



**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 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

RM6100 Technology Services 3 Agreement 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. Call Off Terms and Additional/Alternative Schedules and Clauses.
13. Annex 3 - Security Schedule (Security Management: Supplier-led Assurance)
14. Annex 4 - Collaboration Agreement
15. Annex 5 - Financial Reporting
16. Ethical Walls

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	
Contract Reference:	WP2074.1
Contract Title:	Provision of a Technical Service Desk
Contract Description:	<p>The provision of a Technical Service Desk for the GOV.UK One Login Programme. The Supplier will act as the single point of contact (Level 1 Support) for all technical queries & issues, which will be raised via the Contact Centre, or directly by Relying Parties (RPs - Other Government Departments & Supporting 3rd Parties). The Technical Service Desk will additionally provide a Level 2 Support capability to investigate, diagnose and resolve alerts and incidents, appropriately escalating activities for onward support from the wider support model (Product Teams and other third parties). The Technical Service Desk will support the development and mature the approach to monitoring, identifying, preventing and responding to security and cyber-related incidents, and support the buyer to mature Security (including Cyber) related runbooks and development of new runbooks.</p> <p>A detailed description of the Services is set out in Order Form Attachment 1 (Specification)</p>
Contract Anticipated Potential Value: this	Estimated Total Contract Value £8.5m (excluding VAT).
Estimated Year 1 Charges:	£1,829,726 (excluding VAT).
Commencement Date:	23 August 2023.

Buyer details



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Buyer organisation name

Government Digital Service (GDS) on behalf of the Minister of the Cabinet Office

Billing address

Cabinet Office Main Address: 1 Horse Guards Road, London, SW1A 2HQ.

GDS Main Address: The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS

Invoices will be sent to:

Buyer representative name**Buyer representative contact details****Buyer Project Reference**

WP2074.1 Provision of a Technical Service Desk

Supplier details**Supplier name**

Mastek Uk Ltd

Supplier address

100 Brook Drive, Green Park, Reading, England, RG2 6UJ

Supplier representative name**Supplier representative contact details**



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Order reference number or the Supplier's Catalogue Service Offer Reference Number
N/A



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Section B Part A – Framework Lot

Framework Lot under which this Order is being placed

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

Part B – The Services Requirement

Commencement Date

See above in Section A

Contract Period

Lot	Maximum Term (including Initial Term and Extension Period) – Months (Years)
2	36 (3)
3	60 (5)
5	60 (5)

Initial Term:
36 months

Extension Period: The Buyer may extend the term in accordance with clause 6.1.2 on one or more occasions to a maximum of 24 months (subject to further budget approval)



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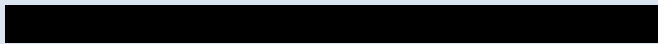
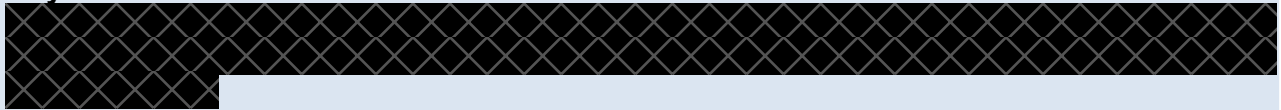
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Minimum Notice Period for exercise of Termination Without Cause 120 days
Insert right (see Clause 35.1.9 of the Call-Off Terms)

Sites for the provision of the Services

The Supplier shall provide the Services from the following Sites:

Buyer Premises:



Supplier Premises:

100 Brook Drive, Green Park, Reading, England, RG2 6UJ
36 Park Row, Leeds LS1 5JL



Third Party Premises:



Buyer Assets

Please note: The Supplier shall provide all required hardware and relevant software for the provision of the Services unless otherwise specified by the Buyer. The Buyer reserves the right to change this requirement in part or in full in accordance with the Change Control Procedure whereby the Supplier would use Buyer provided hardware and software for accessing the Buyer's systems.

For clarity at the time of drafting this agreement, the anticipated hardware and relevant software is limited to:

- Hardware - laptops/service access devices used by supplier personnel
- Relevant Software – AWS Connect, which is under review with GDS

Additional Standards

The Buyer requires the Supplier to comply with the following additional Standards for this Order Form:

- The Services must be delivered as per the GDS Service Manual (e.g. agile delivery aligned to scrum methodology) or other methodologies as agreed by the parties.



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- The Supplier should follow where applicable to the Services:
 - The Government Technology Code of Practice
(<https://www.gov.uk/government/publications/technology-code-of-practice>)
 - The Government Service Standard and Service Manual
(<https://www.gov.uk/service-manual/service-standard>)
 - Resources to be supplied in accordance with DDAT Competency framework guidelines;
<https://www.gov.uk/government/collections/digital-data-and-technology-profession-capability-framework>
 - NCSC guidance
<https://www.ncsc.gov.uk/section/advice-guidance/all-topics>
 - The Government Digital Service Way
(<https://gds-way.cloudapps.digital/>)
- The Supplier will meet the Buyer Security approach on End User Devices and as instructed by the Buyer for relevant controls to be in place for secure use.

Buyer Security Policy .

GDS Secure Information Assurance Schedules:

[<https://docs.google.com/document/d/14nutAba8Bsr0d-7jvRRI33iaUMVck3NF/edit#>]

- A initial Security Management Plan to be issued by the Supplier within 20 working days of contract agreement
- The supplier to engage in Security Working Groups as determined by the Buyer.

The supplier must follow where applicable:

- NCSC Cyber Assessment Framework Guidance
<https://www.ncsc.gov.uk/collection/caf/cyber-assessment-framework>
- Government Functional Security Standard No.7
<https://www.gov.uk/government/publications/government-functional-standard-govs-007-security>
- NCSC Cloud Security Principles;
<https://www.ncsc.gov.uk/collection/cloud/the-cloud-security-principles>



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- Cyber Essentials plus certification
- ISO 27001
- The Supplier will comply with the Security Schedule on End User Devices and will enable relevant secure controls where all supplier resources engage in GOV.UK One Login systems. Where the Buyer seeks to rely on either; the issue of secure managed devices or relevant required controls, this will be communicated as part of the Security Working Group requirements once initiated and following receipt of the Security Management Plan.

The Cabinet Office Security requirements published here:

<https://intranet.cabinetoffice.gov.uk/information-physical-and-personnel-security/>, shall apply to the extent relevant to the provision of the Services. The Buyer will provide access to the Supplier to these requirements.

Insurance

Third Party Public Liability Insurance (£) - £10 million

Indemnity Insurance (£) - £5 million.

Buyer Responsibilities

These are listed below:

1. Buyers responsibilities as per the tender, our response and CQ exchange during procurement
2. Supporting development of a Knowledge sharing and management culture, environment, and administration and knowledge curation across the one-login programme. This is to enable good problem management and improved effectiveness of self-service capability for One-Login user base.
3. Where both Parties agree that a zero cost reversible Contract Change (a change that does not otherwise fall within the definition of an Operational Change) should be implemented immediately due to the operational benefits, then such a Contract Change can proceed on a temporary basis without an approved Change Authorisation Note provided that a Change Request is raised by the Supplier simultaneously. If the Contract Change is not approved within 20 Working Days, then the temporary Contract Change must be reversed.
4. Building an understanding of the Flexible Working Bill. Working with supplier to support pragmatic measures that maintain operational resilience for One-Login programme whilst embracing mitigations to challenges faced in early days of implementation of the upcoming legislation.



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Goods.

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 type="checkbox"/>
Part B – Long Form Governance Schedule	X

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

The Part selected above shall apply this Contract. Where Part B is selected, the following information shall be incorporated into Part B of Schedule 5 (Change Control Procedure):

- 

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.



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Part A – Additional Schedules

Guidance Note: Tick any applicable boxes below

Additional Schedules	Tick as applicable
S1: Implementation Plan	X
S2: Testing Procedures	X
S3: Security Requirements - the Security Schedule appended at Annex 2 will apply	X
S4: Staff Transfer	X
S5: Benchmarking	X
S6: Business Continuity and Disaster Recovery	X
S7: Continuous Improvement	X
S8: Guarantee	X
S9: MOD Terms	<input type="checkbox"/>

Part B – Additional Clauses

Guidance Note: Tick any applicable boxes below

Additional Clauses	Tick as applicable
C1: GDS Staff Vetting/Clearances (see Security Schedule at Annex 2)	X
C2: Security Measures	X
C3: Collaboration Agreement	X

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	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>



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Joint Controller Clauses	<input type="checkbox"/>
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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)

The Security Schedule set out at Annex 2 will apply.

Additional Schedule S4 (Staff Transfer).

Part C and part E will apply.

Additional Clause C1 (Relevant Convictions)

The Staff Vetting Requirements set out in the Security Schedule Annex 2 shall apply.

Additional Clause C3 (Collaboration Agreement)

An executed Collaboration Agreement shall be delivered from the Supplier to the Buyer within 20 Working Days from the Commencement Date substantially in the form set out in Annex 3.

Additional Clause C4 (Ethical Walls)

The Supplier shall, where requested to do so in writing by the Buyer, enter into an ethical walls agreement with the Buyer substantially in the form set out in Annex 4.

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.*



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Attachment 2 (Annex 6 response in tender submission),
Milestone Charges
Service Charges
Rate card reference to framework.
Unredacted Mastek response to Quality Evaluation



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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



Date

23August2023

For and on behalf of the Buyer

Name



Job role/title



Signature



Date

25 August 2023



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Attachment 1 – Services Specification

Please see Annex 1 - Services Specification for detailed requirements of the Services. These requirements need to be read in conjunction with the other Further Competition and Invitation to Tender Documents.

[Annex 1 - Services Specification](#)

Potential Providers are also advised to read Annex 2 - Service Description for a high-level overview of the Services and how they fit in the Buyer's organisation.

[Annex 2 - Service Description](#)

Please note: Annex 1 shall take precedence over Annex 2.



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Attachment 2 – Charges and Invoicing

Part A – Milestone Payments and Delay Payments

1. The Milestone Payments payable by the Buyer to the Supplier in accordance with Call Off Schedule 2 (Charges and Invoicing) are set out in the table below.
























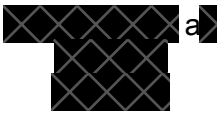


2.	
3.	
4.	

#	Milestone Description	Milestone Payment amount (£GBP)	Milestone Date	Milestone Retention	Delay Payments (where Milestone) (£GBP per day)



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Part B – Service Charges

Charges are to be Charged in line with the Charges Schedule below.

Fixed Charges and Summary

	Charge						
	Initial Contract Term				Potential +1 +1 Extension		
	Year 1	Year 2	Year 3	Total Initial Contract Charges	Year 4	Year 5	Total (Potential) Contract Charges
Contract value excluding VAT				£ 8,382,615.40			
Total Level 1 Triage & Resolve Charges (see 'Variable Charges' tab)							
Total Level 1 Triage & Escalate Charges (see 'Variable Charges' tab)							



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Total Level 2 Triage & Resolve Charges (see 'Variable Charges' tab)							
Total Level 2 Triage & Escalate Charges (see 'Variable Charges' tab)							
Total On Call Out of Hours Alert Response Charge							
Implementation Charge							
Training Charges							
Reporting/MI Charges							
Service Management Charge							
Contract Management Charge							
Fixed On Call Out of Hours Availability Charge							
Out of Hours Eyes-on-Monitoring							



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Charge							
Hardware Related Charges							
Licence Charges (list each licence, components of the software provided by the licence & total Charges associated with each)							
...							
Hardware Usage Charge							
Telephony Charge							



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Variable Charges

Service Desk / 1st Line		Volumes (per month)						
Charge	Contract Year	0 - 1,000	1,001 - 2,000	2,001 - 3,000	3,001 - 4,000	4,001 - 5,000	5,001 - 6,000	6,001+
In-Hours 1st Line Triage & Resolve Charge	Year 1							
	Year 2							
	Year 3							
	Year 4							
	Year 5							
Charge	Contract Year	0 - 1,000	1,001 - 2,000	2,001 - 3,000	3,001 - 4,000	4,001 - 5,000	5,001 - 6,000	6,001+
In-Hours 1st Line Triage & Escalate Charge								

2nd Line		Volumes (per month)							Out of Hours
Charge	Contract Year	0 - 600	601 - 1,200	1,201 - 1,800	1,801 - 2,400	2,401 - 3,000	3,001 - 3,600	3,601+	
In-Hours 2nd Line Triage & Resolve Charge	Year 1								
	Year 2								
	Year 3								
	Year 4								
	Year 5								
Charge	Contract Year	0 - 150	151 - 300	301 - 450	451 - 600	601 - 750	751 - 900	901+	
In-Hours 2nd Line Triage & Escalate									



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	Year 5								
Charge	Contract Year								Out of Hours
On Call Out of Hours Alert Response Charge	Year 1								
	Year 2								
	Year 3								
	Year 4								
	Year 5								

Implementation Charges

	Total Charge
Total Implementation Charge	
Milestone 0 - Planning	
Milestone 1 - Initiation and Mobilisation	
Milestone 2 - Detailed Design	
Milestone 3 - Service & System Testing	
Milestone 4 - Service Integration Testing	
Milestone 5 - User Readiness Testing	
Milestone 6 - Early Life Support	
Milestone 7 - In Service Support	



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





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Part D – Risk Register

“Forecasting Period” – defined as a rolling 9 month period

“Volume Forecast” – defined as forecast agreed for each Forecasting Period by the end of each preceding month

#	Name	Risk / Assumption / Issue / Dependency	Description	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Cost of mitigation	Post-mitigation impact (£)	Owner
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



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#	Name	Risk / Assumpti on / Issue / Depende ncy	Descripti on	Timing	Likelihoo d	Impact (£)	Impact (descripti on)	Mitigation (descripti on)	Cost of mitigatio n	Post- mitigatio n impact (£)	Owner
---	------	---	-----------------	--------	----------------	------------	-----------------------------	---------------------------------	---------------------------	---------------------------------------	-------





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#	Name	Risk / Assumpti on / Issue / Depende ncy	Descripti on	Timing	Likelihoo d	Impact (£)	Impact (descripti on)	Mitigation (descripti on)	Cost of mitigatio n	Post- mitigatio n impact (£)	Owner
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#	Name	Risk / Assumpti on / Issue / Depende ncy	Descripti on	Timing	Likelihoo d	Impact (£)	Impact (descripti on)	Mitigation (descripti on)	Cost of mitigatio n	Post- mitigatio n impact (£)	Owner
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#	Name	Risk / Assumption / Issue / Dependency	Description	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Cost of mitigation	Post-mitigation impact (£)	Owner
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



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#	Name	Risk / Assumpti on / Issue / Depende ncy	Descripti on	Timing	Likelihoo d	Impact (£)	Impact (descripti on)	Mitigation (descripti on)	Cost of mitigatio n	Post- mitigatio n impact (£)	Owner
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#	Name	Risk / Assumption / Issue / Dependency	Description	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Cost of mitigation	Post-mitigation impact (£)	Owner
									</		



Order Form

[illegible]



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#	Name	Risk / Assumpti on / Issue / Depende ncy	Descripti on	Timing	Likelihoo d	Impact (£)	Impact (descripti on)	Mitigation (descripti on)	Cost of mitigatio n	Post- mitigatio n impact (£)	Owner
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#	Name	Risk / Assumpti on / Issue / Depende ncy	Descripti on	Timing	Likelihoo d	Impact (£)	Impact (descripti on)	Mitigation (descripti on)	Cost of mitigatio n	Post- mitigatio n impact (£)	Owner
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Part E – Early Termination Fee(s)





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Part F - Amendments to Call Off Schedule 2 (Charges and Invoicing)

For the purposes of Schedule 2 (Charges and Invoicing), Part C, paragraph 3:



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Attachment 3 – Outline Implementation Plan

The following table sets out the template that details the required Milestones and Deliverables that the Supplier is expected to include within the Outline Implementation Plan to be submitted as part of their Tender and included within this section of the Order Form.

In line with Schedule S1 Implementation Plan, the Buyer will collaborate with the Supplier to prepare, produce, agree & deliver the Implementation Plan.

The Buyer requires the completion of M5 - User Readiness for Service and the Service to be 'live' by mid-October. The Supplier shall propose an Implementation Plan which will allow the Buyer to complete that Milestone by that point.

The duration of Milestones M1 - M7 will be defined & agreed during M0 - Planning. The duration of Milestones M1 - M7 must be consistent with the overall draft plan submitted by the Supplier as part of their Tender submission unless expressly agreed otherwise with the Buyer.

#	Milestone	Deliverables	Estimated Duration
X	X	X	X
		X	X
		X	X
		X	X
X	X	X	X
		X	X
		X	X
		X	X
X	X	X	X
		X	X
		X	X
		X	X



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[Redacted]

[Redacted]

[Redacted]	[Redacted]	[Redacted]	[Redacted]
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[Redacted]	[Redacted]	[Redacted]	[Redacted]
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[Redacted]	[Redacted]	[Redacted]	[Redacted]
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[Redacted]	[Redacted]	[Redacted]	[Redacted]
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[Redacted]	[Redacted]	[Redacted]	[Redacted]
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[Redacted]



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TSD Outline Implementation Plan				Timeline 2023-24				
#	Milestone	How we Deliver the Milestone/Activity Deliverables we work on	Areas of Collaboration Including your Inputs	Jul	Aug	Sept	Oct	Nov-Jan
#								
#								
#								

TSD Outline Implementation Plan				Timeline 2023-24				
#	Milestone	How we Deliver the Milestone/Activity Deliverables we work on	Areas of Collaboration Including your Inputs	Jul	Aug	Sept	Oct	Nov-Jan
#								
#								
#								

TSD Outline Implementation Plan				Timeline 2023-24				
#	Milestone	How we Deliver the Milestone/Activity Deliverables we work on	Areas of Collaboration Including your Inputs	Jul	Aug	Sept	Oct	Nov-Jan
#								
#								



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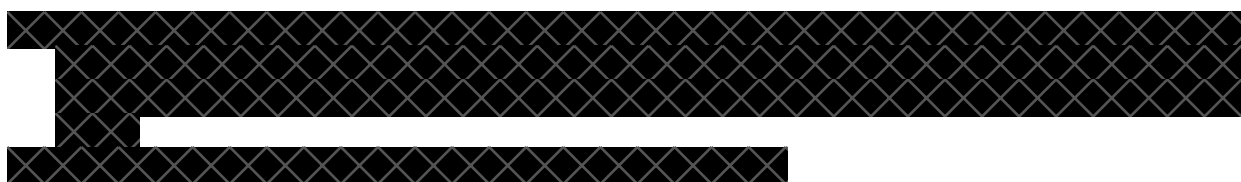
Attachment 4 – Service Levels and Service Credits

[REDACTED]



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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		

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[illegible]



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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	

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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
Service Level 1	Key Indicator 1	Service Level Performance Measure 1	Service Level Threshold 1	Service Credit for each Service Period 1	Service Credits regime applicable from 1
		Service Level Performance Measure 2	Service Level Threshold 2		
		Service Level Performance Measure 3	Service Level Threshold 3		
Service Level 2	Key Indicator 2	Service Level Performance Measure 4	Service Level Threshold 4	Service Credit for each Service Period 2	Service Credits regime applicable from 2
		Service Level Performance Measure 5	Service Level Threshold 5		
		Service Level Performance Measure 6	Service Level Threshold 6		
Service Level 3	Key Indicator 3	Service Level Performance Measure 7	Service Level Threshold 7	Service Credit for each Service Period 3	Service Credits regime applicable from 3
		Service Level Performance Measure 8	Service Level Threshold 8		
		Service Level Performance Measure 9	Service Level Threshold 9		

Order Form

Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		



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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
		[REDACTED]	[REDACTED]	[REDACTED]	
		[REDACTED]	[REDACTED]	[REDACTED]	
		[REDACTED]	[REDACTED]	[REDACTED]	
		[REDACTED]	[REDACTED]	[REDACTED]	
		[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
		[REDACTED]	[REDACTED]	[REDACTED]	



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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		



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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]				
	[REDACTED]				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

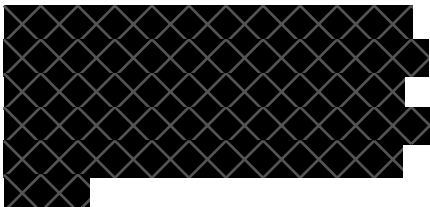
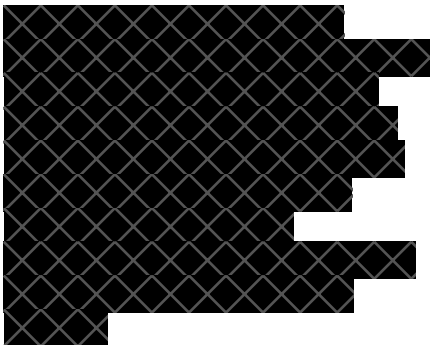
Order Form

Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
Service Level 1	Service Level 1 Key Indicator 1	Service Level 1 Performance Measure 1	Service Level 1 Threshold 1	Service Credit for each Service Period	Service Credits regime applicable from
	Service Level 1 Key Indicator 2	Service Level 1 Performance Measure 2	Service Level 1 Threshold 2		
	Service Level 1 Key Indicator 3	Service Level 1 Performance Measure 3	Service Level 1 Threshold 3		
Service Level 2	Service Level 2 Key Indicator 1	Service Level 2 Performance Measure 1	Service Level 2 Threshold 1	Service Credit for each Service Period	Service Credits regime applicable from
	Service Level 2 Key Indicator 2	Service Level 2 Performance Measure 2	Service Level 2 Threshold 2		
	Service Level 2 Key Indicator 3	Service Level 2 Performance Measure 3	Service Level 2 Threshold 3		
Service Level 3	Service Level 3 Key Indicator 1	Service Level 3 Performance Measure 1	Service Level 3 Threshold 1	Service Credit for each Service Period	Service Credits regime applicable from
	Service Level 3 Key Indicator 2	Service Level 3 Performance Measure 2	Service Level 3 Threshold 2		
	Service Level 3 Key Indicator 3	Service Level 3 Performance Measure 3	Service Level 3 Threshold 3		



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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
					
					



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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	

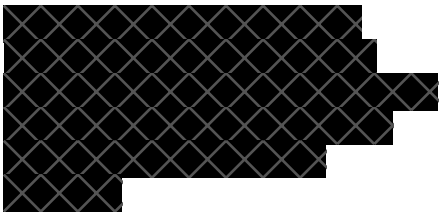

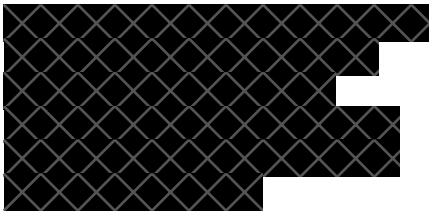
Order Form

Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		



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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
					
					
					



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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	



Order Form

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Order Form

Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		

Order Form

Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		

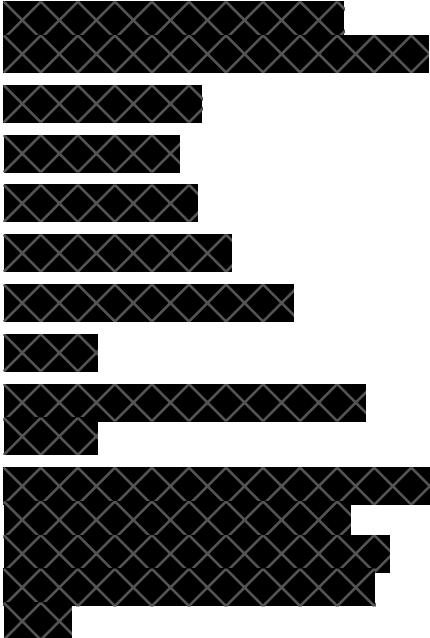
Order Form

Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		

Order Form

Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		

Order Form

Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
					



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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
	[REDACTED]	[REDACTED]			
	[REDACTED]				
	[REDACTED]				

Order Form

[illegible]



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Service Levels				Service Credit for each Service Period	Service Credits regime applicable from
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	



Crown
Commercial
Service

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Order Form



Crown
Commercial
Service

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Order Form

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Order Form

[Redacted content]



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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
	Service/Programme Director	Contract Period
	Service Manager	Contract Period
	Service Architect	Contract Period

Part B – Key Sub-Contractors

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

- 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:

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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MO planning stage		MO planning stage	planning stage	planning stage			
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Order Form

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

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)	Credit Rating Threshold
Supplier	Dun and Bradstreet (Failure Score).	Probability of Failure Percentage is less than 1%.
Guarantor (If Applicable)	Dun and Bradstreet (Failure Score).	Probability of Failure Percentage is less than 1%.
Sub-contractor(s)	Dun and Bradstreet (Failure Score).	Probability of Failure Percentage is less than 1%.

PART B – RATING AGENCIES

- Rating Agency 1: Dun and Bradstreet (Failure Score)

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PART A – SHORT FORM GOVERNANCE - Not Applicable

PART B – LONG FORM GOVERNANCE - Applicable

For the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms, the below boards are indicative of the boards which shall be utilised for this Contract. The boards to be used for the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms shall be agreed prior to the completion of M5 - User Readiness for Service. :




To be formalised as part of the MO planning process

D3 BOARD	
Buyer D3 Board (include details of chairperson)	
Supplier D3 Board	
Start Date for D3 Board meetings	Contract Commencement as applicable
Frequency of D3 Board meetings	Weekly (as required)
Location of D3 Board meetings	Remotely and/or TBC
Functions	<p>The D3 Board will perform the functions of the following boards as described in Part B of Schedule 7 (Governance):</p> <ul style="list-style-type: none"> • the Programme Board - see paragraph 5 •



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PMO Board


Buyer members of Programme Board	 
Supplier members of Programme Board	
Start date for Programme Board meetings	TBC
Frequency of Programme Board meetings	Weekly
Location of Programme Board meetings	Remotely and/or TBC
Functions	<p>The PMO Board will perform the functions of the Programme Board as described in Part B of Schedule 7 (Governance):</p> <ul style="list-style-type: none"> • the Change Management Board - see paragraph 6. • the Technical Board - see paragraph 7; and • the Risk Management Board - see paragraph 8

SRO Board



Buyer Members of the SRO Board	 
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Supplier Members of SRO Board	
Start Date for SRO Board	TBC
Frequency of SRO Board	Monthly
Location of SRO Board	[insert details or Not Applicable if Part A applies above]
Functions	The SRO Board will perform the functions of the Service Management Board as described in paragraph 5 of Part B of Schedule 7 (Governance)

Security Working Group

Buyer members of Security Working Group	
Supplier members of Security Working Group	
Start date for Security Working Group meetings	Two months after the Contract Commencement Date
Frequency of Security Working Group meetings	Monthly
Location of Security Working Group meetings	Remote

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Functions

Buyer and Supplier collaboration on ongoing security and assurance of the service as described in the Security Schedule.

Contract/Delivery Performance Review meetings

Buyer members Contract/Delivery
Performance Review meeting



Supplier members of Contract/Delivery
Performance Review meeting



Start date for Security Contract/Delivery
Performance Review meeting

One month after the Contract
Commencement Date

Frequency of Contract/Delivery Performance
Review meeting

Monthly

Location of Contract/Delivery Performance
Review meeting

Remote

Functions

To review contract/delivery performance, validation, forecasting, issues and risks



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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.

1.1.1.1 The contact details of the Buyer's Data Protection Officer are: Steve Jones, **Cabinet Office Data Protection Officer**, [REDACTED]

1.1.1.2 The contact details of the Supplier's Data Protection Officer are: [REDACTED]

1.1.1.3 The Processor shall comply with any further written instructions with respect to processing by the Controller.

1.1.1.4 Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with Clauses 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:</p>
Duration of the processing	For the duration of the contract period.
Nature and purposes of the processing	<p>The nature of the processing is collecting, recording, storing, consultation if required, disclosure by transmission if escalation is required and making available for the purposes of resolving technical queries and issues. Data dissemination will be restricted and data will be erased or destroyed when it is no longer required for the purposes of processing.</p> <p>The source of the data will be Authority ITSM tool, as a minimum the following data sets will be accessed:</p> <p>Which Government Department did the User come from:</p> <p>What was the User trying to do:</p> <p>What other (Government Department) checks have been done:</p> <p>Date & approx time the User was trying to do this:</p>



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	<p>Summary of what happened:</p> <p>The purpose of the processing is to provide (Level 1 Support) for all technical queries & issues from the GOV.UK One Login Programme , which will be raised via the Contact Centre, or directly by Relying Parties (RPs - Other Government Departments & Supporting 3rd Parties). The Technical Service Desk will additionally provide a Level 2 Support capability to investigate, diagnose and resolve alerts and incidents, appropriately escalating activities for onward support from the wider support model (Product Teams and other third parties).</p>
Type of Personal Data	<p>Names/emails/email address/IP addresses</p> <p>The detailed list of the Personal Data that the Supplier is authorised to process, in accordance with Clause 34.2, will be set out and maintained by the Buyer in the separate <i>Technical Service Desk Processing, Personal Data and Data Subjects</i> document. The initial version of this document will be shared with the Supplier by Milestone M2 (Detailed Design).</p>
Categories of Data Subject	<p>GOV.UK One Login team Administrators of the service Supplier Teams</p> <p>The detailed list will also be set out in the <i>Technical Service Desk Processing, Personal Data and Data Subjects</i> document.</p>
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	<p>Following the end of the contract period, any data associated with the Authority will be deleted from the Supplier systems within a 1 year period or as prescribed by law. An assurance statement will be sought from the Supplier to ensure they provide confirmation of any data being deleted from systems.</p>



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Attachment 10 – Transparency Reports

Title	Content	Format	Frequency
Supplier Personnel Report	Number & details of Personnel delivering the Services, training & certifications they have obtained, and to what level.	To be agreed during Implementation	Annually
Performance Monitoring Report	To include information as per Incident Management, Problem Management, Reporting, Request Management & Knowledge Management requirements contained within Annex 1 - Services Specification, and as per the Call-Off Terms.	To be agreed during Implementation	Monthly
Information Security Management Report	Detail any non-compliance security issues, what mitigation has been put in place to resolve the issue(s) found and how they will be prevented in the future, in line with Schedule S3 (Security Schedule)	To be agreed during Implementation	Monthly
Risk Register	To include information as per S-28 within Annex 1 - Services Specification.	To be agreed during Implementation	Quarterly
Contract Amendment Report	As per Annex 5 - Financial Reporting Schedule	To be agreed during Implementation	Within 1 month of a Material Change being agreed between the Supplier and the Buyer



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Quarterly Contract Report	As per Annex 5 - Financial Reporting Schedule	To be agreed during Implementation	Within 1 month of the end of each Quarter
Annual Contract Report	As per Annex 5 - Financial Reporting Schedule	To be agreed during Implementation	Within 1 month of the end of the Contract Year to which that report relates
Final Reconciliation Report	As per Annex 5 - Financial Reporting Schedule	To be agreed during Implementation	Within 6 months after the end of the Contract Period
Sub-Contractor Opportunities Report	As per Section 39 of the Call-Off Terms	To be agreed during Implementation	As per Section 39.1.1 - 39.1.5 of the Call-Off Terms.
Test Reports	As per the Additional and Alternative Terms and Conditions	To be agreed during Implementation	As per the Additional and Alternative Terms and Conditions
Review Report	As per Schedule S6 Business Continuity and Disaster Recovery	To be agreed during Implementation	As per Schedule S6 Business Continuity and Disaster Recovery



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Call Off Terms and Additional/Alternative Schedules and Clauses

Annex 3 - Security Schedule

Please refer to Attachment “Annex 3 - Security Management: Supplier-led Assurance” as part of the Tender Documents/Bid Pack.

Annex 4 - Collaboration Agreement

Please refer to Attachment “Annex 4 - Collaboration Agreement” as part of the Tender Documents/Bid Pack.

Annex 5 - Financial Reporting Schedule

Please refer to Attachment “Annex 5 - Financial Reporting Schedule” as part of the Tender Documents/Bid Pack

Ethical Walls Agreement

Please refer to Attachment “Ethical Walls Agreement” as part of the Tender Documents/Bid Pack