

RM6100 Technology Services 3 Agreement Framework Schedule 4 - Annex 1 Lots 2, 3 and 5 Order Form

Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 03 Jan 23 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "Framework Agreement") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website https://www.crowncommercial.gov.uk/agreements/RM6100. The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms

This Order Form shall comprise:

- 1. This document headed "Order Form":
- 2. Attachment 1 Services Specification;
- 3. Attachment 2 Charges and Invoicing;
- 4. Attachment 3 Implementation Plan;
- 5. Attachment 4 Service Levels and Service Credits;
- 6. Attachment 5 Key Supplier Personnel and Key Sub-Contractors;
- 7. Attachment 6 Software;
- 8. Attachment 7 Financial Distress;
- 9. Attachment 8 Governance
- 10. Attachment 9 Schedule of Processing, Personal Data and Data Subjects;
- 11. Attachment 10 Transparency Reports; and
- 12. Annex 1 Call Off Terms and Additional/Alternative Schedules and Clauses.

The Order of Precedence shall be as set out in Clause 2.2 of the Call-Off Terms being:

- 1. the Framework, except Framework Schedule 18 (Tender);
- 2. the Order Form;
- 3. the Call Off Terms; and



4. Framework Schedule 18 (Tender).

Section A General information

Contract Details	
Contract Reference:	C24564
Contract Title:	Small Boats Operational Comman Continuous Improvement
Contract Description:	Provision of transition and transformation leadership services for Small Boats Operational Command (SBOC) Continuous Improvement
Contract Anticipated Potential Value: this should set out the total potential value of the Contract	£3,900,000
Estimated Year 1 Charges:	£3,900,000
Commencement Date: this should be the date of the last signature on Section E of this Order Form	3 rd January 2023

Buyer details

Buyer organisation name

Home Office

Billing address

Home Office Shared Service Centre, HO Box 5015, Phoenix House, Spooner Close, Coedkernew, NEWPORT NP10 8FZ.

Buyer representative name

Buyer representative contact details

Email and telephone contact details for the Buyer's representative. This must include an email for the purpose of Clause 50.6 of the Contract.

Buyer Project Reference

Please provide the customer project reference number.

C24564



Supplier details

Supplier name

The supplier organisation name, as it appears in the Framework Agreement Deloitte LLP

Supplier address

Supplier's registered address

Supplier representative name

The name of the Supplier point of contact for this Order

Supplier representative contact details

Email and telephone contact details of the supplier's representative. This must include an email for the purpose of Clause 50.6 of the Contract.

Email I

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.

RM6100-Deloitte-Lot2-001

Guarantor details

Guidance Note: Where the additional clause in respect of the guarantee has been selected to apply to this Contract under Part C of this Order Form, include details of the Guarantor immediately below.

Guarantor Company Name

The guarantor organisation name

[Not Applicable]

Guarantor Company Number

Guarantor's registered company number

[Not Applicable]

Guarantor Registered Address

Guarantor's registered address

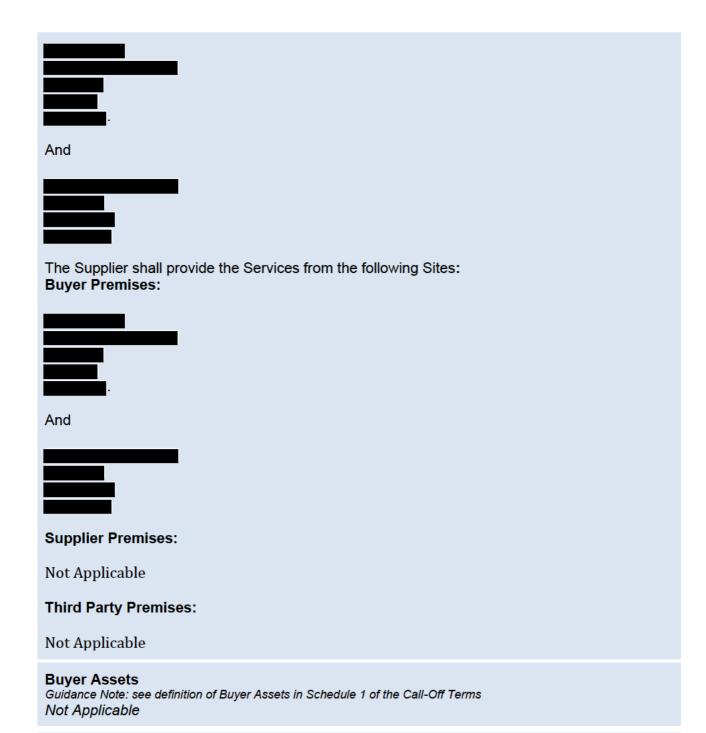
[Not Applicable]



Section B Part A – Framework Lot

Framework Lot under which this Order is being placed Tick one box below as applicable (unless a cross-Lot Further Competition or Direct Award, which case, tick Lot 1 also where the buyer is procuring technology strategy & Services Design in addition to Lots 2, 3 and/or 5. Where Lot 1 is also selected then this Order Form and corresponding Call-Off Terms shall apply and the Buyer is not required to complete the Lot 1 Order Form. **TECHNOLOGY STRATEGY & SERVICES DESIGN** TRANSITION & TRANSFORMATION X **OPERATIONAL SERVICES** a: End User Services b: Operational Management c: Technical Management d: Application and Data Management 1. SERVICE INTEGRATION AND MANAGEMENT Part B – The Services Requirement Commencement Date See above in Section A Contract Period Guidance Note - this should be a period which does not exceed the maximum durations specified per Lot below: Lot Maximum Term (including Initial Term and Extension Period) - Months (Years) 2 36 (3) 3 60 (5) **Initial Term Months Extension Period (Optional) Months** 12 months 6 months Minimum Notice Period for exercise of Termination Without Cause 30 days (Calendar days) Insert right (see Clause 35.1.9 of the Call-Off Terms) Sites for the provision of the Services





Additional Standards

Guidance Note: see Clause 13 (Standards) and the definition of Standards in Schedule 1 of the Contract. Schedule 1 (Definitions). Specify any particular standards that should apply to the Contract over and above the Standards.

Onboarding and compliance requirements





Balance Scorecard Report Template (2).d

The attached Balanced Scorecard is included as an example of the level of detail required; at the first monthly review the supplier is to provide a draft, for HO approval, confirming deliverables and dates in the contracting period.

BPSS is required to gain access to the Customer premises. Please ensure you have arranged this and the signing of end user device agreements with the Home Office Business Support Unit. Contact: David White - David.White8@homeoffice.gov.uk - 0207 633 6536

Adoption of Immigration Technology's governance arrangements

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

Commercial reporting sign-off and Acceptance Certificates

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

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

Buyer Security Policy

Guidance Note: where the Supplier is required to comply with the Buyer's Security Policy then append to this Order Form below.

HMG Security Policy Framework:

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

Buyer ICT Policy

Guidance Note: where the Supplier is required to comply with the Buyer's ICT Policy then append to this Order Form below.

Home Office Digital Strategy:



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

Home Office Technology Strategy:

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

Government Service Design Manual:

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

CESG Policies and Guidance:

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

GDS Service Manual standards and Policies

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

Government Security Classification Policy:

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

As provided under contract reference Proc139 Access UK:

IPT Application Development Methodology Overview

Home Office Technology Principles and Standards – Enterprise Architecture

IPT Test Strategy

Insurance

Guidance Note: if the Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Agreement or the Buyer requires any additional insurances please specify the details below.

Third Party Public Liability Insurance (£) - £1,000,000 as a minimum

Professional Indemnity Insurance (£) - £1,000,000 as a minimum

Buyer Responsibilities

Guidance Note: list any applicable Buyer Responsibilities below.

Requirements: The buyer will ensure that all requirements will be received, reviewed and approved in a timely manner, with the appropriate level of due diligence conducted by both Buyer and Supplier.

Data handling: The Supplier will only process personal data under Buyer instruction, on Buyer infrastructure, and with the appropriate level of clearance and training. The Customer will be responsible for the security of all personal data processed on its infrastructure



Approvals: The Buyer will ensure that deliverables are reviewed and approved in a timely manner and in accordance with the agreed acceptance procedure(s)

Architecture: The Buyer will take responsibility for defining the business and technical architecture within which the service is delivered, working in collaboration with the Supplier

Tooling: The Buyer will be responsible for all reasonable procurement of non-standard software, hardware and licenses required to develop, test and operate the Service as required and mutually agreed in advance with the Supplier. Tools used for collaboration and communication (including, but not limited to, JIRA, Confluence, Stash, Slack) will have at least 99% uptime availability between 09:00 and 17:00 from Monday to Friday excluding Bank Holidays.

Project management: The parties will put in place appropriate project management arrangements to govern the Services. Representatives from Supplier and the Buyer will conduct project review meetings at least once every fortnight.

Goods

Guidance Note: list any Goods and their prices.

Not Applicable

Governance - Option Part A or Part B

Guidance Note: the Call-Off Terms has two options in respect of governance. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is limited project governance required during the Contract Period.

Governance Schedule	Tick as applicable
Part A – Short Form Governance Schedule	X
Part B – Long Form Governance Schedule	

The Part selected above shall apply this Contract.

Change Control Procedure – Option Part A or Part B

Guidance Note: the Call-Off Terms has two options in respect of change control. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is no requirement to include a complex change control procedure where operational and fast track changes will not be required.

Change Control Schedule	Tick as applicable
Part A – Short Form Change Control Schedule	X
Part B – Long Form Change Control Schedule	



Section C

Part A - Additional and Alternative Buyer Terms

Additional Schedules and Clauses (see Annex 3 of Framework Schedule 4)

This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5.

Part A - Additional Schedules

Guidance Note: Tick any applicable boxes below

Additional Schedules	Tick as applicable
S1: Implementation Plan	
S2: Testing Procedures	
S3: Security Requirements (either Part A or Part B)	Part A x or Part B □
S4: Staff Transfer	
S5: Benchmarking	
S6: Business Continuity and Disaster Recovery	
S7: Continuous Improvement	
S8: Guarantee	
S9: MOD Terms	

Part B - Additional Clauses

Guidance Note: Tick any applicable boxes below

Additional Clauses	Tick as applicable
C1: Relevant Convictions	
C2: Security Measures	X
C3: Collaboration Agreement	

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

Part C - Alternative Clauses

Guidance Note: Tick any applicable boxes below

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	
Northern Ireland Law	
Joint Controller Clauses	

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.



Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

Additional Schedule S3 (Security Requirements)

Guidance Note: where Schedule S3 (Security Requirements) has been selected in Part A of Section C above, then for the purpose of the definition of "Security Management Plan" insert the Supplier's draft security management plan below.

The Security Management Plan (SMP) will be added to the SoW deliverables, it will be created/defined/agreed during the first SoW progress review

Additional Schedule S4 (Staff Transfer)

Guidance Note: where Schedule S4 (Staff Transfer) has been selected in Part A of Section C above, then for the purpose of the definition of "Fund" in Annex D2 (LGPS) of Part D (Pension) insert details of the applicable fund below.

Not Applicable

Additional Clause C1 (Relevant Convictions)

Guidance Note: where Clause C1 (Relevant Convictions) has been selected in Part A of Section C above, then for the purpose of the definition of "Relevant Convictions" insert any relevant convictions which shall apply to this contract below.

Not Applicable

Additional Clause C3 (Collaboration Agreement)

Guidance Note: where Clause C3 (Collaboration Agreement) has been selected in Part A of Section C above, include details of organisation(s) required to collaborate immediately below.

Not Applicable

An executed Collaboration Agreement shall be delivered from the Supplier to the Buyer within the stated number of Working Days from the Commencement Date:

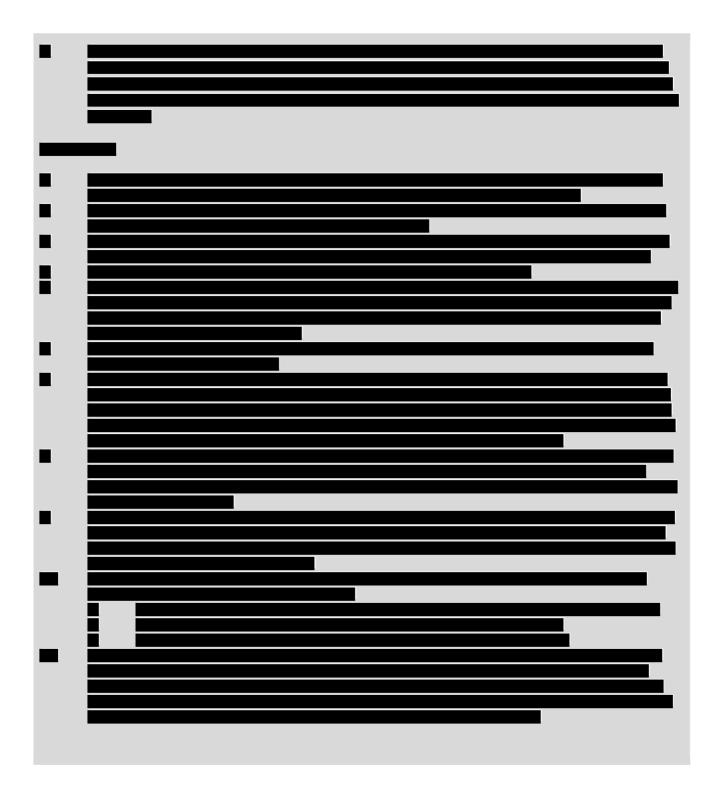
Not Applicable



Section D Supplier Response

Commercially Sensitive information Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – use specific references to sections rather than copying the relevant information here. **Price**





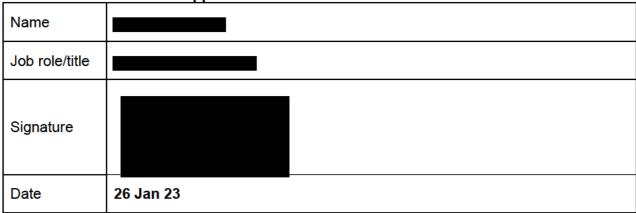


Section E Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

SIGNATURES

For and on behalf of the Supplier

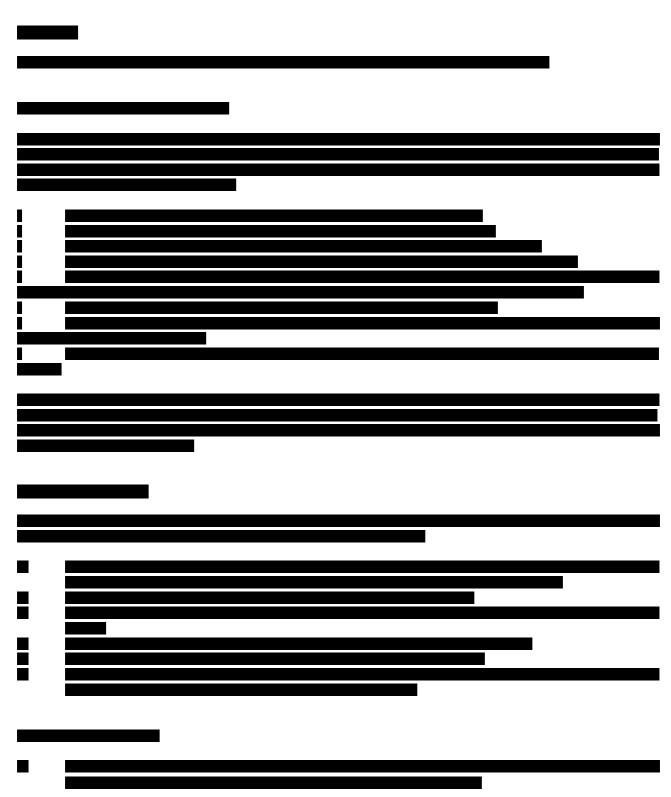


For and on behalf of the Buyer

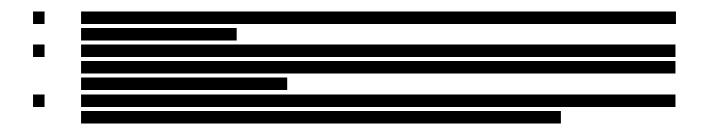
Name	
Job role/title	
Signature	
Date	01/02/23



Attachment 1 – Services Specification

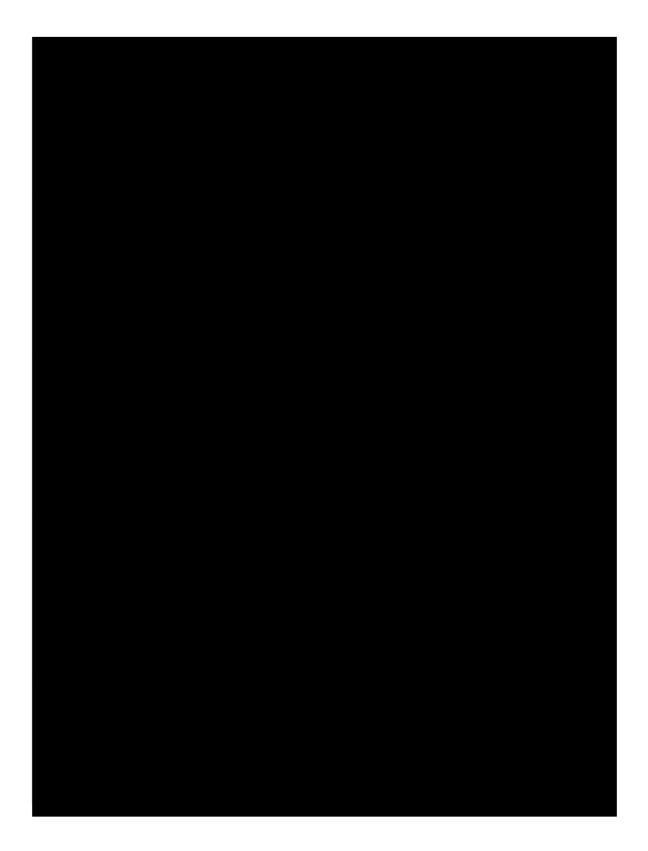






Full details of deliverables will be described in detail within each statement of work.

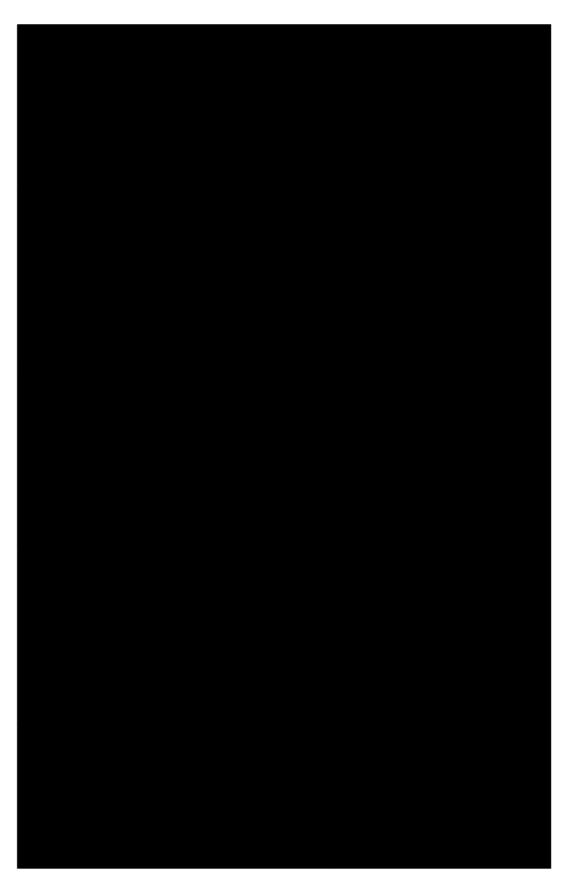








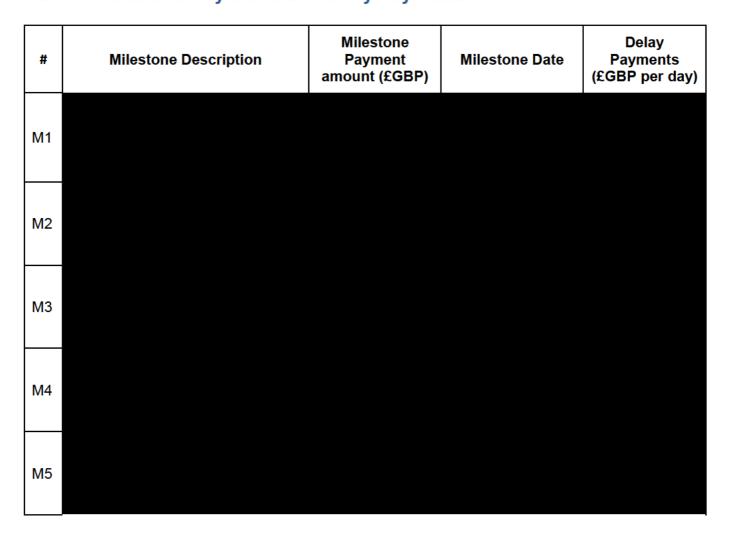






Attachment 2 - Charges and Invoicing

Part A – Milestone Payments and Delay Payments



Part B – Service Charges

Charge Number	Service Charges					
[Service Line 1]						
[e.g. SL1C1]						
[Service Line 2]						
[e.g. SL2C1]						



Part C - Supplier Personnel Rate Card for Calculation of Time and Materials Charges

Not Applicable- Fixed Rate

Staff Grade	Day Rate (£)



Part D – Risk Register

No risks-Not Applicable

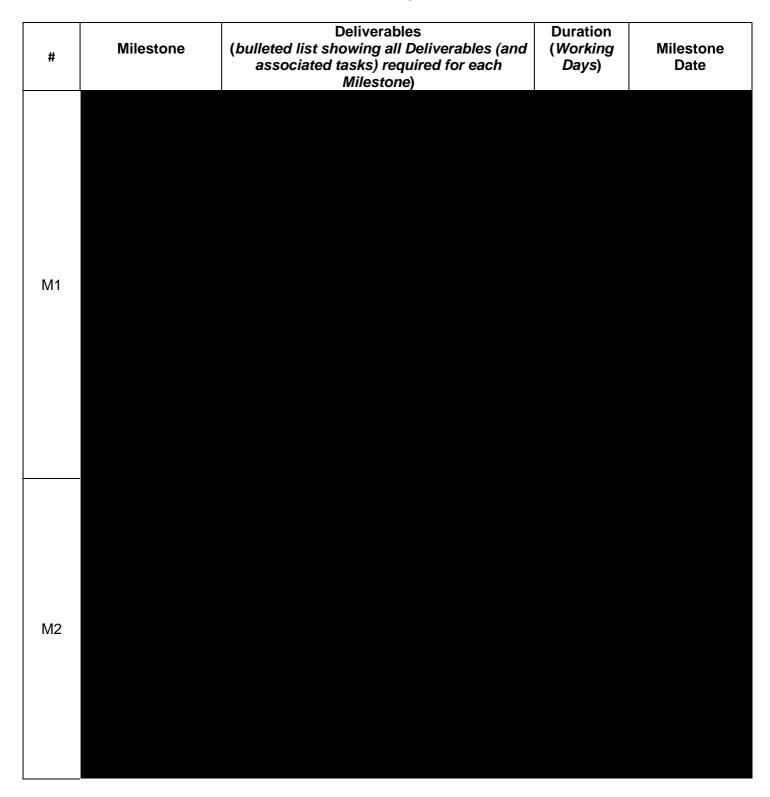
Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 12
Risk Number	Risk Name	Descripti on of risk	Timing	Likelihood	Impact (£)	Impact (descriptio n)	Mitigation (description)	Cost of mitigation	Post- mitigation impact (£)	Owner

Part E – Early Termination Fee(s)

Not Applicable



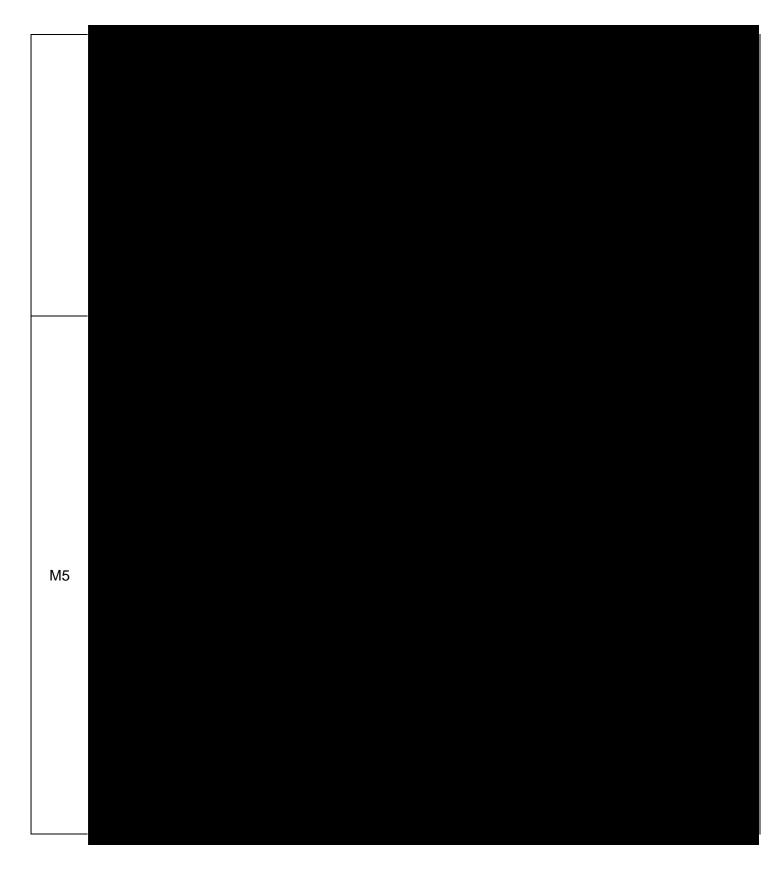
Attachment 3 – Outline Implementation Plan



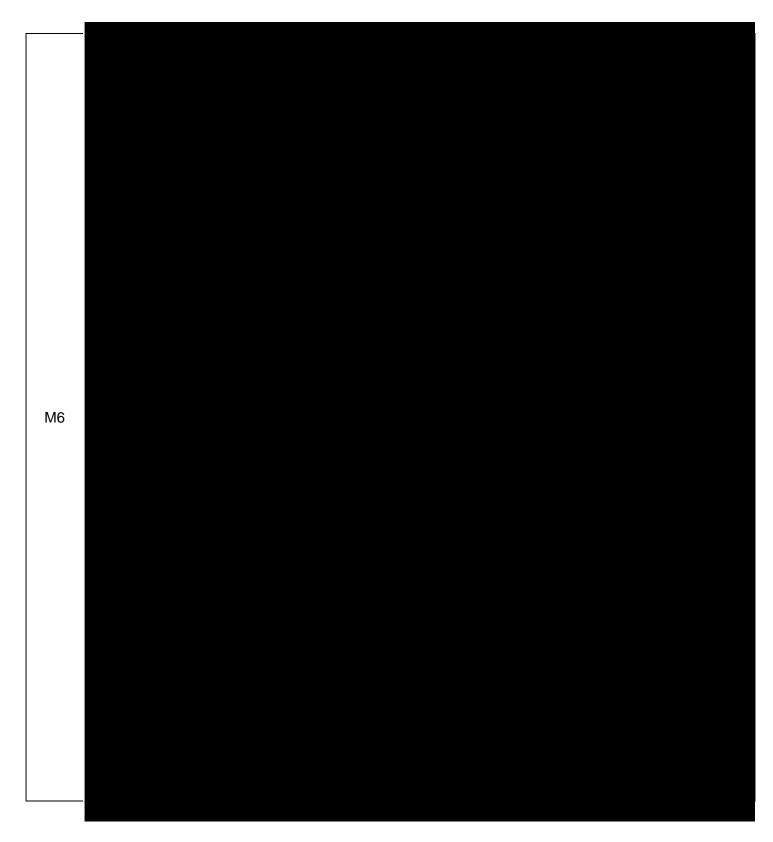


M3				
M4				
RM6				











Attachment 4 – Service Levels and Service Credits

Service Levels and Service Credits - N/A

Service Levels		Service Credit for each Service Period		
Service Level Performance Criterion	Key Indicator	Corvido i circu		



Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

5. The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

Part A - Key Supplier Personnel

Key Supplier Personnel	Key Role(s)	Duration

Part B - Key Sub-Contractors

Not Applicable



Attachment 6 - Software

- 1. The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).
- 6. The Parties agree that they will update this Attachment 6 periodically to record any Supplier Software or Third Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

Part A - Supplier Software

The Supplier Software includes the following items: Not Applicable

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry



Part B – Third Party Software

The Third Party Software shall include the following items:

Not Applicable

Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry

Attachment 7 - Financial Distress

For the purpose of Schedule 7 (Financial Distress) of the Call-Off Terms, the following shall apply:

PART A - CREDIT RATING THRESHOLD

Entity	Credit Rating (long term) (insert credit rating issued for the entity at the Commencement Date)	Credit Rating Threshold (insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3)
Supplier	Dun and Bradstreet ("D&B") – 1 – Minimum Risk	N/A
	[etc.]	[etc.]
[Guarantor]	Not Applicable	[Not Applicable
	[etc.]	[etc.]
[Key Sub-contractor 1]		
[Key Sub-contractor 2]		

PART B - RATING AGENCIES

5.	[Ra	ting Agency 1 (e.g Standard and Poors)]
	1.	Credit Rating Level 1 = [AAA]
	2.	Credit Rating Level 2 = [AA+]
	3.	Credit Rating Level 3 = [AA]
	4.	Credit Rating Level 4 = [AA-]
	5.	Credit Rating Level 5 = [A+]
	6.	Credit Rating Level 6 = [A]
	7.	Credit Rating Level 7 = [A-]
	8.	Credit Rating Level 8 = [BBB+]
	9.	Credit Rating Level 9 = [BBB]
	10.	Credit Rating Level 10 = [BBB-]
	11.	Etc.

6. [Rating Agency 2 (e.g Moodys)]

Credit Rating Level 1 = [Aaa]
 Credit Rating Level 2 = [Aa1]
 Credit Rating Level 3 = [Aa2]
 Credit Rating Level 4 = [Aa3]

- 5. Credit Rating Level 5 = [A1]
- 6. Credit Rating Level 6 = [A2]
- 7. Credit Rating Level 7 = [A3]
- 8. Credit Rating Level 8 = [Baa1]
- 9. Credit Rating Level 9 = [Baa2]
- 10. Credit Rating Level 10 = [Baa3]
- 11. Etc.
- 7. [Rating Agency 3 (etc.)]
 - 1. Credit Rating Level 1 = [XXX]
 - 2. Etc.
 - 8. Attachment 8 Governance

PART A - SHORT FORM GOVERNANCE

For the purpose of Part A of Schedule 7 (Short Form Governance) of the Call-Off Terms, the following board shall apply:

Operational Board				
Buyer Members for the Operational Board				
Supplier Members for the Operational Board				
Frequency of the Operational Board	Monthly			
Location of the Operational Board	Online			

Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

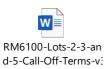
This Attachment 9 shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Buyer at its absolute discretion.

- 1. The contact details of the Buyer's Data Protection Officer are: E: DPO@homeoffice.gov.uk T:02070356999
- 2. The contact details of the Supplier's Data Protection Officer are: [Insert Contact details]
- 3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
- 4. Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Identity of Controller for each Category of Personal Data	The Authority is Controller and the Supplier is Processor The Parties acknowledge that in accordance with Clause 34.2 to 34.15 and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data: 1. There is no scope for processing Personal Data but in the case that this changes the above is applicable.
Duration of the processing	N/A
Nature and purposes of the processing	N/A
Type of Personal Data	N/A
Categories of Data Subject	N/A
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	N/A

Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses

https://assets.crowncommercial.gov.uk/wp-content/uploads/RM6100-Lots-2-3-and-5-Call-Off-Terms-v3.docx



https://assets.crowncommercial.gov.uk/wp-content/uploads/RM6100-Lots-2-3-and-5-Additional-and-Alternative-Terms-and-Conditionsv2.00.odt

