

# Further Competition Order Form Template

**CALL-OFF REFERENCE:** 2020-441

**THE BUYER:** AHDB

**BUYER ADDRESS** Stoneleigh Park, Stoneleigh, Kenilworth, CV8 2TL

**THE SUPPLIER:** Amillan Limited

**SUPPLIER ADDRESS:** Number One Highlands Court, Cranmore Ave,  
Solihull, West Midlands, B904LE

**REGISTRATION NUMBER:** 01943791

**APPLICABLE FRAMEWORK CONTRACT**

This Order Form is for the provision of the Call-Off Deliverables and dated 21<sup>st</sup> June 2021

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

**CALL-OFF LOT(S):**  
**Lot 5 IP Telephony Suppliers**

## 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
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 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data)
  - Call-Off Schedules for 2020-441
    - Call-Off Schedule 1 (Transparency Reports)

- Call-Off Schedule 2 (Staff Transfer)
- Call-Off Schedule 6 (ICT Services)
- Call-Off Schedule 7 (Key Supplier Staff)
- Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
- Call-Off Schedule 9 (Security)
- Call-Off Schedule 11 (Installation Works)
- Call-Off Schedule 14 (Service Levels)
- Call-Off Schedule 20 (Call-Off Specification)

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**

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

None

**CALL-OFF START DATE** 21<sup>st</sup> June 2021

**CALL-OFF EXPIRY DATE** 20<sup>th</sup> June 2024

**CALL-OFF INITIAL PERIOD** 3 Years

**CALL-OFF OPTIONAL EXTENSION PERIOD** 1 Year

### **MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION**

30 days.

### **CALL-OFF DELIVERABLES**

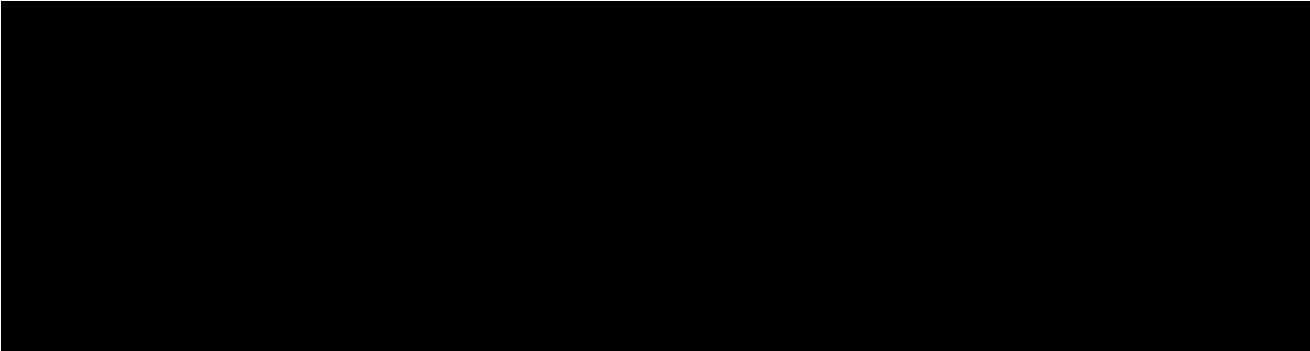
See details in Call-Off Schedule 20 (Call-Off Specification)

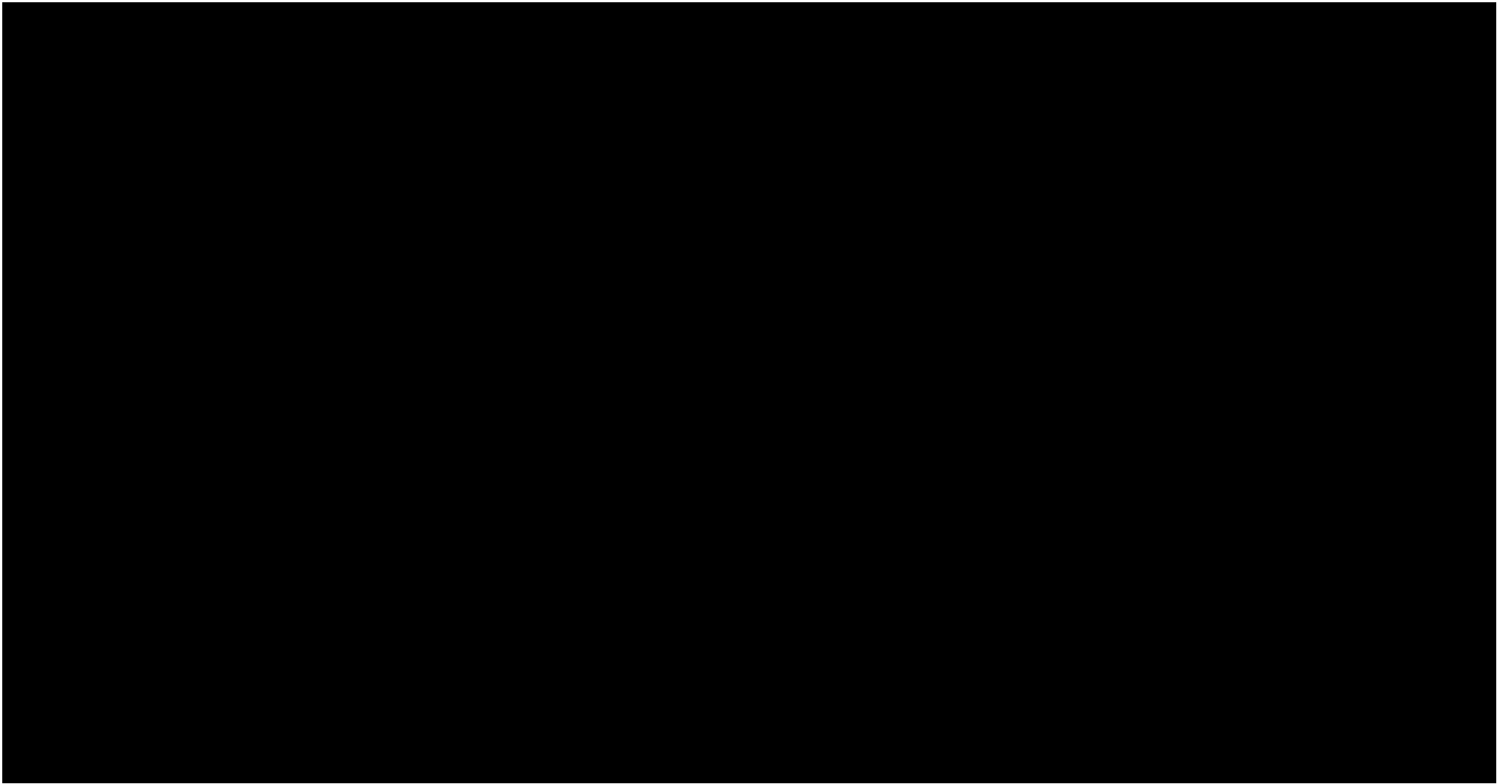
### **MAXIMUM LIABILITY**

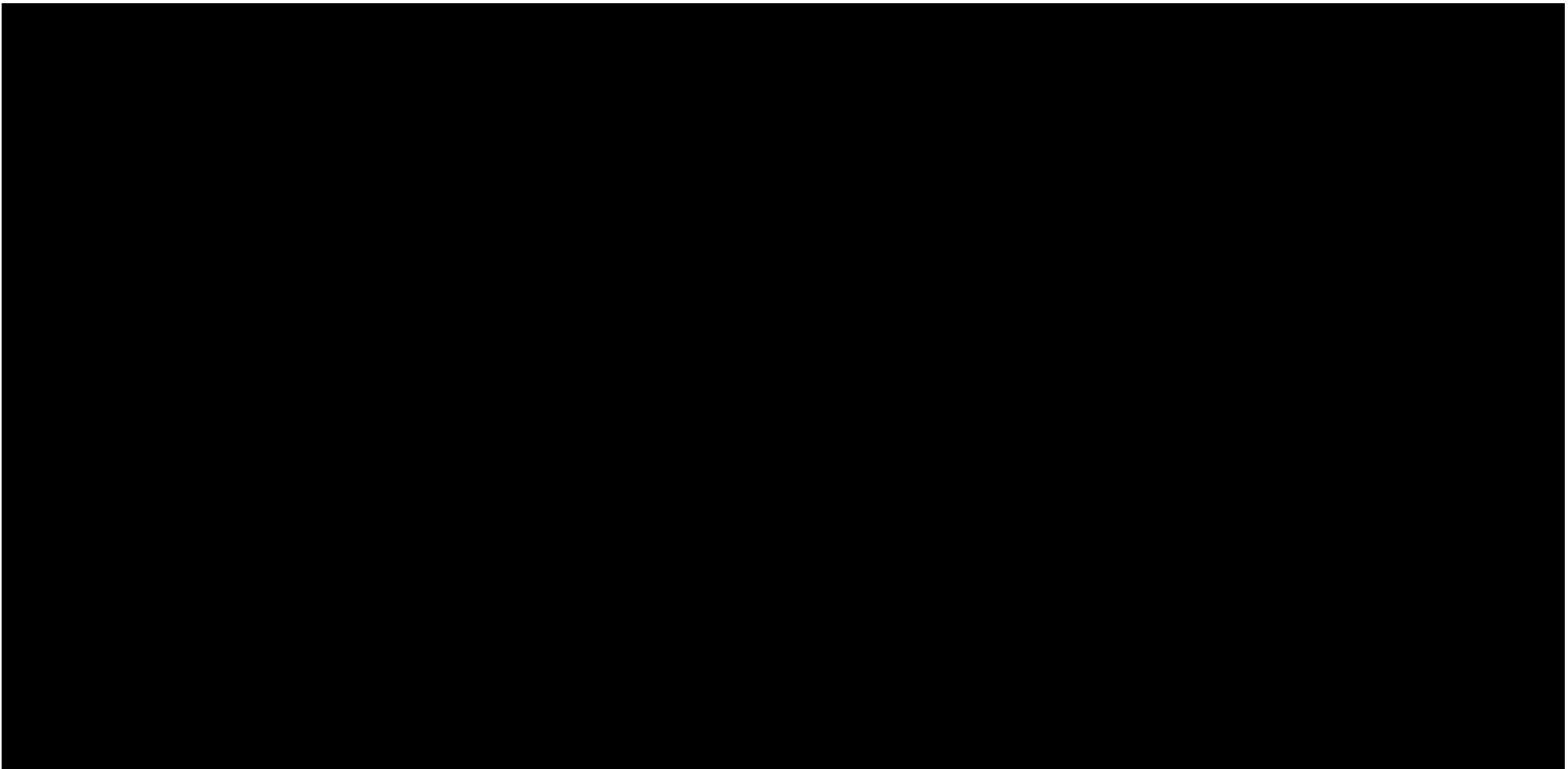
The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is

A solid black image with no visible content.







All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4 and 5 in Framework Schedule 3 (Framework Prices).

The Charges will not be impacted by any change to the Framework Prices.

## **REIMBURSABLE EXPENSES**

Not recoverable

## **PAYMENT METHOD**

AHDB shall raise a Purchase Order following its receipt of this Contract signed by the Supplier, the serial number of which shall be notified to the Supplier.

Subject to compliance with this Contract including any milestones agreed, the Supplier shall invoice AHDB monthly in arrears for the Goods and Services supplied.

If the Contract is amended, any payment schedule relating to this Contract may be adjusted appropriately.

The final claim for payment shall be made within four months of the Completion Date.

## **Invoices**

An invoice shall be deemed to be proper if it is submitted in compliance with this Schedule, and it includes:

- a) the serial number of AHDB's Purchase Order;
- b) any AHDB reference code notified to the Supplier;

The following information shall be provided contemporaneously with the invoice:

- a) A description of the relevant period and activities to which the claim relates;
- b) a breakdown of the Goods and Services supplied and any other documentation reasonably required by AHDB to substantiate the invoice.

Unless otherwise agreed, a copy of each invoice shall be provided to AHDB's Primary Contact (electronic provision is acceptable).

VAT will only be paid if a proper VAT invoice is submitted. The Supplier must exercise due care not to charge VAT on claims which are not chargeable to VAT.

AHDB's address for submission of invoices will be:

Accounts Payable, AHDB, Stoneleigh Park, Kenilworth, Warwickshire CV8 2TL.

Unless otherwise agreed, invoices relating to sums payable by AHDB may be sent by electronic mail in pdf format to [APTeam@ahdb.org.uk](mailto:APTeam@ahdb.org.uk).

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

[APTeam@ahdb.org.uk](mailto:APTeam@ahdb.org.uk)

**Accounts Payable, AHDB, Stoneleigh Park, Kenilworth, Warwickshire CV8 2TL.**

## **BUYER'S AUTHORISED REPRESENTATIVE**

Further Competition Call-Off Order Form  
V1.0 12082019

[REDACTED]  
[REDACTED]  
[REDACTED]  
**AHDB, Stoneleigh Park, Kenilworth, Warwickshire CV8 2TL.**

**BUYER'S ENVIRONMENTAL POLICY**

**Not used.**

**ADDITIONAL INSURANCES**

Not applicable

**GUARANTEE**

Not applicable

**SOCIAL VALUE COMMITMENT**

Not applicable

**STAFF TRANSFER**

**No applicable**

**QUALITY PLAN**

Not Applicable

**MAINTENANCE OF ICT ENVIRONMENT**

Not Applicable

**BUSINESS CONTINUITY AND DISASTER RECOVERY**

In accordance with Call-Off Schedule 8 (Business Continuity and Disaster Recovery) Part A, the Supplier's BCDR Plan at Annex 1 will apply

**SECURITY REQUIREMENTS**

Call-Off Schedule 9 (Security)

**BUYER'S SECURITY POLICY**

Not Applicable

**INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)**

Not Applicable

**CLUSTERING**

Not Applicable

**SERVICE LEVELS AND SERVICE CREDITS**

Not applicable



## PERFORMANCE MONITORING

Not Applicable

## SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]  
[REDACTED]  
[REDACTED]

Amillan Ltd Number One, Highlands Court, Cranmore Avenue, Solihull B90 4LE

## SUPPLIER'S CONTRACT MANAGER

[REDACTED]  
[REDACTED]  
[REDACTED]

Amillan Ltd Number One, Highlands Court, Cranmore Avenue, Solihull B90 4LE

## PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month during implementation or as required

## PROGRESS MEETING FREQUENCY

Quarterly on the first Working Day of each quarter if required

## OPERATIONAL BOARD

Not Applicable

## KEY STAFF

[REDACTED]  
[REDACTED]  
[REDACTED]

Amillan Ltd Number One, Highlands Court, Cranmore Avenue, Solihull B90 4LE

[REDACTED]  
[REDACTED]  
[REDACTED]

Amillan Ltd Number One, Highlands Court, Cranmore Avenue, Solihull B90 4LE

[REDACTED]  
[REDACTED]  
[REDACTED]

Amillan Ltd Number One, Highlands Court, Cranmore Avenue, Solihull B90 4LE

[REDACTED]  
[REDACTED]

[REDACTED]  
Amillan Ltd Number One, Highlands Court, Cranmore Avenue, Solihull B90  
4LE

[REDACTED]  
[REDACTED]  
[REDACTED]  
Amillan Ltd Number One, Highlands Court, Cranmore Avenue, Solihull B90  
4LE

**KEY SUBCONTRACTOR(S)**

[REDACTED]

**COMMERCIALLY SENSITIVE INFORMATION**

Not applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	[REDACTED]	Signature:	[REDACTED]
Name:			
Role:			
Date:			

## Call-Off Schedule 20 – Call-Off Specification

### Background and current environment

The Agriculture and Horticulture Development Board (AHDB) is a statutory levy board, funded by farmers, growers and others in the supply chain and managed as an independent organisation (independent of both commercial industry and Government).

At present, AHDB is in contract with multiple suppliers to deliver our telephony services which include but not limited to mobile, unified, and traditional VoIP based communications.

AHDB currently runs an estate of approximately 400 Apple iPhone devices. These devices are managed and controlled by AHDB via Maas360 but AHDB is actively working to replace the current provider with Microsoft's Intune service as part of a cost reduction/service enhancement exercise.

Our VoIP telephony communications are supplied currently via a resilient co-located (one on-premise, one in a Data centre) Mitel PBX 3300 system where we have circa 400 DDI's across four sites that are connected via an MPLS network. The DDI's are routed via SIP Trunks that are then used as breakout into the Public Switched Telephone Network (PSTN). This is a very traditional setup with each user having a physical desk phone and all users have their own dedicated local direct phone number. Located at a fifth site we have a legacy Siemens phone system that has circa ten lines, but the office currently has only three active users.

AHDB currently uses Microsoft Office365 infrastructure authenticated via ADFS v3 and are licensed at E3 level. AHDB uses Windows 10 across its devices however there are several MacOS devices across the business. In recent months to meet the demands of the business AHDB has bought some Microsoft Teams based phone system licences to allow BAU to be carried out during the current global pandemic.

AHDB also runs a contact centre environment, which has ten operators who manage calls for a number of different services that AHDB runs for the industry. Our present solution is controlled by Genesys PureCloud, and this sits as a standalone function away from our Mitel VOIP solution. It is envisaged that this type of service / functionality is more likely to increase rather than decrease.

### What we want to achieve

AHDB is looking for solutions built on the latest systems and devices to facilitate our requirements. AHDB are working hard towards ensuring that all new implementations of systems and services are configured for single sign on, so any proposed solution should aim to deliver this.

AHDB's desired outcome will be a contract with a supplier who can deliver a fully supported, company-wide fully integrated telephony service that leverages the use of unified and intelligent communications. Thus, enabling our employees to strengthen and support AHDB's purpose; to inspire our farmers, growers, and the industry to succeed in a rapidly changing world.

As AHDB is funded by farmers, growers and others in the supply chain, value for money is paramount, we welcome suppliers who can offer innovative and cost-efficient solutions to meet our needs, whilst also offering best in class service that will enable us to create a world-class food and farming industry. Solutions should look to help us not only reduce costs and streamline contract management but increase business flexibility, lift productivity, bring people together to collaborate, innovate and drive change throughout.

AHDB use the Microsoft Dynamics365 platform to store and manage a vast array of contact data across the organisation. AHDB would like to have an end to end solution whereby at point of contact into

AHDB our telephone system can determine if the contact is within our CRM system and either route the call accordingly or direct it to an internal call handling service. Integration with CRM is key, all calls should be logged onto CRM and AHDB employees with access to Dynamics365 should be able to complete record details as required.

AHDB is seeking a provider who wants to propel our employee's engagement and communications both internally and with our stakeholders.

### Business and Functional Requirements

The requirements will form a contribution to the final scoring, so each response must highlight where it meets these requirements. Where it does not meet the requirements please outline this and where appropriate suggest alternatives. Appendix 1 has a table with all the requirements mapped out and should be used as the basis for your submission.

We appreciate that some of our requirements may not be met and due to this AHDB would not be averse to changes in functionality if it better suits our needs.

If you feel there are any additional areas of functionality that may be relevant to our requirements in the solution you are proposing then we encourage you to provide these details where relevant, or as additional supplementary information in your response.

It is asked that as part of this tender process that bidders show how they would meet each requirement. Where appropriate they should also include evidence or prove how their solution will meet our requirements. Alongside this, tenders should say where they have implemented similar solutions and supply evidence to support this.

It is AHDB's intention to award this package of work to one supplier or a partnership/collaboration.

### Telephony Service

AHDB require a complete end to end implementation, from scoping, setup, and configuration down to documentation and handover.

The implementation should incorporate the migration of all AHDB's current DDI's and SIP routing. Integration with Microsoft365 is especially important as it is used extensively across the organisation. AHDB uses Microsoft Dynamics 365 as their CRM solution. Integration with Dynamics would be advantageous if it allowed anyone across the organisation to know who was calling them. Full integration with Dynamics would be desirable even if it were just for a subsection of the user base.

AHDB would also require the following features – more detailed information can be found in Appendix 1

- Zero charges for internal voice calls
- Office365 / Exchange Online / Microsoft Teams / Microsoft Dynamics 365 Integration
- User status/presence with Outlook Calendar integration
- Switchboard management
- A solution for live audio contributions to the media/broadcasters
- Incoming and outgoing call reporting
- Call recording/sharing (for selected users / numbers)
- Electronic Fax to Email Service (incoming and outgoing)
- End User Phone Function Management
- Softphone to be used across devices – Windows10, MacOS, iOS

- Voicemail
- Physical Phone options
- Headsets for Softphone users
- Mobile Application to enable all users to make and receive calls to and from their extension on their mobile
- Fully managed, supported solution with regular updates and upgrades applied when available
- Active Directory or Azure Active Directory integration
- Active Directory/Exchange Online/Azure AD linked Address/Phone Book
- Call ID
- All hosted storage to be UK based

### Contact Centre Solution

The new solution would need to integrate with the new telephony service and must supply a smooth transition to the new service.

AHDB would require the following features, a full specification can be found in Appendix 1 & 2, and these may overlap with services supplied alongside those in the Telephony Service requirements.

- 10 agents with scope to expand if required
- Microsoft Dynamics 365 integration whereby an agent can identify the caller and a log is automatically logged against the customer who has called or emailed
  - Integration to include self-service agentless activities. E.g. Someone calling up to find out when their next payment is due or if payment has been received.
- Mandatory post call ending/closure and completion categorising
- Main incoming service number with auto attendant directing to other services
- A separate number for each provided service with auto-attendant and call routing as required
- Contact centre functions from call recording and call monitoring, operator/agent ring groups etc.
- Detailed reporting across all channels ( voice, email, webchat, sms etc) e.g. number of calls, answer time, dropped calls, calls in the queue, who answered, wait times etc. along with a “Live View” dashboard, agent metrics
- Voicemail
- Interactive Voice Response
- Omnichannel - voice, email, webchat, social media delivered into a single environment
- Softphone to be used across devices – Windows10, MacOS, iOS
- Login from anywhere – cloud based
- Active Directory or Azure Active Directory integration
- Caller Identification management
- Call Information logging
- All hosted storage to be UK based

### Service Support & Delivery

As a supplier we are looking for a single contract management for all billing purposes. We want to work with a supplier who will offer a fully managed transition service from our current providers along with training for system admins and end users.

AHDB would like a test/pilot system created to allow for any significant issues to be ironed out prior to full release to all users.

As this is a major project and change for AHDB we would look to have dedicated onsite support personnel during service transition. This person(s) would be there to support end users, resolve issues, troubleshooting, floor walking, remote/telephone assistance. Alongside this AHDB would require end Further Competition Call-Off Order Form

user training videos to be produced. AHDB's expectation is that following a pilot with a subsection of users then detailed "how to" videos can be produced to allow all users to fully understand how their new phones work and to get the best out of them.

In terms of ongoing support, we require a dedicated support team that will know and understand the contract and the service provision.