

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE: P-30296

THE BUYER: Environment Agency

BUYER ADDRESS: Horizon House, Deanery Road, Bristol, BS1 5AH

THE SUPPLIER: Esri UK Limited

SUPPLIER ADDRESS: Millennium House, 65 Walton Street, Aylesbury, HP21 7QG

REGISTRATION NUMBER: 01288342

DUNS NUMBER: 226271518

SID4GOV ID: 213021

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 1st June 2023.

It's issued under the Framework Contract with the reference number RM6259 for the provision of Vertical Application Solutions.

CALL-OFF LOT(S):

Lot 3: Housing, Environmental and Planning Solutions

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1 (Definitions and Interpretation) RM6259
3. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6259
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Call-Off Schedules for P-30296
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)

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- Call-Off Schedule 3 (Continuous Improvement)
- Call-Off Schedule 6 (ICT Services)¹
- Call-Off Schedule 15 (Call-Off Contract Management)
- 4. CCS Core Terms (version 3.0.11)
- 5. Joint Schedule 5 (Corporate Social Responsibility) RM6259
- 6. Call-Off Schedule 24 (Supplier-Furnished Terms)

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

None

CALL-OFF START DATE:	1 st June 2023
CALL-OFF EXPIRY DATE:	31 st May 2026
CALL-OFF INITIAL PERIOD:	3 years
CALL-OFF OPTIONAL EXTENSION PERIOD:	2 years in 1 year increments (e.g. +1 +1)

CALL-OFF DELIVERABLES

The purpose of this Call-Off Contract is to contract the Supplier for the provision of:

- Hosting infrastructure and application support, and IT service management for Esri based technology solutions ("**Managed Cloud Services**");
- Application configuration and solution development for Esri based technology solutions and other professional services ("**Professional Services**");
- Training services in the provision of the identified courses, including any associated training documentation which may be provided for the purpose of Buyer personnel receiving the training ("**Learning Services**").

Further details of which are provided in the Call-Off Charges section below and the relevant referenced Supplier proposals.

The intention behind this Call-Off Contract is to work in partnership with the Supplier to create a well-organised programme of work delivering a win-win scenario, based on the following principles:

- Shared responsibility to deliver outcomes, moving away from a traditional customer-supplier relationship.
- Delivery based on agile principles.
 - An agile delivery framework to define the cadence, communication and management.
 - A well-defined backlog of work that is regularly reviewed and planned into sprints.

¹ Option 3 applies in relation to Clause 9

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- A standing team that has the size and skills to deliver the majority of expected workload at a consistent velocity.
 - We are all one team.
 - Build knowledge, understanding and relationships.
 - The team can scale up to meet peaks as needed.

In order to deliver on our shared intent, the Buyer will buy yearly batches of Managed Cloud Services and in return, the Supplier will add additional value by investing in the partnership, with a key aim of having more planned, sustainable business with better financial and business outcomes. The Call-Off Contract reflects our maturing partnership approach and is intended to lay the foundations for the Supplier continuing to support the Buyer.

The new Call-Off Contract intends to:

- Help align both organisations such that they can mutually benefit from shared goals.
- Help the Buyer build its ArcGIS knowledge and expertise across the enterprise.
- Help the Buyer develop strategy and plans to meet its strategic objectives.
- Help the Buyer deliver programmes and projects through best practice implementations of the Supplier's software.
- Help the Buyer run and support implementations of Esri's technology.
- Improve the efficiency and ease with which the Buyer does business with the Supplier by removing barriers to procurement, incentivising both the Buyer and the Supplier to maximise outcomes and benefits.
- Ensure there is a match between the Supplier's supply and the Buyer's demand, including capacity, skills and timing.
- Ensure a resilient, sustainable team such that the Supplier builds knowledge across a wider pool of consultants to be able to flexibly manage short and long-term resource needs.

REDACTED

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £1,500,000.

CALL-OFF CHARGES

REDACTED

REIMBURSABLE EXPENSES

Recoverable as stated in the Framework Contract.

PAYMENT METHOD

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The Supplier will issue electronic invoices. The Buyer will pay the Supplier within 30 days of receipt of a valid undisputed invoice. The payment method for this Call-Off Contract is BACS. All invoices must include Purchase Order, amount, project reference.

BUYER'S INVOICE ADDRESS

REDACTED

BUYER'S AUTHORISED REPRESENTATIVE

REDACTED

BUYER'S ENVIRONMENTAL POLICY

N/A

BUYER'S SECURITY POLICY

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

SUPPLIER'S AUTHORISED REPRESENTATIVE

REDACTED

SUPPLIER'S CONTRACT MANAGER

As above

PROGRESS REPORT FREQUENCY

As per Call-Off Schedule 15.

PROGRESS MEETING FREQUENCY

As per Call-Off Schedule 15.

KEY STAFF

Not applicable

KEY SUBCONTRACTOR(S)

Not applicable

COMMERCIALLY SENSITIVE INFORMATION

REDACTED

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SERVICE CREDITS

As set out in Managed Cloud and Online Services terms at Schedule 24 (Supplier-Furnished Terms) unless otherwise stated in the applicable Supplier proposal.

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments set out below:

- Inclusion of topics of interest (flooding, nature restoration etc.) into Esri's schools programme². Schools in England and Wales have free access to Esri software, and Esri provide learning resources (e.g., lesson plans) which the Buyer can contribute to.
- Explore opportunities for the placement of Buyer graduates for fixed periods to work on projects and build Esri skills.
- Promotion of the Buyer's environmental datasets in Esri's Living Atlas (provided that the Buyer provides access to the relevant data in a relevant format as agreed between the Parties).
- Promotion within the Supplier's organisation of volunteering opportunities that may be offered by Buyer.
- Promotion of Esri's non-profit programme³ and corporate social responsibility activities⁴.
- The Supplier is in the process of establishing an apprenticeships scheme.

² <https://schools.esriuk.com/>

³ <https://www.esriuk.com/en-gb/industries/sustainability/nonprofit-programme/overview>

⁴ <https://www.esriuk.com/en-gb/legal/uk/policies/corporate-social-responsibility>

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For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	<i>REDACTED</i>	Signature:	<i>REDACTED</i>
Name:	<i>REDACTED</i>	Name:	<i>REDACTED</i>
Role:	<i>REDACTED</i>	Role:	<i>REDACTED</i>
Date:	<i>REDACTED</i>	Date:	<i>REDACTED</i>

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Annex: Architectural workshops⁵*Session 1 - The ArcGIS System: an overview*

- Data capture and management
- Mapping and visualization
- Spatial analysis and modelling
- Collaboration and sharing capabilities
- Application development
- Geo-enabling enterprise systems and integrating with other enterprise systems
- Foundational components of the ArcGIS System

Session 2 - Architecting the ArcGIS System in a large government organisation like Defra

- Understanding the challenges of deploying and managing GIS in a large, federated organisation.
- Best practices for deploying and managing ArcGIS in a large, federated organisation, including support for data sharing, data governance, and security.
- Using ArcGIS to support decentralized (to the ALBs) decision making, including support for local data sources, local workflows, and local analysis.
- Ensuring data consistency and accuracy across the organization, including support for data standards, data validation, and data quality control.
- ArcGIS deployment patterns
- Esri UK's thoughts on a Reference Architecture for Defra

Session 3 - Application development and system integration with ArcGIS

- Overview of OOTB product integrations (e.g. with Microsoft tools)
- No-code and low-code options for developing applications
- Overview of the ArcGIS API and SDKs, including support for Python, JavaScript, .NET, and other programming languages
- Building custom web and mobile applications using the ArcGIS API and SDKs
- Best practices for app development, including design patterns, performance optimization, and security
- Accessing and using the ArcGIS developer community and resources, including the ArcGIS Developer Hub, forums, and training resources.

Session 4 - Data capture with ArcGIS

- Understanding the different types of data that can be captured using ArcGIS
- Overview of the ArcGIS data capture tools (desktop, mobile, web)
- Capturing data in the field using mobile devices
- Capturing data using your web browser
- Capturing real-time data

⁵ The content of these workshops may change if specific topics or further elaborations are requested by the Buyer's architectural teams.

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- Imagery data capture (aerial, lidar, earth observation, drones)
- Citizen science, including support for community engagement and collaboration.

Session 5 - Data science and analysis with ArcGIS

- Understanding the role of GIS in analytics and data science
- Overview of the ArcGIS System's analytics tools and performing spatial analysis
- Integrating big data and machine learning into the ArcGIS system
- Building and deploying machine learning models using the ArcGIS API for Python
- Creating and visualizing maps and interactive dashboards to communicate data insights and findings.
- Integrating ArcGIS analytics with existing enterprise systems, including data warehouses, data lakes, and other systems.

Session 6 - Working with Imagery in ArcGIS

- Understanding the impact of advancements in imagery and remote sensing technology on the ArcGIS system.
- Overview of the ArcGIS system capabilities for working with imagery, including satellite, aerial, and drone imagery.
- Best practices for integrating imagery into the ArcGIS system, including data storage, data management, and image processing.
- Using ArcGIS to visualize and analyse imagery, including support for image classification, change detection, and image interpretation.
- Best practices for sharing and publishing imagery and imagery-based products