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RM6100 Technology Services 3 Agreement
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 dated 10th October 2024 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 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 RM6100 Technology Services 3. 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. Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses.

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:	[REDACTED]
Contract Title:	HMCTS Rota application – Product Enhancement Team re-tender
Contract Description:	Provision of a Product Enhancement Team for the delivery of the Rota application Managed Service
Contract Anticipated Potential Value: this should set out the total potential value of the Contract	£5,642,832.00
Estimated Year 1 Charges:	[REDACTED]
Commencement Date: this should be the date of the last signature on Section E of this Order Form	16th September 2025

Buyer details
Buyer organisation name The Lord Chancellor on behalf of HM Courts and Tribunal Service

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

[REDACTED]

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Buyer representative name

[REDACTED]

Buyer representative contact details

[REDACTED]

Buyer Project Reference

[REDACTED]

Supplier details

Supplier name

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

CGI IT UK Ltd

Supplier address

Supplier's registered address

20 Fenchurch Street, 14th Floor, London, EC3M 3BY

Supplier representative name

[REDACTED]

Supplier representative contact details

Email and telephone contact details of the supplier's representative. This must include an email for the purpose of Clause 50.6 of the Contract.

[REDACTED]

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

[REDACTED]

Guarantor details

Guidance Note: Where the additional clause in respect of the guarantee has been selected to apply to this Contract under Part C of this Order Form, include details of the Guarantor immediately below.

Guarantor Company Name

The guarantor organisation name

Not applicable

Guarantor Company Number

Guarantor's registered company number

Not applicable

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Guarantor Registered Address
Guarantor's registered address

Not applicable

Section B Part A – Framework Lot

Framework Lot under which this Order is being placed
Tick one box below as applicable (unless a cross-Lot Further Competition or Direct Award, which case, tick Lot 1 also where the buyer is procuring technology strategy & Services Design in addition to Lots 2, 3 and/or 5. Where Lot 1 is also selected then this Order Form and corresponding Call-Off Terms shall apply and the Buyer is not required to complete the Lot 1 Order Form.

1.	TECHNOLOGY STRATEGY & SERVICES DESIGN	☐
2.	TRANSITION & TRANSFORMATION	☐
3.	OPERATIONAL SERVICES	
	a: End User Services	☐
	b: Operational Management	☐
	c: Technical Management	☐
	d: Application and Data Management	x
5.	SERVICE INTEGRATION AND MANAGEMENT	☐

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Part B – The Services Requirement

Commencement Date
See above in Section A

Contract Period
Guidance Note – this should be a period which does not exceed the maximum durations specified per Lot below:
[REDACTED]

Sites for the provision of the Services
Guidance Note - Insert details of the sites at which the Supplier will provide the Services, which shall include details of the Buyer Premises, Supplier premises and any third party premises.

The Supplier shall provide the Services from the following Sites**: Buyer Premises:**

102 Petty France, London, SW1H 9AJ

Or other site across the MOJ or HMCTS estate

Supplier Premises:

20 Fenchurch Street, 14th Floor, London, EC3M 3BY

Third Party Premises:

Not applicable

Buyer Assets
Guidance Note: see definition of Buyer Assets in Schedule 1 of the Call-Off Terms

Desktop/Laptop where bring your own device is not applicable

Additional Standards

[REDACTED]

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Buyer Security Policy

Guidance Note: where the Supplier is required to comply with the Buyer's Security Policy then append to this Order Form below.

[REDACTED]

Buyer ICT Policy

Guidance Note: where the Supplier is required to comply with the Buyer's ICT Policy then append to this Order Form below.

See link above

Insurance

Guidance Note: if the Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Agreement or the Buyer requires any additional insurances please specify the details below.

[REDACTED]

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Buyer Responsibilities
Guidance Note: list any applicable Buyer Responsibilities below.

The Buyer is responsible for: • Granting secure access to the Buyer's site.

• Provision of adequate desk space, power, telephony as required by the Supplier in order to deliver the Services. • Access to existing knowledge articles and contracts.

• The Buyer shall not, and warrants that it shall not, provide Personal Data to the Supplier for Processing and will grant the Supplier limited, read-only access on a timebound basis to the extent required for the resolution of Incidents. • The Buyer, as the Data Controller, remains responsible for the production of a data privacy impact assessment (DPIA) if required.

• The Supplier will be working on Buyer Systems and the Buyer remains responsible for assuring itself that the Buyer Systems provide the necessary technical and organisational measures to safeguard Personal Data and Buyer Data.

• The Buyer acknowledges that it is responsible for specifying security policies and standards appropriate to its needs, including those of its regulators, having taken into account the reputational implications of a failure of those requirements to ensure no breaches of security. No responsibility for assessing the suitability of such policies and standards passes to the Supplier on entering into this Agreement. • The Buyer is solely responsible for undertaking a full assessment of all "Systems Safety Risks" (harm to individuals or the environment which could be associated with the use, misuse, non-use, error or failure of the Supplier's Deliverables or Services), together with planning and implementing appropriate mitigating action, and no liability for managing Systems Safety Risks, or their consequences, shall be transferred to the Supplier by entering into this Agreement or otherwise. The Buyer acknowledges that highlighting this responsibility to the Buyer fully discharges the Supplier's duty of care obligations in respect of any such Systems Safety Risks. • The Buyer is responsible for owning the product backlog and for prioritisation of the product backlog. • On the commencement of knowledge transfer, the Buyer is required to provide the Supplier with details of the backlog items on the agreed backlog with its incumbent supplier that have not yet been delivered. The Buyer shall, and will procure that the incumbent supplier shall, provide the Supplier with all information reasonably requested to enable the Supplier to understand all of the backlog items that are transitioning to the Supplier, including attendance at sessions to review the backlog items. • The Buyer is responsible for the performance of third parties engaged by it that the Supplier requires access to and where a Buyer third party causes an Incident and resolution of such Incident is outside of the Supplier's control, the Supplier shall not be deemed to be in Default or to have committed a Service Level Failure.

Goods
Guidance Note: list any Goods and their prices.

Not applicable

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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	x
Part B – Long Form Governance Schedule	☐

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	x
Part B – Long Form Change Control Schedule	☐

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):

- for the purpose of Paragraph 3.1.2 (a), the figure shall be £not applicable; and -
  for the purpose of Paragraph 8.2.2, the figure shall be £not applicable.

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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.

Part A – Additional Schedules
Guidance Note: Tick any applicable boxes below

[REDACTED]

Part B – Additional Clauses
Guidance Note: Tick any applicable boxes below

[REDACTED]

Part C - Alternative Clauses
Guidance Note: Tick any applicable boxes below

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	☐
Northern Ireland Law	☐
Joint Controller Clauses	☐

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.

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Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

Additional Schedule S3 (Security Requirements)
[REDACTED]

Additional Schedule S4 (Staff Transfer)
Guidance Note: where Schedule S4 (Staff Transfer) has been selected in Part A of Section C above, then for the purpose of the definition of "Fund" in Annex D2 (LGPS) of Part D (Pension) insert details of the applicable fund below. Not applicable

Additional Clause C1 (Relevant Convictions)
Guidance Note: where Clause C1 (Relevant Convictions) has been selected in Part A of Section C above, then for the purpose of the definition of "Relevant Convictions" insert any relevant convictions which shall apply to this contract below.

Not applicable

Additional Clause C3 (Collaboration Agreement)
Guidance Note: where Clause C3 (Collaboration Agreement) has been selected in Part A of Section C above, include details of organisation(s) required to collaborate immediately below.

Not applicable

Section D Supplier Response

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Commercially Sensitive information

[REDACTED]

Section E Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

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SIGNATURES

For and on behalf of the Supplier

Name	[REDACTED]
Job role/title	[REDACTED]
Signature	[REDACTED]
Date	[REDACTED]

For and on behalf of the Buyer

Name	[REDACTED]
Job role/title	[REDACTED]
Signature	[REDACTED]
Date	[REDACTED]

Attachment 1 – Services Specification

[REDACTED]

Attachment 2 – Charges and Invoicing

Part A – Milestone Payments and Delay Payments – NOT APPLICABLE

Part B – Service Charges

[REDACTED]

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

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Service

[REDACTED]

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Part D – Risk Register

[REDACTED]

Part E – Early Termination Fee(s)

[REDACTED]

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Attachment 3 – Outline Implementation Plan

Not Applicable

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Attachment 4 – Service Levels and Service Credits

[REDACTED]

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 SubContractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

Part A – Key Supplier Personnel

Not Applicable

Part B – Key Sub-Contractors

Not Applicable

Attachment 6 – Software – NOT APPLICABLE

.1.6 The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).

.1.7 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.

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Part A – Supplier Software

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

Part B – Third Party Software – NOT APPLICABLE

The Third Party Software shall include the following items:

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Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry

Attachment 7 – Financial Distress

3 and 5 [REDACTED]

Attachment 8 - Governance

PART A – SHORT FORM GOVERNANCE

For the purpose of Part A of Schedule 7 (Short Form Governance) of the Call-Off Terms, the following board shall apply:

The Parties will continue to attend the established monthly commercial review board.

PART B – LONG FORM GOVERNANCE – NOT USED

For the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms, the following boards shall apply:

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 [REDACTED]
1.1.1.2 [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	[**The Authority is Controller and the Supplier is Processor** The Parties acknowledge that in accordance with Clause 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: . [REDACTED]
Duration of the processing	(i) . [REDACTED]
Nature and purposes of the processing	[REDACTED]

Type of Personal Data	Name; [REDACTED]
Categories of Data Subject	[REDACTED]
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	[REDACTED]

Attachment 10 – Transparency Reports

[REDACTED]

Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses – Applicable

[REDACTED]