



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>

The Customer must provide a draft Order Form as part of the Further Competition Procedure.

Section A General information

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

Customer details



Customer organisation name

Cabinet Office.

Billing address

Redacted.

Customer representative name

Redacted.

Customer representative contact details

Redacted.

Supplier details

Supplier name

Zaizi.

Supplier address

Redacted.

Supplier representative name

Redacted.

Supplier representative contact details



Redacted.

Order reference number or the Supplier's Catalogue Service Offer Reference Number
N/A.

Section B Overview of the requirement

Framework Lot under which this Order is being placed		Customer project reference
1. TECHNOLOGY STRATEGY & SERVICES DESIGN		CCSO20A74.
2. TRANSITION & TRANSFORMATION		Call Off Commencement Date
3. OPERATIONAL SERVICES	<input checked="" type="checkbox"/>	30/11/2020.
a: End User Services	<input type="checkbox"/>	
b: Operational Management	<input type="checkbox"/>	
c: Technical Management	<input type="checkbox"/>	
d: Application and Data Management	<input type="checkbox"/>	
4. PROGRAMMES & LARGE PROJECTS		
a. OFFICIAL	<input type="checkbox"/>	



a. SECRET (& above)

Call Off Contract Period (Term)

Call Off Initial Period

24 months.

Call Off Extension Period (Optional)

Zero.

Minimum Notice Period for exercise of Termination Without Cause

See *Call Off Clause 30.7*.

Additional specific standards or compliance requirements

N/A.

Customer's ICT and Security Policy

Please see Attachment 3 – Statement of Requirement for more information.

Security Management Plan

Please see Attachment 3 – Statement of Requirement for more information.

All supplier staff will have a minimum of Baseline Personnel Security Standard (BPSS).

Any supplier staff who will have access to bulk personal data (taken as more than a hundred individuals' data) will require SC clearance.

The Supplier will be willing to acquire a certificate for [Cyber Essentials Plus](#) prior to contract start for any services it uses. Where appropriate



equivalent assurance is held it may be agreed with CSHR and Cabinet Office security that this is not required.

The Supplier must have an up to date certificate for ISO:27001 maintained throughout the contract for any services it uses.

The Supplier will demonstrate how it will comply with the Data Protection Act (2018) and GDPR. In particular:

The Supplier will report any personal data breach or suspected personal data breach to the Buyer within 48 hours of becoming aware of the incident.

The Supplier will report any data subject requests that they receive for the Buyer's data.

The buyer retains full Intellectual Property Rights (IPR) in all report contents.

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

Please see Attachment 3 – Statement of Requirement for more information.



SCOPE OF REQUIREMENT

Redacted.

Location/Site(s) for provision of the Services

The location of the Services will be carried out remotely.

Additional Clauses

N/A.

Collaboration Agreement

N/A.

Organisations required to collaborate

N/A.

Licensed Software

Supplier Software

N/A.

Third Party Software

Redacted.



Customer Property

Civil Service retain IP and ownership of the Job Share Finder product. Customer data also remains the property of the Customer.

Call Off Contract Charges and Payment Profile

Redacted.

Undisputed Sums Limit (£)	£92,000.00 (ex VAT).
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Delay Period Limit (calendar days)	N/A.
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Estimated Year 1 Call Off Contract Charges (£)	£46,000.00 (ex VAT).
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Enhanced Insurance Cover

N/A.

Transparency Reports

N/A.

Quality Plans

The Supplier will be required to assess and evaluate the quality of their performance ahead of monthly and quarterly reviews, and maintain a log of any process issues that occur to ensure the process is continuously improved.



Balanced scorecard review meetings will be arranged monthly. The Supplier will need to provide their self evaluations in advance. Attendance from the Supplier will likely include the account manager and any appropriate team members.

Implementation Plan

The Supplier shall provide a clear implementation plan and roadmap with milestones and dates to be agreed with the Authority.

The Supplier shall have a robust process for reviewing, estimating and planning changes required to the service (such as configuration or feature changes).

The Supplier must have the skills and expertise available to support and maintain the service to the agreed service levels and requirements.

The Supplier shall use appropriate delivery approaches to ensure effective service implementation and support to expected quality standards.

The Supplier has a clear process for assessing and reviewing the quality of the service changes/improvements and processes to show that they are better meeting the Authority's needs.

The Supplier shall have a robust pipeline for introducing new features and improvements without disrupting the live service.



BCDR

Zaizi/the supplier to provide up to date Business Continuity Recovery Plan within 1 month of contract start date.

GDPR - Redacted.

Supplier Equipment

N/A.

Key Personnel & Customer Responsibilities

Key Personnel

Redacted.

Customer Responsibilities



N/A

Relevant Conviction(s)

N/A

Appointment as Agent

Specific requirement and its relation to the Services	Other CCS framework agreement(s) to be used
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N/A.

N/A.

SERVICE LEVELS AND SERVICE CREDITS

Please see Attachment 3 – Statement of Requirement for more information.



Service Levels
Redacted.

Critical Service Level Failure

In relation to Service Area 1 a Critical Service Level Failure shall include a loss of service availability during core hours 8am – 6pm during any calendar month.

The number of Service Level Performance Criteria for the purpose of Call Off Clause 8.6 shall be 3.

Service Credits
Redacted.

Service Credit Cap
Redacted.

Additional Performance Monitoring Requirements

Redacted.



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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

Please see Attachment 3 – Statement of Requirement for more information.



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

Redacted.