Crown Commercial Service

**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.

| **Customer details** |
|---|
| **Customer organisation name**<br>Ministry of Defence (MOD) |
| **Billing address**<br>DBS, Walker House, Exchange Flags, Liverpool, L2 3YL Via CP&F |
| **Customer representative name**<br>REDACTED |
| **Customer representative contact details**<br>REDACTED |

| **Supplier details** |
|---|
| **Supplier name**<br>Software Box |
| **Supplier address** |

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East Moor House, Green Park Business Centre, Goose Lane, Sutton on the Forest, York, YO61 1ET

**Supplier representative name**
REDACTED

**Supplier representative contact details**
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

DDCMSEP001

## Section B
## Overview of the requirement

| **Framework Lot under which this Order is being placed** | | **Customer project reference** |
|---|---|---|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | ☐ | 700009249 |
| 2. TRANSITION & TRANSFORMATION | ☐ | **Call Off Commencement Date** |
| 3. OPERATIONAL SERVICES | | *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* |
| a: End User Services | ☒ | |
| b: Operational Management | ☒ | 08/11/2019 |
| c: Technical Management | ☐ | |
| d: Application and Data Management | ☒ | |
| 4. PROGRAMMES & LARGE PROJECTS | | |
| a. OFFICIAL | ☐ | |
| a. SECRET (& above) | ☐ | |

**Call Off Contract Period (Term)**

| **Call Off Initial Period** Months | **Call Off Extension Period (Optional)** Months |
|---|---|
| 29 Months (3 Years) – From contract signature to 31 March 2022 | 12 + 12 |

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**Minimum Notice Period for exercise of Termination Without Cause** 30 Days (Calendar days)

**Additional specific standards or compliance requirements**
*Include any conformance or compliance requirements over and above the Standards (including those listed at paragraph 2.3 of Framework Schedule 2) which the Services must meet.*
*List below if applicable*

Minimum of Security Clearance (SC). Any data stored off site, for the purpose of DR and Offsite Backups, must be hosted in a UK based List X facility in compliance with MoD JSP 604 regulations. All other security requirements that arise will be as per the Authority's internal security rules (MoD Security). The MOD owns the rights to all IPR of all MOD's data and installation designs that the contractor produces as part of this contract.

**Customer's ICT and Security Policy**
JSP 604 (available on CD on request)

**Security Management Plan**
N/A

## 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**

**THE AUTHORITY'S STATEMENT OF REQUIREMENT (SOR) FOR IT SUPPORT FOR DIRECTORATE OF DEFENCE COMMUNICATIONS**

**Purpose**
**1.** The purpose of the Directorate of Defence Communications (DDC) stand-alone IT network is to provide users with the ability to create, consume, publish and monitor digital content to official MOD channels such as Facebook, Twitter, Blogs and approved websites. The network serves 140 users across several budget areas and continued investment for support is needed to ensure the solution is fit for purpose and can support the ongoing challenge of delivering modern communications within Defence.

**Background to the Contracting Authority**
2. The DDC is the central communications directorate of the Ministry of Defence, a central government department. DDC provides policy and guidance on defence-wide media and communications.

**Background to Requirement**
3. Due to the limitations in Defence IT (DII now MODNET) being restricted in its ability to meet the standards or expectations of our digitally engaged audiences,

approval was given in 2014 to the then Directorate of Media and Communications to deliver a non-DII IT network.

4. Since then, DII has been replaced by MODNET and IT limitations still exist due to restrictions on the secure network, which restricts access to social media channels and limits the production of rich graphics and video content due to storage constraints. There is also restriction in the inability to create, publish or monitor digital channels whilst on the move e.g. at a media event. Therefore, DDC still requires a capable standalone IT network to deliver effective internal and external communications.

**Scope of Requirement**

5. DDC requires a comprehensive support system in place to assist in the management of the DDC IT provision. All support has been broken down into the following key areas:

**a.** **Systems Support** – support for all DDC IT Hardware and Virtual Environments including additional support coverage for all new replacements of current equipment that require upgrading e.g. Firewalls, Servers, switches, software, user devices or printers.

**b.** **Software Support**- including end-user software deployments and licences issues e.g. Windows 10, Mac OS, Adobe Creative Cloud (all packages), Fortiguard, Outlook 365 and other software (Authority to confirm as appropriate) that relates to the DDC IT client facing environments.

**c.** **IT Infrastructure Support** – including SSL Certificates, network software such as Airwatch, VEEAM, Forticare, Cososys endpoint protector and other software that relate to the DDC IT Servers and Client back end environments.

**d.** **End User Support**- including onsite support 1 day per week (MOD Main Building, Whitehall, London, SW1A 2HB) and 1 day per month at each of the TLB sites detailed at section 35. The exact dates will be agreed between the Authority and Supplier post Contract Award. Additional assistance with DDC upgrades and user remote desktop support when required.

**e.** **Offsite Backup and Disaster Recovery Service** – to include technical support and supply of offsite IT infrastructure and data backup storage for all DDC IT data holdings. This should include weekly test restores and monthly simulated disaster recovery invocation exercises to ensure systems and data compliance as well as backup integrity.

**f.** **Accreditation Support** – The Supplier must provide an Information Assurance Consultant (CLAS) to provide Risk Management and Accreditation Document Set (RMAD) documentation. The Supplier must also provide an independent penetration testing company to carry out a complete test in conjunction with MOD Information System Services (ISS) and Site SCIDA to gain a full accreditation status.

6. The following is a list of key requirements that must be met to ensure that the upkeep and operability of the DDC IT system is maintained:

7. End User support engineers must be fluent in the following deployment methods listed below, and provide a comprehensive systems management plan that covers

configuration, monitoring, patching and systems optimisation to keep the system in a healthy state:

   a. Apple Business Manager/ Apple Deployment Program/ Apple Volume Purchase Program;
   b. DeployStudio configuration;
   c. Munki/ Managed Software Center configuration and custom deployment methods;
   d. Workspace One (formally Airwatch) enrolments & policy creation;
   e. Application Packaging & Customisation for Mac deployments;
   f. Full understanding of Scripting for Mac and PC;
   g. Managing device endpoint encryption;
   h. Build hardening to minimise attack vectors.

8. A strong working knowledge & ability to support the following in macOS:
   a. Adobe Creative Cloud, including administration console using federated domains & SAML authentication;
   b. Microsoft Office 365 including admin console, supporting ADFS Authentication.
9. A thorough working knowledge of Microsoft Active Directory & Network services (certification of MCP server 2016 must be held) such as:
   a. Active Directory Users & Computers;
   b. DNS;
   c. DHCP;
   d. Group Policy Management;
   e. File Servers;
   f. Certificate Services;
   g. ADFS;
   h. WSUS.
10. A thorough working knowledge of administering Acronis Access Connect File Services.
11. A thorough working knowledge of Veeam Backup & Replication.
12. A thorough working knowledge of Dell Virtual Storage Manager.
13. A thorough working knowledge of Vmware Vcentre/ Esxi (certification for Vmware must be held):
   a. vMotion;
   b. Snapshots;
   c. vSphereHA;
   d. Vswitching.
14. A thorough working knowledge of Advanced Networking services:
   a. Dell Open Manage Switching;
   b. Layer 2, Layer 3 routing;
   c. VLANs.
15. A thorough working knowledge of Network Monitoring/ Logging using the following toolsets:
   a. Nagios;
   b. Greylog;
   c. FortiAnalyzer;

d. SIEM Principles.

16. A thorough working knowledge of Network Security/ Wifi with Fortinet products:
    a. Proven track record, Must Hold a minimum of NSE4+ for the following Fortinet Products:
        i. Fortigate Firewalls/ Wifi Controllers;
        ii. FortiAuthenticator;
        iii. FortiManager;
        iv. FortiAnalyzer;
        v. FortiToken/ FortiToken Mobile;
        vi. FortiClientEMS;
        vii. Forticlient (Managed);
        viii. Forti Client Security Fabric.

17. A thorough working knowledge of Cososys Endpoint Protector for endpoint port protection.

18. The Supplier will provide End User training for induction purposes to ensure that the user is familiar with the DDC IT System. In addition, the Supplier will provide professionally certified training courses for DDC administration staff. The list of training packages required for admins are based on the packages and software covered in section 7 – 17 of the SOR (please see above). Post Contract Award, the Authority will inform the Supplier which courses need to be completed within a certain timeframe, approximately four courses a year will need to be conducted. All training course requirements shall be notified to the Supplier by the Authority in writing by means of a Tasking Request Form (TRF), duly executed by the Officer (see Annex A to Schedule 2 – Pricing Schedule).

19. The Supplier will provide End User support and will have a proven track record of supporting macOS and Ios hardware and software at scale. The Supplier will also be as a minimum an Apple Certified Macintosh Technician (ACMT), but an Apple Certified Systems Administrator (ACSA) is preferred.

20. The Supplier should be familiar with delivering IT projects in a defence environment. Hardening builds to comply with Defence grade penetration tests. A good knowledge of the Engineering Change Request (ECR) process is a must as well producing Network Diagrams up to date network diagrams in accordance with site SCIDA requirements.

**Service Levels and Performance**

21. The Supplier will deliver a complete support solution that will contain all elements listed above in section 5a – f and will be delivered against the support times below:

| | | Impact | | |
|---|---|---|---|---|
| | | Companywide | Group of Users | Single User |
| Urgency | Critical Function | 1 | 2 | 3 |
| | Non-Critical Function | 2 | 3 | 4 |

| | | | | |
|---|---|---|---|---|
| | Inconvenience | 3 | 4 | 4 |

Required response times:

| Service Level | Backup System | Live System | Mission Critical |
|---|---|---|---|
| **Severity 1** | 4 Business Hours | 30 Minutes Business Hours | 30 Minutes 24x7 |
| **Severity 2** | 8 Business Hours | 4 Business Hours | 2 Business Hours 24x7 |
| **Severity 3** | 12 Business Hours | 8 Business Hours | 4 Business Hours |
| **Severity 4** | 12 Business Hours | 12 Business Hours | 8 Business Hours |

22. The Supplier is to provide a comprehensive systems management plan that covers configuration, monitoring, patching and systems optimisation to keep the system in a healthy state. Key area reports will be issued monthly with a full system report issued quarterly to track system status. These will be agreed by the Authority project manager post contract award.

**Authority's Responsibilities**

23. The Authority will ensure that installation facilities are in accordance with the Supplier's installation recommendations as much as reasonably possible and that environmental conditions are continuously maintained in accordance with any Supplier's recommendations as much as reasonably possible.

24. The Authority will provide adequate working space around the equipment for use of the contractor's field engineers. The Authority shall also provide adequate facilities and equipment for storage and safekeeping of test equipment and spare parts where appropriate.

25. The Supplier's personnel are to have full access to the equipment subject to the Authority's internal security rules.

26. The Authority will ensure that the operators and managers of the equipment are properly trained, operate the equipment to the proper standards and comply with the Supplier's reasonable advice in connection with the use and operation of the equipment.

27. The Authority will give reasonable notice to the Supplier of any changes in location of the equipment that is to be maintained under this Agreement. The Supplier shall have the right to reasonably require longer notice if a location will cause difficulty for service to be rendered properly under the terms of this agreement.

**Staff and Customer Service**

28. The Supplier must provide support and training on how to use, service and administer equipment within the DDC IT system, including professional certification on some areas. The support and training to include any new equipment installed.

29. The Supplier must provide unlimited email and telephone assistance (helpdesk) hours 09:00 – 17:00hrs for general queries. Admin queries will be available 365 days

24/7. 9am to 5pm Monday to Friday standard service, 24/7 enhanced service for mission critical systems with unlimited support hours. The Supplier is to proactively monitor all infrastructure systems to cover this support request. The cost of this should be included as a firm price.

**Security Requirements**

30. All staff dealing with any DDC IT must hold a security clearance of SC as a minimum from Contract Award.

31. Any data stored off site, for the purpose of DR and Offsite Backups, must be hosted in a UK based List X facility (from Contract Award) in compliance with MoD JSP 604 regulations. This would ideally be at the Supplier's server support office.

32. All other security requirements that arise will be as per the Authority's internal security rules (MoD Security).

**Intellectual Property Rights**

33. The MOD owns the rights to all IPR of all MOD's data and installation designs that the contractor produces as part of this contract.

**Payment**

34. Payment will be made quarterly in arrears. Payments are in accordance with MOD policy. Payments will be made through the Contracting Purchasing & Finance system (CP&F).

**Location**

35. The location of the equipment and all onsite repairs, dependant on equipment, are at the following locations (refer to para 5d above):

- DDC, Main Building, Whitehall, London, SW1A 2HB
- DIO Media & Comms, Sutton Coldfield, West Midlands, B75 7RL
- RAF Media & Comms, RAF High Wycombe, Bucks, HP14 4UE
- JFC & PJHQ Media & Comms, Northwood, Middlesex, HA6 3HP
- MGS Media & Comms, Goojerat Barracks, Colchester, Essex, CO2 7NZ

There may be additional requirements to travel to other locations at the discretion of DDC. All Travel and Subsistence is to be provided as a firm, annual price and cannot be increased.

**Contract Duration**

From Contract Award, the expiration date of this contract will be 31 March 2022. There are two (2) Option years, however these will only be implemented subject to financial approval. The Authority reserves the right to not apply any Option years to this contract.

**SOFTWARE BOX'S TENDER RESPONSE**

## REDACTED

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

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- DDC, Main Building, Whitehall, London, SW1A 2HB
- DIO Media & Comms, Sutton Coldfield, West Midlands, B75 7RL
- RAF Media & Comms, RAF High Wycombe, Bucks, HP14 4UE
- JFC & PJHQ Media & Comms, Northwood, Middlesex, HA6 3HP
- MGS Media & Comms, Goojerat Barracks, Colchester, Essex, CO2 7NZ

**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**

**Additional Clauses and Schedules**

*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).** ☐

A3: Staff Transfer

A4: Exit Management

**A: PROJECTS - Optional**

A1: Testing ☐

A2: Key Personnel ☐

**B: SERVICES - Optional**
*Only applies to Lots 3 and 4a and 4b*

B1: Business Continuity and Disaster Recovery ☐

B2: Continuous Improvement & Benchmarking ☒

B3: Supplier Equipment ☒

B4: Maintenance of the ICT Environment ☐

**Optional Clauses**
*Can be selected to apply to any Order*

*Tick any applicable boxes below*

C: Call Off Guarantee ☐

D: Relevant Convictions ☐

E: Security Requirements ☐

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

G: Security Measures ☒

H: MOD Additional Clauses (please see updated Call Off Schedule H for full list of DEFCONS and DEFFORMS) ☒

**Alternative Clauses**

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

*Tick any applicable boxes below*

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| | | | |
|---|---|---|---|
| B5: Supplier Request for Increase of the Call Off Contract Charges | ☐ | Scots Law<br>Or | ☐ |
| B6: Indexation | ☐ | Northern Ireland Law | ☐ |
| B7: Additional Performance Monitoring Requirements | ☒ | Non-Crown Bodies | ☐ |
| | | Non-FOIA Public Bodies | ☐ |

**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**<br>N/A | 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<br>**OR** | N/A |
| | An executed Collaboration Agreement from the Supplier has been provided to the Customer and is attached to this Order Form. | ☐ |

**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** | **Third Party Software** |
|---|---|
| N/A | 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)

N/A

**Call Off Contract Charges and Payment Profile** *(see Call Off Schedule 2)*

**The total contract value is £524,000 (ex VAT) – Line Item 1, Support Requirements.**

If any Ad Hoc Training Courses are required (Line Item 2), the Authority shall notify the Supplier with a Tasking Request Form (TRF). The courses are Subject to Contract and the Supplier should not undertake any work without a formal request from the Authority in the form of a TRF.

Payment shall be made via CP&F in accordance with DEFCON 522 – 'Payment and Recovery of Sums Due'.

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| Line Item 1 – Support Requirements | | | | |
|---|---|---|---|---|
| | 19/20 – Year 1 | 20/21 – Year 2 | 21/22 – Year 3 | **Total Firm Price Ex VAT (£)** |
| **COST BREAKDOWN REDACTED** | | | | |
| **Total** | | | | **£524,000** |

**SUBJECT TO CONTRACT**

**Line Item 2 – Ad Hoc Training Courses**

| | | 19/20 – Year 1 | 20/21 – Year 2 | 21/22 – Year 3 | **Total Firm Price Ex VAT (£) per Course** |
|---|---|---|---|---|---|
| **Administrator Training** (SOR section 18) | | | | | |
| Microsoft | Installation, Storage and Compute with Windows Server 2016 | | | | **PRICES REDACTED** |
| Veeam | Veeam Certified Engineer Training Program (VMCE) v9.5 | | | | |
| Veeam | Veeam Certified Engineer - Advanced (VMCE-A): Design & Optimization | | | | |
| VMWare | VMware vSphere: Install, Configure, Manage [V6.7] | | | | |
| Cisco | Cisco CCNA Routing and Switching Boot Camp (CCNAX - Accelerated) | | | | |
| Apple | macOS Support Essentials 10.14 | | | | |
| Apple | mac Support for Windows Techs 10.14 | | | | |
| Apple | macOS Support Essentials Upgrade course | | | | |
| Apple | Apple Deployment Essentials | | | | |
| Apple | Apple Deployment Workshop | | | | |
| Apple | Mac & iOS Bootcamp 1 Day course | | | | |
| Apple | macOS Command Line Course | | | | |
| Apple | Munki 101 | | | | |
| SANS | SEC401: Security Essentials Bootcamp Style | | | | |
| SANS | SEC560: Network Penetration Testing and Ethical Hacking | | | | |
| Post Contract Award, the Authority will inform the Supplier which courses need to be completed within a certain timeframe, approximately four courses a year will need to be conducted. All training course requirements shall be notified to the Supplier by the Authority in writing by means of a Tasking Request Form, duly executed by the Authority. | | | | | |

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**These are examples of training courses available that would fit within the support contract, however course content and pricing may change over the term of the contract due to new technology, version upgrades etc. Courses can be purchased as and when needed, prices will be advised at the time along with dates and locations.**

| | |
|---|---|
| **Undisputed Sums Limit (£)** *(see Call Off Clause 31.1.1)* | N/A |
| **Delay Period Limit (calendar days)** *(see Call Off Clause 5.4.1(b)(ii))* | N/A |
| **Estimated Year 1 Call Off Contract Charges (£)** | REDACTED |

**Enhanced Insurance Cover**

| | |
|---|---|
| Third Party Public Liability Insurance (£) | N/A |
| Professional Indemnity Insurance (£) | N/A |

**Transparency Reports** *(see Call Off Schedule 6)*

| Title | Content | Format | Frequency |
|---|---|---|---|
| [Performance] | | | |
| [Call Off Contract Charges] | | | |
| [Key Sub-Contractors] | | | |
| [Technical] | | | |
| [Performance management] | | | |

**Quality Plans** *(see Call Off Clause 7.2)*

Time frame for delivery of draft Quality Plans from the Supplier to the Customer – from the Call Off Commencement Date (Working Days) N/A

**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) N/A

**BCDR** *(see Call Off Schedule B1)*

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) N/A

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| | |
|---|---|
| Disaster Period (calendar days) | N/A |

**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.

RM3804-Schedule-of-processing-perso

**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)<br>*Where applicable insert right* | 2 | Y – Period (Months)<br>*Where applicable insert right* | 12 |

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

| Key Personnel | Customer Responsibilities |
|---|---|
| N/A | • The Authority will ensure that installation facilities are in accordance with the Supplier's installation recommendations as much as reasonably possible and that environmental conditions are continuously maintained in accordance with any Supplier's recommendations as much as reasonably possible.<br>• The Authority will provide adequate working space around the equipment for use of the contractor's field engineers. The Authority shall also provide adequate facilities and equipment for storage and safekeeping of test equipment and spare parts where appropriate.<br>• The Supplier's personnel are to have full access to the equipment subject to the Authority's internal security rules.<br>• The Authority will ensure that the operators and managers of the equipment are properly trained, operate the equipment to the proper standards and comply with the Supplier's reasonable advice in connection with the use and operation of the equipment. |

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- The Authority will give reasonable notice to the Supplier of any changes in location of the equipment that is to be maintained under this Agreement. The Supplier shall have the right to reasonably require longer notice if a location will cause difficulty for service to be rendered properly under the terms of this agreement.

**Relevant Conviction(s)**
Where applicable the Customer to include details of Conviction(s) it considers relevant to the nature of the Services.

N/A

**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 |
|---|---|
| N/A | N/A |

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

**Service Levels**

As stated in Section B (The Authority's SOR), the Supplier will deliver a complete support solution and will be delivered against the support times below:

| | | Impact | | |
|---|---|---|---|---|
| | | Companywide | Group of Users | Single User |
| Urgency | Critical Function | 1 | 2 | 3 |
| | Non-Critical Function | 2 | 3 | 4 |
| | Inconvenience | 3 | 4 | 4 |

Required response times:

| Service Level | Backup System | Live System | Mission Critical |
|---|---|---|---|
| **Severity 1** | 4 Business Hours | 30 Minutes Business Hours | 30 Minutes 24x7 |
| **Severity 2** | 8 Business Hours | 4 Business Hours | 2 Business Hours 24x7 |
| **Severity 3** | 12 Business Hours | 8 Business Hours | 4 Business Hours |

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| | | | |
|---|---|---|---|
| **Severity 4** | 12 Business Hours | 12 Business Hours | 8 Business Hours |

The Supplier is to provide a comprehensive systems management plan that covers configuration, monitoring, patching and systems optimisation to keep the system in a healthy state. Key area reports will be issued monthly with a full system report issued quarterly to track system status. These will be agreed by the Authority project manager post contract award.

**Critical Service Level Failure** *(see Call Off Clause 9)*

N/A

**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.

| **Required Members** | | | |
|---|---|---|---|
| **Job Title** | **Name** | **Location** | **Frequency** |
| DDC Dig Tech Mgr | REDACTED | Various | Quarterly |
| Software Box | REDACTED | | |
| | REDACTED | | |

Time frame in which the Technical Board shall be established – from the Call Off Commencement Date (Working Days) 30 days

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## 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**<br>Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract<br><br>REDACTED |
| **Total contract value**<br><br>£524,000 ex VAT |

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## 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** |
| Job role/title | **Account Manager** |
| Signature | **REDACTED** |
| Date | **8/11/2019** |

**For and on behalf of the Customer**

| | |
|---|---|
| Name | **Lucy Ashton** |
| Job role/title | **Def Comrcl-HOCS Strategy 1A** |
| Signature | **REDACTED** |
| Date | **8/11/2019** |