



**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 Environment, Food and Rural Affairs

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

[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
CGI IT UK Ltd

Supplier address

Supplier's registered address
20 Fenchurch Street, 14th Floor, London, United Kingdom, EC3M 3BY

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] [REDACTED]

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

ecm_59379

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 checked="" type="checkbox"/> |
| c: Technical Management | <input type="checkbox"/> |
| d: Application and Data Management | <input 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.

ecm_59379

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

01/11/2020



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

* There is a minimum 5 year term for this Lot

Call Off Initial Period Months
36

Call Off Extension Period (Optional) Months
24 (+12 +12)

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

1. All operational related data to be held in the UK.
2. Relevant Supplier Staff to be SC Cleared.
3. ISO 27001 Certified.
4. Supplier will not hold information classified as Government Secret or above.

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

Policy	Document
PLCD002 Defra Group Clear Desk and Clear Screen Policy	 PLCD002 Defra Group Clear Desk ar
PLFR003 Defra Network Digital Forensics Readiness Policy	 PLFR003 Defra Network Digital For
PLIM003 Defra Group Information and Security Incident Management Policy	 PLIM003 Defra Group Information ;
PLIS002 Defra Group Security Policy	 PLIS002 Defra Group Security Polic



PLPM002 Defra Group Protective Monitoring Policy

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

Not required



Section C

Customer Core Services Requirements

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.

With reference to the requirements detailed in itt_2999, the Supplier shall provide following services:

Reference	Service to be provided
5.1. Protective Monitoring	As detailed in the supplier's "Defra Analyst as a Service (Service Description)" document dated 6 th May 2020. The service is provided as 'out of hours' between 17.00 and 09.00 including weekends and bank holidays (England and Wales).
5.2. Major Incident Response	As detailed in itt_2999 Up to 80 hours per annum have been included in the pricing proposal. Additional days can be added through agreed change controls. The supplier will document the major incident process in the Operation Framework Document (OFD) and CGI and DEFRA will agree this prior to service commencement.
5.3. Dashboard and Regular Reporting	As detailed in the Transparency Reports section of this order. Reports will use existing Q-Radar tools until such time as any change to Sentinel has been effected whereupon the Sentinel real-time dashboard will be used.
5.4. Platform Threat Intelligence	As detailed in itt_2999
5.5. Service Operating Model	As detailed in itt_2999
5.6. NCSC Protective Monitoring Best Practice	As detailed in itt_2999
5.7. Onboarding Support	As detailed in itt_2999 Transition activities are expected to be provided on a T and M basis before commencement of the live monitoring service and the agreed monthly service charge.
5.8. Log Storage	Assist Defra with the management of log storage. Logs will be stored within the DEFRA Azure environment for 6 months and in archive for 18 months. Further discussion will be required, if logs are to be stored on premises and not in the cloud.
5.9. Shift Handover	As detailed in itt_2999
5.10. Monthly Service Meetings	As detailed in itt_2999
5.11. Manage Training	As detailed in itt_2999. Training is delivered as active knowledge transfer rather than in formal training courses.
5.12. Continuous Improvement	As detailed in itt_2999 The supplier will measure value added through post implementation lessons learned and benefit realisation meetings held between three and six months after any



	new initiatives go live. These activities will aim to quantify the value added to the service.
5.13. Performance	Assist Defra with monitoring and provide guidance on achieving optimal performance. CGI have scaled the service based on Defra's average EPWS of 1427. Any significant increases should be discussed and rates adjusted by mutual agreement.
5.14. Capacity and Scalability	As detailed in itt_2999
5.15. Availability and Reliability	Assist Defra with monitoring and provide guidance on achieving optimal performance.
5.16. Recovery	As detailed in itt_2999
5.17. Maintainability	As detailed in itt_2999. The supplier expects to take over an IBM QRadar system that is up to date, maintained and patched.
5.18. Audit	As detailed in itt_2999
5.19. Technical Documentation	As detailed in itt_2999. <ul style="list-style-type: none"> • High Level Design, • Low Level Design, • Configuration guide, • Run books for the onboarding of logs, • Details of the Azure Sentinel platform set up and management.
5.20. Executive Summary	As detailed in itt_2999
5.21. Service Status	As detailed in itt_2999 but relates to QRadar service only.
5.22. Service Report	As detailed in itt_2999
5.23. Security Alerts and Offences	As detailed in itt_2999
5.24. Rule Breakdown and Trend Analysis	As detailed in itt_2999
5.25. Security Incidents	As detailed in itt_2999
5.26. Engineering Update	As detailed in itt_2999
5.27. Continuous Improvement	As detailed in itt_2999
5.28. Number of Alerts	As detailed in itt_2999
5.29. Number of Incidents	As detailed in itt_2999
5.30. Average Response Time	As detailed in itt_2999

Location/Site(s) for provision of the Services

As per itt_2999 and within the United Kingdom

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).

☒

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

B1: Business Continuity and Disaster Recovery

☐

H: MOD Additional Clauses

☐

B2: Continuous Improvement & Benchmarking

☐

Alternative Clauses

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

☐

B7: Additional Performance Monitoring Requirements

☐

Non-Crown Bodies

☐

Non-FOIA Public Bodies

☐



Collaboration Agreement (as per itt_2999) This Schedule can be found within the itt_2999 and additionally as appended to this document. The document is titled DEFRA Collaboration agreement.



Organisations required to collaborate
(Collaboration Suppliers)
As detailed in itt_2999

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

14
days

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

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

Microsoft Sentinel

IBM QRadar

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.



Undisputed Sums Limit (£)

Insert right (see Call Off Clause 31.1.1)

£50,000

Delay Period Limit (calendar days)

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

14 Calendar Days



Estimated Year 1 Call Off Contract Charges (£)

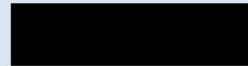
£194,345.00

For Call Off Contract Periods of over 12 Months

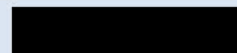
Enhanced Insurance Cover

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 (£)



Professional Indemnity Insurance (£)



Transparency Reports (see Call Off Schedule 6)

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

With reference to the requirements detailed in itt_2999, the Supplier shall provide following reports:

Title	Description	Frequency
Handover Log	Details of any incidents encountered during the shift together with relevant details to deal with outstanding incidents or issues.	Each shift
Executive Summary	Summary of the cyber security protective monitoring carried out during the reporting period including a statistical summary of alerts and offences.	Monthly
Service Status	Summary of the status of the cyber security protective monitoring tools and environment over the reporting period. Expressed as a percentage uptime and RAG status. Any non-green status to have explanatory comments.	Monthly
Service Report	Details of any changes made to the cyber security protective monitoring service, including changes to the configuration, patches, updates to the platform, or if changes to the supporting processes have occurred. As well as any outages to the service and reasons for them.	Monthly
Security Alerts and Offences	Provide a strategic overview of the offence count over the last year and also statistical analysis of the offences and alerts seen during both the reporting period alongside statistics from months prior to help identify trends across the monitoring service.	Monthly
Rule Breakdown and Trend Analysis	Provide a summary of all the rules that fired during the reporting period, along with trend analysis over the agreed period	Monthly
Security Incidents	Provide details on all security incidents that were raised during the reporting period. Including open/closed/resolved/etc. together with any relevant narratives and RAG status.	Monthly



Engineering Update	Detail any changes to the existing monitoring logic to provide a more accurate detection and account of security events of significance.	Ad hoc
Continuous Improvement	Report on changes made to improve monitoring performance and effectiveness, including information on changes implemented, under development or planned.	Ad hoc

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)
Where applicable insert right

N/A

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

10 days prior to
Call Off
Commencement
Date

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)
Where applicable insert right

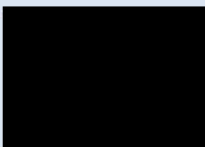
[Click here to enter text.](#)

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	Responsibilities
	Overall and day-to-day management of the operations Centre service provided to Defra.
	Carry out and supervision of protective monitoring. Analysis, triage and reporting of identified incidents. Assistance with incident resolution.
	Maintenance of Sentinel, including development of new rules, identifying issues and problem and optimise for system for efficient monitoring
	Maintenance of QRadar*, including development of new rules, identifying issues and problem and optimise for system for efficient monitoring. *During life of QRadar up to Dec 2021.

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)

None disclosed by the Supplier during the Procurement Process

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 Other CCS framework agreement(s) to be used

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

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.

Service Level Performance Criteria	Key Indicator	Service Level Performance Measure
Log Priority 1 Alerts and notify Defra	Incident Handling	Within 15 minutes of identification.
Log Priority 2 Alerts and notify Defra	Incident Handling	Within 30 minutes of identification.
Log Priority 3 Alerts	Incident Handling	Within 60 minutes of identification.
Log Priority 4 Alerts	Incident Handling	Within 120 minutes of identification.



Daily handover	Incident Handling	All fields in handover template completed and attend call on time.
Incident Calls	Incident Handling	For P1 and P2: Analyst will attend calls at short notice when requested for P1 and P2 incidents. Perf indicator: Analyst will dial in on time and be prepared to discuss what they have seen and suggest mitigation actions. For P3 and Below: On occasion for complex P3s a PM partner analyst may be asked to dial into a call for an ongoing P3 for situational awareness – particularly prior to handover to the out of hours shift. A minimum of two hours warning will be given. Perf indicator: Analyst dial in on time, has read the Service Now ticket and has a willingness to contribute if applicable.
Monthly Service Reports	Collaboration	To be issued no later than working day 5 of each month.
Service Meetings	Collaboration	Named point of contact/s to attend regular monthly cyber security protective monitoring service review meetings. These meeting will take place during normal office hours (Monday to Friday, 9-5). Attendance at Defra offices will be required from time to time.
Fortnightly Tuning Session	Collaboration	Attend a fortnightly tuning session which will take place during normal working hours (Monday to Friday 9-5).
CIR Partner Meetings	Collaboration	Attend monthly update meetings with Defra SOC and its CIR partner.
Tooling RoadMap	Development	Produce a quarterly roadmap for the Sentinel product of recommended changes for the Authority to action.
Response to a SoW request from the Authority	Development	5 working days from receipt of request.
Resource provision following a SoW agreement.	Development	10 working days from SOW agreement resources will be made available to attend meetings or start document set.

The Supplier will use reasonable endeavours to achieve the above Service Levels and Service Credits will not be incurred where they are not met.

Critical Service Level Failure (see Call Off Clause 9)

Agree and specify the metrics for Critical Service Level Failures in the marked areas below

A significant delay in logging a P1 (more than 45 minutes) or P2 incident (more than 90 minutes) on more than 5 occasions per calendar month or missing the agreed service levels for P1 (15 minutes) or P2 (30 minutes) incidents on more than 10 occasions per calendar month will constitute a Critical Service Level Failure.



The number of Service Level Performance Criteria for the purpose of Call Off Clause 8.6 shall be 3 within a calendar month.

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
			Ad hoc
			Ad hoc
			Ad hoc

Time frame in which the Technical Board shall be established – from the Call Off Commencement Date (Working Days) *Where applicable insert right* 20 days

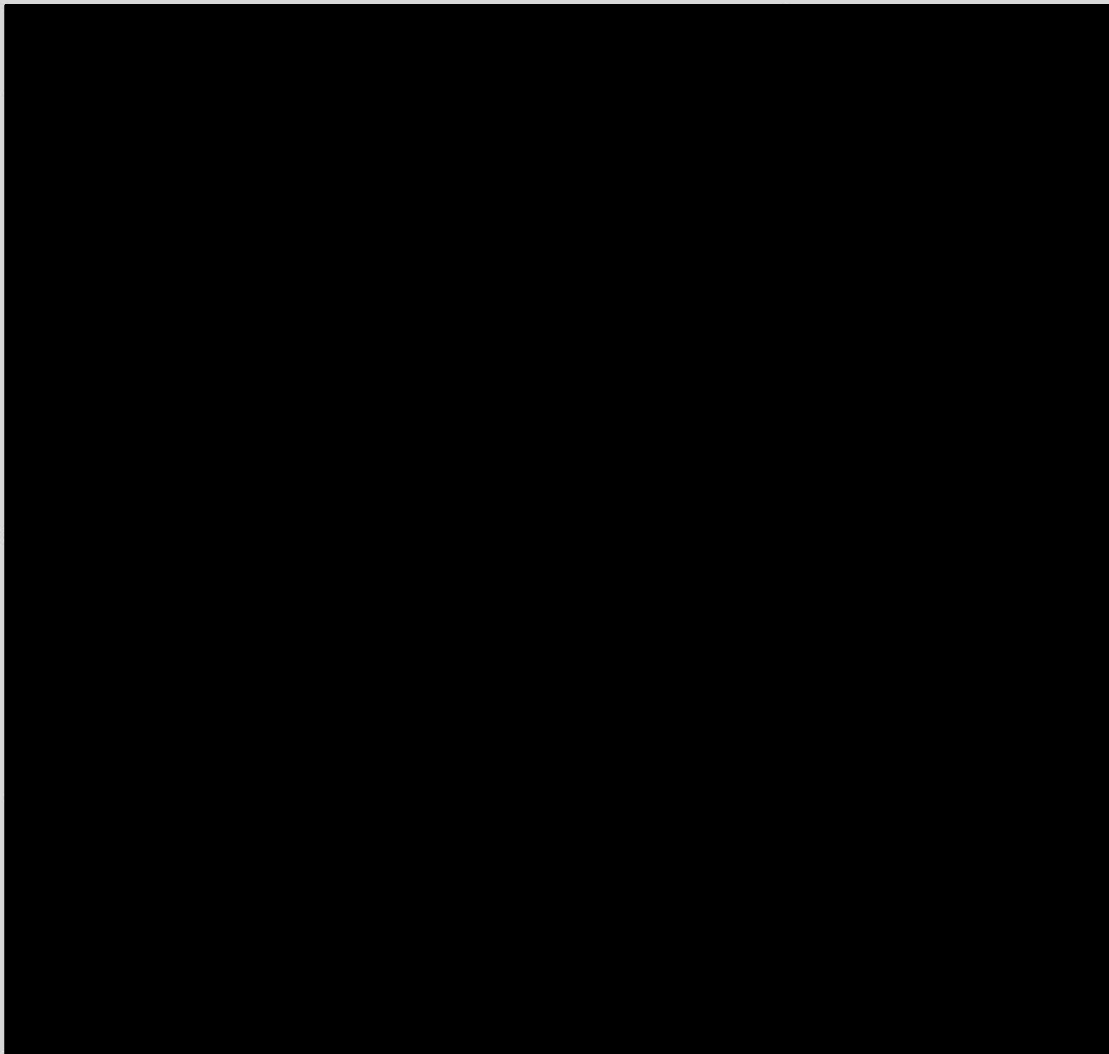


Crown
Commercial
Service

Section D Supplier response

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

in the



(2) The Parties agree that the total aggregate of the Call Off Contract Charges is not Commercially Sensitive Information.

(3) Without prejudice to the Customer's general obligation of confidentiality, the Parties acknowledge that the Customer may have to disclose Information in or relating to this Call Off Contract following a Request for Information.

(4) Without prejudice to the Customer's obligation to disclose Information in accordance with FOIA, and subject to Clause 23.5.2 the Customer will acting reasonably consider whether it is appropriate to apply the commercial interests exemption set out in s.43 of FOIA to the Commercially Sensitive Information set out in the table above in Paragraph 1.

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.

£485,972



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	13/10/20

For and on behalf of the Customer

Name	
Job role/title	
Signature	
Date	16/10/2020