**Order Form**

CONTRACT REFERENCE: ecm\_11590

THE BUYER: The Secretary of State for Work & Pensions

BUYER ADDRESS Caxton House,

1 Tothill Street,

London, SW1H 9NA

THE SUPPLIER: Tata Consultancy Services Limited

SUPPLIER ADDRESS:a company incorporated in India with its corporate office located at TCS House, Raveline Street, Fort, Mumbai 400001, operating through its UK branch office, registered in England and Wales under registered number FC025271 whose registered office is at 18 Grosvenor Place, London SW1X 7HS (UK branch registration number 007627)

DUNS NUMBER: 234017981 (UK Branch Office)

SID4GOV ID:N/A

BACKGROUND

The Supplier granted the Buyer continued rights to use the licenses in respect of the Supplier’s Software under CCN 31 dated 3rd November 2017 at no additional charge as a term licence starting 01st December 2017, until such time that the Buyer ceases to receive the Standard Support Services for the Supplier’s Software from the Supplier. The Supplier has agreed to provide support and maintenance for the Supplier’s Software on the terms set out in this Contract.

This Order Form is for the provision of the Standard Support Services and is dated 26th January 2024.

INCORPORATED TERMS

The following documents are incorporated into this Contract. If the documents conflict, the following order of precedence applies:

1. This Order Form
2. Joint Schedule 1(Definitions)
3. The following Schedules in equal order of precedence:

* Joint Schedules
  + Joint Schedule 2 (Variation Form)
  + Joint Schedule 3 (Insurance Requirements)
  + Joint Schedule 4 (Commercially Sensitive Information)
  + Joint Schedule 7 (Financial Difficulties)
  + Joint Schedule 10 (Rectification Plan)
  + Joint Schedule 11 (Processing Data)
* Schedules
  + Schedule 7 (Key Supplier Staff)
  + Schedule 8 (Business Continuity and Disaster Recovery)
  + Schedule 10 (Exit Management)
  + Schedule 20 (Statement of Work)

1. Core Terms (version 3.0.10)
2. Joint Schedule 5 (Corporate Social Responsibility)

No other Supplier terms are part of the Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CONTRACT START DATE: 1st December 2023

CONTRACT EXPIRY DATE: 30th November 2028

CONTRACT INITIAL PERIOD: 5 years

CONTRACT STANDARD SUPPORT SERVICES

See details in Schedule 20 (Statement of Work)

MAXIMUM LIABILITY

The limitation of liability for this Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £965,000.00

CONTRACT CHARGES

In respect of each 12-month period following the Contract Start Date (each such period being a "Standard Support Service Period", the following annual Service Charges shall apply in respect of the provision of the Standard Support Service:

The following fixed sums shall apply in respect of each Standard Support Service Period (which shall not, for the avoidance of doubt, be subject to Indexation).

|  |  |
| --- | --- |
| **Support Service Period** | **Service Charges (£)** |
| 01st Dec 2023 to 30th Nov 2024: | REDACTED |
| 01st Dec 2024 to 30th Nov 2025: | REDACTED |
| 01st Dec 2025 to 30th Nov 2026: | REDACTED |
| 01st Dec 2026 to 30th Nov 2027: | REDACTED |
| 01st Dec 2027 to 30th Nov 2028: | REDACTED |

The Service Charges for the Standard Support Service shall be invoiced annually in advance on the first day of the relevant Standard Support Service Period.

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

Annually in advance

BUYER’S INVOICE ADDRESS:

Invoices will be sent to:

DWP

PO BOX 406

SSCL, Phoenix House

Celtic Springs Business Park

Newport

NP10 8FZ

Email: [APinvoices-DWP-U@ssclgse.gov.uk](mailto:APinvoices-DWP-U@ssclgse.gov.uk)

BUYER’S AUTHORISED REPRESENTATIVE

REDACTED

DWP Commercial Directorate, Phase 1, Peel Park Control Centre, Brunel Way, Blackpool, FY4 5ES

BUYER’S ENVIRONMENTAL POLICY

**N/A**

BUYER’S SECURITY POLICY

The Buyer’s security policies are published on:

DWP procurement: security policies and standards –

https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards

o The Supplier will be required to comply with:

o Acceptable Use Policy

o Information Security Policy

o Physical Security Policy

o Information Management Policy

o Email Policy

o Remote Working Policy

o Social Media Policy

o Security Classification Policy

o HMG Personnel Security Controls – October 2022 https://www.gov.uk/government/publications/hmg-personnel-security-controls

SUPPLIER’S AUTHORISED REPRESENTATIVE

REDACTED

SUPPLIER’S CONTRACT MANAGER

REDACTED

PROGRESS REPORT FREQUENCY

Quarterly reporting on this Contract will be provided through the Supplier Relationship Meeting

KEY STAFF

As per Schedule 7 (Key Supplier Staff)

KEY SUBCONTRACTOR(S)

N/A

COMMERCIALLY SENSITIVE INFORMATION

As per Joint Schedule 4 (Commercially Sensitive Information)

SERVICE CREDITS

N/A

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

As per Joint Schedule 5 (Corporate Social Responsibility)

|  |  |  |  |
| --- | --- | --- | --- |
| **For and on behalf of the Supplier:** | | **For and on behalf of the Buyer:** | |
| Signature: |  | Signature: |  |
| Name: |  | Name: |  |
| Role: |  | Role: |  |
| Date: |  | Date: |  |