



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

HM Revenue & Customs

#### Billing address

Your organisation's billing address - please ensure you include a postcode  
Invoices will be sent to the Buyer's electronic transaction system.

#### 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  
EOL IT Services Ltd

#### Supplier address

Supplier's registered address  
EOL IT Services Ltd, 1-3 Baltic Wharf Station Road, Maldon, Essex, CM9 4LQ

#### 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**  
IT Kit Disposal - SR372809667

## Section B Overview of the requirement



Framework Lot under which this Order is being placed		Customer project reference
1. TECHNOLOGY STRATEGY & SERVICES DESIGN	<input type="checkbox"/>	SR372809667
2. TRANSITION & TRANSFORMATION	<input type="checkbox"/>	<b>Call Off Commencement Date</b>
3. OPERATIONAL SERVICES		<i>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</i>
a: End User Services	<input checked="" type="checkbox"/>	
b: Operational Management	<input checked="" type="checkbox"/>	26/08/2021
c: Technical Management	<input type="checkbox"/>	
d: Application and Data Management	<input type="checkbox"/>	
4. PROGRAMMES & LARGE PROJECTS		
a. OFFICIAL	<input type="checkbox"/>	
a. SECRET (& above)	<input type="checkbox"/>	

### Call Off Contract Period (Term)

**Call Off Initial Period** Months  
36 months (3 years).

**Call Off Extension Period (Optional)** Months  
12 months (1 year) + 12 months (1 year)

**Minimum Notice Period for exercise of Termination Without Cause** 30 days prior to the Contract expiry date.  
(Calendar days)

### Additional specific standards or compliance requirements

As described in 'Applicable Standards', Appendix B of the Further Competition Template, which can be found at Appendix A, below.

### Customer's ICT and Security Policy

A copy of the Suppliers' Security Risk Assessment Questionnaire can be found at Appendix B, below.

### Security Management Plan

A copy of the Suppliers' Security Risk Assessment Questionnaire can be found at Appendix B, below.



## 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

The Specification of Services is detailed within the Further Competition Template, at Appendix A, below.

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

A location breakdown is detailed at Appendix A, below.

### Additional Clauses

*Those Additional Clauses selected below shall be incorporated into this Call Off Contract*

#### Applicable Call Off Contract Terms

#### Optional Clauses

*Can be selected to apply to any Order*

#### Additional Clauses and Schedules

*Tick any applicable boxes below*

*Tick any applicable boxes below*

#### A: SERVICES

A3: Staff Transfer

A4: Exit Management

C: Call Off Guarantee

D: Relevant Convictions

E: Security Requirements

#### A: PROJECTS - Optional

A1: Testing

A2: Key Personnel

F: Collaboration Agreement

G: Security Measures

#### B: SERVICES - Optional

B1: Business Continuity and Disaster Recovery

B2: Continuous Improvement & Benchmarking

H: MOD Additional Clauses

#### Alternative Clauses



B3: Supplier Equipment	<input type="checkbox"/>		
B4: Maintenance of the ICT Environment	<input type="checkbox"/>		
B5: Supplier Request for Increase of the Call Off Contract Charges	<input checked="" type="checkbox"/>	Scots Law Or	<input type="checkbox"/>
B6: Indexation	<input type="checkbox"/>	Northern Ireland Law	<input type="checkbox"/>
B7: Additional Performance Monitoring Requirements	<input checked="" type="checkbox"/>	Non-Crown Bodies	<input type="checkbox"/>
		Non-FOIA Public Bodies	<input type="checkbox"/>

### Collaboration Agreement

N/A

**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

#### Third Party Software



### Customer Property

N/A

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

Appendix C of this document shows the full charging model to be applied under this contract.

The Supplier shall invoice the Customer monthly in arrears. The payment method for this Call-Off Contract is by BACS transfer through the HMRC Ariba network

The Supplier will issue an electronic invoice. The Customer will pay the Supplier within 30 days of receipt of a valid invoice, subject to acceptance by the Customer that the deliverables/outcomes have been completed to the Customer's satisfaction.

#### Undisputed Sums Limit (£)

*Insert right (see Call Off Clause 31.1.1)*

The limit is set as two months, or more of unpaid invoices

#### Delay Period Limit (calendar days)

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

N/A

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

For Call Off Contract Periods of over 12 Months

As per 3.14.4 of the Further Competition Document (at Appendix A), The Customer will work with The Supplier during Implementation, to plan a future work schedule. Therefore, there are no



minimum/maximum volumes on which to base a true contract value. The pricing mechanism that this contract is based upon consists of Unit, Logistical and Misc. charges. A breakdown of these is contained within the completed Charging template at Appendix C

### 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 (£) N/A

Professional Indemnity Insurance (£) N/A.

### Transparency Reports (see Call Off Schedule 6)

Title	Content	Format	Frequency
Collected Items	Report detailing all items (Assets and Non-Assets) that have been collected within the previous calendar month. (see 3.15.1.i of Appendix A for further)	The report will be made available in a format which allows the data to be exported to Microsoft Excel.	Monthly (cyclical), sent to the Customer no later than 15 days of the calendar month-end
Stock Held for Redeployment	Report identifying those items that have met the redeploy specification and the fit for re-use grading policy. (see 3.15.1.ii of Appendix A for further)	The report will be made available in a format which allows the data to be exported to Microsoft Excel.	Monthly (cyclical), to be sent to the Customer no later than 5 days of the calendar month-end.
Completed Disposals	Report to capture completed disposals, to ensure that HMRC Financial and Asset Management Systems are up to date, in sync and accurate. (see 3.15.1.iii of Appendix A for further)	The report will be made available in a format which allows the data to be exported to Microsoft Excel.	Monthly (cyclical), to be sent to the Customer and the Customer's Desktop Services Supplier, no later than 5 days of the calendar month-end.
Statement of Costs	Report providing backing detail to support the monthly invoice, including any separate report showing the sale of assets and the associated credit	The report will be made available in a format which allows the data to be exported	Monthly (cyclical), to be sent to the Customer and the Customer's Desktop Services Supplier, no later than 5 days





[REDACTED]	[REDACTED]

**Relevant Conviction(s)**

N/A.

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

Specific requirement and its relation to the Services Other CCS framework agreement(s) to be used

N/A

N/A.

**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).

If a Direct Award, please append the Supplier's Service Level Agreement as attached to the Supplier's Catalogue Service Offer.

Service Levels				
Service Level Performance Criteria	Key Indicator	Service Level Performance Measure	Service Level Threshold	Service Credit for each Service Period
1. Collections / deliveries effected successfully as per relevant work order	Availability	99%	98% Time-Critical 95% Non-Time-Critical	1% Service Credit gained for each 0.5 percentage under the specified Service Level Performance Measure
2. Acknowledgement issued within 5 working hours to	Performance	99%	98%	0.5% Service Credit gained for each



confirm a request for collection / delivery has been received by the Supplier, from HMRC				percentage under the specified Service Level Performance Measure
3. Response time to routine queries within 2 working hours (A routine enquiry refers to information relating to, for example, price, existing order codes, availability, etc)	Performance	95% to SLA and 99% in 8 working hours	90%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
4. Issue of all agreed reports by agreed dates / times and in agreed format.	Quality	100%	98%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure

#### Critical Service Level Failure (see Call Off Clause 9)

In relation to Service Level 1, a Critical Service Level Failure to meet the minimum Service Level Threshold more than once within a consecutive three month reporting period shall apply.

The number of Service Level Performance Criteria for the purpose of Call Off Clause 8.6 shall be 1.

#### Service Credits

Formula for calculation

##### Worked example to illustrate:

99% (e.g. Service Level Performance Measure requirement for Service Level Performance Criterion of Collections and Deliveries) = 4% x 0.5 = 2% 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 Level Threshold 98% Time-Critical, and 95% Non-Time-Critical.



91% (e.g. actual performance achieved against non-time-critical in a Service Period)

### Service Credit Cap

In the period from the Call Off Commencement Date to the end of the first Call Off Contract Year 1% of the Estimated Year 1 Call Off Contract Charges.

During the remainder of the Call Off Contract Period, 1% 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.

### Additional Performance Monitoring Requirements

**Technical Board** (see paragraph 2 of Call Off Schedule B7).

N/A

Time frame in which the Technical Board shall be established – from the Call Off Commencement Date (Working Days) N/A

## 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

### 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. If a Direct Award, please refer to the Price Card as attached to the Supplier's Catalogue Service Offer.

The total value of this Call-Off Contract is set at £2,000,000



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



## Appendix A – Further Competition Document (inc. HMRC Site List, Example Recovery Template, and HMRC Mandatory T&C's)



Appendix A.1

Further Comp Doc v



Appendix A.2

HMRC Site List.xlsx



Appendix A.3

Recovery Template.x



Appendix A.4

HMRC Mandatory T:

## Appendix B – Security Risk Assessment Questionnaire



Appendix B Security  
Plan Questionnaire

## Appendix C - [REDACTED]



[REDACTED]

## Appendix D - [REDACTED]



[REDACTED]