**Network Services Agreement RM1045**

**Framework Schedule 4**

**(Template Order Form and Template Call Off Terms) Part 1(c)**

**20190423**

**General Further Competition**

**Order Form**

This Order Form must be used to run a General Further Competition under the Network Services Agreement

Before commencing a General Further Competition and completing this Order Form, please refer to the guidance (**How to complete a general further competition order form**) provided which is available from the Crown Commercial Service (CCS) website on the agreement web page:

http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045

**Order Form completion**

The Order Form consists of the following sections, please complete as follows:

**Section A – General information**

The Customer must complete the blue boxes in this section before issue to Suppliers.

The Supplier must complete the grey sections as part of the General Tender Response.

**Section B – Details of the requirement**

The Customer must complete this section before issue to Suppliers.

**Section C – Location details/requirements**

The Customer must complete this section before issue to Suppliers.

**Section D - Milestone plan**

The Customer to complete this section, if required, before issue to Suppliers.

**Section E - Compatibility information**

The Customer to complete this section, if required, before issue to Suppliers.

**Template Call Off Terms**

The Customer must amend the template Call Off Terms as required. The revised terms must be issued to Suppliers with the Order Form.

**Section F – Supplier response**

The Supplier must complete this section for submission as part of the General Tender Response.

**Section G - Call Off Contract award**

The Supplier must complete the grey boxes in this section.

The Supplier must complete details in the signature box and **sign** before submitting a General Tender Response.

The Customer must complete and sign this section to award a Call Off Contract to the successful Supplier.

**Section A**

**General information**

This Order Form is issued in accordance with the provisions of the Network Services Framework Agreement RM1045.

The Supplier shall supply 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.

The Call Off Terms that will apply to the Call Off Contract are as specified in the Template Call Off Terms (Framework Schedule 4, Part 2). The only amendments that can be made, by the Customer, to the Call Off Terms are those identified in sections B and D of this Order Form, or where permitted in the Template Call Off Terms.

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| **Customer details** |
| **Customer Organisation name**  The Insolvency Service |

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| **Customer billing address**  Your organisation’s billing address, please ensure you include a postcode  3rd Floor, 18 Priory Queensway, Cannon House, Birmingham, B4 6FD |

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| **Customer Representative**  The name of your point of contact for this requirement  Phil Harding |

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| **Customer Representative details**  Please provide full address details, email address and telephone number  **Phil Harding, Head of Category – IT & Software Licensing , The Insolvency Service, Rosebrae Court, Woodside Ferry Approach, Birkenhead, CH41 6DU. Tel 07970 966848. E-mail phil.harding@insolvency.gov.uk** |

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| **Supplier details** |
| **Supplier name**  The Supplier organisation name, exactly as it appears on the Framework Agreement. A document listing all Supplier names and registered addresses has been provided for Customers on the agreement web page.  Click here to enter text.   |  | | --- | | Thales UK Limited | |  | |  | |  | |  | |  | |  | |  | |

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

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| 350 Longwater Avenue |  |
| Green Park |  |
| Reading |  |
| RG2 6GF |  |
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| **Supplier reference number**  A unique number provided by the Supplier at the time of the General Tender Response. This number should be reported in the financial MI return.  82320329 |

**Supplier Representative**

The name of the Supplier point of contact for this requirement

|  |  |
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| **Supplier Name** | **Contact Name** |
| Thales UK Limited | Margaret Shay |
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Click here to enter text.

**Section B**

**Details of the requirement**

The following details form the basis of a Request for Proposal (RFP) which will be used to award a Call Off Contract.

Suppliers must refer to the Statement of Requirements (SoR) attached (which will form schedule 2, annex 1 of the Call Off Terms) when preparing their General Tender Response.

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| **Customer project reference**  Please provide a project reference, this will be used in Management Information provided by Suppliers to assist CCS with Framework management.  **INSS/N1090** |

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| **Customer Statement of Requirements (SoR) reference**  Please complete an SoR in accordance and attach it to this Order Form, please provide the reference number of your SoR.  **Please see attached Statement of Requirements** |

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| **Lot or Lots covered by this requirement**  **Cross Lot 1 and 2** |

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| **eAuction**  Please indicate if you are proposing to utilise an electronic reverse auction following an initial full evaluation of all Supplier General Tender Responses. Framework Schedule 5 (Call Off Procedures) paragraph 5 (E-Auctions) outlines the requirements for an eAuction under the agreement.  Yes  No |

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| **Last price paid**  Please provide the expenditure in the last full financial year by your organisation covering the services being replaced by this Call Off Contract (if applicable). Please provide any relevant details to explain the figure.  **N/A New system** |

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| **Call Off Commencement Date**  The Call Off Commencement Date is the date of dispatch of this Order Form, following signature by the Customer. This date can be found in section G of this Order Form.  **23/04/ 2019** |

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| **Call Off Initial Period**  Any period in Months, up to the maximum Call Off Initial Period of 60 Months.  **36 months** |

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| **Call Off Extension Period**  The maximum Call Off Extension Period is 24 Months.  **Up to Two Periods of Up To 12 months Each** |

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| **Implementation Plan required?**  Tick as required. See clause 7 of the Call Off Terms,  Yes  No  See end of document | **Quality Plan required?**  Tick as required. See clause 8 of the Call Off Terms  Yes  No |

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| **Additional Standards (Quality Plan) required?**  See clause 8 of the Call Off Terms.  Yes  No  Agreed Quality Plan attached |

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| **Milestone plan required?**  Tick as required. See clause 6 of the Call Off Terms. See section D of this form, please complete the table.  Yes  No |

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| **Service compatibility assessment required?**  Tick as required. See clause 7.1.4 (c) to (k) of the Call Off Terms and Section E of this form which requires you to provide additional information.  Yes  No |

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| **Testing required?**  Tick as required. See clause 9 of the Call Off Terms. Testing scope is addressed within the non-functional requirements document and the delivery plan Yes  No |  |

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| **Bespoke information security management systems (ISMS)** **required?**  Tick as required. See call-off Schedule 7  Yes  No | **Customer Security Policy or ICT Policy to apply?**  Tick as required. See call-off Schedule 7 and clauses 7.1.3 and 8.3.3 of the Call Off Terms for references.  Yes  No |

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| **Perpetual licences required?**  Tick as required. See clause 30.8 of the Call Off Terms.  Yes  No | **Exit provisions apply?**  Tick as required. See clause 42.5 of the Call Off Terms.  Yes  No |

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| **Service Maintenance Level (SML) option**  Indicate required Service Maintenance Level (SML), or state that your SML requirements are detailed in your attached Statement of Requirements.   |  |  | | --- | --- | | Incident |  | | Severity Level | Final Definition | | Level 1 | A Level 1 is classified as 15 minute response and a fix time of 4 Business Hours | |  | | Thales expects that Level 1 and 2’s are backed-up with a call from the SIAM Major Incident or Service Desk. | |  | | •              Complete site outage OR a fault that prevents a significant number of end users in one of the critical sites from working and where no workaround exists. The 5 critical sites will be confirmed in due course (London, Birmingham, Manchester and 2 others) | | •              Has a critical impact on the ability of the service consumer to carry out its statutory obligations | | •              Causes major financial loss to the service consumer or major reputational damage | | •              Results in material loss or corruption of any service consumer data | |  | |  | | Level 2 | A Level 2 is classified as 1 hour response and a fix time of 8 Business Hours | |  | | Thales expects that Level 1 and 2’s are backed-up with a call from the SIAM Major Incident or Service Desk. | |  | | •              Prevents a group of end users from working and where no workaround exists | | •              Has a major (but not critical) adverse impact on the activities of the customer | | •              Corruption of organisational database tables | | •              Loss of ability to update Customer Data | | •              Causes a financial loss and/or disruption to the customer which is more than trivial but less severe than the major financial loss described in the definition of a Level 1 failure. | | Level 3 | A Level 3 is classified as 2 hour response and a fix time of 2 working days | |  | | •              Prevents one or more end users from working and where no workaround exists; and/or | | •              Has a moderate adverse impact on the activities of the service consumer | | Level 4 | A Level 4 is classified as 4 hour response and a fix time of 5 working days | |  | | •              All other Incidents, minor adverse impact on the provision of the service to end users, including any Incidents raised initially at a higher Severity Level that were subsequently deemed to be attributable to the Customer or in any other way not attributable to the Supplier. | |  |  | | Request |  | | Severity Level |  | | Critical | A critical Service Request is defined as: | | • Set Up individual for VPN access | | With a fulfilment target of 2 working days | | Important | An important Service Request is defined as: | |  | | • Diagnostic/investigatory requests from other Service Providers within the customer SIAM ecosystem | | • Requests to access new PSN sites (eg: Indesser) | | • DNS or firewall changes (subject to change control) | | With a fulfilment target of 5 working days | | Standard | A standard Service Request is defined as: | |  | | • Network moves to new sites, and moves/changes within the same location (subject to change control) | | With a fulfilment target of 10 working days |   See clause 10 of the Call Off Terms and Call Off Schedule 6.  **Please see attached Statement of Requirements.**  **Network Available for use 24 hours per day, 7 days per week**  **Service Desk availability (SLA Measurement period) Mon - Fri, 08:00 to 18:00 excluding UK Public Holidays.** |

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| **Bespoke Service Period**  The standard period is one Month.  Please specify any different requirement here. See Call Off Schedule 1 (Definitions)  Yes ☐ No ☒ |

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| **Benchmarking required?**  Tick as required. See clause 23 of the Call Off Terms and Call Off Schedule 14.  Yes  No |

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| **Benchmarker name**  **N/A** |

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| **Benchmarker address**  **N/A** |

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| **Comparison of price** Please see Call Off Schedule 14  **N/A** |

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| **Comparison of Service Levels** Please see Call Off Schedule 14  **N/A** |

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| **Benchmarker frequency**  Please see Call Off Schedule 14, and detail required changes to the frequency described.  **N/A** |

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| **Additional performance monitoring requirements?**  Tick as required. See Call-Off Schedule 6, Annex 1 to part B  Yes  No |

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| **Additional performance monitoring requirements**  Please provide details of requirements  **No** |

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| **Bespoke Service Credit Cap?**  Tick as required. See definition of Service Credit Cap in Call Off Schedule 1 (Definitions).  Yes ☐ No ☒ |

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| **New Service Credit Cap**  Please provide the revised Service Credit Cap. |

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| **Appointment of Key Personnel?**  Tick as required. See clause 24 of the Call Off Terms  Yes  No | **Continuous improvement required?**  Tick as required. See clause 15 of the Call Off Terms.  Yes  No |

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| **Full Audit transparency required?**  Defined as Auditor access to those elements set out in clause 18.2.2 (r).  Tick as required. See clause 18 of the Call Off Terms. If required, please provide additional information in your SOR.  Full Audit Transparency is required in the event of significant change to the contract or in the event of a dispute between the parties.  Yes  No |

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| **Supplier business continuity and disaster recovery (BCDR) plans** | |
| **Standard Supplier plan to apply?**  See clause 12 of the Call Off Terms and Schedule 8 of the Call Off Terms.  Yes  No | **Bespoke BCDR Plan required?**  Tick as required. See clause 12 of the Call Off Terms.  If required, please provide additional information in your SOR.  Yes  No |

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| **Call-off Guarantor required?**  Tick as required. See clause 4.1 of the Call Off Terms  Yes  No | **Financial distress provisions required?**  Tick as required. See clause 20 of the Call Off Terms and Schedule 5 of the Call Off Terms.  Yes  No |

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| **Rating Agency 1**  N/A | **Rating Agency 1 - Credit Rating Threshold**  N/A |

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| **Rating Agency 2**  Please give name of required Rating Agency, see Call Off Schedule 5.  N/A | **Rating Agency 2 - Credit Rating Threshold**  Please state the minimum credit rating level, see Call Off Schedule 5  N/A |

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| **Payment terms/profile required?**  Tick as required. See paragraph 4 of Call Off Schedule 3. –  Milestone payment as per Section D Milestone Plan, plus service charge payments quarterly in arrears  Yes  No |  |

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| **Bespoke liability limits?**  Tick as required. See clause 33.2.1 of the Call Off Terms.  Yes  No |  |

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| **Liability limits**  Please provide the revised liability limit(s)  N/A |

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| **Bespoke insurance requirements?**  Tick as required. See clause 34 of the Call Off Terms.  Yes  No |  |

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| **Insurance requirements**  Please provide details of your additional insurance requirements  N/A |

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| **Relevant Convictions apply?**  Tick as required. See clause 25.2 of the Call Off Terms.  Yes  No | **Personal Data within UK only?**  Tick as required. See clause 31.7.3 of the Call Off Terms.  Yes  No |

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| **Additional clause** “Security measures” required?  See Call Off Schedule 13, clause 2.2.1  Yes ☐ No ☒ |

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| **Additional clause** “Access to MOD sites” required?  See Call Off Schedule 13, clause 2.2.2  Yes ☐ No ☒ |

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| **Additional clause** “Other” required?  See Framework agreement, Schedule 5, clause 4.1  Yes ☐ No ☒ |

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| **Scots Law required?**  Tick as required.  See Call Off Schedule 13, clause 2.1.1  Yes  No | **Northern Ireland Law required?**  Tick as required.  See Call Off Schedule 13, clause 2.1.2  Yes  No |

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| **Non-Crown Body?**  Please indicate if you are a Crown or non-Crown Body.  See Call Off Schedule 13, clause 2.1.3  Crown Body  Non-Crown Body | **Non FOIA Public Body?**  Please indicate if you are an FOIA Public Body or non-FOIA Public Body. See Call Off Schedule 13, clause 2.1.4  FOIA Public Body  Non FOIA Public Body |

**Section C**

**Location details/requirements**

Please provide details of all the locations where the Supplier will be required to deliver the Service/s requested (this will be necessary for Suppliers to provide accurate quotations).

For each Site to be covered by this Order Form, please provide the full postal address, including postcode. If a postcode is not available please provide an Ordnance Survey National Grid reference, which can be found using an internet search such as [Grid Reference Finder](http://gridreferencefinder.com/).

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| **Site address** | **Site postcode** | **Service Commencement Date - Networks** |
| (Birmingham) Cannon House, 18 Priory Queensway, Birmingham | B4 6FD | 21/06/2019 |
| (Birkenhead) 2nd Floor, Rosebrae Court, Woodside Ferry Approach, Birkenhead | CH41 6DU | 17/06/2019 |
| (Blackpool) Floor one, Seneca House, The Links Point, Blackpool Business Park, Amy Johnson way, Blackpool | FY4 2RS | 22/06/2019 |
| (Brighton) 5th Floor Northside, Crown House 11 Regent Hill, 21 Upper North Street, Brighton, East Sussex | BN1 3EL | 16/06/2019 |
| (Bristol) 1st Floor, 2 Rivergate, Temple Quay, Bristol | BS1 6EH | 15/06/2019 |
| (Cambridge) Part Ground and Third floor Eastbrook House, Cambridge | CB2 8DR | 06/06/2019 |
| (Chatham) Anchorage House, 47 -67 High Street, Chatham. (From 3rd February 2019) | ME4 4AF | 15/06/2019 |
| (Cardiff) Companies House, Part 3rd Floor, Crown Way, Cardiff | CF14 3ZA | 16/06/2019 |
| (Croydon) Eleventh Floor, Southern House, Wellesley Grove, Croydon | CR0 1XN | 14/06/2019 |
| (Edinburgh) Ladywell House, Part 2nd Floor, Ladywell Road, Corstorphine, Edinbrugh | EH12 7TF | 20/06/2019 |
| (Exeter) Senate Court, 3rd Floor, Southernhay Gardens, Exeter | EX1 1UG | 14/06/2019 |
| (Ipswich) 1st (vacated) & 8th Floors, St Clare House, Princes Street, Ipswich | IP1 1LX | 07/06/2019 |
| (Leeds) 1 City Walk, 3rd Floor, Leeds | LS11 9DA | 24/06/2019 |
| (London) 4 Abbey Orchard Street, London | SW1P 2HT | 09/06/2019 |
| (Manchester) 2nd Floor, 3 Piccadilly Place, London Road, Manchester | M1 3BN | 23/06/2019 |
| (Newcastle) Newcastle City Council Part 8th Floor, Civic Centre, Barras Bridge, Newcastle-upon-Tyne | NE1 8QH | 21/06/2019 |
| (Nottingham) Level 1, Apex court, City Link, Nottingham | NG2 4LA | 20/06/2019 |
| (Plymouth) Cobourg House, 1st Floor part & 1st Floor other part, Mayflower Street, Plymouth | PL1 1DJ | 13/06/2019 |
| (Reading), 5th Floor, Northgate House, 21-23 Valpy Street, Reading, Berkshire | RG1 1AF | 13/06/2019 |
| (Southampton) MCA House, 1st Floor, Spring Place, 105 Commercial Road, Southampton | SO15 1EG | 17/06/2019 |
| (Southend) 2nd Floor West, Alexander House, 21 Victoria Avenue, South-on-Sea, Essex | SS99 1AA | 08/06/2019 |
| (Watford) 1st Floor, 60 Exchange House, Exchange Road, Watford, Herts | WD18 0GA | 10/06/2019 |

**Section D**

**Milestone plan**

**Note each project element will have a separate Purchase Order. NOTE TO TENDERERS ONLY CHANGE THE TEXT HIGHLIGHTED IN YELLOW. USE THE ‘INTERIM MILESTONES TABLE’ TO OUTLINE YOUR INTERIM MILESTONES.**

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| **Milestones** | **“M\_NS1” (Pre-work) :**    **(10% payment)** | **“M\_NS2” (Implementation):**  **(55% payment)** | **“M\_NS3” (Implementation Completed):**  **(30% payment)** | **“M\_NS4” (Project Completion):**  **(5% payment)** |
| **NETWORKS.** | | | | |
| Deliverables | Agreed Implementation plan, Project Initiation Document (PID) and RAID log. | Refer to Interim Milestones table below | Live Service for all sites.  Capacity Load confirmed,  ELS completed | Project close down, hand to BAU service transition, Lessons learnt Log,  Exit plan |
| Duration | 17 days | 62 days | 16 days | 15 days |
| Milestone date | 20/05/19 | 13/08/19 | 03/09/19 | 23/09/19 |
| Time of the essence? (Y or N) | Y | Y | Y | N |
| Customer responsibilities | Provide reasonable Resource and access. Customer to not unreasonably with-hold approval of Implementation Plan and PID. | Customer to provide reasonable resource and access | Customer to provide reasonable resource and access | Customer to not unreasonably with-hold Sign Off |
| Milestone Payments | 10% | 55% - | 30% | 5% |
| Delay Payments | The customer has not specified Delay Payments. | | | |

**Interim Milestones**

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| **‘Interim Milestone’ M\_NS2** | **Deliverables** | **Duration (Days)** | **Interim Milestone Date** | **Interim Milestone Payment (%). THESE MUST ADD UP TO 55%** | **Interim Milestone Value** |
| Project Initiation Document Issued (15%) |  | 23 | 20/05/19 | .5 |  |
| Equipment Delivered (50%) |  | 62 | 01/07/19 | 25.0 |  |
| Circuits Ready for Service (35%) |  | 111 | 13/08/19 | 21.5 |  |
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| **TOTAL** | |  |  | **55%** |  |

**Section E**

**Compatibility information**

**This section is relevant where you have indicated that a service compatibility assessment required.**

See question in section B.

Clause 7.1.4 (c) to (k) of the Call Off Terms refers.

Please provide additional information as required.

**Not required**

**Section F**

**Supplier response**

Suppliers - use this section to provide any details that may be relevant to the General Tender Response.

Please ensure that you attach your detailed response which will form Schedule 2, Annex 2 and Schedule 3 of the Call Off Terms

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| **Commercially Sensitive Information**  Commercially Sensitive Information relating to the Supplier, its IPR or its business, or which the Supplier is indicating to the Customer that, if disclosed by the Customer, would cause the Supplier significant commercial disadvantage or material financial loss.  Pricing, High Level Design and Low Level Design documents |

|  |  |  |  |
| --- | --- | --- | --- |
| **Key Personnel**  Please see Customer response in section B to confirm if required. See clause 24 of the Call Off Terms for details | | | |
| Key Role | Key Personnel Name | Key Personnel telephone number | Key Personnel  email address | |
| Portfolio Manager | Graeme Tizard | 07966 995712 | Graeme.Tizard@uk.thalesgroup.com | |
| Account Manager | Margaret Shay | 07966 363487 | Margaret.Shay@uk.thalesgroup.com | |
| Service Delivery Manager | Paul Hopwood | 07970 848992 | Paul.Hopwood@uk.thalesgroup.com | |
| Architect | James Baker | 07814 638986 | James.Baker@uk.thalesgroup.com | |
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| --- | --- |
| **Complaint handling**  Please provide details of a single contact who will be responsible for Complaint handling as detailed in clause 53 of the Call Off Terms. | |
| Name of key contact | Paul Hopwood |
| Job role | Service Delivery Manager |
| Telephone number | 07970 848992 |
| Email address | Paul.Hopwood@uk.thalesgroup.com |
| Postal address | Unit 4, Carolina Court, Wisconsin Drive, Doncaster, DN4 5RA |

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| **Supplier Equipment**  Please detail any equipment that will be necessary to provide the services requested by the customer.  See clause 29 of the Call Off Terms |
| **As detailed in the pricing document** |

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| **Due Diligence response information**  Please include any information that you wish to make the Customer aware of in accordance with clause 2 of the Call Off Terms. |
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| **Call Off Guarantor**  Where the Customer has requested a Call Off Guarantor in section B of this form please provide the **full legal name** and **registered address** of the Call Off Guarantor.  Please include any information that you wish to make the Customer aware of in accordance with clause 4.1 of the Call Off Terms.  Note, where the Customer has requested a Call Off Guarantor in section B of this form, the award of a Call Off Contract is conditional upon receipt of an executed Call Off Guarantee from the Call Off Guarantor on a form set out by the Customer or the form provided in Framework schedule 11 (as specified by the Customer) and a certified copy extract of the board minutes and/or resolution of the Call Off Guarantor approving the execution of the Call Off Guarantee. |
| **Not required** |

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| **Rating Agency information**  Please provide the ratings using the Rating Agencies identified (if appropriate) by the Customer in section B of this form, in accordance with Call Off Schedule 5. | | | | |
| **Rated Organisation** | Credit rating agency 1: | | Credit rating agency 2: | |
| **Not required** | Credit Rating  (Long Term) | Credit Rating Threshold | Credit Rating  (Long Term) | Credit Rating Threshold |
| Supplier |  |  |  |  |
| Call-off Guarantor  To be provided if a Call Off Guarantor has been requested by the Customer in section B and the details have been provided above. |  |  |  |  |
| Framework Guarantor  Where the Supplier has a Framework Guarantor the full legal name and registered address is to be provided: |  |  |  |  |

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| --- |
| **Performance Monitoring & Reporting**  Please provide details (3.1.1 to 3.1.5) as required in part B of call-off Schedule 6 paragraph 1.2. |
| **The monitoring and reporting is provided by the Operation Centres described in the proposal documents.**  **Thales undertakes performance monitoring in line with RM1045 schedule 6 annex 1 and will provide monthly reports covering:**  **• Availability of services**  **• Packet loss per circuit**  **• Capacity management**  **• Incident Statistics**  **• Deployed Assets**  **• Change management**  **• Service Provisioning** |

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| **Total contract value**  Please provide an estimated total value (for the Initial Call Off Period) as detailed in your attached response to the Customer’s Statement of Requirements.    If you wish to provide a summary breakdown of the total contract value, please add details. |
| **As detailed in the pricing document**  **See end of document** |

**Section G**

**Call Off Contract Award**

Customer organisation: see section A

Customer project reference see section B

Supplier name see section A

Unique Call Off Contract identifier see section A

This Call Off Contract is awarded in accordance with the provisions of the Network Services Framework Agreement RM1045.

The Supplier shall supply 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.

The Customer confirms that no amendments other those identified in sections B and D of this form have been made to the Template Call Off Terms.

|  |
| --- |
| **Call Off Contract Commencement Date**  The Call Off Contract Commencement Date will be the date of dispatch of this signed Order Form, by the Customer, to the successful Supplier, in accordance with Framework Schedule 5 (Call Off Procedures) paragraph 8 (Call Off Award Procedure). |

**SIGNATURES**

**For and behalf of the Supplier (at submission of General Tender Response)**

|  |  |
| --- | --- |
| Name | **Nigel Ashmore** |
| Job role/title | **Senior Commercial Manager** |
| Signature |  |
| Date | **23 April 2019** |

**For and on behalf of the Customer (at Call Off Contract award)**

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| --- | --- |
| Name | **Andrea Birch** |
| Job role/title | **Head of Commercial team** |
| Signature |  |
| Date of dispatch | **23 April 2019** |

Please note that if an Order Form is sent to a supplier by post (See Framework Schedule 5 for details) the Order Form should be sent to the postal address provided on the agreement webpage <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045>.

Please see the documents tab and refer to Suppliers by lot, this document also provides an e-mail address for each supplier.

**For Supplier use**

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| **Unique Call Off Contract identifier**  A unique number provided by the Supplier at the time of Call Off Contract award. This number must be reported in the financial MI return.  82320329 |

**Implementation Plan**

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**Technical Solution Functional Requirements**

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**Technical Solution Non Functional Requirements**

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**Pricing document**