



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 Education

**Billing address**  
APinvoices-DFE-U@sscl.gse.gov.uk

**Customer representative name**

**Customer representative contact details**

#### Supplier details



Crown  
Commercial  
Service

**Supplier name**

Insight Direct (UK) Ltd.

**Supplier address**

5th Floor Metro Building, 33 Trafford Road, Salford Quays, Manchester M5 3NN

**Supplier representative name**

Guy Beaudin

**Supplier representative contact details**

Guy.Beaudin@insight.com; +44 (0)844 692 8639

## Section B

### Overview of the requirement

Framework Lot under which this Order is being placed		Customer project reference
1. TECHNOLOGY STRATEGY & SERVICES DESIGN	<input type="checkbox"/>	
2. TRANSITION & TRANSFORMATION	<input type="checkbox"/>	<b>Call Off Commencement Date</b>
3. OPERATIONAL SERVICES		01/09/2019
a: End User Services	<input checked="" type="checkbox"/>	
b: Operational Management	<input 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"/>	

**Call Off Contract Period (Term)**

3 years with an option to extend for a further 1 + 1 years

**Call Off Initial Period** Months



36

**Call Off Extension Period (Optional)** Months  
24

**Minimum Notice Period for exercise of Termination Without Cause** 30 days.  
(Calendar days)

**Additional specific standards or compliance requirements**  
N/A

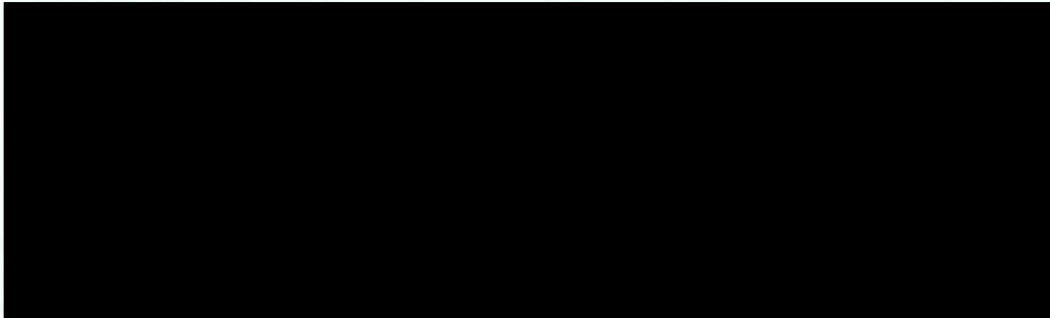
**Customer's ICT and Security Policy**  
N/A

**Security Management Plan**  
N/A

## Section C Customer Core Services Requirements

Please provide details of all Services required including the locations where the Supplier is required to provide the Services Ordered.

### Services



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



Annex%201%20-%20  
All%20Sites.docx

As detailed within the embedded documentation

### **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.*

**Applicable Call Off Contract Terms**

**Optional Clauses**

*Can be selected to apply to any Order*



**Additional Clauses and Schedules**

<b>A: SERVICES – Mandatory</b> The following clauses will automatically apply where Lot 3 services are provided (this includes Lot 4a & 4b where Lot 3 services are included).	<input checked="" type="checkbox"/>	C: Call Off Guarantee	<input checked="" type="checkbox"/>
A3: Staff Transfer		D: Relevant Convictions	<input type="checkbox"/>
A4: Exit Management		E: Security Requirements	<input checked="" type="checkbox"/>
<b>A: PROJECTS - Optional</b>		F: Collaboration Agreement Where required please complete and append to this Order Form as a clearly marked document (see Call Off Schedule F)	<input type="checkbox"/>
A1: Testing	<input type="checkbox"/>	G: Security Measures	<input type="checkbox"/>
A2: Key Personnel	<input checked="" type="checkbox"/>	H: MOD Additional Clauses	<input type="checkbox"/>
<b>B: SERVICES - Optional</b> <i>Only applies to Lots 3 and 4a and 4b</i>		<b>Alternative Clauses</b>	
B1: Business Continuity and Disaster Recovery	<input checked="" type="checkbox"/>	<i>To replace default English &amp; Welsh Law, Crown Body and FOIA subject base Call Off Clauses</i>	
B2: Continuous Improvement & Benchmarking	<input checked="" type="checkbox"/>	<i>Tick any applicable boxes below</i>	
B3: Supplier Equipment	<input checked="" type="checkbox"/>	Scots Law Or	<input type="checkbox"/>
B4: Maintenance of the ICT Environment	<input checked="" type="checkbox"/>	Northern Ireland Law	<input type="checkbox"/>
B5: Supplier Request for Increase of the Call Off Contract Charges	<input checked="" type="checkbox"/>	Non-Crown Bodies	<input type="checkbox"/>
B6: Indexation	<input checked="" type="checkbox"/>	Non-FOIA Public Bodies	<input type="checkbox"/>
B7: Additional Performance Monitoring Requirements	<input checked="" type="checkbox"/>		

**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.



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**Licensed Software**

**Supplier Software**

N/A

**Third Party Software**

N/A

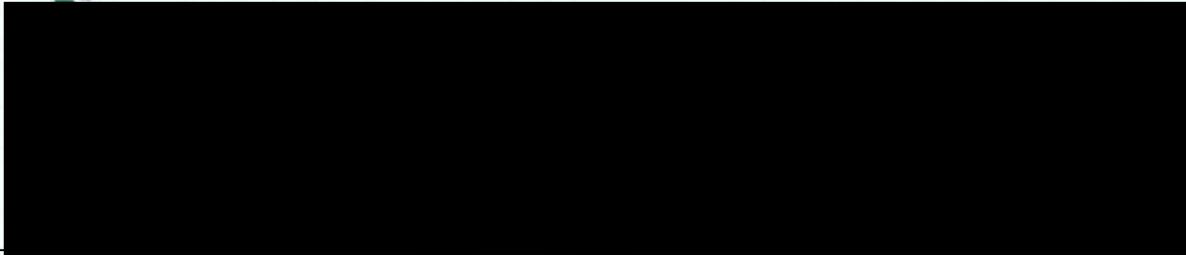
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**Customer Property** (see Call Off Clause 21)

N/A

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**Call Off Contract Charges and Payment Profile** (see Call Off Schedule 2)



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

N/A

For Call Off Contract Periods of over 12 Months

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**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



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**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

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**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.

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



#### Key Personnel

- Karl Neary: Managing Director  
KOcycle Limited
- Guy Beaudin: Business Development  
Director (Insight Direct (UK) Limited)

#### Customer Responsibilities

**As detailed within the tender documentation  
embedded above.**

#### SERVICE LEVELS

As stated within the tender documentation appended above.

## 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

As detailed within the embedded documentation

#### Total contract value

Indicative pricing contained within the embedded Spreadsheet.



## 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.

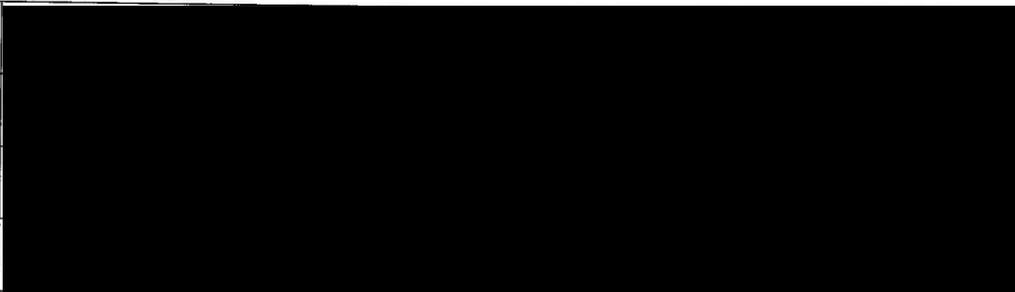
The Supplier shall provide the Services specified in this Order Form to the Customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as "the Call Off Contract") for the duration of the Call Off Contract Period.

### SIGNATURES

#### For and on behalf of the Supplier

Name	Guy Beaudin
Job role/title	Business Development Director
Signature	
Date	28.10.19

#### For and on behalf of the Customer

Name	
Job role/title	
Signature	
Date	