



**RM6100 Technology Services 3 Agreement  
Framework Schedule 4 - Annex 1  
Lots 2, 3 and 5 Order Form**

## Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 16 June 2021 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1234>. The agreed Call Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Call Off Schedule 1 (Definitions) of the Call Off Terms

This Order Form shall comprise:

1. This document headed "Order Form";
2. Attachment 1 – Services Specification;
3. Attachment 2 – Charges and Invoicing;
4. Attachment 3 – Implementation Plan;
5. Attachment 4 – Service Levels and Service Credits;
6. Attachment 5 – Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 6 – Software;
8. Attachment 7 – Financial Distress;
9. Attachment 8 - Governance
10. Attachment 9 – Schedule of Processing, Personal Data and Data Subjects;
11. Attachment 10 – Transparency Reports;
12. Attachment 11 – Buyer Policies and Processes;
13. Attachment 12 – Buyer Responsibilities;
14. Attachment 13 – Due Diligence List; and

The Order of Precedence shall be as set out in Clause 2.2 of the Call Off Terms being:

- 1.1.1 the Framework, except Framework Schedule 18 (Tender);
- 1.1.2 the Order Form, except Part B (Tender) of Attachment 1 (Services Specification);



1.1.3 the Call Off Terms; and

1.1.4 Framework Schedule 18 (Tender) and Part B (Tender) of Attachment 1 (Services Specification) of the Order Form.

## Section A General information

Contract Details	
Contract Reference:	C27933
Contract Title:	Future End User Services Procurement
Contract Description:	Provision of End User Services and Service Desk Services
Contract Anticipated Potential Value: this should set out the total potential value of the Contract	£150,618,808.
Estimated Year 1 Charges:	
Commencement Date: this should be the date of the last signature on Section E of this Order Form	<a href="#">Click here to enter text.</a>

Buyer details
<b>Buyer organisation name</b> Department of Environment Food and Rural Affairs
<b>Billing address</b> Your organisation's billing address - please ensure you include a postcode PDF electronic copies of the invoice along with supporting electronic copy Supporting Documentation to: Hard copies to: Defra SSCL Accounts Payables PO Box 790 Newport Gwent NP10 8FZ
<b>Buyer representative name</b> The name of your point of contact for this Order
<b>Buyer representative contact details</b>



Email and telephone contact details for the Buyer's representative. This must include an email for the purpose of Clause 50.6 of the Contract.

### Buyer Project Reference

Please provide the customer project reference number.

Project\_30635

### Supplier details

#### Supplier name

The supplier organisation name, as it appears in the Framework Agreement

Atos IT Services UK Limited

#### Supplier address

Supplier's registered address

2<sup>nd</sup> Floor, Mid City Place, 71 High Holborn, London, WC1V 6EA

#### Supplier representative name

The name of the Supplier point of contact for this Order

#### Supplier representative contact details

Email and telephone contact details of the supplier's representative. This must include an email for the purpose of Clause 50.6 of the Contract.

### 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.

9000961259

### Guarantor details

*Guidance Note: Where the additional clause in respect of the guarantee has been selected to apply to this Contract under Part C of this Order Form, include details of the Guarantor immediately below.*

#### Guarantor Company Name

The guarantor organisation name

Atos SE

Guarantee is not required at contract commencement but may be required by the Buyer at any time during the Contract Period.



Crown  
Commercial  
Service

**Guarantor Company Number**

Guarantor's registered company number

Incorporated under the laws of France with number 323 623 603

**Guarantor Registered Address**

Guarantor's registered address

80 Quai Voltaire River Quest 95870 Bezons France



## Section B

### Part A – Framework Lot

#### Framework Lot under which this Order is being placed

*Tick one box below as applicable (unless a cross-Lot Further Competition or Direct Award, which case, tick Lot 1 also where the buyer is procuring technology strategy & Services Design in addition to Lots 2, 3 and/or 5. Where Lot 1 is also selected then this Order Form and corresponding Call Off Terms shall apply and the Buyer is not required to complete the Lot 1 Order Form.*

- |  |                                     |
|--|-------------------------------------|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | <input type="checkbox"/>            |
| 2. TRANSITION & TRANSFORMATION           | <input type="checkbox"/>            |
| 3. OPERATIONAL SERVICES                  |                                     |
| a: End User Services                     | <input checked="" type="checkbox"/> |
| b: Operational Management                | <input checked="" type="checkbox"/> |
| c: Technical Management                  | <input checked="" type="checkbox"/> |
| d: Application and Data Management       | <input type="checkbox"/>            |
| 5. SERVICE INTEGRATION AND MANAGEMENT    | <input type="checkbox"/>            |

### Part B – The Services Requirement

#### Commencement Date

See above in Section A

#### Contract Period

*Guidance Note – this should be a period which does not exceed the maximum durations specified per Lot below:*

Lot	Maximum Term (including Initial Term and Extension Period) – Months (Years)
2	36 (3)
3	60 (5)
5	60 (5)

**Initial Term** Months

Sixty (60) months

**Extension Period (Optional)** Months

Nil

**Minimum Notice Period for exercise of Termination Without Cause**    Ninety (90) days  
(Calendar days) *Insert right (see Clause 35.1.9 of the Call Off Terms)*

#### Sites for the provision of the Services

*Guidance Note - Insert details of the sites at which the Supplier will provide the Services, which shall include details of the Buyer Premises, Supplier premises and any third party premises.*



The Supplier shall provide the Services from the following Sites:

**Buyer Premises:**

As per the following documents (as provided by the Buyer and updated from time to time):

- Master Site List
- Tech Bar Site List
- Locker Site List

**Supplier Premises:**

As per the following (as provided by the Supplier and subject to the Offshoring Security Assessment)

a) United Kingdom

1 Enterprise Court, Forres Enterprise Park, Forres, IV36 2 AU

Second Floor, MidCity Place, 71 High Holborn, London WC1V 6EA

Bank House, 27 King Street, Leeds, LS1 2HL

b) Poland

ul Kraszewskiego 1, 85-240 Bydgoszcz

c) Romania

United Business Center 1,1, Aristide Demetriade Street, 2nd Floor, Timisoara, Romania

d) India

Atos Global IT Solutions and Services Pvt Ltd, Unit No 502, 2nd Floor, Campus B, RMZ, Centennial, Kundanahalli Main Road Whitefield, Bangalore, Karnataka – 560048, India

Atos Global IT Solutions and Services Pvt Ltd, Plot No. B-1 Software, MID C Technology Park, Talawade, Pimpri-Chinchwad, Maharashtra 411062

Atos Global IT Solutions and Services Private Limited, Mumbai, Building No. 3, 7th Floor, Gigaplex Special Economic Zone, IT Plot No. 5, Airoli Knowledge Park, Airoli, Navi Mumbai, District: Thane, Pin Code 400708, Maharashtra, India

Chennai: A wing, 1st floor, Chennai One IT Park SEZ, Pallavaram to Thoraipakkam, 200 Feet Road, Thoraipakkam, Chennai, Tamil Nadu 60009

e) Philippines



Atos Information Technology Inc. 7th Floor, One Ecom Building, Harbor Drive, Sunset Avenue, Mall of Asia Complex, 1300 Pasay City, Philippines 1300

f) Spain

Subida al Mayorazgo, 24B Planta 138110 Santa Cruz de Tenerife

### Third Party Premises:

Tialis Essential IT Manage Limited, Unit 2, Quadrant Court, Crossways Business Park, Greenhithe, Dartford, England, DA9 9AY, and

Tier 1 Asset Management Limited, 59 Stanley Road, Whitefield, Manchester, England, M45 8GZ.

### Additional Standards

*Guidance Note: see Clause 13 (Standards) and the definition of Standards in Schedule 1 of the Contract. Schedule 1 (Definitions). Specify any particular standards that should apply to the Contract over and above the Standards.*

### BUYER'S ENVIRONMENTAL POLICY

The Buyer's Environmental Policy is 'Defra Environmental Policy 2023', together with the following environment-related and sustainability-related strategies and policies:

- The Buyer's Sustainable Information Technology Strategy
- Sustainability Strategy 2023 to 2033
- Raising a Concern (including Whistleblowing) Policy

### Buyer Security Policy

The Buyer's Security Policy is PLIS002 Defra Group Security Policy, together with the following security-related policies and processes:

- Combined Offshoring Questionnaire
- Defra Group Acceptable Use Policy
- Defra Group Access Control Policy
- Defra Group Business Continuity Policy
- Defra Group Classification Policy
- Defra Group Data and Information Sharing Policy
- Defra Group Data Loss Prevention Policy
- Defra Group Filming and Photography and Audio Recording Policy
- Defra Group ICT Technical Vulnerability Management Policy
- Defra Group Info Systems Acquisition Dev and Maintenance Policy
- Defra Group Information Asset Management Policy
- Defra Group Information Assurance and Security Policy Governance
- Defra Group Information Risk Policy
- Defra Group Offshoring Security Policy
- Defra Group Password Policy
- Defra Group Personnel Security Policy
- Defra Group Physical Security Policy





- Defra Group Protective Monitoring Policy
- Defra Group Removable Media Policy
- Defra Group Security Clear Desk and Clear Screen Policy
- Defra Group Security Compliance and Assurance Policy
- Defra Group Security Digital Forensics Readiness Policy
- Defra Group Security Incident Response Management Policy
- DgS Cyber and IT Security Assurance Policy
- LIT 60526 - Data Protection Policy (Core Defra)
- NCSC\_SOC\_Feeds
- Security Aspects Letter
- Security Assurance Process
- UK Government Security Standards - GovS\_007-\_Security
- Assistive Technology Catalogues report

### Buyer ICT Policy

*Guidance Note: where the Supplier is required to comply with the Buyer's ICT Policy then append to this Order Form below.*

Not applicable

### Insurance

*Guidance Note: if the Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Agreement or the Buyer requires any additional insurances please specify the details below.*

Third Party Public Liability Insurance (£) - Ten million pounds (£10,000,000) in respect of any one claim and in the aggregate per annum, but five million pounds (£5,000,000) in respect of any one occurrence (the number of occurrences being unlimited) and in the aggregate per annum in respect of products and pollution liability.

Professional Indemnity Insurance (£) - Ten million pounds (£10,000,000) in respect of any one claim and in the aggregate per annum.

Employers' Liability Insurance (£) – Five million pounds (£5,000,000).

### Buyer Responsibilities

*Guidance Note: list any applicable Buyer Responsibilities below.*

As set out in Attachment 12 (Buyer Responsibilities)

### Goods

*Guidance Note: list any Goods and their prices.*

As set out in the Service Catalogue in Annex 1 to Attachment 2 (Charges & Invoicing)

### Governance – Option Part A or Part B

*Guidance Note: the Call Off Terms has two options in respect of governance. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is limited project governance required during the Contract Period.*

Governance Schedule	Tick as applicable
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Part A – Short Form Governance Schedule	<input type="checkbox"/>
Part B – Long Form Governance Schedule	<input checked="" type="checkbox"/>

The Part selected above shall apply this Contract as set out in Annex 1 to this Order Form.

#### Change Control Procedure – Option Part A or Part B

*Guidance Note: the Call Off Terms has two options in respect of change control. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is no requirement to include a complex change control procedure where operational and fast track changes will not be required.*

Change Control Schedule	Tick as applicable
Part A – Short Form Change Control Schedule	<input type="checkbox"/>
Part B – Long Form Change Control Schedule	<input checked="" type="checkbox"/>

The Part selected above shall apply this Contract as set out in Annex 1 to this Order Form.



## Section C

### Part A - Additional and Alternative Buyer Terms

#### Additional Schedules and Clauses

##### Part A – Additional Schedules

*Guidance Note: Tick any applicable boxes below*

Additional Schedules	Tick as applicable
Call Off Schedule 11: Implementation	<input checked="" type="checkbox"/>
Call Off Schedule 12: Testing Procedures	<input checked="" type="checkbox"/>
Call Off Schedule 13: Security Requirements (either Part A or Part B)	Part A <input type="checkbox"/> or Part B <input checked="" type="checkbox"/>
Call Off Schedule 14: Staff Transfer	<input checked="" type="checkbox"/>
Call Off Schedule 15: Benchmarking	<input checked="" type="checkbox"/>
Call Off Schedule 16: Business Continuity and Disaster Recovery	<input checked="" type="checkbox"/>
Call Off Schedule 17: Continuous Improvement	<input checked="" type="checkbox"/>
Call Off Schedule 18: Guarantee	<input type="checkbox"/>
S9: MOD Terms	<input type="checkbox"/>

##### Part B – Additional Clauses

*Guidance Note: Tick any applicable boxes below*

Additional Clauses	Tick as applicable
C1: Relevant Convictions (as set out in Clauses 11.9 to 11.11 (inclusive) in the Call Off Terms)	<input checked="" type="checkbox"/>
C2: Security Measures	<input type="checkbox"/>
C3: Collaboration Agreement	<input type="checkbox"/>

Where selected above the Additional Schedules and/or Clauses as set out in Annex 1 to this Order Form shall be incorporated into this Contract.

##### Part C - Alternative Clauses

*Guidance Note: Tick any applicable boxes below*

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>
Joint Controller Clauses	<input type="checkbox"/>

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.



## Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

### Call Off Schedule 13 (Security Requirements)

*Guidance Note: where Call Off Schedule 13 (Security Requirements) has been selected in Part A of Section C above, then for the purpose of the definition of "Security Management Plan" insert the Supplier's draft security management plan below.*



Defra - Security  
Management Plan - FI

### Call Off Schedule 14 (Staff Transfer)

*Guidance Note: where Call Off Schedule 14 (Staff Transfer) has been selected in Part A of Section C above, then for the purpose of the definition of "Fund" in Annex D2 (LGPS) of Part D (Pension) insert details of the applicable fund below.*

To be confirmed during Mobilisation/Transition

### Additional Clause C1 (Relevant Convictions)

*Guidance Note: where Clause C1 (Relevant Convictions) has been selected in Part A of Section C above, then for the purpose of the definition of "Relevant Convictions" insert any relevant convictions which shall apply to this contract below.*

Unspent convictions relating to the following:

- any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm;
- offences listed in the Sexual Offences Act 2003;
- the unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking;
- theft and dishonesty offences;
- offences involving fraud;
- offences involving firearms;
- offences involving arson; and
- offences listed in the Terrorism Act 2006.



## Section D

### Supplier Response

#### Commercially Sensitive Information

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – *use specific references to sections rather than copying the relevant information here.*

1. All information relating to the Charges and Supplier pricing or finances whether included within: Framework Schedule 3 (Framework Prices and Charging Structure); Call Off Schedule 2 (Charging and Invoicing) and Order Form Attachment 2 (Charges and Invoicing) or elsewhere under the Framework Agreement or the Contract, including but not limited to:
  - i) all labour rates, individual prices and financial information set out or arising from the Framework or the Contract;
  - ii) Delay Payments;
  - iii) Service Credit Cap;
  - iv) invoicing;
  - v) early termination fees paid in accordance with Clause 36.2 of the Call Off Terms; and
  - vi) the supplier's financial information that is not in the public domain
2. Financial information related or connected to any benchmark review conducted in accordance with Clause 17 of the Call Off Terms
3. Financial information related or connected to any audit conducted in accordance with Clause 29
4. Any proprietary information owned by the Supplier set out in Order Form Attachment 1 Part B (Tender) to the extent that such information relates to the Supplier's general commercial, technical and business practices, procedures and functions rather than specifically relating to the provision of the Services.
5. Call Off Schedule 16 Business Continuity and Disaster Recovery
6. Order Form Attachment 5 – Key Supplier Personnel
7. Any names of individuals within Call Off Schedule 14 (Staff Transfer)



## Section E Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

### SIGNATURES

#### For and on behalf of the Supplier

Name	
Job role/title	
Signature	
Date	

#### For and on behalf of the Buyer

Name	
Job role/title	
Signature	
Date	



## Attachment 1 – Services Specification Part A (Specification)

### 1.0 Introduction

These Future End User Services (FEUS) includes End User Services (EUS), Service Desk (SD), Workplace Enterprise Services (WES), M365 Product and Platform Operational Support & Management (excluding platform admin), Assistive Technology (AT) Services, Mobile Support Services Body Worn Video Service and Sustainability as described below:

### 2.0 Services

#### 2.1 End User Services

##### 2.1.1 Tech Bars

Tech Bar services include the provision of dedicated workspaces in key Buyer Premises where End Users can receive face to face support in the resolution of IT challenges. The Tech Bars will be resourced by the Supplier's qualified personnel who will facilitate the resolution of issues, queries, and request fulfilment activities in a more responsive and immediate timeframe than standard remote support via the Service Desk 2nd line support functions. Tech Bar resources will also provide floor walking support and deskside support as in addition to Tech Bar services.

##### 2.1.2 Device Management

The Supplier will be responsible for the sourcing and delivery of End User Devices that meet the technological and supply chain standards that are set out in the Defra Device Strategy that follows minimum device specification. The Buyer is agnostic to manufacturers save for the requirement that they are Tier 1 manufacturers and utilise a distribution channel that is compliant with UK Government standards. Devices must be configured and managed to support modern managed capabilities, be enrolled in Microsoft Intune and Autopilot (or applicable device management software i.e. Apple iOS management planes) allowing deployment of applications and operating system updates as needed. The Supplier shall also ensure that the Buyer's Service, Asset and Configuration Management policies and processes are followed.

##### 2.1.3 Video Conferencing (VC) & Microsoft Teams Room Support

The Supplier is required to provide proactive monitoring of the in-scope VC Equipment and ensure that flexible and mobile VC solutions are available for Users to order the Buyers Service Catalogue. The Supplier shall where the Buyer site has a Tech Bar, provide onsite technical support to the in-scope VC Equipment to the extent possible.



Video Conferencing & Microsoft Meeting Rooms support service is not a Day 1 Requirement, this Service shall be included in scope in Contract Year 2 when the current contract expires.

Charges for the Video Conferencing & Microsoft Meeting Rooms Support Service are included in Attachment 2 (Charges and Invoicing) and the Initial Financial Model. Implementation charges for VC and Microsoft Teams Room Support should be minimal (if not zero) and any costs to on-board the new service line in 2026 are included in the applicable Service Charge. The Buyer shall not incur any on-boarding or other one-off costs associated with Service take-on by the Supplier in 2026.

## 2.2 Service Desk Services

- 2.2.1 The Service Desk is an essential and critical part of FEUS and therefore, under Regulation 63(7) of the Public Contracts Regulations 2015, the Service Desk shall be provided directly by the Supplier and not by a Subcontractor.
- 2.2.2 The Supplier is required to collaborate with the Buyer to support its drive to deliver Service Desk Services that shift-left (i.e. shifting resolution capabilities as close as possible to the end user), maximising first-time fix and sharing the Service Desk's knowledge with Buyer's End Users to promote self-service provisions, along with technical support.
- 2.2.3 The Service Desk shall allow End Users to connect with a qualified Supplier representative (experienced in the Digital Devices, configuration and management and standard software bundles applicable to most users). Connection may be via chat or video calls, or such other channels as agreed with the Buyer from time to time to assist End Users with the configuration of their devices, peripherals and software ensuring that assistance is available for users performing tasks that they may sometimes find challenging.
- 2.2.4 Proactive Incident Management is critical to FEUS and the Supplier is required to implement best practice tools and methods that will detect issues and action them before incidents develop into widespread or major incidents
- 2.2.5 Major Incident and Problem Management will be retained in-house to enable the Buyer to manage these issues. Support from the Service Desk will be required to facilitate the orchestration of participant involvement in managing the issue.

## 2.3 Assistive Technology (AT) Services

- 2.3.1 As part of the AT service, the Buyer is looking to improve the Assistive Technology service.





- 2.3.2 The Supplier shall introduce AT iOS Applications and gain better control & fulfilment of AT Hardware and Software items within the estate and offered to users. The Supplier shall support the Buyer's Assistive Technology End Users' needs in any of our Sites, and where required, for home-based workers.
- 2.3.3 The Supplier shall provide thought leadership through scanning the market to identify, access and deploy future AT technologies that would be beneficial to the Buyer's Users.

#### 2.4 M365 Product & Platform Services

- 2.4.1 The Buyer is aligned with Microsoft's Modern Managed and Evergreen approach.
- 2.4.2 The Buyer's M365 Product & Platform is encompassed with the following service components:
  - 2.4.2.1 Microsoft Purview Information Protection (was Azure Information Protection)
  - 2.4.2.2 M365 Product and Platform Operational Support & Management (excluding platform admin)
  - 2.4.2.3 SharePoint Online
  - 2.4.2.4 MS Teams
  - 2.4.2.5 Entra ID (Azure Active Directory)
  - 2.4.2.6 Endpoint Management (Intune)
  - 2.4.2.7 Exchange Online
  - 2.4.2.8 Project Online
  - 2.4.2.9 OneDrive
  - 2.4.2.10 MS Collaborations Tools (e.g., Planner, ToDo, OneNote, Whiteboard, Forms)
  - 2.4.2.11 Viva Engage
- 2.4.3 The Buyer embraces the modern approach to enabling the Out of the Box Experience (OOBE) when deploying new devices for an enhanced user experience. This also reduces Defra's Carbon footprint by reducing the number of times a device is moved by third parties from one place to another, and maximises the functionality use available through their Microsoft license.



## 2.5 Mobile Support Services

The Supplier shall (acting on behalf of the Buyer) perform the specified administrative activities in relation to the mobile phone service provided by Buyer's Mobile Services provider, by utilising the Mobile Services Providers corporate service administration portal and online tooling. These Mobile Support Services include accessing the Telecoms providers portal to perform administrative tasks (report running, call plan provisioning, accounting reconciliations, SIM provision etc).

## 2.6 Body Worn Cameras

The Supplier shall provide a Body Worn Video Service that will administer and support the capture and management of digital video footage, tailored to the Buyer's requirements. The Supplier will integrate the Body Worn Video Service into the Buyers service management processes.

## 2.7 Sustainability

- 2.7.1 The Buyer's Group vision is to make our air purer, water cleaner, land greener and food more sustainable. Central to delivering this vision is a close partnership between government, industry and other actors to achieve the United Nation's Sustainable Development Goals (SDGs), implement the UK Government's 25 Year Environment Plan. These documents are the blueprints to create a better, more sustainable future for all.
- 2.7.2 The Buyer's Digital, Data, Technology and Security (DDTS) is the Senior Responsible Owner for Sustainable Information Technology across Government. The Buyer's vision for sustainability in DDTS is to show leadership and expertise as a "Centre of Excellence". This means embedding sustainability in the Buyer ways of working and activities. Taking a sustainability approach will enable us to:
  - 2.7.2.1 deliver the ambitions of the Buyer's group plan;
  - 2.7.2.2 reduce the amount of natural resources we consume and purchase, whilst achieving savings;
  - 2.7.2.3 improve the sustainability of the supply chain;
  - 2.7.2.4 increase the resilience of corporate services; and
  - 2.7.2.5 ensure that we protect the organisation from sustainability risk.
- 2.7.3 The Buyer is committed to embedding sustainability at the heart of its planning, estates, delivery and commercial activity. Sustainability in this context refers to environmental sustainability, social risks and social value (additional benefits). The Buyer's Group has high expectations and requirements in addressing sustainability challenges, with an expectation that the Supplier has an awareness of the relevant global risks and



opportunities associated with its activities. The Buyer expects the Supplier to ensure sustainability is embedded into the relevant aspects of service delivery and sustainable outcomes are delivered. This encompasses all procured products and services; from facilities to professional services, travel to ICT, logistics to hardware, industrial products and services to security, transportation to office management the Supplier must be as committed as we are to protecting people, planet and striving for better.

2.7.4 The Supplier must consider how in the delivery of the Services it can contribute to the global effort to:

2.7.4.1 prevent further climate change and adapt to our changing climate;

2.7.4.2 halt and reverse nature decline and loss of biodiversity;

2.7.4.3 stop the depletion and pollution of natural resources; and

2.7.4.4 tackle social inequality for a fair, just and inclusive society

2.7.5 The Supplier must consider how in the delivery of the Services it will:

2.7.5.1 be aware of the risks of modern slavery (directly and within their supply chain);

2.7.5.2 review sustainability risks and opportunities, think innovatively to remove barriers, and work collaboratively to maximise sustainable outcomes; and

2.7.5.3 ensure that any Goods or Services are designed, sourced, and delivered in a manner which is environmentally and socially responsible, always consistent with best practice environmental management and social standards and Government policy; and

2.7.5.4 ensure that any Goods are designed, sourced and delivered in accordance with the Buyer's Device Strategy and Minimum Technical Standards.

### 3.0 Detailed Requirements

Buyer requirements are as set out in FEUSPP ITT\_Volume 4 Document 1 (Requirements Compliance Matrix) V2.0\_ATOS.Xlsx which is attached to and forms part of the Buyer's Services Specification and the updated Buyer Requirements as set out in FEUSPP (Requirements Compliance Matrix) Change Log.xlsx .

## Part B (Tender)



Crown  
Commercial  
Service

## Attachment 2 – Charges and Invoicing



Crown  
Commercial  
Service

## Attachment 3 – Outline Implementation Plan



Crown  
Commercial  
Service

## **Attachment 4 – Service Levels and Service Credits**



Crown  
Commercial  
Service

## **Attachment 5 – Key Supplier Personnel and Key Sub-Contractors**





Crown  
Commercial  
Service

## Attachment 6 – Software

## **Attachment 7 – Financial Distress**

## **Attachment 8 – Governance**

## **Attachment 9 – Schedule of Processing, Personal Data and Data Subjects**

## **Attachment 10 – Transparency Reports**

## **Attachment 11 – Buyer Policies and Processes**

Buyer Defined Location list

- Full Time Tech Bars
- Part time Tech Bars

Locker location list

UK Government Security Standards

Tier 1 vendors

AT Product List

Authorities Approved Assistive Technology policies.

Buyer AT Non Standard Services Request (NSSR) process

Defra Code of Conduct

Defra Group Security Policy

DEFRA Offshoring Security Policy

Authority Sites

Authority's Complaint Management Process

IP Address Management Architecture Design and Guidance.

Testing and Deployment processes (Release Testing Process)

Defra Group Data Loss Prevention Policy v1.1

Data Protection Policy (Core Defra)

Buyers Minimum Device Specification

DEFRA Device Strategy

DEFRA Sustainability IT Policy

DEFRA Sustainability Principles

EUE Minimum Device Specification

Authority Hardware Asset Management Policy (SMSI-071-002-016) and Hardware Asset Management Process (SMSI-071-002-016)

Authority's Backup and Recovery Standards and Processes

Common Service Data Model (CSDM) [underpins CMDB]

Authority's Service Run Manual (SMSI-01-363-001)

Authority's Incident Management policy and incident management process (SMSI-071-002-006)

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Authority's Problem Management Policy (SMSI-071-001-011) and Problem Management Process (SMSI-071-002-011) and Work Instructions

Authority's Change and Evaluation Management Policy (SMSI-071-002-003) and Change and Evaluation Management Process (SMSI-071-002-003)

Authority's Release and Deployment Management Policy (SMSI-071-001-012) and Release and Deployment Management Process (SMSI-071-002-012)

Authority's Request Fulfilment Policy (SMSI-071-001-014) and Request Fulfilment Process (SMSI-071-002-014)

Authority's Service Catalogue Management Policy (SMSI-071-001-018) and Service Catalogue Management Process (SMSI-071-002-018)

Authority's Access Management Policy (SMSI-071-001-013) and Access Management Process (SMSI-071-002-013)

Authority's Event Management Policy (SMSI-071-001-005) and Event Management Process (SMSI-071-002-005)

Knowledge Management Policy (SMSI-071-001-009) and Knowledge Management Process (SMSI-071-002-009)

Authority's IT Service Continuity Management Policy (SMSI-071-001-008) and IT Service Continuity Management Process (SMSI-071-002-008)

Authority's Capacity Management Policy (SMSI-071-001-002) and Capacity Management Process (SMSI-071-002-002)

Authority's Availability Management Policy (SMSI-071-001-001) and Availability Management Process (SMSI-071-002-001)

Software Asset Management Policy (SMSI-071-001-017) and Software Asset Management Process (SMSI-071-002-017)

Configuration Management Policy (SMSI-071-001-015) and Configuration Management Process (SMSI-071-002-015)

Authority's Service Measurement and Reporting Policy (SMSI-071-001-020) and Service Measurement and Reporting Process (SMSI-071-002-020)

Authority's Service Level Management Policy (SMSI-071-001-019) and Service Level Management Process (SMSI-071-002-019)

Authority's Service Improvement Policy (SMSI-071-001-004) and Service Improvement Process (SMSI-071-002-004)

Authority's Risk Governance procedures and the Operational Risk Management Policy (SMSI-071-001-010) and Risk Management Process (SMSI-071-002-010)

Buyer's IT Roadmap for the Services

Buyer's Enterprise Architecture Principles (approved version)

Service Delivery Lifecycle (SMSI-223-001)

Authority's Testing Strategy



Authority's Service Validation and Testing Policy (SMSI-071-001-021) and Service Validation and Testing Process (SMSI-071-002-021)

Authority's Supplier Management Policy (SMSI-071-001-022) and Supplier Management Process (SMSI-071-002-022)

ARC-490-003 Supplier Infrastructure Technology Dataset Template Product Description

ARC-490-004 Supplier Infrastructure Technology Dataset Template

ARC-490-005 Infrastructure Technology Dataset Document Review Process Flow

ARC-490-006 Infrastructure Technology Dataset DRF Template

Authority's on-boarding process (SMSI-01-321-002)

Defra Security Assurance process or DEFRA Group Security (DgS) security assurance process

Defra Group Password Policy

Defra's Sustainable IT Strategy

Greening government: ICT and digital services strategy 2020 to 2025

Greening Government Commitments 2021 to 2025 - GOV.UK ([www.gov.uk](http://www.gov.uk))

Core Labour Standards

Packaging (Essential Requirements) Regulations 2015 (as amended) and Producer Responsibility Obligations (Packaging Waste) Regulations 2007 (as amended)

Raising a Concern (including Whistleblowing) Policy

IT guidance for DDTS Suppliers PBT Facilities Estates v2.12

Summary of Integrated Service Desk Strategy (SMSI-03-133-001)

Defra Group Information and Security Incident Management Policy

First Contact Resolution Services

Communication Strategy

Application Decommissioning Methodology Product Description v0.4

CCTS Assurance Guardrails-Redacted

Defra Information Appraisal and Disposal Policy.Redacted

Records Management Instruction and Guidance

Application Decommissioning Methodology Product Description

Gateways Architecture Design and Guidance (LLD)

Core Defra Group Foundation Services HLD v1.0

Buyer Disposal Policy.(Process)

Buyer's IT Accessibility Standards

AAD Role Delegation for Supplier

Connectivity and Architecture Standards

Example Security Aspects Letter

Defra group Security: Acceptable Use Policy

Defra group Access Control Policy

Defra Business Continuity Policy

Defra Group Classification Policy

Defra Group Data and Information Sharing Policy

Defra group Filming, Photography and Audio Recording Policy and Guidance

Defra Group ICT Technical Vulnerability Management Policy

Defra group Security: Information Systems Acquisition, Development and Maintenance Policy

Defra Group Information Asset Management Policy

Defra Group Information Assurance and Security Policy Governance

Defra Group Information Risk Policy

Defra Group Personnel Security Policy

Defra Group Physical Security Policy

Defra Group Protective Monitoring Policy

Defra Group Removable Media Policy

Defra Group Security Clear Desk and Clear Screen Policy

Defra group Security: Security Incident Response Management Policy

Defra group Security Digital Forensics Readiness Policy

Defra group Security Compliance and Assurance Policy

Cyber and Information Technology Security Assurance Policy

NCSC SOC Data Feeds document

Buyer Security Information Event Management System

Combined Offshoring Questionnaire

Buyer's Project Management Framework

CEDS Process (latest versions)

Modern Slavery Assessment Tool (MSAT)

RM6100 Order Form – Lots 2, 3 and 5

Authorities Equality, Diversity & Inclusion Strategy.

DEX Tooling current POC details (CQ PME-FEUSPP-010)

TUPE Data (CQ PME-FEUSPP-017)

End User Device Security Policy

## **Attachment 12 – Buyer Responsibilities**

## **Attachment 13 – Due Diligence List**