

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

## Order Form Template

CALL-OFF REFERENCE: **GLD065 2024**

THE BUYER: **Government Legal Department**

BUYER ADDRESS **102 Petty France  
Westminster  
London  
SW1H 9GL**

SUPPLIER REFERENCE NG100041932  
N3/4b/240004

THE SUPPLIER: **Virgin Media Business Limited**

SUPPLIER ADDRESS: **500 Brook Drive, Reading, RG2 6UU**

REGISTRATION NUMBER: **[REDACTED]**

DUNS NUMBER: **[REDACTED]**

SID4GOV ID: **[REDACTED]**

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated as per the final signature date on the last page of this Order Form.

It's issued under the Framework Contract with the reference number RM6116 for the provision of Network Services.

**CALL-OFF LOT(S): Lot 4b**

### 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:

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

Crown Copyright 2018

1. This Order Form, including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1 (Definitions and Interpretation) RM6116
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
  - Joint Schedules for RM6116
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 6 (Key Subcontractors)
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data)
  - Call-Off Schedules for RM6116
    - Call-Off Schedule 1 (Transparency Reports)
    - Call-Off Schedule 2 (Staff Transfer)
    - Call-Off Schedule 3 (Continuous Improvement)
    - Call-Off Schedule 9 (Security) Part A applies
5. CCS Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6116
7. 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.

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:

Not applicable

CALL-OFF START DATE: **21/12/2024**

CALL-OFF EXPIRY DATE: **20/12/2027**

CALL-OFF INITIAL PERIOD: **36 Months**

CALL-OFF OPTIONAL EXTENSION PERIOD Not Applicable

### MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

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

Crown Copyright 2018

The Buyer may terminate the Contract or an individual Service by giving the Supplier not less than 90 days' written notice, provided such notice does not take effect until the last date of the Call-Off Initial Period.

**CATALOGUE SERVICE OFFER REFERENCE**

RM6116-VMB-LOT4b-VMBSO060

**CALL-OFF DELIVERABLES VIA DIRECT AWARD**

Option A: Please refer to the table below under Call Off Charges.

**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 ██████████ (Excluding VAT)

## CALL-OFF CHARGES (Excluding VAT)

Genesys Contact Centre						
Buyer Address including Postcode	Product	Description	Quantity	Service Duration	Unit Price Per Annum	Total Price
	CON-GEN-PC2CA	PC-170-NV-USR2-Y > Genesys Cloud CX 2 Concurrent	21	36		
	CON-GEN-SUP	Genesys Cloud CX2 Concurrent Service Management	1	36		
	CON-GEN-TC	C-170-NV-SFSERNOWPEFC > Genesys Cloud For Service Now (Appfoundry)	15	36		
	CON-GEN-SUP	Service Now Service Management	1	36		
	CON-GEN-SNOW	GC-170-NV-GCM-ICROTI > Genesys Cloud for Microsoft Teams Integration	21	36		
	CON-GEN-SUP	Microsoft Teams Integration Service Management	1	36		
	CON-GEN-TC	PC-170-NVUSCOM - Genesys Cloud Communicate User	3	36		
	CON-GEN-SUP	Genesys Cloud Communicate Service Management	1	36		

### Service Add-On

Buyer Address including Postcode	Product	Description	Quantity	Service Duration	Recurring Charge	Total Price
		Desk Service Delivery Manager	24 per annum	36		
		O2 Managed Services	1	36		

### Additional Telephony Services

Framework Ref: RM6116  
 Project Version: v1.0  
 Model Version: v3.8

Buyer Address including Postcode	Product	Description	Quantity	Service Duration	Unit Price Per Annum	Total Price
		SIP - Ch Dual (A/S) - A	50	36		
		SIP - Ch Dual (A/S) - S	50	36		

#### Teams Direct Routing

Buyer Address including Postcode	Product	Description	Quantity	Service Duration	Unit Price Per Annum	Total Price
	CON-GEN-PC2CA	Comms & Collab - DR Session Manager Layer (Teams Users)	2150	36		
		Comms & Collab – Number Management Standalone (Powersuite)	2150	36		
		Genesys SIP Integration: Network Services - Bring Your Own Trunk	100	36		

#### Service Add-On

Buyer Address including Postcode	Product	Description	Quantity	Service Duration	Recurring Charge	Total Price
		Desk Service Delivery Manager	24 per annum	36		
		O2 Managed Services	1	36		

#### Additional Telephony Services

Buyer Address including Postcode	Product	Description	Quantity	Service Duration	Unit Price Per Annum	Total Price
		SIP - Ch Dual (A/S) - A	108	36		
		SIP - Ch Dual (A/S) - S	108	36		

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in Framework Schedule 3 (Framework Prices)]

The parties agree that the Supplier may bill the Buyer for the Charges through its Affiliate, Telefonica UK Limited, acting as the Supplier's billing and collections agent (the "Billing Agent"). Any invoice for Services from a Billing Agent must be settled on and in accordance with the agreed payment terms.

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:

- Indexation
- Specific Change in Law

### **REIMBURSABLE EXPENSES**

None

### **PAYMENT METHOD**

Payment is to be made by BACS.  
Details will be provided on the Supplier's invoice.

Invoices to be submitted annually in advance

- Year 1, 21 December 2024 to 20 December 2025 invoiced at £ [REDACTED]
- Year 2, 21 December 2025 to 20 December 2026 invoiced at £ [REDACTED]
- Year 3, 21 December 2026 to 20 December 2027 invoiced at £ [REDACTED]

### **BUYER'S INVOICE ADDRESS:**

Government Legal Department  
ICT Admin Team

[REDACTED]

### **BUYER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

Government Legal Department 102 Petty France, Westminster, London SW1H 9G

### **BUYER'S ENVIRONMENTAL POLICY**

The Supplier will comply with its own Environmental Policy.

### **BUYER'S SECURITY POLICY**

Not Applicable

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

[Redacted]

**SUPPLIER'S CONTRACT MANAGER**

[Redacted]

500 Brook Drive, Reading, RG2 6UU

**PROGRESS REPORT FREQUENCY**

Not Applicable

**PROGRESS MEETING FREQUENCY**

Not Applicable

**KEY STAFF**

Not Applicable

**KEY SUBCONTRACTOR(S)**

[Redacted]

**COMMERCIALLY SENSITIVE INFORMATION**

The following is the Supplier's Commercially Sensitive Information: Call-Off Order Form including Call-Off Schedule 4 (Call-Off Tender), Supplier's Security Management Plan and all Supplier's policies.

**SERVICE CREDITS**

The Services will be provided in accordance with the Service Levels in Section 5 of RM6116-VMB-LOT4b-VMBSO060.

The Service Period is: one (1) Month

A Critical Service Level Failure is: Refer to Section 5 of RM6116-VMB-LOT4b-VMBSO060.

**ADDITIONAL INSURANCES**







Not applicable

**GUARANTEE**

Not applicable

**SOCIAL VALUE COMMITMENT**

Not applicable

<b>For and on behalf of the Supplier:</b>		<b>For and on behalf of the Buyer:</b>	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:	20/12/2024	Date:	13/12/2024

---

END OF DOCUMENT