



**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>

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

[Click here to enter text.](#)

Billing address

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

[Click here to enter text.](#)

Customer representative name

The name of your point of contact for this Order

[Click here to enter text.](#)

Customer representative contact details

Email and telephone contact details for the Customer's representative

[Click here to enter text.](#)

Supplier details

Supplier name

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

[Click here to enter text.](#)



Supplier address

Supplier's registered address
Click here to enter text.

Supplier representative name

The name of the Supplier point of contact for this Order
Click here to enter text.

Supplier representative contact details

Email and telephone contact details of the supplier's representative
Click here to enter text.

Order reference number

A unique number provided by the supplier at the time of the Further Competition Procedure
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 | <input type="checkbox"/> |
| 4. PROGRAMMES & LARGE PROJECTS | <input type="checkbox"/> |
| a. OFFICIAL | <input type="checkbox"/> |
| a. SECRET (& above) | <input type="checkbox"/> |

Customer project reference

Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management

Click here to enter text.

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

Click here to enter a date.

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

Click here to enter text.

Call Off Extension Period (Optional) Months

Click here to enter text.



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

[Click here to enter text.](#)

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

[Click here to enter text.](#)

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 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)

[Click here to enter text.](#)

Location/Site(s) for provision of the Services

[Click here to enter text.](#)



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

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

[Click here to enter text.](#)



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

[Click here to enter text.](#)

Third Party Software

[Click here to enter text.](#)

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)

[Click here to enter text.](#)

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)

List below or append as a clearly marked document (see Call Off Schedule 2)

[Click here to enter text.](#)

Undisputed Sums Limit (£)

Insert right (see Call Off Clause 31.1.1)

[Click here to enter text.](#)

Delay Period Limit (calendar days)

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

[Click here to enter text.](#)

Estimated Year 1 Call Off Contract Charges (£)

For Call Off Contract Periods of over 12 Months

[Click here to enter text.](#)

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 Clause 23.4)

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)
Where applicable insert right

[Click here to enter text.](#)

Implementation Plan

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

[Click here to enter text.](#)

BCDR (see Call Off Clause B1)

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.](#)

Supplier Equipment (see Call Off Clause B3)

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 Levels

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

Service Levels				
Service Level Performance Criteria	Key Indicator	Service Level Performance Measure	Service Level Threshold	Service Credit for each Service Period
[Accurate and timely billing of Customer	Accuracy /Timelines	at least 98% at all times	[]	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Access to Customer support	Availability	at least 98% at all times	[]	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Complaints Handling	Availability/Timelines	At least 98% at all times	[]	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Provision of specific Services	Quality	at least 98% at all times	[]	2% Service Credit gained for each percentage under the specified Service Level Performance Measure
Timely provision of the Services [** hours a day, ** days a week.]	Services Availability	at least 98% at all times	[]	2% Service Credit gained for each percentage under the specified Service Level Performance Measure]

Critical Service Level Failure (see Call Off Clause 9)

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

In relation to **[specify the relevant Service Level]** a Critical Service Level Failure shall include a delay in producing **[specify the relevant Deliverable]** ordered by the Customer in excess of twenty four (24) hours more than once in any **[three (3) Month]** period or more than three (3) times in any rolling twelve (12) Month period.

In relation to **[specify the relevant Service Level]** a Critical Service Level Failure shall include a loss of **[specify the relevant Availability]** during core hours (08:00 – 18:00 Mon – Fri excluding bank holidays) to the **[specify the relevant Service]** for more than twenty four (24) hours accumulated in any **[three (3) Month]** period, or forty eight (48) hours in any rolling twelve (12) Month period.

The number of Service Level Performance Criteria for the purpose of Call Off Clause 8.6 shall be



[specify number].

Service Credits

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

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) – where required

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
[Click here to enter text.](#)



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	