

Direct award (Order Form and Call-Off Schedules)
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Direct award Order Form

CALL-OFF REFERENCE: RM3808-0987

THE BUYER: Ambulance Radio Programme ("ARP") for the
Department of Health and Social Care (DHSC)

BUYER ADDRESS: ARP, 25 Wilton Road, Victoria, London SW1V
1LW

Department of Health and Social Care, 39 Victoria,
Street, London SW1H 0EU

SUPPLIER REFERENCE



THE SUPPLIER: Vodafone Limited

SUPPLIER ADDRESS: Vodafone House, The Connection, Newbury,
Berkshire RG14 2FN

REGISTRATION NUMBER: 01471587

DUNS NUMBER: 226488435

SID4GOV ID: Not Applicable

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 09 September 2021.

It's issued under the Framework Contract with the reference number RM3808 for the provision of Network Services.

CALL-OFF LOT(S):

Lot 6 Mobile Voice & Data 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) RM3808

Framework Ref: RM3808

Project Version: v1.1

Model Version: v3.2 Vodafone Direct Award Version

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3. The following Schedules in equal order of precedence:

Joint Schedules for framework reference number RM3808

- Joint Schedule 2 (Variation Form)
- Joint Schedule 3 (Insurance Requirements)
- Joint Schedule 4 (Commercially Sensitive Information)
- Joint Schedule 6 (Key Subcontractors)
- Joint Schedule 7 (Financial Difficulties)
- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)
- Call-Off Schedules for RM3808-0987
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 11 (Installation Works)
 - Call-Off Schedule 12 (Clustering)
 - Call-Off Schedule 14 (Service Levels)

4. CCS Core Terms (version 3. 0.5)

5. Joint Schedule 5 (Corporate Social Responsibility)

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



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CALL-OFF START DATE 30th September 2021

CALL-OFF EXPIRY DATE 30th September 2024

CALL-OFF INITIAL PERIOD 36 Months

CALL-OFF OPTIONAL EXTENSION PERIOD N/A

MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

The Buyer may terminate this Call-Off Contract at any time by giving the Supplier not less than 30 days' prior written notice. If the Buyer terminates this Call-Off Contract prior to the expiry of the Call-Off Initial Period, or any applicable Extension Period, the Buyer shall pay the Supplier the early termination charges as set out in the Supplier's Service Offer.

CATALOGUE SERVICE OFFER REFERENCE:

RM3808-Lot6-VodafoneLtd-#034 – Service Advisor

RM3808-Lot6-VodafoneLtd-#046 – Vodafone Inclusive Value Mobile Price Plans

CALL-OFF DELIVERABLES

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Spend Manager

The Buyer has opted out of Vodafone Enterprise Spend Manager.

RM3808-Lot6-VodafoneLtd-#046 – Vodafone Inclusive Value Mobile Price Plans

[REDACTED]

RM3808-Lot6-VodafoneLtd-#034 – Service Advisor

Deliverable 2 -- Off site Advisor Lite*; Quantity: 1

* Off-Site Advisor Lite Working Hours: Where Buyer has selected Off-Site Advisor Lite, the available Working Hours for the Off-Site Lite Advisor shall be 18.25 hours between the hours of 8am and 5pm Monday to Friday excluding a daily 15 minute lunch break. Actual Working Hours will be agreed.

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

[REDACTED]

CALL-OFF CHARGES

[REDACTED]

REIMBURSABLE EXPENSES

Not recoverable

PAYMENT METHOD

[REDACTED]

BUYER'S INVOICE ADDRESS:

FAO: [REDACTED]

Accounts Payable

Department for Health and Social Care

39 Victoria Street

London

SW1H OEU

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

25 Wilton Road

Victoria

London

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SW1V 1LW

BUYER'S ENVIRONMENTAL POLICY
Not Applicable

ADDITIONAL INSURANCES



GUARANTEE



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SOCIAL VALUE COMMITMENT

STAFF TRANSFER

QUALITY PLAN

MAINTENANCE OF ICT ENVIRONMENT

BUSINESS CONTINUITY AND DISASTER RECOVERY

SECURITY REQUIREMENTS

BUYER'S SECURITY POLICY

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

CLUSTERING

SERVICE LEVELS AND SERVICE CREDITS

Call-Off Schedule 14 Part B **ONLY** applies when the Call-Off Contract is awarded through a direct award procedure.

Service Credits will accrue in accordance with Call-Off Schedule 14 Part B (Long Form Service Levels and Service Credits).

The required Service Maintenance Level is Level 1

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The Service Credit Cap is in accordance with Call-Off Schedule 14 (Service Levels)

The Service Period is one (1) Month

SUPPLIER'S AUTHORISED REPRESENTATIVE



Vodafone Limited, Vodafone House, The Connection, Newbury, Berkshire
RG14 2FN

SUPPLIER'S CONTRACT MANAGER



Vodafone Limited, Vodafone House, The Connection, Newbury, Berkshire
RG14 2FN

PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month

PROGRESS MEETING FREQUENCY

Quarterly on the first Working Day of each quarter

OPERATIONAL BOARD

Not applicable when the Call-Off Contract is awarded through a direct award procedure.

KEY STAFF

Not Applicable

KEY SUBCONTRACTOR(S)

Not Applicable

COMMERCIALLY SENSITIVE INFORMATION

Supplier's Commercially Sensitive Information]

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For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:	29 October 2021 09:24 BST	Date:	27th October 2021

DocuSigned by:
Frameworks Team
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29 October 2021 | 08:15 BST

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