



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.

Customer details

Customer organisation name

Home Office

Billing address

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

HO Box 5015, Phoenix House, Spooner Close, Coedkernew, 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
Deloitte LLP

Supplier address

Supplier's registered address

Deloitte LLP, 2 New Street Square, London, EC4A 3BZ, United Kingdom

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

Email address: [REDACTED] / Phone Number: [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

RM3804-Deloitte-Lot2-001

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 checked="" type="checkbox"/> |
| 3. OPERATIONAL SERVICES | |
| a: End User Services | <input type="checkbox"/> |
| b: Operational Management | <input type="checkbox"/> |
| c: Technical Management | <input type="checkbox"/> |
| d: Application and Data Management | <input type="checkbox"/> |
| 4. PROGRAMMES & LARGE PROJECTS | |
| a. OFFICIAL | <input type="checkbox"/> |
| a. SECRET (& above) | <input type="checkbox"/> |

Customer project reference

Please provide the customer project reference number.

Proc 590

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

01/08/2020



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)
2	24 (2)	12 (1)	3

* There is a minimum 5 year term for this Lot

Call Off Initial Period Months
24 months

Call Off Extension Period (Optional) Months
12 months

Minimum Notice Period for exercise of Termination Without Cause 30 calendar days
(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.

Onboarding and compliance requirements



IPT Partnering
Behaviours.docx



IPT MoU.docx



IPT Commercial
Engagement.docx



IPT BALANCED
SCORECARD.docx

BPSS is required to gain access to the Customer premises. Please ensure you have arranged this and the signing of end user device agreements with the Home Office Business Support Unit.

Contact: [REDACTED] - [REDACTED]

Adoption of Immigration Technology's governance arrangements

The supplier will adopt Immigration Technology's current commercial governance arrangements as summarised below and will support the continual refinement of these arrangements, specifically the performance reporting and tracking, as the programme continues to mature.

Commercial reporting sign-off and Acceptance Certificates

At the end of each monthly reporting period, the supplier will complete a progress report as defined by the Immigration Technology portfolio. As well as reporting on the progress of key activities, this report tracks the planned and actual costs, the work delivered by each Supplier team, along with key risks and issues raised by the Supplier. This monthly commercial report is reviewed by the appointed Immigration Technology Commercial lead with the Supplier Account Manager at a monthly supplier meeting. The Immigration Technology Commercial lead verifies the reported deliverables with each of the relevant Immigration Technology project managers to validate the acceptance of this report.

The supplier will produce an acceptance certificate that reflects the work undertaken by the supplier. This acceptance certificate is recorded on JIRA and once submitted requires approval from both the relevant Commercial lead as well as from a member of the Buyer's management team.



Customer's ICT and Security Policy

Home Office Digital Strategy:

<https://www.gov.uk/government/publications/home-office-digital-strategy/home-office-digital-strategy>

Home Office Technology Strategy:

<https://www.gov.uk/government/publications/home-office-technology-strategy/home-office-technology-strategy>

Government Service Design Manual:

<https://www.gov.uk/service-manual/browse>

HMG Security Policy Framework:

<https://www.gov.uk/government/publications/security-policy-framework>

CESG Policies and Guidance:

<http://www.cesg.gov.uk/publications/Pages/categorylist.aspx?cat=IA+Policy+%26+Guidance>

GDS Service Manual standards and Policies

<https://www.gov.uk/service-manual>

Government Security Classification Policy:

<https://www.gov.uk/government/publications/government-security-classifications>

As provided under contract reference Proc139 Access UK:

IPT Application Development Methodology Overview

Home Office Technology Principles and Standards – Enterprise Architecture

IPT Test Strategy

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

To be provided in line with the embedded Service Description



RM3804 Lot 2 Service
Offer - Transition and



Knowledge Transfer and Training

A horizontal bar chart with a light blue background. The y-axis lists age groups and gender categories. The x-axis represents percentages from 0 to 100. Black bars indicate the percentage of respondents in each category who believe the U.S. should take action to address climate change.

Category	Percentage (%)
18-29	85
30-49	88
50-69	92
70+	95
All	94
Male	88
Female	95
All	92

Services Summary

Category	Value
1	100%
2	95%
3	100%
4	100%
5	100%
6	100%
7	100%
8	100%
9	100%
10	100%
11	100%
12	100%
13	100%
14	100%
15	100%
16	100%
17	100%
18	100%
19	100%
20	100%
21	100%
22	100%
23	100%
24	100%
25	100%
26	100%
27	100%
28	100%
29	100%
30	100%
31	100%
32	100%
33	100%
34	100%
35	100%
36	100%
37	100%
38	100%
39	100%
40	100%
41	100%
42	100%
43	100%
44	100%
45	100%
46	100%
47	100%
48	100%
49	100%
50	100%
51	100%
52	100%
53	100%
54	100%
55	100%
56	100%
57	100%
58	100%
59	100%
60	100%
61	100%
62	100%
63	100%
64	100%
65	100%
66	100%
67	100%
68	100%
69	100%
70	100%
71	100%
72	100%
73	100%
74	100%
75	100%
76	100%
77	100%
78	100%
79	100%
80	100%
81	100%
82	100%
83	100%
84	100%
85	100%
86	100%
87	100%
88	100%
89	100%
90	100%
91	100%
92	100%
93	100%
94	100%
95	100%
96	100%
97	100%
98	100%
99	100%
100	100%

1. A *Specialist Transition and Transformation Leadership* capability to direct specialist delivery areas responsible for transitioning/transforming digital products within a delivery framework employing Agile methods.
2. A *turnkey Planning Reporting and Governance Operation* capability for Agile transition/transformation projects/programmes, encompassing planning, delivery, reporting, and risk analysis and management.
3. A *Service Transition Support* capability to support transition to an operational state of digital products that are operating in an Agile environment and subject to continuous improvement.
4. A *Cross-Cutting Analysis* capability responsible for defining success factors and their measurement, triaging/assessing changes as needed, and post-transition review.



Full details of deliverables will be described in detail within each statement of work.

Location/Site(s) for provision of the Services
Croydon, Surrey, UK.

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

☐

A3: Staff Transfer

E: Security Requirements

☒

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	<input type="checkbox"/>	Scots Law Or	<input type="checkbox"/>
B6: Indexation	<input type="checkbox"/>	Northern Ireland Law	<input type="checkbox"/>
B7: Additional Performance Monitoring Requirements	<input type="checkbox"/>	Non-Crown Bodies	<input type="checkbox"/>
		Non-FOIA Public Bodies	<input type="checkbox"/>

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) Not applicable	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 <i>insert right</i> OR An executed Collaboration Agreement from the Supplier has been provided to the Customer and is attached to this Order Form. <i>tick box (right) and append as a clearly marked complete document</i>	N/A
		<input type="checkbox"/>

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 N/A
---------------------------------	------------------------------------

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
 None

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.

£9,960,000 fixed price, to be committed through discrete Statements of Work. See also section 4.

Undisputed Sums Limit (£)
 Insert right (see Call Off Clause 31.1.1)



Delay Period Limit (calendar days) <i>Insert right (see Call Off Clause 5.4.1(b)(ii))</i>	Not applicable
Estimated Year 1 Call Off Contract Charges (£) For Call Off Contract Periods of over 12 Months	██████████
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 (£)	£1m as a minimum
Professional Indemnity Insurance (£)	£1m as a minimum
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>	
Transparency Reports are as agreed from time to time within SOWs	
Quality Plans (see Call Off Clause 7.2) As agreed from time to time within SOWs	
Implementation Plan (see Call Off Clause 5.1.1) Implementation Plans (Road Map) are as agreed from time to time within SOWs. <i>If a Direct Award, please append the Implementation Plan attached to the Supplier's Catalogue Service Offer. – not applicable</i>	
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>	
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> <input type="checkbox"/>	
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>	40 working days
Disaster Period (calendar days)	0
GDPR (see Call Off Clause 23.6) <i>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</i>	
Schedule 7 - GDPR Information	



- 1.1 The contact details of the Buyer's Data Protection Officer are:
[REDACTED]
- 1.2 The contact details of the Supplier's Data Protection Officer can be requested via:
[REDACTED]
- 1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Annex.

Description	Details
Identity of Controller for each Category of Personal Data	The suppliers will neither be the Processor or Controller. The Home Office is the Controller and the supplier will not process live personal information on behalf of the Home Office.
Duration of the Processing	From 1st August 2020 to the end of the term of this Call-Off Contract
Nature and purposes of the Processing	Data related to immigration, the processing of visa applications and immigration enforcement activities.
Type of Personal Data	Personal data may include biographic information, contact and address details, biometric information, documents, photographic images immigration history and may include specific personally sensitive categories.
Categories of Data Subject	Staff, immigration applicants, overseas visitors to the UK, immigration offenders.
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member	All access rights to view personal data will be revoked upon cancellation of the contract. Any personal data whatsoever that is held on a platform or device outside of Home Office systems must be destroyed to a level that makes it irretrievable. All data will be handled in line with Home Office Data Retention and Disposal Standards.



State law to preserve
that type of data

Supplier Equipment (see Call Off Clause B3)
Not applicable

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

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Customer Responsibilities

List below or append as a clearly marked document

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Relevant Conviction(s)
Not applicable

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

Not applicable

Other CCS framework agreement(s) to be
used

Not applicable

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

Price Card:



The service is offered on a tiered, fixed-price basis as per the table below. *Specialist Transition and Transformation Leadership* forms the core of the service. The other elements are optional and can be called off in Statements of Work as needed. Statements of Work are expected to cover at least three months at a time.

The level of service is scaled based on the complexity of the organisation or programme of work being supported, denominated by number of workstreams and number of teams within each work stream.

- A *workstream* is assumed to be a collection of delivery teams working on a single outcome or product within a single overall department or programme, which in turn should have a shared layer of governance and set of key stakeholders.
- A *delivery team* is assumed to be a cross-functional team producing software or other knowledge-work outputs in accordance with Agile principles and ways of working, typically consisting of 5-12 people.

Per calendar month:

	Small <i>Single workstream</i> <i>Up to two delivery teams</i>	Medium <i>Up to three workstreams</i> <i>Up to five delivery teams per workstream</i>	Large <i>Up to five workstreams</i> <i>Up to eight delivery teams per workstream</i>
Specialist Transition and Transformation Leadership			
Planning, Reporting and Governance Operation			
Service Transition Support			
Cross-Cutting Analysis			

Notes:

- All prices are exclusive of VAT and expenses, which will be charged at cost subject to prior approval if required.
- The service is offered within business hours only. Business hours are assumed to be 9am to 5pm British time, excluding weekends and public holidays in England.
- Where required, small numbers of additional resources or specialists can be agreed and added to Statements of Work on a fixed-price basis, not to exceed 25% of total fees in a Statement of Work. This will be calculated using the Supplier's submitted rate card under the Framework Agreement as a baseline, on the basis of an appropriate number of working days, not to exceed 22 days per calendar month.



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

£9,960,000 at contract award, representing initial 24 months for the core service and three optional services required at 'Large' size, [REDACTED]



Section E

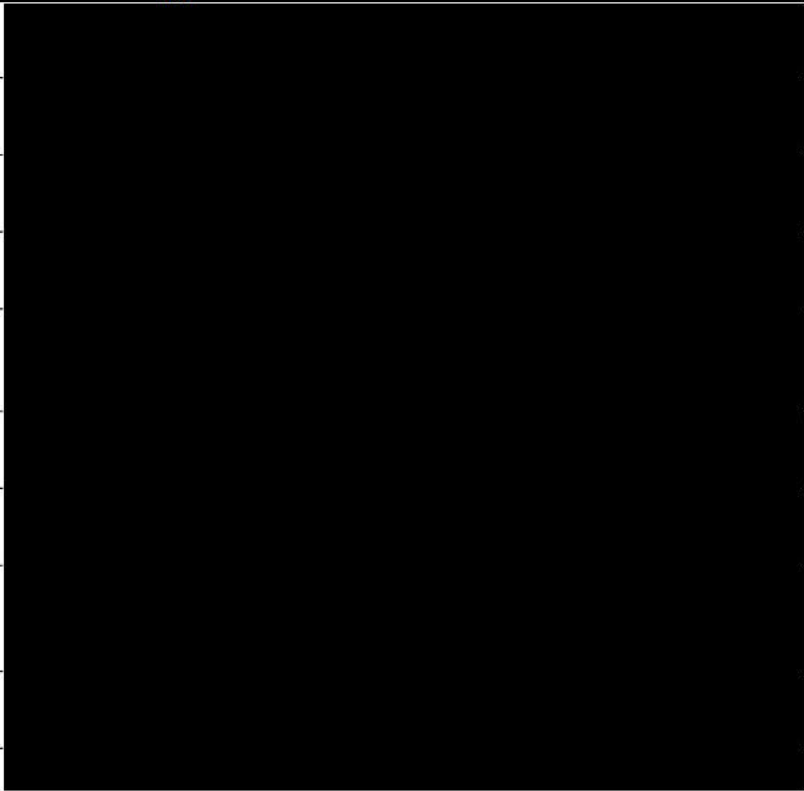
Call Off Contract award

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

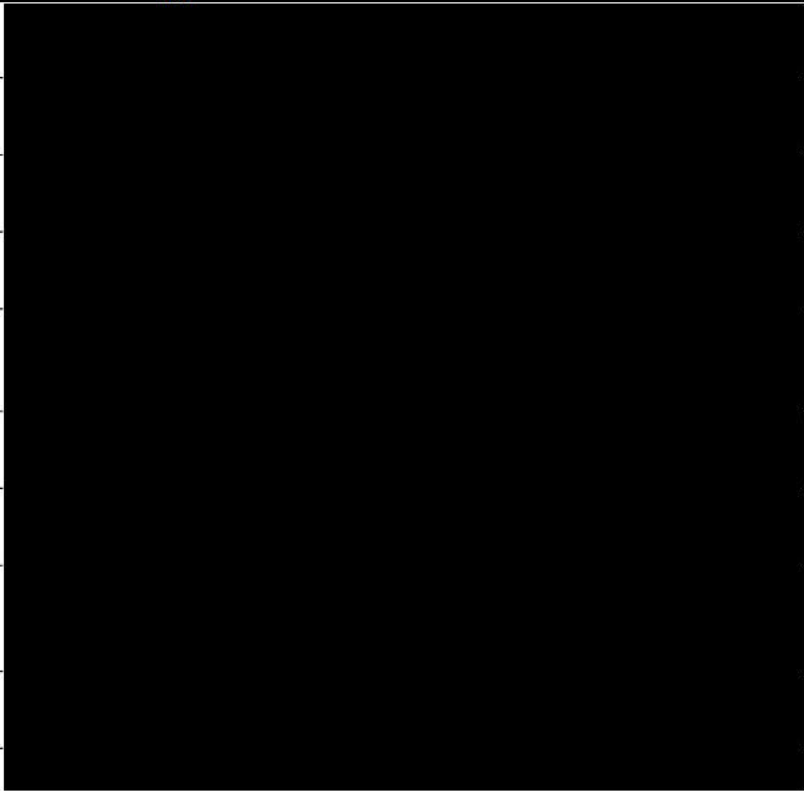
The Supplier shall provide the Services specified in this Order Form to the Customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as “the Call Off Contract”) for the duration of the Call Off Contract Period.

SIGNATURES

For and on behalf of the Supplier

Name		
Job role/title		
Signature		
Date		

For and on behalf of the Customer

Name		
Job role/title		
Signature		
Date		