



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

Department for Work and Pensions

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

REDACT

Customer representative contact details

Email and telephone contact details for the Customer's representative

REDACT [Click here to enter text.](#)



Supplier details

Supplier name

The Supplier organisation name, as it appears in the Framework Agreement
Bramble Hub Limited

Supplier address

Supplier's registered address
Bramble Hub Limited, 9e Albert Embankment, London, SE1 7SP

Supplier representative name

The name of the Supplier point of contact for this Order

REDACT

Supplier representative contact details

Email and telephone contact details of the supplier's representative

REDACT

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

REDACT

Section B Overview of the requirement

Framework Lot under which this Order is being placed	Customer project reference
<i>Tick one box below as applicable (unless a cross-Lot Further Competition)</i>	<i>Please provide the customer project reference number.</i>
1. TECHNOLOGY STRATEGY & SERVICES DESIGN <input type="checkbox"/>	Click here to enter text.
2. TRANSITION & TRANSFORMATION <input checked="" type="checkbox"/>	Call Off Commencement Date
3. OPERATIONAL SERVICES	<i>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</i>
a: End User Services <input type="checkbox"/>	Expected Call Off Commencement Date is 21/03/2019
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

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

Project based on per site disposal. Initial contract for 1 calendar month.

Call Off Extension Period (Optional) Months

Up to 6 calendar months

Minimum Notice Period for exercise of Termination Without Cause

(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

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

DWP's Electronic Media Re-Use and Disposal Standard

REDACT

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)

Provision of Data Eliminates Secure Media Disposal services in accordance with Bramble Hub quotation dated 11/03/2019 (embedded below).



REDACT

Estimated at the following DWP sites with the estimated Data Eliminate estimated times at each site:

- Newcastle – 1 day
- Manchester – 0.5 to 1 day
- Blackpool – 1.5 – 2 days
- Farnborough – up to 2 hours
- Corsham – up to 2 hours

Location/Site(s) for provision of the Services

REDACT

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

Applicable Call Off Contract Terms

Optional Clauses

Can be selected to apply to any Order

Additional Clauses and Schedules

NOT APPLICABLE

Tick any applicable boxes below

NOT APPLICABLE

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

A3: Staff Transfer

D: Relevant Convictions

A4: Exit Management

E: Security Requirements

A: PROJECTS - Optional

Only applies to Lots 1 and 2

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

B1: Business Continuity and Disaster Recovery	<input type="checkbox"/>	H: MOD Additional Clauses	<input type="checkbox"/>
B2: Continuous Improvement & Benchmarking	<input type="checkbox"/>	Alternative Clauses	
B3: Supplier Equipment	<input type="checkbox"/>	<i>To replace default English & Welsh Law, Crown Body and FOIA subject base Call Off Clauses</i>	
B4: Maintenance of the ICT Environment	<input type="checkbox"/>	<i>Tick any applicable boxes below</i>	
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 Call Off Schedule F.

Organisations required to collaborate (Collaboration Suppliers)
NOT APPLICABLE

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

NOT APPLICABLE

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

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
NOT APPLICABLE

Third Party Software
NOT APPLICABLE

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
NOT APPLICABLE

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

Bramble Hub/Data Eliminate's price for the delivery of the service in the attached Statement of Work at each site is below. Prices are valid for 30 days and exclude VAT:

Site	Price
REDACT	REDACT

Data Eliminate will invoice DWP when each collection is complete on payment terms of net 7 days. Cancellations made by DWP within 7 days of a confirmed collection date will be deemed complete and charged accordingly.

It is possible that DWP may request Data Eliminate to collect and process assets additional to the above either as a formal request or as a result of asset quantities being presented to Data Eliminate for collection at site being those greater than those listed under A. in the SoW.

Where practicable and legally possible (in terms of health and safety considerations, drivers hours and weight limits), Data Eliminate will at its discretion accept additional assets for processing from DWP. These will be charged as per terms 2. *Processing of Additional Assets* within Data Eliminates SoW.

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

NOT APPLICABLE

Delay Period Limit (calendar days)
Insert right (see Call Off Clause 5.4.1(b)(ii))

NOT APPLICABLE

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

NOT APPLICABLE

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 (£)	NOT APPLICABLE
Professional Indemnity Insurance (£)	NOT APPLICABLE
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>	
NOT APPLICABLE	
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>	NOT APPLICABLE
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</i>	NOT APPLICABLE
BCDR (see Call Off Schedule B1) <i>This can be found on the CCS RM3804 webpage. The document is titled RM3804 Additional Clauses.</i>	
NOT APPLICABLE	<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>	NOT APPLICABLE
Disaster Period (calendar days)	NOT APPLICABLE
GDPR (see Call Off Clause 23.6) <i>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</i>	
Supplier Equipment (see Call Off Clause B3) <i>This can be found on the RM3804 CCS webpage. The document is titled RM3804 Additional Clauses.</i>	
NOT APPLICABLE	
X - Service Failures (number) <i>Where applicable insert right</i>	NOT APPLICABLE
Y – Period (Months) <i>Where applicable insert right</i>	NOT APPLICABLE



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

NOT APPLICABLE

Customer Responsibilities

List below or append as a clearly marked document

NOT APPLICABLE

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)

NOT APPLICABLE

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

Other CCS framework agreement(s) to be used

NOT APPLICABLE

NOT APPLICABLE

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)

NOT APPLICABLE

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

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.

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.](#)[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

Not applicable

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

£22,135.20 inclusive of expenses and of VAT



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	REDACT
Job role/title	REDACT
Signature	REDACT
Date	20th March 2019

For and on behalf of the Customer

Name	REDACT
Job role/title	REDACT
Signature	REDACT
Date	20th March 2019