



**RM6100 Technology Services 3 Agreement  
Framework Schedule 4 - Annex 1 Lots  
2, 3 and 5 Order Form**

## Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 10<sup>th</sup> February 2025 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website [RM6100 Technology Services 3](#). The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms

This Order Form shall comprise:

1. This document headed "Order Form";
2. Attachment 1 – Services Specification;
3. Attachment 2 – Charges and Invoicing;
4. Attachment 3 – Implementation Plan;
5. Attachment 4 – Service Levels and Service Credits;
6. Attachment 5 – Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 6 – Software;
8. Attachment 7 – Financial Distress;
9. Attachment 8 - Governance
10. Attachment 9 – Schedule of Processing, Personal Data and Data Subjects;
11. Attachment 10 – Transparency Reports; and
12. Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses.

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

- .1.1 the Framework, except Framework Schedule 18 (Tender);
- .1.2 the Order Form;



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- .1.3 the Call Off Terms; and
- .1.4 Framework Schedule 18 (Tender).

## Section A General information

### Contract Details

**Contract Reference:** 712936452

**Contract Title:** CAwPACT In Service Support.

**Contract Description:** A requirement to sustain the Current Air Worthiness Process Alignment & Coherence Tool (CAwPACT) Product Lines so that they remain coherent with MAA regulatory updates and remain useable for Mil CAMOs.

**Contract Anticipated Potential Value:** this should set out the total potential value of the Contract £1,305,554.40 (inc. VAT).

**Estimated Year 1 Charges:** All redactions have been undertaken in accordance with the FOI ACT 2000 Part 2.

**Commencement Date:** this should be the date of the last signature on Section E of this Order Form 01 March 2025

### Buyer details

**Buyer organisation name**  
Ministry of Defence, Air Commercial

### Billing address

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



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Ministry of Defence  
DBS Finance  
Walker House  
Exchange Flags  
Liverpool  
L2 3YL

**Buyer representative name**

The name of your point of contact for this Order

Morgan Buckley  
Wg Cdr David Oatley

**Buyer representative contact details**

Email and telephone contact details for the Buyer's representative. This must include an email for the purpose of Clause 50.6 of the Contract.

Email: [morgan.buckley116@mod.gov.uk](mailto:morgan.buckley116@mod.gov.uk)

Phone: +443001559575

Email: David.OATLEY599@mod.gov.uk

Phone: +443001637221

**Buyer Project Reference**

712936452

**Supplier details****Supplier name**

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

**Kellogg Brown & Root Limited**

**Supplier address**

Supplier's registered address

**Hill Park Court, Springfield Drive, Leatherhead, Surrey KT22 7NL**



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**Supplier representative name Jack Tawney**

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. This must include an email for the purpose of Clause 50.6 of the Contract.

Email Address: [j.tawney@fnc.co.uk](mailto:j.tawney@fnc.co.uk) Tele No: 01179 226242

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

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

**Guarantor details**

*Guidance Note: Where the additional clause in respect of the guarantee has been selected to apply to this Contract under Part C of this Order Form, include details of the Guarantor immediately below.*

**Guarantor Company Name**

The guarantor organisation name

Not Applicable

**Guarantor Company Number**

Guarantor's registered company number

Not Applicable

**Guarantor Registered Address**

Guarantor's registered address

Not Applicable



## Section B Part A – Framework Lot

### Framework Lot under which this Order is being placed

*Tick one box below as applicable (unless a cross-Lot Further Competition or Direct Award, which case, tick Lot 1 also where the buyer is procuring technology strategy & Services Design in addition to Lots 2, 3 and/or 5. Where Lot 1 is also selected then this Order Form and corresponding Call-Off Terms shall apply and the Buyer is not required to complete the Lot 1 Order Form.*

- |  |                                     |
|--|-------------------------------------|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | <input type="checkbox"/>            |
| 2. TRANSITION & TRANSFORMATION           | <input type="checkbox"/>            |
| 3. OPERATIONAL SERVICES                  |                                     |
| a: End User Services                     | <input type="checkbox"/>            |
| b: Operational Management                | <input type="checkbox"/>            |
| c: Technical Management                  | <input type="checkbox"/>            |
| d: Application and Data Management       | <input checked="" type="checkbox"/> |
| 5. SERVICE INTEGRATION AND MANAGEMENT    | <input type="checkbox"/>            |

## Part B – The Services Requirement

### Commencement Date

See above in Section A

### Contract Period

*Guidance Note – this should be a period which does not exceed the maximum durations specified per Lot below:*



Lot	Maximum Term (including Initial Term and Extension Period) – Months (Years)
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2	36 (3)
3	60 (5)
5	60 (5)

**Initial Term** Months 36

**Extension Period (Optional)** Months  
2 x 12 month option periods

**Minimum Notice Period for exercise of Termination Without Cause** 30  
(Calendar days) *Insert right (see Clause 35.1.9 of the Call-Off Terms)*

#### Sites for the provision of the Services

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

The Supplier shall provide the Services from the following Sites: **Buyer Premises:**

Not Applicable

**Supplier Premises:**

Not Applicable

**Third Party Premises:**

Not Applicable



### Buyer Assets

Guidance Note: see definition of Buyer Assets in Schedule 1 of the Call-Off Terms

	Government Furnished Equipment (GFE)	Government Furnished Information (GFI)	Government Furnished Resources (GFR)	Government Furnished Facilities (GFF)
<b>Description</b>	If required the MOD will provide the contract with MOD laptops and access to MODNet using O365 E5 (for regular users) or F3 (for occasional users), or access via the Virtual Desktop System.	CAwPACT Configuration Management Plan. CAwPACT Tool development documents. CAwPACT Instructions for Use. CAwPACT SharePoint. CAwPACT Tools. Front Line Command Mid-Level Policy. Defence Share.	The Designated Officer will make available:  a. Suitable experienced personnel for the day-to-day management and direction of deliverables. b. Personnel to provide governance and oversight of the contract deliverables.	N/A



<b>Quantity</b>	As required , but no more than 4.	As required.	a. Up to 6 FTE days per month. b. As required, but not less than 8 hrs on a quarterly basis.	N/A
<b>Terms of Loan</b>	The contractor is required to abide by the SyOps for MOD User Access Devices.	Access to listed documents for reference, or upkeep and development.	N/A	N/A
<b>Task</b>	N/A	N/A	a. Management, direction and advice. b. Approval of configuration management changes.	N/A
<b>Date of Supply and Return</b>	As agreed but later than the end of the contract.	N/A	As agreed	N/A
<b>Location of Supply</b>	By post.	Accessed via MODNet.	Virtual, or as required for Site visits.	N/A
<b>Reporting</b>	As requested by Defence or RAF Digital	N/A	As required, but not less than fortnightly.	N/A
<b>Maintenance Responsibilities</b>	As requested by Defence or RAF Digital	The contractor is required to maintain/upkeep all documents. The Designator Officer will approve documents for MOD use.	The Designated Officer will provide training and upskilling.	N/A





<b>Replacement Responsibilities</b>	The MOD will be responsible for replacement.	N/A	The MOD will be responsible for replacement.	N/A
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<b>Responsibility for Delivery / Collection</b>	MOD/Contractor	Contractor access via MODNet	N/A	N/A
<b>Packaging Issues</b>	Device to be cleared prior to return.	N/A	N/A	N/A
<b>Disposal Arrangements</b>	Not applicable. Devices to be returned to the MOD.	N/A	N/A	N/A
<b>Warranties</b>	N/A	N/A	N/A	N/A
<b>Force Majeure / Relief / Compensation</b>	The contractor will be due relief if access to MODNet is not provided.	The contractor will be due relief if access to GFI is not available.	The contractor will be due relief if access to GFR is not available.	N/A

#### Additional Standards

*Guidance Note: see Clause 13 (Standards) and the definition of Standards in Schedule 1 of the Contract. Schedule 1 (Definitions). Specify any particular standards that should apply to the Contract over and above the Standards.*

Not Applicable

#### Buyer Security Policy

*Guidance Note: where the Supplier is required to comply with the Buyer's Security Policy then append to this Order Form below.*

[National Cyber Security Centre - NCSC.GOV.UK](https://www.ncsc.gov.uk)

#### Buyer ICT Policy

*Guidance Note: where the Supplier is required to comply with the Buyer's ICT Policy then append to this Order Form below.*

MODNet Security Operating Procedures (SyOPs)

#### Insurance

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



Third Party Public Liability Insurance (£) - Not Applicable

Professional Indemnity Insurance (£) - Not Applicable

### Buyer Responsibilities

*Guidance Note: list any applicable Buyer Responsibilities below.*

Provision of access to MODNet Escorted access to sites when required.

### Goods

*Guidance Note: list any Goods and their prices.*

Not Applicable

### Governance – Option Part A or Part B

*Guidance Note: the Call-Off Terms has two options in respect of governance. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is limited project governance required during the Contract Period.*

Governance Schedule	Tick as applicable
Part A – Short Form Governance Schedule	<input type="checkbox"/>
Part B – Long Form Governance Schedule	<input checked="" type="checkbox"/>

The Part selected above shall apply this Contract.

### Change Control Procedure – Option Part A or Part B

*Guidance Note: the Call-Off Terms has two options in respect of change control. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is no requirement to include a complex change control procedure where operational and fast track changes will not be required.*

Change Control Schedule	Tick as applicable
Part A – Short Form Change Control Schedule	<input checked="" type="checkbox"/>
Part B – Long Form Change Control Schedule	<input type="checkbox"/>

The Part selected above shall apply this Contract. Where Part B is selected, the following information shall be incorporated into Part B of Schedule 5 (Change Control Procedure):

- for the purpose of Paragraph 3.1.2 (a), the figure shall be £[Not applicable]; and -
- for the purpose of Paragraph 8.2.2, the figure shall be £[Not applicable].



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## **Section C**

### **Part A - Additional and Alternative Buyer Terms**



**Additional Schedules and Clauses** (see Annex 3 of Framework Schedule 4)

This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5.

**Part A – Additional Schedules**

Guidance Note: Tick any applicable boxes below

Additional Schedules	Tick as applicable
S1: Implementation Plan	<input checked="" type="checkbox"/>
S2: Testing Procedures	<input type="checkbox"/>
S3: Security Requirements (either Part A or Part B)	Part A <input checked="" type="checkbox"/> or Part B <input type="checkbox"/>
S4: Staff Transfer	<input type="checkbox"/>
S5: Benchmarking	<input type="checkbox"/>
S6: Business Continuity and Disaster Recovery	<input checked="" type="checkbox"/>
S7: Continuous Improvement	<input checked="" type="checkbox"/>
S8: Guarantee	<input type="checkbox"/>
S9: MOD Terms	<input checked="" type="checkbox"/>

**Part B – Additional Clauses**

Guidance Note: Tick any applicable boxes below

Additional Clauses	Tick as applicable
C1: Relevant Convictions	<input type="checkbox"/>
C2: Security Measures	<input checked="" type="checkbox"/>
C3: Collaboration Agreement	<input type="checkbox"/>

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

**Part C - Alternative Clauses**

Guidance Note: Tick any applicable boxes below

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>
Joint Controller Clauses	<input type="checkbox"/>

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.



## Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

### **Additional Schedule S3 (Security Requirements)**

*Guidance Note: where Schedule S3 (Security Requirements) has been selected in Part A of Section C above, then for the purpose of the definition of "Security Management Plan" insert the Supplier's draft security management plan below.*

Security Management Plan:

Please see Section 7.5 of Draft Quality Plan (028830-149470V CAwPACT ITT Draft Quality Plan\_V0.1) provided as part of the ITT response.

This has also been attached alongside the order form for information

### **Additional Schedule S4 (Staff Transfer)**

*Guidance Note: where Schedule S4 (Staff Transfer) has been selected in Part A of Section C above, then for the purpose of the definition of "Fund" in Annex D2 (LGPS) of Part D (Pension) insert details of the applicable fund below.*

Not Applicable

### **Additional Clause C1 (Relevant Convictions)**

*Guidance Note: where Clause C1 (Relevant Convictions) has been selected in Part A of Section C above, then for the purpose of the definition of "Relevant Convictions" insert any relevant convictions which shall apply to this contract below.*

Not Applicable

### **Additional Clause C3 (Collaboration Agreement)**

*Guidance Note: where Clause C3 (Collaboration Agreement) has been selected in Part A of Section C above, include details of organisation(s) required to collaborate immediately below.*

Not Applicable

An executed Collaboration Agreement shall be delivered from the Supplier to the Buyer within the stated number of Working Days from the Commencement Date:

Not Applicable



## Section D Supplier Response

### **Commercially Sensitive information**

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – *use specific references to sections rather than copying the relevant information here.*

All redactions have been undertaken in accordance with the FOI ACT 2000 Part 2.



## Section E Contract Award

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

### SIGNATURES

#### For and on behalf of the Supplier

Name	All redactions have been undertaken in accordance with the FOI ACT 2000 Part 2.
Job role/title	Head of Commercial
Signature	All redactions have been undertaken in accordance with the FOI ACT 2000 Part 2.
Date	27 <sup>th</sup> February 2025

#### For and on behalf of the Buyer

Name	All redactions have been undertaken in accordance with the FOI ACT 2000 Part 2.
Job role/title	Assistant Head – Define & Procure
Signature	All redactions have been undertaken in accordance with the FOI ACT 2000 Part 2.
Date	17 <sup>th</sup> February 2025





## Attachment 1 – Services Specification

### Statement of Requirement

#### The Provision of a Template Statement of Requirement for the Royal Air Force

Ref      Requirement

**A**      **General Requirements**

**A.1**      **Scope of Requirement**

A.1.a      The requirement is to support the administration, the configuration management, the delivery, development, user support and amendment of the Royal Air Force's (RAF) Continuing Airworthiness Process Alignment and Coherence Tool (CAWPACT) Power App and associated tools, documentation, and other artefacts.

**A.2**      **Definitions**

A.2.a      In addition to the definitions detailed in the Terms and Conditions of the Contract the following definitions shall also apply. Where the definitions below contrast to those detailed in the Terms and Conditions of the Contract then the definitions within the Terms and Conditions of the Contract shall take precedence.

Definition

Interpretation



Contractor's Personal Use	Any use of Ministry of Defence (MOD) furnished property, facilities or equipment intended for the primary benefit of the Contractor or the Contractor's Personnel which is contrary to the MOD's interests is considered personal use.
Contractor's Personnel	Any employees, including sub-contractors or other agents working on behalf of the Contractor, shall be deemed the Contractor's Personnel.
Designated Officer	The Designated Officer is the MOD representative responsible for the Requirement and is as defined at Box 2 of DEFFORM 111 of this Contract.
CAwPACT Structure	The CAwPACT Structure is a compliance of all requirements placed directly, or indirectly by association, on the Military Continuing Airworthiness Manager (Mil CAM) or Continuing Airworthiness Management Office (CAMO) collated into 8 Processes and 56 procedures.
CAwPACT Tool	CAwPACT tools are Microsoft (MS) Word, Excel, Visio, PowerPoint or Power Business Intelligence (BI) templates, guides, lists, decision trees, flow charts, or functional spreadsheets. There are 28 Tools, of which have 11 have formulaic functions; of these 6 also have 'lite' versions that do not contain the functional element of the primary tool.

### A.3 Abbreviations and Acronyms

A.3.a In addition to the abbreviations and acronyms detailed in the Terms and Conditions of the Contract the following abbreviations and acronyms will be used.

<u>Abbreviation or Acronym</u>	<u>Interpretation</u>
AOC	Air Officer Commanding
BST	British Summer Time
CAwPACT	Continuing Airworthiness Process Alignment and Coherence Tool
CAMO	Continuing Airworthiness Management Office
DO	Designated Officer
GFA	Government Furnished Assets
GFI	Government Furnished Information



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GFF	Government Furnished Facilities
GFR	Government Furnished Resources
GMT	Greenwich Mean Time
iaw	in accordance with
MAA	Military Aviation Authority
Mil CAM	Military Continuing Airworthiness Manager
MOD	Ministry of Defence
NAA	Notice of Authorised Amendments
OC	Officer Commanding
RAF	Royal Air Force
SC	Security Check
SoR	Statement of Requirement

### A.4 References

- A.4.a In addition to the references detailed in the Terms and Conditions of the Contract the following references shall also apply as well as any subsequent revisions and amendments to the references. This list does not absolve the Contractor from conforming to any other relevant publications.

<u>Reference</u>	<u>Version</u>	<u>Source</u>
Data Protection Act 2018	2018 c. 12	<a href="http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted">http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted</a>
Government Security Classifications	1.1	<a href="https://www.gov.uk/government/publications/government-security-classifications">https://www.gov.uk/government/publications/government-security-classifications</a>
International Standards Organisation Quality Management System ISO 9001	9001:2015	<a href="#">ISO 9001:2015 - Quality management systems</a>



## **A.5 Processes and Related Taskings**

- A.5.a The Military Aviation Authority (MAA) publishes the Military Regulation Publications that are reviewed and updated in accordance with (iaw) a scheduled programme of work, which is available publicly. The Royal Air Force publishes Mid-Level Policy, and alongside the MAA and other front Line Commands, the Manual of Airworthiness Maintenance-Processes. This regulation and mid-level policy forms the basis in regulation and mid-level policy from which CAWPACT Processes, Procedures, Tools and training materials have been developed and maintained. The requirement is to review and analyse changes in regulation and policy alongside user requests for change and recommend and deliver coherent and configuration managed approved amendments to CAWPACT Power App and artefacts to reflect these changes, whilst concurrently monitoring user feedback, to maintain a suite of accessible, compliant, and up to date artefacts that are readily available to the user community.

## **A.6 Site**

- A.6.a The primary method of delivery is expected by remote means, however, there may be a requirement to visit various RAF Units and MOD establishments. These are listed in Annex B.

## **A.7 Security**

- A.7.a The Contractor is to ensure that all of the Contractor's Personnel have Security Check (SC) clearance. Where the Contractor's Personnel does not have SC clearance that individual will not be allowed access to MOD facilities or data.
- A.7.b All information related to or generated by this Contract is to be treated in the appropriate manner in accordance with Government Security Classifications. The classification of the material to be handled shall not exceed OFFICIAL-SENSITIVE in nature.
- A.7.c All personal data processed under this Contract is to be treated in accordance with the Data Protection Act 2018.

## **A.8 Site Access**



- A.8.a Site access will not normally be required, unless a face-to-face facilitated user training session is required, in which case the Designated Officer will facilitate access on a case-by-case basis.

**A.9 Safety and Environmental Provisions**

- A.9.a When on the Site the Contractor is to comply with all MOD Safety, Health and Environmental Protection regulations and policy.

**A.10 Hours of Operation and Times of Delivery**

- A.10.a Normal working hours for support, including the help desk, will be Monday-Friday (excluding Bank Holidays), 0800 to 1700 GMT or BST as applicable.

**A.11 Quality Assurance**

- A.11.a AQAP 2110 Edition D Version 1 NATO Quality Assurance Requirements for Design, Development and Production.

CoC shall be provided in accordance with DEFCON 627

- A.11.b A Deliverable Quality Plan is required in accordance with DEFCON 602A and AQAP 2105 Edition C Version 1 NATO Requirements for Quality Plans.

Unless otherwise notified the quality plan shall be delivered to the Quality Assurance Representative within 3 months of contract award.

- A.11.c A draft quality plan is required within the tender.



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A.11.d Concessions shall be managed in accordance with Def Stan. 05-061 Part 1, Issue 7 – Quality Assurance Procedural Requirement – Concessions.

A.11.e For guidance on the application and interpretation of AQAPs refer to the appropriate AQAP Standards Related Document (SRD)

**A.12 Contract Monitoring**

A.12.a For the purposes of contract monitoring, representatives of the Contractor will routinely report to the Designated Officer on the performance of the Contract.

A.12.b The Contractor is responsible for the performance of the Contract by any sub-contractors or other agents working on behalf of the Contractor. The Contractor is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Contractor, this however does not exclude sub-contractors or other agents working on behalf of the Contractor from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so.

A.12.c If any sub-contractors or other agents working on behalf of the Contractor are found unsuitable, for whatever reason, the Contractor is to engage with the relevant sub-contractors or other agents to broker a resolution.

**A.13 Government Furnished Assets**

A.13.a The Contractor will be furnished with the pieces of Government Furnished Assets (GFA) as detailed at Annex A to this SoR.

A.13.b The Contractor is to report to the Designated Officer any failures of GFA at the first instance for repair or replacement, as appropriate.

**A.14**



A.15.a

**B Deliverable Requirements**

<u>Ref</u>	<u>Requirement</u>	<u>Additional Information</u>	<u>Quantity</u>	<u>Standard of Performance</u>
B.1	Maintain CAwPACT Configuration	Maintain the configuration-controlled version of the CAwPACT Structure Document (GFI) and associated artefacts and maintain the CAwPACT Power App and Tables coherent with that Structure Document.	MAA NAAs are issued on a regular basis, at least monthly, all of which require reviewing for CAwPACT relevance. Of these at least 2 require more detailed work to reflect changes in CAwPACT. It is expected that there will be at least one major review and one minor review per year. Mid-Level Policy NAA are issued less often and will be notified to the service provider.	The CAwPACT Structure Document will be reviewed for the impact of requests for change during the management of, and prior to the approval of, requests for change. The CAwPACT Power App and Tables will be amended to reflect changes to the CAwPACT Structure document.



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### B.2 Review Regulation and Mid-Level Policy

Notices of Authorised Amendments (NAA) (issued by the MAA and available publicly), all of which require reviewing and NAA to Mid-Level Policy, as notified by the Designated Officer, will be reviewed for impacts to CAwPACT Structure and products and requests for changes raised for consideration and approval iaw the CAwPACT Configuration Management Plan (GFI).

MAA NAAs are issued on a regular basis, at least monthly, and all of these at least 2 require more detailed work to reflect changes in CAwPACT. It is expected that there will be at least one major review and one minor review per year. Mid-Level Policy NAA are issued less often and will be notified to the service provider.

MRP NAA and NAA to Mid-Level Policy will be reviewed for impacts to CAwPACT Structure and products.

### B.3 Manage Requests for Change

Urgent Requests for Change are to be reviewed, managed and controlled for impacts to CAwPACT Structure and products, including Power App and Tables, Training Materials, Tools and Instructions for Use. Urgent Requests for Change are Approved by the Chair of the CAwPACT Management as required.

Requests for Change that detail regulatory change that affect functionality or structure of tools, are considered urgent and will be presented to the Chair of CAwPACT Management Group for consideration. Changes or mitigations are to be implemented iaw the direction of the CAwPACT management Group

Routine Requests for Change are to be reviewed, managed

Quarterly

Routine Requests for Change will be presented to the





and controlled for impacts to CAwPACT Structure and products, including Power App and Tables, Training Materials, Tools and Instructions for Use. Requests for Change are Approved by the CAwPACT Management Group which sits quarterly.

CAwPACT Management Group at the next scheduled Quarterly Meeting. Changes to CAwPACT artefacts that stem from Requests for Changes are to be implemented iaw the direction of the CAwPACT management Group.

**B.4 Manage User Feedback and Support**

A help desk contactable by email, shall be provided to enable to request support on the use of CAwPACT and associated artefacts. Resolution of support requests can be the resolution of the query to the CAwPACT Management Group's satisfaction, or where resolution requires the amendment of a CAwPACT product, the submission of a Request for Change for the CAwPACT Management Group to consider.

As required.

Help desk requests are to be acknowledged within one working day and resolution provided within 10 working days.

**B.5 Facilitate Continuous Improvement**

CAwPACT Tools have for the most part been developed as bespoke individual tools to meet

Once per year

A fully costed plan for the development and delivery of a major tool enhancement.



the requirements at the time. As tool use increases users are suggesting methods of improving functionality and data sharing between tools. The requirement is to have a Continuous Improvement process that can consider and cost potential enhancements for consideration by the authority.

<b>B.6 Facilitate the understanding of CAWPACT and Deliverables</b>	Support shall include the provision of face-to-face support, subject to reasonable travel and subsistence costs, at relevant MAA or RAF hosted conferences, as facilitated instructional sessions, to CAMO staff, and maintenance of the tool Training Packages following user feedback or requests for change. A major facilitated session could be one whole day covering multiple tools, and a minor session up to a half day on one or two tools. A major session will normally be supported by A4 Eng Pol & QA support	Conferences max 2 per year.  Facilitated instructional sessions – 1 major and 1 minor per quarter.  Facilitated instructional sessions – 1 minor per quarter.	Conferences should be supported by the minimum number of staff required to deliver the subject requested.  Major facilitated instructional sessions will cover several parties, and take place at the CAMO facilities and should include the subject matter expert on the regulation and the associated tool.  Minor facilitated instructional sessions that cover only one or two tools and to only a small audience can be delivered face
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staff. A list of potential sites is at Annex B.

to face if it is mutually agreed to be cost effective or else virtually, if Delivery will be the regulation and associated tool subject matter expert.

Training packages – as required as a result of a Request for Change.

Training package deliverables shall include the script, any visual board/presentation visuals and audio tracks and well as video media (interactive or passive) that is compatible with MOD system requirements. Transfer of large files will be by Defence Share (GFI).

#### B.7 Facilitate Governance of CAwPACT

Support shall include the maintenance of the CAwPACT Configuration Management Plan, with changes being approved by the Designated Officer. Support will include:

Administration, which includes organising, inviting, producing the agenda and producing records of action, of the

Configuration Management Plan – once per year.

Operating Review - Twice per year

The configuration management plan should be reviewed at least once per year and prior to the second Operating Review of the year.

The contractor shall administer the Operating Review, including arrangements for the meeting (Agenda, invites etc) and producing minutes.



twice-yearly Operating Review, chaired by the Designated Officer, where the delivery of CAwPACT support is reported upon.

CAwPACT Management Group – quarterly.

The contractor shall administer the CAwPACT, including arrangements for the meeting (Agenda, invites etc) and producing minutes.

Administration (as detailed above) of the CAwPACT Management Group, Chair by a representative of the Designated Officer, where the governance of CAwPACT is managed. Twice per year.

The contractor shall administer the Product Configuration Board, including arrangements for the meeting (Agenda, invites etc) and producing minutes.

Administration (detailed above) of the Product Configuration Board, Chaired by SO1 CAwPACT, that reviews the ongoing configuration and coherence of CAwPACT Products



Crown  
Commercial  
Service

**Annex A**  
**Government Furnished Assets (GFA)**

	<b>Government Furnished Equipment (GFE)</b>	<b>Government Furnished Information (GFI)</b>	<b>Government Furnished Resources (GFR)</b>	<b>Government Furnished Facilities (GFF)</b>
<b>Description</b>	If required the MOD will provide the contract with MOD laptops and access to MODNet using O365 E5 (for regular users) or F3 (for occasional users), or access via the Virtual Desktop System.	CAwPACT Configuration Management Plan. CAwPACT Tool development documents. CAwPACT Instructions for Use. CAwPACT SharePoint. CAwPACT Tools. Front Line Command Mid-Level Policy. Defence Share.	The Designated Officer will make available:  a. Suitable experienced personnel for the day-to-day management and direction of deliverables. b. Personnel to provide governance and oversight of the contract deliverables.	N/A
<b>Quantity</b>	As required , but no more than 4.	As required.	a. Up to 6 FTE days per month. b. As required, but not less than 8 hrs on a quarterly basis.	N/A
<b>Terms of Loan</b>	The contractor is required to abide by the SyOps for MOD User Access Devices.	Access to listed documents for reference, or upkeep and development.	N/A	N/A
<b>Task</b>	N/A	N/A	a. Management, direction and advice.	N/A



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Service

			b. Approval of configuration management changes.	
<b>Date of Supply and Return</b>	As agreed but later than the end of the contract.	N/A	As agreed	N/A
<b>Location of Supply</b>	By post.	Accessed via MODNet.	Virtual, or as required for Site visits.	N/A
<b>Reporting</b>	As requested by Defence or RAF Digital	N/A	As required, but not less than fortnightly.	N/A
<b>Maintenance Responsibilities</b>	As requested by Defence or RAF Digital	The contractor is required to maintain/upkeep all documents. The Designator Officer will approve documents for MOD use.	The Designated Officer will provide training and upskilling.	N/A
<b>Replacement Responsibilities</b>	The MOD will be responsible for replacement.	N/A	The MOD will be responsible for replacement.	N/A
<b>Responsibility for Delivery / Collection</b>	MOD/Contractor	Contractor to access via MODNet	N/A	N/A
<b>Packaging Issues</b>	Device to be cleared prior to return.	N/A	N/A	N/A
<b>Disposal Arrangements</b>	Not applicable. Devices to be returned to the MOD.	N/A	N/A	N/A
<b>Warranties</b>	N/A	N/A	N/A	N/A



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<b>Force Majeure / Relief / Compensation</b>	The contractor will be due relief if access to MODNet is not provided.	The contractor will be due relief if access to GFI is not available.	The contractor will be due relief if access to GFR is not available.	N/A
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Service

**ANNEX B  
GOVERNMENT FACILITIES**

Serial	Unit	Postcode	Role in Contract	Historic Visits in 3 years
1	RAF Air Cmd, High Wycombe	HP14 4UE	Management Meetings	0
2	RAF Benson	OX10 6AA	CAMO Liaison	1
3	RAF Boscombe Down	SP4 0JF	CAMO Liaison	0
4	RAF Brize Norton	OX18 3LX	CAMO Liaison	2
5	RAF Coningsby	LN4 4SY	CAMO Liaison	1
6	RAF Cosford	TF11 8UP	Conference Facilities	0
7	RAF Cranwell	NG34 8HE	CAMO Liaison/Conference facilities	0
8	RAF Lossiemouth	IV31 6SD	CAMO Liaison	1
9	RAF Marham	PE33 9NR	CAMO Liaison	1
10	RAF Northolt	HA4 6NG	CAMO Liaison	0
11	RAF Odiham	RG29 1QT	CAMO Liaison	1
12	RAF Shawbury	SY4 4DZ	CAMO Liaison	0
13	RAF Syerston	NG23 5NN	CAMO Liaison	1
14	RAF Valley	LL65 3NY	CAMO Liaison	1
15	RAF Waddington	LN5 9NB	CAMO Liaison	1
16	Defence Academy Shrivenham	SN6 8LA	Conference facility	2





## Attachment 2 – Charges and Invoicing

### Part A – Milestone Payments and Delay Payments

All redactions have been undertaken in accordance with the FOI ACT 2000 Part 2.

The Option Periods detailed in the Pricing Schedule above will be subject to Firm Pricing and not subject to variation.

- a. The Contractor hereby grants the Authority the irrevocable Option to purchase the above service in accordance with the Terms and Conditions set out in the Contract.

- 2.2. The Authority shall have the right to exercise each Option year Period (years 1 & 2) up to 3 months prior to the contract end date. The Authority shall have the right to exercise both Option Periods at the same time or by one Option Period at a time.

- 2.3. The Authority shall not be obliged, or is under any obligation, to exercise any of the Option Periods detailed.

All payments will be processed via the MOD e-payment platform CP&F and Exostar within 30 days of submission of a valid invoice after works have been completed. Invoices should be submitted on completion of the service required; invoices will be paid in full within 30 days as long as the invoice has been submitted correctly. Payments are processed via the electronic payment platforms CP&F and Exostar.

### Part B – Service Charges (Not Used)

Charge Number	Service Charges
32 RM6100 Order Form – Lots 2, 3 and 5	
<b>[Service Line 1]</b>	
[e.g. SL1C1]	Not applicable
<b>[Service Line 2]</b>	
[e.g. SL2C1]	Not applicable



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**Part C – Supplier Personnel Rate Card for Calculation of Time and Materials Charges (Not Used)**

Staff Grade	Day Rate (£)
Not applicable	Not applicable



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Service

## Part D – Risk Register (Not Used)

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 12
Risk Number	Risk Name	Description of risk	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Cost of mitigation	Postmitigation impact (£)	Owner

## Part E – Early Termination Fee(s)

Not applicable



### Attachment 3 – Outline Implementation Plan

#	Milestone	Deliverables ( <i>bulleted list showing all Deliverables (and associated tasks) required for each Milestone</i> )	Duration ( <i>Working Days</i> )	Milestone Date
M1	User Readiness for Service	Implementation Plan Operations Plan Cutover Plan Project Schedule Service Management Plan	15	21 February 2025
M2	Implementation	Implementation Plan	4	27 February 2025
M3	In Service Support	Post Implementation Report Cut-Over Plan Service Delivery Reports Risk and Issues Log Service Management Plan Defects Log	2	03 March 2025

### Attachment 4 – Service Levels and Service Credits

#### Service Levels and Service Credits

KPI/SLA	Service Area	KPI/SLA description	Target
Facilitate Governance of CAwPACT	Governance	To maintain the Standards of Performance for the CAwPACT Governance Meetings as detailed in Ref B.7. of the SoR	100% of planned meetings per Contract Year are delivered.



Timely and accurate billing	Accuracy	To provide invoices in a timely manner with detailed breakdowns of the service charges.	100% of invoices per quarter.
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#### Critical Service Level Failure

Not Applicable

### Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

.1.5 The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

#### Part A – Key Supplier Personnel

Not Applicable

Key Supplier Personnel	Key Role(s)	Duration
		Contract Period
		Contract Period
		Contract Period

#### Part B – Key Sub-Contractors



Key Subcontractor name and address (if not the same as the registered office)	Registered office and company number	Related product/Service description	Key Sub-contract price expressed as a percentage of total projected Charges over the Contract Period	Key role in delivery of the Services
Frazer-Nash Consultancy (FNC) Ltd	Hill Park South, Springfield Drive, Leatherhead, KT22 7LH	CAwPACT In Service Support	100%	Project Lead



## Attachment 6 – Software Not Applicable

- .1.1 The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).
- .1.2 The Parties agree that they will update this Attachment 6 periodically to record any Supplier Software or Third Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

### Part A – Supplier Software

The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/Expiry



## Part B – Third Party Software

The Third Party Software shall include the following items:

Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry



## Attachment 7 – Financial Distress (Not Used)

For the purpose of Schedule 7 (Financial Distress) of the Call-Off Terms, the following shall apply:

Not Applicable

### PART A – CREDIT RATING THRESHOLD

Entity	Credit Rating (long term) <i>(insert credit rating issued for the entity at the Commencement Date)</i>	Credit Rating Threshold <i>(insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3))</i>
<b>Supplier</b>	[Rating Agency 1] – [insert rating for Rating Agency 1]	[Rating Agency 1] – [insert threshold for Rating Agency 1]
	[Rating Agency 2] – [insert rating for Rating Agency 2]	[Rating Agency 2] – [insert threshold for Rating Agency 2]
	[etc.]	[etc.]
<b>[Key Sub-contractor 1]</b>	[etc.]	[etc.]
<b>[Key Sub-contractor 2]</b>	[etc.]	[etc.]

### PART B – RATING AGENCIES

- [Rating Agency 1 (e.g Standard and Poors)]
  - Credit Rating Level 1 = [AAA] ○
  - Credit Rating Level 2 = [AA+] ○
  - Credit Rating Level 3 = [AA] ○
  - Credit Rating Level 4 = [AA-] ○
  - Credit Rating Level 5 = [A+] ○
  - Credit Rating Level 6 = [A] ○ Credit
  - Rating Level 7 = [A-] ○ Credit Rating
  - Level 8 = [BBB+] ○ Credit Rating Level 9
  - = [BBB] ○ Credit Rating Level 10 =
  - [BBB-] ○ Etc.

- [Rating Agency 2 (e.g Moodys) ] ○ Credit  
Rating Level 1 = [Aaa]
- - Lots 2, 3 and 5
  - Credit Rating Level 2 = [Aa1] ○ Credit Rating Level 3 = [Aa2] ○ Credit Rating Level 4 = [Aa3] ○ Credit Rating Level 5 = [A1] ○ Credit Rating Level 6 = [A2] ○ Credit Rating Level 7 = [A3] ○ Credit Rating Level 8 = [Baa1] ○ Credit Rating Level 9 = [Baa2] ○ Credit Rating Level 10 = [Baa3] ○ Etc.
- [Rating Agency 3 (etc.) ] ○ Credit Rating  
Level 1 = [XXX]
- Etc.

## Attachment 8 – Governance

### PART A – SHORT FORM GOVERNANCE (NOT USED)

For the purpose of Part A of Schedule 7 (Short Form Governance) of the Call-Off Terms, the following board shall apply:

Operational Board	
Buyer Members for the Operational Board	Not Applicable
Supplier Members for the Operational Board	Not Applicable
Frequency of the Operational Board	Not Applicable
Location of the Operational Board	Not Applicable

### PART B – LONG FORM GOVERNANCE

For the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms, the following boards shall apply:

SERVICE MANAGEMENT BOARD	
Buyer Members of Service Management Board (include details of chairperson)	N/A combined with Operating Review Board
Supplier Members of Service Management Board	N/A
Start Date for Service Management Board meetings	N/A
Frequency of Service Management Board meetings	N/A
Location of Service Management Board meetings	N/A

Programme Board (CAwPACT Operating Review Board)	
Buyer members of Programme Board (include details of chairperson)	SO1 Aw & QM Pol

Supplier members of Programme Board	Project Lead
Start date for Programme Board meetings	1 Apr 25
Frequency of Programme Board meetings	6 monthly
Location of Programme Board meetings	Virtual

<b>Change Management Board (CAwPACT Management Group)</b>	
Buyer Members of Change Management Board (include details of chairperson)	So2 Aw & QM Pol
Supplier Members of Change Management Board	Project Lead, Subject Matter Experts for CAwPACT Products
Start Date for Change Management Board meetings	1 Mar 25
Frequency of Change Management Board meetings	Quarterly
Location of Change Management Board meetings	Virtual

<b>Technical Board (Product Configuration Board)</b>	
Buyer Members of Technical Board (include details of chairperson)	SO1 CAwIP
Supplier Members of Technical Board	Project Lead, Subject Matter Experts for CAwPACT Products
Start Date for Technical Board meetings	1 Apr 25
Frequency of Technical Board meetings	Twice per year
Location of Technical Board meetings	Virtual

<b>Risk Management Board</b>
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Buyer Members for Risk Management Board (include details of chairperson)	N/A combined with CAwPACT Management Group
Supplier Members for Risk Management Board	N/A
Start Date for Risk Management Board meetings	N/A
Frequency of Risk Management Board meetings	N/A
Location of Risk Management Board meetings	N/A

## Attachment 9 – Schedule of Processing, Personal Data and Data Subjects (Not Used)

This Attachment 9 shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Buyer at its absolute discretion.

1.1.1.1 The contact details of the Buyer's Data Protection Officer are:

1.1.1.2 The contact details of the Supplier's Data Protection Officer are:

1.1.1.3 The Processor shall comply with any further written instructions with respect to processing by the Controller.

1.1.1.4 Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Identity of Controller for each Category of Personal Data	
Duration of the processing	
Nature and purposes of the processing	
Type of Personal Data	
Categories of Data Subject	

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	
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## Attachment 10 – Transparency Reports

Not Applicable

