



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

Appendix A - 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
HM Revenue & Customs

Billing address

Your organisation's billing address - please ensure you include a postcode
HM Revenue & Customs, 100 Parliament Street, London SW1A 2BQ

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
Cognizant Worldwide Ltd

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 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

[Click here to enter text.](#)

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 | <input type="checkbox"/> |
| 2. TRANSITION & TRANSFORMATION | <input type="checkbox"/> |
| 3. OPERATIONAL SERVICES | |
| a: End User Services | <input type="checkbox"/> |
| b: Operational Management | <input type="checkbox"/> |
| c: Technical Management | <input type="checkbox"/> |
| d: Application and Data Management | <input checked="" type="checkbox"/> |
| 4. PROGRAMMES & LARGE PROJECTS | |
| a. OFFICIAL | <input type="checkbox"/> |
| a. SECRET (& above) | <input type="checkbox"/> |

Customer project reference

Please provide the customer project reference number.

SR383276968

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

TBC



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

36 months

Call Off Extension Period (Optional) Months

2x 12 months (24 months total) subject to the Parties mutual consent

Minimum Notice Period for exercise of Termination Without Cause 30 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

HMRC mandatory terms – see attached in Appendix 1.

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

Security Policy Appendix 4

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

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.

[Redacted]

Location/Site(s) for provision of the Services

Primarily remote working with the requirement to visit the HMRC estate for key events.

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

Please see Annexe 2 - HMRC Mandatory Clauses Appendix 1

TUPE is not applicable to this 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).

☒

C: Call Off Guarantee

☐

D: Relevant Convictions

☐

A3: Staff Transfer

E: Security Requirements

☒

A4: Exit Management

A: PROJECTS - Optional

F: Collaboration Agreement

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

☐

A1: Testing

☒

A2: Key Personnel

☒

G: Security Measures

☐

B: SERVICES - Optional

Only applies to Lots 3 and 4a and 4b

H: MOD Additional Clauses

☐

B1: Business Continuity and Disaster Recovery

☒

B2: Continuous Improvement & Benchmarking

☒

B3: Supplier Equipment

☐

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

B4: Maintenance of the ICT Environment

☐

Tick any applicable boxes below

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

☐

Scots Law
Or

☐

B6: Indexation

☐

Northern Ireland Law

☐

Alternative Clauses



B7: Additional Performance Monitoring Requirements

☐

Non-Crown Bodies

☐

Non-FOIA Public Bodies

☐

Collaboration Agreement (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.

Organisations required to collaborate
(Collaboration Suppliers)
Not applicable

Click here to enter text.

☐

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

The Parties acknowledge and agree that the Supplier shall not be required to provide any Software, Background IPRs or proprietary tools as part of the Services.

Third Party Software

The Parties acknowledge and agree that the Supplier shall not be required to provide any Third Party Software, Background IPRs or proprietary tools as part of the Services

Customer Property (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)

List below if applicable

HMRC laptops, login credentials, required software and customer data to perform the duties outlined.

Call Off Contract Charges and Payment Profile (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)

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.

Payment by BACS within 30 days of invoice.

Total estimated contract value over 3 years: £60,000,000 without a minimum revenue commitment for the life of the contract and extensions

An extension of services for up to [REDACTED] per year is permitted if required, up to the term limit of 5 years total (3 years + 1 year extension + 1 year extension)

As per Appendix D – "Cognizant Multi-Technology Rate Card"

Undisputed Sums Limit (£)

£10,000

Insert right (see Call Off Clause 31.1.1)



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			
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 (£)	Not applicable for this service, however should an occasion arise that requires a supplier to supply a higher level of insurance greater than that set out in the Framework. This is to be mutually agreed and set out in a Statement of Works (SoW)		
Professional Indemnity Insurance (£)	Not applicable for this service, however should an occasion arise that requires a supplier to supply a higher level of insurance greater than that set out in the Framework. This is to be mutually agreed and set out in a Statement of Works (SoW)		
Transparency Reports (see Call Off Schedule 6) <i>If required by the Customer populate the table below to describe the detail (titles are suggested examples)</i>			
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) 20 working days <i>Where applicable insert right</i>			
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) 20 working days <i>Where applicable insert right. If a Direct Award, please append the Implementation Plan attached to the Supplier's Catalogue Service Offer.</i>			
BCDR (see Call Off Schedule B1) <i>This can be found on the CCS RM3804 webpage. The document is titled RM3804 Alternative and additional t&c's v4.</i>			
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>			
OR			





Time frame for delivery of a BCDR Plan from the Supplier to the Customer –
from the Call Off Commencement Date (Working Days) 30 working days
Where applicable insert right

Disaster Period (calendar days) 30 working days

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

Appendix 6 – Call Off Schedule 7

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

To be completed during mobilisation phase

Customer Responsibilities

List below or append as a clearly marked document

To be completed during mobilisation phase

Relevant Conviction(s)

Where applicable the Customer to include details of Conviction(s) it considers relevant to the nature of the Services002E

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

Not applicable

Other CCS framework agreement(s) to be used

Not applicable.



Service Levels

If required by the Customer populate the table below to describe the detail (content is suggested examples).

If a Direct Award, please append the Supplier's Service Level Agreement as attached to the Supplier's Catalogue Service Offer.

Specific KPIs shall be determined during the Mobilisation Period of the Call-Off Contract, however, HMRC expects the resulting KPIs to be aligned to the following deliverables:

- The Supplier must align their availability to operating hours of Digital Delivery Centres (DDC's)
- The Supplier must ensure suitably qualified and experienced staff are allocated for the task being delivered
- The Supplier must ensure they deliver according to best industry standards

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

Any information relating to:

- 1) Contract value, charges or rate cards
- 2) Scope of services being delivered
- 3) Names of supply-chain partner organisations
- 4) Personal data relating to Cognizant employees or those of our supply-chain partners.

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.

Total estimated contract value over 3 years: £60,000,000

An extension of services for up to [REDACTED] per year is permitted if required, up to the term limit of 5 years total (3 years + 1 year extension + 1 year extension)



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	
Job role/title	
Signature	
Date	

For and on behalf of the Customer

Name	
Job role/title	
Signature	
Date	

>continued<



Crown
Commercial
Service

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