

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

Order Form

CALL-OFF REFERENCE: 713339452

CALL-OFF TITLE: DMS Support and Maintenance Services

CALL-OFF CONTRACT DESCRIPTION:

The Defence Equipment Sales Authority (DESA) is responsible for, and specialises in, the sale and recycle of surplus military equipment from the UK Armed Forces within the UK and overseas. For example, aircraft, aircraft spares, ships, boats, river craft and other marine vessels and spares, military and domestic vehicles.

The Authority has 3 objectives for its sales activity:

- Maximise the receipts for the MOD.
- Ensure legal and environmental requirements are met.
- Provide Defence engagement opportunities as a result of our sales activity.

The Authority currently employs a Salesforce based IT system named Disposition Management System (DMS) to manage and monitor declarations. This includes the production of management information. The Authority requires a supplier to provide support and maintenance services for DMS, successfully transitioning away from an outgoing supplier and ensuring the smooth operation of this critical system for the next 17 months.

THE BUYER: Defence Equipment Sales Authority

BUYER ADDRESS Bldg C16, C Site, MoD Bicester, Bicester OX25 1NY

THE SUPPLIER: Tecknuovo Ltd

SUPPLIER ADDRESS: Chancery House, Chancery Ln, London WC2A 1QS

REGISTRATION NUMBER: 220904500

DUNS NUMBER: [REDACTED]

SID4GOV ID: [REDACTED]

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APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated [REDACTED]

It's issued under the Framework Contract with the reference number RM6263 for the provision of Digital Specialists and Programmes Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, SOW Template and Call-Off Schedules)).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

CALL-OFF LOT(S):

Lot 2 from Framework Schedule 1 (Specification).

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) RM6263
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6263
 - Joint Schedule 2 (Variation Form)
 - For avoidance of doubt, highlighted elements of the Variation Form enclosed shall be updated at the time of carrying out the Variation.
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 10 (Rectification Plan)
 - For avoidance of doubt, highlighted elements of the Rectification Plan enclosed shall be updated at the time of carrying out the Rectification.
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 13 (Cyber Essentials)
 - Call-Off Schedules for RM6263
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliveries)
 - Call-Off Schedule 7 (Key Supplier Staff)

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- For avoidance of doubt, there are no additional requirements to outline within Call-Off Schedule 7 at Call-Off Contract commencement.
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing) – NOT USED
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 17 (MOD Terms)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
 - For avoidance of doubt, the Call-Off Specification the Supplier is required to adhere to is the Statement of Work, found within Annex 1 of this Framework Schedule 6 – Order Form.
5. CCS Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6263

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

Applicable MOD Terms as per Call-Off Schedule 17 are incorporated into this Call-Off Contract:

CALL-OFF START DATE	05 November 2024
CALL-OFF EXPIRY DATE	27 March 2026
CALL-OFF INITIAL PERIOD	17 months
CALL-OFF OPTIONAL EXTENSION PERIOD	Up to 12 months
MINIMUM NOTICE PERIOD FOR EXTENSION(S)	1 month
CALL-OFF CONTRACT VALUE	
KEY SUB-CONTRACT PRICE	Not applicable

CALL-OFF DELIVERABLES

Deliverables are specified in the Statement of Work (Annex 1).

BUYER'S STANDARDS

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards set out in Framework Schedule 1 (Specification). Any applicable Standards are outlined in the Statement of Work of this Order Form and associated Call-Off Schedules.

CYBER ESSENTIALS SCHEME

The Buyer requires the Supplier, in accordance with Joint Schedule 13 (CyberEssentials Scheme) to provide a Cyber Essentials Plus Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms, as amended by the Framework Award Form Special Terms. As per RM6263 Core terms, each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than the greater of £1 million or 150% of the Estimated Yearly Charges unless

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specified in the Call-Off Order Form.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is [REDACTED]
Estimated Charges in the first 12 Months of the Contract.

CALL-OFF CHARGES

The Call-Off Contract charging structure is based on a lean core team, with the possibility of scalable support capacity (charged separately) depending on the Buyer's requirements. This shall be done on a T&M basis.

The prices and applicable charges are as follows:

Increment Start Date	FTE	Duration (working days)	Signed Off By:	Estimated Value
November 5 th 2024 (Phase 1)	2	102	[REDACTED]	[REDACTED]
April 1 st 2025 (Phase 2)	1	255	[REDACTED]	[REDACTED]
				[REDACTED] (excluding VAT)

REIMBURSABLE EXPENSES

NONE – For avoidance of doubt, reimbursable expenses are not applicable to this Call-Off Contract. All Supplier expenses are absorbed within the agreed fixed price identified under Call-Off Charges (also see Call-Off Schedule 5 for further details).

PAYMENT METHOD

Payments to the Supplier shall be affected in accordance with DEFCON 522 – Payment & Recovery of Sums Due. For avoidance of doubt, this is a Special Term that is further detailed in Call-Off Schedule 17 (MOD Terms).

BUYER'S INVOICE ADDRESS:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

BUYER'S AUTHORISED REPRESENTATIVES

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

BUYER'S ENVIRONMENTAL POLICY

Not used

BUYER'S SECURITY POLICY

As well as adherence to general security provisions outlined in Call Off Schedule 9 – Security, the

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Supplier is required to adhere to DEFCON 569A – Security Measures. For avoidance of doubt, this is a Special Term that is further detailed in Call-Off Schedule 17 (MOD Terms).

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

PROGRESS REPORT FREQUENCY

Reports shall be provided in accordance with the Statement of Work and table below.

Report	Content	Frequency
Performance Management - Deliverables/Cost/Value delivered report	Report covering monthly support demand and a breakdown of issues and resolutions.	Every calendar month.
Budget Burndown Report	A report detailing costs incurred by the Authority against the Call-Off Contract and spend churn rate against previous 4-week period(s).	The report shall be provided every month.
Supplier Invoice	The Supplier shall invoice the Buyer at the end of every month.	Every calendar month.
Continuous Improvement Plan	The Supplier shall produce at the start of each Contract Year a plan for improving the provision of Deliverables and/or reducing the Charges (without adversely affecting the performance of this Contract) during that Contract Year for the Buyer's Approval.	In the event the Call-Off Contract is extended by a further 12 months, the Supplier shall provide a Continuous Improvement Plan on request by the Buyer.
Business Continuity and Disaster Recovery Plan	Detailing the processes and arrangements that the Supplier shall follow to ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Deliverables; and the recovery of	Within 90 working days after the Call-Off Contract Start Date.

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	the Deliverables in the event of a Disaster. The requirements are fully outlined in Call-Off Schedule 8.	
Security Management Plan	The Supplier shall develop and maintain a Security Management Plan in accordance with Call-Off Schedule 9. The Supplier shall thereafter comply with its obligations set out in the Security Management Plan.	Within 20 working days of the Call-Off Contract Start Date.
Exit Plan	The Supplier shall deliver to the Buyer a Call-Off Contract and SOW Exit Plan which complies with the requirements set out in Call-Off Schedule 10.	Within three (3) Months of the Call-Off Contract Start Date.
Rectification Plan	Where there is a default, the Supplier is required to complete a Rectification Plan as per the draft format in Call-Off Joint Schedule 10	Within 10 working days of the Supplier receiving request from the Buyer.
Transparency Reports (Draft Version provided upon completion of first quarter)	The Supplier shall submit to the Buyer for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent	Within three (3) Months of the Call-Off Contract Start Date.
Transparency Reports (each quarter thereafter)	with the content requirements and format set out in Call-off Schedule 1. For avoidance of doubt, this shall be in the form of the KPI Data Report provided to the Authority each quarter, as per DEFFORM 539B. The Buyer's rating thresholds are as follows: Good: > 95% Approaching Target: 90.00-94.99% Requires Improvement: 85.00-89.99% Inadequate: <84.99% Thereafter, the Supplier shall provide an accurate and up-to-date version of the KPI Data Report to the Authority.	The Supplier shall provide Transparency Reports for each quarter following the Buyer's approval of the Draft Transparency Report.

PROGRESS MEETING FREQUENCY

Progress meetings shall be held in accordance with the Statement of Work, although it is expected that these shall take place regularly in line with the development team.

KEY STAFF

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In addition to the Supplier's Authorised Representative, [REDACTED] and [REDACTED], the Supplier shall provide the following resources for the phases of the Call-Off Contract, which may be varied only on request by the Buyer and subsequent approval being granted:

[REDACTED]
[REDACTED]

KEY SUBCONTRACTOR(S)

Not used

COMMERCIALLY SENSITIVE INFORMATION

The Supplier's Commercially Sensitive Information is identified at Joint Schedule 4.

MATERIAL KPIs

KPI	Description	Target	Reporting Frequency
Service Levels	The percentage of service levels within a specified period.	Core Hours - Maintain core hours availability (9 AM-5 PM, Monday-Friday, excluding UK holidays) at 99% uptime. Non-Core hours - Provide non-core hours availability at 90% uptime.	Monthly Monthly
Average response time	The average time taken for the supplier to acknowledge and respond to a support request.	Severe - 1 business day for severe issues at 100% Routine - 2 business days for routine issues at 95%	Monthly Monthly
Percentage of tickets resolved within SLA	The total number of support tickets successfully resolved within a specified period.	Count of closed tickets in the ticketing system over a specific timeframe. For Severe one working day. For Routine ten working days at <80% for resolving.	Monthly

SERVICE CREDITS

Not Used

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not used

SOCIAL VALUE COMMITMENT

Not used

STATEMENT OF WORKS

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed

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Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	

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Appendix 1**Annex 1 (Statement of Work)**

1. STATEMENT OF WORK (“SOW”) DETAILS	
<p>Upon execution, this SOW forms part of the Call-Off Contract (reference below).</p> <p>The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.</p> <p>All SOWs must fall within the Specification and provisions of the Call-Off Contract.</p> <p>The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.</p>	
Date of SOW:	5 th November 2024
SOW Title:	DMS Support and Maintenance Services
SOW Reference:	713339452

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Call-Off Contract Reference:	713339452
Buyer:	Defence Equipment Sales Authority ("DESA")
Supplier:	Tecknuovo Ltd
SOW Start Date:	04/11/2024
SOW End Date:	27/03/2026
Duration of SOW:	17 months initial period
Key Personnel (Buyer)	
Key Personnel (Supplier)	
Subcontractors	N/A

2. CALL-OFF CONTRACT SPECIFICATION - PROGRAMME CONTEXT

SOW Deliverables Background	The Defence Equipment Sales Authority ("DESA") have recently rolled out a new Salesforce-based system for managing disposal activity and are looking to engage with a supplier who can transition away from the support services provided by an outgoing supplier and provide ongoing support and maintenance services.		
Delivery phase(s)	The following provides anticipated timescales and key objectives for each phase. This scope of work covers the initial 4-week transition period of the programme, as well as the ongoing support and maintenance phase.		
	Period	Phase	Key objectives
	Week 1 – 4	Transition	<ul style="list-style-type: none"> • Ensure that system runs smoothly and effectively • Pre-transition Planning and Co-ordination • Knowledge Transfer and Documentation Handover • System Access and Security Transition • Transition Execution and Quality Assurance • Post-Transition and

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			Support Handover Completion
	Week 5 – Week 64	Support and Maintenance	<ul style="list-style-type: none"> • Ensure that system runs smoothly and effectively • Optimise incident resolution and problem resolution time • Proactively manage system health and updates • Maximise system uptime and reliability • Enhance user satisfaction and experience
	TBC	Handover and Exit	<ul style="list-style-type: none"> • Develop clear handover documentation. • If required, execute the agreed Exit Plan.
Overview of Requirement	<p>Key requirements include ensuring high system uptime through proactive incident, problem, and change management, minimising service interruptions.</p> <p>The supplier should provide a single point of contact for streamlined issue reporting and resolution. Incident Management aims for rapid response, prioritising issues based on impact and urgency, while Problem Management works to identify root causes to prevent recurrence. Change Management processes ensure smooth updates and system enhancements, minimising risks. The supplier should also focus on continuous service improvement, collecting feedback to enhance support quality and user satisfaction. Clear SLAs, performance reporting, and KPIs are essential to measure success and foster transparency in the partnership.</p>		
Accountability Models	<p><i>Please tick the Accountability Model(s) that shall be used under this Statement of Work:</i></p> <p><i>Sole Responsibility:</i> <input type="checkbox"/> </p> <p><i>Self-Directed Team:</i> <input checked="" type="checkbox"/> </p>		

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	Rainbow Team : <input type="checkbox"/>
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3. BUYER REQUIREMENTS – SOW DELIVERABLES

Outcome Description	The primary outcome of the support and maintenance services is ensuring system operation, reliability and user satisfaction . This involves maintaining the system's availability and functionality, promptly addressing issues, and minimising disruptions to business operations. The goal is to provide seamless, efficient support that empowers users to perform their tasks effectively, thereby enhancing overall productivity and satisfaction.
Delivery Plan	<p>The following provides an indicative high-level delivery plan for the support and maintenance services:</p> <ul style="list-style-type: none"> • Incident and Problem Review: Monthly review of incidents and problem tickets, prioritising key issues and dependencies with development. • Routine Maintenance and System Checks: Scheduled maintenance, updates, and system performance checks to ensure reliability and address recurring issues. • Sprint Collaboration with Development: Align with the development team on bug fixes and minor enhancements; provide feedback on tested changes during each sprint cycle. • KPI Reporting and Continuous Improvement: Monthly KPI metrics are analysed to identify trends, with insights used for process and system improvements. • Stakeholder Updates and Planning: Share service performance, key incidents, and planned improvements with stakeholders, ensuring alignment with the development team for the next sprint.
Assumptions and Dependencies	<p>Assumptions</p> <ul style="list-style-type: none"> • The Buyer and Supplier will establish appropriate project governance that supports collaborative working. • The Buyer will provide the supplier with the necessary Salesforce system access levels (e.g. Admin, API access) and MOD credentials required to perform support and maintenance. • There is no relevant transfer for Employment Regulations purposes arising in connection with the Buyer's transition from the outgoing supplier. • The outgoing supplier will share comprehensive documentation on current Salesforce configurations, customisations, and integrations with other

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	<p>systems.</p> <ul style="list-style-type: none"> • The outgoing supplier will share comprehensive documentation on current support processes and in-flight issues. • The Supplier's responsibility is limited to supporting agreed-upon functionalities and configurations, and customisations outside this scope will require a new scope definition or contract addendum. • Bug fixes, routine maintenance, and minor enhancements are covered, while major upgrades, feature development, or new integrations are outside standard support scope. • The Supplier assumes no liability for any SLA/KPI failures caused by or materially contributed to by Salesforce system/platform. • The Buyer will ensure that designated personnel are available to provide necessary information, approvals, and support for resolving any issues. • The Buyer and DMS users will report issues within a specified timeframe from their occurrence and follow the Supplier's standard issue-reporting protocol. • SLAs apply to services within regular business hours unless agreed otherwise. Specific service windows or out-of-hours support will require additional arrangements. • SLAs for support to be determined with Buyer prior to support phase. • The Supplier assumes no liability for data loss if DMS users are not acting per the recommended guidelines. • No PII (Personally Identifiable information) data will be accessed by the team. • The Supplier team will use the standard Salesforce data model, populated with DESA data. <p>Dependencies</p> <ol style="list-style-type: none"> 1. Support and maintenance are dependent on Salesforce's platform updates and releases, which may affect system performance, custom configurations, and integrations. 2. The Buyer acknowledges that Supplier SLAs may be impacted immediately following Salesforce's major updates. 3. Supplier support availability and SLAs assume Salesforce's uptime and service availability; any downtime or incidents affecting Salesforce's core services may delay issue resolution and impact the Supplier's SLAs. 4. The Buyer is responsible for managing third-party integrations and ensuring compatibility with Salesforce updates. Any changes or issues with third-party systems affecting Salesforce may impact support resolution times. 5. Support for third-party integrations falls under the Buyer's scope unless otherwise specified. 6. The outgoing supplier will provide all the necessary documentation and information (inc. plans and processes) required to transition the existing BC/DR solution. In the instance where this information is not available the Buyer will allow a reasonable period of time for the Supplier to provide up to date documentation. 7. The Supplier is not liable for performance issues resulting from the Buyer's IT environment, including local network or hardware limitations. 8. The Buyer must maintain a valid Salesforce license for all components and features that require Supplier support. Any lapse in licensing may affect service continuity. 9. The Buyer will provide access to all internal tools (Atlassian, GitHub, Teams, etc.) and environments as and when appropriate (at a minimum read only view).
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	<p>10. The Buyer will provide logistics such as access to facilities, Wi-Fi, and related environments.</p> <p>11. The Supplier will not be liable for support issues related to licensing or feature availability on the Salesforce platform.</p> <p>12. Any support required due to unauthorised access or user error falls outside the Supplier's standard support scope.</p> <p>13. All changes and updates recommended by the Supplier (e.g., security patches, feature updates) will require timely Buyer approval for deployment.</p> <p>14. Delays in approval or implementation by the Buyer may lead to unresolved issues or security vulnerabilities.</p> <p>15. The Buyer is responsible for ensuring that all data stored in Salesforce complies with applicable data privacy regulations (e.g., GDPR) and organisational policies.</p> <p>16. The supplier's role in data compliance is limited to guidance and technical support within Salesforce's capabilities.</p> <p>17. Any significant changes in the Buyer's business processes or requirements impacting the Salesforce system may necessitate additional configuration changes or support adjustments, which would be subject to separate arrangements.</p>
Supplier Resource Plan	<p>The Supplier will deploy the following Supplier Staff whom the Supplier deems to have the required technical capabilities to perform the work under the SOW:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>The Supplier will monitor the performance of the Supplier Staff and shall remedy any deficiencies in the skills, capability, experience and/or delivery performance of the Supplier Staff. The Client shall escalate any concerns regarding the performance of any Supplier Staff to the Key Personnel outlined above. The Supplier and Customer can mutually agree to scale the team up/down in line with backlog demand – this would have an impact on pricing.</p>
Security Applicable to SOW:	<p>The Supplier shall ensure that all individuals requiring access to UK OFFICIAL-SENSITIVE information have undergone basic recruitment checks. This should include establishing proof of identity; confirming that they satisfy all legal requirements for employment by the Contractor; and verification of their employment record. Criminal record checks should also be undertaken where permissible under national/local laws and regulations. This is in keeping with the</p> <p>[REDACTED]</p> <p>which can be found at:</p> <p>[REDACTED]</p> <p>In addition, the Supplier shall adhere to the requirements within Part A: Short Form Security Requirements of Call-Off Schedule 9 (Security).</p> <p>The Buyer will support the service operating at "Secure By Design" and outlined in the Statement of Requirements (Annex 2).</p>
Cyber Essentials Scheme	<p>The Buyer requires the Supplier to have and maintain a Cyber Essential Plus Certificate for the work undertaken under this SOW, in accordance with Joint Schedule 13 (Cyber Essentials Scheme).</p>

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	Certification: [REDACTED] Certification Number [REDACTED]	
SOW Standards	Performance Standard/Requirements	Description
	All work delivered by team members to be GDPR compliant and in line with departmental policies.	Technology code of practice Service Manual GDPR guidance Internal DESA guidance on GDPR
	All services should meet the performance standards and expected skills of the roles set out in the DDaT profession capability framework.	DDaT Profession Capability Framework
Performance Management	<p>Key performance indicators (KPIs) related to delivery performance, quality and responsiveness guide the assessment process. Continuous feedback loops provide timely insights, fostering quick adjustments.</p> <p>Performance reviews emphasise constructive discussions, identifying areas for improvement collaboratively. The Client and Supplier will engage in collaborative planning sessions, integrating the Client into monthly meetings and working in alignment with the development team.</p> <p>Risk management is integral, with proactive identification and mitigation strategies. The Client embraces changes and encourages flexibility, understanding that agility necessitates adjustments in scope or timelines.</p> <p>Severe disruptions are an event (that is unplanned) which causes the general system to be inoperable for an unacceptable length of time. This includes any incidents of data breach or cyber-attacks.</p> <p>Routine responses are for items that are not deemed to be "Severe" and are either general system queries or issues.</p>	
Additional Requirements	<p>A1 - SaaS Technical Support</p> <ul style="list-style-type: none"> • Provide a technical support facility for DMS users to ensure issues and queries can be raised Monday-Friday, 9 AM-5 PM. • Adhere to ITIL 2011 best practices (incident, problem, and change management). • Allow logging of out-of-hours faults. <p>A2 - Updates and Upgrades</p> <ul style="list-style-type: none"> • Ensure access to all new functionalities and updates for the contract duration. • Deliver scheduled and security-critical updates, with security updates within 2 working days of availability. • Provide documentation on changes for each update and secure testing environments. <p>A3 - Service Levels</p> <ul style="list-style-type: none"> • Maintain core hours availability (9 AM-5 PM, Monday-Friday, excluding UK holidays) at 99% uptime. 	

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4. CHARGES

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Call Off Contract Charges	<p>The Call-Off Contract charging structure is based on a lean core team, with the possibility of scalable support capacity (charged separately) depending on the Buyer's requirements.</p> <p>The total budget for this SoW is [REDACTED] (excluding VAT).</p>
Rate Cards Applicable	In line with Call-Off Contract.
Financial Model	[REDACTED]
Reimbursable Expenses	NONE – For avoidance of doubt, reimbursable expenses are not applicable to this Call-Off Contract. All Supplier expenses are absorbed within agreed fixed price identified under Call-Off Charges, within Framework Schedule 6 – Order Form (also see Call-Off Schedule 5 for further details).

Annex 2 (Statement of Requirement)

Appendix 1 to present Annex "2" establishes the [REDACTED]

5. SIGNATURES AND APPROVALS	
Agreement of this SOW	
By SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and legally binding on the parties:	
For and on behalf of the Supplier	Name and Title: [REDACTED]
	Date: [REDACTED]
	Signature: [REDACTED]
For and on behalf of the Buyer	Name and Title: [REDACTED]
	[REDACTED]
	Signature: [REDACTED]