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

**Order Form**

CALL-OFF REFERENCE: **SR1789619164**

THE BUYER: **THE COMMISSIONERS FOR HIS MAJESTY’S REVENUE AND CUSTOMS**

BUYER ADDRESS 100 Parliament Street, Westminster, London,

                                                       SW1A 2BQ

THE SUPPLIER: The Senator Group

SUPPLIER ADDRESS:Syke Side Drive, Altham Business Park, Accrington, BB5 5YE

REGISTRATION NUMBER:1323955

DUNS NUMBER: 213239189

SID4GOV ID: **n/k**

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated [**Insert** date of issue].

It’s issued under the Framework Contract with the reference number **RM6308** for the provision of Lot 1 office furniture.

CALL-OFF LOT(S):

**Lot 1 Office Furniture.**

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) **RM6308**
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
* Joint Schedules for **RM6308**
	+ Joint Schedule 2 (Variation Form)
	+ Joint Schedule 3 (Insurance Requirements)
	+ Joint Schedule 4 (Commercially Sensitive Information)
	+ Joint Schedule 7 (Financial Difficulties) ]
	+ Joint Schedule 9 (Minimum Standards of Reliability)
	+ Joint Schedule 10 (Rectification Plan)
	+ Joint Schedule 11 (Processing Data)
	+ Joint Schedule 12 (Supply Chain Visibility)
* Call-Off Schedules for **SR1789619164**
	+ Call-Off Schedule 5 (Pricing Details)
	+ Call-Off Schedule 9 (Security)
	+ Call-Off Schedule 11 (Installation Works)
	+ Call-Off Schedule 14 (Service Levels)
	+ Call-Off Schedule 20 (Call-Off Specification)
	+ Call-Off Schedule 23 (HMRC Terms)
1. CCS Core Terms (version 3.0.11)
2. Joint Schedule 5 (Corporate Social Responsibility) **RM6308**
3. Call-Off Schedule 4 (Call-Off Tender)

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:

None

CALL-OFF START DATE: **[Inset** Day Month Year]

CALL-OFF EXPIRY DATE: **[Inset** Day Month Year]

CALL-OFF INITIAL PERIOD: **1** Year

CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Call-Off Specification)

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 **£43,000 (exc VAT).**

GUARANTEE PERIOD FOR DELIVERABLES

The Guarantee Period for Deliverables is as set out in Framework Schedule 1 (Specification) unless otherwise specified in this Order Form.

CALL-OFF CHARGES

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

REIMBURSABLE EXPENSES

None.

PAYMENT METHOD

HMRC use an e-Trading Portal myBUY (provided by SAP Ariba) to manage all ongoing financial transactions with its suppliers.

HMRC has a “Purchase Order Mandatory Policy”, Suppliers are required to register on the SAP Ariba Network in order to transact with HMRC via the e-Trading system and to ensure that they will continue to be able to receive purchase orders from and issue invoices to HMRC.

BUYER’S INVOICE ADDRESS:

In accordance with HMRC’s myBUY process

Accounts Payable

B Spur, South Block

Barrington Road

Worthing

West Sussex

BN12 4XH

BUYER’S ENVIRONMENTAL POLICY

**Available online at:** <https://www.gov.uk/government/organisations/hm-revenue-customs/about/procurement#supplying-to-hmrc>

BUYER’S SECURITY POLICY

**Available on request**

SUPPLIER’S AUTHORISED REPRESENTATIVE

[**Insert** name]

**[Insert** role]

[**Insert** email address]

**[Insert** address]

SUPPLIER’S CONTRACT MANAGER

[**Insert** name]

**[Insert** role]

[**Insert** email address]

**[Insert** address]

PROGRESS REPORT FREQUENCY

**On the first Working Day of each calendar month if required.**

PROGRESS MEETING FREQUENCY

**Quarterly on the first Working Day of each quarter if required**

COMMERCIALLY SENSITIVE INFORMATION

Supplier’s Commercially Sensitive Information

SERVICE CREDITS

Service Credits will accrue in accordance with Call-Off Schedule 14 (Service Levels).

The Service Credit Cap is: £460.00 per Service Period

The Service Period is: One Month

The Service Level Performance Criterion are: set out in the table at Annex A to Part A of Schedule 14.

The Critical Service Level Performance Criterion are:

1. Delivery and any required Installation Works of all Deliverables within 28 calendar days from receipt of purchase order (no. 1 in the table at Annex A to Part A of Schedule 14);
2. Confirm date of Delivery date within 5 Working Days of the purchase order being received (no. 2 in the table at Annex A to Part A of Schedule 14); and
3. Supplier to make contact with Customer and confirm order received and as requested within 5 working days of Delivery (no. 3 in the table at Annex A to Part A of Schedule 14).
4. Supplier to acknowledge Customer complaints/feedback within 1 working day of receipt.

The Non-Critical Service Level Performance Criterion are: any of the Service Level Performance Criterion listed in the table at Annex A to Part A of Schedule 14 that are not Critical Service Level Performance Criterion.

A Critical Service Level Failure is any one of the following:

1. a breach of the Service Level Performance Measure in respect of any one of the Critical Service Level Performance Criterion that occurs in three consecutive Service Periods;
2. a period of three consecutive Service Periods where there is a breach of a Service Level Performance Measure in respect of one or more of the Critical Service Level Performance Criterion in each Service Period;
3. where there are four (4) or more breaches of the Service Level Performance Measures in respect of the Non-Critical Service Level Performance Criterion in any Service Period over a six month period of time;
4. a failure to comply with any of the terms of the Implementation Plan; or
5. a failure to follow the steps proposed by the Supplier to rectify a breach under a Rectification Plan.

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:** |
| Signature: |  | Signature: |  |
| Name: |  | Name: |  |
| Role: |  | Role: |  |
| Date: |  | Date: |  |