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**RM6100 Technology Services 3 Agreement
Framework Schedule 4 - Annex 1
Lots 2, 3 and 5 Order Form**

Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 16/06/2021 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement. The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website [Technology Services 3 - CCS \(crowncommercial.gov.uk\)](https://www.crowncommercial.gov.uk/technology-services-3-ccs). The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms

This Order Form shall comprise:

1. This document headed "Order Form";
2. Attachment 1 – Services Specification;
3. Attachment 2 – Charges and Invoicing;
4. Attachment 3 – Implementation Plan;
5. Attachment 4 – Service Levels and Service Credits;
6. Attachment 5 – Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 6 – Software;
8. Attachment 7 – Financial Distress;
9. Attachment 8 - Governance
10. Attachment 9 – Schedule of Processing, Personal Data and Data Subjects;
11. Attachment 10 – Transparency Reports; and
12. Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses.

The Order of Precedence shall be as set out in Clause 2.2 of the Call-Off Terms being:

- .1.1 the Framework, except Framework Schedule 18 (Tender);
- .1.2 the Order Form;
- .1.3 the Call Off Terms; and
- .1.4 Framework Schedule 18 (Tender).

Section A General information

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Contract Details	
Contract Reference:	TIS0506
Contract Title:	Modern Workplace Technology – Core Technology Management
Contract Description:	Core Technology Management comprising configuration and management of end user devices, Software Management, Identity Management and Certificate Management.
Contract Anticipated Potential Value: this should set out the total potential value of the Contract	£3,233,330.77
Estimated Year 1 Charges:	
Commencement Date: this should be the date of the last signature on Section E of this Order Form	07/06/23 – 06/06/26

Buyer details
Buyer organisation name The Insolvency Service
Billing address Your organisation's billing address - please ensure you include a postcode [REDACTED]
Buyer representative name [REDACTED]
Buyer representative contact details Email and telephone contact details for the Buyer's representative. This must include an email for the purpose of Clause 50.6 of the Contract. [REDACTED]
Buyer Project Reference Please provide the customer project reference number. TIS0506

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Supplier details**Supplier name**

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

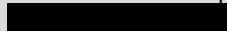
Netcompany UK Ltd

Supplier address

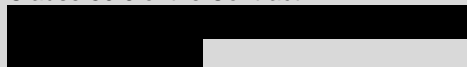
Supplier's registered address

**Supplier representative name**

The name of the Supplier point of contact for this Order

**Supplier representative contact details**

Email and telephone contact details of the supplier's representative. This must include an email for the purpose of Clause 50.6 of the Contract.

**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.

NC-007534

Guarantor details*Guidance Note: Where the additional clause in respect of the guarantee has been selected to apply to this Contract under Part C of this Order Form, include details of the Guarantor immediately below.***Guarantor Company Name**

The guarantor organisation name

n/a

Guarantor Company Number

Guarantor's registered company number

n/a

Guarantor Registered Address

Guarantor's registered address

n/a

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Section B

Part A – Framework Lot

Framework Lot under which this Order is being placed

Tick one box below as applicable (unless a cross-Lot Further Competition or Direct Award, which case, tick Lot 1 also where the buyer is procuring technology strategy & Services Design in addition to Lots 2, 3 and/or 5. Where Lot 1 is also selected then this Order Form and corresponding Call-Off Terms shall apply and the Buyer is not required to complete the Lot 1 Order Form.

- | | |
|--|-------------------------------------|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | <input type="checkbox"/> |
| 2. TRANSITION & TRANSFORMATION | <input type="checkbox"/> |
| 3. OPERATIONAL SERVICES | |
| a: End User Services | <input checked="" type="checkbox"/> |
| b: Operational Management | <input checked="" type="checkbox"/> |
| c: Technical Management | <input checked="" type="checkbox"/> |
| d: Application and Data Management | <input type="checkbox"/> |
| 5. SERVICE INTEGRATION AND MANAGEMENT | <input type="checkbox"/> |

Part B – The Services Requirement

Commencement Date

See above in Section A

Contract Period

Initial Term Months

36 from Contract Signature

Extension Period (Optional) Months

12 +12

Minimum Notice Period for exercise of Termination Without Cause 90 (Calendar days)

Sites for the provision of the Services

Guidance Note - Insert details of the sites at which the Supplier will provide the Services, which shall include details of the Buyer Premises, Supplier premises and any third party premises.

The Supplier shall provide the Services from the following sites:

Services will be carried out either remotely, at Supplier Sites or at the Buyer's premises.

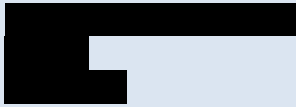
Throughout the duration of the Agreement, the Buyer may require the Service Provider to attend meetings on the Buyer's site, primarily Birmingham, with possible visits to other sites, but shall endeavour to provide reasonable notice.

Buyer Premises:

The above list of locations is correct as of the contract signature date, but the Supplier recognises that the Buyer organisation is currently going through a “Transforming Workplaces” project which will impact the number and location of sites during the period of the contract. The Buyer shall inform the Supplier as and when required with regards to any changes to Buyer premises.

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Buyer Assets

Guidance Note: see definition of Buyer Assets in Schedule 1 of the Call-Off Terms

Suppliers shall note that devices and goods leased to the Agency as part of the MWT project will be listed as supplier assets.

The full asset list shall be agreed on an ongoing basis, as the MWT project progresses with the rollout schedule detailed within the included Delivery Statement of Work.

Additional Standards

Guidance Note: see Clause 13 (Standards) and the definition of Standards in Schedule 1 of the Contract. Schedule 1 (Definitions). Specify any particular standards that should apply to the Contract over and above the Standards.

Additional standards are detailed within the included Appendix B



TIS0506 Appendix B -
MWT CTMP - Statem

Buyer Security Policy

Guidance Note: where the Supplier is required to comply with the Buyer's Security Policy then append to this Order Form below.



BUSINESS



Physical Security

CONTINUITY POLICY (Policy V1 FINAL.docx

Buyer ICT Policy

Guidance Note: where the Supplier is required to comply with the Buyer's ICT Policy then append to this Order Form below.



TIS0506 Appendix T TIS0506 Appendix S - TIS0506 Appendix R - TIS0506 Appendix Q TIS0506 Appendix P - TIS0506 Appendix O
-IG.ISMS.C.13.1 - Netw IG.ISMS.C.12.3.1 - Bac IG.ISMS.C.12.6.1 - Vuln - IG.ISMS.C.9.1.2 - End IG.ISMS.D.6.1.2 - risk a - IG.ISMS.D.6.1.1 - Risk



TIS0506 Appendix N TIS0506 Appendix M TIS0506 Appendix J -
- IG.ISMS.D.5.2 - Infor- IG.ISMS.D.5.1 - BR, irMWT CTMP Environm

Insurance

Public Liability Insurance = [REDACTED]

Employer's (Compulsory) Liability Insurance* = [REDACTED]

Third Party Public Liability Insurance (£) [REDACTED]

Professional Indemnity Insurance (£) - [REDACTED]

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Buyer Responsibilities*Guidance Note: list any applicable Buyer Responsibilities below.*

Please refer to the Dependencies and Assumptions sections detailed within the following documents included at Attachment 1 of this document, which contain the full extent of Buyer responsibilities

NC-CoreTechnologyManagementProvision-Service 2.0

NC-CoreTechnologyManagementProvision-Delivery 2.0

Goods*Guidance Note: list any Goods and their prices.*

n/a

Governance – Option Part A or Part B

Guidance Note: the Call-Off Terms has two options in respect of governance. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is limited project governance required during the Contract Period.

Governance Schedule	Tick as applicable
Part A – Short Form Governance Schedule	<input type="checkbox"/>
Part B – Long Form Governance Schedule	<input checked="" type="checkbox"/>

The Part selected above shall apply this Contract.

Change Control Procedure – Option Part A or Part B

Guidance Note: the Call-Off Terms has two options in respect of change control. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is no requirement to include a complex change control procedure where operational and fast track changes will not be required.

Change Control Schedule	Tick as applicable
Part A – Short Form Change Control Schedule	<input type="checkbox"/>
Part B – Long Form Change Control Schedule	<input checked="" type="checkbox"/>

The Part selected above shall apply this Contract. Where Part B is selected, the following information shall be incorporated into Part B of Schedule 5 (Change Control Procedure):

- for the purpose of Paragraph 3.1.2 (a), the figure shall be [REDACTED] and
- for the purpose of Paragraph 8.2.2, the figure shall be [REDACTED]

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Section C

Part A - Additional and Alternative Buyer Terms

Additional Schedules and Clauses (see Annex 3 of Framework Schedule 4)

This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5.

Part A – Additional Schedules

Guidance Note: Tick any applicable boxes below

Additional Schedules	Tick as applicable
S1: Implementation Plan	<input checked="" type="checkbox"/>
S2: Testing Procedures	<input checked="" type="checkbox"/>
S3: Security Requirements (either Part A or Part B)	Part A <input type="checkbox"/> or Part B <input checked="" type="checkbox"/>
S4: Staff Transfer	<input checked="" type="checkbox"/>
S5: Benchmarking	<input checked="" type="checkbox"/>
S6: Business Continuity and Disaster Recovery	<input checked="" type="checkbox"/>
S7: Continuous Improvement	<input checked="" type="checkbox"/>
S8: Guarantee	<input type="checkbox"/>
S9: MOD Terms	<input type="checkbox"/>

Part B – Additional Clauses

Guidance Note: Tick any applicable boxes below

Additional Clauses	Tick as applicable
C1: Relevant Convictions	<input checked="" type="checkbox"/>
C2: Security Measures	<input checked="" type="checkbox"/>
C3: Collaboration Agreement	<input checked="" type="checkbox"/>

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

Part C - Alternative Clauses

Guidance Note: Tick any applicable boxes below

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>
Joint Controller Clauses	<input type="checkbox"/>

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

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Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

Additional Schedule S3 (Security Requirements)

Guidance Note: where Schedule S3 (Security Requirements) has been selected in Part A of Section C above, then for the purpose of the definition of "Security Management Plan" insert the Supplier's draft security management plan below.



Physical Security
Managent Plan 2022.c

Additional Schedule S4 (Staff Transfer)

Guidance Note: where Schedule S4 (Staff Transfer) has been selected in Part A of Section C above, then for the purpose of the definition of "Fund" in Annex D2 (LGPS) of Part D (Pension) insert details of the applicable fund below.

Not Applicable – Part B of Schedule 4 applies (Transfer from a former supplier on re-procurement).

TUPE Not Applicable

Additional Clause C1 (Relevant Convictions)

Guidance Note: where Clause C1 (Relevant Convictions) has been selected in Part A of Section C above, then for the purpose of the definition of "Relevant Convictions" insert any relevant convictions which shall apply to this contract below.

Not Applicable. Netcompany are not aware of any employee with such Relevant Convictions. In the event of any changes, we would keep the authority informed.

Additional Clause C3 (Collaboration Agreement)

Guidance Note: where Clause C3 (Collaboration Agreement) has been selected in Part A of Section C above, include details of organisation(s) required to collaborate immediately below.

The Buyer is unable to supply a collaboration agreement at this time. It is the Buyer's intention however, during the process of establishing the MWT associated services, to work with all parties, including its currently contracted Service Integrator to establish a collaboration agreement that all parties involved in the delivery of the MWT service will be expected to sign up to.

To that end, we have published information within the included Appendix B document (above) to illustrate the intentions of the Buyer, the obligations, and principles (to be agreed) of such collaboration document.

Section D Supplier Response

Commercially Sensitive information

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – *use specific references to sections rather than copying the relevant information here.*

Part C – Supplier Personnel Rate Card for Calculation of Time and Materials Charges.

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Section E

Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

SIGNATURES

For and on behalf of the Supplier

Name	██████████
Job role/title	██████████
Signature	██████████
Date	██████████

For and on behalf of the Buyer

Name	██████████	
Job role/title	██████████	
Signature	██████████	
Date	██████████	

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Attachment 1 – Services Specification



NC-CoreTechnology NC-CoreTechnology
ManagementProvisiorManagementProvisior

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Attachment 2 – Charges and Invoicing

Part A – Milestone Payments

The Service Provider should note the following proposed project milestones that the Buyer shall measure the quality of delivery against:

The following table shall be used to finalise the full milestone payment details prior to final contract signature.

Please refer to the Managed Service Statement of Work and Delivery Statement of Work documents included in this document for details and acceptance (8.1.2 – Service Acceptance Checklist).

All prices are excluding VAT (20%)

Milestone	Date	Item	Cost
M01	June - 2023	[REDACTED]	[REDACTED]
M02	July - 2023	[REDACTED]	[REDACTED]
M03	August - 2023	[REDACTED]	[REDACTED]
M04 & M05	August - 2023	[REDACTED]	[REDACTED]
M06	September - 2023	[REDACTED]	[REDACTED]
M07 & M08	October - 2023	[REDACTED]	[REDACTED]
M09	November - 2023	[REDACTED]	[REDACTED]
M10	January - 2024	[REDACTED]	[REDACTED]
M11	February - 2024	[REDACTED]	[REDACTED]
M12	March - 2024	[REDACTED]	[REDACTED]
M13	March - 2024	[REDACTED]	[REDACTED]
M14	April - 2024	[REDACTED]	[REDACTED]

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M15	May - 2024	████████████████████ ████	████
M16	June - 2024	████████████████████ ████	████
M17	July - 2024	████████████████████ ████	████
M18	August - 2024	████████████████████ ████	████
M19	September - 2024	████████████████████ ████	████
M20	January - 2024	████████████████████ ██████	████
M21	February - 2024	████████████████████	████
TOTAL COST			████████

Part B – Service Charges

Service Charges

Month	No. of Laptops	Charge per Laptop	Laptop Variable Support Charge	Service Management Charge	Core Enabling Services Charge	Teams PSTN Management Charge	Total
October 2023	384	██	██████	██████	██████	██████	██████
November 2023	574	██	██████	██████	██████	██████	██████
December 2023	755	██	██████	██████	██████	██████	██████
January 2024	977	██	██████	██████	██████	██████	██████
February 2024	1182	██	██████	██████	██████	██████	██████
March 2024	1323	██	██████	██████	██████	██████	██████
April 2024	1482	██	██████	██████	██████	██████	██████
May 2024	1669	██	██████	██████	██████	██████	██████
Total Annual Costs							██████

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* - fixed costs ** - variable costs

Service Charges – June 2024 – June 2025

Item	No. of Laptops	Charge per Laptop	Laptop Variable Support Charge	Service Management Charge	Core Enabling Services Charge	Teams PSTN Management Charge	Total Monthly Charge
Monthly Charge June 2024	1814	■	■	■	■	■	■
Monthly Charge July 2024	1967	■	■	■	■	■	■
Monthly Charges August 2024 – May 2025	2100	■	■	■	■	■	■
Total costs			■	■	■	■	■
Total Annual Costs							■

* - fixed costs ** - variable costs

Service Charges – June 2025 – June 2026

Item	Laptop Variable Support Charge	Service Management Charge	Core Enabling Services Charge	Teams PSTN Management Charge	Total Monthly Charge
Monthly Charges	■	■	■	■	■
Total Charge	■	■	■	■	■
Total Annual Costs					■

* fixed costs. ** variable costs.

Applications Requiring Packaging – Per Application

Application	Complexity	Cost
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Wisdom Case Access (restricted access)	████	████
RPS CMS	████	████
Business World Desktop	████	████
BizzDesign Enterprise Studio	████	████
User Management Tool	████	████
Power BI Desktop (standard basic version)	████	████
Power BI Pro (report sharing analyst version)	████	████
PMIP (Data Bank)	████	████
MS Project	████	████
Ms Visio	████	████
SNOW Asset Management Software	████	████
Adobe Acrobat Pro (Editing function)	████	████
Adobe Creator Suite	████	████
Agresso	████	████
Altia (Case Strat)	████	████
Indesser	████	████
Kofax Scanning	████	████
Kypera	████	████
Premier Cheques	████	████
Sage	████	████
Snapper	████	████
Cyclops - LSD lawyers system	████	████
Corporate Reporting/Business Objects	████	████
Electronic Case Files (Outlook Plug In)	████	████
Java Plug-in	████	████
Total Estimate for Application Packaging		████

Patch My PC

Service	Qty	Price per device per year	Total
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Patch My PC Intune Essentials	2100		
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Total Contract Year costs

Contract Year	Costs
1	
2	
3	
Total	£3,233,330.77

Application Packaging – Future Demand, on request

Application complexity	Qty	Total Price per packaged application	Total
Simple (1 day per application)	15		
Medium (3 days per application)	10		
Complex (5 days per application)	5		
Total			

Future demand on requesting packaging shall be delivered through the appropriate commercial documentation.

Part C – Supplier Personnel Rate Card for Calculation of Time and Materials Charges

Application	Complexity
Architect	
Consultant	
Project Manager	
SDM	
Senior Consultant	
Senior Support	
Service Management	
Team Leader	

The rate card shall be subject to indexation in accordance with the provisions of Schedule 2, Part C of the *Call Off Terms*.



Part D – Risk Register

Risk Number	Risk Name	Description of risk	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Cost of mitigation	Post-mitigation impact (£)	Owner

Part E – Early Termination Fee(s)

In line with Section B, Part B of this Order form, the Supplier shall be entitled to claim for ninety (90) days service costs in line with Part B of Attachment 2 of this Order Form.

Any further costs that may be claimed for must be fully detailed, fully justified and agreed by the Buyer.



Attachment 3 – Outline Implementation Plan

Milestone	Date	Item	High Level Description
M01	June - 2023	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
M02	July - 2023	[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]
M03	August - 2023	[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]
M04	August - 2023	[REDACTED]	[REDACTED]
M05	August – 2023	[REDACTED]	[REDACTED]
M06	September – 2023	[REDACTED]	[REDACTED] [REDACTED]
M07	October - 2023	[REDACTED]	[REDACTED]
M08	October - 2023	[REDACTED]	[REDACTED] [REDACTED]
M09	November - 2023	[REDACTED] [REDACTED]	[REDACTED]
M10	January 2024	[REDACTED] [REDACTED]	[REDACTED]
M11	February - 2024	[REDACTED] [REDACTED]	[REDACTED]
M12	March - 2024	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
M13	March - 2024	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]



M14	April - 2024	[REDACTED] [REDACTED]	[REDACTED]
M15	May - 2024	[REDACTED] [REDACTED]	[REDACTED]
M16	June - 2024	[REDACTED] [REDACTED]	[REDACTED]
M17	July - 2024	[REDACTED] [REDACTED]	[REDACTED]
M18	August - 2024	[REDACTED] [REDACTED]	[REDACTED]
M19	September - 2024	[REDACTED] [REDACTED]	[REDACTED]
M20	January - 2024	[REDACTED] [REDACTED]	[REDACTED]
M21	February - 2024	[REDACTED]	[REDACTED]



Attachment 4 – Service Levels and Service Credits

Service Levels and Service Credits

The Service Credits shall be calculated on the basis of the following formula:

Service Credit Cap

SLA	Service Area	Service definition	Description	Target Service Level Performance	Service Credit (% monthly service charge)
1	Incident Management – Resolution Times	An incident is defined as an unplanned interruption or reduction in quality of an IT service. This SLA refers to the required resolution time proportional to the assigned priority (P1).	The Service Provider shall adhere to the following Incident resolution time, at a maximum: P1 4 working hours Resolution Time	■	■
2		An incident is defined as an unplanned interruption or reduction in quality of an IT service. This SLA refers to the required resolution time proportional to the assigned priority (P2).	The Service Provider shall adhere to the following Incident resolution time, at a maximum: P2 8 working hours Resolution Time	■	■
3		An incident is defined as an unplanned interruption or reduction in quality of an IT service. This SLA refers to the required resolution time proportional to the assigned priority (P3).	The Service Provider shall adhere to the following Incident resolution time, at a maximum: P3 2 working days Resolution Time	■	■
4		An incident is defined as an unplanned interruption or reduction in quality of an IT service. This SLA refers to the required resolution time proportional to the assigned priority (P4).	The Service Provider shall adhere to the following Incident resolution time, at a maximum: P4 5 working days Resolution Time	■	■



5	Incident Management - Response times	An incident is defined as an unplanned interruption or reduction in quality of an IT service. This SLA refers to the required resolution time proportional to the assigned priority (P1).	Where a ticket is correctly assigned to a Third Party for resolution, the Service Provider will assign within 15 minutes for a P1, of receipt from the Customer. For the avoidance of doubt, any ticket assigned to a Third Party for resolution will be dealt with in accordance with the Incident Response Time process. P1 15 mins Response		
6		An incident is defined as an unplanned interruption or reduction in quality of an IT service. This SLA refers to the required resolution time proportional to the assigned priority (P2).	Where a ticket is correctly assigned to a Third Party for resolution, the Service Provider will assign within 30 minutes for P2 of receipt from the Customer. For the avoidance of doubt, any ticket assigned to a Third Party for resolution will be dealt with in accordance with the Incident Response Time process. P2 30 mins Response		
7		An incident is defined as an unplanned interruption or reduction in quality of an IT service. This SLA refers to the required resolution time proportional to the assigned priority (P3).	Where a ticket is correctly assigned to a Third Party for resolution, the Service Provider will assign within 30 minutes for P3 of receipt from the Customer. For the avoidance of doubt, any ticket assigned to a Third Party for resolution will be dealt with in accordance with the Incident Response Time process. P3 30 mins Response		
8	Request Management	An incident is defined as an unplanned interruption or reduction in quality of an IT service. This SLA refers to the required resolution time proportional to the assigned priority (P4).	Where a ticket is correctly assigned to a Third Party for resolution, the Service Provider will assign within 30 minutes for P4 of receipt from the Customer. For the avoidance of doubt, any ticket assigned to a Third Party for resolution will be dealt with in accordance with the Incident Response Time proc P4 30mins Response		
9		A request from a user for something to be provided - for example, a request for information or advice; to reset a password; or to provide hardware for a new user (P1).	The Service Provider shall adhere to the following request management resolution time, at a maximum: P1 2 working day fulfilment target		
10		A request from a user for something to be provided - for example, a request for information or advice; to reset a password; or to provide hardware for a new user (P2).	The Service Provider shall adhere to the following request management resolution time, at a maximum: P2 3 working day fulfilment target		
11		A request from a user for something to be provided - for example, a request for information or advice; to reset a password; or to provide hardware for a new user (P3).	The Service Provider shall adhere to the following request management resolution time, at a maximum: P3 5 working day fulfilment target		



12	Laptop Replacement	The process of providing a replacement device where a laptop has failed and cannot be remotely fixed by the Service Provider.	The expected delivery timeline for a replacement laptop is next working day (2 days, 1 for identification and processing and 2 for delivery). The method and wording to be discussed as this will include a timeline cut off for the Service Provider to process the replacement prior to courier collection, this would be next day from the point that the replacement was identified. A cut off timeline for the process to allow a fair amount of time to put the request through to the laptop lease provider (where no stock is available at Core Technology Management Provider) or to use stock that is held with the Core Technology Management Provider.		
13	Availability	Availability of the agreed contracted service.	The Service Provider shall maintain availability for enabled services (listed below) to the following levels during service hours (7am – 7pm, Monday to Friday, excluding UK Bank Holidays).		
14	Service Billing	Provision of timely and accurate billing for the contracted service as specified in the Service Provider's contract.	Service Provider shall provide timely and accurate billing (with validated PO number and description)		
15	Problem Management	The management of the lifecycle of all problems that happen or could happen, identifying the cause of incidents of an IT service (reactively and proactively)	Time to get to the root cause of the issue The outcome that is being measured by the SLA is going to be the production of a Root Cause Analysis deliverable. The SLA is to measure the time between the formal closure of the incident and the formal provisioning time of problem management's root cause analysis deliverable.		
16	Problem Management	The management of the lifecycle of all problems that happen or could happen, identifying the cause of incidents of an IT service (reactively and proactively)	Measurement of provision of Root Cause Analysis documentation. Formal document to be delivered using a set format which includes the timeline of events that caused the problem, and the actions that have been taken to provide a workaround. It should then list all of the actions and recommendations together with clearly identified owners that need to be completed by realistic dates in order to fix the problem.		



17	Problem Management	The management of the lifecycle of all problems that happen or could happen, identifying the cause of incidents of an IT service (reactively and proactively)	<p>Measurement of progress on root cause analysis actions as agreed</p> <p>The root cause analysis work will have identified actions that need to be undertaken and implemented to affect a permanent fix to the original issue and allow the workaround solution to be superseded.</p> <p>All resolutions will not be equal in complexity, effort and duration, therefore there will be an initial estimation of a target date for live implementation of a permanent fix which will need to be agreed by the Supplier and the Agency and any other relevant Stakeholder. Moving</p>		
			the target completion date is allowed, however this SLA limits how often this can occur to prevent action timescales drifting.		
18	Provision of New or Enhanced Services – Impacting and Proposal	<p>A New or Enhanced Service is something which does not fall into scope of an existing supported service"</p> <p>This would also include a significant change to an existing service.</p>	<p>The Service Provider must respond to new or enhanced service requests within 10 working days of receipt of request.</p> <p>If the request is deemed complex and the 10 days SLA will not be met, then the Service Provider must inform the Buyer within 5 working days of receipt of the service request and agree a new target date for responses with the Buyer.</p> <p>Note: Complex requests are those that involve more than one service provider, unless these can be met within the 10 days target</p>		
19	Change Execution	The accurate and timely provision of changes to the contracted services within the Buyer's SIAM ecosystem.	<p>The Service Provider shall execute changes via the published Change Management process.</p> <p>Changes are to be executed successfully on first attempt.</p> <p>Failed changes to be investigated and input in to Post Implementation Review.</p>		

Service Credit Cap

In respect of any monthly Service Period, the total Service Credit payable by the Service Provider to the Buyer is capped at of the Monthly Service Charge paid or payable in respect of that month relating to the Charges for the Service identified in the Order Form

Critical Service Level Failure



Suppliers shall note that [REDACTED] will form the basis of this Critical Service Level Failure.

A Critical Service failure shall be triggered when [REDACTED] successive months, at which point the Supplier shall produce a Service Recovery Plan within 5 working days of the end of the service measurement period, which shall then be agreed by both parties. The objective of the plan will be to achieve the failed SLA's within 2 months.



Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

Part A – Key Supplier Personnel

To be completed prior to final contract signature

Key Supplier Personnel	Key Role(s)
Service Delivery Manager	Responsible for client relationships, first point of escalation and monitoring of Service Performance.
Project Manager	Responsible for execution of the plan and project management deliverables.
Technical Architects	Responsible for designing the overall solution
Senior Consultants	Subject Matter Experts responsible for inputting into the design alongside the architects, as well as the implementation of the CTMP solution as per the signed off Low Level Design (LLD) Documentation. They will also act as an SME for Early Life Support.
Consultants	Responsible for assisting the implementation of the CTMP Solution, whilst also providing Early Life Support (ELS) to affected users.
Scheduler	Responsible for working with the Insolvency Service to schedule and agree the rollout.
User Experience Manager (UEM)	Responsible for ensuring the end user experience is the best it can be.

Part B – Key Sub-Contractors

[Guidance Note: Insert details of Key Sub-Contractors and any additional information required in the below table or delete the table in its entirety and insert Not Applicable if there are no Key Sub-



Contractors. This table should be based on the Key Sub-Contractors set out in Schedule 7 of the Framework]

No key sub contractors identified at contract signature

Key Sub-contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/Service description	Key Sub-contract price expressed as a percentage of total projected Charges over the Contract Period	Key role in delivery of the Services



Attachment 6 – Software

- .1.1 The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).
- .1.2 The Parties agree that they will update this Attachment 6 periodically to record any Supplier Software or Third Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

Part A – Supplier Software

The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A



Part B – Third Party Software

The Third Party Software shall include the following items:

Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Attachment 7 – Financial Distress

For the purpose of Schedule 7 (Financial Distress) of the Call-Off Terms, the following shall apply:

PART A – CREDIT RATING THRESHOLD

Entity	Credit Rating (long term) <i>(insert credit rating issued for the entity at the Commencement Date)</i>	Credit Rating Threshold <i>(insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3))</i>
Supplier	Dun & Bradstreet – ■	Dun & Bradstreet – ■
	Company Watch – H-Score ■	Company Watch – H-Score ■
[Guarantor]	N/A	
[Key Sub-contractor 1]	N/A	
[Key Sub-contractor 2]	N/A	

PART B – RATING AGENCIES

- [Rating Agency 1 (e.g Standard and Poors)]
 - Credit Rating Level 1 = [AAA]
 - Credit Rating Level 2 = [AA+]
 - Credit Rating Level 3 = [AA]
 - Credit Rating Level 4 = [AA-]
 - Credit Rating Level 5 = [A+]
 - Credit Rating Level 6 = [A]
 - Credit Rating Level 7 = [A-]
 - Credit Rating Level 8 = [BBB+]
 - Credit Rating Level 9 = [BBB]
 - Credit Rating Level 10 = [BBB-]
 - Etc.

- [Rating Agency 2 (e.g Moodys)]
 - Credit Rating Level 1 = [Aaa]
 - Credit Rating Level 2 = [Aa1]
 - Credit Rating Level 3 = [Aa2]
 - Credit Rating Level 4 = [Aa3]
 - Credit Rating Level 5 = [A1]
 - Credit Rating Level 6 = [A2]
 - Credit Rating Level 7 = [A3]
 - Credit Rating Level 8 = [Baa1]
 - Credit Rating Level 9 = [Baa2]
 - Credit Rating Level 10 = [Baa3]
 - Etc.
- [Rating Agency 3 (etc.)]
 - Credit Rating Level 1 = [XXX]
 - Etc.

Attachment 8 – Governance

PART B – LONG FORM GOVERNANCE

For the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms, the following boards shall apply:

Meeting Title	Description	Date/Frequency	Attendees: Buyer	Attendees: Buyer's SI	Attendees: CTMP	Attendees: Product Service Provider
Change Meetings						
CAB	Change Advisory Board	Weekly	x	x	x	
Change Assessment Evaluation	Stage 1 – initial assessment of size and scale of request/change	Ad hoc	x	x	x	
Change Assessment & Evaluation	Stage 2 – progression of request into costed ROM for further proposal development, approval, and later project initiation	Ad hoc	x	x	x	
Technical and Product Roadmaps						
DTS/SIAM Regular Review	Regular discussion to review on going work/projects	Weekly	x	x	x	
SIAM/SP Checkpoint	Regular discussion to review on going work/projects with all concerned parties	On-going during live projects and changes		x	x	
DTS/SP Strategic	Strategic view of DTS roadmap, end of life and new technology which may assist	Ad hoc	x	x	x	x
Relationship Management meetings						
DTS/SP	Agency Relationship Management meeting with Service Providers to review performance, commercial offerings and impacts, contractual matters and to review future service developments	Quarterly	x		x	x
DTS/SP		Annually	x		x	x
Service Meetings						
Monthly Service Reviews	Regularly review key service metrics as a working group, discuss major issues during the reported month and ensure ongoing operational alignment is maintained	Monthly		x	x	

Continual Service Improvement (CSI)	Identify and implement improvements of the delivery of services under the SIAM model	Monthly		x	x	
Operational Risk Review Board	Operational Risk will gather information about risks that may impact the Insolvency IT Services, and identifying and assessing risks	Monthly	x	x	x	
Regular Problem Review Board	Managing the lifecycle of all problem records	Weekly	x	x	x	
Problem Review	Report the events during a recorded problem and provide solutions and actions to avoid a repeat of the problem	Ad hoc	x	x	x	
Quarterly Service Review	Review high level operational performance and discuss strategic and future plans for the coming quarter under the SIAM model	Quarterly		x	x	x
Annual Service Review	Ensure performance across the year met or exceeded the contracted services, as well as look forward strategically and ensure alignment of the technology roadmap	Annual		x	x	x
Service Provider Service Review	This is an ad-hoc meeting implemented when focus is required on a specific Service Provider due to increased activity, criticality, or under-performance	Ad hoc	x	x	x	x
High Priority Risk Review	Risks which have an overall risk rating of ten or greater are considered high priority (rating explanation contained in risk register)	Ad hoc	x	x	x	
Weekly Operational Review	The purpose of this meeting is to manage the coordination and integration of day-to-day operational service delivery across multiple service providers	Weekly as required		x	x	
Major Incident Review	Report the events during a major incident and provide solutions and actions to avoid a repeat of the outage	Post P1 major incident report (5 business days)	x	x	x	

Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

This Attachment 9 shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Buyer at its absolute discretion.

- The contact details of the Buyer's Data Protection Officer are: [REDACTED]
- The contact details of the Supplier's Data Protection Officer are:
- Day to day data protection matters are dealt with by delegated authority by: Information Rights, Insolvency Service, foi@insolvency.gov.uk
- The Processor shall comply with any further written instructions with respect to processing by the Controller.
- Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with Clause 34.2 to 34.15 and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> • The provision of services as set out in the Statement of Requirements for the Core Technology Management Provider
Duration of the processing	The duration of processing will be the duration of the contract including any optional extensions.
Nature and purposes of the processing	<p>The nature of the processing is the collection, recording, organisation, structuring and storage of data by automated means.</p> <p>The purpose of processing is to enable insolvency staff to carry out their duties via secure network connection from an agency approved device.</p>
Type of Personal Data	<p>The types of data processed will be IP and Mac addresses of laptop and desktop devices and full device activity, as well as Hardware address, IMEI and full device activity of mobile phones (including location data).</p> <p>User activity within Microsoft 365 is processed including logon events. All activity carried out within the platform is auditable including Teams conversations and file sharing activity.</p>
Categories of Data Subject	Data subjects will include staff (including volunteers, agents, and temporary workers).

Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	Data will be either returned to the buyer (including by migration to a replacement supplier) or destroyed, as directed by the buyer.
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Attachment 10 – Transparency Reports

Details of the reports to be delivered during the period of the contract are contained within the 2 statement of Work documents contained at Attachment 1 of this document

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

Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses



RM6100-Lots-2-3-and-5-Call-Off-Terms-v3d-5-Additional-and-Alternative Schedules and Clauses