



**RM6100 Technology Services 3
Framework Schedule 4 Annex 1
Lot 1 Order Form**

Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 01/07/2024 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 <https://www.crowncommercial.gov.uk/agreements/RM6100>. The agreed Call-Off Terms for the Contract being set at the link above (RM6100 lot 1 call off terms v2.0).

The Supplier shall provide the Services and Deliverables 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 – Schedule of Processing, Personal Data and Data Subjects;
4. Attachment 3 – Transparency Reports; and
5. Annex 1 – Call-Off Terms.

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

- a) the Framework, except Framework Schedule 18 (Tender);
- b) the Order Form and its Attachments;
- c) the Call-Off Terms; and
- d) Framework Schedule 18 (Tender).



Section A General information

Contract Details

Contract Reference:	Proj_772
Contract Title:	Cyclamen Programme Support Services
Contract Description:	The Cyclamen Project Support Services contract provide a managed service that will support the designing and management of a commercial process to ensure successful re-procurement of the Cyclamen capability (Radiological and nuclear detection).

Commencement Date: this should be the date of the last signature on Section D of this Order Form 01/07/2024

Buyer details

Buyer organisation name

Secretary of State for the Home Department

Billing address

Your organisation's billing address - please ensure you include a postcode
Fourth Floor, Peel Building, 2 Marsham Street, London, SW1P 4DF

Buyer representative name

The name of your point of contact for this Order

[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 34.2 of the Contract.

[REDACTED]

[REDACTED]



Buyer Project Reference

Please provide the customer project reference number.

Proj_772

Supplier details

Supplier name

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

PA Consulting Services Limited

Supplier address

Supplier's registered address

10 Bressenden Place, London, SW1E 5DN

Supplier representative name

The name of the Supplier point of contact for this Order

[REDACTED]

Supplier representative contact details

Email and telephone contact details of the supplier's representative

[REDACTED]

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

A unique number provided by the supplier at the time of the Further Competition Procedure. Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference Number.

[REDACTED]



Section B

Part 1 - The Services Requirement

Commencement Date

See above in Section A

Contract Period

Guidance Note – this should be a period in months from the Commencement Date, up to the maximum permitted Contract Period of 24 months (2 years)

Term of the contract will be for 21 months (end date of 31/03/2026) with an option to extend for further 3 months (24 months, end date of 30/06/2026).

Services

The Supplier shall provide the following Services to the Buyer:

The primary focus of the supplier will be to provide a managed service to provide business and programme support services, including those related to: Project management, Architectural Expertise, Requirements, Service Operating Model, Business Case design. These will support a large complex Re-Procurement of the Cyclamen service.

The Services are more particularly described in Attachment 1 (Services Specification).

Deliverables

The Supplier shall provide the Deliverables outlined within each Statement of Works.

Sites for the provision of the Services

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

The Supplier shall provide the Services and/or Deliverables from the following Sites:

Buyer Premises:

The Supplier is not required at a particular location to deliver the Services. During the delivery of the Services, the Supplier may need to attend HO estate locations in Croydon or London, however this is not mandatory, providing the delivery of the Services are not impacted.

Supplier Premises:



The Supplier is not required at a particular location to deliver the Services. During the delivery of the Services, the Supplier may need to attend HO estate locations in Croydon or London, however this is not mandatory, providing the delivery of the Services are not impacted.

Third Party Premises:

Not applicable

Additional Standards

Guidance Note: see Clause 7 (Standards) and the definition of Standards in Schedule 1 of the Call-Off Terms. Specify any particular standards that should apply to this Contract over and above the Standards.

Not applicable

Key Supplier Personnel

Guidance Note: see Clauses 6.4 – 6.8 of the Call-Off Terms. Include any Key Supplier Personnel (and their Key Roles).

Not Applicable

Buyer Property

Guidance Note: see definition of Buyer Property in Schedule (Definitions) of the Call-Off Terms. Include details of any property other than real property or IPR below.

Not applicable

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.

The Supplier will ensure that its staff hold SC clearance.

The Supplier shall follow the UK Government Security Classification Policy (GSCP) in respect of any Departmental Data being handled while providing this service and will handle all data in accordance with its security classification. The Department's expectations are that all contractors shall handle the Department's information in a manner compliant with the GSCP. Details of the GSCP can be found on the GOV.UK website at:

<https://www.gov.uk/government/publications/government-security-classifications>.



Buyer Enhanced Security Requirements

Guidance Note: if the Supplier has access to the Buyer System then the Buyer should consider including additional enhanced security requirements here to govern the Supplier's use of such system – this might include incorporating an ICT policy. These requirements are in addition to those set out in the Security Policy (if any) above.

Home Office SC clearance is required for all staff working on this programme. Clearance is required by the Contract Commencement Date. Checking existing clearance and applications for clearance are managed by MBTP Support Team who will liaise with Home Office Security Vetting team.

Insurance

Guidance Note: if the Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Agreement or the Buyer requires any additional insurances please specify the details below.

Third Party Public Liability Insurance (£) - £5,000,000.00

Professional Indemnity Insurance (£) - £2,000,000.00

Employers Liability - £5,000,000.00

Key Sub-Contractors

Guidance Note: see Framework Schedule 7 (Key Sub-Contractors) for detail and include here details of any Key Sub-Contractors which are applicable to this Contract.

Part 2 – Charges, Payment and Invoicing

Contract Charges (excluding VAT)

Guidance Note - insert the applicable Charges having regard to Framework Schedule 3 (Framework Prices and Charging Structure) and include details of time and materials and any fixed price. Also include details of any agreed expenses and terms relating to such expenses.

All Charges shall be payable by the Buyer in accordance with the Payment Profile set out below.

Payment Profile

Guidance Note – insert details of payment profile which may be monthly or quarterly in arrears or the parties may agree to include payments associated with the achievement of milestones, in which case details of milestones payments should be included here.

The project's payment schedule is based on the completion of each milestone, as set out in Paragraph 3 of Attachment 1 – Service Specification and will be based on Statement of Works. The milestones number and the associated costs are listed below:



Payment will only be made following delivery of each outlined milestone and the corresponding Statement of Work and where an acceptance criteria is specified in the relevant Statement of Work, the relevant acceptance criteria has been met.

If this Call-Off Contract or any Statement of Work is ended early by the Buyer for any non-fault based reason, the Supplier will be paid for each milestone on a time and materials basis (not to exceed the relevant milestone cap).

Invoice Details

The Supplier will issue Electronic Invoices in accordance with the agreed Payment Profile. The Authority will pay the Supplier within 30 days of receipt of a valid invoice.

All invoices must be sent to:

The Supplier must send invoices to Home Office Shared Service Team –
HosupplierInvoices@homeoffice.gov.uk.

All invoices must include:

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs, PO number and contract reference.

Please ensure the criteria below are adhered to when submitting invoices/credit notes. Any mails received not meeting the criteria will **not** be processed.

- Invoices/credit notes should be submitted via email in pdf, tiff, jpeg or png format but Excel is **not** supported.
- Multiple invoices should be split across different attachments (which can be attached to the same email). 1 attachment = 1 invoice. Up to a maximum total attachment size of 5mb
- Zip files or any files that are password protected / encrypted will **not** be processed.
- Emails saved as attachments within an email will **not** be processed.
- Do not include an underscore symbol “_” in the title/subject of your email.
- SSCL email address is system monitored and is for inbound invoices/credit notes only- any text in the body of your email, or attachments submitted in file formats other than those listed above **will not be actioned or viewed by anyone**.

Statements of account should be submitted via email to: Supplier-Reconciliations@homeoffice.gov.uk All other enquiries and correspondence should be submitted to: Email: Finance-AP-Enquiries@homeoffice.gov.uk Telephone: 0345 010 0125



Method of Payment

Guidance Note – insert method of payment e.g. BACS.

The payment method for this Contract is BACS

Contract Anticipated Potential Value: £3,741,304.00 (excluding VAT)

Guidance Note: for procurement purposes the Buyer will need to include details of the overall anticipated potential value of this Contract over the Contract Period

Part 3 – Additional and Alternative Buyer Terms

Additional Schedules and Alternative 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 Lot 1.

Additional Schedules

Guidance Note: Tick any applicable boxes below

Additional Schedules	Tick as applicable
S1: Business Continuity and Disaster Recovery	<input type="checkbox"/>
S2: Continuous Improvement	<input type="checkbox"/>
S3: Supply Chain Visibility	<input type="checkbox"/>

Where selected above the Additional Schedules set out in document RM6100 Additional Terms and Conditions Lot 1 shall be incorporated into this Contract.

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"/>

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lot 1 shall be incorporated into this Contract.

Liability

*Guidance Note: to the extent that the Buyer would like to **increase** the limits of liability contained in Clause 12.1 of the Call-Off Terms, then specify the alternative limit below. Neither party is permitted to lower the limits set out in Clause 12.1 of the Call-Off Terms.*

The limitation of liability is set out in Clause 12.1 of the Call-Off Terms.



Termination for Convenience

Guidance Note: insert details of the notice period for termination for convenience where such period needs to be shorter or longer than the standard position under the Call-Off Terms.

The notice period for termination of convenience is set out in Clause 19.1 of the Call-Off Terms

Section C

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.*

[REDACTED]



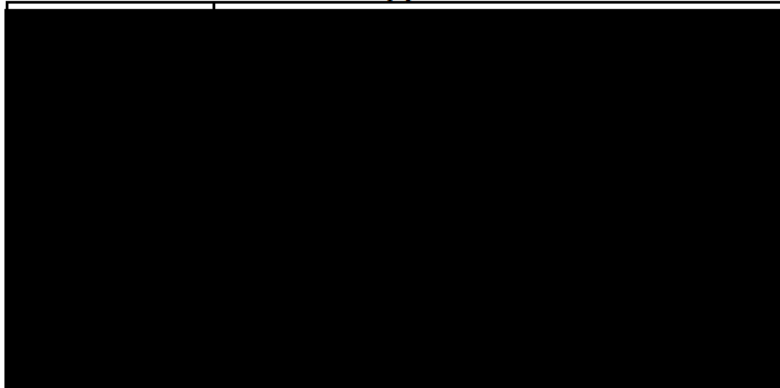
Section D

Contract award

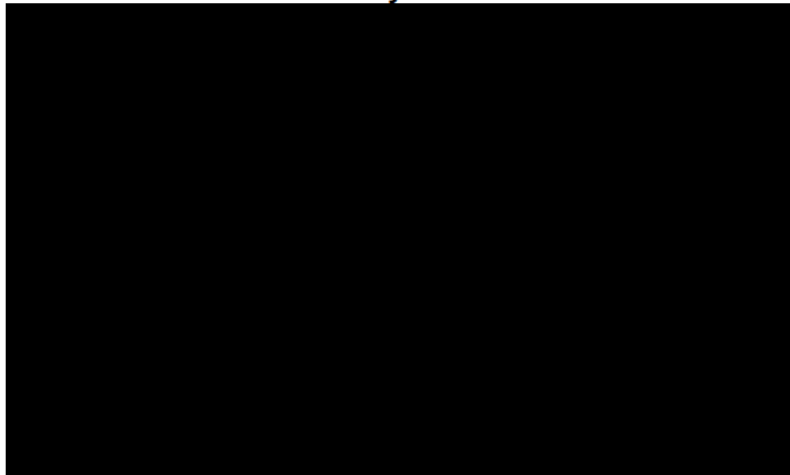
This Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

SIGNATURES

For and on behalf of the Supplier

For and on behalf of the Buyer



Attachment 1 – Services Specification

1 SCOPE OF REQUIREMENT

- 1.1 The Supplier will ensure business support services are provided to enable and support the delivery of the Cyclamen Service Re-procurement Programme. This includes leading on and developing the necessary artefacts and documentation sets, project management, stakeholder management, governance procedures, and fully understanding and supporting the technical requirements required to support the running of a complex procurement process. The re-procurement is for service and maintenance of fixed and mobile radiological and nuclear (RN) detection equipment, remote IT (including hardware support, central IT, and monitoring), site infrastructure and test site management. The new contract will also include the ability to buy specialist RN equipment (e.g., portals).
- 1.2 The Supplier will need to have the capability and technical expertise to communicate with stakeholders, including Service Delivery, Product Managers, Technical Architects, and other Subject Matter Experts, such as Security, Finance, Legal and Commercial. The Supplier will also need to navigate and manage governance processes, both internally and externally, and have the right culture and skill sets to communicate at all levels.
- 1.3 The Supplier will recognise that change may be required to the plan and will continue to adopt a flexible approach to adapt and reprioritise activities accordingly. Where the Supplier believes such change(s) will introduce risk to the delivery of any of the deliverables within an agreed contract and their corresponding due dates, the Supplier will mutually agree with the Authority the desired outcome and reflect any impact to deliverables and due dates defined in this statement of requirements through a change note (Clause 32 of the Call Off Terms (Variations)).

2 THE REQUIREMENT

The Supplier shall:

- 2.1 Manage all internal and external programme governance and approvals processes and gateways supported by the correct documentation, including Business Cases (HMT Green Book).
- 2.2 Review and update the requirements pertaining to the procurement exercise and develop necessary artefacts. All governance procedures must be followed as agreed with the Authority.



- 2.3 Set up and manage a PMO function including stakeholder engagement and relevant communications. The supplier should also lead/support on presenting to the necessary governance bodies.
- 2.4 Produce artefacts for market engagement and supplier events in collaboration with Home Office (HO) Commercial.
- 2.5 Produce specifications and other relevant artefacts that may be shared with potential suppliers during the procurement(s). HO Commercial will lead on all procurement and commercial activities, which the supplier will be required to support.
- 2.6 Manage all project management activity necessary to complete the evaluation and moderation of the Invitation to Submit Initial Tender (ISIT) stage of the re-procurement.
- 2.7 Manage all project management activity necessary to complete the Negotiation phase of the re-procurement.
- 2.8 Manage all project management activity necessary to complete the Invitation to Submit Final Tender (ISFT) phase of the re-procurement.
- 2.9 Manage all project management activity necessary to complete the Evaluation and Moderation of Final Tender phase of the Cyclamen re-procurement.
- 2.10 Provide documentation for the Full Business Case and evaluation governance post-ISFT phase of the cyclamen re-procurement.
- 2.11 Develop the necessary artefacts for Gateway reviews.
- 2.12 Track and support HO Commercial in the creation of relevant documentation for Contract Award and signature phase of the Cyclamen re-procurement.
- 2.13 Manage the Exit and Transition phase of the Cyclamen re-procurement.
- 2.14 Provide updates on performance management, via the weekly delivery report, to the Authority.
- 2.15 **Social Value:** Ensure appropriate measures are taken to tackle inequality in employment, skills and pay in the contract workforce.

3 KEY MILESTONES AND DELIVERABLES

- 3.1 The Supplier shall achieve the milestones as per this statement of requirements. Changes to these milestones will be permitted at the discretion of the Authority through a change note (Clause 32 of the Call Off Terms (Variations)).



- 3.2 The following Contract milestones/deliverables shall apply (please note that the description is not exhaustive).

Milestone/ Deliverable	Description	Timeframe or Delivery Date
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1	<p>Support Pre-SQ work:</p> <ul style="list-style-type: none">• Support commercial with drafting of the following schedules<ul style="list-style-type: none">○ Schedule 2○ Schedule 3○ Schedule 4○ Schedule 5○ Schedule 8○ Schedule 12○ Schedule 13○ Schedule 14○ Schedule 21○ Schedule 24○ Schedule 25○ Schedule 26○ Schedule 31• Complete Requirements for SQ• Governance and oversight of final OBC Cost modelling	By 31st July 2024
2	<p>Support the Selection Questionnaire (SQ) stage:</p> <ul style="list-style-type: none">• Compile moderation packs• Support commercial with the development of supplier letters.• PMO – Coordinate, report, and lead on programme management activity across the various workstreams• Lead on the briefing, attendance, and engagement with the appropriate boards and governance processes.	By 31 st October 2024
3	<p>Support evaluation and moderation of Initial Tender's:</p> <ul style="list-style-type: none">• Book – Evaluator training/briefing sessions.• PMO – Coordinate, report, and lead on programme management activity across the various workstreams• Compile and issue moderation packs• Collate bidder feedback from moderation notes.• Governance – Lead on the briefing, attendance, and engagement with the appropriate boards and governance processes.	By 28 th February 2025



4	<p>Support the negotiation preparation (A) and Internal and External Governance processes (B):</p> <p>A:</p> <ul style="list-style-type: none">• Support Commercial in developing bidder specific topics for negotiation.• Coordinate early engagement with His Majesties Treasury and Cabinet Office officials ahead of Full Business Case (FBC). <p>B:</p> <ul style="list-style-type: none">• Support monthly engagement with CAB/IC ahead of FBC.• Support monthly engagement with HMT/Cabinet Office ahead of FBC.• Support early engagement with CAB/IC, HMT/CO ahead of FBC.• Support initial communications with bidders.• Support commercial with a Programme Board update/s on negotiation	<p>By 31st March 2025</p> <p>By 30th June 2025</p>
5	<p>Support the BAFO (Best And Final Offer)/ISFT (Invitation to Submit Final Tender) Stage:</p> <ul style="list-style-type: none">• Monthly engagement with CAB/IC, HMT/CO ahead of FBC• Coordinate documentation preparation.• Manage and coordinate clarification questions with internal stakeholders and Subject Matter Experts• PMO – Coordinate, report, and lead on programme management activity across the various workstreams• Governance – Lead on the briefing, attendance, and engagement with the appropriate boards and governance processes.• Develop the FBC in alignment with the procurement process (Management Case to be developed by Home Office)	By 31 st July 2025



6	<p>Support the completion of final evaluation and moderation:</p> <ul style="list-style-type: none">• Work with commercial to confirm roles, responsibilities, authority for decision making for the final tender moderation stage.• Book dates for evaluation and moderation of final tender.• Coordinate monthly engagement with CAB/IC, HMT/CO.• Develop FBC (Management Case to be owned by Home Office)• PMO – Coordinate, report, and lead on programme management activity across the various workstreams• Governance – Lead on the briefing, attendance, and engagement with the appropriate boards and governance processes.	By 31 st October 2025
7	<p>FBC governance:</p> <ul style="list-style-type: none">• Develop and finalise the FBC as per the outcome of the final tender stage.• Collaborate with Home Office Management Case author to apply feedback and review comments across all sections of the FBC.• Support the FBC finalisation through review cycles with internal reviewers and SRO• Hold FBC working groups• Coordinate monthly engagement with CAB/IC, HMT/CO.• Develop artefacts relevant to Requirements, Business Case and Programme Management workstreams for gateway review• PMO – Coordinate, report, and lead on programme management activity across the various workstreams• Governance – Lead on the briefing, attendance, and engagement with the appropriate boards and governance processes e.g. InvestCo and gateway review.	By 31 st March 2026



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4 MANAGEMENT INFORMATION/REPORTING

- 4.1 The Supplier will provide weekly delivery updates to the programme team, outlining 1) what work has been completed that week 2) what work will be completed in the coming weeks, 3) actual monies spent in current financial year and 4) forecast monies to be sent in current financial year.
- 4.2 The Supplier will have a monthly call with the Authority to review overall supplier performance, and to address issues & concerns from the Authority.

5 CONTINUOUS IMPROVEMENT

- 5.1 The Supplier shall practice continuous improvement in the delivery of the managed service provided to the Authority throughout the Contract duration.
- 5.2 The Supplier should present new ways of working to the Authority during quarterly contract review meetings.
- 5.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented (as per Clause 32 of the Call off Terms and Conditions (Variations)).

6 QUALITY

- 6.1 Quality will be ensured through the following means:
- Regular performance reviews with Cyclamen programme team
 - Subject Matter Experts will review and sign off work produced by the Supplier to ensure that it is up to the required standard.
 - The production of a quality management plan, to be presented to the authority in the bid.



7 DELIVERY

- 7.1 The Supplier shall provide the necessary capability throughout the duration of the Contract to consistently deliver a quality service.
- 7.2 The Supplier shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 7.3 The Supplier must ensure their programme team is mapped to the appropriate SFIA level.
- 7.4 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.
- 7.5 The Supplier shall ensure they comply with the Authority's security and confidentiality requirements.

8 SERVICE LEVELS AND PERFORMANCE

- 8.1 The Supplier shall achieve the Milestones set out in this statement of requirements. Changes to these milestones will be permitted at the discretion of the Authority.
- 8.2 The Supplier will be measured against the following Key Performance Indicators (KPIs):

KPI/SLA	Service Area	KPI/SLA description	Target
1	Programme team Capacity	Ensure that the team is sufficiently resourced for the duration of the contract period to fulfil all deliverables on time, and to the expected standard.	Team must operate at no less than 80% occupancy at any time.
2	Management reporting	Weekly delivery report to be sent to programme team every Friday Morning.	100%

9 CONTRACT MANAGEMENT

- 9.1 Attendance at quarterly Contract Review meetings shall be at the Supplier's own expense. Quarterly Contract Review meetings will take place every second Friday of each quarter.



10 LOCATION

- 10.1 The Supplier is not required at a particular location to deliver the Services. During the delivery of the Services, the Supplier may need to attend HO estate locations in Croydon or London, however this is not mandatory, providing the delivery of the Services are not impacted.

11 Expenses

- 11.1 The Authority shall reimburse the Supplier for pre-approved travel to sites, overnight stays and subsistence when visiting 019 and the journey is greater than 200 miles. The Hotel (and if possible, breakfast) will be booked by the authority. This will be in accordance with Home Office travel policy and allowed rates for Managed Services. If the Supplier staff visit a site less than 200 miles from their house, the authority will reimburse their travel costs, or buy their ticket on Corporate Travel Management.
- 11.2 To qualify for reimbursement, the Supplier shall ensure any applicable travel/overnight stay is pre-approved by a Lead Technology or Senior Technology Delivery Manager by email.
- 11.3 For avoidance of doubt, any travel to 2 Marsham Street or Croydon sites will not be reimbursable. The Authority will be provided by the travel evidence (scanned tickets etc) along with the expense submission.



Attachment 2 – Schedule of Processing, Personal Data and Data Subjects

This Attachment 2 shall be completed by the Buyer, who may take account of the view of the Supplier, however the final decision as to the content of this Attachment 2 shall be with the Buyer at its absolute discretion.

1. The contact details of the Buyer's Data Protection Officer are: [REDACTED]
2. The contact details of the Supplier person responsible for data protection matters on this assignment are: [REDACTED]
3. The Supplier shall comply with any further written instructions with respect to processing by the Buyer.
4. Any such further instructions shall be incorporated into this Attachment 2.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor in accordance with Clause 18 of the Contract.
Subject matter of the processing	<p>The contract is for an external managed service firm to be engaged to provide project management support for a Home Office procurement as a managed service with interaction between supplier personnel and Home Office staff.</p> <p>This is not an external customer-facing contract i.e., no data will be collected or handled pertaining to members of the public.</p> <p>Personal data that will be stored and processed is extremely limited and incidental to the core contract e.g. names, work email addresses and phone number of supplier and Buyer staff. Dates of birth of supplier staff to confirm security clearances.</p>
Duration of the processing	For the length of the call off contract.
Nature and purposes of the processing	Processing of personal data will be extremely limited and incidental and will involve internal customer and supplier staff.
Type of Personal Data being Processed	Work emails and phone numbers of customer and supplier staff. Names and dates of birth of supplier staff to confirm security clearances.
Categories of Data Subject	Employees, suppliers, contractors



Attachment 3 – Transparency Reports

The Supplier will provide weekly delivery updates every Friday morning to the programme team, outlining:

- 1) What work has been completed that week.
- 2) What work will be completed in the coming weeks.
- 3) Forecast monies to be spent in current financial year
- 4) Actual monies spent in current financial year.