

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

### Order Form

|                      |   |
|----------------------|---|
| CALL-OFF REFERENCE:  | Acas27260   |
| THE BUYER:           | <b>Acas</b>   |
| BUYER ADDRESS        | 8th Floor, Windsor House, 50 Victoria St, Westminster,<br>London SW1H 0TL |
| THE SUPPLIER:        | <b>Phoenix Software Limited</b>   |
| SUPPLIER ADDRESS:    | Bytes House Randalls Way, Leatherhead, Surrey KT22<br>7TW                 |
| REGISTRATION NUMBER: | 02548628  |

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 13/12/2023.

It's issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

### CALL-OFF LOT(S):

- o Lot 3 Software & Associated Services

### CALL-OFF INCORPORATED TERMS

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

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1(Definitions and Interpretation) RM6068
- 3 The following Schedules in equal order of precedence:
  - Joint Schedules for RM6068
    - o Joint Schedule 2 (Variation Form)
    - o Joint Schedule 3 (Insurance Requirements)
    - o Joint Schedule 4 (Commercially Sensitive Information)
    - o Joint Schedule 6 (Key Subcontractors)
    - o Joint Schedule 11 (Processing Data)
  - Call-Off Schedules for Acas27260

- Call-Off Schedule 1 (Transparency Reports)]
- Call-Off Schedule 2 (Staff Transfer)
- Call-Off Schedule 3 (Continuous Improvement)
- Call-Off Schedule 5 (Pricing Details)
- Call-Off Schedule 6 (ICT Services)
- Call-Off Schedule 7 (Key Supplier Staff)
- Call-Off Schedule 8 (Business Continuity & Disaster Recovery) Part B
- Call-Off Schedule 9 (Security) Part A
- Call-Off Schedule 10 (Exit Management) Part B
- Call-Off Schedule 14 (Service Levels)
- Call-Off Schedule 15 (Call-Off Contract Management)
- Call-Off Schedule 16 (Benchmarking)
- Call-Off Schedule 20 (Call-Off Specification)

- 4 CCS Core Terms (version 3.0.6)
- 5 Joint Schedule 5 (Corporate Social Responsibility) RM6068
- 6 Annexes A to E Call-Off Schedule 6 (ICT Services)

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**

The following Special Terms are incorporated into this Call-Off Contract: None

CALL-OFF START DATE: 06/01/2023  
CALL-OFF EXPIRY DATE: 05/01/2026  
CALL-OFF INITIAL PERIOD: 36 Months  
CALL-OFF OPTIONAL EXTENSION PERIOD

## **CALL-OFF DELIVERABLES**

Option A: As outlined in supplier bid:

### 3 Pass/Fail Questions

Please note: The following questions are Pass / Fail questions, therefore, if a Potential Provider cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and they will be unable to be considered for this requirement. The Potential Provider should confirm by deleting the inappropriate answer.

|     |   |                                  |
|-----|---|----------------------------------|
| 3.1 | You are a Microsoft Gold Partner?   | Potential Provider response: Yes |
| 3.2 | Please confirm that you hold the following advanced specialisms as a minimum: <ul style="list-style-type: none"> <li>• Microsoft Adoption and Change Management</li> <li>• Windows Server and SQL Server Migration to MS Azure</li> <li>• Azure for Windows Virtual Desktop</li> <li>• Identity and Access Management</li> <li>• Information Protection and Governance</li> <li>• Threat Protection</li> <li>• Calling for Microsoft Teams</li> <li>• Meetings and Meeting Rooms for Microsoft Teams</li> <li>• Cloud Security</li> </ul> | Potential Provider response: Yes |
| 3.3 | Please confirm that your organisation holds the Microsoft Azure Expert Managed Server provider accreditation  | Potential Provider response: Yes |
| 3.4 | Please confirm that you are approved to   | Potential Provider               |

|     |  |                                  |
|-----|--|----------------------------------|
|     | deliver Microsoft Commercial Incentives (MCI) funded workshops for Microsoft 365                                     | response: Yes                    |
| 3.5 | Please confirm that you have experience of supporting similar sized organisations with a minimum user count of 2,000 | Potential Provider response: Yes |

|     |   |                                  |
|-----|---|----------------------------------|
| 3.6 | Please confirm your organisation is Cyber Essentials Plus certified   | Potential Provider response: Yes |
| 3.7 | Please confirm that the Account Management Team, Service Desk and Technical Consultant who will support this Enterprise Agreement are UK based and will attend onsite meetings when required. | Potential Provider response: Yes |
| 3.8 | Please confirm that we will be allocated a named Account Manager and Licensing Specialist to support the management of the Enterprise Agreement.  | Potential Provider response: Yes |
|     |   |                                  |

#### 4 Quality Question – Account Management

|  |
|--|
| Weighting 15%  |
| <p>Guidance:</p> <p>A Microsoft Enterprise Agreement is a living agreement that requires an ongoing relationship between Acas, the reseller and Microsoft. Acas will need support and assistance from its reseller and Microsoft to manage the Enterprise Agreement effectively.</p> |
| <p>Question:</p> <p>Please outline your account management arrangements to show how you will effectively manage your relationship with Acas, highlighting roles and responsibilities and experience of the staff involved, including relevant</p>                                    |

Potential Provider response Maximum of 600 words

\_\_\_\_\_



[REDACTED]

[REDACTED]

[REDACTED]

|  |
|--|
| <div data-bbox="191 190 1259 716" data-label="Text"><p>[Redacted]</p></div> <div data-bbox="191 716 1342 869" data-label="Text"><p>[Redacted]</p></div> <div data-bbox="191 891 1350 1039" data-label="Text"><p>[Redacted]</p></div> <div data-bbox="191 1061 1335 1104" data-label="Text"><p>[Redacted]</p></div> <div data-bbox="191 1122 1259 1400" data-label="Text"><p>[Redacted]</p></div> <div data-bbox="191 1400 1377 1543" data-label="Text"><p>[Redacted]</p></div> <div data-bbox="191 1899 477 1944" data-label="Text"><p>Marking Scheme:</p></div> <div data-bbox="191 1944 1256 1991" data-label="Text"><p>The following marking scheme will be used to assess the response</p></div> |
|--|



|  |
|--|
| provided to this question:   |
| 0 -The Supplier provided no answer   |
| 1 -The Supplier provided a limited and superficial response that failed to give any confidence in their ability to work effectively with Acas.   |
| 3 - The Supplier has provided a satisfactory response in the main but their response lacks the level of detail needed for complete confidence in their ability to help Acas deliver services supporting the Microsoft platforms. |
| 5 - The Supplier has proposed a comprehensive and practical approach to working with Acas that inspires confidence.  |

5 Quality Question – Additional Value-Added Services

|   |
|---|
| Weighting 10%   |
| Guidance:   |
| Question:<br>What zero cost additional value-added services that you are able to offer Acas as part of this contract? |
| Potential Provider response Maximum of 200 words  |
| <div>Redacted response content</div>  |



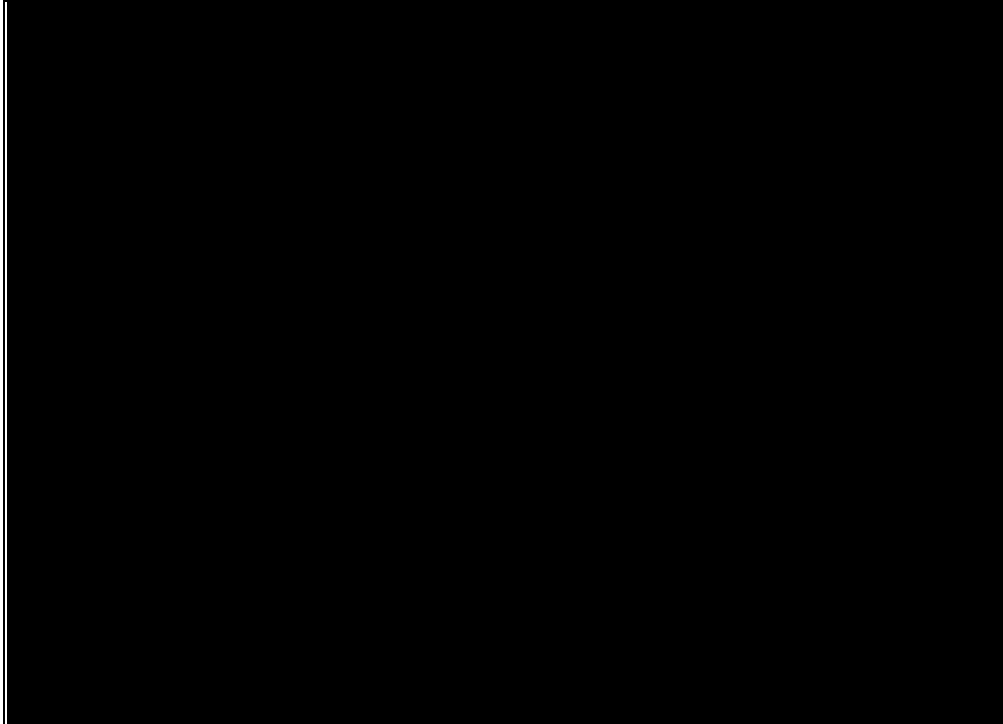


- Azure 101

## Security

[Redacted content]

[Redacted content]



#### Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:

0 - The Supplier provided no answer

1 - The Supplier provided a limited and superficial response that failed to give any confidence in their ability to provide zero cost additional value-added services

3 - The Supplier has provided a satisfactory response in the main but their response lacks the level of detail needed for complete confidence in their ability to provide zero cost additional value-added services

5 - The Supplier has provided a comprehensive answer that inspires confidence in their ability to provide zero cost additional value-added services.

#### 6 Quality Question – Approach to Renewal

Weighting 10%

#### Guidance:

The agreement anniversary will require detailed work to ensure that Acas remains compliantly licensed.

#### Question:



Please outline your process, support, actions and tools used to help Acas with renewal planning, including identifying any potential cost savings.

Potential Provider response Maximum of 300 words

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

### Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:

0 - The Supplier provided no answer.

1 - The Supplier provided a limited and superficial response that failed to give any confidence in their proposed approach to renewal

3 - The Supplier has provided a satisfactory response in the main but their response lacks the level of detail needed for complete confidence.

5 - The Supplier has provided a comprehensive answer that inspires confidence in their proposed approach to renewal.

## 7 Quality Question – Service Level Agreement

Weighting 10%

**Guidance:**

Potential suppliers are to outline the SLA's and any associated KPI's.

Question:

What are your response and resolution times for EA quotes, queries, requests and issues?

Potential Provider response Maximum of 200 words

[REDACTED]

|   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
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**Marking Scheme:**

The following marking scheme will be used to assess the response provided to this question:

0 - The Supplier provided no answer.

1 - The Supplier provided a limited and superficial response that failed to give any confidence in their ability to provide a satisfactory level of service.

3 - The Supplier has provided a satisfactory response in the main but their response lacks the level of detail needed for complete confidence

5 - The Supplier has provided a comprehensive answer that inspires confidence in their ability to deliver the service to a satisfactory level.

8 Quality Question – Knowledge & Awareness of Microsoft Products

|   |
|---|
| Weighting 10%   |
| Guidance:<br>Acas wishes to partner with a Microsoft reseller who has in-depth Microsoft product knowledge.   |
| Question:<br>Please demonstrate how your organisation has the required Microsoft knowledge and explain how you keep us updated with changes and enhancements.<br><br>Please provide details of the Microsoft accreditations held by your organisation and how these benefit Acas. |
| Potential Provider response Maximum of 300 words  |
| <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>   |

|   |  |
|---|--|
| [REDACTED]  |  |
| [REDACTED]  |  |
| [REDACTED]  |  |
| [REDACTED]  |  |
| [REDACTED]  |  |
| [REDACTED]  |  |
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| [REDACTED]  |  |
| [REDACTED]  |  |
| [REDACTED]  |  |
| Marking Scheme:   |  |
| The following marking scheme will be used to assess the response provided to this question:   |  |
| 0 - The Supplier provided no answer.  |  |
| 1 - The Supplier provided a limited and superficial response that failed to give any confidence in their knowledge and awareness of Microsoft Products. |  |
| 3 - The Supplier has provided a satisfactory response in the main but their response lacks the level of detail needed for complete confidence.          |  |
| 5 - The Supplier has provided a comprehensive answer that inspires confidence in their knowledge and awareness of Microsoft Products.                   |  |

## 9 Quality Question – Maximising Benefits

|  |
|--|
| Weighting 10%  |
| Guidance:  |
| Question:<br>How will you help Acas achieve maximum benefit from its Microsoft Enterprise Agreement to ensure the best value and deliver cost savings? |





Potential Provider response Maximum  
of 500 words

[Redacted text block]

[Redacted text block]

- [Redacted text block]
- [Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

acas working  
for everyone

[Redacted content]



#### Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:

0 -The Supplier provided no answer.

2 - The Supplier provided a limited and superficial response that failed to give any confidence in their ability to help Acas leverage maximum benefit from its relationship with Microsoft.

3 - The Supplier has provided a satisfactory response in the main but their response lacks the level of detail needed for complete confidence in their ability to help Acas leverage maximum benefit from its relationship with Microsoft.

4 - The Supplier has provided a comprehensive answer that inspires confidence in their ability to help Acas leverage maximum benefit from its relationship with Microsoft.

#### 10 Quality Question – Comparable organisation experience

##### Weighting 10%

##### Guidance:

The Supplier should describe its experience in managing comparable Microsoft Enterprise Agreements, particularly with Central Government agencies. Suppliers may also submit a case study and other relevant evidence to show what they have achieved in the past.

(References should be available but cited reference customers will not be contacted without referral to the bidder)

Question:

Demonstrate your depth of experience in managing the Microsoft estates of Public Sector or comparable customers of similar scale and complexity?

Potential Provider response

Maximum 500 words + one case study of up to 1500 words

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]



## Framework Schedule 6

### **LOCATION FOR DELIVERY**

8th Floor, Windsor House, 50 Victoria St, Westminster, London SW1H 0TL

### **DATES FOR DELIVERY OF THE DELIVERABLES**

Option A

Delivery date details: 01/03/2023-28/02/2026

### **TESTING OF DELIVERABLES**

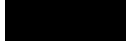
Option A: None

### **WARRANTY PERIOD - NA**

### **MAXIMUM LIABILITY**

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

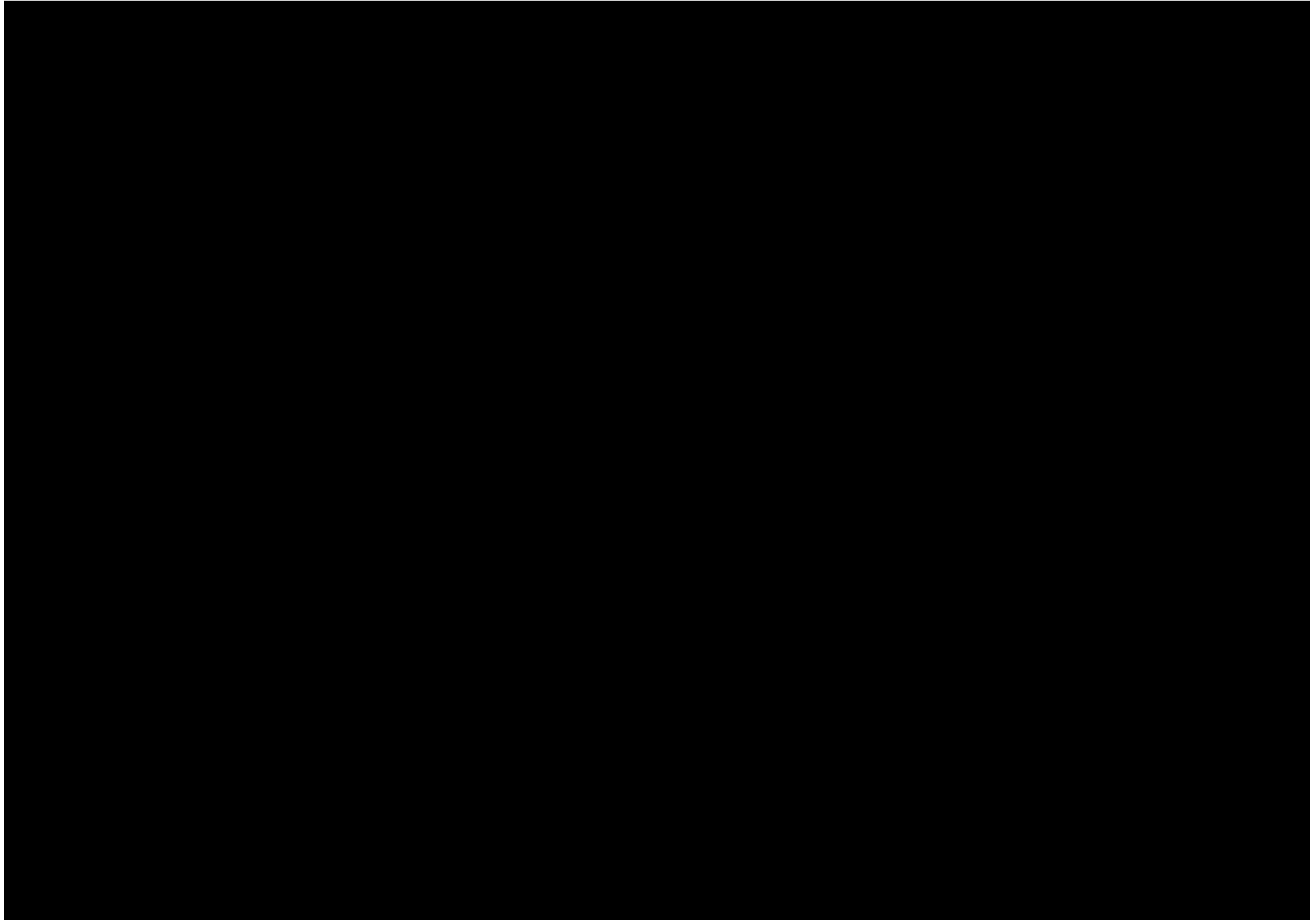
The Estimated Year 1 Charges used to calculate liability in the first Contract Year is



### **CALL-OFF CHARGES**

Option A: Insert the Charges for the Deliverables

## Framework Schedule 6



## Framework Schedule 6

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.



Framework Schedule 6

## **REIMBURSABLE EXPENSES**

None

## **PAYMENT METHOD**

BACS

## **BUYER'S INVOICE ADDRESS:**

[REDACTED]

## **BUYER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

DDaT Head of Assurance

[REDACTED]

Acas, 8<sup>th</sup> Floor, Windsor House, 50 Victoria Street, London. SW1H 0TL

## **BUYER'S ENVIRONMENTAL POLICY**

NA

## **BUYER'S SECURITY POLICY**

NA

## **SUPPLIER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

Account Manager

[REDACTED]

Phoenix Software Limited, Blenheim House, York Road, Pocklington, York YO42 1NS

## **SUPPLIER'S CONTRACT MANAGER**

[REDACTED]

Contracts Manager

Phoenix Software Limited, Blenheim House, York Road, Pocklington, York YO42 1NS

Framework Schedule 6

## **PROGRESS REPORT FREQUENCY**

On the first Working Day of each calendar month

## **PROGRESS MEETING FREQUENCY**

Quarterly

## **KEY STAFF**

[REDACTED]

Account Manager

[REDACTED]

Phoenix Software Limited, Blenheim House, York Road, Pocklington, York YO42 1NS

## **KEY SUBCONTRACTOR(S)**

Not applicable

## **COMMERCIALLY SENSITIVE INFORMATION**

Not applicable

## **SERVICE CREDITS**

Not applicable

## **ADDITIONAL INSURANCES**

Not applicable

## **GUARANTEE**

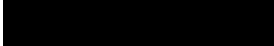
Not applicable

## **SOCIAL VALUE COMMITMENT**

Not applicable

## Framework Schedule 6

For and on behalf of the Supplier:

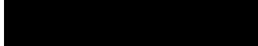
Signature: 

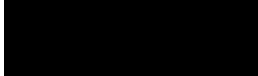
Name: 

Role: SALES DIRECTOR

Date: 16/12/2022

For and on behalf of Buyer:

Signature: 

Name: 

Role: 

Date: Mr

12/22/2022