



**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

Defence Business Service (DBS) part of the Ministry of Defence (MOD)

Billing address

Your organisation's billing address - please ensure you include a postcode

REDACTED

Customer representative name

The name of your point of contact for this Order

REDACTED

Customer representative contact details

Email and telephone contact details for the Customer's representative

REDACTED

Supplier details

Supplier name

The Supplier organisation name, as it appears in the Framework Agreement

CACI Ltd



Supplier address

Supplier's registered address

The Harlequin Building, 65 Southwark Street, London, SE1 0HR

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

REDACTED

Order 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

700008042

Section B Overview of the requirement

Framework Lot under which this Order is being placed

Tick one box below as applicable (unless a cross-Lot Further Competition)

- | | |
|--|-------------------------------------|
| 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"/> |
| 4. PROGRAMMES & LARGE PROJECTS | |
| a. OFFICIAL | <input type="checkbox"/> |
| a. SECRET (& above) | <input type="checkbox"/> |

Customer project reference

Please provide the customer project reference number.

700008042

Call Off Commencement Date

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

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) *

* There is a minimum 5 year term for this Lot

Call Off Initial Period Months

Two (2) Months:
Commencing from signature
and expiring on 31 October 2019

Call Off Extension Period (Optional) Months

Five (5) Months

Minimum Notice Period for exercise of Termination Without Cause Thirty (30) days' notice
(Calendar days)

Additional specific standards or compliance requirements

Not Applicable.

Customer's ICT and Security Policy

The Contractors carrying out the work must have a current, valid UKSV Security Clearance by the time the Contract commences. The Supplier must supply the names and date of birth of the Contractors undertaking the work to enable the UKSV Security Clearance to be checked prior to start work on site.

Security Management Plan

Not Applicable.

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

List below or append as a clearly marked document to confirm the Services which the Supplier shall provide to the Customer (which could include the Customer's requirement and the Supplier's response to the Further Competition Procedure)

SPECIFICATION TAKEN FROM SCHEDULE 1 TO DEFFORM 47 - STATEMENT OF REQUIREMENT FOR THE PROVISION OF INFRASTRUCTURE NETWORK CONFIGURATION

THE REQUIREMENT - THE PROVISION OF INFRASTRUCTURE NETWORK CONFIGURATION

1.1 The contract will commence on contract award and expire on the 1 November 2019. There may be the option to extend this contract by a maximum of five (5) months at the Authority's discretion and pending financial approval.

1.2 The Supplier will be required to:



- Review and provide design guidance of the Production and Development/DR network infrastructure which include Citrix Netscalers for load balancing, ensuring conformation to MOD and industry standards for network connectivity.
- Assist and undertake implementation of the network configuration taking the lead role where appropriate.
- Work alongside the existing in-house development team and provide knowledge transfer from area of expertise.
- Provide post go live support to resolve any issues identified.

1.3 The skillset required for carrying out the works is as follows:

Essential

- Experience and knowledge of configuration, implementation and administration of the following:
- Cisco ASA 5585-X – Version 9.x
- Cisco Firepower 6.X
- Cisco Nexus 9000
- Virtual Firepower Management Centre and Leveraging the 5585-X SFR10 Modules
- Lan Management
- Citrix Netscaler

Preferred

- Previous experience of working on MOD/Other Government Department networks infrastructure.
- CCNP qualified (preferably security related) or equivalent experience.
- Previous experience of implementation in data centres.

REPORTING

1.4 The Supplier must be in attendance at team meetings, when appropriate, and provide weekly progress updates against agreed planned activities. The format of reporting will be agreed with the Supplier upon contract award.

1.5 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.



STAFF AND CUSTOMER SERVICE

1.6 The Authority requires the Supplier to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.

1.7 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.

1.8 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

CACI LTD TENDER RESPONSE - REDACTED

Location/Site(s) for provision of the Services

Defence Business Services
DBS Cheadle Hulme
PO BOX 38, Cheadle Hulme
Cheshire
SK8 7NY

Defence Business Services
MOD Abbey Wood North
Filton, Bristol
BS34 9QW

The primary production on-site location is DBS Cheadle Hulme, Cheshire, SK8 7NY; however, the majority of the activity in the initial part of the engagement is envisaged to be undertaken at the Dev/Test/DR site in Abbey Wood, Bristol. This shall be confirmed by the Authority's Project Team upon Contract Award.

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 v3.

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

Optional Clauses

Can be selected to apply to any Order

C: Call Off Guarantee

☐

D: Relevant Convictions

☐

E: Security Requirements

☐



A4: Exit Management

A: PROJECTS - Optional

A1: Testing

☐

A2: Key Personnel

☐

F: Collaboration Agreement

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

☐

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

☐

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 (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 (Collaboration Suppliers)

Not Applicable.

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 *insert right*

OR

An executed Collaboration Agreement from the Supplier has been provided to the Customer and is attached to this Order Form.

tick box (right) and append as a clearly marked complete document

☐

Not Applicable.



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

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)

List below or append as a clearly marked document

Call-Off Contract Period (excluding VAT).

Call-Off Contract Period – Contract Placement to 31 October 2019
£31,200.00 (excluding VAT)

Role	Service Delivery Duration Period	Standard Framework Rate	Anticipated Hours for completion of works	Total Cost £ (ex VAT)
Blended Rate for Senior and Implementation Network Engineers	Contract Award - 31 st October 2019	REDACTED	REDACTED	£31,200.00

REDACTED

Undisputed Sums Limit (£)

Insert right (see Call Off Clause 31.1.1)

As per Call Off Clause 31.1.1.

Delay Period Limit (calendar days)

Insert right (see Call Off Clause 5.4.1(b)(ii))

Not Applicable.

Estimated Year 1 Call Off Contract Charges (£)

For Call Off Contract Periods of over 12 Months

Not Applicable.

Enhanced Insurance Cover

Where a specific Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Schedule 14 please specify below

Third Party Public Liability Insurance (£)

Not Applicable.

Professional Indemnity Insurance (£)

Not Applicable.



Transparency Reports (see Call Off Schedule 6)

If required by the Customer populate the table below to describe the detail (titles are suggested examples)

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) Not Applicable.
Where applicable insert right

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) Not Applicable.
Where applicable insert right

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 v3.



An executed BCDR Plan from the Supplier is required prior to entry into the Call Off Contract tick box (right) and append as a clearly marked complete document
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.
Where applicable insert right

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 v3.

X - Service Failures (number) Not Applicable. Y – Period Not Applicable.
Where applicable insert right (Months)
Where applicable insert right

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

List below or append as a clearly marked document to include Key Roles



Key Personnel

List below or append as a clearly marked document to include Key Roles

REDACTED – Network Security Engineer

Customer Responsibilities

List below or append as a clearly marked document

The Customer will provide resources to work alongside the CACI Ltd for the transfer of skills to take place.

The Authority will arrange to carry out the UKSV checks to ensure that the CACI Ltd Staff hold current security clearance.

The Authority will arrange for the necessary access to MOD sites for the CACI Ltd staff to carrying out the work.

Relevant Conviction(s)

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

List below or append as a clearly marked document (see Call Off Clause D where used)

Not Applicable.

Appointment as Agent (see Call Off Clause 19.5.4)

Insert details below or append as a clearly marked document

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)



KEY MILESTONES

The Supplier should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Signed Contract Agreement	Within one (1) day of Contract Award
2	Engagement Meeting between the Authority and the Supplier	Within one (1) week of Contract Award
3	Network Configuration	To be completed by 1 November 2019

SERVICE LEVELS AND PERFORMANCE

The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description
1	Delivery Timescales	Successful completion of the Configuration by 01 November 2019

Where the Supplier fails against the service level listed above, the Authority will, in the first instance, seek a mutually agreeable resolution with the Supplier. However, if this is not possible, the Authority reserves the right to cancel the agreement and seek alternative supply from the next ranked Supplier identified during the tender evaluation.

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 v3.

If required by the Customer populate the table below to describe the detail

Required Members			
Job Title	Name	Location	Frequency

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

Suppliers - use this section to provide any details that may be relevant in the fulfilment of the Customer Order



Crown
Commercial
Service

Commercially Sensitive information

Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract
N/A

Total contract value

Please provide the total contract value (for the Call Off Initial Period) as detailed in your response to the Customer's statement of requirements
£31,200.00 Ex VAT



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	REDACTED
Signature	REDACTED
Date	18/09/2019

For and on behalf of the Customer

Name	Lucy Ashton
Job role/title	Def Comrcl-HOCS Strategy 1A
Signature	REDACTED
Date	30/08/2019