



**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 20<sup>th</sup> December 2022 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 <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1234>. 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. the Framework, except Framework Schedule 18 (Tender);
2. the Order Form;
3. the Call Off Terms; and
4. Framework Schedule 18 (Tender).



Crown  
Commercial  
Service

## Section A General information

Contract Details	
Contract Reference:	C5035
Contract Title:	DDTS Delivery Support – Work Package 1 Legacy Applications Programme (LAP)
Contract Description:	This contract will provide delivery support services to deliver the LAP activities.
Contract Anticipated Potential Value:	£3,750,031.50
Estimated Year 1 Charges:	£1.5m
Commencement Date: this should be the date of the last signature on Section E of this Order Form	20/12/2022

### Buyer details

#### Buyer organisation name

Department for Environment, Food and Rural Affairs

#### Billing address

Your organisation's billing address - please ensure you include a postcode  
Nobel House, 17 Smith Square, London SW1P 3JR

#### Buyer representative name

The name of your point of contact for this Order

#### 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.

#### Buyer Project Reference

Please provide the customer project reference number.  
P-30339



### Supplier details

#### Supplier name

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

#### Supplier address

Supplier's registered address  
Three Cherry Trees Lane, Hemel Hempstead, Hertfordshire, HP2 7AH

#### 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. This must include an email for the purpose of Clause 50.6 of the Contract.  
[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.  
Not Applicable

### 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 checked="" type="checkbox"/> |
| 2. TRANSITION & TRANSFORMATION           | <input checked="" 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 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)
2	36 (3)
3	60 (5)
5	60 (5)

**Initial Term** Months

36

**Extension Period (Optional)** Months

12

**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:**

Remotely from anywhere in the UK.

If the Buyer requires or mandate attendance at a Buyer location, then travel expenses will be agreed in advance and recovered at cost (without the addition of overhead or margin) by the Supplier.

#### **Supplier Premises:**

Remotely from anywhere in the UK, or at Supplier locations at the Suppliers discretion.

#### **Third Party Premises:**

Not Applicable

### **Buyer Assets**

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

Not Applicable

### **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.*

As provided in the Specification

### **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.*

As provided in the Specification

### **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.*

As provided in the Specification

### **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 (£) - £1m

Professional Indemnity Insurance (£) - £1m



### Buyer Responsibilities

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

Provision of suitable workspace when in Defra premises.

Provision of access to all service areas when in Defra premises.

Provision of user accounts for any Defra owned IT systems that may need updating during the Service delivery. E.g., email or database.

Provision of information; access to people, systems and processes.

Configured hardware (i.e. laptops) to access Buyer systems.

Access to Buyer processes, and design documentation. Where such access is required to gather intelligence from systems or databases managed by other third parties, the Buyer will arrange that sufficient access is facilitated with the relevant third party.

Other specific dependencies (if required) will be defined against each individual SOW.

### Goods

*Guidance Note: list any Goods and the 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 checked="" type="checkbox"/>
Part B – Long Form Governance Schedule	<input 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.





## 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 type="checkbox"/>
S7: Continuous Improvement	<input type="checkbox"/>
S8: Guarantee	<input type="checkbox"/>
S9: MOD Terms	<input 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.*

A draft Security Management Plan will be developed as part of project initiation.

### **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





Crown  
Commercial  
Service

## Section D Supplier Response



Sopra Steria\_WP1 -  
LAP Technical and Sus

### **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.*

Pricing contained in Attachment 2 Part C



## 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	[REDACTED]
Job role/title	[REDACTED]
Signature	[REDACTED]
Date	4 January, 2023

#### For and on behalf of the Buyer

Name	[REDACTED]
Job role/title	[REDACTED]
Signature	[REDACTED]
Date	04.01.23



Crown  
Commercial  
Service

## Attachment 1 – Services Specification



Appendix 3  
Specification\_WP1 - L



## Appendix C – Technical Standards

The LAP portfolio will need to work to the standards, patterns and guides as set out by Defra. Any changes will need to be taken to the technical governance board for sign off before implementation.



LAP Technical  
Standards (Version fo



## Part D – Risk Register

The Risk Register will be populated on an ongoing basis by the Authority and Supplier project teams.

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	Post-mitigation impact (£)	Owner



## Part E – Early Termination Fee(s)

Provided the Authority serves the full 30 days notice of termination for convenience then no early termination fees shall be payable as the project is resource based.

If the Supplier is asked through change management to provide software or assets, or execute long term third party agreements then the Order Form shall be updated to reflect any early termination charges for stranded costs that might be incurred by the Supplier.





### Attachment 3 – Outline Implementation Plan

This will be developed as part of the mobilisation activities when Statements of Works are issued.

#	Milestone	<b>Deliverables</b> <i>(bulleted list showing all Deliverables (and associated tasks) required for each Milestone)</i>	<b>Duration</b> <i>(Working Days)</i>	<b>Milestone Date</b>
M1	[Concept Design]	[Statement of Requirements System/Application Specifications Interface Specifications Systems Testing Strategy Implementation Strategy and Plan Risk and Issues Management Plan Outline Disaster Recovery Plan Project Schedule Service Management Plan]		
M2	[Full Development]	[Design Verification Reports Design Validation Reports Change Management Plan System/Application Implementation Plan Risk and Issues Management Project Schedule Service Management Plan]		
M3	[System User Testing]	[System Test Report Risk and Issues Management Plan Project Schedule Service Management Plan Defects Log Final Inspection and Testing Report]		
M4	[User Readiness for Service]	[Training Plan Risk and Issues Log Implementation Plan Operations Plan Data Conversion & Cutover Plan Project Schedule Service Management Plan]		
M5	[Implementation]	[Implementation Plan Training Scripts]		
M6	[In Service Support]	[Post Implementation Report Data Conversion and Cut-Over Plan Service Delivery Reports Risk and Issues Log Service Management Plan Defects Log]		



Crown  
Commercial  
Service

## **Attachment 4 – Service Levels and Service Credits**

Not Applicable.



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

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**

Key Personnel will be identified and agreed as necessary in the Statements of Work.

### **Part B – Key Sub-Contractors**

Not Applicable





## Attachment 6 – Software

- .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
None							



## 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
None							

## Attachment 7 – Financial Distress

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

### 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>
Supplier		

### PART B – RATING AGENCIES

Dun & Bradstreet

Risk Indicator	Probability of Failure
1	Minimum Risk
2	Lower than Average Risk
3	Higher than Average Risk
4	High Risk
-	Undetermined

## Attachment 8 – Governance

### PART A – SHORT FORM GOVERNANCE

The members of Operational Board will be agreed by the parties as part of the project implementation.

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	[insert details or Not Applicable if Part B applies below]
Supplier Members for the Operational Board	[insert details or Not Applicable if Part B applies below]
Frequency of the Operational Board	[insert details or Not Applicable if Part B applies below]
Location of the Operational Board	[insert details or Not Applicable if Part B applies below]



## Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

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. The contact details of the Buyer's Data Protection Officer are: **[Insert Contact details]**.
2. The contact details of the Supplier's Data Protection Officer are: [REDACTED]
3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>[The Authority is Controller and the Supplier is Processor]</b></p> <p>The Parties acknowledge that in accordance with Clause 34.2 to 34.15 and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> <li><b>[Insert the scope of Personal Data for which the purposes and means of the processing by the Supplier is determined by the Authority]</b></li> </ul> <p><b>The Supplier is Controller and the Authority is Processor</b></p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Buyer is the Processor in accordance with Clause 34.2 to 34.15 of the following Personal Data:</p> <p>Business contract details of the Supplier Personnel.</p> <p><b>The Parties are Joint Controllers</b></p> <p>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</p> <p>None</p> <p><b>The Parties are Independent Controllers of Personal Data</b></p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> <li>Business contact details of Supplier Personnel,</li> <li>Business contact details of any directors, officers, employees, agents, consultants and contractors of the</li> </ul>

	Buyer (excluding the Supplier Personnel) engaged in the performance of the Buyer's duties under this Contract.
Duration of the processing	During the Term.
Nature and purposes of the processing	Collection, recording, organisation, use, disclosure by transmission, dissemination or otherwise making available, the Business Contact Data of the Supplier and Authority for the purpose of the proper fulfilment of the Agreement.  <b>Authority to add others based on its additions above</b>
Type of Personal Data	Name, work address, telephone number, email address.  <b>Authority to add others based on its additions above</b>
Categories of Data Subject	Staff (including volunteers, agents, and temporary workers)  <b>Authority to add others based on its additions above</b>
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	Data will be kept for the minimum period required to fulfil the Agreement and will be destroyed when no longer required through secure destruction methods in accordance with the Security requirements.

## Attachment 10 – Transparency Reports

Any Transparency Reports required will be agreed between the parties as the project progresses and shall update this Attachment 10 accordingly.

Title	Content	Format	Frequency

## **Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses**