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HSCN Access Services RM3825
Framework Schedule 3
(Template Order Form and Template Call Off Terms) Part 1

Call for Competition Template Order Form Version 6.0

This Order Form must be used to run a Call for Competition under the HSCN Access Services DPS.

Before commencing a Call for Competition and completing this Order Form, please refer to the relevant guidance for your type of procurement, Collaborative or Self Serve ([How to run a further competition under the HSCN Access Services DPS agreement.....](#)) which are available from the Crown Commercial Service (CCS) website on the agreement web page:

<http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3825>

Order Form completion

The Order Form consists of the following sections, please complete as follows:

Section A – General information

The Customer must complete the blue boxes in this section before issue to Suppliers.

The Supplier must complete the grey sections as part of the General Tender Response.

Section B – Details of the requirement

The Customer must complete this section before issue to Suppliers.

Section C – Location details/requirements

The Customer must complete this section before issue to Suppliers.

Section D – Implementation Plan(s) and Milestones

The Customer to complete the Milestones section, as appropriate, before issue to Suppliers.

The Supplier to insert or embed a copy of their Implementation Plan(s) as part of the General Tender Response.

Section E - Compatibility information

The Customer to complete this section, if required, before issue to Suppliers.

Template Call Off Terms

The Customer must amend the template Call Off Terms as required. The revised terms must be issued to Suppliers with the Order Form.

Section F – Supplier response

The Supplier must complete this section for submission as part of the General Tender Response.

Section G - Call Off Contract award

The Supplier must complete the grey boxes in this section.

The Supplier must complete details in the signature box and **sign** before submitting a General Tender Response.

The Customer must complete and sign this section to award a Call Off Contract to the successful Supplier.



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Section A

General information

This Order Form is issued in accordance with the provisions of the HSCN Access Services RM3825.

The Supplier shall supply 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.

The Call Off Terms that will apply to the Call Off Contract are as specified in the Template Call Off Terms (DPS Schedule 3, Part 2). The only amendments that can be made, by the Customer, to the Call Off Terms are those identified in sections B and D of this Order Form, or where permitted in the Template Call Off Terms.

Customer details

Customer Organisation name

Ambulance Radio Programme, on behalf of the Department of Health & Social Care

Customer billing address

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

39 Victoria Street, London SW1H OEU

Customer Representative

The name of your point of contact for this requirement

Customer Representative details

Please provide full address details, email address and telephone number

25 Wilton Road, Victoria, London SW1V 1LW, [REDACTED]

Supplier details

Supplier name

The Supplier organisation name, exactly as it appears on the DPS Agreement. A document listing all Supplier names and registered addresses has been provided for Customers on the agreement web page.

Exponential-e Limited

Supplier address

The Supplier's registered address

100 Leman Street, London, E1 8EU

Supplier Representative

The name of the Supplier point of contact for this requirement

Supplier reference number

A unique number provided by the Supplier at the time of the General Tender Response. This number should be reported in the financial MI return.

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Section B

Details of the requirement

The following details form the basis of a Call for Competition which will be used to award a Call Off Contract. Suppliers must refer to the Statement of Requirements (SoR) attached (which will form Part A of Annex 1 of Schedule 2 of the Call Off Terms) when preparing their General Tender Response.

Customer project reference

C71231

Customer Statement of Requirements (SoR) reference

Statement of Requirements as attached to the eProcurement record in Atamis

Closing date for Supplier responses

4 April 2022

eAuction

Please indicate if you are proposing to utilise an electronic reverse auction following an initial full evaluation of all Supplier General Tender Responses. DPS Schedule 4 (Call for Competition Procedure) paragraph 3 (E-Auctions) outlines the requirements for an eAuction under the agreement.

Yes ☐ No ☒

Call Off Commencement Date

The Call Off Commencement Date is the date of dispatch of this Order Form, following signature by the Customer. This date can be found in section G of this Order Form.

Expected Call Off Commencement Date

Please provide an indication of the planned Call Off Commencement Date. This will assist Suppliers in preparing their bid, but is provided is for guidance only.

1st June 2022

Call Off Contract Initial Period

To be completed by the Customer as part of Call Off Contract formation. Expected to be 36 months, with the option to extend up to a further 24 months



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Please note

Selecting, or ticking 'yes' to any of the following options may have cost implications and limit the ability of some Suppliers to respond to your request for a General Tender Response.

Please ensure you read the 'How to run a Call for Competition' guidance which is available on our agreement web page. Details of the implications and risks of the following options are outlined in this guidance.

Service compatibility assessment required?

Tick if required. See clause 6.1.4 (c) (E) of the Call Off Terms and Section E of this form which requires you to provide additional information.

Yes ☐

Bespoke information security management systems (ISMS) required?

Tick if required. See call-off Schedule 7

Yes ☐

Customer Security Policy or ICT Policy to apply?

Tick if required. See call-off Schedule 7 and clauses 6.1.3 and 7.3.3 of the Call Off Terms for references.

Yes ☒

Service Level requirements

Flexibility is required. HSCN and the secure web gate services are different - As a minimum, 200MB is sufficient for Web Filtering. HSCN no specific bandwidth the internet requirement, for web filtering is 200MB, HSCN offers flexible in 100MB chunks. ARP would like to see an option for pricing 100MB increments, with 100MB as a minimum.

The KPI's to this contract are outlined below:

KPI	SLA Performance Criteria Key Title	Measurement	Service Level Performance Measure Threshold	Service Credit
KPI 1	Network Availability	Monthly	99.98% Severe KPI Failure ,99.85.%	Where the level of performance is greater than 99.85% and less than 99.98% in any particular Service Period (24x7x365(366 days in a leap year)), the Service Credits shall be equivalent to seventy three percent (73%) of the Call Off Contract Charges for the Operational Services for all Service Recipients applicable to 1 Service Day in the relevant Service Period. Where the level of performance is less



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				than or equal to 99.85% in any particular Service Period, the Service Period, Service Credits shall be equivalent to seventy three percent (73%) of the Call Off Contract Charges for the Operational Services for all Service Recipients applicable to 2 Service Days in the relevant Service Period.
KPI2	Fix Times 24x7x365(366 days in a leap year))	Monthly	Service Severity Level 1 Service Incident <4 hrs Service Severity Level 2 Service Incident <6 hrs Service Severity Level 3 Service Incident <3 Working Days Service Severity Level 4 Service Incident < next released Update or Upgrade (at no additional cost to the Customer)	<p>In respect of:</p> <ul style="list-style-type: none"> Severity 1 and 2 Service Incidents, where the level of performance is less than 100%; and/or Severity 3 and 4 Service Incidents, where the level of performance is less than 95%, <p>The Service Credits shall be equivalent to seventy three percent (73%) of the Call Off Contract Charges for Operational Services applicable to all Service Recipients for 1 Service Day in the relevant Service Period</p>



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KPI3	An incident will be raised within 30 mins following the the Customer reporting or systems alerting and confirming a Service impacting or resilience impacting event	Monthly	100%; Severe KPI Failure 99.99%	The Service Credits shall be equivalent to seventy three percent (73%) of the Call Off Contract Charges for Operational Services applicable to all Service Recipients for 1 Service Day in the relevant Service Period.
KPI4	Responding to Service Requests	Monthly	Priority 1 Service Request <4 hrs 24x7x365 (366 days in a leap year)) Priority 2 Service Request <6 hrs within Working Hours Priority 3 Service Request <3 hrs Working Days	<p>In respect of:</p> <ul style="list-style-type: none"> • Priority 1 and 2 Priority Service Requests, where the level of performance is less than 100%; • and/or Priority 3 Service Requests, where the level of performance is less than 95%; <p>The Service Credits shall be equivalent to seventy three percent (73%) of the Call Off Contract Charges for Operational Services applicable to all Service Recipients for 1 Service Day in the relevant Service Period</p>

Fix Times Severity Levels

"Severity Level 1"	a Service Incident which, in the reasonable opinion of both the Customer and the Supplier:
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	<ul style="list-style-type: none"> constitutes a loss of the Service which prevents a large group of End Users from working; has a critical impact on the activities of the Customer or a Service Recipient; causes significant provable direct financial loss and/or disruption to the Customer or a Service Recipient; or results in any material loss or corruption of Customer Data; <p>Non-exhaustive examples:</p> <ul style="list-style-type: none"> total network failure resulting in loss of operations; or elements of the network failing causing a major impact to one or more Service Recipients.
"Severity Level 2"	<p>a Service Incident which, in the reasonable opinion of both the Customer and the Supplier has the potential to:</p> <ul style="list-style-type: none"> have a major (but not critical) adverse impact on the activities of the Customer or a Service Recipient and no workaround acceptable to the Customer is available; or cause a provable financial loss to the Customer or a Service Recipient which is more than trivial but less severe than the significant financial loss described in the definition of a Severity 1 Service Incident unexpected loss of data centre level resilience ; <p>Non-exhaustive examples:</p> <ul style="list-style-type: none"> elements of the network failing causing moderate impact to a Control Room Operator (CRO)
"Severity Level 3"	<p>a Service Incident which, in the reasonable opinion of both the Customer and the Supplier has the potential to produce an inconvenient situation in which the Services are usable for normal operational purposes, but do not provide a function in the most convenient or expeditious manner and the End User suffers little or no significant impact.</p> <p>Non-exhaustive example: loss of access to the management information service; and</p>
"Severity Level 4"	<p>a Service Incident which, in the reasonable opinion of the Customer, has the potential to have only a minor adverse impact on the provision of the Services, to End Users and which is reasonably correctable through an Update or Upgrade (at no additional cost to the Customer)</p> <p>Non-exhaustive example: localised minor degradation of the service to the End Users;</p>

Service Request Priority Levels



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"Priority 1 Service Request"	<p>A Service Request which in the reasonable opinion of both the Customer and the Supplier is deemed critical to all service recipients as it:</p> <ul style="list-style-type: none"> • will prevent Loss of Life <p>Non-exhaustive example:</p> <ul style="list-style-type: none"> • Provision of access to COSHH, toxin, medical or pharmacological data blocked by web security protection, necessary for the prevention of loss of life
"Priority 2 Service Request"	<p>A Service Request which in the reasonable opinion of both the Customer and the Supplier is deemed essential to all service recipients as it:</p> <ul style="list-style-type: none"> • will ensure the operational safety and security of service recipients • will provide additional access to information and services deemed essential by all service recipients <p>Non-exhaustive example:</p> <ul style="list-style-type: none"> • Provision of access to supplemental information being blocked such as operational processes, procedures necessary of the ongoing provision of service, but not life impacting • Blocking of material or systems access which may jeopardise the functioning of vehicles or operators
"Priority 3 Service Request"	<p>A Service Request which does not directly impact the prevention of loss-of-life or operational performance: including</p> <ul style="list-style-type: none"> • Blocking access to material, websites, or systems access outside of the ARP network • Creation of Allow List exceptions for access to previously restricted data

Reporting Requirements

Within seven (7) Working Days of the end of each Month, the Supplier shall provide a report to the Customer Representative which summarises the service performance against each of the Performance Indicators. The Report shall be in such format as agreed between the Parties from time to time and contain, as a minimum, the following information:

- (a) for each Key Performance Indicator, the actual performance achieved over the Service Period, the performance achieved over the previous 12 Service Periods and the underlying data that supports such performance;
- (b) a summary of all Performance Failures that occurred during the Service Period and the supporting information relating to the cause of any such Performance Failures;
- (c) the status of any Performance Failures including actions to resolve and mitigating actions by the Supplier to prevent further occurrences;
- (d) for any KPI Failures occurring during the Service Period, the cause of the relevant KPI Failure and the action being taken to reduce the likelihood of recurrence;



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- (e) the status of any outstanding Rectification Plan processes, including:
 - (i) whether or not a Rectification Plan has been agreed; and
 - (ii) where a Rectification Plan has been agreed, a summary of the Supplier's progress in implementing that Rectification Plan;
- (f) for any repeat Performance Failures, actions taken to resolve the underlying cause and prevent recurrence;
- (g) the Service Credits to be applied, indicating the KPI Failure(s) to which the Service Credits relate;
- (h) the conduct and performance of any agreed periodic tests that have occurred, such as the annual failover test of the BCDR Plan and confirmation of any follow on actions or dates of re-testing to achieve compliance;
- (i) relevant particulars of any aspects of the Supplier's performance which fail to meet the requirements of this Call Off Contract;
- (j) such other details as the Customer may reasonably require from time to time

Social Value Reporting

Within ten (10) Working Days of the end of each Quarter, the Supplier shall provide a report to the Customer Representative which outlines their performance against Social Value Initiatives outlined below for at their Supplier organisation:

(a) Tackling Economic Inequality

- Number of apprenticeship opportunities (Level 2, 3, and 4+) created by UK region.
- Number of training opportunities (Level 2, 3, and 4+) created, other than apprentices, by UK region.
- Number of people-hours of learning interventions delivered, by UK region.

(b) Equal Opportunity

- Number of full-time equivalent (FTE) disabled people employed, by UK region and the total percentage of full-time equivalent (FTE) disabled people employed, as a proportion of the total FTE workforce, by UK region.
- Number of disabled people on apprenticeship schemes (Level 2, 3 and 4+) or other training schemes, by UK region and the total percentage of disabled people on apprenticeship schemes or other training schemes, as a proportion of the total FTE workforce, by UK region.
- Number of full-time equivalent (FTE) people from groups under-represented in the workforce, by UK region and the total percentage of people from groups under-represented in the workforce employed, as a proportion of the total FTE contract workforce, by UK region.
- Number of people from groups under-represented in the workforce on apprenticeship schemes (Level 2, 3 and 4+) or other training schemes, by UK region and the total percentage of people from groups under-represented in the workforce on apprenticeship schemes or other training schemes, as a proportion of the total FTE workforce, by UK region.

Operational Changes

Any changes of an operational nature identified by the Supplier to improve operational efficiency of the Services shall not be regarded as Changes and may be implemented by the Supplier provided without following the Variation Procedure provided they do not:



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- (A) Have an impact on the business of the Customer;
- (B) Require a change to this Agreement;
- (C) Have a direct impact on the Services; or
- (D) Involve the Customer in paying any additional Charges or other Costs
- (E) Deviate from defined best practice for IT Change (ITIL)

The Supplier shall maintain a written record of all such changes which shall be made available to the Customer upon request. If either Party is in doubt about whether a change falls within this Paragraph, then it must be processed as a change. The Supplier may request a change of an operational nature or similar by submitting a written request therefore ("RFOC") to the Customer representative consistent with the Customer's procedures for managing RFOC's.

The Customer may request a change of an operational or similar nature as referred to in in this Paragraph by submitting a written request therefore RFOC to the Supplier representative. If the Supplier requires resources other than those ordinarily deployed in the provision of the Service to review an RFOC requested by the Customer, the Supplier must bring this to the attention of the Customer prior to commencing the RFOC. In such circumstances, if the Customer wishes the RFOC too proceed, the Customer shall pay any reasonable costs incurred by the Supplier in assessing the RFOC. For the avoidance of doubt, the Supplier will not be able to retrospectively recover costs incurred during the RFOC that were not agreed by the Customer prior to the commencement of the RFOC.

The RFOC shall include the following details:

- (A) The proposed change of an operational or similar nature (as referred to in Paragraph 18.3.1); and
- (B) The time-scale for completion of the proposed RFOC

The Supplier shall inform the Customer of any impact on the Services that may arise from the change contemplated by the RFOC

The Supplier shall complete the proposed change by the timescale specified for completion the RFOC, and shall promptly notify the Customer when the change is completed. Where the Supplier cannot meet the requested timescales they will inform the Customer in writing and provide alternate timescales.

Additional performance monitoring requirements?

Tick if required. See Call-Off Schedule 6, Annex 1 to part B

Yes ☐

Additional performance monitoring requirements

Please provide details of requirements

[Click here to enter text.](#)

Appointment of Key Personnel?

Tick if required and insert descriptions of Key Roles and associated responsibilities to be fulfilled by Key Personnel in this box below. See clause 23 of the Call Off Terms

Yes ☐



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Supplier business continuity and disaster recovery (BCDR) plans

Standard Supplier plan required?

Check the box below if you wish the Supplier to provide their 8 Standard BCDR plan as part of their Tender response. See clause 11 of the Call Off Terms, Schedule 8 of the Call Off Terms, and the SOR. Supplier's RFP Response.

Yes ☒

Bespoke BCDR Plan required?

Tick if required. See clause 11 of the Call Off Terms and Schedule of the Call Off Terms.

If required, please provide additional information in your

Yes ☐

Financial distress provisions required?

Tick if required. See clause 19 of the Call Off Terms and Schedule 5 of the Call Off Terms. Complete Rating Agency section below if required.

Yes ☒

Rating Agency 1

Please give name of required Rating Agency, see Call Off Schedule 5.

Dun & Bradstreet

Rating Agency 1 - Credit Rating Threshold

Please state the minimum credit rating level, see Call Off Schedule 5

3a

Payment terms/profile required?

Tick if required. See paragraph 4 of Call Off Schedule 3.

Yes ☒

Relevant Convictions apply?

Tick if required. See clause 24.2 of the Call Off Terms.

Yes ☒

Additional clause "Security measures" required?

See Call Off Schedule 13, paragraph 2.2.1

Yes ☒



General Data Protection Regulations (GDPR)

1 Customer/Controller, Supplier/Processor

Section 1 of Call Off Schedule 15 of the Call Off Terms sets out details of the Processing of Personal Data and Data Subjects that the Customer, as Data Controller, is stating that the Supplier is authorised to do (see Clause 30.7.1).

Part A of Call Off Schedule 15 Section 1 defines "Customer Contact Data" and the Supplier shall be permitted to Process Customer Contact Data outside of the EU, provided that the conditions listed under Clause 30.7.3(d) are fulfilled. The content of Part A has been defined to include that Personal Data which a telecommunications supplier is likely to need to process under their usual business operating model and represents what can be considered are low risk customer personnel and/or customer representatives contact details. The template content is the expected default position but Customers need to be aware of their own responsibilities under GDPR and may decide, based on their statement of requirements, that it needs varying to best suit their needs.

Customers should be aware that reducing the scope of the Personal Data set out in Part A of Section 1 of Call Off Schedule 15 may restrict the suppliers that are able to provide the Services and may increase the associated Charges.

If varying Part A set out and highlight any amendments in the relevant table below.

Part B of Call Off Schedule 15 Section 1 defines any other Personal Data that the Customer is stating the Supplier is authorised to Process under Clause 30.7.1, but where the conditions set out in Clause 30.7.3 (d) must be fulfilled, including separate consent from the Customer in order for that Personal Data to be Processed outside the EU. ***Where applicable, Customers should populate the relevant table below.***

NB The Supplier will populate the list of Notified Sub-processors applicable to Parts A and B of Call Off Schedule 15 within Section F of this Order Form

Part A: Customer Contact Data

Description	Details
Subject matter of the Processing	Contact details of Customer personnel and/or Customer representatives, including those from relevant suppliers to the Customer, that the Supplier needs to contact, interact with or record in order to perform the Services and/or to administer the Call Off Contract
Duration of the Processing	Unless required under the Law, no longer than is necessary for the purpose(s) for which the data is held and no longer than up to six (6) Months after the expiry or termination of the Call Off Contract (including any Termination Assistance Period, where applicable).
Nature and purposes of the Processing	<p>To facilitate the fulfilment of the Supplier's obligations and/or Customer responsibilities under the Call Off Contract, including only, with regard to the subject matter of the processing, the collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means)</p> <p>The purposes of the Processing of Customer Contact Data are to:</p> <ul style="list-style-type: none"> i. administer, track and fulfil orders for the services; ii. implement all or any of the services; iii. manage and protect the security and resilience of the services; iv. manage, track and resolve incidents associated with the services; v. administer access to online portals relating to the services;



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	vi. compile, dispatch and manage the payment of invoices; and vii. administer the Call Off Contract.
Type of Personal Data	Only the following data attributes for each of the personnel which are the subject matter of the Processing: full name, role (in the context of this Call Off Contract), work address, work email address and work telephone number(s)
Categories of Data Subject	Customer personnel and/or Customer representatives, including those from relevant suppliers to the Customer, that the Supplier needs to contact, interact with or record in order to perform the Services and/or to administer the Call Off Contract.
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 [the Supplier shall return and destroy all Personal Data in compliance with the Data Protection Legislation and Call Off Schedule 9 (Exit Management)]

Part B: Other Personal Data [Defaulted to 'None', Customer to complete as appropriate to their requirement]

Description	Details
Subject matter of the Processing	[None]
Duration of the Processing	[None]
Nature and purposes of the Processing	[None]
Type of Personal Data	[None]
Categories of Data Subject	[None]
Plan for return and destruction of the data once the Processing is complete	[None]
<u>2 Joint Controllers</u> "Not Applicable"	

Additional clause "Access to MOD sites" required?

See Call Off Schedule 13, paragraph 2.2.2

Yes ☐

Any other changes

If you have made changes to any sections of the Call Off Terms that have not been captured in the Order Form, please use this section to draw them to the attention of the Suppliers

Yes ☐

Please state with brief description:

Non-Crown Body?

Please indicate if you are a Crown or non-Crown Body.

See Call Off Schedule 13, clause 2.1.3

The RFP includes Crown Bodies and Non-Crown Bodies (identified in Annex D section 2.2.2).

Non FOIA Public Body?

Please indicate if you are an FOIA Public Body or non-FOIA Public Body. See Call Off Schedule 13, clause 2.1.4

FOIA Public Body ☐ Non FOIA Public Body ☐



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Crown Body ☒ Non-Crown Body ☐



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Section C

Location details/requirements

Please provide details of all the locations where the Supplier will be required to deliver the Service/s requested (this will be necessary for Suppliers to provide accurate quotations).

For each Site to be covered by this Order Form, please provide the full postal address, including postcode. If a postcode is not available please provide an Ordnance Survey National Grid reference, which can be found using an internet search such as [Grid Reference Finder](#).

This is outlined in the Statement of Requirements document.

Site address	Site postcode	Required service commencement date
Corsham - Spring Park Westwells Road, Corsham	SN13 9GB	As soon as possible
Farnborough - Cody Park, Farnborough	GU14 0LH	As soon as possible

(Provide further Site details as required)



Section D

Initial implementation and milestone requirements

One or more Implementation Plans will be required and there may be one Implementation Plan per Service Instance. This Section D must set out sufficient information to enable the Supplier to produce the relevant implementation materials (which may include draft implementation plan(s)) required for the Services, which shall include, as a minimum, the following:

- descriptions of the Milestone and Milestone Acceptance Criteria models the Customer wishes to apply to the Implementation Plan(s);
- a indication of the Service Instances to be included on the draft implementation plan(s); and
- the level of detail required in the Supplier's draft Implementation Plans provided in section F.

[Guidance Note: describe the Milestones and Milestone Achievement Criteria to be applied to the Implementation Plans provided by the Supplier. Where different Milestones and/or Milestone Achievement Criteria are required for different Implementation Plans explain which are applied and when. Note that each Implementation Plan must have a milestone described as being the 'Go-Live Milestone'. If a bespoke BCR Plan or bespoke ISMS is required, update the below to include an approved version of the relevant products as Milestone M1 Milestone Acceptance Criteria.]

Milestones and Milestone Achievement Criteria

When applicable: The Milestones and Milestone Achievement Criteria set out below will apply to each Implementation Plan.

Milestone table:

<i>Milestone ID and title</i>	<i>Milestone Payments scope</i>	<i>Delay Payments amount (£)</i>	<i>ATP/CP</i>
M1 (Go-Live Milestone)	All set-up charges will be paid on Achievement of Milestone M1.	Zero	ATP
M2 (Service Stable Milestone)	None. The charges for Live Operations are withheld until Milestone M2 is Achieved.	Zero	CPP

Milestone Achievement Criteria:

Milestone M1: Go Live	
Unique Ref	Acceptance Criteria



M1-1	<p>The Supplier evidences to the Customer's satisfaction that the Implementation Plan includes the following with appropriate time allowed for Customer activities:</p> <p>Any required transfer of assets from the incumbent</p> <ul style="list-style-type: none"> - Any required technical and operational design - Any required order placement activity with underlying infrastructure provider(s) - Any required technical and operational build - Commissioning testing, customer acceptance testing and service acceptance testing - Those required under the Migration Addendum to the HSCN Obligations Framework - For the Implementation Plan only, the provision of the standard/bespoke BCDR Plan. - For the first Implementation Plan only, the provision of the Security Management Plan - All Customer responsibilities, including Customer approval activity. - Customer approval for Supplier's design and test plan documents
M1-2	The Supplier evidences to the Customer's satisfaction that all design, build and Commissioning Testing has been completed appropriately.
M1-3	The Supplier evidences to the Customer's satisfaction that any required Customer Acceptance Testing has been completed appropriately.
M1-4	The Supplier evidences to the Customer's satisfaction that Service Acceptance Testing has been completed appropriately.
M1-7	For the first Implementation Plan only, the provision of the Security Management Plan that has been approved by the Customer.
M1-8	The Customer approves that it has all necessary live operational documentation to enable it to interact with the Supplier in live operations. To include for example, invoice formats, contact details, process and guidance documentation.
M1-9	<p>The Supplier evidences to the Customer's satisfaction that sufficient Supplier live operational staff (including Key Personnel where applicable) are recruited and ready for live service operations.</p> <p>Training for operational staff</p>
M1-10	Any commercial issues identified to date are visible to both Parties and an agreement on how they are to be handled has been reached between the Parties.
M1-11	Customer approves that the defects are at a level that is appropriate for progression to live service operations – Supplier to ensure visibility of defects to Customer.
M1-12	Approval by the Customer that all Milestone M1 activities have been successfully completed.
Milestone M2: Service Stability	
Unique Ref	Acceptance Criteria



M2-1	<p>With regard to the live operation of the Service(s), the Supplier evidences to the Customer's satisfaction that:</p> <ul style="list-style-type: none"> - The services are operating in accordance with the requirements - All Service Levels are being met or exceeded - All incidents that have been raised have been resolved or are being progressed appropriately - All live operational reports, processes and procedures are working effectively, including where applicable, but not limited to: <ul style="list-style-type: none"> o Invoicing products and processes o All required service managements products, reports and processes o All Performance Reporting products, reports and processes o All finance related products, reports and processes - Appropriate progress is being made to resolving any issues taken into live service (as agreed under the Milestone M1 Milestone Achievement Certificate).
M2-2	Any commercial issues identified to date are visible to both Parties and an agreement on how they are to be handled has been reached between the Parties.
M2-3	Approval by the Customer that all Milestone M2 activities have been successfully completed.

Customer Responsibilities

The following Customer Responsibilities will be applicable to each Implementation Plan.

- The Customer shall, in good time, provide all information reasonably requested by the Supplier in order to facilitate the development of an Implementation Plan, including the agreement of the timings for access to the Site(s).
- Where requested by the Supplier, the Customer shall obtain or procure any necessary Work Permits and Site Way Leaves relating to Customer Premises.
- The Customer shall prepare the Site(s) in accordance with the Supplier's reasonable instructions.
- The Customer shall be responsible for the reconfiguration of the Customer System where that is necessary for the Supplier to provide the Services.
- The Customer is responsible for the termination and decommissioning of the redundant services following a successful migration to the Services.
- The Customer shall be responsible for ensuring that any supplier(s) of the Customer System provide any necessary contribution to the Testing of the Services.
- The Customer shall, in good time, provide all support reasonably requested by the Supplier in order to facilitate the execution of an Implementation Plan. All requests from the Supplier shall take account of, and where possible minimise, the time commitment and effort on the part of the Customer.



- The Customer shall ensure that any CPE connected to the Service, other than Supplier Managed CPE provided by the Supplier, are updated every month with all patches of classification "Important" and above.
- The Customer shall ensure that any CPE connected to the Service, other than Supplier Managed CPE provided by the Supplier, shall remain on a vendor supported version of software and hardware.
- The Customer shall ensure that any CPE connected to the Service, other than Supplier Managed CPE provided by the Supplier, is hardened in accordance with Industry Best Practice.
- The Customer shall ensure that any CPE connected to the Service, other than Supplier Managed CPE provided by the Supplier, is appropriately specified (e.g. CPU, Memory, etc.) for the Service to be consumed.
- The Customer shall provide all Patch Cables required for the Service on the Customer side of the Demarcation Point.
- The Customer shall ensure that the location of the CPE (as part of the Supplier Systems) is suitably secure and that the Site / physical location complies with the Customer's Security Policy.
- The Customer shall provide and maintain suitable physical space, power, cooling and associated inter-connectivity between disparate rooms / locations in accordance with the requirements agreed with the Supplier acting reasonably.
- The Customer shall present all LAN or Onward Connectivity Interfaces to the Supplier System located on Site as RJ45, unless otherwise agreed between the Parties.
- Unless otherwise agreed between the Parties, all installation and engineering works shall occur between 08:00 and 18:00 Monday to Friday (excluding public holidays), all works undertaken outside of these hours shall be subject to the out of hours charge set out in the PricingModel.
- The Customer shall provide reasonable assistance in meeting the Supplier's information requests, with information related to the existing and new services, such as, but not limited to, VRFs, VLANs, QoS, etc.
- The Customer shall, upon request, provide the Supplier with details of any planned activities that could impact project timelines, e.g. a change freeze.
- The Customer shall ensure that an individual with the authority to validate and approve the Go-Live Milestone is onsite and available during the Migration Slot.



Implementation Plans

The outline Implementation Plan can be found in the attached Implementation Plan document, which covers the following key deliverables:

- Implementation Plan Provision
- Circuit Deployment - HSCN -Datacentres x 2
- Cross Connect Provision
- Firewall Hardware Deployment
- Security Management Plan
- Delivery of Live Operational Documentation
- SIEM Managed Service Deployed
- Readiness Report



Section E
Compatibility information

This section is relevant where you have indicated that a service compatibility assessment required.
See question in section B.
Clause 6.1.4 (c) (E) of the Call Off Terms refers.
Please provide additional information as required.

Customer Software
None
Customer System
None
Customer Property
None
Customer Assets
None



Section F

Supplier response

Suppliers - use this section to provide any details that may be relevant to the General Tender Response. Please ensure that you also attach your detailed response which will be incorporated into Schedule 2, Annex 2 and Schedule 3 of the Call Off Terms.

Commercially Sensitive Information

Commercially Sensitive Information relating to the Supplier, its IPR or its business, or which the Supplier is indicating to the Customer that, if disclosed by the Customer, would cause the Supplier significant commercial disadvantage or material financial loss.

To be completed by the Supplier. "Customer pricing and discount structures, professional services day rates, Design considerations and HLD schematics."

Key Personnel

Please see Customer response in section B to confirm if required. See clause 24 of the Call Off Terms for details

[REDACTED]

Complaint handling

Please provide details of a single contact who will be responsible for Complaint handling as detailed in clause 52 of the Call Off Terms.

Name of key contact	[REDACTED]
Job role	[REDACTED]
Telephone number	[REDACTED]



Email address	<div></div>
Postal address	<div></div>



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Supplier implementation and milestone response

Insert below any draft implementation materials and other relevant information in response to the Customer requirements set out in Section D of this Order Form:

Exponential-e will deliver:

- 2x dedicated perimeter firewalls terminating:
 - Centralised geo-diverse Internet Service with our base DDoS Protection
- 2x dedicated internal firewalls terminating:
 - 2x HSCN connections
 - 2x cross-Connects between Exponential-e and ARP
- A 24x7x365 CSOC Managed SIEM Service monitoring the platform

Supplier Equipment

Please detail any equipment that will be necessary to provide the services requested by the customer.
See clause 28 of the Call Off Terms.

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Supplier and Third Party Software

Please include details of any relevant software in accordance with the "Supplier Software" and "Third Party Software" sections of the Call Off Schedule 1 (Definitions)

Due Diligence response information

Please include any information that you wish to make the Customer aware of in accordance with clause 2 of the Call Off Terms.

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The following assumptions and queries constituting due diligence points were raised during bid:



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No.	Due Dilligence and Assumption
A02	ARP will provide suitable datacentre hosting (physical rack space, power, cooling, etc) for the solution in the relevant DC locations.
A03	ARP will configure routing, including failover, between their existing network and this service to connect with provided gateway targets in each datacentre for Internet and HSCN.
A04	Failover between the two sites is the responsibility of ARP.
A05	Integration work including changes to existing ARP infrastructure is not included and if required would be as per our standard rate card.
A06	ARP will provide the necessary certificates for the endpoints and UTM firewall for SSL decryption.
A07	The service will utilise existing Management and Performance platforms used for multiple customers, if this is not suitable dedicated virtual appliances will need to be added.
A08	Additional time to support any assurance/audit requirements are not included and will be charged in line with the SFIA Rate Card
A09	It is assumed ARP will be in possession of a valid ODS code and have a signed HSCN Connection Agreement with NHS Digital- This will be required for Exponential-e to connect ARP to the HSCN peering exchange.
A10	Delivery times for this project will be provided and are subject to hardware lead times and supply chain variability
A12	Additional works will be charged in line with the SFIA Rate Card
A13	Exponential-e assume ARP will accept our and HSCN standard operating model. As part of a managed HSCN Connect Service, Exponential-e provide and manage Layer-3 devices which will remain under Exponential-e's ownership. The HSCN Connect Service Demarcation Point (SDP) is the Cisco ISR, in-line with the HSCN Connect service obligations and HSCN Connect Service Level Agreement. For ease we would therefore consider the LAN-facing ethernet port of the core FortiGate to be the notional SDP.
	A due diligence meeting to discuss fine points for requirement clarification and detail capture was requested at bid and delayed until project award. Any changes to requirement or outline design provided resulting from this may incur additional charges and changes to implementation plans.



Rating Agency information

Please provide the ratings using the Rating Agencies identified (if appropriate) by the Customer in section B of this form, in accordance with Call Off Schedule 5.

To be completed by the Supplier.

Rated Organisation	Credit rating agency 1:		Credit rating agency 2:	
	Credit Rating (Long Term)	Credit Rating Threshold	Credit Rating (Long Term)	Credit Rating Threshold
Supplier	GRAYDON AAA	Dun & Bradstreet Failure Score of 50 or higher	D&B Failure Score 93	
DPS Guarantor Where the Supplier has a DPS Guarantor the full legal name and registered address is to be provided:				

Performance Monitoring & Reporting

Please provide details as required in part B of call-off Schedule 6 paragraph 1.2.

To be completed by the Supplier.

Exponential-e will provide monthly a monthly report on performance and KPI adherence to the Service Level requirements documented herein.

General Data Protection Regulations (GDPR)

Please provide details of Notified Sub-processors as required in Parts A and B of Call-Off Schedule 15

Part A - Notified Sub-processors

The Customer has consented to use of the following Sub-processors for the Customer Contact Data:

- [N/A]



Part B – Notified Sub-processors

The following Sub-processors are applicable to Part B of Call Off Schedule 15:
N/A

Total contract value

Please provide an estimated total value (for the Call Off Period) as detailed in your attached response to the Customer’s Statement of Requirements.
The total Contract Value: £313,423.04
The payment and invoicing process shall be governed by the terms and conditions of DPS RM3825 Call of Terms, specifically Call of Schedule 3

Table 1: Mobilisation and Implementation Charges (Non- Recurring Charges)

[Redacted content]

Table 2: Annual Operational Service Charges (Recurring Charges)

[Redacted content]



Section G

Call Off Contract Award

Customer organisation: see section A
 Customer project reference see section B
 Supplier name see section A
 Unique Call Off Contract identifier see section A

This Call Off Contract is awarded in accordance with the provisions of HSCN Access Services RM3825.

The Supplier shall supply 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.

The Customer confirms that no amendments other those identified in sections B and D of this form have been made to the Template Call Off Terms.

Call Off Commencement Date

The Call Off Contract Commencement Date will be the date of dispatch of this signed Order Form, by the Customer, to the successful Supplier, in accordance with DPS Schedule 4 (Call Off Procedures) paragraph 6 (Call Off Award Procedure).

SIGNATURES

For and behalf of the Supplier (at submission of General Tender Response)

The supplier confirms upon signature that they are HSCN Compliant Stage 2

To be completed by the Supplier

Name	[REDACTED]
Job role/title	[REDACTED]
Supplier Signature	[REDACTED]
Date	29 June 2022

For and on behalf of the Customer (at Call Off Contract award)

To be completed by the Customer as part of Call Off Contract formation

Name	[REDACTED]
Job Role/title:	[REDACTED]
Customer Signature	[REDACTED]
Date	29 June 2022



For Supplier use

Unique Call Off Contract identifier

A unique number provided by the Supplier at the time of Call Off Contract award. This number must be reported in the financial MI return.

