



Technology Services 2 Agreement RM3804

Order Form

In this Order Form, capitalised expressions shall have the meanings set out in Call Off Schedule 1 (Definitions), Framework Schedule 1 or the relevant Call Off Schedule in which that capitalised expression appears.

The Supplier shall provide the Services specified in this Order Form to the Customer on and subject to the terms of the Call Off Contract for the duration of the Call Off Period.

This Order Form should be used by Customers ordering Services under the Technology Services 2 Framework Agreement ref. RM3804 in accordance with the provisions of Framework Schedule 5.

The Call Off Terms, referred to throughout this document, are available from the Crown Commercial Service website <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3804>

Section A General information

This Order Form is issued in accordance with the provisions of the Technology Services 2 Framework Agreement RM3804.

Customer details

Customer organisation name

The Health and Social Care Information Centre known as NHS Digital

Billing address

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

INVOICE ADDRESS - Phoenix House, Topcliffe Ln, Tingley, Wakefield WF3 1WE

Customer representative name

The name of your point of contact for this Order

REDACTED

Customer representative contact details

Email and telephone contact details for the Customer's representative

REDACTED

Supplier details

Supplier name

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

Hitachi Consulting UK Limited

Supplier address



Supplier's registered address
REDACTED

Supplier representative name
The name of the Supplier point of contact for this Order
REDACTED

Supplier representative contact details
Email and telephone contact details of the supplier's representative
REDACTED

Order reference number
A unique number provided by the supplier at the time of the Further Competition Procedure
CDP – Proc - 242

Section B Overview of the requirement

<p>Framework Lot under which this Order is being placed <i>Tick one box below as applicable (unless a cross-Lot Further Competition)</i></p> <p>1. TECHNOLOGY STRATEGY & SERVICES DESIGN <input checked="" type="checkbox"/></p> <p>2. TRANSITION & TRANSFORMATION <input type="checkbox"/></p> <p>3. OPERATIONAL SERVICES <input type="checkbox"/></p> <p>4. PROGRAMMES & LARGE PROJECTS <input type="checkbox"/></p> <p style="padding-left: 40px;">a. OFFICIAL <input type="checkbox"/></p> <p style="padding-left: 40px;">a. SECRET (& above) <input type="checkbox"/></p>	<p>Customer project reference Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management</p> <p>CDP Operational Readiness - Proc 242</p> <hr/> <p>Call Off Commencement Date The date on which the Call Off Contract is formed – this should be the date of the last signature on Section E of this Order Form</p> <p>20/09/2018</p>
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Call Off Contract Period (Term)

A period which does not exceed the maximum durations specified per Lot below:

Lot	Maximum Initial Term – Months (Years)	Extension Options – Months (Years)	Maximum permissible overall duration – Years (composition)
1	24 (2)	-	2
2	36 (3)	-	3
3	36 (3)	-	5
4	60 (5)	12 + 12 = 24 (1 + 1 = 2)	7 (5+1+1)

Call Off Initial Period Months
4 Months

Call Off Extension Period (Optional) Months
2 Months



Minimum Notice Period for exercise of Termination Without Cause 14 Days

(Calendar days) (see Call Off Clause 30.7)

In the event the Customer exercises their right to Termination Without Cause in accordance with Call Off Contract Clause 30.7, Supplier shall be entitled to stranded, unrecoverable and breakage costs.

Additional specific standards or compliance requirements

Include any conformance or compliance requirements over and above the Standards (including those listed at paragraph 2.3 of Framework Schedule 2) which the Services must meet.

List below if applicable

1. The Parties agree that the Standards listed at paragraph 2.3 of Framework Schedule 2 shall apply as relevant and applicable to the Services under this Order Form and to the following clauses relating to compliance requirements shall be inserted for the purposes of this Order Form:

1.1 Corporate Social Responsibility Conduct and Compliance

1.1.1 The Customer applies corporate and social responsibility values to its business operations and activities which are consistent with the Government's corporate social responsibility policies, including, without limitation, those policies relating to anti-bribery and corruption, health and safety, the environment and sustainable development, equality and diversity.

1.1.2 The Supplier shall:

1.1.2.1 comply with all CSR Laws;

1.1.2.2 requires its Sub-Contractors and any person under its control, to comply with all CSR Laws; and

1.1.3 The Supplier has adopted a written corporate and social responsibility policy that sets out its values for relevant activity and behaviour (including, without limitation, addressing the impact on employees, clients, stakeholders, communities and the environment by the Supplier's business activities).

For the purposes of this paragraph, "**CSR Laws**" means Laws relating to corporate social responsibility issues (e.g. anti-bribery and corruption, health and safety, the environmental and sustainable development, equality and diversity), including but not limited to the Modern Slavery Act 2015, the Public Services (Social Value) Act 2012, the Public Contracts Regulations 2015 and Article 6 of the Energy Efficiency Directive 2012/27/EU, from time to time in force;

1.2. Modern Slavery

1.2.1 The Supplier represents and warrants that at the Call Off Commencement Date neither the Supplier, nor any of its officers, employees:



1.2.1.1 have been convicted of any offence involving slavery and human trafficking; and

1.2.1.2 having made reasonable enquiries, so far as it is aware, have been or is the subject of any investigation, inquiry or enforcement proceedings by any governmental, administrative or regulatory body regarding any offence or alleged offence of or in connection with slavery and human trafficking.

1.2.2 The Supplier shall implement due diligence procedures for its Sub-Contractors and other participants in its supply chains to ensure that there is no slavery or human trafficking in its supply chains.

1.3. Data Protection

1.3.1 The Supplier signed the Variation Form No:GDPR-01 dated 29th March 2018 to the Technology Services 2 Framework Agreement ref. RM3804 that covers all GDPR related amendments (“GDPR Variation”). For the avoidance of doubt, relevant terms of Call Off Contract have been amended as part of such GDPR Variation and shall apply to this Order Form.

1.3.2 The table below sets out the agreed description of the Processing being undertaken under this Order Form. The Supplier shall comply with any further written instructions with respect to Processing given by the Customer and any such further instructions shall be incorporated into this table:

Description	Details
Subject matter of the Processing	<i>Processing of Data related to an Operating Model (People, Process & Technology) examples may include staff numbers & incident numbers</i>
Duration of the Processing	<i>Commencement Date + 16 weeks</i>
Nature and purposes of Processing	<i>Collecting of data to support in the design of an Operating Model, this will typically be processing staff numbers – which may include staff names and levels, customer names and supplier names to form an organisational view</i> <i>The purpose: Op Model design for staff numbers required to carry out delivery roles, this may include who staff need to contact for procurement work</i>
Type of Personal Data	<i>Names of Employees, Names of Customers, Supplier Names</i>
Categories of Data Subjects	<i>Staff (including volunteers, agents, and temporary workers), customers/clients, suppliers]</i>
Plan for return of the data once the Processing is complete unless requirement under union or member state law to preserve that type of data	<i>Data will not leave the NHS estate (supplier will process data on NHS D provided hardware) and will be processed & destroyed according to NHS Data Policies</i>

1.4. Cyber Security Requirements

The Supplier shall comply with the Cyber Security Requirements.



For the purposes of this paragraph,
“**Cyber Security Requirements**” means:

- a) compliance with the IG Toolkit or any replacement of the same;
- b) SC Clearance or confirmation of SC in progress (whereby the Customer will commence SC for those individuals requested by the Supplier) of all individuals working on the project; and
- c) any other cyber security requirements relating to the Services notified to the Supplier by the Customer from time to time;

“**IG Toolkit**” means the Department of Health's information governance toolkit, which includes the policies and standards required by the Department of Health, and which can be accessed from <https://www.igt.hscic.gov.uk/>, as may be amended by the Customer or the Department of Health from time to time;

2. Notwithstanding any other clause in this Call Off Contract, the Parties agree that any licence granted pursuant to clause 22.2 (*Licences granted by the Supplier: Specially Written Software and Project Specific IPR*) shall be done so on terms no less favourable to the Customer than those set out by clause 22.2 (*Licences granted by the Supplier: Specially Written Software and Project Specific IPR*) of the template Call Off Contract attached to the Framework Agreement, unless expressly agreed otherwise by the Customer.
3. The Customer may at its discretion assign, novate or otherwise dispose of any or all of its rights, obligations and liabilities under this Call Off Contract and/or any associated licences to the Department of Health, NHS England and / or any Central Government Body and the Supplier shall, at the Customer's request, enter into a novation agreement in such form as the Customer shall reasonably specify in order to enable the Customer to exercise its rights pursuant to this Clause 36 (Assignment and Novation) of the Call Off Contract.
4. This Call Off Contract may be executed in counterparts, each of which when executed shall constitute an original but all counterparts together shall constitute one and the same instrument. Execution of this Call Off Contract may be carried out in accordance with EU Directive 99/93 (Community framework for electronic signatures) and the Electronic Communications Act 2000, and in such situation, this Call Off Contract shall be formed on the date on which both Parties have communicated acceptance of its terms.



Customer's ICT and Security Policy

Where the Supplier is required to comply with the Customer's ICT Policy and Security Policy then append to this Order Form as a clearly marked document

N/A

Security Management Plan

Where the Supplier is required to provide the Customer with the Security Management Plan then append to this Order Form as a clearly marked document

N/A

Section C Customer Core Services Requirements

Please provide details of all Services required including the locations where the Supplier is required to provide the Services Ordered.

Services

List below or append as a clearly marked document to confirm the Services which the Supplier shall provide to the Customer (which could include the Customer's requirement and the Supplier's response to the Further Competition Procedure)

Scope of the Services - Outline the extent of the services and any exclusions.

Provision of resources to augment the Customer's team. Supplier Personnel will work under the day-to-day direction, supervision and management of the Customer. The Services under this Order Form will be carried out on a fixed price basis.

Service description is as set out in the specification, Section 3 of the Supplier response to ITT (annexed to this Order Form as Annex A).

The Supplier will design the Operating Model and provide an achievable roadmap for the implementation of the Cyber Deployment Partner ("CDP").

Aligned to the CDPs Objectives and Design Principles this shall cover;

- 1) Operating Model design, utilising the CDP functional architecture, existing work completed around the DSC Security Operating Model, existing NHS Digital corporate functions (such as Architecture and Assurance bodies) and leveraging in-flight/upcoming NHSD projects and capability where feasible.
- 2) Documentation of the People, Process, Information, Technology and Governance specifications for the CDP Operating Model and each component of CDP. As detailed in Section 3.3 of the specification.

The Supplier shall provide a single point of contact to engage with the Customer's NHSD Cyber Team.

The Supplier will provide the Services under this Order Form using an approved Key Sub-Contractor – REDACTED



The Supplier shall produce a weekly progress report and update the Customer at their weekly status meeting.

All requests for information and responses to that information shall be stored on NHS Digitals central database.

The following deliverables shall be provided by the Supplier in conjunction with its Key-Subcontractor :

Deliverables (not in chronological order)

Delivery Milestone	Primary Deliverable	Secondary Deliverable	Description	Op Model Deliverables	REDACTED	Req'ts Mapping
Milestone 1	Delivery Plan	NA	Detailed plan for all deliverables incl. workshops and SMEs needed to support	Microsoft Project Plan for the Op Model design (including an elapsed timeline)		
Milestone 2	Operating Model Design Report	Customer Demand Profiles & Engagement Strategy	Understanding the customer demand is the driving force for many of the operating model components. It will determine the workload required, how customers wish to engage with the CDP, and set the direction for the service catalogue. Engagement with key stakeholders by initiating the communications strategy to raise CDP awareness is needed.	Defined set of customer profiles and demand		Int-001
Milestone 2				CDP Communications Strategy and initial execution		
Milestone 3	Operating Model Design Report	Service Definition	The services offered by CDP and provided to a range of customers need to be clearly defined so that customers fully understand how they can benefit from the CDP.	CDP Service Catalogue		
Milestone 3	Operating Model Design Report	Channel Management Strategy	In order to maximise the benefits from the CDP, it is essential to determine the most effective methods of engagement. This will be customer-led. It is also crucial to understand any existing communications channels that could be leveraged e.g. how Trusts engage with NHSE.	Defined single point of entry for CDP customers		
Milestone 2				Interim comms channels identified if required, along with transition plan to future channels		
Milestone 3	Operating Model Design Report	People – Organisational structure	The people component is critical to CDP success and an understanding of roles, responsibilities, required capabilities and accountabilities is needed. This will be driven by the customer demand component	Defined numbers of resources required for each CDP component (including ratio of in-house vs contracted)		
Milestone 2				Completed skills audit outlining any capability gaps		
Milestone 4				Defined role and responsibilities		
Milestone 4				Defined RACI for CDP and components		SDSM-014



Milestone 4	Operating Model Design Report	Process Definition & Requirements	Without a defined set of processes, operationalisation of the CDP will not be possible. There will be many different processes, some of which will relate more specifically to each component. The operating model will focus on critical enabling processes that need to be defined in order to stand up the CDP. The remaining processes will be defined by each component of the CDP.	Detailed critical process mapping and documentation			SDSM-007 SDSM-011 PMO-003 PMO-016
Milestone 3	Operating Model Design Report	Operational Measures and reporting structures	Developing the ability to measure CDP success is necessary in establishing the CDP as a long-term BAU capability. Understanding the types of management information required and developing KPIs will provide the basis for proving CDP worth. Development / augmentation of reporting templates are also required to enable this	List of required MI and where it can be sourced			PMO-001 PMO-018
Milestone 4				List of KPIs mapped to the relevant MI			
Milestone 4				Reporting templates created			Int-003 Int-004 Int-005 PMO-018
Milestone 3	Operating Model Design Report	Governance Structure	Effective governance must be established to provide a platform for making key decisions/changes/improvements to the CDP. There will be a number of key stakeholders that need to be involved in this, internal and external to the CDP. To enable an effective model there is a requirement to find the right balance of governance and determine how it can be streamlined as well as where new forums are needed	Identified governance boards/forums that CDP must report into (and relevant boards informed)			Int-005 PMO-009 PMO-011
Milestone 4				New CDP governance boards/forums defined if required			SDSM-013 CDA-012
Milestone 4	Operating Model Design Report	Organisational Design	Understanding how CDP will fit into the organisation is essential for helping NHSD staff understand how it will operate in practice and how it will affect them. Whilst the CDP will be a new capability, its components will sit under existing areas of the business e.g. CDA will sit in security operations	CDP / NHSD organisation charts (including reporting lines)			SDSM-005 SDSM-009
Milestone 2	Operating Model Design Report	Technology Assessment & Requirements	Technology is a key enabler of Business Readiness, and an understanding of what existing technology could be used to make processes more efficient is a key factor in the success of the CDP	Assessment of existing NHSD tools			PMO-004
Milestone 3				Identified list of any new tooling that could enhance the CDP			
Milestone 4				High level requirements defined for any new technology required			



Milestone 3	Implementation Plan	Implementation Plans / Roadmap	Implementation plans / roadmaps need to be developed and should capture sequenced tasks/activities that need to be undertaken to transition from design into BAU. Implementation plans will enable new suppliers to mobilise, align and start using CDP processes quicker	Implementation plans and roadmap for CDP suppliers and NHSD in-house resources		
Milestone 4	Operating Model Design Report	Target State	Packaging up the deliverables previously defined into an achievable Target State	Target State Report		
Milestone 2	Operating Model Design Report	As Is Assessment / Gap Analysis	When defining how ready a business is for change, a continuous review of the current state is required to determine the level of effort to develop the 'to-be', and to ensure that there is no duplication of existing in-house capability	Results will be fed into other Business Readiness deliverables		

*HCC means the Supplier for the purposes of the table above.

The Supplier shall not provide advice on Technical Tooling or on the Customer's GDPR compliance nor shall the Supplier provide any software licences as part of the Services of this Order Form

The Supplier shall provide a final report required in a summary slide which is underpinned by detailed analysis to support the narrative.

Key Assumptions and Dependencies

- The Supplier is engaged only to perform the specific tasks and responsibilities set forth in this Order Form and Annex A.
- The project language for all documentation and communication is English.
- The Customer will provide requested data and prerequisite information to undertake the engagement in a timely manner from receipt of request; within a maximum of five (5) working days or otherwise agreed on individual basis.
- Access to the Customer's applications, including legacy applications, will be made available as appropriate by the Customer
- Accommodations such as workspace, connectivity to the applicable servers and printers, internet access, and telephones with voice mail will be provided by the Customer to facilitate the completion of the Services under this Order Form at Customer's facilities. These accommodations will be available upon the Supplier's arrival at the Supplier's site.
- There are no data conversion or migration requirements within this Order Form.
- Hardware and software necessary to establish remote connectivity is in place at the Customer, such as VPNs.
- Provision of all Customer (or Customer's third party) resources in support of the activities detailed in the agreed project plan will be on the dates specified and this plan will be reviewed in daily stand-up meetings and regular project meetings.
- The Customer shall meet its obligations and dependencies as set out in this paragraph and project plan to ensure that the Supplier can perform the Services under this Order Form.



- The Customer shall make key strategic decisions in a timely manner and the Supplier will act upon the feedback provided in a timely (in either case no more than five (5) working days or other such time period mutually agreed by the Parties).
- The Customer shall provide access to legacy system documentation, resources and legacy systems as required by the Supplier to perform the services.
- The Customer will ensure attendance of Customer's representatives at all governance and steering meetings to facilitate timely decisions and discussions, in accordance with the Project Plan.
- Customer shall provide feedback of issues with document deliverables within a maximum of five (5) working days Both parties shall make reasonable efforts to avoid delays to the project by approving open issues within the agreed timeframe as set in the issue tracker governed by project phases. Any delay in resolving issues/granting approvals that can materially impact the project will need to be escalated and dealt with as high priority from both sides.
- Supplier resources including the Supplier's Key Subcontractor based at the Customer offices on a regular basis will be provided with appropriate security access/guest passes to Customer's offices so as not to rely on Customer's resources for entry to buildings during normal working hours.
- It is Customer's responsibility to ensure the data provided for the Services provision is in the required format of the required quality.
- Supplier personnel including its Key Sub-Contractor's will have sufficient expertise and time available to work on the project.
- Supplier will ensure all relevant stakeholders are kept informed of progress.
- Supplier will provide a full time Engagement Manager to manage the Services delivery and any dependencies that are assigned to the Customer's team. Customer shall work with the Supplier PMO to ensure the project plan can be delivered in accordance with this Order Form and will administer the process introducing any changes or variation to the project.

The following Acceptance procedure for Deliverables shall apply:

- Customer will provide written acceptance or written notice of non-conformity for each deliverable within 5 business days (unless otherwise agreed between the parties in writing) from the receipt of the deliverable (the "Acceptance Period").
- A deliverable will be deemed to be accepted on the earliest of (i) delivery of such deliverable and where relevant such deliverable meeting the Acceptance Criteria as defined in the project plan document; (ii) Customer's live production use of such deliverable, whether in whole or in part; and (iii) Customer providing written acceptance of such deliverable.
- If Customer fails to provide written acceptance or written notice of non-conformity for a deliverable in the Acceptance Period the Supplier will escalate the issue to the Customer Representative in accordance with the Call Off Contract.

Further to Clause 6.6 of the Call Off Contract (Obligation to Remedy of Default in the Supply of the Services) the Supplier confirms that it shall perform all of the Services in a professional manner that meets or exceeds the standards of the consulting industry, and that upon delivery the Deliverables shall conform in all material respects to their specifications as set forth in this Order Form. In the event that the Services and/or Deliverables do not conform to this warranty, and provided that Customer notifies the Supplier in writing specifying the nature and extent of the non-conformity within thirty (30) days of the acceptance of the Services or Deliverables claimed to be non-conforming, the Supplier shall re-perform the applicable Services to cure the



non-conformity as promptly as possible, but in any event within such period as agreed upon by the parties in writing.

Location/Site(s) for provision of the Services

Primary Location – Leeds, Vantage House. Secondary Location – London, Skipton House. The Supplier will be required on some occasions to work from their own office.



Additional Clauses (see Annex 3 of Framework Schedule 4)

Those Additional Clauses selected below shall be incorporated into this Call Off Contract

Applicable Call Off Contract Terms

Tick any applicable boxes below

A: SERVICES - Mandatory

Lot 3 (Lot 4a + 4b where Lot 3 services are included)

A: PROJECTS - Optional

Lots 1 and 2

A1: Testing

A2: Key Personnel

B: SERVICES - Optional

Lots 3 and 4a and 4b

B1: Business Continuity and Disaster Recovery

B2: Continuous Improvement & Benchmarking

B3: Supplier Equipment

B4: Maintenance of the ICT Environment

B5: Supplier Request for Increase of the Call Off Contract Charges

B6: Indexation

B7: Additional Performance Monitoring Requirements

Optional Clauses

Can be selected to apply to any Order

Tick any applicable boxes below

C: Call Off Guarantee

D: Relevant Convictions

E: Security Requirements

F: Collaboration Agreement
Where required please complete and append to this Order Form as a clearly marked document (see Call Off Schedule F)

G: Security Measures

H: MOD Additional Clauses

Alternative Clauses

To replace default English & Welsh Law, Crown Body and FOIA subject base Call Off Clauses

Tick any applicable boxes below

Scots Law Or

Northern Ireland Law

Non-Crown Bodies

Non-FOIA Public Bodies

Collaboration Agreement (see Call Off Clause F)

Organisations required to collaborate (Collaboration Suppliers)

NO

An executed Collaboration Agreement shall be delivered from the Supplier to the Customer within the stated number of Working Days from the Call Off Commencement Date *insert right*

OR



An executed Collaboration Agreement from the Supplier has been provided to the Customer and is attached to this Order Form.

tick box (right) and append as a clearly marked complete document

Licensed Software Where Software owned by a party other than the Customer is used in the delivery of the Services list product details under each relevant heading below

Supplier Software

N/A

Third Party Software

N/A

Include license or link in Call Off Schedule 3

Customer Property

Items licensed by the Customer to the Supplier (including any Customer Software, Customer Assets, Customer System, Customer Background IPR and Customer Data)

List below if applicable (see Call Off Clause 21)

The Customer will provide the Supplier with any licences, Assets, access and requisite approvals required to deliver the Services deemed required.

Call Off Contract Charges and Payment Profile

Include Charges payable by the Customer to the Supplier (including any applicable Milestone Payments and/or discount(s), but excluding VAT) and payment terms/profile including method of payment (e.g. Government Procurement Card (GPC) or BACS)

Duration and Effort

The Term of the Contract is up to 4 months from the Commencement Date (Initial Terms) and may be extended by the Parties for further 2 months provided that a written extension is agreed and signed by the Parties and subject to additional charges as agreed and signed off by NHS Digital - .

The Supplier shall meet the following milestones and will be paid upon the achievement of the following milestones under this Order Form:

Payment Milestones	Required By	Deliverable
Milestone 1 – REDACTED	End of Week 2	Microsoft Project Plan / detailed delivery plan in Microsoft Project to include all deliverables
Milestone 2 - REDACTED	End of Week 6	Current State Dashboard / Assessment - signed off in accordance with Acceptance Procedure
Milestone 3 – REDACTED	End of Week 10	Implementation plans and roadmap for CDP suppliers and NHSD in-house resources – signed off in accordance with Acceptance Procedure
Milestone 4 – REDACTED	End of Week 12	Target Operating Model which



		includes all the deliverables stipulated in section 4.2 0 signed off in accordance with Acceptance Procedure	
Undisputed Sums Limit (£) <i>Insert right (see Call Off Clause 31.1.1)</i>		N/A	
Delay Period Limit (calendar days) <i>Insert right (see Call Off Clause 5.4.1(b)(ii))</i>		N/A	
Estimated Year 1 Call Off Contract Charges (£) For Call Off Contract Periods of over 12 Months		N/A	
Enhanced Insurance Cover Where a specific Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Schedule 14 please specify below			
Third Party Public Liability Insurance (£)		N/A	
Professional Indemnity Insurance (£)		N/A	
Transparency Reports (see Call Off Clause 23.4) <i>If required by the Customer populate the table below to describe the detail (titles are suggested examples)</i>			
Title	Content	Format	Frequency
Weekly Progress Report	Update on the progress of the project for senior stakeholders	Powerpoint	Weekly
Quality Plans (see Call Off Clause 7.2)			
Time frame for delivery of draft Quality Plans from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)			N/A
<i>Where applicable insert right</i>			
Implementation Plan			
Time frame for delivery of a signed off Implementation Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)			10
<i>Where applicable insert right</i>			
BCDR (see Call Off Clause B1)			
An executed BCDR Plan from the Supplier is required prior to entry into the Call Off Contract <i>tick box (right) and append as a clearly marked complete document</i>			<input type="checkbox"/>
OR			
Time frame for delivery of a BCDR Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)			N/A
<i>Where applicable insert right</i>			



Disaster Period (calendar days)		N/A	
Supplier Equipment (see Call Off Clause B3)			
X - Service Failures (number) <i>Where applicable insert right</i>	.N/A	Y – Period (Months) <i>Where applicable insert right</i>	N/A
Key Personnel & Customer Responsibilities (see Call Off Clause A2) <i>List below or append as a clearly marked document to include Key Roles</i>			
Key Personnel <i>List below or append as a clearly marked document to include Key Roles</i>		Customer Responsibilities <i>List below or append as a clearly marked document</i>	
REDACTED		The Customer responsibilities are set out in Section C, Services above	
Relevant Conviction(s) Where applicable the Customer to include details of Conviction(s) it considers relevant to the nature of the Services. <i>List below or append as a clearly marked document (see Call Off Clause D where used)</i>			
N/A			
Appointment as Agent (see Call Off Clause 19.5.4) <i>Insert details below or append as a clearly marked document</i>			
Specific requirement and its relation to the Services		Other CCS framework agreement(s) to be used	
N/A		N/A	
SERVICE LEVELS AND SERVICE CREDITS (see Part A of Call Off Schedule 3)			
Service Levels <i>If required by the Customer populate the table below to describe the detail (content is suggested examples)</i>			
N/A			
Critical Service Level Failure (see Call Off Clause 9) <i>Agree and specify the metrics for Critical Service Level Failures in the marked areas below</i>			
N/A			



Service Credits

N/A

Formula for calculation

$x\%$ (Service Level Performance Measure) - $x\%$ (actual Service Level performance) = $x\%$ of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer

Worked example:

98% (e.g. Service Level Performance Measure requirement for Service Level Performance Criterion of accurate and timely billing to Customer) - 75% (e.g. actual performance achieved against this Service Level Performance Criterion in a Service Period) = 23% of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer

Service Credit Cap

N/A

Additional Performance Monitoring Requirements

Technical Board (see paragraph 2 of Call Off Schedule B7) – where required

If required by the Customer populate the table below to describe the detail

N/A

Time frame in which the Technical Board shall be established – from the Call Off Commencement Date (Working Days) *Where applicable insert right* N/A

Section D Supplier response

Suppliers - use this section to provide any details that may be relevant in the fulfilment of the Customer Order

Commercially Sensitive information

Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract

The Supplier methodology and approach to service delivery, service description and Supplier tools and Supplier pricing which is set out in the Supplier response to ITT are commercially sensitive information.



Total contract value

Please provide the total contract value (for the Call Off Initial Period) as detailed in your response to the Customer's statement of requirements

REDACTED



Section E Call Off Contract award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 2 Framework Agreement RM3804.

The Supplier shall provide the Services specified in this Order Form to the Customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as “the Call Off Contract”) for the duration of the Call Off Contract Period.

SIGNATURES

For and on behalf of the Supplier

Name	REDACTED
Job role/title	REDACTED
Signature	
Date	

For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	
Date	



Crown
Commercial
Service

Annex A

Supplier tender response

REDACTED