

Technology Services 2 Agreement RM3804
Framework Schedule 4 - Annex I

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

Customer details

Customer organisation name

THE SECRETARY OF STATE FOR WORK AND PENSIONS (the "Authority") acting as part of the Crown

Billing address

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

Department for Work and Pensions

PO Box 406

SSCL

Phoenix House,

Celtic Springs Business Park

Newport

NP10 8FZ

Electronic Invoices to be sent to: APinvoices-DWP-U@sscl.gse.gov.uk

Customer representative name

The name of your point of contact for this Order

Brendan Murtagh

This Order Form is issued in accordance with the provisions of the Technology Services 2 Framework Agreement RM3804.

Supplier address

Supplier's registered address

REDACTED

Supplier representative contact details

Email and telephone contact details of the suppliers representative

REDACTED

Order 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

OPP-2671096

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 a

2. TRANSITION & TRANSFORMATION

3. OPERATIONAL SERVICES

a; End User Services b; Operational Management

c: Technical Management

d: Application and Data Management

4. PROGRAMMES & LARGE PROJECTS

REDACTED

Customer project reference

REDACTED

There is a minimum 5 year term for this Lot.

Call Off Initial Period Months Call Off Extension Period (Optional) Months

REDACTED

REDACTED

Minimum Notice Period for exercise of Termination Without Cause

90 days

Additional specific standards or compliance requirements

Include any conformance or compliance commitments over and above the Standards (including those listed at paragraph 23 of Framework Schedule 2) which the Services must meet. List below if applicable

All additional specific standards to be applied are detailed in Appendix B — Specification —

Mandatory Requirements of the Invitation to Further Competition.

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 one Form as a clearly marked document.

Please refer to Annex 1 'Additional Terms' to this Order Form'

Security Management Plan

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

The Supplier will provide to DWP their standard Security Management Plan within 30 days of the call-off commencement date.

Customer Data Journey Map

Where the Supplier is required to provide the Customer with a visual map which sets out the journey the Customer's data takes, both in transit and at rest and from both within and outside the UK, the timeframe for delivery from the Call Off Commencement Date (Working Days) is 30 days

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 include the Customer's requirement and the Supplier's response to the Further Competition Procedure)

The required services are outlined in Appendix B — Specification — Mandatory Requirements of the invitation to Further Competition document:

RFP - Project 21434 -
Unified Communication

The required services are outlined in Appendix B — Specification — Mandatory Requirements of the Invitation to Further Competition document. The supplier shall also provide the following additional service elements:

The skills and experience required include:

REDACTED

Location/Site(s) for provision of the Services

REDACTED

Additional Clauses (see Annex 3 of Framework Schedule 4)

This Annex can be found on the RM3804 CCS webpage. The document is titled RM3804 Additional Clauses.

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

REDACTED

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

REDACTED

Click box (dght) and append as a clearly marked complete document

Licensed Software Where Software owned by a party other than the Customer is used in the delivery of the Semces list product details under each relevant heading below

Supplier Software

Third Party Software

REDACTED

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

£100,000

Delay Period Limit (calendar days)
Insert right (see Call Off Clause 5.41(b)(ii))

Not applicable

Estimated Year 1 Call Off Contract Charges (£)
For Call Off Contract Periods of over 12 Months

£149,869.70 excl VAT

Enhanced Insurance Cover

Where a specific Call Off Contract requires a higher level of insurance cover than the Elm default in Framework Schedule 14 please specify below

Third Party Public Liability Insurance (£)

£1 million

Professional Indemnity Insurance (E)

£1 million.

Transparency Reports (see Call Off Schedule 6) required by the Customer populate the table below to describe the detail (titles are suggested examples)

Reports required during the term of the contract are included in Appendix B — Specification Mandatory Requirements of the Invitation to Further Competition

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)

Not applicable

Where applicable Insert right

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) 10 Where applicable insert right

BCDR (see Call Off Schedule B1)

This can be found on the CCS RM3804 webpage. The document is titled RM3804 Additional Clauses.

An executed BCDR Plan from the Supplier is required prior to entry into the Call Off

Contract tick box (right) end append as e clearly marked complete document

REDACTED

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

N/A

Supplier Equipment (see Call Off Clause B3)

This can be found on the RM3804 CCS webpage. The document is titled RM3804 Additional

Key Personnel & Customer Responsibilities (see Call Off Clause A2)

List below or append as a clearly marked document to include Key Roles

Key Personnel

REDACTED

Customer Responsibilities

REDACTED

Relevant Conviction(s)

Where applicable the Customer to include details of Conviction(s) it considers relevant to the nature of the Services

REDACTED

Appointment as Agent (see Call Off Clause 19.5.4)

Insen details below or append as e clearly marked document

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

Not applicable

Not applicable

Service Levels

If required by the Customer populate the table below to describe the detail (content Is suggested examples)

REDACTED

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Critical Service Level Failure (see Call Off Clause 9)

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

REDACTED

Service Credit Cap

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

REDACTED

Section D

Supplier response

Suppliers - use this section to provide any details that may be relevant in the fulfillment of the Customer Order

Commercially Sensitive information

Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract.
Pricing and IPR

Total contract value

REDACTED

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

REDACTED

For and on behalf of the Customer

Name	
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Job role/titite	
Signature	
Date	

