**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 fromthe Crown Commercial Service website <http://ccs-agreements.cainbetoffice.qov.uk/contracts/rm3804>

**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 Enviro nme nt, Food and Rural Affairs (DEFRA)Department for En vironment, Food and Rural Affairs (DEFRA)

**Billing address**

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

### Nobel House, 17 Smith Square, London SW1P 3JR

Customer representative name

ii i itct for this Order

Customer representative contact details

Emali and telephonecontact details for the Customer's representative

**Supplier details**

Supplier name

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

UKN Group Limited

Supplier address

Supplier's registered address

5 Elmwood, Chineham Park, Basingstoke, RG24 8WG

Supplier representative name

The name of the Su lier oint of contact for this Order

Supplier representative contact details

Email and telephone contact details of the supplier's representative



**Order reference** number

A unique number provided by the supplier at the time of the Further Competition Procedure

**RM3804-Lot3d-UKN Group-D365**

**Section BOO**

**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)*

Customer project reference

Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management

1. TECHNOLOGY STRATEGY & SERVICES DESIGN
2. TRANSITION & TRANSFORMATION
3. OPERATIONAL SERVICES
4. PROGRAMMES & LARGE PROJECTS
   1. OFFICIAL

a. SECRET (& above)

□ ecm\_28529

□ 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

30/08/2020

D D

**Call Off Contract Period** (Term)

A period whiCh does not exceed the maxImum durafions spec,'fiIed per L0t 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 | 36 (3 ) | - | 5 |
| **4** | 60 (5 ) | 1 2 + 12 = 24 (1 + 1 = 2) | 7 (5+1+1 ) |

Call Off Initial Period Months

Click here to enter text. 12 Months

Call Off Extension Period (Optional) Months

.Up to 12 Months

**Minimum Notice Period for exercise of Termination Without Cause** 30

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

**Additional specific standards or compliance requirements**

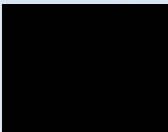
Include any conformance or compliance requirements over and above the Standards (including those listed at paragraph

2.3 of Framework Schedule 2) which the Services must meet.

*List below if applicable*

NIA.

**Customer's ICT and Security Policy**

*Where the Supplier is required to comply with the Customer's /CT 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**

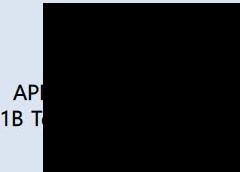
Please provide details of all Services required including the locations where the Supplier is required to provide the Services Ordered.

**Services**

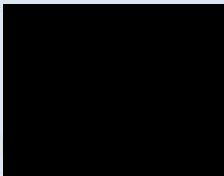
*List below or append* **as *a*** *clearly marked document to confirm the Services which the Supplier shall provide to the Customer (which could include the Customer's requirement and the Supplier's response to the Further Competition Procedure)*

Click here to enter text.

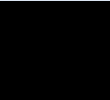
### Doc. APPENDIXG Lot l B - Tech nical Requirem ents



Doc. APPENDIX**H** - Gen er ic Tech nical Req uirement



RM38 04 SERVICE MANAGEMENT ORGANISATION

**RM**

Servic

**Location /Site(s) for provision of the Services**

### On site in the Buyer's designated offices with scope for remote working upon agreement

**Additional Clauses** (see *Annex 3 of Framework Schedule 4)*

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

**Applicable Call Off Contract Terms**

*Tick any applicable boxes below*

**A: SERVICES** • **Mandatory**

Lot 3

**A: PROJECTS** • **Optional**

Lots 1 and 2 A1: Testing

A2: Key Personnel

**B: SERVICES** • **Optional**

Lots 3 and 4a and 4b

B1: Business Continuity and Disaster Recovery

B2: Continuous Improvement &

Benchmarking

B3: Supplier Equipment

B4: Maintenance of the ICT Environment BS: Supplier Request for Increase of the

Call Off Contract Charges

B6: Indexation

B7: Additional Performance Monitoring Requirements

**Optional Clauses**

Can be selected to apply to any Order

*Tick any applicable boxes below*

C: Call Off Guarantee □

D: Relevant Convictions □

* E: Security Requirements D

F: Collaboration Agreement

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

□

□

G: Security Measures □

0 H: MOD Additional Clauses □

* **Alternative Clauses**

To replace default English & Welsh Law, Crown Body and FOIA subject base Call Off Clauses

□

* *Tick any applicable boxes below*

Scots Law

Or

D

Northern Ireland Law

D

# □

□

* Non-Crown Bodies D

**Non-FOIA**Public **Bodies** D

**Collaboration Agreement** (see *Call Off Clause F)*

**Organisations required to collaborate** (Collaboration Suppliers)

An executed Collaboration Agreementshall be delivered from the Supplier to the Customer within the stated number of Working Days from the Call Off Commencement Date *insert right*

**OR**

N/A

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**

Microsoft Dynamics.

Include license or link in Call Off Schedule 3

**Customer Property**

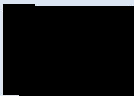
Items licensed by the Customer to the Supplier (including any Customer Software, Customer Assets, Customer System, Customer Background IPR and Customer Data)

*List below if applicable (see Call Off Clause 21)*

**N/A**

**Call Off Contract Charges and Payment Profile**

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* ***(see*** *Call Off Schedule 2)*

**Undisputed Sums Limit** (£)

*Insert right (see Call Off Clause 31.1.1)*

Delay Period Limit (calendar days)

*Insert right (see Call Off Clause 5.4.1(b)(iij )*

## shall equate to the total sums referenced within respective Cus t o mer Issued Statement of Works

N/A

**Estimated Year 1 Call Off Contract Charges(£)**

For Call Off Contract Periods of over 12 Months

Up to £4,800,000 Any works outside of the support services commitment will be controlled by Statement of Work with no commitment to spend until a Statement of Work is agreed and signed by both parties. A Statement of Work will only commit the Buyer to spend the value outlined in that document.

**Enhanced Insurance Cover**

Where a specific Call Off Contract requires a higher level of insurance cover than the £1m defa k Schedule 14 please specify below



ult in Framewor

-

Third Party Public LiabilityInsurance (£)

Professional Indemnity Insurance (£) Click here to enter text

**Transparency Reports** *(see Call Off Clause 23.4)*

*If required by the Customer populate the table below to describe the detail (titles are sua< ested examples)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Content** | **Format** | **Frequency** |
| [Performance] |  |  |  |
| [Call Off Contract Charges] |  |  |  |
| [Kev Sub-Contractorsl |  |  |  |
| [Technicall |  |  |  |
| [Performance manaaementl |  |  |  |

**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*

**Implementation Plan**

Time frame for delivery of a draft Implementation Plan from the Supplier to the Customer - from the Call Off Commencement Date (Working Days)

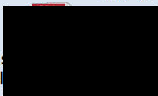
*Where applicable insert right*

**BCDR** *(see Call Off Clause 81)*

NIA

NIA

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*

□

Bu

**OR** P

T im e frame for delivery of a BCDR Plan from the Supplier to the Customer -

from the Call Off Commencement Date (Working Days) NIA

*Where applicable insert right*

Disaster Period (calendar days) NIA

**Supplier Equipment** *(see Call Off Clause 83)*

X - Service Failures (number)

*Where applicable insert right*

NIA Y - Period (Months)

*Where applicable insert right*

NIA

**Key Personnel** & **Customer Responsibilities** *(see Call Off Clause A2)*

*List below or append* as **a** *clearly marked document to include Key Roles*

Key Personnel Customer Responsibilities

*List below or append* as a *clearly marked document to List below or append* asa *clearly marked document include Key Roles*

NIA NIA

**Relevant Convi ction(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 *Calf Off Clause D where used)*

N/A

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 Other CCS framework agreement(s) to be Services used

*NIA NIA*

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

Service Levels

*ff required by the Customer populate the table below to describe the detail (content is suggested examples)*

## [Guidance Note: Insert the appro priate Service Levels and Service Credits above.l

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service Levels | | | | | | Service Credit for each Service Period | |
| Service Performance Criterion | Level | Key Indicator | Service Level Performance Measure | | Service Level Threshold |
| **P1** - **Critical**  Major services | | Incident Resolution | 98.5%  Severity | of  1 | <98.5% | 1% Service Credit  gained for each | |
| unavailable.  A service | is |  | calls closed and resolved | |  | percentage under  the specified | |
| unavailable, with significant business impact.  Many users unable | |  | within  hours | 4 |  | Service Performance | Level |
| to use a service. | |  |  | |  |  | |
| Unable to provide a | |  |  | |  |  | |
| core business | |  |  | |  |  | |
| function. | |  |  | |  |  | |
| **P2** - **Serious** Partial loss of major services.  Users unable to run critical work | | Incident 98.8% of Resoul tion Severity 2  calls closed and resolved within 6  Hours | | | <98.5% | 1% Service Credit  gained for each percentage the specified Service Level Performance | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| causing severe business impact.  Service usable but if the problem is not resolved promptly a significant impact to business will result  A large number of users are affected. |  |  |  |  |
| **P3 - Degraded Service**  Complete service is available but  performance is impaired e.g. slow | Incident Resolution | 98.5 % of  Severity 3 calls closed and resolved within 3 Days | <98.5% | 1% Service Credit gained for each percentage under the specified  Service Level Performance |
| response |  |  |  |  |
| Incident causes |  |  |  |  |
| inconvenience but it is not a major |  |  |  |  |
| concern.  User productivity |  |  |  |  |
| impacted  A service is not working correctly |  |  |  |  |
| but does not affect any critical work. |  |  |  |  |
| **P4- Minor** | Incident | 98 .5% of | <98.5% | 1% Service Credit |
| Any Incident where minimal service impact is  being incurred and | Resoul tion | Severity 4 calls closed and resolved  within 10 |  | gained for each percentage under the specified  Service Level |
| no urgent action is required. |  | Days |  | Performance |
| Incident is a nuisance but has |  |  |  |  |
| little effect on the |  |  |  |  |
| users.  Requests for |  |  |  |  |
| information/queries |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| The supplier must | Service | 98.5% from | <98.5% | 1% Service Credit |
| provide end to end  Service Availability | Availability | 08:00 to  18:00, |  | gained for each percentage under |
| (Measured as Total |  | Monday to |  | the specified |
| Uptime Hours *I* |  | Friday |  | Service Level |
| Total Hours within |  |  |  | Performance |
| the Month) at 98.5% during live |  |  |  |  |
| support hours. |  |  |  |  |

The Service Cred its s hall be calculated on the basis of the following formula: [Examp le:

## Formula: xo/o (Service Leve l Performance Measure) - xo/o (act ual Service Leve l performance)

Worked example: 98% (e.g. Service Leve l Performance Measure requirement for Service Leve l Performance Criter ion of accu rat e and timely billing to Customer) - 75% (e.g. act ual performance achieved against this Service Leve l Performance Cr iterion in a Service Period)

## xo/o of the Call Off Contract Charges payable to the Customer as Service Cr edits to be deducted from the next Valid Invoice payable by the Customer

23% of the Call Off Contract Charges payable to the Customer as Service Cred its to be deducted from the next Valid Invoicepayable by the

## Cus to mer]

**Additional Performance Monitoring Requirements**

**Technical Board** (see *paragraph 2 of Call Off Schedule 87)* - where required

*If reauired bv the Customer populate the table below to describe the detail*

|  |  |  |  |
| --- | --- | --- | --- |
| **Required Members** | |  |  |
| **Job Title** | **Name** | **Location** | **Freauencv** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Time frame in which the Technical Board shall be established - from the Call NIA Off Commencement Date (Working Days) *Where applicable insert right*

**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 **informtaion that** the Supplier **considerssensitive** for the duration **of an awarded** Call Off **Conrtact**

**N/A**

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

Up to £4.8m Any works outside of the support services commitment will be controlled by Statement of Work with no commitment to spend until a Statement of Work is agreed and signed by both parties. A Statement of Work will only commit the Buyer to spend the value outlined in that document.

**Section E**

**Call Off Contract award**

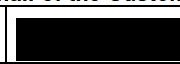
This Call Off Contract is awarded in accordance with the provisions of the Technology Services 2 Framework Agreement RM3804.

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 behaIf0 f the SUPP,** I'**e r**

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

**For and on behalf of the Customer**

|  |  |  |
| --- | --- | --- |
| Name | |  |
| Job role/title | **Head of Business Applications** - Technology Category - Defra Gro u p Commercial | |
| Signature |  | |
| Date |  | |