

# Framework Schedule 6 (Order Form Template and Call-Off Schedules)

## Order Form

CALL-OFF REFERENCE: Project\_4033

THE BUYER: Department for Education

BUYER ADDRESS: Sanctuary Buildings, Great Smith Street, London, SW1P 3BT

THE SUPPLIER: Insight UK Limited

SUPPLIER

ADDRESS: 5th Floor, Metro Building, Trafford Road, Salford, M5 3NN

REGISTRATION NUMBER: 02579852

DUNS NUMBER: 769387739

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 09.04.2020. It's issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

### CALL-OFF LOT(S):

- Lot 2 Hardware & Associated Services

### CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) RM6068



Joint Schedule 1 -  
Definitions v1.0.docx

3. The following Schedules in equal order of precedence:

- Joint Schedules for RM6068

- Joint Schedule 2 (Variation Form)



Joint Schedule 2 -  
Variation Form v1.doc

- Joint Schedule 3 (Insurance Requirements)



Joint Schedule 3 -  
Insurance Requireme

- Joint Schedule 4 (Commercially Sensitive Information)

[Redacted]

- Joint Schedule 10 (Rectification Plan)



Joint Schedule 10 -  
Rectification Plan v.1.

- Joint Schedule 11 (Processing Data)



Joint Schedule 11  
(Processing Data) v1.C

- Call-Off Schedules for project\_4033

- Call-Off Schedule 5 (Pricing Details)

[Redacted]

- Call-Off Schedule 6 (ICT Services)



Call-Off Schedule 6  
- ICT Services V3.docx

- Call-Off Schedule 8 (Business Continuity & Disaster Recovery)  
Part [A/B]



Call-Off Schedule 8 -  
Business Continuity a

[Redacted]

- Call-Off Schedule 10 (Exit Management) Part [A/B]



Call-Off Schedule 10  
- Exit Management v2

- Call-Off Schedule 14 (Service Levels)



Call-Off Schedule 14  
- Service Levels v1.0.d

- Call-Off Schedule 15 (Call-Off Contract Management)



Call-Off Schedule 15  
- Call Off Contract M

- Call-Off Schedule 16 (Benchmarking)



Call-Off Schedule 16  
- Benchmarking v1.0.c

- Call-Off Schedule 18 (Background Checks)



Call-Off Schedule 18  
- Background Checks

- Call-Off Schedule 20 (Call-Off Specification)



Call-Off Schedule 20  
- Specification v1.0.dc

#### 4. CCS Core Terms (version 3.0.6)



Core Terms  
3.0.6.docx..docx

#### 5. Joint Schedule 5 (Corporate Social Responsibility) RM6068



Joint Schedule 5 -  
Corporate Social Resp

#### 6. [Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

#### 7. Annexes A to E Call-Off Schedule 6 (ICT Services)

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

### CALL-OFF SPECIAL TERMS

The following Special Terms are incorporated into this Call-Off Contract:

Delivery - Delivery will be attempted twice to a residential address. Should there be nobody to receive or sign for the goods during these two attempts, the goods will be returned to the Supplier's warehouse and further attempts to deliver those goods will incur an additional delivery charge.

CALL-OFF START DATE: **09.04.2020**

CALL-OFF EXPIRY DATE: **08.10.2020**

CALL-OFF INITIAL PERIOD: **6 months**

CALL-OFF OPTIONAL EXTENSION PERIOD **N/A**

#### CALL-OFF DELIVERABLES

Option B: See details in Call-Off Schedule 20 (Call-Off Specification)

#### LOCATION FOR DELIVERY

Delivery will be at residential addresses of DFE staff and will be provided at the point of ordering. Addresses will differ for each order.

#### DATES FOR DELIVERY OF THE DELIVERABLES

Option A: Delivery will be at multiple dates throughout the contract term based upon orders made by DFE staff. Delivery dates should be made explicit at the point of ordering.

#### TESTING OF DELIVERABLES

Option B:

- i. Items ordered using Standard Delivery to be delivered within 3-5 working days
- ii. Items ordered using Express Delivery to be delivered the next day
- iii. 1 Month
- iv. 95% items ordered using Standard Delivery to be delivered within 3-5 working days
- v. 95% items ordered using Express Delivery to be delivered the next day

#### WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be the manufacturers warranty for each item.

#### MAXIMUM LIABILITY

The limitation of liability for this Call-Off 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 **£200,000** Estimated Charges in the first 12 months of the Contract. The Buyer must always provide a figure here

#### CALL-OFF CHARGES

Option B: See details in Call-Off Schedule 5 (Pricing Details)

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.

#### REIMBURSABLE EXPENSES

None

#### PAYMENT METHOD

Invoices shall be prepared by the Contractor monthly in arrears and shall be detailed against the expenditure. The Contractor or its nominated representative or accountant shall certify on the invoice that the amounts claimed were expended wholly and necessarily by the Contractor on the Service in accordance with the Contract and that the invoice does not include any costs being claimed from any other body or individual or from the Department within the terms of another contract.

The Department shall accept and process for payment an electronic invoice submitted for payment by the Contractor where the invoice is undisputed and where it complies with the standard on electronic invoicing. For the purposes of this paragraph, an electronic invoice complies with the standard on electronic invoicing where it complies with the European standard and any of the syntaxes published in Commission Implementing Decision (EU) 2017/1870.

Invoices shall be sent, within 30 days of the end of the relevant month to Department for Education PO Box 407 SSCL Phoenix House, Celtic Springs Bus. Park Newport NP10 8FZ, quoting the Contract reference number. The Department undertakes to pay correctly submitted invoices within 5 days of receipt. The Department is obliged to pay invoices within 30 days of receipt from the day of physical or electronic arrival at the nominated address of the Department. Any correctly submitted invoices that are not paid within 30 days will be subject to the provisions of the Late Payment of Commercial Debt (Interest) Act 1998. A correct invoice is one that: is delivered in timing in accordance with the contract; is for the correct sum; in respect of goods/services supplied or delivered to the required quality (or are expected to be at the required quality); includes the date, supplier name, contact details and bank details; quotes the relevant purchase order/contract reference and has been delivered to the nominated address. If any problems arise, contact the Department's Contract Manager. The Department aims to reply to complaints within 10 working days. The Department shall not be responsible for any delay in payment caused by incomplete or illegible invoices.

The Contractor shall have regard to the need for economy in all expenditure. Where any expenditure in an invoice, in the Department's reasonable opinion, is excessive having due regard to the purpose for which it was incurred, the Department shall only be liable to reimburse so much (if any) of the expenditure disallowed as, in the

Department's reasonable opinion after consultation with the Contractor, would reasonably have been required for that purpose.

If this Contract is terminated by the Department due to the Contractor's insolvency or default at any time before completion of the Service, the Department shall only be liable to reimburse eligible payments made by, or due to, the Contractor before the date of termination.

On completion of the Service or on termination of this Contract, the Contractor shall promptly draw-up a final invoice, which shall cover all outstanding expenditure incurred for the Service. The final invoice shall be submitted not later than 30 days after the date of completion of the Service.

It shall be the responsibility of the Contractor to ensure that the final invoice covers all outstanding expenditure for which reimbursement may be claimed. Provided that all previous invoices have been duly paid, on due payment of the final invoice by the Department all amounts due to be reimbursed under this Contract shall be deemed to have been paid and the Department shall have no further liability to make reimbursement of any kind.

**BUYER'S INVOICE ADDRESS:**

Department for Education PO Box 407 SSCL Phoenix House, Celtic Springs Bus. Park Newport NP10 8FZ, quoting the Contract reference number.

**BUYER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

**BUYER'S ENVIRONMENTAL POLICY**

**N/A**

**BUYER'S SECURITY POLICY**

Annex B – DFE Security Standards



**SUPPLIER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

**SUPPLIER'S CONTRACT MANAGER**

[REDACTED]

**PROGRESS REPORT FREQUENCY**  
On the first Working Day of each calendar month

**PROGRESS MEETING FREQUENCY**  
Quarterly in the first Working Week of each quarter

**KEY STAFF**  
[Redacted]

**KEY SUBCONTRACTOR(S)**  
Not applicable

**COMMERCIALLY SENSITIVE INFORMATION**  
Not applicable

**SERVICE CREDITS**  
Not applicable

**ADDITIONAL INSURANCES**  
Not applicable

**GUARANTEE**  
Not applicable

**SOCIAL VALUE COMMITMENT**  
The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender)

**For and on behalf of the Supplier:**

**For and on behalf of the Buyer:**

[Redacted]

