



Crown
Commercial
Service

**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

Health Research Authority

Billing address

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

Health Research Authority T71 Payables F275 Phoenix House Topcliffe Lane Wakefield, West Yorkshire WF3 1WE.

Customer representative name

The name of your point of contact for this Order

Customer representative contact details

Email and telephone contact details for the Customer's representative

Supplier details

Supplier name

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

PricewaterhouseCoopers LLP UK



Supplier address

Supplier's registered address

PricewaterhouseCoopers LLP, 7 More London Riverside, London, SE1 2RT

Supplier representative name

The name of the Supplier point of contact for this Order

Supplier representative contact details

Email and telephone contact details of the supplier's representative

Order reference number

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

Click here to enter text.

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

Click here to enter text.

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

05/02/2018

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

2 months

Call Off Extension Period (Optional) Months

1 month



Minimum Notice Period for exercise of Termination Without Cause 30
(Calendar days) *Insert right (see Call Off Clause 30.7)*

Additional specific standards or compliance requirements

Include any conformance or compliance requirements over and above the Standards (including those listed at paragraph 2.3 of Framework Schedule 2) which the Services must meet.

List below if applicable

None applicable

Customer's ICT and Security Policy

Where the Supplier is required to comply with the Customer's ICT Policy and Security Policy then append to this Order Form as a clearly marked document

Not applicable

Security Management Plan

Where the Supplier is required to provide the Customer with the Security Management Plan then append to this Order Form as a clearly marked document

Not applicable

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)

By 31/3/2018 enable the HRA to have identified a preferred supplier (if the quickest route, most likely GCloud can be taken) or to have identified a group of potential and interested suppliers if an alternative route is to be followed (most likely OJEU). The work will encompass a market assessment and options appraisal exercise (by 1 March 2018) which will determine the most likely solution (COTS or Bespoke) closely followed by an analysis of the most appropriate procurement route to deliver the best result. The procurement support up to 31/3 will include the creation of documentation and support activities to either have identified a preferred supplier or completed preparations to go out to the tender, depending on the procurement route chosen by HRA

Remote and on HRA site as required



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)
NA

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 *insert right*
OR

NA



An executed Collaboration Agreement from the Supplier has been provided to the Customer and is attached to this Order Form.
tick box (right) and append as a clearly marked complete document

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

NA

Third Party Software

NA

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)

NA

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)

£145,000, payable on completion of the services

Undisputed Sums Limit (£)

Insert right (see Call Off Clause 31.1.1)

NA

Delay Period Limit (calendar days)

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

NA

Estimated Year 1 Call Off Contract Charges (£)

For Call Off Contract Periods of over 12 Months

£145,000.

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 (£)

NA

Professional Indemnity Insurance (£)

NA

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) NA
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) NA
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) NA
Where applicable insert right

Disaster Period (calendar days) NA

Supplier Equipment (see Call Off Clause B3)

X - Service Failures (number)	NA	Y – Period (Months)	NA
<i>Where applicable insert right</i>		<i>Where applicable insert right</i>	

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



Customer Responsibilities

List below or append as a clearly marked document

To provide timely access to all relevant document and to provide access business stakeholders both within HRA and external partners

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)

None

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
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NA

NA



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)

Service Levels				
Service Level Performance Criteria	Key Indicator	Service Level Performance Measure	Service Level Threshold	Service Credit for each Service Period
[Accurate and timely billing of Customer	Accuracy /Timelines	at least 98% at all times	[]	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Access to Customer support	Availability	at least 98% at all times	[]	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Complaints Handling	Availability/Timelines	At least 98% at all times	[]	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Provision of specific Services	Quality	at least 98% at all times	[]	2% Service Credit gained for each percentage under the specified Service Level Performance Measure
Timely provision of the Services [** hours a day, ** days a week.]	Services Availability	at least 98% at all times	[]	2% Service Credit gained for each percentage under the specified Service Level Performance Measure]

Critical Service Level Failure (see Call Off Clause 9)

Agree and specify the metrics for Critical Service Level Failures in the marked areas below

NA

The number of Service Level Performance Criteria for the purpose of Call Off Clause 8.6 shall be 0.

Service Credits

Formula for calculation

$$x\% (\text{Service Level Performance Measure}) - x\% (\text{actual Service Level performance}) = x\% \text{ of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer}$$

Worked example:



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98% (e.g. Service Level Performance Measure requirement for Service Level Performance Criterion of accurate and timely billing to Customer) - 75% (e.g. actual performance achieved against this Service Level Performance Criterion in a Service Period)

= 23% of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer

Service Credit Cap

Agree and specify the Service Credit Cap in the marked areas below

NA

Additional Performance Monitoring Requirements

Technical Board (see paragraph 2 of Call Off Schedule B7) – where required

If required by the Customer populate the table below to describe the detail

Required Members			
Job Title	Name	Location	Frequency
NA			
NA			
NA			

Time frame in which the Technical Board shall be established – from the Call Off Commencement Date (Working Days) *Where applicable insert right* NA

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

We consider the following to be commercially sensitive:

Our fees and commercial arrangements with HRA

Any analysis we undertake on the capability of external suppliers or their products

Any market analysis we perform as part of the options analysis

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

£145,000 (excluding VAT)



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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	[REDACTED]

For and on behalf of the Customer

Name	[REDACTED]	[REDACTED]
Job role/title	[REDACTED]	[REDACTED]
Signature	[REDACTED]	[REDACTED]
Date	[REDACTED]	[REDACTED]

