### 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.

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| **Customer details** |
| **Customer organisation name**  UK BORDER FORCE, PART OF THE HOME OFFICE |
| **Billing address**  REDACTED |
| **Customer representative name**  REDACTED |
| **Customer representative contact details** REDACTED |

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| **Supplier details** |

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| **Supplier name**  Specialist Computer Centres PLC |
| **Supplier address**  REDACTED |
| **Supplier representative name**  REDACTED |
| **Supplier representative contact details** REDACTED |
| **Order reference number**  CCTS19A31 (OPP-2817403) |

# Section B

**Overview of the requirement**

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| **Framework Lot under which this Order is being placed**   1. TECHNOLOGY STRATEGY & SERVICES DESIGN ☐ 2. TRANSITION & TRANSFORMATION ☐ **Call Off Commencement Date** 3. OPERATIONAL SERVICES   a: End User Services ☒ 01/05/2019  b: Operational Management ☐  c: Technical Management ☐  d: Application and Data Management ☐   1. PROGRAMMES & LARGE PROJECTS    1. OFFICIAL ☐   a. SECRET (& above) ☐ |

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| **Call Off Contract Period (Term)**  **Call Off Initial Period Call Off Extension Period (Optional)**  Three (3) Years commencing on the 1st One (1) Years May 2019 and expiring on the 30th April  2022. |

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| There is a period of two months from 1st May 2019 – 30th June 2019 which the payment will be covered under this Contract.  **Minimum Notice Period for exercise of Termination Without Cause:** REDACTED |
| **Additional specific standards or compliance requirements**  Not Applicable  **Customer’s ICT and Security Policy**  Not Applicable  **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**.**

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| **Services**   * 1. Suppliers are requested to provide pricing for a three (3) year period commencing on the 1st May 2019 and expiring on the 30th April 2022 based on annual payments, with an option to extend for a further one (1) year period.      1. The extension is at the Authority’s discretion to invoke.   2. The contract is to cover assets that are owned by the Authority, these are listed in Annex A – Assets.   3. Suppliers shall provide pricing for:      1. Vendor support and maintenance from the original equipment manufacturers (REDACTED) for all assets listed in Annex A – Asset List.   4. The support and maintenance provided must meet the following requirements:      + 1. Telephone Support (as a minimum);        2. Hours of Cover (HoC) required are: 24\*7, 365 days a year including Bank Holidays. |

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| * + - 1. On-site repair, Same Day On-Site Response Target, six (6) hour average after call log/ 4hr average after problem determination (Mon-Sun 00:00 - 24:00, 365 days a year).       2. Genuine original equipment manufacturer certified parts replacement is required.          1. No alternative parts can be provided outside of original equipment manufacturer.          2. No reconditioned or grey sourced parts will be accepted.       3. The ability to support end of service hardware (to reduce any risks arising through non-migration to latest versions of hardware & software products and firmware).       4. The Suppliers shall use the serial numbers to identify any assets that may become end of service during the term to ensure all assets are fully supported for the full term of the contract.          1. The Customer must be given three months’ written notice of any end of service.       5. Ability to download hardware firmware codes including updates, upgrades and patches.       6. Replacement parts, including their installation where required, shall be included in the overall charge of the Contract.     1. Hardware additions to the Contract, by the Authority, shall be subject to the Variation Procedure.     2. The Authority reserve the right to add/ remove equipment at its discretion, from the Support and Maintenance coverage.        1. If equipment is removed from coverage under this Contract, the Customer shall receive a pro rata refund of the costs for the removed items.        2. These items must also be removed from the following years annual payment invoice.   REDACTED |
| **Location/Site(s) for provision of the Services**  REDACTED |
| **Additional Clauses** *(see Annex 3 of Framework Schedule 4)* |

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| **Applicable Call Off Contract Terms Optional Clauses Additional Clauses and Schedules**  **A: SERVICES – Mandatory** C: Call Off Guarantee ☐  **The following clauses will automatically apply where Lot 3 services are provided**  **(this includes Lot 4a & 4b where Lot 3** D: Relevant Convictions ☒  **services are included).** ☒  A3: Staff Transfer E: Security Requirements ☒  A4: Exit Management ☒  F: Collaboration Agreement  **A: PROJECTS - Optional** Where required please complete and append to this ☐  *Only applies to Lots 1 and 2* Order Form as a clearly marked document (see Call Off Schedule F)  A1: Testing ☐  A2: Key Personnel ☐ G: Security Measures ☒  **B: SERVICES - Optional**  *Only applies to Lots 3 and 4a and 4b*  H: MOD Additional Clauses ☐  B1: Business Continuity and Disaster ☐  Recovery  B2: Continuous Improvement & ☒ **Alternative Clauses**  Benchmarking  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 ☐ Scots Law ☐  Call Off Contract Charges Or  B6: Indexation ☐ Northern Ireland Law ☐  B7: Additional Performance Monitoring ☐ Non-Crown Bodies ☐  Requirements  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 Call Off Schedule F.* |

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| **Organisations required** An executed Collaboration Agreement shall be  **to collaborate** delivered from the Supplier to the Customer within the Not (Collaboration Suppliers) stated number of Working Days from the Call Off Applicable. Not Applicable. Commencement Date  **OR**  An executed Collaboration Agreement from the Supplier has been provided to the Customer and is ☐ attached to this Order Form. |
| **Licensed Software**  **Supplier Software Third Party Software**  Not Applicable. Not Applicable. |
| **Customer Property**  Items licensed by the Customer to the Supplier (including any Customer Software, Customer Assets, Customer System, Customer Background IPR and Customer Data)  The Customer owns the assets that are listed within Annex A – Asset List. |
| **Call Off Contract Charges and Payment Profile**  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)  Total Contract Value (including option to extend): £5,695,295.85 (ex.VAT) REDACTED  The Customer will raise a Purchase Order for the Contract Price (£5,166,498.53 inc VAT) within 7 (seven) Working Days of contract signatures and the Supplier will provide an invoice that will be payable in accordance with the below payment profile (the “Instalment Payments”):  REDACTED |
| **Undisputed Sums Limit (£)** REDACTED |
| **Delay Period Limit (calendar days)** Not Applicable. |
| **Estimated Year 1 Call Off Contract Charges (£)** REDACTED |
| **Enhanced Insurance Cover**  Third Party Public Liability Insurance (£) As per Framework Schedule 14 Professional Indemnity Insurance (£) As per Framework Schedule 14 |
| **Transparency Reports**  Transparency will be published in line with the Governments Transparency Policy. |
| **Quality Plans** |

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| Time frame for delivery of draft Quality Plans from the Supplier to the see Call Off Clause Customer – from the Call Off Commencement Date (Working Days) 7.2 |
| **Implementation Plan**  Time frame for delivery of a draft Implementation Plan from the Supplier:  Not Applicable  **BCDR** *(see Call Off Schedule B1)*  *This can be found on the CCS RM3804 webpage. The document is titled RM3804 Additional Clauses.* ☐  Not Applicable. |

### GDPR

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| **Description** | **Details** |
| Subject matter of the processing | The provision of the services by the supplier to Home Office pursuant to and in accordance with the service agreement.  Contractual information – used only by the Supplier to communicate with the Authority or the Authority’s service providers. |
| Duration of the processing | For the duration stated in the Contract and as amended by the Change Control Procedure. |
| Nature and purposes of the processing | The processing of Authority (and/or its service providers’) Personal Data  – used only to communicate with the Authority (and/or its service providers) and provide the agreed support. |

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| Type of Personal Data | Data subject’s name, corporate role/title, and other data that might be indicated in the contractual documents with Home Office, such as corporate email address and corporate mobile and fixed line telephone numbers.  This shall include, but not limited to Authority (and/or its service providers’):   * Names; * Email addresses; * Location addresses; and * Phone numbers. |
| Categories of Data Subject | Authority and its service providers’ staff. |
| Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data | The Supplier shall delete any Personal Data on termination of the Contract, unless the Supplier is required by Law or the Contract to retain the Personal Data. |

**Supplier Equipment**

None Applicable, existing hardware owned by the Authority. Any replacement parts are to be owned by the Authority.

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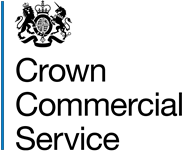
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| **Key Personnel & Customer Responsibilities**  **Key Personnel**  **Customer Responsibilities**  REDACTED |
| **Relevant Conviction(s)**  None Applicable. |
| **Appointment as Agent**  Specific requirement and its relation to the Other CCS framework agreement(s) to be Services used  *see Call Off Clause 19.5.4* None Applicable. |

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| **SERVICE LEVELS AND SERVICE CREDITS**  **Service Levels**   |  |  |  |  | | --- | --- | --- | --- | | KPI/SLA | Service Area | KPI/SLA description | Service Level Threshold | | 1 | Service delivery | Any contract issues that are escalated must be dealt with within 24 hours’ notice seven  (7) days a week bank holidays included | 99% within the reporting period | | 2 | Logging of a call | The Supplier shall be able to receive and log an incident within fifteen (15) minutes.  Applicable (Mon-Sun 00:00 - 24:00, 365 days a year). | 99% (within a reporting period) | | 3 | On Site Response | The Supplier shall attend site within four (4) hours of the call being logged. Applicable (Mon-Sun 00:00 - 24:00, 365  days a year). | 95% (within a reporting period) | | 4 | On Site Repair | The Supplier shall resolve the issue within six (6) hours after the fault has been  determined. Applicable (Mon- Sun 00:00 - 24:00, 365 days a year). | 95% (within a reporting period) | | 5 | Call Resolution | The Supplier shall resolve the issue within ten (10) hours of the call being logged.  Applicable (Mon-Sun 00:00 - 24:00, 365 days a year). | 95% (within a reporting period) | |

**Section D Supplier response**

REDACTED

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| **Total contract value**  Total Contract Value (including option to extend): £5,695,295.85 (ex.VAT)  REDACTED  The Customer will raise a Purchase Order for the Contract Price (£5,166,498.53 inc VAT) within 7 (seven) Working Days of contract signatures and the Supplier will provide an invoice that will be payable in accordance with the below payment profile (the “Instalment Payments”):  Full details of the contract charges are listed below:  REDACTED |



**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.

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| **SIGNATURES** |

### For and on behalf of the Supplier

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| Name | REDACTED |
| Job role/title | REDACTED |
| Signature | REDACTED |
| Date | REDACTED |

**For and on behalf of the Customer**

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| --- | --- |
| Name | REDACTED |
| Job role/title | REDACTED |
| Signature | REDACTED |
| Date | REDACTED |

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