120

(Calendar days) Insert right (see Call Off Clause 30.7)

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

Refer to Appendix I

Customer's ICT and Security Policy

The Supplier is required to comply the DWP Security Requirements - Level 3 & 4, as embedded to this Order Form below.



DWP Security
Requirements Docu

Security Management Plan

The Supplier is required to complete the LAN Tender Information Security Questionnaire v2.3 as referenced in Appendix G and should especially note the "instructions" for completion tab.

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.

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). If a Direct Award, please append the Supplier's Catalogue Service Offer.

As per Call Off Schedule 9 - Specification



Location/Site(s) for provision of the Services

Refer to Appendix E - Customer Master Site List

Additional Clauses (see Annex 3 of Framework Schedule 4)

This Annex can be found on the RM3804 CCS webpage. The document is titled RM3804 Alternative and additional t&c's v4.

Those Additional Clauses selected below shall be incorporated into this Call Off Contract

Applicable Call Off Contract Terms

Optional Clauses

Can be selected to apply to any Order

Additional Clauses and Schedules

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).

☒

C: Call Off Guarantee

☒

D: Relevant Convictions

☒

E: Security Requirements

☒

A3: Staff Transfer

A4: Exit Management

A: PROJECTS - Optional

F: Collaboration Agreement

Where required please complete and append to this Order Form as a clearly marked document (see Call Off Schedule F)

☐

A1: Testing

☒

A2: Key Personnel

☒

G: Security Measures

☐

B: SERVICES - Optional

Only applies to Lots 3 and 4a and 4b

H: MOD Additional Clauses

☐

B1: Business Continuity and Disaster Recovery

☒

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



Collaboration Agreement (see Call Off Schedule F) This Schedule can be found on the RM3804 CCS webpage. The document is titled RM3804 Collaboration agreement call off schedule F v1.

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

N/A

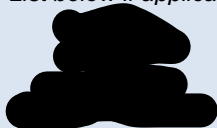
Third Party Software

Cisco Prime ISE.

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



As outlined in the Customer Master Site List

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. If a Direct Award, please append the Price Card attached to the Supplier's Catalogue Service Offer.

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) <i>Insert right (see Call Off Clause 5.4.1(b)(ii))</i>	40
Estimated Year 1 Call Off Contract Charges (£) For Call Off Contract Periods of over 12 Months	£2.24m
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) <i>If required by the Customer populate the table below to describe the detail (titles are suggested examples)</i>	
Title	Content
[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) <i>Where applicable insert right</i>	
To comply with DWP Policy Documents as outlined in Appendix I	
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) <i>Where applicable insert right. If a Direct Award, please append the Implementation Plan attached to the Supplier's Catalogue Service Offer.</i>	
Refer to Appendix K	
BCDR (see Call Off Schedule B1) <i>This can be found on the CCS RM3804 webpage. The document is titled RM3804 Alternative and additional t&c's v4.</i>	
<input checked="" type="checkbox"/>	
An executed BCDR Plan from the Supplier is required prior to entry into the Call Off Contract <i>tick box (right) and append as a clearly marked complete document</i> OR	
Time frame for delivery of a BCDR Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days) <i>Where applicable insert right</i>	
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 Alternative and additional t&c's v4.

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

Supplier Account Director- [REDACTED]
Head of Service Management- [REDACTED]
Head of Contract Management- [REDACTED]
[REDACTED]
Head of Commercial Management- [REDACTED]
[REDACTED]
Finance Manager [REDACTED]
Chief Technology Officer- [REDACTED]

Customer Responsibilities

List below or append as a clearly marked document

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)

A Conviction that is relevant to the nature of the Services to be provided

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

Click here to enter text.

Other CCS framework agreement(s) to be used

Click here to enter text.

SERVICE LEVELS AND SERVICE CREDITS (see Part A of Call Off Schedule 3)



Service Levels

Refer to Annex 1 to Call Off Schedule 3 – Service Levels, Service Credits and Performance Monitoring

Additional Performance Monitoring Requirements

Technical Board (see paragraph 2 of Call Off Schedule B7). This can be found on the CCS RM3804 webpage. The document is titled Alternative and additional t&c's v4.

Required Members			
Job Title	Name	Location	Frequency
Supplier Account Director		Customer Site	Monthly
Head of Service Management		Customer Site	Monthly
Head of Contract Management		Customer Site	Monthly
Head of Commercial Management		Customer Site	Monthly
Finance Manager		Customer Site	Monthly
Chief Technology Officer		Customer Site	Monthly

Time frame in which the Technical Board shall be established – from the Call Off Commencement Date (Working Days) 10.

Section D Supplier response

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

Commercially Sensitive information

Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract
[Click here to enter text.](#)

Total contract value



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Please provide the total contract value (for the Call Off Initial Period) as detailed in your response to the Customer's statement of requirements. If a Direct Award, please refer to the Price Card as attached to the Supplier's Catalogue Service Offer.

£7.3m



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.

SIGNATURES

For and on behalf of the Supplier

Name	[REDACTED]
Job role/title	Director Major Government
Signature	[REDACTED]
Date	07/07/2021

For and on behalf of the Customer

Name	
Job role/title	
Signature	
Date	