

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

## Order Form

ATAMIS CALL-OFF REFERENCE: C25540

THE BUYER:	Home Office
BUYER ADDRESS	UK Visa & Immigration 2 Marsham Street London, SW1P 4DF UK
THE SUPPLIER:	FoundEver Ltd
SUPPLIER ADDRESS:	53 – 55 Butts Road, Earlsdon, Coventry - CV1 3BH
REGISTRATION NUMBER:	03450786
DUNS NUMBER:	53-645-3665
SID4GOV ID:	N/A

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 01/09/23. It's issued under the Framework Contract with the reference number **RM6181** for the provision of **Lot 1: Contact Centres**.

CALL-OFF LOT(S):  
1

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### 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) **RM6181**
3. Paragraph 9 and Annex 2 of Framework Schedule 3 (Framework Prices).
4. Framework Special Terms
5. The following Schedules in equal order of precedence:
  - Joint Schedules for **RM6181**
    - Joint Schedule 1 (Definitions)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 11 (Processing Data)
  - Call-Off Schedules for C25540
    - Call-Off Schedule 2 (Staff Transfer)
    - Call-Off Schedule 5 (Pricing Details)
    - Call-Off Schedule 6 (ICT Services)
    - Call-Off Schedule 9 (Security)
    - Call-Off Schedule 10 (Exit Management)
    - Call-Off Schedule 14 (Service Levels)
    - Call-Off Schedule 18 (Background Checks)
    - Call-Off Schedule 20 (Call-Off Specification)
6. CCS PSC Outsourcing Core Terms (Version 1)
7. Joint Schedule 5 (Corporate Social Responsibility) **RM6181**

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:

*Special term 1 - The Buyer is only liable to reimburse the Supplier for any expense or any disbursement which is*

- (i) specified in this Contract; or*
- (ii) which the Buyer has Approved prior to the Supplier incurring that expense or that disbursement. The Supplier may not invoice the Buyer for any other expenses or any other disbursements.*

CALL-OFF START DATE: 01/09/2023

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CALL-OFF EXPIRY DATE: 17/05/2023

CALL-OFF INITIAL PERIOD: 7 months + 6 weeks' notice

### CALL-OFF DELIVERABLES

Please see details in the Statement of Requirements

### MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 12.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£1,000,000**.

### CALL-OFF CHARGES

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

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)]

### REIMBURSABLE EXPENSES

Not Applicable unless agreed by both parties.

### PAYMENT METHOD

Bank Transfer

### BUYER'S INVOICE ADDRESS:

Account name - FOUNDEVER GB LIMITED

Sort Code 16-50-50

Account number 67587017

Bank of America, 26 Elmfield Road, Bromley, Kent. BR1 1LR

### COLLABORATIVE WORKING PRINCIPLES

The Collaborative Working Principles apply to this Call-Off Contract.

### FINANCIAL TRANSPARENCY OBJECTIVES

The Financial Transparency Objectives apply to this Call-Off Contract.

### BUYER'S AUTHORISED REPRESENTATIVE

Dawn Rhodes

Senior Commercial Manager

Dawn.Rhodes@homeoffice.gov.uk

### BUYER'S ENVIRONMENTAL POLICY

As per the Government Social value agenda (available at: [Social Value Act: information and resources - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/social-value-act))

**BUYER'S SECURITY POLICY**

As per Call-Off Schedule 9

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

Karl Brough

**UKI General Manager**

[Karl.Brough@foundever.com](mailto:Karl.Brough@foundever.com)

53-55 Butts Road, Earlsdon Park, Coventry, CV1 3BH

**SUPPLIER'S CONTRACT MANAGER**

Ian Conduit

Business Development Director

[ian.conduit@foundever.com](mailto:ian.conduit@foundever.com)

53-55 Butts Road, Earlsdon Park, Coventry, CV1 3BH

**PROGRESS REPORT FREQUENCY**

**Weekly:** On the first Working Day of each calendar week

**Monthly:** On the first Working Day of each calendar month

**PROGRESS MEETING FREQUENCY**

**Monthly:** On the first Working Day of each calendar month

**KEY STAFF**

Dawn Rhodes

Mark Blackledge

Sarah Ellis Townsend

Benjamin Butler

Debbie Shaw

**KEY SUBCONTRACTOR(S)**

Not applicable

**COMMERCIALY SENSITIVE INFORMATION**

Not applicable

**SERVICE CREDITS**

Not applicable

**ADDITIONAL INSURANCES**

Not Applicable - Insurance Cover shall be provided as per the levels detailed within the Crown Commercial Services Framework.

**GUARANTEE**

There's a guarantee of the Supplier's performance provided for all Call-Off Contracts entered under the Framework Contract

**SOCIAL VALUE COMMITMENT**


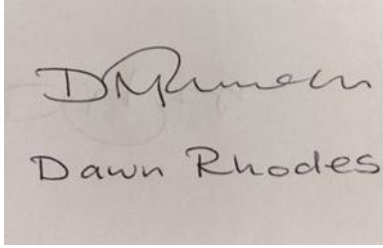
Framework Ref: RM6181

Project Version: v2.0

Model Version: v3.7

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Not Applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:	Karl Brough	Name:	Dawn Rhodes
Role:	UKI General Manager	Role:	Senior Commercial Manager UK Visa & Immigration
Date:	01/09/2023	Date:	01/09/2023