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**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 **Monday 20<sup>th</sup> January 2025** 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 [RM6100 Technology Services 3](#). 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:

- .1.1 the Framework, except Framework Schedule 18 (Tender);
- .1.2 the Order Form;



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.1.3 the Call Off Terms; and

.1.4 Framework Schedule 18 (Tender).

## Section A General information

Contract Details	
<b>Contract Reference:</b>	DDaT24451
<b>Contract Title:</b>	Cisco hardware support and maintenance
<b>Contract Description:</b>	Cisco hardware support and maintenance
<b>Contract Anticipated Potential Value:</b> this should set out the total potential value of the Contract	£153,318.3 excluding VAT
<b>Estimated Year 1 Charges:</b>	N/A
<b>Commencement Date:</b> this should be the date of the last signature on Section E of this Order Form	Monday 20 <sup>th</sup> January 2025

<b>Buyer details</b>
<b>Buyer organisation name</b> UK Research and Innovation UKRI – Medical Research council (MRC)
<b>Billing address</b> Your organisation's billing address - please ensure you include a postcode Polaris House, North Star Avenue, Swindon, SN2 1FL
<b>Buyer representative name</b> The name of your point of contact for this Order [REDACTED]
<b>Buyer representative contact details</b> 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. [REDACTED]
<b>Buyer Project Reference</b> Please provide the customer project reference number. DDaT24451



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### Supplier details

#### Supplier name

The supplier organisation name, as it appears in the Framework Agreement  
CAE Technology Services Limited

#### Supplier address

Supplier's registered address

CAE House,  
Maylands Avenue,  
Hemel Hempstead Industrial Estate,  
Hemel Hempstead,  
HP2 7DE  
England

#### Supplier representative name

The name of the Supplier point of contact for this Order

[REDACTED]

#### 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.

[REDACTED]

#### Order reference number or the Supplier's Catalogue Service Offer Reference Number

CA 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.

Not applicable

### Guarantor details

#### Guarantor Company Name

The guarantor organisation name

*Not Applicable*

#### Guarantor Company Number

Guarantor's registered company number

*Not Applicable*



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### 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.*

- |  |                                     |
|--|-------------------------------------|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | <input type="checkbox"/>            |
| 2. TRANSITION & TRANSFORMATION           | <input type="checkbox"/>            |
| 3. OPERATIONAL SERVICES                  |                                     |
| a: End User Services                     | <input type="checkbox"/>            |
| b: Operational Management                | <input type="checkbox"/>            |
| c: Technical Management                  | <input checked="" type="checkbox"/> |
| d: Application and Data Management       | <input type="checkbox"/>            |
| 5. SERVICE INTEGRATION AND MANAGEMENT    | <input type="checkbox"/>            |



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## 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)
5	60 (5)

**Initial Term** Months

36

**Extension Period (Optional)** Months

Not applicable

**Minimum Notice Period for exercise of Termination Without Cause** N/A

(Calendar days) Insert *right* (see Clause 35.1.9 of the Call-Off Terms)

### Sites for the provision of the Services

*Guidance Note - Insert details of the sites at which the Supplier will provide the Services, which shall include details of the Buyer Premises, Supplier premises and any third-party premises.*

The Supplier shall provide the Services from the following Sites:

#### Buyer Premises:

MRC LMS – Laboratory of Medical Sciences  
LMS Building  
Hammersmith Hospital Campus  
London  
W12 0NN

#### Supplier Premises:

CAE House,  
Maylands Avenue,  
Hemel Hempstead Industrial Estate,  
Hemel Hempstead,  
HP2 7DE  
England

#### Third Party Premises:

Not applicable

### Buyer Assets

*Guidance Note: see definition of Buyer Assets in Schedule 1 of the Call-Off Terms*

Buyer's network hardware assets.



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### 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.*

Not applicable

### 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.*



UKRI Information  
Security Policy Frame

### 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.*

Not Applicable

### 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.*

Not Applicable

### Buyer Responsibilities

*Guidance Note: list any applicable Buyer Responsibilities below.*

Timely response to all information required from the Supplier/Cisco for the successful delivery of ordered services.

### 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	<input checked="" type="checkbox"/>
Part B – Long Form Governance Schedule	<input type="checkbox"/>

The Part selected above shall apply this Contract.



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### 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	<input checked="" type="checkbox"/>
Part B – Long Form Change Control Schedule	<input type="checkbox"/>

## 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	<input type="checkbox"/>
S2: Testing Procedures	<input type="checkbox"/>
S3: Security Requirements (either Part A or Part B)	Part A <input checked="" type="checkbox"/> or Part B <input type="checkbox"/>
S4: Staff Transfer	<input type="checkbox"/>
S5: Benchmarking	<input type="checkbox"/>
S6: Business Continuity and Disaster Recovery	<input checked="" type="checkbox"/>
S7: Continuous Improvement	<input checked="" type="checkbox"/>
S8: Guarantee	<input type="checkbox"/>
S9: MOD Terms	<input type="checkbox"/>

#### Part B – Additional Clauses

*Guidance Note: Tick any applicable boxes below*

Additional Clauses	Tick as applicable
C1: Relevant Convictions	<input checked="" type="checkbox"/>
C2: Security Measures	<input type="checkbox"/>
C3: Collaboration Agreement	<input type="checkbox"/>

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



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*Guidance Note: Tick any applicable boxes below*

The following Alternative Clauses will apply: **Not applicable**

Alternative Clauses	Tick as applicable
Scots Law	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>
Joint Controller Clauses	<input type="checkbox"/>

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.*

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.*

BPSS as a minimum clearance.





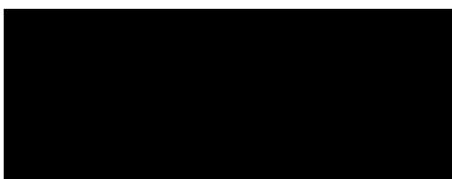
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## Section D Supplier Response

### **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.*

Pricing and Supplier bid submission.



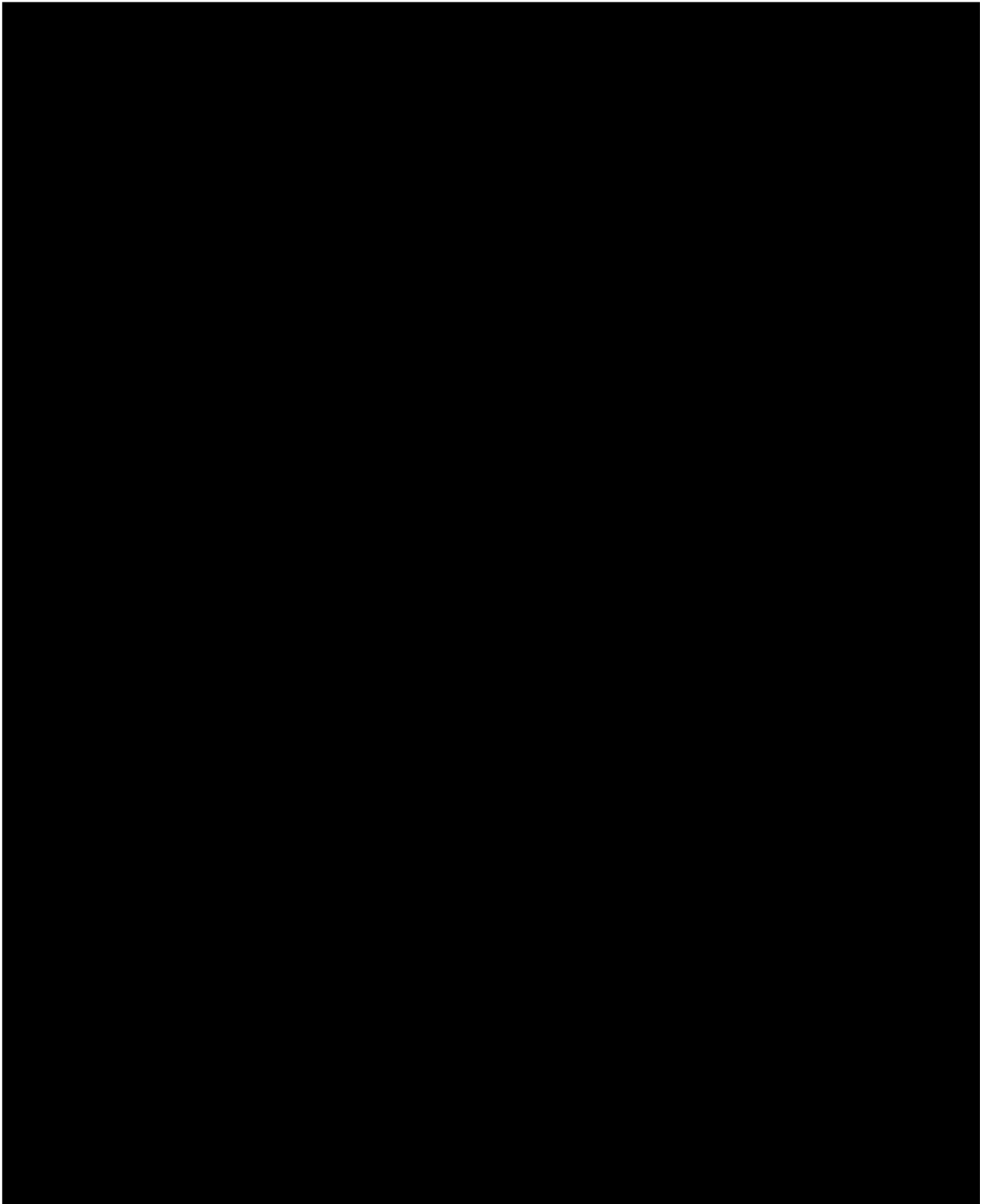


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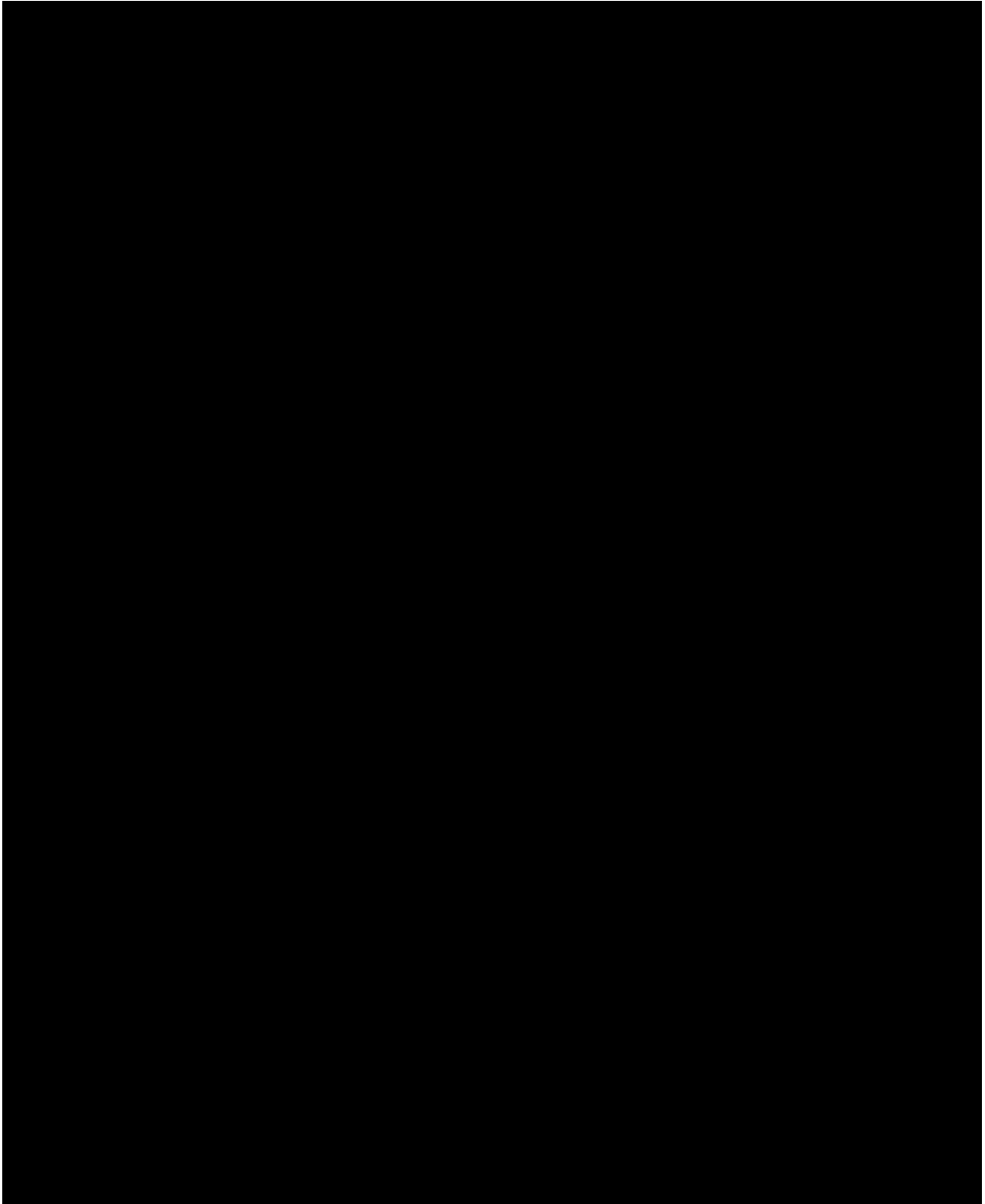


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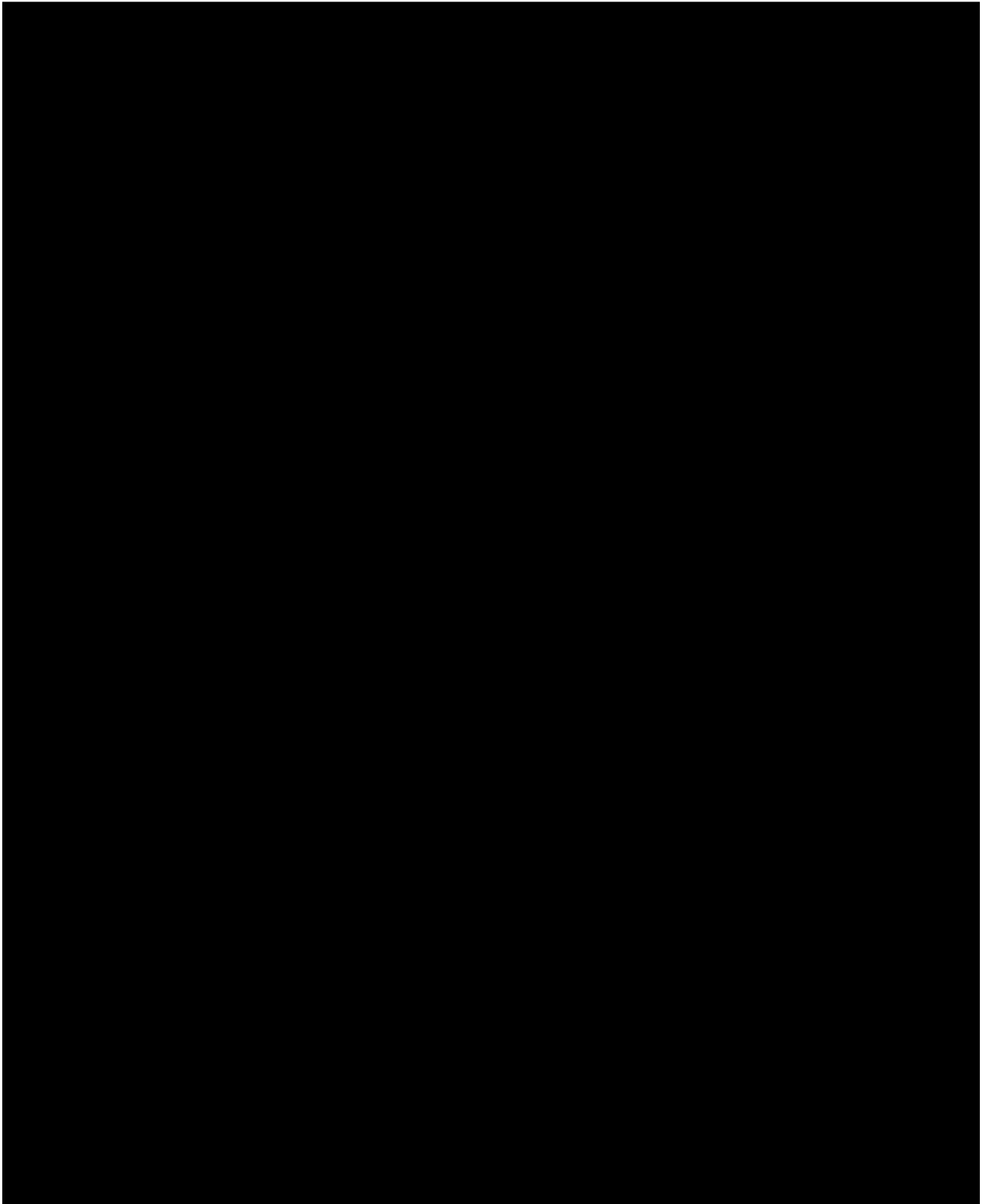


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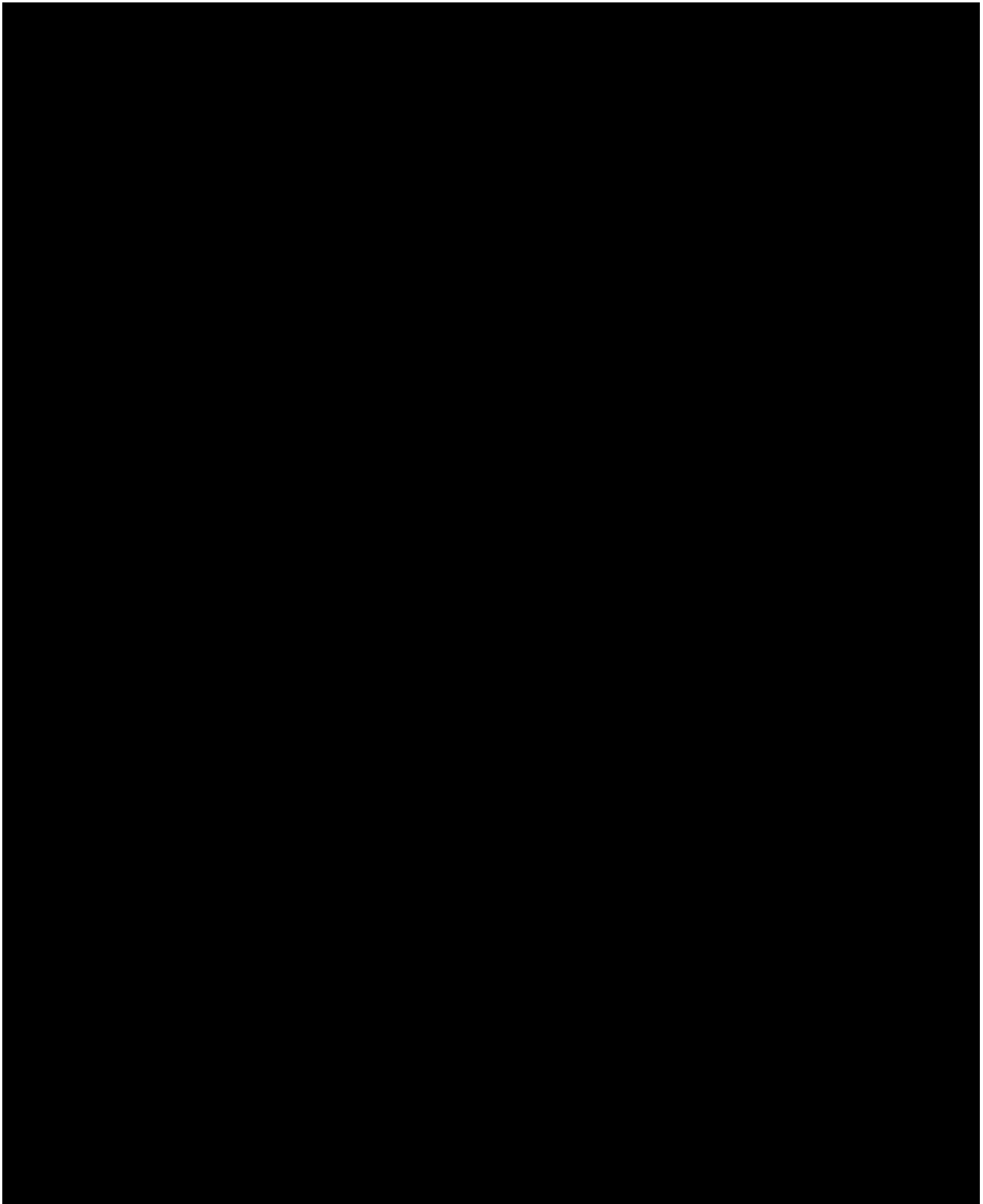


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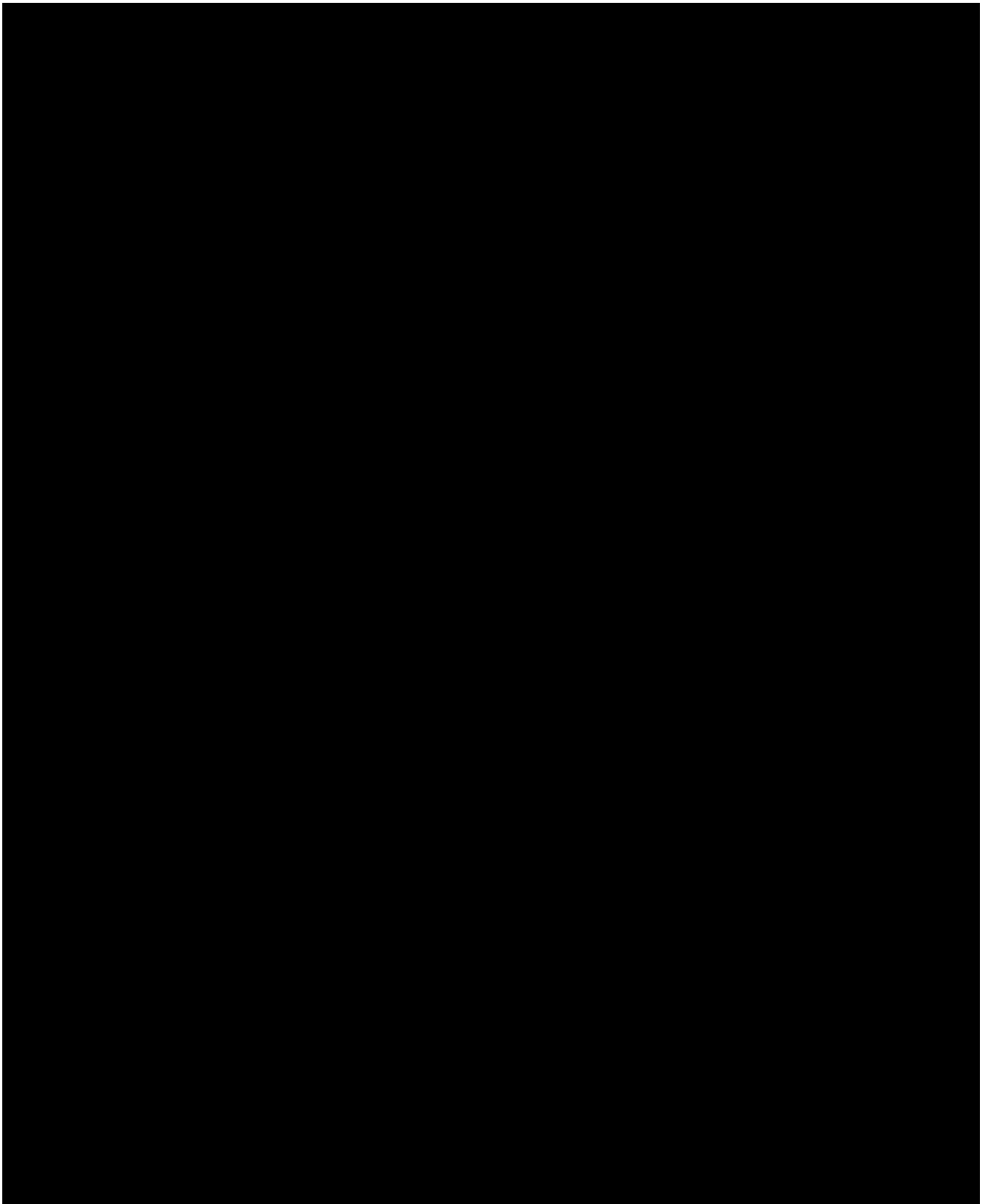


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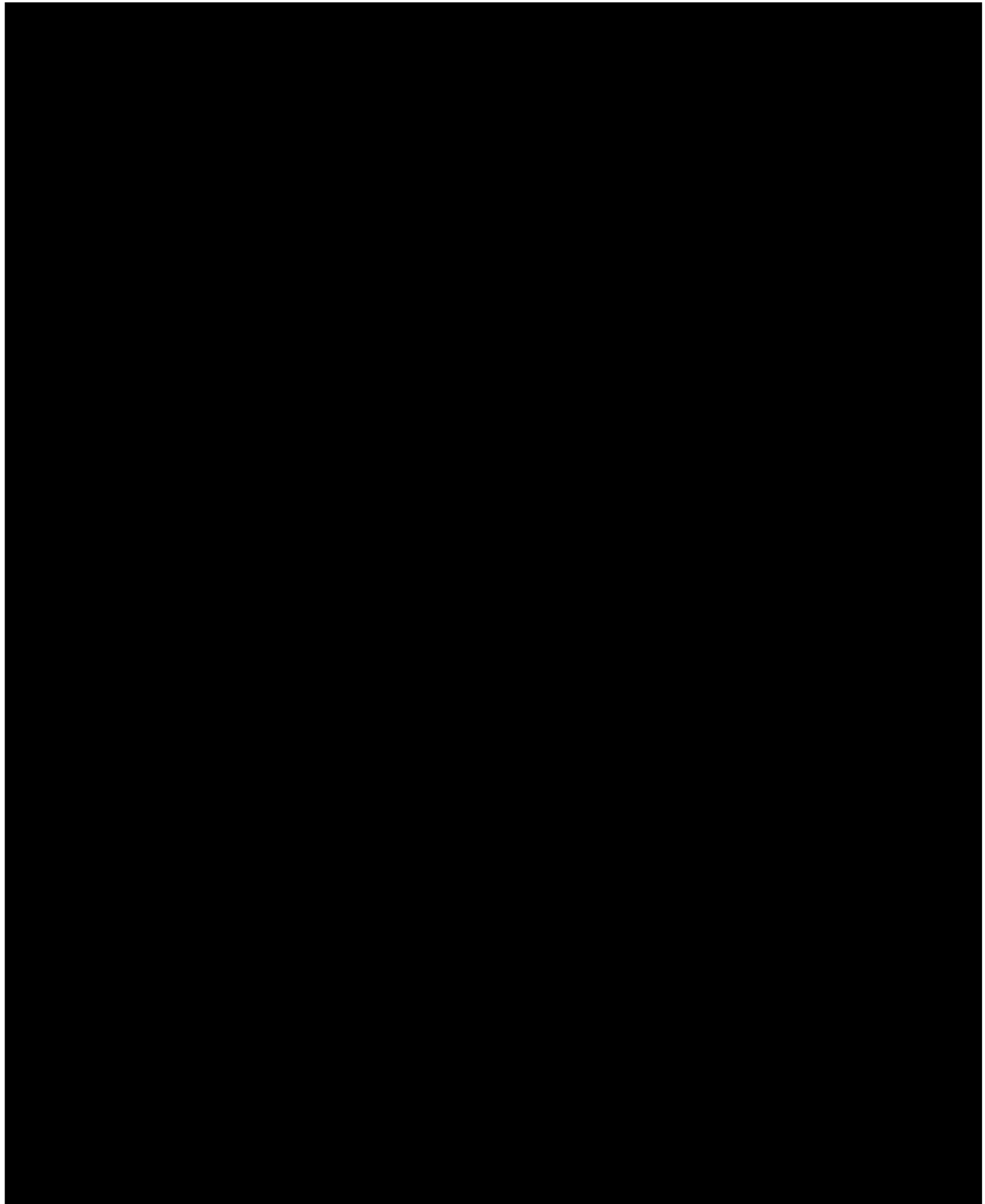


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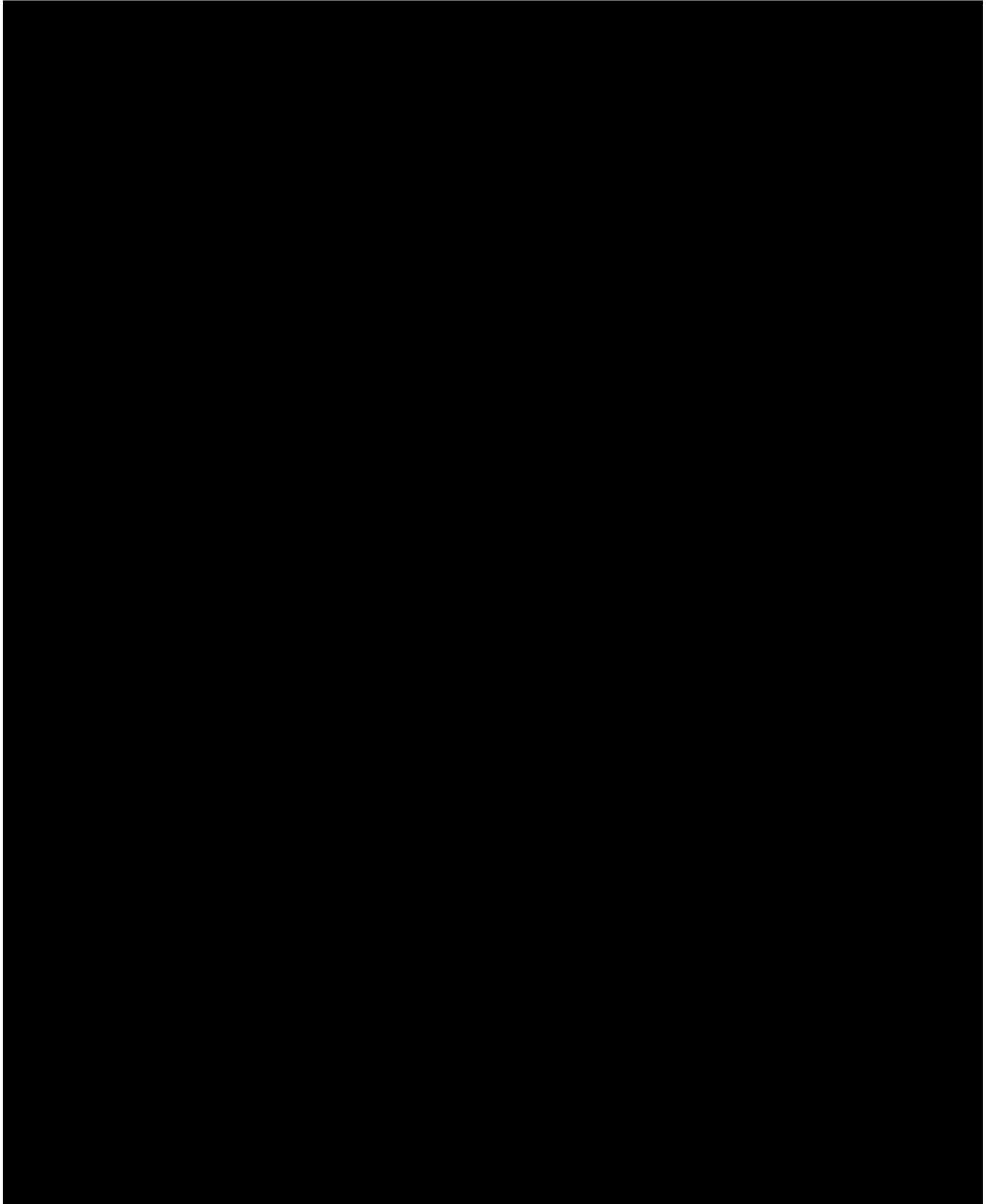
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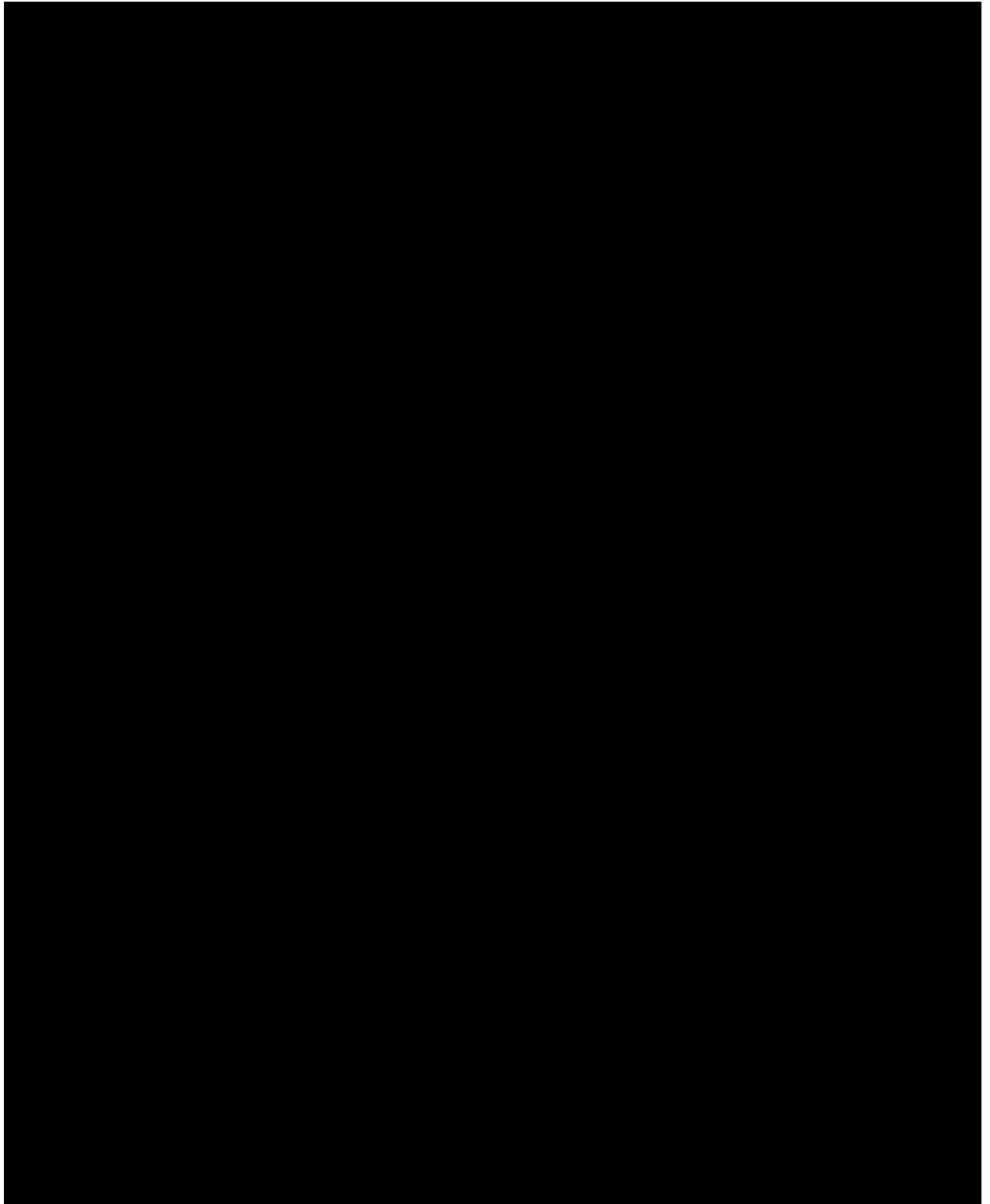


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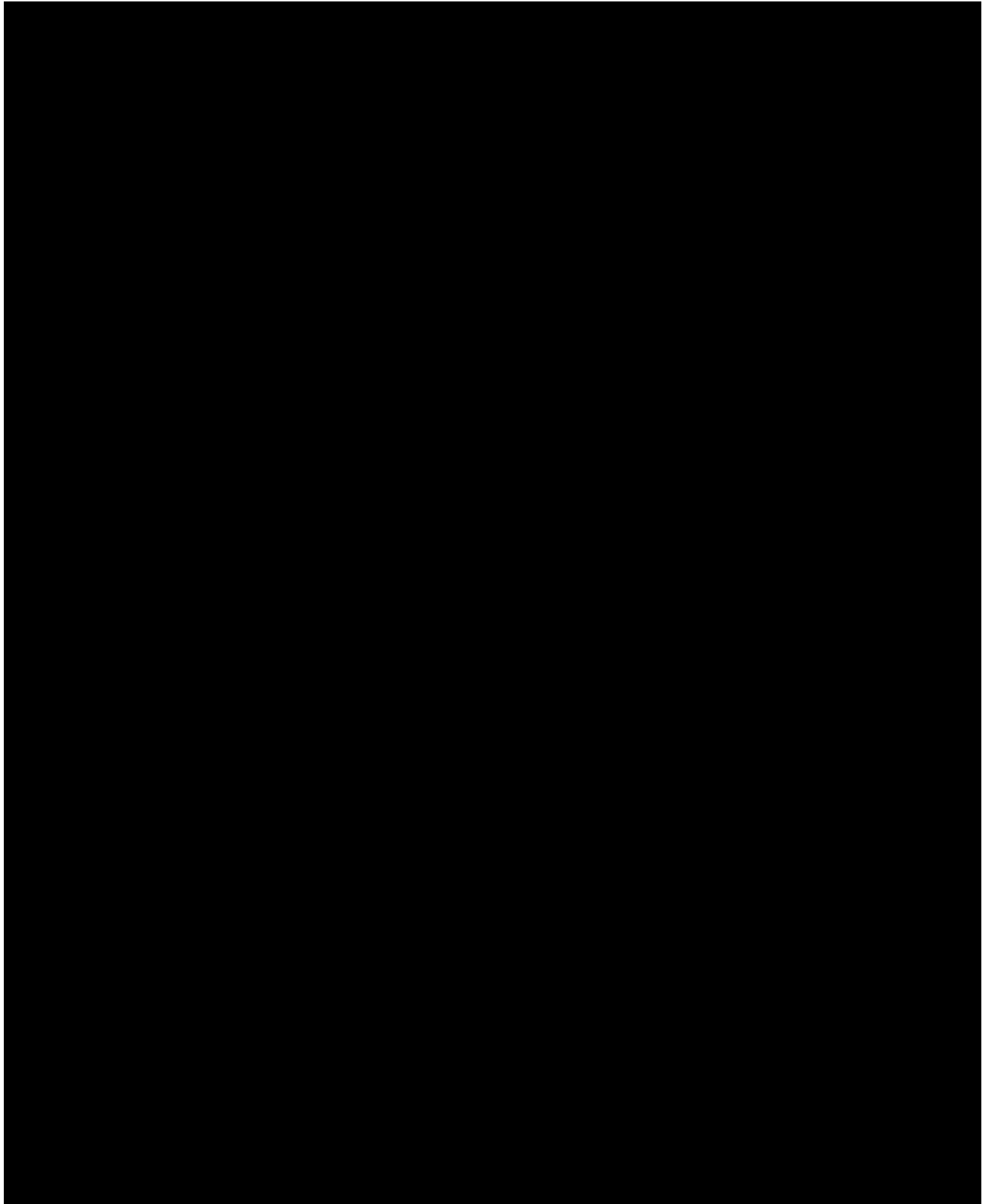


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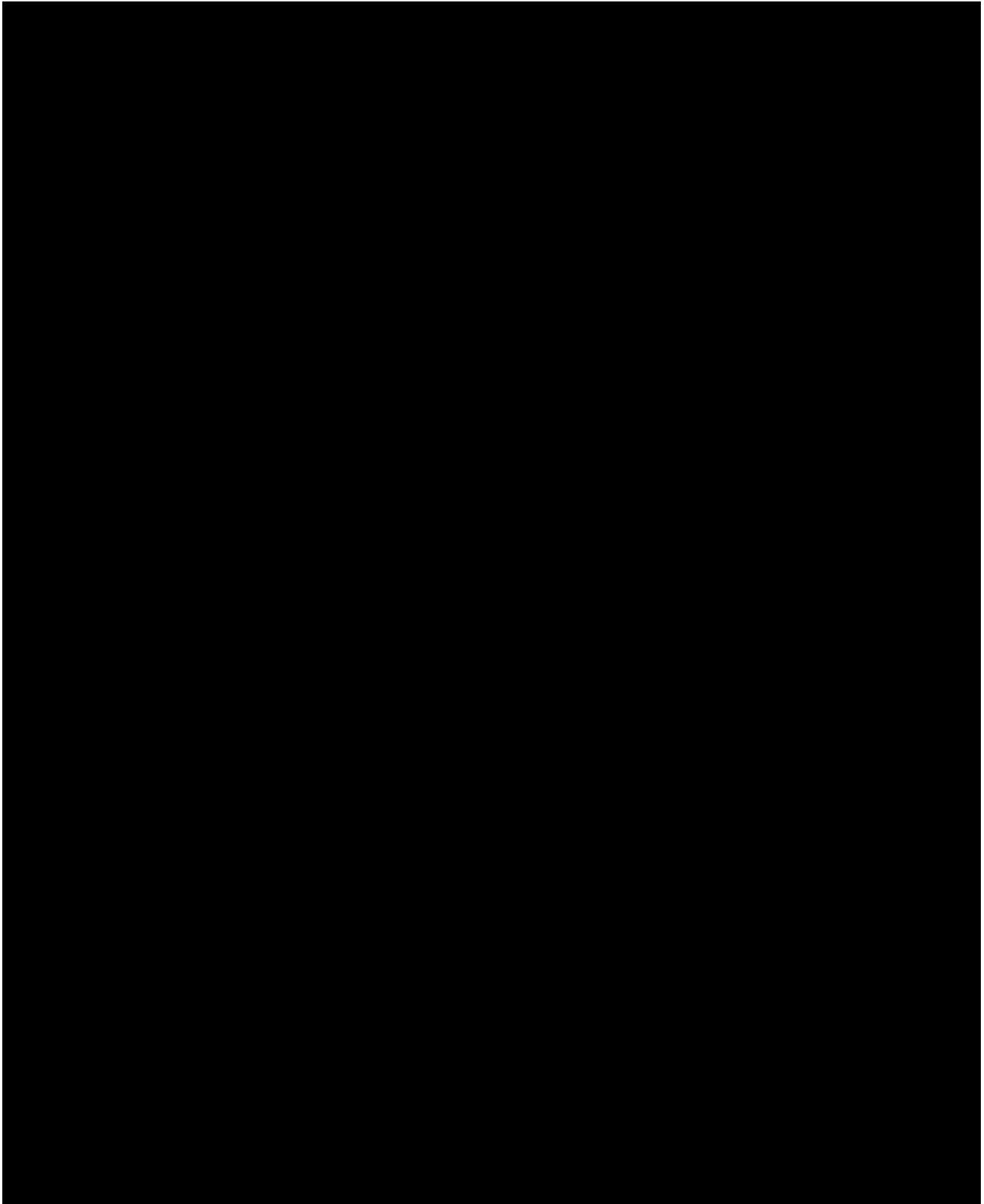


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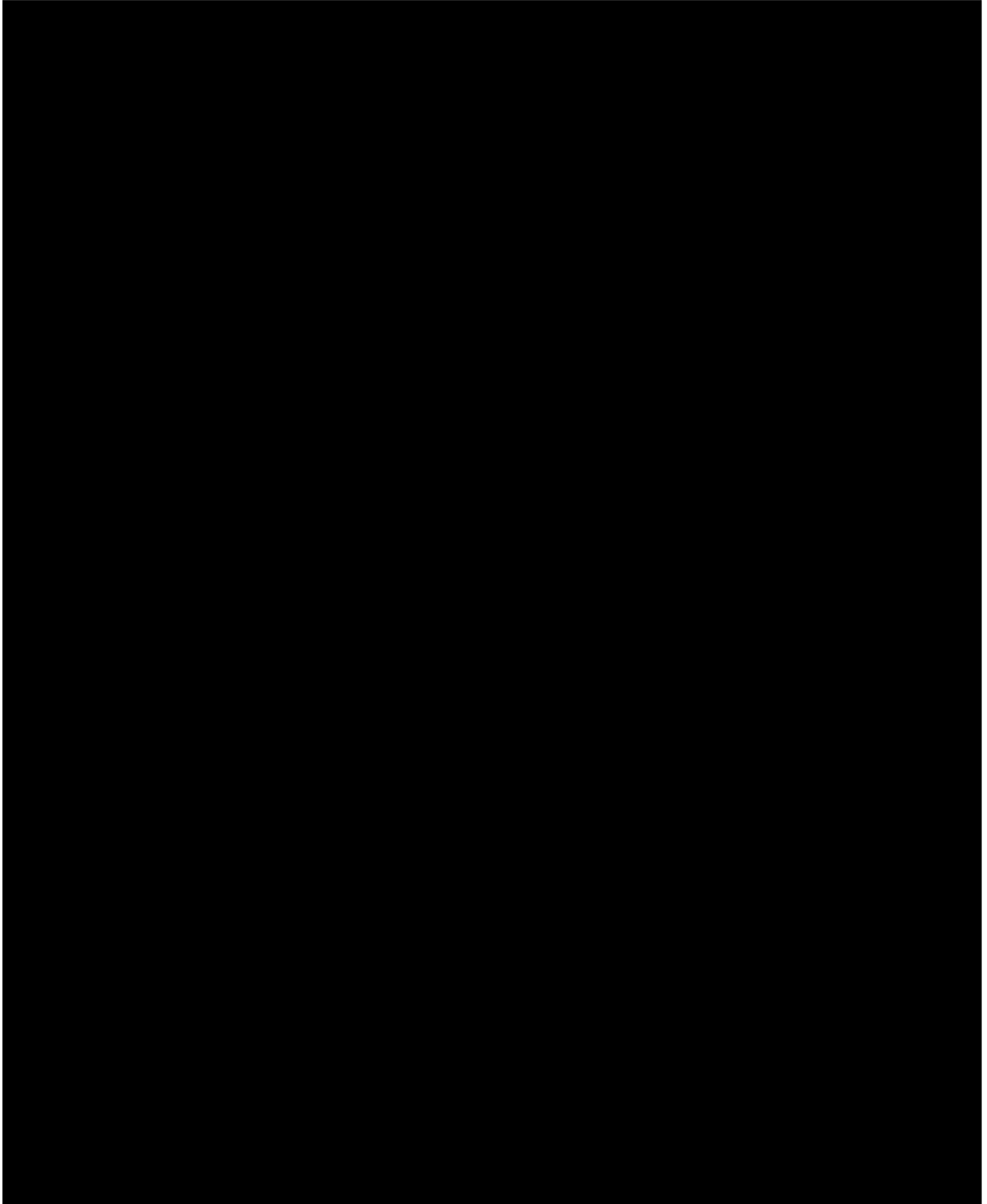


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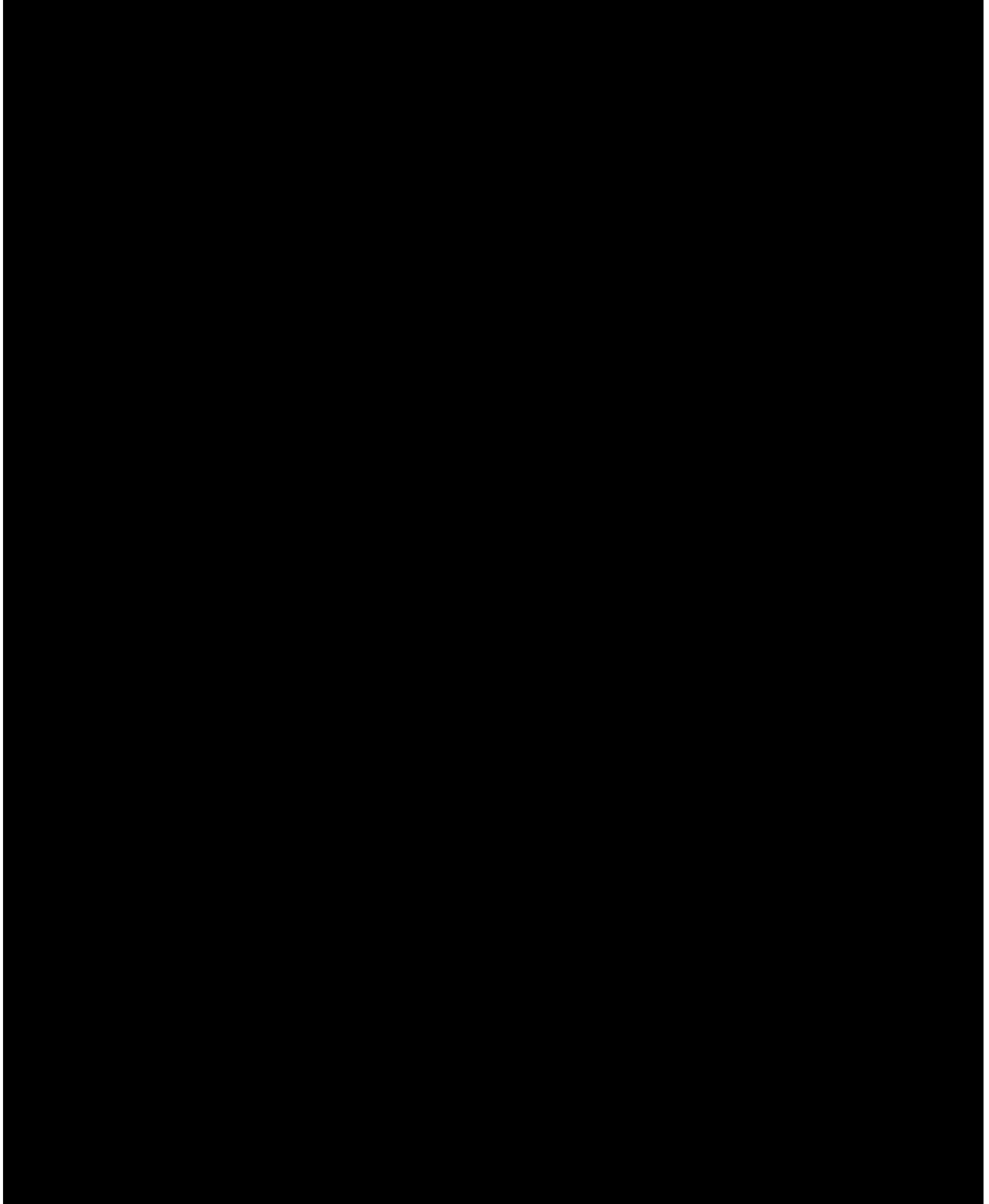


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## Section E Contract Award

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

Name		
Job role/title		
Signature		
Date	21/01/2025	

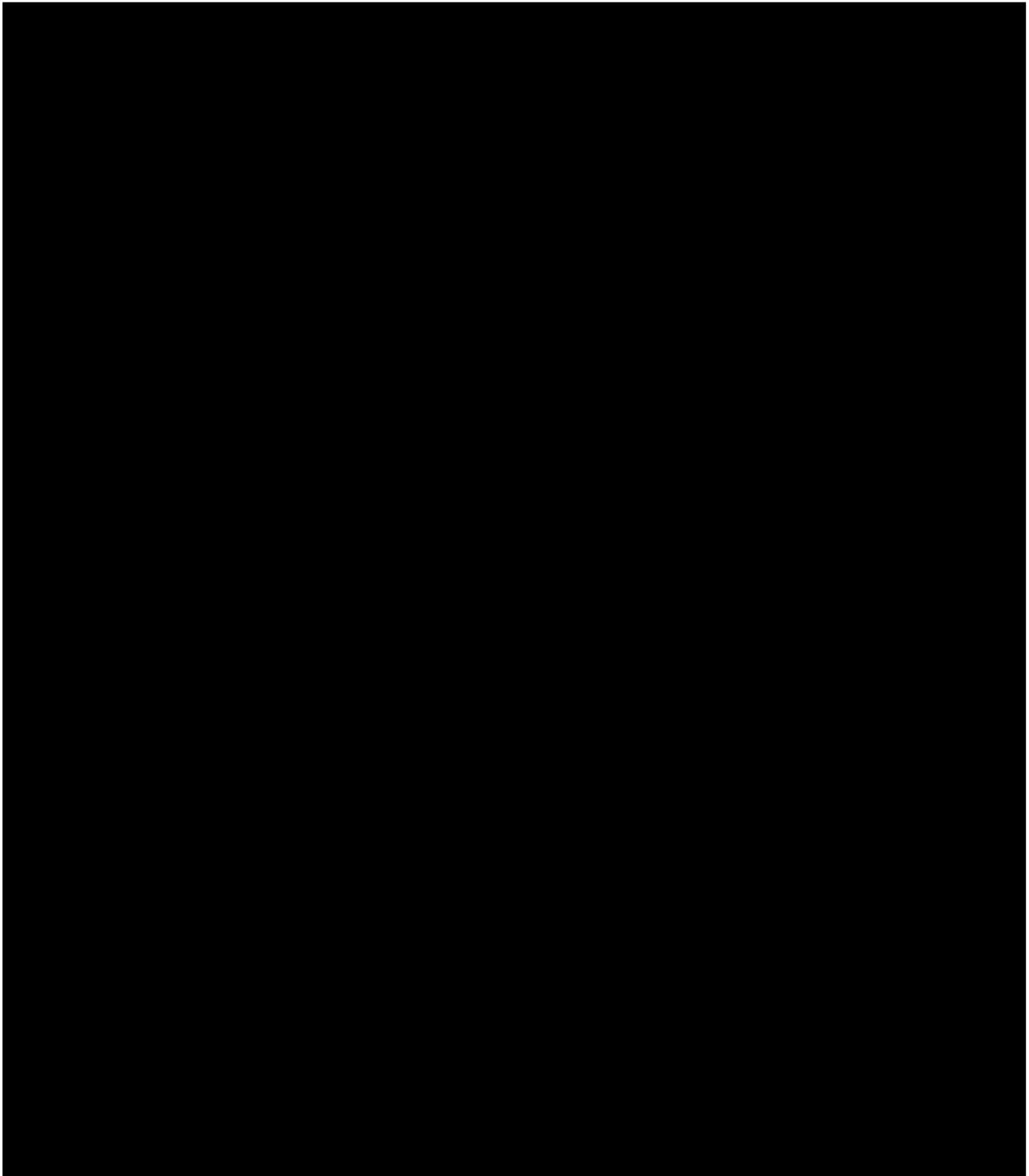
#### For and on behalf of the Buyer

Name		
Job role/title		
Signature		
Date	22/01/2025	



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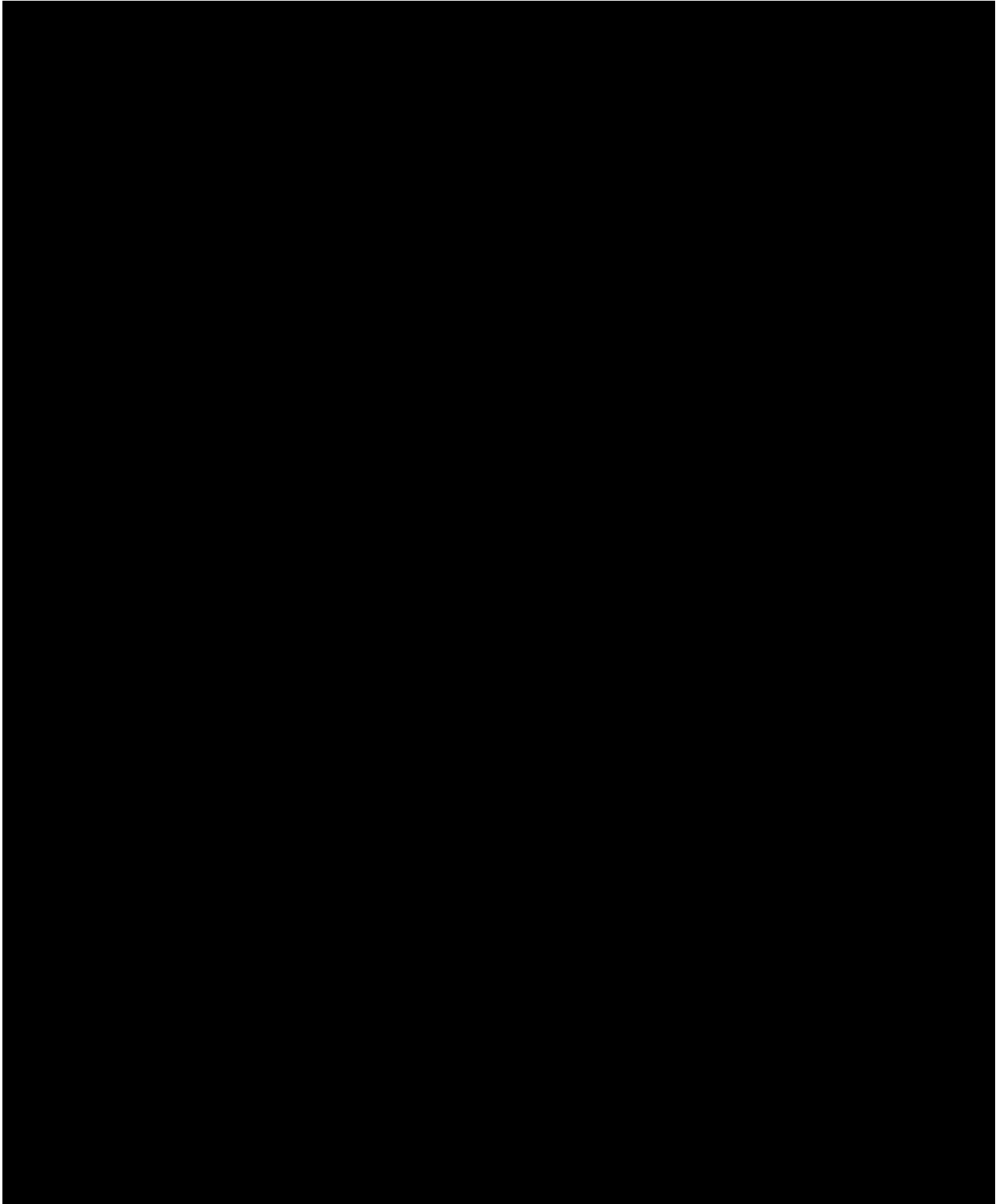
## Attachment 1 – Services Specification





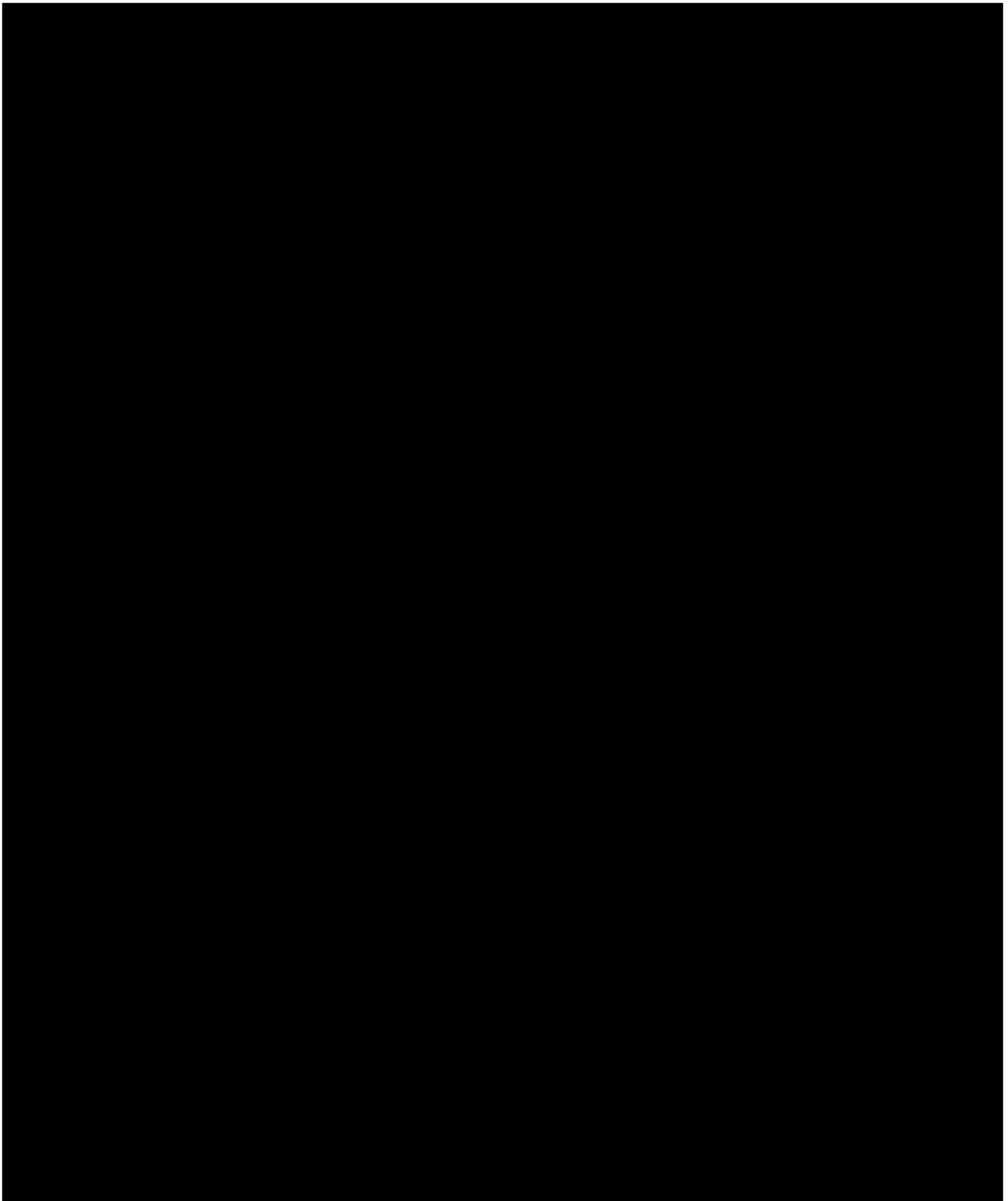


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## Attachment 2 – Charges and Invoicing

### Part A – Milestone Payments and Delay Payments – Not applicable

### Part B – Service Charges –

The supplier should invoice annual in advance.

Any ad-hoc services are to be charged based on the rate cards, on time and material basis and paid upon completion/delivery of the service.

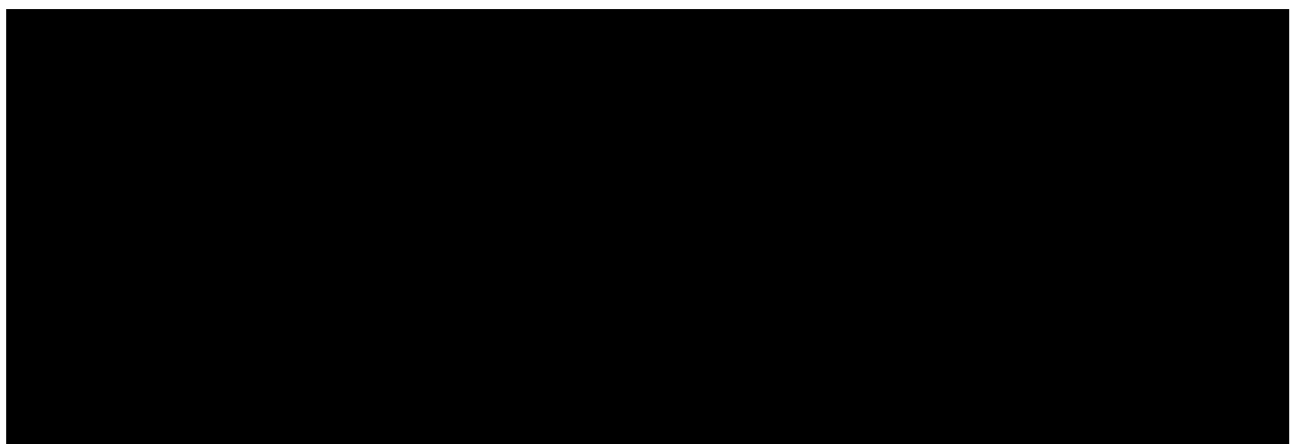
The Buyer shall pay the Supplier within thirty (30) days of receipt of a Valid Invoice, The invoice is to be submitted to [REDACTED] quoting a valid PO number.

On receipt of payment from the Buyer, the Supplier is expected to pay any relevant sub-contractors within thirty (30) days in turn.

Service Charges are as detailed within the Price schedule which is provided separately to this document.

Summary of the charges: The overall value of the Call-off contract should not exceed **£153,318.3 excluding VAT.**

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





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## Part D – Risk Register – 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	Description of risk	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Cost of mitigation	Post-mitigation impact (£)	Owner



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## Part E – Early Termination Fee(s)

**Not applicable.**



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### **Attachment 3 – Outline Implementation Plan – Not applicable**



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## **Attachment 4 – Service Levels and Service Credits – Not applicable**



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## Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

- .1.5 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
		For the duration of the Contract.
		For the duration of the Contract.

### Part B – Key Sub-Contractors – Not applicable

Key Sub-contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/Service description	Key Sub-contract price expressed as a percentage of total projected Charges over the Contract Period	Key role in delivery of the Services





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## Attachment 6 – Software – Not applicable

- .1.1 The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).
- .1.2 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:

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



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## Part B – Third Party Software

The Third-Party Software shall include the following items:

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



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## Attachment 7 – Financial Distress

For the purpose of Schedule 8 (Financial Distress) of the Call-Off Terms, the following shall apply:

### PART A – CREDIT RATING THRESHOLD

Entity	Credit Rating (long term) <i>(insert credit rating issued for the entity at the Commencement Date)</i>	Credit Rating Threshold <i>(insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3))</i>
<b>Supplier and sub-contractors if applicable</b>		

### PART B – RATING AGENCIES

- D&B
- Experian

## 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	
Location of the Operational Board	

### PART B – LONG FORM GOVERNANCE – not applicable

## **Attachment 9 – Schedule of Processing, Personal Data and Data Subjects – Not used**

## Attachment 10 – Transparency Reports

Title	Content	Format	Frequency
Charges	Total Order Contract Price and any price variation	Gov.uk	At start of Order Contract and when a variation is instructed if applicable
Order Contract Award Notice	Order Contract award notice published detailing all relevant information pertaining to the procurement included an Order Contract that is redacted	Gov.uk	Within 30 days of Order Contract signature and any variation > 10% of the initial Order Contract value

**Annex 1 – Call Off Terms and Additional/Alternative Schedules and  
Clauses – Not applicable**