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 htto://ccs-aqreements.Çbinetoffice.qov.uk/contracts/rm3804

Section A

General information

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



Customer organisation name

Department for Work and Pensions

## Billing address

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

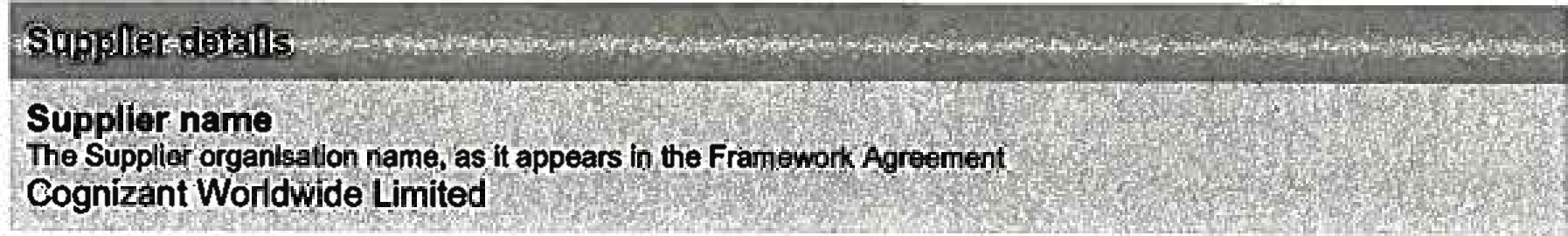
SSCL, Accounts Payable Team, Room 6124, Tomlinson House, Norcross, FY5 3TA

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 andrew.vansonl@dwp.gsi.gov.uk



[redacted]

Section B

Overview of the requirement

|  |
| --- |
| Customer project reference  Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management  [redacted] |
| Call Off Commencement Date  The date on which the Call Off Contract is formed this should be the date of the last signature on  Secüon E of this Order Form  12/06/2019 |

Framework Lot under which this Order is being placed

Tick one below as applicable (unless a cross-Lot Fumer Competition)

1. TECHNOLOGY STRATEGY & SERVICES DESIGN a
2. TRANSITION & TRANSFORMATION
3. OPERATIONAL SERVICES
4. PROGRAMMES & LARGE PROJECTS

a. OFFICIAL

a. SECRET above) 

Call Off Contract Period (Term)

A period does not exceed the maximum durations s ecifled er Lot below:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | Lot | Maximum Initial Term — Months ears | | Extension Options — Months (Years) |  | Maximum permissible overall duration — Years composition | | |  | 24 (2) | |  |  |  | | | 2 | 36 (3) | |  |  |  | | |  | 3 | 36 (3) |  | 12+12=24 1 +1=2 |  | 7 5+1+1 |  | |  |

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

12 (1) 12 <1)

VI .0,

Minimum Notice Period for exercise of Termination Without Cause 30

(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

Adherence to DWP policies including Business Travel and Expenses https://intranet.dwp.gov.uk/section/working-dwp/business-travel-and-expenses.

Customer's ICT and Security Policy

Professional services team must adhere to all DWP security policy and standards. A list of these are provided via the following link:

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

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. NIA

Section C

Customer Core Services Requirements

Please provide details of all Services required including the locations where the Supplier is required to provide the Sen./ices 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)

Services are as set out in Annex B — Specification, within the Further Competition Template.

Location/Site(s) for provision of the Services

DWP Manchester, 2 St Peter's Square, Manchester, M2 3AA

Additional Clauses (see Annex 3 of Framework Schedule 4)

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

|  |
| --- |
| Optional Clauses  Can be selected to apply to any Order  Tick any applicable boxes below  C: Call Off Guarantee  D. Relevant Convictions    E: Security Requirements  F: Collaboration Agreement  Where required please complete and append to this Order Form as a clearly marked document (see Call Of Schedule F)  G: Security Measures  H: MOD Additional Clauses |

Applicable Call Off Contract Terms

Tick any applicable boxes below

A: SERVICES - Mandatory

Lot 3 (Lot 4a + 4b where Lot 3 services are included)

A: PROJECTS • Optional

Lots 1 and 2 

Al : Testing

A2: Key Personnel

B: SERVICES - Optional

Lots 3 and 4a and 4b 

Bl : Business Continuity and Disaster

Recovery

|  |  |  |
| --- | --- | --- |
| B2: Continuous Improvement & Benchmarking |  | Alternative Clauses  To replace default English & Welsh Law, Crown |
| B3: Supplier Equipment |  | Body and FOIA subject base Call Off Clauses |
| 34: Maintenance of the ICT Environment |  | Tick any applicable boxes below |

|  |
| --- |
| Scots Law  Or  Northern Ireland Law |

B5: Supplier Request for Increase of the Call Off Contract Charges

B6: Indexation 

|  |  |
| --- | --- |
| B7: Additional Performance Monitoring Requirements | Non-Crown Bodies |

Non-FOIA Public Bodies

Collaboration Agreement (see Call Off Clause F)

Organisations required An executed Collaboration Agreement shall be delivered to collaborate from the Supplier to the Customer within the stated



(Collaboration Suppliers) number of Working Days from the Call Off Cognizant Commencement Date insert right OR

vi.o,

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 Third Party Software

N/A

Customer Property

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 (see Call Off Clause 21)

[redacted]

Call Off Contract Charges and Payment Profile

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 (see Call Off Schedule 2)

Charges Payable by the Customer are to be aligned to the Role Title and Day Rate as set out in the Cost Model. The Charges Payable to the Supplier, are to be agreed by the Authority each month. On receipt of approval from the Authority, the Supplier must submit the invoice for the Charges Payable by the 10th Working Day of the month, for the previous Calendar Month. The Authority agrees to pay all valid invoices within thirty (30) days of the invoice date. Agreed invoices are to be submitted to the address below. The method of payment will be by BACS.

Department for Work and Pensions

PO Box 406

SSCL, Phoenix House

Celtic Springs Business Park

Newport

## NPIO 8FZ

Email: [redacted]

|  |  |
| --- | --- |
| Undisputed Sums Limit (£)  Insert right (see Call Off Clause 31. I. I) | [redacted] |
| Delay Period Limit (calendar days)  Insert right (see Call Off Clause 5.4. I(b)(ii)) | NIA |
| Estimated Year 1 Call Off Contract Charges (E) | N/A |



Enhanced

Insurance

Cover

Mere 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 (£)NIA Professional Indemnity Insurance (£)NIA

Transparency Reports (see Call Off Clause 23.4)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| If required by the Customer populate the table bêlow to describe the detail titles are requested examples | | | | | | |  |
| Title | Content | Format | | | | Fre uenc | |
| Highlight Reports | See attached |  | [redacted] | |  | Weekly | |
|  | |
| Risks and Mitigations | See attached | RADL CN |  |  | | Weekly | |
|  |
| Plans and milestones | Project plans and key activities | Microsoft  Pro•ect 2016 | | | | Weekly | |
| Velocity charts |  |  | | | | Across sprint durations | |
| Timesheets |  |  | | | | End of each week | |

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) N/A

Where applicable insert right

Implementation Plan

Time frame for delivery of a draft Implementation Plan from the Supplier to the

Customer — from the Call Off Commencement Date (Working Days) 20

Where applicable insert right

BCDR (see Call Off Clause Bl)

An executed BCDR Plan from the Supplier is required prior to entry into the Call Off Contract tick box (right) and append as a clearly marked complete document

OR

Time frame for delivery of a BCDR Plan from the Supplier to the Customer — from the Call Off Commencement Date (Working Days) 30 Where applicable insert right

Disaster Period. (calendar days) 3



Supplier Equipment (see Call Off Clause B3)

X - Service Failures (number) N/A Y — Period (Months) N/A

Where applicable insert right Where applicable insert right

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 Customer Responsibilities

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

To be provided within 20 working days of Tobe provided within 20 working days of contract contract signature.

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) As covered by Security

Appointment as Agent (see Call Off Clause 19.54)

Insert details below or append as a clearly marked document

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

Services used

N/A N/A

## 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 issu ested examples)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| [redacted] | | | [redacted] | [redacted] |
| [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
| [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |

Critical Service Level Failure (see Call Off Clause 9)

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

In relation to Resource Availability a Critical Service Level Failure shall include a delay in providing Resource ordered by the Customer in excess of 15 days, on more than one (1 ) occasion in any three (3) Month period or more than three (3) times in any rolling twelve (12) Month period. Multiple unavailable resources as a result of a single request from The Authority would be classed as one occasion.

The number of Service Level Performance Criteria for the purpose of Call Off Clause 8.6 shall be

Service Credits

Formula for calculation

|  |  |
| --- | --- |
| Day rate of individual available after 10 days x Number of days after 10 days  Worked example:  3 Integration Engineers and 1 Application  Designer Requested. 2 Integration Engineers are available 7 days after request. 1 Integration Engineer is available 1 1 days after request and the Application  Designer is available 12 days after request. | Value (E) 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  [redacted] |

## 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 Service Credit Cap is [redacted]

Additional Performance Monitoring Requirements

Technical Board (see paragraph 2 of Call Off Schedule B7) — where required

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 N/A

Off Commencement Date (Working Days) Where applicable insert right

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

[redacted]

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

The total contract value for the -Call Off Initial Period (12 Months) [redacted]

[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 tens 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 Su lier

|  |  |  |  |
| --- | --- | --- | --- |
| Name | [redacted] | | |
| Job role/title | [redacted] | | |
| Signature | [redacted] | | |
| Date |  |  |  |
|  | | |  |

For and on behalf of the Customer

|  |  |
| --- | --- |
| Name | [redacted] |
| Job role/title | [redacted] |
| Signature | [redacted] |
| Date |  |