

**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>

**Section A**

**General information**

This Order Form is issued in accordance with the provisions of the Technology Services 2 Framework Agreement RM3804.

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| **Customer details** |
| **Customer organisation name**  Government Property Agency |

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| --- |
| **Billing address**  REDACTED INFORMATION |

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| --- |
| **Customer representative name**  REDACTED INFORMATION |

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| --- |
| **Customer representative contact details**  REDACTED INFORMATION |

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| --- |
| **Supplier details** |
| **Supplier name**  Cancom Managed Services Ltd |

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| --- |
| **Supplier address**  CANCOM Managed Services  REDACTED INFORMATION |

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| --- |
| **Supplier representative name**  REDACTED INFORMATION |

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| --- |
| **Supplier representative contact details**  REDACTED INFORMATION |

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| **Order reference number or the Supplier’s Catalogue Service Offer Reference Number**  CCIH20A52 |

**Section B**

**Overview of the requirement**

|  |  |  |  |
| --- | --- | --- | --- |
| **Framework Lot under which this Order is being placed** | | **Customer project reference** | |
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | ☐ | CCIH20A52 |
| 1. TRANSITION & TRANSFORMATION | ☐ | **Call Off Commencement Date** |
| 1. OPERATIONAL SERVICES |  | The Contract will Commence upon the date this Contract is signed by both parties  CCIH20A52 |
| a: End User Services | ☐ |
| b: Operational Management | ☐ |
| c: Technical Management | X |
| d: Application and Data Management | ☐ |
| 1. PROGRAMMES & LARGE PROJECTS |  |
| 1. OFFICIAL | ☐ |  |
| * + - * 1. SECRET (& above) | ☐ |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Call Off Contract Period (Term)**  *A period which does not exceed the maximum durations specified per Lot below:*   |  |  |  |  | | --- | --- | --- | --- | | **Lot** | **Maximum Initial Term – Months (Years)** | **Extension Options – Months (Years)** | **Maximum permissible overall duration – Years (composition)** | | **1** | 24 (2) | - | 2 | | **2** | 36 (3) | - | 3 | | **3** | 60 (5) | - | 5 | | **4** | 60 (5) \* | 12 + 12 = 24 (1 + 1 = 2) | 7 (5+1+1) \* | | | |
| **Call Off Initial Period**  Thirty Six (36) Months | **Call Off Extension Period (Optional)** Months  Twelve (12) months + Twelve (12) months | |
| **Minimum Notice Period for exercise of Termination Without Cause**  (Calendar days) | | Sixty (60) days |

|  |
| --- |
| **Additional specific standards or compliance requirements**  As detailed in this Contract |
| **Customer’s ICT and Security Policy** HMG Assurance Statement of Assurance to be completed upon Contract Award. This must also be reviewed and resubmitted on an annual basis<https://www.gov.uk/government/publications/government-supplier-assurance-framework> |
| **Security Management Plan**  Not Applicable |

**Section C**

**Customer Core Services Requirements**

Services – The Requirements

# PURPOSE

* 1. This Contract is for the provision of an IT Managed Service for a range of shared technology services at the Government Property Agency (GPA) buildings located at Platform 21 REDACTED INFORMATION and the Old Admiralty Building REDACTED INFORMATION.

# DEFINITIONS

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| CO | Cabinet Office |
| CTC | Counter Terrorism Check |
| SC | Security Clearance |
| NCSC | National Cyber Security Centre |
| GDS | Government Digital Service |
| GPA | Government Property Agency |
| IT | Information Technology |
| ITSM | Information Technology Service Management |
| ITSM provider | The selected organisation that provides the ITSM services |
| LAN | Local Area Network |
| OLA | Operational Level Agreement |
| OAB | Old Admiralty Building |
| SLA | Service Level Agreement |
| VLAN | Virtual Local Area Network |
| PSN | Public Services Network |
| P21 | Platform 21 |
| IPsec | Internet Protocol Security |
| SIEM | Security Information and Event Management |
| DNS | Domain Name System |
| DHCP | Dynamic Host Configuration Protocol |
| WAN | Wide Area Network |
| Respondent | The prospective supplier for this Statement of Requirement |
| MER | Main Equipment Room |
| SER | Secondary Equipment Room |
| VOIP | Voice over Internet Protocol |
| ITIL | Information Technology Infrastructure Library |
| CAB | Change Advisory Board |
| Tenant | Occupier of the building |
| SOC | Security Operations Centre |

# 

# BACKGROUND TO THE CONTRACTING AUTHORITY

* 1. The Government Property Agency (GPA) delivers property and workplace solutions across government by managing central government property as a strategic asset. GPA is an executive agency, sponsored by the [Cabinet Office.](https://www.gov.uk/government/organisations/cabinet-office)

# BACKGROUND TO REQUIREMENT

* 1. The Government Property Agency (GPA), as part of its remit to drive savings across the government estate, is looking to establish a number of multi departmental offices in strategic locations, to be called government workspaces. Relocating Civil and Public Servants from existing office locations, to modern, cross-departmental workspaces will make the most of emerging working practices, and technology is part of that drive.

* 1. To achieve the policy requirements for the core purpose of a workspace, interoperable IT is critical. A workspace will be equipped and have installed as a minimum in readiness, a single, common network and a range of technology services.

* 1. Workspace occupiers (government departments) will remain responsible for the provision of IT for their users, e.g. end user devices, software applications and any associated contract management of those items. These are not the responsibility of the ITSM partner.

* 1. This specific project covers the deployment of an integrated second line support function and administrator at the following 2 buildings:

* + 1. **Platform 21** REDACTED INFORMATION
       1. Platform 21 is a 12 level building (including a basement, ground and mezzanine). The building has a maximum capacity of

1177 workstations. Total area 10292 sqm2. It is assumed occupancy will consist of a maximum of 1625 users at any given time.

* + - 1. There will be approximately 16 initial government departments and their arms length bodies, which are collectively known as occupiers. Occupiers are expected to start user acceptance testing from March 2021 and begin onboarding to P21 from late June 2021 through until August 2021.
      2. The workspace, within the scope of this requirement, is located at Platform 21, REDACTED INFORMATION. The common network described in section 3.2, sits across its 12 floors. The deployed network will provide services for 12 levels (equating to floors), in total measuring approximately 10,292 m2 within the Platform 21 building. It is envisaged that the building will be occupied by circa 16 Other Government Departments (OGDs) known as occupiers. The total number of users across the building will be no more than 1700 users at any given point in time.
      3. The building will have 1177 workstations. Floor measurements as follows:
* Basement = 421 m2
* Ground = 232 m2
* Mezzanine = 191 m2
* Level 1 = 363 m2
* Level 2 = 1206 m2
* Level 3 = 1196 m2
* Level 4 = 1170 m2
* Level 5 = 1170 m2
* Level 6 = 1132 m2
* Level 7 = 1101 m2
* Level 8 = 1049 m2
* Level 9 = 1061 m2
  + - 1. Occupiers are expected to move into Platform 21 from end June 2021 with the last tenant expected to complete their move by mid-Aug 2021.

* + 1. **The Old Admiralty Building (OAB Building)** - REDACTED INFORMATION
       1. The workspace, within the scope of this requirement, is located at Old Admiralty Building, REDACTED INFORMATION. The common network described in section 3.2 sits across its 5 floors. The deployed network will provide services for 5 levels (equating to floors), measuring in total approximately 12,985 m2 within the OAB building. It is envisaged that the building will be occupied by circa 2 Other Government Departments (OGDs) known as occupiers. The total number of users across the building will be no more than 2200 users at any given point in time.
       2. Old Admiralty Building is a 5 level building (including a basement, and ground). The building will have 1500 workstations. Each floor measures;

* Basement = 2597 m2
* Ground = 2597 m2
* Level 1 = 2597 m2
* Level 2 = 2597 m2
* Level 3 = 2597 m2

* + - 1. Occupiers are expected to move into the Old Admiralty Building from 1st February 2021 with onboarding expected to complete by March/April 2021.

# SCOPE

## Contract Term

The Contract Term will be for a three (3) year period from Contract Award with the option to extend the Contract for an additional two (2) years on a yearly increment basis (1+1). The full term of the Contract will be (3+1+1). The options to extend will be taken up at the discretion of the Contracting Authority.

## Locations

Provision of an IT Managed Service for a range of shared technology services at the Government Property Agency (GPA) buildings located at:

* + 1. REDACTED INFORMATION
    2. REDACTED INFORMATION

## Service delivery function scope

It is envisaged that this ITSM service delivery function will comprise the following:

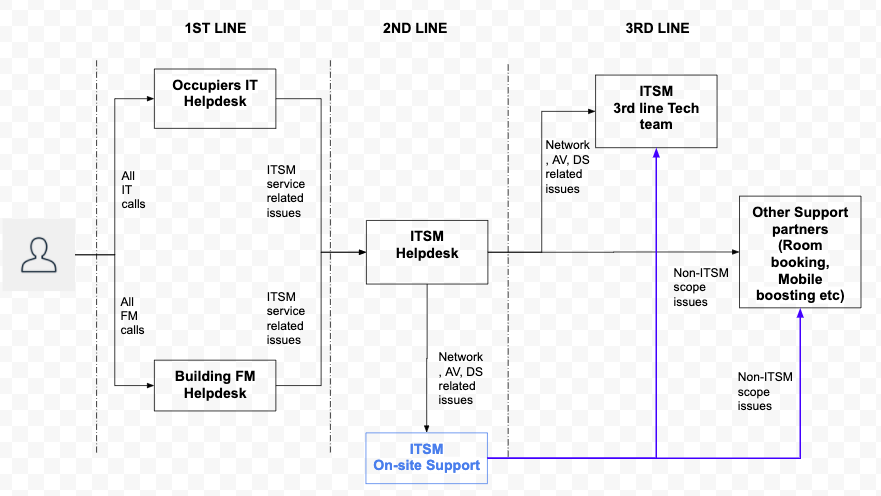
* + 1. **On-site** Support staff - Separate on-site staff for P21 & OAB. Located on site at each location
    2. **Off-site -** 2nd/3rd line support services - able to assist remotely/attend sites to meet proposed SLAs
    3. **Off-site -** Central Support desk - off-site
    4. **Off-site -** Central ITSM management function

## Positioning in the support framework

The ITSM provider will be a 2nd line (onwards) service provider. The first port of call for all Occupiers is their own IT Helpdesk, which will act as the 1st line. The Occupiers Helpdesk will then pass calls to the ITSM Helpdesk, if the likely cause of the issue involves actions within the responsibility of the ITSM provider.

Within the building, there is also a Facilities Management Helpdesk, which deals with Building related issues. Some call tickets might also come to the ITSM provider Helpdesk via that route, if the likely cause involves services supported by the ITSM provider.

Figure 1 shows the swim lane of the call flow process:



**(Figure 1 - Call flow process)**

## Technology scope

* + 1. **End-to-end service -** Provide a tailored end to end service management solution for the following technology components:
       1. Shared Local Area Network (Specified in Appendices 1 & 2 attached to this Statement of Requirement)
       2. Audio Visual solutions (in meeting rooms)
       3. Digital Signage solution
    2. **Triage only service -** In addition to the above, provide an on-site “Triage” service for the following technology components on-site. These components have their own separate Support contracts & the role of the ITSM provider is limited to initial call logging, triage & logging calls to the support providers
       1. Internet circuit
       2. Room booking system
       3. Shared printing system
       4. Mobile signal boosting
       5. Shared Printing (GovPrint)
       6. Whitehall TV - OAB only

## Integration scope

Provide integration of Helpdesk systems (for passing tickets) & processes with the following:

* + 1. FM (Facilities Management) providers
    2. Occupiers
    3. Support service providers where only a Triage service is provided

## Onboarding of Occupiers

* + 1. The initial onboarding of occupiers onto the Technology platforms (LAN, AV, DS, Room booking, Mobile boosting) PRIOR to building go-live is the responsibility of the Shared Network Provider, NOT the ITSM Provider.
    2. The ITSM Provider is responsible for future onboarding of occupiers only.

## Out of Scope

* + 1. The 1st line support to Occupiers - tickets will be raised by occupiers staff with their own IT Help Desks in the first instance.
    2. The design & installation of the shared local area network.
    3. The design & installation of the shared technology services.
    4. Support of End user computer devices and associated desk peripherals (eg but not limited to, screen, hard phone, laptop docking stations and RJ45 data cable from device to floor/grommet box) are the full responsibility of the occupier's IT departments. Occupier departments are responsible for end user device hardware and software applications.
    5. Support of occupiers application software.
    6. Video conferencing and audio conferencing application services.
    7. Occupying departments specialist IT requirements such as:
       1. On-site application services.
       2. On-site data services.
       3. Dedicated WAN links providing own corporate network connectivity.
       4. Facilities/Building Management.
       5. Any other services not specified in the scope.

## Future scope changes

There could be changes (i.e. new services added) to the services offered in these buildings over the lifetime of the contract. Such changes will be managed via a Change Request process under the contract. An example of this is integration with the GPA Central ITSM platform.

## Key differences between OAB & P21

The following are the key differences between OAB & P21, the rest being the same:

* + - 1. AV & DS solution
         * OAB - As per Appendix 2
         * P21 - As per Appendix 1
      2. Shared Printing
         * P21 - Only
      3. Whitehall TV
         * OAB - only
      4. Number of occupiers
         * OAB - 2
         * P21 - 16
      5. Number of maximum users
         * OAB - 2400
         * P21 - 1645

# REQUIREMENTS

The Requirements are listed across the following categories & sub-categories:

6.1 ITSM Provider Organisation Profile

6.1.1 Accreditations & Frameworks

6.1.2 Subcontracting

6.2 Functional Requirements

6.2.1 Key functions

6.2.2 On-site support resource

6.2.3 Hours of Service

6.2.4 Helpdesk Integration

6.2.5 Technology Environments & Assets

6.2.6 Service Levels & Performance targets

6.2.7 Security & Confidentiality

6.2.8 Occupiers onboarding & offboarding

6.3 Management functions

6.3.1 Governance model

6.3.2 Management information & Reporting

6.3.3 Staff & Customer Service

6.4 Continuous improvement

6.4.1 Continuous service improvement

A detailed description of each of the above listed requirement areas is provided below:

## ITSM Provider Organisation Profile

### Accreditations & Frameworks

* + - 1. ITSM Provider should follow the guidelines contained in Axelos’s IT Infrastructure Library - [(https://www.axelos.com/best-practice-solutions/itil)](https://www.axelos.com/best-practice-solutions/itil) for delivering the services; the Service Provider should specify the version of ITIL they work to or propose alternatives that are functionally consistent with the ITIL guidelines.
      2. The respondent will be responsible for the ownership of end to end support processes and align with ISO 20000
      3. The respondent will be responsible for the ownership of end to end support processes and align with ISO 27001
      4. The respondent will be responsible for the ownership of end to end support processes and align with ISO 9000
      5. **Sustainability** - Align to the greening government [policy:](https://www.gov.uk/government/publications/greening-government-sustainable-technology-strategy-2020/the-greening-government-sustainable-technology-strategy-2020-sustainable-technology-for-sustainable-government#ways) sustainable technology strategy 2020 - sustainable technology for sustainable government.
      6. Any changes to the accreditation levels above must be advised to GPA within 10 days of the event

### Sub-Contracting

* + - 1. Due to the complexity of this requirement, the support of the Network (as detailed in Appendices 1 and 2) will be provided by capabilities of the ITSM Provider itself and not subcontractors.
      2. Other parts of the requirement may be considered for Sub Contracting however the ITSM Provider must ensure that subcontractors can only be used after agreement by GPA. The Supplier will be responsible for the performance of the Contract by any subcontractors or other agents working on behalf of the Supplier. The Supplier is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Supplier, this however does not exclude sub-contractors or other agents working on behalf of the Supplier from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so.
      3. If any subcontractors or other agents working on behalf of the Supplier are found unsuitable by the GPA, for whatever reason, the Supplier is to engage with the relevant sub-contractors or other agents to broker a resolution.

## Functional Requirements

### Key functions

The ITSM provider will follow the ITIL framework to provide the following key functions:

* IT Service management
* IT Technology management
* IT Operations management

The detailed description of each is provided in the paragraphs that follow

* + - 1. IT Service Management

The ITSM Provider must provide the contracted service by following Service Management functions and processes including but not limited to:

* Service Desk
* Technical Management
* IT Operations Management
* Incident Management
* Problem Management
* Release and Change Management
* Configuration Management
* Demand Management
* Capacity Management
* Supplier Management
* Continuous Service Improvement
* Service Measurement & Reporting
  + - 1. **IT** Technology operations

Technology Operations will be responsible for:

* + - 1. Management of third party technology service providers via active monitoring and by holding service providers to their committed service level agreements.
      2. Monitor the suite of shared services so that issues are identified/rectified and updates & patches are scheduled/executed as required. Keeping disruption to the end user to a minimum.
      3. Act as change control for technology services, liaising with GPA workplace services on feature and capability updates, managing and facilitating change during the technology service lifecycle at both Platform 21 and Old Admiralty Building.
      4. Monitoring break and fix clauses in place with the various third party technology service providers and reporting breaches to the GPA workplace services team. This will range from managing technology service [maintenance plans,](https://docs.google.com/document/d/1wYYlL0Eaw6v_H1BOTIk2ED5ebnd0wXTAhtxwaLPbcM8/edit) providing remote engineering and on-site engineering as required to fix related issues.
      5. Oversee end user access to shared technology services. This may be through liaison with Occupier IT departments service management teams and with the third party vendors who are ultimately responsible for onboarding occupiers and their end users.
    1. IT Operations management

As part of the Operations management function, the ITSM provider must:

* + - 1. Provide coordination and management of the shared technology services.
      2. Ensure the third party technology providers maintain all common network infrastructure components in line with the equipment manufacturer’s recommendations and ensure that firmware and software are kept current and security software updates are applied.
      3. Ensure that any maintenance action leading to a Scheduled Outage or a noticeable degradation of service is planned via an agreed Change and Release Process in order to minimise disruption to the service.
      4. Where installation / de-installation is required and the scope of the work agreed with the GPA, must be responsible for the complete set of agreed works in line with the requirement, and shall liaise with appropriate teams within GPA to this effect.
      5. Manage the installation/de-installation and testing as needed of all agreed changes in accordance with the Release and Change Management procedures in place, and assure that updates to the relevant documentation that reflect the changes have been made by the third party network provider.
      6. Where works are to be carried out by third parties appointed by the ITSM Provider the end delivery of the works remains the responsibility of the ITSM Provider. The ITSM Provider must retain responsibility for the resolution of faults resulting from the works, and provide all necessary warranty and documentation.
      7. Where works may be carried out by third parties appointed by GPA, the ITSM Provider must provide a service interface, agreed by GPA and the ITSM Provider, to support GPA in the successful end delivery of the works. As part of the request for approval to carry out the works, the ITSM Provider must provide an impact assessment on the works carried out so that they will be able to continue to provide service support and Service Management (e.g. Configuration and Capacity Management) post completion of the works.
      8. Oversee the renewal and installation of all appropriate certificates as required.
      9. Schedule and instruct annual information assurance and penetration testing of the LAN including and extending to GPA shared technology services.
      10. Perform periodic failover tests of network equipment where there is a redundant/resilient component. Perform these tests at least every twelve months (12) or where necessary for restoration of service during incident management or for patching/upgrades as necessary.

### Onsite Support Resource

The respondent must provide an on-site engineer/resource.

* + - 1. The resource must be present at the site from 8am to 5pm Monday to Friday (exc Bank Holidays).
      2. Replacements for the resource must be like for like with the same skill set.
      3. The resource will undertake diagnosis of issues in relation to;
         * Desk, Wall and Floor ports
         * WAP ceiling ports
         * Satellite Equipment Room patching of access switches
         * Shared Printers (GovPrint)
         * Audio Visual Equipment
         * Room Booking Tablets
         * Digital Signs
      4. The resource will provide user assistance with AV as and when required OR where scheduled in advance

* + - 1. The resource will provide first fix to power cycling;
         * Core Infrastructure equipment
         * Shared Printers (GovPrint)
         * Audio Visual Equipment
         * Room Booking Tablets
         * Digital Signs

* + - 1. The resource will provide First fix configuration for;
         * Access Switch Patching
         * Shared Printers (GovPrint)
         * Audio Visual Equipment
         * Meeting Room configuration
         * Room Booking Tablets
         * Digital Signs

* + - 1. The resource will Swap out devices for;
         * WAP
         * Room Booking Tablet

* + - 1. The resource will call assignment to Third Line after triage / inability to rectify

### Security & Confidentiality

* + - 1. Information Security Policy : Provide details of the Company’s Information Security Policy and specifically how this relates to the delivery of Infrastructure Managed Services.
      2. The ITSM Provider shall supply a completed HMG Statement of Assurance, at the start of the contract & then, at the beginning of each contract year. This must also be reviewed and resubmitted on an annual basis. Please refer to the following link for further details:

[https://www.gov.uk/government/publications/governmentsupplier-assurance-framework](https://www.gov.uk/government/publications/governmentsupplier-assurance-framework%20)

* + - 1. Access to HMG premises is subject to the controls and checks that may be in place, and which could change from time to time, by the building landlord, controller, or tenant. These checks could include the search of bags or equipment.
      2. The ITSM Provider will provide, on a monthly basis, security operations including log analysis and identification, management of security incidents, vulnerability scanning, and security software updates, aligned to [NCSC](https://www.ncsc.gov.uk/collection/cloud-security?curPage=/collection/cloud-security/implementing-the-cloud-security-principles) Cloud Security Principles.
      3. The service will be resourced with UK based security cleared personnel.
         * Service Desk personnel must be UK based and cleared to a minimum of CTC.
         * Engineers responsible for supporting Service Desk must be UK based and cleared to a minimum of SC.
      4. Suppliers MUST ensure any connectivity to provide services does not extend the HMG network security domain beyond HMG control. All data flows MUST be identified and the security properties and security controls applied to each flow must be described
      5. The ITSM Provider must maintain a list of all authorised users with level privileges.
      6. The ITSM Provider must commission, receipt and report IT Health Checks on an annual basis.
      7. The ITSM Provider must monitor the websites of vendors that are in use in the solution for critical security alerts and software updates.
      8. The ITSM Provider must manage the deployment of all security related software updates for systems software or ancillary software in an agreed timely manner.
      9. The ITSM Provider will provide log storage and analysis functionality within their own data centre or third-party cloud computing service.
      10. The ITSM Provider will adhere to:
          * BIP 0008-1:2004 Code of practice for legal admissibility and evidential weight of information stored electronically
          * Data Protection Act 1998
          * The General Data Protection Regulation

* + - 1. Compliance Verification - The ITSM Provider shall provide compliance verification services against network equipment and supporting systems.
      2. Local Log Processing - The ITSM Provider shall specify if equipment is required to be installed on HMG sites and if so, provide a description of its function and security properties. Please also see Para 6.5 regarding on-site equipment.
      3. Encryption - The following shall be encrypted to HMG standards for OFFICIAL information as per:

[https://www.gov.uk/government/uploads/system/uploads/ attachment\_data/file/286667/FAQ2\_-](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/286667/FAQ2_-_Managing_Information_Risk_at_OFFICIAL_v2_-_March_2014.pdf)

[\_Managing\_Information\_Risk\_at\_OFFICIAL\_v2\_\_March\_2014.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/286667/FAQ2_-_Managing_Information_Risk_at_OFFICIAL_v2_-_March_2014.pdf) ):

* + - * + Any communication of data. This includes WAN/LAN/VLAN and inter-machine communication within a cloud environment
        + Data at rest. This includes all short term and long-term storage.

* + - 1. Integrity: The ITSM Provider will ensure that:

* + - * + Mechanisms shall be in place to preserve the integrity of information.
        + Mechanisms shall be in place to detect changes to log records (whether unauthorised or accidental).

* + - 1. Monitoring
         * Any failure of the log collection infrastructure shall be notified to GPA Service Management teams.
         * Health monitoring shall include the ability verify log sources are still sending events.

* + - 1. Security Operations Centre (SOC) – SOC Interaction
         * To ensure security is addressed holistically, there needs to be SOC interaction between those organisations which have relationships and dependencies on the network. The supplier will be required to send and receive appropriate information to assist with analysis and decision making.
         * The processes and information to be exchanged between SOCs has yet to be determined, and we expect these aspects to be determined as we progress.
      2. Remote working: When working from remote sites (off-site support) the ITSM Provider will ensure that adequate security is in place to safeguard GPA infrastructure and data. This will include, amongst others, ensuring that all remote access is appropriately secured either via VPN or other secure links, as defined in the NCSC Cloud Security Principles.

### Hours of service

* + - 1. On-site support: The respondent will provide on-site support, as follows:
* 8am to 5pm Monday to Friday, excluding Bank Holidays
  + - 1. Helpdesk: The respondent will provide a fully UK based Service Desk capability, with minimum of:
* 7:00am to 10:00pm Monday to Friday, excluding Bank holidays
* 9:00am to 8:00pm weekends

### Helpdesk integration

Provide integration of Helpdesk systems (for passing tickets) & processes with the following (for each site):

* + - 1. FM (Facilities Management) providers Helpdesk systems
         * Platform 21 - Tririga.
         * Old Admiralty Building - Concept
      2. Occupiers Helpdesk systems
         * Platform 21 - 16 occupiers
         * OAB - 2 occupiers
      3. GPA Central ITSM Helpdesk system
         * Under acquisition
      4. Other Support Service providers
         * Keytree Room Booking system
         * Opencell Mobile Boosting system
         * GovPrint (Konica Minolta)
         * Whitehall TV - OAB only
      5. ITSM platform - Other Integration capabilities
         * The ITSM platform will provide access capabilities/hooks (with no license cost for access) to allow interfacing to GPA systems, eg Data analytics systems, SIEM etc .
      6. **Helpdesk system - GPA Future intent** - To begin with, the ITSM Provider is expected to provide its own Helpdesk system/tooling. It is GPAs vision to adopt and run its own service tooling in the future. Initially we expect the ITSM Provider to quote against their own hosted and managed service tool set but be open to eventually migrate to the GPA chosen service tooling in the future. This will be a future project, with separate funding.

### Technology Environments & Assets

* + - 1. Access: GPA will provide access to all environments for all IT infrastructure within the scope of this requirement.
      2. Upgrades/Release process:
         * The ITSM provider will maintain a secure software/systems development lifecycle with the equipment proposed within their solution.
         * The ITSM provider will ensure all features and firmware upgrades are applied to their solution
         * It is a requirement of the Contracting Authority that systems are maintained to the latest standards in security and firmware policies.
      3. If, for ease of support and maintenance, the ITSM Provider needs to replicate locally any infrastructure components (NOT a mandatory requirement for GPA), they will ensure that this is done in an isolated and dedicated container logically and physically separated from any in-house equipment. The ITSM Provider must request and obtain GPA’s permission beforehand.
      4. Licence and asset management : The ITSM Provider is expected to maintain the asset register for all GPAs assets under its mandate. GPA will maintain control and ownership of all software licences and the relationship with the respective software vendors.
      5. Asset Ownership
         * GPA’s current policy is that it will retain ownership of and purchase its assets used in its delivery of IT services, including equipment and software licenses. GPA is willing to allow suppliers to access such assets to the extent necessary to perform their obligations under this Managed Service contract.
         * GPA intends to retain the ownership and control of all assets (hardware and software) and to manage the on-going relationship with the respective vendors.
         * At an operational level, the ITSM Provider would be expected to deal with the vendors for product support, incident and problem management.

### Service Levels & Performance

* + 1. This section outlines GPA’s expectations for Service Level Agreements and Performance Targets. Service factors must be meaningful, measurable, and monitored constantly. Service level monitoring will be performed by the ITSM Provider.
    2. A monthly report will be created and forwarded to GPA for review. SLAs and performance targets will meet expectations of GPA for Incident, Problem and Change Management as a minimum:

* + - 1. Response Levels
      2. Resolution Levels
      3. Availability
      4. Restore Target
      5. Work Request Response Time (Change requests)

|  |  |  |  |
| --- | --- | --- | --- |
| **KPI/SLA** | **Service Area** | **KPI/SLA description** | **Target** |
| 1 | Reporting | Monthly service report to be available no later than ten (10) working days after the first working day of the following month | 98% |
| 2 | Resourcing | To ensure that the provision of resources to fully deliver the scope of this requirement as detailed within Section 5 and 6 of this Statement of Requirements is provided for the full duration of the Contract term.  Specifically ensure the on-site resource is present during required hours and all supporting services such as service desk, NOC, SOC are available. | 98% |
| 3 | Service capacity | Meet the following agreed capacity SLAs, provide monitoring, alerting and reporting to support the SLA.  Network capacity utilisation to be kept under 80%. Should this threshold be reached the provider must escalate to GPA and agree remedial action(s). | 100% |
| 4 | Service Availability | Network service availability (excluding planned events & outages) to be kept at 100%.  Meet agreed availability SLAs, provide monitoring, alerting and reporting to support the SLA. | 100% |
| 5 | Service Delivery | Failover tests to be completed in line with the agreed schedule as per section 6.2.2.10 of this statement of requirements. | 100% |

* + 1. Service Level KPIs and Performance agreements across sites must be treated in isolation so that performance is not reported as an aggregate across multiple sites.
    2. The ITSM Provider will categorize, manage and resolve breaches and material breaches.

### Occupiers Onboarding & Offboarding

* + - 1. Onboarding - The ITSM provider will be responsible for future onboarding of occupiers i.e. any new occupiers AFTER the buildings go-live. The scope of this will include onboarding onto:
         * Onboarding onto services in scope of the ITSM Provider (eg Shared Network, AV, Digital Signage)
         * Working with other services Suppliers to facilitate onboarding (e.g. mobile boosting, Room booking etc)
         * Helpdesk integration
         * Occupiers assets onboarding
         * Any other aspects of onboarding not listed above
      2. Offboarding **-** The ITSM Provider will also be responsible for Offboarding of Occupiers, covering all aspects of:
         * Technology service decoupling
         * Helpdesk integration decoupling
         * Access termination
         * Assist with asset offboarding
         * Data extracts provisioning
         * Any other aspects of onboarding not listed above

## Management functions

### Governance model

* + - 1. GPA believes that overall governance of this managed service will be extremely important and will have a significant influence on the success of the service.
      2. Single Point of Contact will be provided
      3. Escalation processes will deal with:
         * Operational aspects of the services provided under this contract;
         * Strategic and tactical aspects that will need to be addressed by senior management on both sides.
      4. Periodic Reviews : The ITSM Provider shall produce periodic review reporting (Monthly & Annual), which shall be available no later than 1 week after the end of the period. The review shall include all reporting elements of the Service Management processes including but not limited to:
         * Performance Monitoring;
         * Capacity Management;
         * Availability Management;
         * Financial Management and Billing;
         * Incident Management;
         * Problem Management;
         * Change and Release Management; and
         * Configuration, Asset and Inventory Management.
         * Service improvements.
         * Projects and new services
         * Innovation and solutions

### Management Information & Reporting

* + - 1. The ITSM Provider must provide GPA with a reporting process, highlighting key individual responsibilities, dependencies and escalation paths. The ITSM Provider must advise of any change to the support organisation management structure through the life of the contract
      2. The ITSM Provider must provide performance monitoring reports (frequency to be agreed) on uptime, incidents, and other performance metrics agreed.
      3. On request by GPA, the ITSM Provider must produce ad-hoc reports related to common service management aspects, the format, size and delivery timelines will be agreed by GPA and ITSM Provider on a case by case basis.
      4. The ITSM Provider must accommodate changes/improvements in reporting requested by GPA
      5. The ITSM Provider will provide a monthly service report to be available no later than 10 working days after the first working day of the following month. The monthly report shall be in readable electronic format. The details of the monthly service management report shall include:

* + - * + RAG (Red, Amber, Green) status of all contract areas;
        + Performance against SLAs;
        + Major incidents;
        + Change Requests;
        + Business and service improvement plans;
        + Configuration management changes;
        + Preventative maintenance report;
        + Changes to Assets and inventories;
        + Security issues report.

### Staff & Customer Service

* + - 1. The Authority requires the ITSM Provider to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all parties ensuring sufficient capacity to meet SLAs, deadlines and any other agreed targets.
      2. ITSM Provider’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the contracted services.
         * The ITSM Provider will have the skills available for the end to end management of the connectivity infrastructure and provided services.
         * The ITSM Provider will have the resources available for the end to end management of the connectivity infrastructure and workspace provided services.
         * The ITSM Provider staff that will support the provided services will hold the following levels of clearance as a minimum: SC clearance for staff with system access and CTC clearance for Service Desk staff or those without system access.
         * The ITSM Provider will have technical competence and capability to support the technologies of the workspace IT solution and workspace provided services.
         * The ITSM Provider will clearly define & document roles and responsibilities so that they are understood by all parties.

## Continuous Improvement

### Continuous service improvement

* + - 1. The ITSM Provider will continually improve the way in which the required Services are to be delivered throughout the Contract duration. Through the delivery of services under the contact data should be reviewed to capture trends and consider improvements by means of effecting change, automations, process improvement, new technologies or any other means in order to improve the availability, quality, cost, response/resolution times or any other aspect of the service(s) provided.
      2. The ITSM Provider will present new ways of working to the GPA during monthly and annual review meetings.
      3. Changes to the way in which the Services are to be delivered must be brought to the GPA’s attention and agreed prior to any changes being implemented.

# KEY AND DELIVERABLES

The following Contract milestones/deliverables shall apply, listed separately for OAB & P21:

## OAB

|  |  |  |
| --- | --- | --- |
| Milestone | **Description** | **Timeframe or Delivery Date** |
| 1 | Planning - Detailed Project plan | Within two (2) weeks of Contract Award |
| 2 | Service Definition/Design - a design for the support model & processes (of the services set stated in the SOR) & Integration Design - Design of the Tool-set integration (Occupiers & FM providers, Other Suppliers) | Within four (4) weeks of Planning agreed |
| 3 | Set-up & Build - Configuration of systems, integration with other helpdesks, process build and documentation etc) | Within four (4) weeks of Design |
| 4 | Testing - this to include testing the various support scenarios and ensuring processes and roles and responsibilities are clearly defined and agreed. Supporting documentation to be agreed and published. | OAB  Within four (4) weeks of Set-up & Build |
| 5 | Service Go-Live | On completion of testing & approval of Service Readiness |

## P21

|  |  |  |
| --- | --- | --- |
| Milestone | **Description** | **Timeframe or Delivery Date** |
| 1 | Planning - Detailed Project plan | Within two (2) weeks of Contract Award |
| 2 | Service Definition/Design - a design for the support model & processes (of the services set stated in the SOR) & Integration Design - Design of the Tool-set integration (Occupiers & FM providers, Other Suppliers) | Within eight (6) weeks of Planning agreed |
| 3 | Set-up & Build - Configuration of systems, integration with other helpdesks, process build and documentation etc) | Within eight (8) weeks of Design |
| 4 | Testing - this to include testing the various support scenarios and ensuring processes and roles and responsibilities are clearly defined and agreed. Supporting documentation to be agreed and published. | Within six (6) weeks of Set-up & Build |
| 5 | Service Go-Live | 27th June 2021 |

# 

# PRICE

* 1. The Contracting Authority’s overall budget (Maximum Contract Value) for the two sites is £2,750,000.00 excluding VAT. (Inclusive of all extension options).
  2. The Contracting Authority reserves the right to have no minimum spend per contract year and for the overall contract term. Further, the Contracting Authority reserves the right not to spend all of the budget allocated to the Contract.
  3. Prices are to be submitted via Attachment 4 excluding VAT.

# CONTRACT TERMINATION

## Service Exit & Transfer plan

* + 1. The ITSM Provider will transfer the Services to another managed services partner if required, at the end of the agreed term - or for any other reason prior to the normal end of contract term
    2. The ITSM provider will provide the minimum (practical rather than legal) time required to successfully transition all proposed managed services to an alternative provider.
    3. The ITSM Provider agrees that, notwithstanding any of GPA’s obligations of confidentiality under this Agreement, GPA may at any time disclose documentation relating to Exit Strategy, Exit Plan, Service Transfer Plan to the new Service Provider or to Third Parties who are tendering or involved in the tendering process to take over provision of the Services or substantially similar services on termination or expiry of this Agreement.

## Service transfer process

* + 1. The ITSM Provider will support an orderly, controlled transition of responsibility for the provision of the services from the ITSM Provider to a new ITSM Provider, at GPA’s direction, with the minimum of disruption and to prevent or mitigate any inconvenience to GPA by means of the implementation of the Exit Plan.
    2. The ITSM Provider will produce and update the Exit Plan and the Service Transfer Plan:
       1. The ITSM Provider will provide assistance and information to GPA or a new ITSM Provider as necessary to enable as efficient and effective a transfer of services as possible;
       2. Data shall be presented in a format that is capable of being utilised by any new ITSM Provider;
       3. It is critical to identify a process for the successful migration of Data to any new system or service;
       4. The Service Provider will ensure that Data is not compromised during the exit process;
       5. The ITSM Provider will not impose any barriers or restrictions to the smooth transition of Services to a New Service Provider or GPA and minimise the costs of such transition;
       6. There shall be no adverse impact on Customer experience during the exit process;
       7. Timely development and agreement of plans describing exit activity, and compliance with these plans;
       8. The ITSM Provider will participate in planning, coordinating and co-operate with GPA and other Service Providers where necessary.
       9. The ITSM Provider will continue to perform the services during the exit process without disruption or deterioration of the Services and in accordance with this Agreement.

## Partial termination

* + 1. In the scenario where termination impacts only one of the two proposed sites, the residual cost of the contract will be the contract cost of the site that still remains on the contract.

## Plan updates

* + 1. The ITSM Provider should, on a six-monthly basis starting at the Operational Commencement Date and at any other time GPA or the Service Provider deems necessary throughout the Term:
       1. Review and revise the Exit Plan to take into account changing technologies and any changes to the scope or nature of the Services, including any Change;
       2. Inform GPA of the outcome of any review of the Exit Plan and identify any necessary updates; and
       3. Agree with GPA the scope and detail of any necessary revisions to the Exit Plan and shall submit such revised Exit Plan to GPA for Approval.
       4. Without limitation to the generality of the foregoing, the Service Provider shall promptly make such amendments to the Exit Plan as GPA may reasonably require from time to time.

## Exit process - Data Requirements

* + 1. The ITSM Provider shall provide, where available, in a machine readable form (eg XML, Database) and human readable form (eg text document or spreadsheet), any parameters, thresholds, criteria, analysis algorithms etc, that support the reports and alerts.
    2. The ITSM Provider shall provide mechanisms for managing the control of privileged user access
    3. The ITSM Provider shall be able to supply or transfer, in accordance with HMG Policy, required data logs to another site which may be a GPA or third-party site.
    4. Data supplied at the end of life shall be accompanied by any relevant metadata, or characterisation data, such that the data in its new location can be processed to an equivalent level as the supplier.

# Location

## 

* 1. Provision of these services will take place at the following Government Property Agency (GPA) buildings located at:
     1. Platform 21

REDACTED INFORMATION

* + 1. Old Admiralty Building,

REDACTED INFORMATION

# APPENDICES

List of appendices with this Tender

* 1. CCIH20A27 - Appendix 1 - P21 HLD
  2. CCIH20A27 - Appendix 2 - OAB HUBS HIGH LEVEL Design Pattern V1.0
  3. CCIH20A27 - Appendix 3 - P21 - Shared Network - Bill of Materials
  4. CCIH20A27 - Appendix 4 - OAB - Shared Network - Bill of Materials
  5. CCIH20A27 - Appendix 5 - Scope - AV & Digital Signage

**Please see Annex 1 - (Attachment 5a) Bid Clarification to view clarifications following the launch of the Contracting Authority’s specification.**

|  |
| --- |
| **Services**  As detailed in this Contract |

|  |
| --- |
| **Location/Site(s) for provision of the Services**  Platform 21  REDACTED INFORMATION  Old Admiralty Building,  REDACTED INFORMATION |

|  |  |  |  |
| --- | --- | --- | --- |
| **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.* | | | |
| **Applicable Call Off Contract Terms**  **Additional Clauses and Schedules** |  | **Optional Clauses** |  |
|  |  |  |  |
| **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).**  A3: Staff Transfer  A4: Exit Management | ☐ | C: Call Off Guarantee | ☐ |
| D: Relevant Convictions | ☐ |
| E: Security Requirements | ☐ |
| F: Collaboration Agreement  Where required please complete and append to this Order Form as a clearly marked document (see Call Off Schedule F) | ☐ |
| **A: PROJECTS - Optional** |  |
| A1: Testing | ☐ |
| A2: Key Personnel | ☐ | G: Security Measures | ☐ |
| **B: SERVICES - Optional**  *Only applies to Lots 3 and 4a and 4b* |  |
| B1: Business Continuity and Disaster Recovery | ☐ | H: MOD Additional Clauses | ☐ |
| B2: Continuous Improvement & Benchmarking | ☐ | **Alternative Clauses** |  |
| B3: Supplier Equipment | X | *To replace default English & Welsh Law, Crown Body and FOIA subject base Call Off Clauses* |  |
| B4: Maintenance of the ICT Environment | ☐ | *Tick any applicable boxes below* |  |
| B5: Supplier Request for Increase of the Call Off Contract Charges | ☐ | Scots Law  Or | ☐ |
| B6: Indexation | ☐ | Northern Ireland Law | ☐ |
| B7: Additional Performance Monitoring Requirements | ☐ | Non-Crown Bodies | ☐ |
|  |  | Non-FOIA Public Bodies | ☐ |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Collaboration Agreement To be confirmed upon Contract Award** | | | | | | | | | |
| Not Applicable |  | | | | | | |  | |
|  | | | | | | |  | |
| |  |  | | --- | --- | | **Licensed Software** | | | **Supplier Software**  Not Applicable | **Third Party Software**  Not Applicable | | | | | | | | | | |
| **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)  Not Applicable | | | | | | | | | |
| **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)  *.*  Maximum budget per site per annum is REDACTED INFORMATION (excluding VAT). There are 2 sites in this contract to include P21 & OAB  Contract length is 5 years (3+1+1), i.e. initially for a period of 3 years, extendable by two 1 year cycle    Total 5 year contract value REDACTED INFORMATION £2,750,000.00 (excluding VAT)  The total maximum contract value is £2,750,000.00 (excluding VAT). The Customer will retain the right not to spend all of the contract value and does not commit to any minimum spend per contract year or the overall contract term.  Payment is to be made quarterly in arrears up to the Maximum Contract Value.  Before payment can be considered, each invoice must include a detailed full breakdown of work completed and the associated costs  Payment terms (as per Requirements in Attachment 3 - Statement of Requirements), Section 7 (Planning), payments to be made upon completion of:  For Implementation services:   1. Service Definition/Design 2. Service Set-up 3. Knowledge Transfer   For Recurring/Annual Live Operation managed services   1. Payable quarterly in arrears | | | | | | | | | |
| **Undisputed Sums Limit (£)**  *(see Call Off Clause 31.1.1)* | | | | | The Undisputed Sums Limit will be the Maximum Contract Value specified in this Contract Order Form. | | | | |
| **Delay Period Limit (calendar days)**  *(see Call Off Clause 5.4.1(b)(ii))* | | | | | Not Applicable | | | | |
| **Estimated Year 1 Call Off Contract Charges (£)** | | | | | Maximum budget **per site** per annum is REDACTED INFORMATION | | | | |
| **Enhanced Insurance Cover** | | | | | | | | | |
| Third Party Public Liability Insurance (£) | | | | | As per RM3804 Framework Schedule 14 | | | | |
| Professional Indemnity Insurance (£) | | | | | As per RM3804 Framework Schedule 14 | | | | |
| **Transparency Reports** *(see Call Off Schedule 6)*   |  |  |  |  | | --- | --- | --- | --- | | **Title** | **Content** | **Format** | **Frequency** | | [Performance] | Service and performance review | Report | Monthly | | [Call Off Contract Charges] |  |  |  | | [Key Sub-Contractors] |  |  |  | | [Technical] |  |  |  | | [Performance management] | SLA performance | Report | Monthly | | | | | | | | | | |
| **Project Plans** | | | | | | | | | |
| Time frame for delivery of draft Project Plans from the Supplier to the Customer – from the Call Off Commencement Date (Working Days) | | | | | | | Within two (2) weeks of Contract Start as per Attachment 3 - Section 8 | | |
| **Implementation Plan** *(see Call Off Clause 5.1.1)* | | | | | | | | | |
| Time frame for delivery of a draft Implementation Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days) | | | | | | | As per Section C of this Contract and as per the RM3804 Terms & Conditions. | | |
| **BCDR** *(see Call Off Schedule B1)*  *This can be found on the CCS RM3804 webpage. The document is titled RM3804 Alternative and additional t&c’s v4.*  An executed BCDR Plan from the Supplier is required prior to entry into the Call Off Contract  **OR** | | | | | | | | | ☐ |
| Time frame for delivery of a BCDR Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days) | | | | | | | Not Applicable | | |
| Disaster Period (calendar days) | | | | | | | Not Applicable | | |
| **GDPR** (see Call Off Clause 23.6)  *Where a specific Call Off Contract requires the inclusion of GDPR data processing provisions, please complete and append Call Off Schedule 7 to this order form. This Schedule can be found in the Call Off Contract on the RM3804 CCS webpage*  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Supplier Equipment** *(see Call Off Clause B3)*  *This can be found on the RM3804 CCS webpage. The document is titled RM3804 Alternative and additional t&c’s v4.* | | | | | | | | | |
| X - Service Failures (number) | | Not Applicable | | Y – Period (Months) | | Not Applicable | | | |
| **Key Personnel & Customer Responsibilities** *(see Call Off Clause A2)* | | | | | | | | | |
| **Key Personnel** | | | **Customer Responsibilities** | | | | | | |
| The Supplier’s personnel will allocated to this Contract as per *The Supplier’s Technical Response* of this Contract at Section D. | | | As per Section C of this Contract and as per the RM3804 Terms & Conditions. | | | | | | |
| **Relevant Conviction(s)**  Where applicable the Customer to include details of Conviction(s) it considers relevant to the nature of the Services.  Not Applicable | | | | | | | | | |
| **Appointment as Agent** *(see Call Off Clause 19.5.4)* | | | | | | | | | |
| Specific requirement and its relation to the Services | | | | Other CCS framework agreement(s) to be used | | | | | |
| Not Applicable | | | | Not Applicable | | | | | |

|  |  |
| --- | --- |
| **SERVICE LEVELS AND SERVICE CREDITS** *(see Part A of Call Off Schedule 3)* | |
| **Service Levels**  Service Credits are Not Applicable.  The required Service Levels for this Contract are those stated in Section C.  **Critical Service Level Failure** *(see Call Off Clause 9)*  *Not Applicable*  The number of Service Level Performance Criteria for the purpose of Call Off Clause 8.6 shall be **[specify number]**. | |
| **Service Credits**  Not Applicable  **Service Credit Cap**  A Not Applicable | |
| **Additional Performance Monitoring Requirements**  **Technical Board** *(see paragraph 2 of Call Off Schedule B7).* This can be found on the CCS RM3804 webpage. The document is titled Alternative and additional t&c’s v4.  *Not Applicable* | |
| Time frame in which the Technical Board shall be established – from the Call Off Commencement Date (Working Days) *Where applicable* *insert right* | Not Applicable |

**Section D**

**Supplier response**

|  |
| --- |
| **Commercially Sensitive information**  All content within Section D Supplier Response of this Contract Order Form will be Commercially Sensitive. |

REDACTED INFORMATION

**Price Table D – Supplier’s Onboarding/Offboarding Costs**

REDACTED INFORMATION

|  |
| --- |
| **Total contract value**  The total maximum contract value is £2,750,000.00 (excluding VAT). The Customer will retain the right not to spend all of the contract value and does not commit to any minimum spend per contract year or the overall contract term. |

**Section E**

**Call Off Contract award**

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

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

|  |
| --- |
| **SIGNATURES** |

**For and on behalf of the Supplier**

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

**For and on behalf of the Customer**

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