



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>

The Customer must provide a draft Order Form as part of the Further Competition Procedure.

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

Public Health England

Billing address

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

Accounts Payable, PHE Porton, Manor Farm Road, Porton, Wiltshire, SP4 0JG or
payables@phe.gov.uk

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
Insight Direct (UK) Ltd

Supplier address

Supplier's registered address
5th Floor, Metro Building, Trafford Road Salford M5 3NN

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 Insight Direct (UK) LTD 4th floor The Charter Building, Charter Place Uxbridge UB8 1JG Tel – REDACTED

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

[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 | <input type="checkbox"/> |
| 2. TRANSITION & TRANSFORMATION | <input type="checkbox"/> |
| 3. OPERATIONAL SERVICES | |
| a: End User Services | <input checked="" type="checkbox"/> |
| b: Operational Management | <input type="checkbox"/> |
| c: Technical Management | <input type="checkbox"/> |
| d: Application and Data Management | <input type="checkbox"/> |
| 4. PROGRAMMES & LARGE PROJECTS | |
| a. OFFICIAL | <input type="checkbox"/> |

Customer project reference

Please provide the customer project reference number.

Itt_4700

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

06/04/2021



a. SECRET (& above) ☐

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	60 (5)	-	5
4	60 (5) *	12 + 12 = 24 (1 + 1 = 2)	7 (5+1+1) *

* There is a minimum 5 year term for this Lot

Call Off Initial Period Months

12 months (certain items support to terminate 31/12/2021).

Call Off Extension Period (Optional) Months

12 months on items in support 05/04/2021.

Minimum Notice Period for exercise of Termination Without Cause /A.

(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

[Click here to enter text.](#)

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

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

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). If a Direct Award, please append the Supplier's Catalogue Service Offer.

Oracle Support Service No 6303236 CSI 19518084 8 Processors until 31/12/2021

Support Service No 6303228 CSI 19518085 218 NUP until 31/12/2021

All the following items are to be supported until 05/04/2022 Oracle Support Service No 6303200 CSI 19515838

400 NUP, Oracle Support Service No 6303157 CSI 19520016 50 NUP, Oracle Support Service No 6303154

CSI 19519923 25 Processor, Oracle Support Service No 6302950 CSI 19518093 10 Processor, Oracle

Support Service No 6335517 CSI 19566360 Oracle Options Support, Oracle Support Service No 5406223

CSI 64804 Oracle Licenses, Oracle Support Service No 5031690 CSI 17902817 Oracle Hardware, Oracle



Support Service No 9172218 CSI 20489356 Oracle T7 Hardware Support, Oracle CSI 104762
Programmer/2000 8.0, Oracle CSI 16918505 Sun Studio – User Perpetual

Location/Site(s) for provision of the Services

PHE Colindale, 61 Colindale Avenue, London, NW9 5EQ.

Additional Clauses (see Annex 3 of Framework Schedule 4)

This Annex can be found on the RM3804 CCS webpage. The document is titled RM3804 Alternative and additional t&c's v4.

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 – Mandatory

The following clauses will automatically apply where Lot 3 services are provided (this includes Lot 4a & 4b where Lot 3 services are included).

☐

C: Call Off Guarantee

☐

D: Relevant Convictions

☐

A3: Staff Transfer

E: Security Requirements

☐

A4: Exit Management

A: PROJECTS - Optional

F: Collaboration Agreement

Where required please complete and append to this Order Form as a clearly marked document (see Call Off Schedule F)

☐

A1: Testing

☐

A2: Key Personnel

☐

G: Security Measures

☐

B: SERVICES - Optional

Only applies to Lots 3 and 4a and 4b

H: MOD Additional Clauses

☐

B1: Business Continuity and Disaster Recovery

☐

B2: Continuous Improvement & Benchmarking

☐

Alternative Clauses

B3: Supplier Equipment

☐

To replace default English & Welsh Law, Crown Body and FOIA subject base Call Off Clauses

B4: Maintenance of the ICT Environment

☐

Tick any applicable boxes below



B5: Supplier Request for Increase of the Call Off Contract Charges	<input 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 type="checkbox"/>	Non-Crown Bodies	<input type="checkbox"/>
		Non-FOIA Public Bodies	<input type="checkbox"/>

Collaboration Agreement (see Call Off Schedule F) This Schedule can be found on the RM3804 CCS webpage. The document is titled RM3804 Collaboration agreement call off schedule F v1.

Organisations required to collaborate (Collaboration Suppliers)
Click here to enter text.

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

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

Click here to enter text.

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
N/A.	N/A.

Customer Property (see Call Off Clause 21)
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
Click here to enter text.

Call Off Contract Charges and Payment Profile (see Call Off Schedule 2)
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. If a Direct Award, please append the Price Card attached to the Supplier's Catalogue Service Offer.
Click here to enter text.

Undisputed Sums Limit (£)
Insert right (see Call Off Clause 31.1.1)

Click here to enter text.



Delay Period Limit (calendar days) <i>Insert right (see Call Off Clause 5.4.1(b)(ii))</i>	Click here to enter text.																								
Estimated Year 1 Call Off Contract Charges (£) For Call Off Contract Periods of over 12 Months	204,340.57																								
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 (£)	Click here to enter text.																								
Professional Indemnity Insurance (£)	Click here to enter text.																								
Transparency Reports (see Call Off Schedule 6) <i>If required by the Customer populate the table below to describe the detail (titles are suggested examples)</i>																									
<table border="1"> <thead> <tr> <th>Title</th> <th>Content</th> <th>Format</th> <th>Frequency</th> </tr> </thead> <tbody> <tr> <td>[Performance]</td> <td></td> <td></td> <td></td> </tr> <tr> <td>[Call Off Contract Charges]</td> <td></td> <td></td> <td></td> </tr> <tr> <td>[Key Sub-Contractors]</td> <td></td> <td></td> <td></td> </tr> <tr> <td>[Technical]</td> <td></td> <td></td> <td></td> </tr> <tr> <td>[Performance management]</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Title	Content	Format	Frequency	[Performance]				[Call Off Contract Charges]				[Key Sub-Contractors]				[Technical]				[Performance management]				
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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) <i>Where applicable insert right</i>																									
	Click here to enter text.																								
Implementation Plan (see Call Off Clause 5.1.1) Time frame for delivery of a draft Implementation Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days) <i>Where applicable insert right. If a Direct Award, please append the Implementation Plan attached to the Supplier's Catalogue Service Offer.</i>																									
	Click here to enter text.																								
BCDR (see Call Off Schedule B1) <i>This can be found on the CCS RM3804 webpage. The document is titled RM3804 Alternative and additional t&c's v4.</i>																									
<input type="checkbox"/>																									
An executed BCDR Plan from the Supplier is required prior to entry into the Call Off Contract <i>tick box (right) and append as a clearly marked complete document</i> OR																									
Time frame for delivery of a BCDR Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days) <i>Where applicable insert right</i>	Click here to enter text.																								
Disaster Period (calendar days)	Click here to enter text.																								
GDPR (see Call Off Clause 23.6)																									



Where a specific Call Off Contract requires the inclusion of GDPR data processing provisions, please complete and append Call Off Schedule 7 to this order form. This Schedule can be found in the Call Off Contract on the RM3804 CCS webpage

Supplier Equipment (see Call Off Clause B3)

This can be found on the RM3804 CCS webpage. The document is titled RM3804 Alternative and additional t&c's v4.

X - Service Failures (number)

Where applicable insert right

Click here to

enter text.

Y – Period (Months)

Where applicable insert right

Click here to enter

text.

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

Click here to enter text.

Customer Responsibilities

List below or append as a clearly marked document

Click here to enter text.

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)

Click here to enter text.

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

Click here to enter text.

Other CCS framework agreement(s) to be used

Click here to enter text.

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
System or Network Availability The availability measure is the amount of time	Availability	99% availability of service during 8:00am to 6:00pm Monday to Friday excluding public holidays and agreed	85%	1% Service Credit gained for each 0.5 percentage under the specified Service Level Performance Measure



the common network is available as a percentage of the operational hours		planned maintenance activity		
Helpdesk – Time to Answer Call Calls answered within 16 seconds. Time to answer starts at the point any Interactive Voice Response (IVR) message stops playing.	Performance	98% of calls answered within 16 seconds.	90%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Time to Fix The time taken to fix the incident from the point of the incident being notified to the Supplier.	Performance	<p>% of calls not fixed within SLA measures vs total number of incidents broken down by Severity level</p> <ul style="list-style-type: none"> · list of Severity 1 and 2 calls not fixed within SLA maximum time detailing number of hours to resolution · & how those calls have been escalated <p>Severity levels: Max time to fix</p> <p>Severity 1 (4 hours) - 100%</p> <p>Severity 2 (8 hours) - 100%</p>	<p>80%</p> <p>80%</p>	<p>2% Service Credit gained for each incident breaching the 4 hour service level. Additional 0.5% for each and every hour beyond the 4 hour service level of each incident.</p> <p>-----</p> <p>1% Service Credit gained for each incident breaching the 8 hour service level. Additional 0.2% for each and every 2 hour period beyond the 8 hour service level of each incident.</p> <p>-----</p>



		Severity 3 (2 Working Days) – 98%	80%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure for severity level 3
		Severity 4 (5 Working Days) – 98%	80%	0.2% Service Credit gained for each percentage under the specified Service Level Performance Measure
		<p>Severity levels will be assigned as:</p> <p>1: Incident causing a critical or total interruption to service, including a complete network failure. There is no alternative/resilient service available</p> <p>2: Services are degraded or have reduced availability or limited network access. There is a severe impact on service availability. No acceptable alternative is possible. e.g. Dept. or Hub Floor with no access</p> <p>3: A non-critical impact to service which has operational service reduction, but no direct effect on service availability. An alternative/workaround is possible, e.g. Multiple Users with no access</p> <p>4: An incident requiring resolution but which currently is not affecting service or availability, e.g. Single User with no or partial access</p>		

Critical Service Level Failure (see Call Off Clause 9)



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

In relation to **[specify the relevant Service Level]** a Critical Service Level Failure shall include a delay in producing **[specify the relevant Deliverable]** ordered by the Customer in excess of **[specify the relevant time period]** more than once in any **[specify the relevant period]** or more than **[specify the relevant time period]**.

And/or

In relation to **[specify the relevant Service Level]** a Critical Service Level Failure shall include a loss of **[specify the relevant Availability]** during core hours **[specify the relevant core hours]** to the **[specify the relevant Service]** for more than **[specify the relevant time period]**, or **[specify the relevant time period]**.

The number of Service Level Performance Criteria for the purpose of Call Off Clause 8.6 shall be **[specify number]**.

Service Credits

Formula for calculation

System / Network Availability

v% (Service Level Performance Measure) - **w%** (actual Service Level performance) = **y%** / 0.5 = **z** (rounded down) x service credit assigned = % 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:

99.99% (e.g. Service Level Performance Measure requirement for Service Level Performance Criterion of Network Availability) - 97.2% (e.g. actual performance achieved against this Service Level Performance Criterion in a Service Period) = 2.79% / 0.5 = 5 (rounded down from 5.58) x 0.5 = 2.5 % 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

Speed of Answering Calls

x% (Service Level Performance Measure) - **y%** (actual Service Level performance) = **z%** x service credit assigned = % 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:

98% (e.g. Service Level Performance Measure requirement for Service Level Performance Criterion of First Time Response) - 94% (e.g. actual performance) = 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



achieved against this Service Level Performance Criterion in a Service Period)

Credits to be deducted from the next Valid Invoice payable by the Customer

Time To Fix

If **x%** (Service Level Performance Measure) - **y%** (actual Service Level performance)

=

Each incident breaching the SLA hours then **z%** 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 **plus** for Severity 1 and 2 incidents a further **v%** charge is payable for each and every whole hour beyond the SLA hours for that incident type

Worked example:

100% (e.g. Service Level Performance Measure requirement for Service Level Performance Criterion of Time to Fix for Severity 1 incidents) - 96% (e.g. actual performance achieved against this Service Level Performance Criterion in a Service Period). The incident took 5.5 hours to fix.

=

Failed the 100% so
The incident took 1.5 hours (5.5 - 4) longer than the 4 hour SLA resulting in 2% +0.5% (1 whole hour over SLA) = 2.5% 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

In the period from the Call Off Commencement Date to the end of the first Call Off Contract Year **[xxx]%** of the Estimated Year 1 Call Off Contract Charges; and

during the remainder of the Call Off Contract Period, **[xxx]%** 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). This can be found on the CCS RM3804 webpage. The document is titled Alternative and additional t&c's v4.

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

Required Members			
Job Title	Name	Location	Frequency

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

[Click here to enter text.](#)

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
[Click here to enter text.](#)

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.

204,340.57



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	07/04/2021

For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	09/04/2021