



**Technology Services 2 Agreement RM3804  
Framework Schedule 4 - Annex 1**

## 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>

**The Customer must provide a draft Order Form as part of the Further Competition Procedure.**

### 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

Department for Work and Pensions

##### Billing address

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

<Redacted>

##### Customer representative name

The name of your point of contact for this Order

Sushant Pandey

##### 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  
Phoenix Software Ltd

**Supplier address**

Supplier's registered address  
Bytes House, Randalls Way, Leatherhead, KT22 7TW

**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 or the Supplier's Catalogue Service Offer Reference Number**

A unique number provided by the supplier at the time of the Further Competition Procedure  
Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference Number

1148992

**Section B  
Overview of the requirement**

**Framework Lot under which this Order is being placed**

*Tick one box below as applicable (unless a cross-Lot Further Competition)*

- 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
- 4. PROGRAMMES & LARGE PROJECTS
  - a. OFFICIAL

**Customer project reference**

*Please provide the customer project reference number.*

project\_22627

**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*

08/11/2019



a. SECRET (& above)

**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	60 (5)	-	5
4	60 (5) *	12 + 12 = 24 (1 + 1 = 2)	7 (5+1+1) *

\* There is a minimum 5 year term for this Lot

**Call Off Initial Period** Months  
24 months

**Call Off Extension Period (Optional)** Months  
12 months

**Minimum Notice Period for exercise of Termination Without Cause** 30 calendar days  
(Calendar days) *Insert right (see Call Off Clause 30.7)*

**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

Non Required

**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). If a Direct Award, please append the Supplier’s Catalogue Service Offer.

579 Consulting & Learning Credits - Prepaid Services PSO Credit 151-600 (SVC-CR-10)



Description	Quantity of Credits	Unit Cost	Cost
Consulting & Learning Credits - Prepaid Services PSO Credit 151-600	579	£63.03	£36,494.37
<b>Total</b>			<b>£36,494.37</b>

### Location/Site(s) for provision of the Services

Two St Peter's Square, Manchester, M2 3AA

### Additional Clauses (see Annex 3 of Framework Schedule 4)

This Annex can be found on the RM3804 CCS webpage. The document is titled RM3804 Alternative and additional t&c's v4.

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

### Applicable Call Off Contract Terms

### Optional Clauses

Can be selected to apply to any Order

### Additional Clauses and Schedules

Tick any applicable boxes below

Tick any applicable boxes below

#### A: SERVICES – Mandatory

The following clauses will automatically apply where Lot 3 services are provided (this includes Lot 4a & 4b where Lot 3 services are included).

A3: Staff Transfer

A4: Exit Management

#### A: PROJECTS - Optional

A1: Testing

A2: Key Personnel

#### B: SERVICES - Optional

Only applies to Lots 3 and 4a and 4b

B1: Business Continuity and Disaster Recovery

B2: Continuous Improvement & Benchmarking

B3: Supplier Equipment

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



B4: Maintenance of the ICT Environment	<input type="checkbox"/>	Tick any applicable boxes below	
B5: Supplier Request for Increase of the Call Off Contract Charges	<input type="checkbox"/>	Scots Law Or	<input type="checkbox"/>
B6: Indexation	<input type="checkbox"/>	Northern Ireland Law	<input type="checkbox"/>
B7: Additional Performance Monitoring Requirements	<input type="checkbox"/>	Non-Crown Bodies	<input type="checkbox"/>
		Non-FOIA Public Bodies	<input type="checkbox"/>
<p><b>Collaboration Agreement</b> (see Call Off Schedule F) This Schedule can be found on the RM3804 CCS webpage. The document is titled RM3804 Collaboration agreement call off schedule F v1.</p>			
<p><b>Organisations required to collaborate</b> (Collaboration Suppliers) Click here to enter text.</p>	<p>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 <i>insert right</i></p> <p><b>OR</b></p> <p>An executed Collaboration Agreement from the Supplier has been provided to the Customer and is attached to this Order Form. <i>tick box (right) and append as a clearly marked complete document</i></p>		<p>Click here to enter text.</p> <p><input type="checkbox"/></p>
<p><b>Licensed Software</b> 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</p>			
<p><b>Supplier Software</b> Click here to enter text.</p>		<p><b>Third Party Software</b> Click here to enter text.</p>	
<p><b>Customer Property</b> (see Call Off Clause 21) Items licensed by the Customer to the Supplier (including any Customer Software, Customer Assets, Customer System, Customer Background IPR and Customer Data) <i>List below if applicable</i> Click here to enter text.</p>			
<p><b>Call Off Contract Charges and Payment Profile</b> (see Call Off Schedule 2) 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) <i>List below or append as a clearly marked document. If a Direct Award, please append the Price Card attached to the Supplier's Catalogue Service Offer.</i> Click here to enter text.</p>			
<p><b>Undisputed Sums Limit (£)</b></p>		<p>Click here to enter text.</p>	



*Insert right (see Call Off Clause 31.1.1)*

**Delay Period Limit (calendar days)**

[Click here to enter text.](#)

*Insert right (see Call Off Clause 5.4.1(b)(ii))*

**Estimated Year 1 Call Off Contract Charges (£)**

£36,494.37 ex VAT (the Parties reserve the right to uplift the TCV by £43,505.63 ex VAT (in increments or as a whole) to £80,000 ex VAT via Variation)

For Call Off Contract Periods of over 12 Months

**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 (£)

[Click here to enter text.](#)

Professional Indemnity Insurance (£)

[Click here to enter text.](#)

**Transparency Reports (see Call Off Schedule 6)**

*If required by the Customer populate the table below to describe the detail (titles are suggested examples)*

Title	Content	Format	Frequency
[Performance]			
[Call Off Contract Charges]			
[Key Sub-Contractors]			
[Technical]			
[Performance management]			

**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)

[Click here to enter text.](#)

*Where applicable insert right*

**Implementation Plan (see Call Off Clause 5.1.1)**

Time frame for delivery of a draft Implementation Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)

[Click here to enter text.](#)

*Where applicable insert right. If a Direct Award, please append the Implementation Plan attached to the Supplier's Catalogue Service Offer.*

**BCDR (see Call Off Schedule B1)**

*This can be found on the CCS RM3804 webpage. The document is titled RM3804 Alternative and additional t&c's v4.*



An executed BCDR Plan from the Supplier is required prior to entry into the Call Off Contract *tick box (right) and append as a clearly marked complete document*

**OR**

Time frame for delivery of a BCDR Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)

[Click here to enter text.](#)

*Where applicable insert right*



Disaster Period (calendar days)

[Click here to enter text.](#)

**GDPR** (see Call Off Clause 23.6)

Where a specific Call Off Contract requires the inclusion of GDPR data processing provisions, please complete and append Call Off Schedule 7 to this order form. This Schedule can be found in the Call Off Contract on the RM3804 CCS webpage

**Supplier Equipment** (see Call Off Clause B3)

This can be found on the RM3804 CCS webpage. The document is titled RM3804 Alternative and additional t&c's v4.

X - Service Failures (number)

Where applicable insert right

[Click here to enter text.](#)

Y – Period (Months)

Where applicable insert right

[Click here to enter text.](#)

**Key Personnel & Customer Responsibilities** (see Call Off Clause A2)

List below or append as a clearly marked document to include Key Roles

**Key Personnel**

List below or append as a clearly marked document to include Key Roles

[Click here to enter text.](#)

**Customer Responsibilities**

List below or append as a clearly marked document

[Click here to enter text.](#)

**Relevant Conviction(s)**

Where applicable the Customer to include details of Conviction(s) it considers relevant to the nature of the Services.

List below or append as a clearly marked document (see Call Off Clause D where used)

[Click here to enter text.](#)

**Appointment as Agent** (see Call Off Clause 19.5.4)

Insert details below or append as a clearly marked document

Specific requirement and its relation to the Services

[Click here to enter text.](#)

Other CCS framework agreement(s) to be used

[Click here to enter text.](#)

**SERVICE LEVELS AND SERVICE CREDITS** (see Part A of Call Off Schedule 3)

**Service Credits**

Formula for calculation

**Service Credit Cap**

Agree and specify the Service Credit Cap in the marked areas below

In the period from the Call Off Commencement Date to the end of the first Call Off Contract Year [xxx]% of the Estimated Year 1 Call Off Contract Charges; and



during the remainder of the Call Off Contract Period, [xxx]% of the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the period of twelve (12) Months immediately preceding the Month in respect of which Service Credits are accrued.

**Additional Performance Monitoring Requirements**

**Technical Board** (see paragraph 2 of Call Off Schedule B7). This can be found on the CCS RM3804 webpage. The document is titled Alternative and additional t&c's v4.

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

Required Members			
Job Title	Name	Location	Frequency

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

[Click here to enter text.](#)

**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  
[Click here to enter text.](#)

**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. If a Direct Award, please refer to the Price Card as attached to the Supplier's Catalogue Service Offer.

£36,494.37 ex VAT (the Parties reserve the right to uplift the TCV by £43,505.63 ex VAT (in increments or as a whole) to £80,000 ex VAT via Variation)



## 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	<Redacted>
Date	08/11/2019

#### For and on behalf of the Customer

Name	<Redacted>
Job role/title	<Redacted>
Signature	<Redacted>
Date	08/11/2019