



**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**

Defence Business Service (DBS) part of the Ministry of Defence (MOD)

**Billing address**

Your organisation's billing address - please ensure you include a postcode  
Via CP&F

**Customer representative name**

The name of your point of contact for this Order  
REDACTED

**Customer representative contact details**

Email and telephone contact details for the Customer's representative  
REDACTED

#### Supplier details

**Supplier name**

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



**Supplier address**

Supplier's registered address  
REDACTED

**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  
Not provided

**Order reference number**

A unique number provided by the supplier at the time of the Further Competition Procedure  
REDACTED

**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
- 2. TRANSITION & TRANSFORMATION
- 3. OPERATIONAL SERVICES
- 4. PROGRAMMES & LARGE PROJECTS 
  - a. OFFICIAL
  - a. SECRET (& above)

**Customer project reference**

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

60399472, 60399589 and 60399574  
(CCIS18A81 Lot 3)

**Call Off Commencement Date**

The date on which the Call Off Contract is formed – this should be the date of the last signature on Section E of this Order Form

01/11/2018

**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

Five (5) months

Commencing on the 1st November 2018  
and expiring on the 31st March 2019

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

Five (5) months

**Minimum Notice Period for exercise of Termination Without Cause**

Thirty (30) days' notice  
(Calendar days)

**Additional specific standards or compliance requirements**

Not Applicable.

**Customer's ICT and Security Policy**

The Supplier shall deliver all services in line with the Requirement Table within section 3.2 of the Specification. This includes all references and obligations relating to ICT and Security policies, procedures and practices.

**Security Management Plan**

The Supplier shall provide a Security Management Plan within 90 days of contract award and this plan shall be executed in line with HM Government security standards.

## 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)*

**1. SPECIFICATION TAKEN FROM THE APPENDIX B – STATEMENT OF REQUIREMENT**

- 1.1 The Contract will commence on Contract Award and expire on the 31<sup>st</sup> March 2019. There will be the option to extend this Contract by a maximum of five (5) months, at the Authority's discretion.
- 1.2 CACI Ltd will be required to:
  - 1.2.1 Assist with the implementation of the firewalls, including configuration, setting rules and intrusion detection, taking the lead role where appropriate.
  - 1.2.2 Review design and build of network infrastructure including Citrix Netscaler to ensure conformation to best industry standards for load balancing and network connectivity.
  - 1.2.3 Work alongside the existing in-house development team and provide knowledge transfer from area of expertise.
  - 1.2.4 Provide post go live support to resolve any issues identified.



1.3 The skillset required for carrying out the works is as follows:

1.3.1 Essential

1.3.2 Experience and knowledge of configuration, implementation and administration of the following:

1.3.2.1 Cisco ASA 5585-X – Version 9.x

1.3.2.2 Cisco Firepower 6.X

1.3.2.3 Cisco Nexus 9000

1.3.2.4 Virtual Firepower Management Centre and Leveraging the 5585-X SFR10 Modules

1.3.2.5 Lan Management

1.3.2.6 Citrix Netscaler

1.3.3 The first week of the post will be required to take place in Cheadle Hulme and the continued project support will be based in Bristol.

1.3.4 Preferred

1.3.5 Previous experience of working on MOD/Other Government Department networks infrastructure.

1.3.6 CCNP qualified (preferably security related) or equivalent experience.

1.4 The works are to be carried out at the Authority's site in Abbeywood, Bristol (See Location Section 21 for further address details). Please be aware that there may be travel to Cheadle Hulme to work with the Production team that will be required by arrangement. Travel and subsistence will be provided at the Authority's rates.

## 2. SUPPLIERS RESPONSE

REDACTED

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

REDACTED



**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) Not Applicable.

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  
**OR**

Not Applicable.



An executed Collaboration Agreement from the Supplier has been provided to the Customer and is attached to this Order Form.

**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**

Not Applicable.

**Third Party Software**

Not Applicable.

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)

None Nominated

**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)

**Call-Off Contract Period – 1st November 2018 to 31st March 2019**

£32,500.00 (excluding VAT)

REDACTED

The works are to be carried out at the Authority's site in Abbeywood, Bristol. However, there may be travel to Cheadle Hulme to work with the Production team that will be required by arrangement. Travel and subsistence will be provided at the Authority's rates.

**Undisputed Sums Limit (£)**

Insert right (see Call Off Clause 31.1.1)

As per Call Off Clause 31.1.1

**Delay Period Limit (calendar days)**

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

Not Applicable.

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

For Call Off Contract Periods of over 12 Months

£32,500.00 excluding VAT

**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 (£)

Not Applicable.

Professional Indemnity Insurance (£)

Not Applicable.



**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) Not Applicable.  
Where applicable insert right

**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) Not Applicable.  
Where applicable insert right

**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) Not Applicable.  
Where applicable insert right

Disaster Period (calendar days)

**Supplier Equipment** (see Call Off Clause B3)

X - Service Failures (number) Not Applicable. Y – Period (Months) Not Applicable.  
Where applicable insert right Where applicable insert right

**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

As identified in Section C – Customer Core Services Requirement

**Customer Responsibilities**

List below or append as a clearly marked document

The Customer will provide resources to work alongside the CACI Ltd for the transfer of skills to take place.

The Authority will arrange to carry out the UKSV checks to ensure that the CACI Ltd Staff hold current security clearance.



The Authority will arrange for the necessary access to site for the CACI Ltd staff for carrying out the work.

**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)

Not Applicable.

**Appointment as Agent (see Call Off Clause 19.5.4)**

Insert details below or append as a clearly marked document

Specific requirement and its relation to the Services

Other CCS framework agreement(s) to be used

Not Applicable.

Not Applicable.

**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)

**KEY MILESTONES**

The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Signed Contract Agreement	Within one (1) day of Contract Award
2	Engagement Meeting between the Authority and the Provider	Within one (1) week of Contract Award
3	Network Configuration	To be completed by 31 March 2019

**Lot 3 - The Provision of Infrastructure Network Configuration**

KPI/SLA	Service Area	KPI/SLA description
1	Delivery Timescales	Completion of the Configuration by 31st March 2019

**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 a Critical Service Level Failure shall include a delay in producing 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 a Critical Service Level Failure shall include a loss of during core hours (08:00 – 18:00 Mon – Fri excluding bank holidays) to the 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.

### **Service Credits**

Formula for calculation

As above.

### **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 **10%** of the Estimated Year 1 Call Off Contract Charges; and

during the remainder of the Call Off Contract Period, **10%** 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.



## 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  
Not Applicable.

### **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  
£32,500.00 excluding VAT for the initial five (5) month period commencing on 1st November 2018 to the 31st March 2019.

REDACTED



## 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	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	02.11.2018

#### For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	02.11.2018



**Annex A - Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects**

Description	Details
Subject matter of the processing	REDACTED
Duration of the processing	REDACTED
Nature and purposes of the processing	REDACTED
Type of Personal Data	REDACTED
Categories of Data Subject	REDACTED
Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	REDACTED