TS4 (RM6190) Call-Off Obligations Checklist - Supplier

A working checklist for suppliers appointed under a Technology Services 4 (RM6190) Order Form or Statement of Work, covering the General Terms, Joint Schedules, the Call-Off Schedules the Buyer selects and any bespoke Special Terms.

How to use this checklist

Copy this checklist once per call-off, then mark "Not applicable" against every row that the signed Order Form does not incorporate. What remains is your contract-specific obligations register.

1. **Gather the signed contract pack first.** You need the signed Order Form (Framework Schedule 6, or the short Order Form in Framework Schedule 6a), every Statement of Work, the list of incorporated Call-Off Schedules, the Call-Off Special Terms, and Call-Off Schedule 4 (your Call-Off Tender).
2. **Scope it in Part E and Part F.** Tick which optional Call-Off Schedules are incorporated in Part E. Log every Special Term in Part F, because Special Terms can override the template terms.
3. **Check the defaults against the Order Form.** Timings and figures in this checklist are the template defaults from the CCS General Terms. Where the Order Form, a SOW or a Special Term sets a different figure (for example the liability cap, payment profile or report frequency), overwrite the row with the contract value and note the source clause.
4. **Assign one named owner per row.** Use a person, not a team. Typical owners: Contract Manager, Commercial/Legal, Finance, Delivery Lead, Security/DPO, HR, Supply Chain.
5. **Set the due date.** Convert each relative deadline ("within 10 Working Days of request") into a calendar date or a recurring diary entry once the trigger is known.
6. **Record evidence.** Note where the proof sits: a certificate, a sent email, a report, a meeting minute. A row is only "Done" when the evidence exists, since the Buyer can audit it for 7 years after the End Date.
7. **Review on a cadence.** Review Part B weekly during mobilisation; review Parts C and D monthly with the contract review; refresh the whole checklist after every Variation (Joint Schedule 2), new SOW or contract-year anniversary.
8. **Escalate "At risk" rows.** A row at risk of being missed is a potential Default. Escalate internally the same day, and consider whether it is a Notifiable Default you must report to the Buyer within 3 Working Days (Part D).

Column key: *Ref* is a checklist number. *Source* is the clause or schedule (GT = General Terms; JS = Joint Schedule; CS = Call-Off Schedule; FS = Framework Schedule). *Timing* is the default deadline. *Status*: Not started / In progress / Done / Not applicable / At risk.

Caveat: This is a practical compliance aid, not legal advice. The signed contract always governs; take advice from your legal team on any interpretation point.

The contract stack

Each TS4 call-off is a separate contract from the framework, made up of the General Terms, the Joint Schedules, the Call-Off Schedules the Buyer selects, the Order Form and any Special Terms. No other supplier terms apply unless the Order Form expressly incorporates them.

Layer	What it contains	Can it change per call-off?
General Terms (RM6190 v1.1)	Core obligations: delivery, charges, records and audit, staff, supply chain, IPR, liability, data, confidentiality, termination	No, except by Special Terms in the Order Form
Joint Schedules 1-10	Definitions, Variation Form, insurance, commercially sensitive information, sustainability, key subcontractors, financial difficulties, guarantee (optional), rectification plan, processing data	Mostly fixed; JS6 only if you use Key Subcontractors; JS8 optional
Call-Off Schedules 1-32	Modular: IPR, staff transfer, pricing, ICT services, security (9A-9E), exit, implementation and testing, performance levels, contract management, and others	Buyer selects; "Special" versions exist for some
Order Form (FS6) or short Order Form (FS6a) + Statements of Work	Start date, term, charges, deliverables, reporting, liability cap, insurances, key staff, incorporated schedules	Yes, the core of each call-off
Call-Off Special Terms	Bespoke additions or changes to any term, plus new definitions	Yes
Call-Off Schedule 4 (Call-Off Tender)	Your bid and any extra commitments made in it	Yes; binding on you

Typical order of precedence. CCS Order Forms usually rank documents in roughly this order, highest first. Check the exact list in your signed Order Form, because it is the clause that governs.

1. The Order Form, including Call-Off Special Terms and any Special Schedules
2. Joint Schedule 1 (Definitions)
3. Framework Special Terms
4. Joint Schedules and selected Call-Off Schedules (usually equal ranking)
5. The General Terms
6. Call-Off Schedule 4 (Call-Off Tender), often except where it offers the Buyer a better position, in which case it may rank higher

Why it matters for you: a commitment in your tender, a Special Term or a SOW can raise your obligations above the template. Read all of them together before you rely on a template default.

If the call-off was awarded from a Catalogue Item (Award Without Competition), check the order of precedence stated in that Catalogue Item as well.

Part A: Before you sign the Order Form or SOW

Complete Part A before signature. Once signed, the Order Form and Special Terms bind you, and you generally cannot refuse a later Buyer Variation except on narrow grounds (GT 27.5).

Ref	Action	Source	Timing	Owner	Status	Evidence
A1	Confirm Lot, Buyer, call-off reference, Start Date, initial term and extension options	Order Form (FS6/FS6a)	Pre-signature			
A2	List every incorporated Joint and Call-Off Schedule; flag any you did not price or resource for	Order Form	Pre-signature			
A3	Review each Call-Off Special Term for cost, risk and deliverability; log each in Part F	Order Form; GT 2.4.4	Pre-signature			
A4	Check the liability cap (default: greater of £5m or 150% of Estimated Yearly Charges per Contract Year) and the Data Protection Liability Cap	GT 14.2, 14.7; Order Form	Pre-signature			
A5	Check Required Insurances and any Additional Insurances; confirm your cover meets them	GT 16.1; JS3; Order Form	Pre-signature			
A6	Confirm Call-Off Schedule 4 reflects your bid accurately; list every extra commitment (e.g. social value) as a deliverable	CS4	Pre-signature			
A7	Check Charges, payment profile, invoice address, PO number and e-invoicing route; price in the 1% Management Charge	GT 4; CS5; FS5	Pre-signature			
A8	Confirm the IPR option that applies and any changes to it	GT 10.4; CS1	Pre-signature			
A9	Check named Key Staff and Key Subcontractors are available and approved	CS7; JS6	Pre-signature			
A10	List the information you want treated as Commercially Sensitive (protects it on FOI requests)	JS4	Pre-signature			
A11	Check the data processing annex: roles (controller/processor), data types, duration, sub-processors	JS10	Pre-signature			
A12	Check governing law: English by default, or Scottish or Northern Ireland law if CS19 or CS21 applies	CS19; CS21	Pre-signature			
A13	Do not rely on your own T&Cs or third-party licence terms unless the Order Form expressly incorporates them	GT 21.1; Order Form	Pre-signature			
A14	Check each SOW: deliverables, milestones, acceptance criteria, charging basis, and consistency with the Order Form	SOW; FS6	Before each SOW			
A15	Run a conflict-of-interest check and confirm authorised signatories; record the signature date	GT 35; Order Form	Pre-signature			

Part B: Mobilisation on appointment

Most Part B items should be complete by the Start Date or the first Progress Meeting. Where the Order Form or a schedule sets a specific deadline (for example for an Implementation Plan or Exit Plan), use that.

Ref	Action	Source	Timing	Owner	Status	Evidence
B1	Open the contract file; diarise Start Date, Contract Year ends, expiry, extension-notice dates and SOW milestones	Order Form; SOWs	Day 1			
B2	Name your Authorised Representative and contract manager; exchange notice email addresses (notices by email take effect 9:00am next Working Day)	Order Form; GT 28	Day 1			
B3	Hold a kick-off; agree Progress Meeting and Progress Report frequency, format and attendees	GT 6.1; CS15	First weeks			
B4	Confirm Required and Additional Insurances are live from the Start Date; file certificates	GT 16.1; JS3	By Start Date			
B5	Vet all staff to the Security Requirements, or at least the Baseline Personnel Security Standard; send the Buyer a list of staff needing premises access	GT 7.1, 7.3; CS18	Before access			
B6	Put named Key Staff in place; brief them on the replacement and retention rules	CS7	By Start Date			
B7	Obtain Buyer consent to subcontract; sign subcontracts within any set period; flow down 30-day payment, termination for breach of environmental, social or employment law, and publication rights	GT 8.2, 26.2; JS6	Before subcontractor starts			
B8	Meet the selected security schedule (9A-9E): security management plan, assurance, accreditation; keep Cyber Essentials current	CS9A-9E; FS9	Per schedule			
B9	Secure every system holding Government Data; record processing activities and sub-processors	GT 17.3; JS10	By Start Date			
B10	Submit the Implementation Plan and agree test strategy and acceptance	CS13 / 13A / 13B	Per schedule			
B11	Prepare the Business Continuity and Disaster Recovery plan	CS8	Per schedule			
B12	Prepare the Exit Plan and the register of assets, contracts and data needed on exit	CS10	Per schedule			
B13	Brief the team on Buyer site rules, health and safety, Environmental Policy and equality duties	GT 7.1, 31-33	Before on site			
B14	Set up invoicing: valid invoice content, PO references, Electronic Invoice Standard; exclude the Management Charge from invoices	GT 4.5, 4.7	Before first invoice			
B15	Add the call-off to your GCA Management Information returns and Management Charge (1% of Charges invoiced)	FS5	First MI return			
B16	Appoint a Compliance Officer; confirm IR35 and intermediary-worker status of any contractors	GT 15.4, 34.2, 34.6	By Start Date			
B17	If applicable: deliver the executed guarantee (JS8); complete staff transfer and TUPE steps (CS2)	JS8; CS2	Per Order Form			

Part C: Ongoing obligations through the term

These obligations run for the life of every call-off. Review them at each monthly contract review.

Ref	Obligation	Source	Timing	Owner	Status	Evidence
C1	Deliver to the Specification, your Framework Tender and Call-Off Tender, with reasonable skill and care and Good Industry Practice, on the agreed dates	GT 3.1.1	Continuous			
C2	Fix obvious defects notified within the 90-day warranty period from Delivery	GT 3.1.2	90 days per Delivery			
C3	Resource the Services adequately, co-operate with the Buyer and other suppliers, and avoid disrupting Buyer operations	GT 3.3.2-3.3.5	Continuous			
C4	Attend Progress Meetings and submit Progress Reports as the Order Form specifies	GT 6.1; CS15	Per Order Form			
C5	Measure and report KPIs or Performance Levels; apply any Service Credits	CS14 / Special CS14	Per schedule			
C6	Issue valid invoices in line with the payment profile; correct and reissue non-conforming invoices promptly	GT 4.5-4.8; CS5	Per payment profile			
C7	Pay subcontractors in full within 30 days of receiving their invoice (late payment may be published)	GT 4.10	Each subcontractor invoice			
C8	Keep full records for the Contract Period and 7 years after the End Date; give auditors access to premises, records, systems and staff	GT 6.2, 6.4-6.5; Special CS28/29	Continuous + 7 years			
C9	Submit the Self Audit Certificate at the end of each Contract Year, plus the annual certified report on subcontractor payment compliance	GT 6.10-6.12; FS8	Each Contract Year end			
C10	Submit Management Information to GCA and pay the Management Charge	FS5	Per FS5 (usually monthly)			
C11	Keep insurances in force and renew on time	GT 16.1; JS3	Each renewal			
C12	Keep Government Data secure; provide copies within 10 Working Days of request; securely erase and certify on request	GT 17.3, 17.6	On request			
C13	Keep Buyer Confidential Information secure and need-to-know only; make no publicity without written consent	GT 18.1, 18.3, 18.7	Continuous			
C14	Meet sustainability, environmental, equality, health and safety and tax obligations	GT 31-34; JS5; CS31/32	Continuous			
C15	Pass on the benefit of better commercial terms obtained for supplies, where required	GT 8.5	When obtained			
C16	Never suspend performance during a dispute; follow the dispute and escalation process	GT 38.6, 12	During any dispute			

Part D: Event-driven notifications and deadlines

These obligations are triggered by events, and several have short clocks. Brief the delivery team so that the trigger reaches the owner the same day. Use the Status column for the current open event, and keep a separate log of past events.

Ref	Trigger	What you must do	Deadline	Source	Owner	Status
D1	You cannot deliver, or a Default is likely	Notify immediately, propose corrective action and a deadline	Immediately	GT 6.9		
D2	A Notifiable Default occurs	Notify the Buyer	Within 3 Working Days	GT 11.1		
D3	The Buyer requests a Rectification Plan	Submit it (JS9); if rejected, resubmit; if accepted, start at your cost	10 Working Days; revised plan within 5 Working Days	GT 11.1-11.3; JS9		
D4	An Escalation Meeting is called	Attend with the right seniority	On at least 5 Working Days' notice	GT 12		
D5	A Buyer failure (Authority Cause) affects delivery	Give notice, show the cause and mitigate, to preserve relief	Within 10 Working Days of becoming aware	GT 5.2		
D6	A warranty or statement you gave becomes untrue	Notify CCS/GCA and the Buyer	Immediately	GT 9.6		
D7	Government Data is, or may be, lost, corrupted or degraded	Notify, propose remedies, restore at your cost	Notify immediately; restore within 5 Working Days	GT 17.4-17.5		
D8	Personal Data Breach, or suspected unauthorised access to Confidential Information	Notify and assist per the processing terms	Immediately / per JS10	GT 18.1; JS10		
D9	You receive an FOI Request for Information relating to the contract	Pass it to the Relevant Authority; then supply information when asked	Within 48 hours; assist within 5 Working Days	GT 19.1-19.2		
D10	An actual, potential or perceived conflict of interest arises	Notify promptly with details	Promptly	GT 35		
D11	A Procurement Act exclusion ground applies, or associated persons change	Notify and provide information	As soon as reasonably practicable	GT 30		
D12	Financial Distress Event, credit-rating change or Change of Control	Notify and follow the Financial Difficulties process; obtain approval for Change of Control	Per JS7	JS7; GT 13.3		
D13	Health and safety incident or material hazard; suspected breach of law, bribery or modern slavery	Report to the Buyer (whistleblowing protections apply to staff)	As soon as possible / aware	GT 32, 36		
D14	You want a change, or the Buyer requests a Variation; a Specific Change in Law occurs	Use the Variation Form with an Impact Assessment; give notice of the change in law with cost evidence	Within Buyer's time limits	GT 27; JS2		
D15	Force Majeure Event	Serve a Force Majeure Notice and mitigate (either party may terminate after 90 continuous days)	Promptly	GT 23		

Part E: Optional Call-Off Schedules

Record whether each schedule is incorporated (Yes / No / Special version) from the Order Form; mark the rest of that row "Not applicable" where it is not. The actions below are the headline supplier tasks; read the full schedule for its detailed timings, which this checklist does not reproduce.

Schedule	Included?	Headline supplier actions	Owner	Status	Evidence
CS1 Intellectual Property Rights		Log Supplier Existing IPR, new IPR and third-party/open-source items; apply the licence or assignment model chosen			
CS2 Staff Transfer		Provide employee liability information; manage TUPE in and out; respect indemnity and information-request timings			
CS3 Continuous Improvement		Produce and update the continuous improvement plan; share savings as required			
CS5 Pricing Details		Apply rates, milestones and expenses rules; keep pricing within framework rate cards			
CS6 ICT Services		Meet ICT standards, software licensing, testing, malicious-software and asset obligations			
CS7 Key Supplier Staff		Keep Key Staff in role; seek approval before replacing; provide suitable replacements			
CS8 Business Continuity and Disaster Recovery		Deliver, test and review the BCDR plan; invoke and report on incidents			
CS9A-9E Security (short form, consultancy, development, supplier-led or buyer-led assurance)		Produce the security management plan or assurance evidence; maintain certifications; report incidents; support audits and pen-tests			
CS10 / Special CS10 Exit Management		Maintain the Exit Plan and registers; deliver exit information and transition assistance			
CS11 Installation Works		Plan and complete installation; meet site safety and handover rules			
CS12 Clustering		Track charges and deliverables per clustered Buyer			
CS13 / Special 13A, 13B Implementation and Testing		Deliver the Implementation Plan; run tests; obtain Milestone/Satisfaction certificates; pay delay payments if applicable			
CS14 / Special CS14 Performance Levels		Monitor, report and remedy KPIs; apply Service Credits; watch Critical KPI Failure (a termination ground, GT 13.3)			
CS15 Contract Management		Attend governance boards; maintain risk register; provide reports			
CS16 Benchmarking		Co-operate with benchmark reviews; implement price adjustments			
CS17 MOD Terms / CS23 HMRC Terms		Comply with the department-specific security, personnel and access terms			
CS18 Background Checks		Complete background checks before staff start; keep records			
CS20 Specification / CS25 Agile Development		Deliver to the Specification; follow agile ceremonies, backlog and acceptance terms			
CS22 Lease Terms / CS24 Corporate Resolution Planning		Apply lease terms to leased items; deliver resolution planning information if a Public Sector Dependent Supplier			
CS26 Ethical Wall / CS27 Collaboration / Special CS28-30 / CS31-32 Sustainability and Carbon		Maintain ethical walls; sign and comply with the collaboration agreement; produce financial reports and records; publish Carbon Reduction Plan and meet sustainability KPIs			

Part F: Bespoke and Special Terms register

Buyers can add or change terms through Special Terms in the Order Form, create new Call-Off Schedules, or add definitions. Because the Order Form and its Special Terms usually rank first, a Special Term can override a template default anywhere in Parts A-E. Log every one here, and cross-refer to the checklist rows it changes.

For each Special Term, check:

- Which General Terms clause or schedule it changes, and whether the change increases your obligations, liability, cost or risk
- Whether it introduces a new deliverable, deadline, report, KPI or notification
- Whether it changes the liability cap, insurance levels, IPR position, payment terms or termination rights
- Whether it conflicts with your Call-Off Tender or with another Special Term (and which prevails)
- Whether it needs to flow down to subcontractors

Ref	Special Term / bespoke schedule (number and summary)	Clause or schedule it changes	New obligation or changed default	Checklist rows affected	Deadline / trigger	Owner	Status
F1							
F2							
F3							
F4							
F5							
F6							

Add rows for further Special Terms. After any Variation (Joint Schedule 2), update this register and the affected rows the same week.

Part G: Termination, expiry and exit

Know the termination triggers so you can manage them early. The Buyer can terminate for convenience on 90 days' notice, and for cause on grounds including insolvency, Material Default, an uncorrected Notifiable Default, failure to provide a Rectification Plan within 10 days of request, Critical KPI Failure, unapproved Change of Control, and breaches of environmental, social, equality or employment law (GT 13.2-13.3). You may terminate only if an undisputed invoice over 10% of the annual Contract Value stays unpaid 30 days after a Reminder Notice (GT 13.5.1).

Ref	Action	Source	Timing	Owner	Status	Evidence
G1	Diarise expiry and extension decision dates; prompt the Buyer in good time	Order Form	6 months before expiry (suggested)			
G2	Keep the Exit Plan and asset, contract and data registers current	CS10	Per schedule; at least annually			
G3	On termination or expiry, repay any prepaid Charges for undelivered Deliverables	GT 13.4.1	On End Date			
G4	Return or securely delete Government Data and certify deletion; return Buyer property	GT 13.4.1, 17.6.3	Promptly on End Date			
G5	Co-operate fully, at no cost, in handover to the Buyer or a Replacement Supplier; novate subcontracts if required	GT 13.4.1, 8.1.1; CS10	Exit period			
G6	Manage staff transfer out (TUPE) and provide required employee information	CS2	Per schedule			
G7	Apply partial termination via Variation (you cannot reject it or increase Charges for it)	GT 13.6.5	On notice			
G8	Retain records for 7 years after the End Date; submit final MI and Management Charge	GT 6.2; FS5	7 years			

Sources and caveats

- GCA: RM6190 Technology Services 4 (www.gca.gov.uk/agreements/RM6190) for the framework documents, the list of Joint and Call-Off Schedules, lots, and the Order Form templates (FS6 and FS6a).
- CCS General Terms v1.0 (example, Procurement Act 2023 version), published on GOV.UK, for clause numbers, timings and default figures.
- Find a Tender: TS4 contract details notice 2026/S 000-001978 for the 1% Management Charge and award routes.

Caveats:

- TS4 uses General Terms v1.1. Clause references and timings here come from the published v1.0 example text; check them against v1.1 and your signed Order Form before relying on them.
- The Call-Off Schedule actions in Part E are headline summaries. Read each incorporated schedule for its detailed deadlines.
- The order of precedence shown is the typical CCS pattern; the clause in your signed Order Form governs.
- This checklist is a compliance aid, not legal advice.