

Framework Schedule 6 (Order Form Template and Call-Off Schedules)
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RM6297 Framework Schedule 6 Order Form Template and Call-Off Schedules

CALL-OFF REFERENCE: **TCOM3073**

THE BUYER: **Department for Transport**

BUYER ADDRESS **Great Minster House 33 Horseferry Road,
London, SW1P 4DR, United Kingdom**

THE SUPPLIER: **H H ASSOCIATES LIMITED**

SUPPLIER ADDRESS: **Grove House Guildford Road, Fetcham,
Leatherhead, KT22 9DF, United Kingdom**

REGISTRATION NUMBER: **02671533**

DUNS NUMBER: **770639193**

SID4GOV ID: **N/A**

This Order Form, when completed and executed by both Parties, forms a Call-Off Contract. A Call-Off Contract can be completed and executed using an equivalent document or electronic purchase order system.

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 12/02/2025.

It's issued under the Framework Contract with the reference number RM6297 for the provision of **Print and Digital Communications Services, Command & House Papers**.

CALL-OFF LOT(S):
RM6297, Lot 1 - Print and Digital Communications

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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) RM6297
3. The following Schedules in equal order of precedence:
 - Joint Schedules for **RM6297**
 - 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 8 (Guarantee)
 - Joint Schedule 9 (Minimum Standards of Reliability)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Call-Off Schedules for **RM6297**
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 16 (Benchmarking)
4. CCS Core Terms (version 3.0.11)
5. Joint Schedule 5 (Corporate Social Responsibility) **RM6297**

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

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CALL-OFF START DATE: **27/12/2024**

CALL-OFF EXPIRY DATE: **26/12/2026**

CALL-OFF INITIAL PERIOD: **2 Years**

EXTENSION PERIOD: **2 x 12 month periods**

CALL-OFF DELIVERABLES

- See Attachment 3 – DfT Statement of Requirements (Annex 1)

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 **£30,000.00** Estimated Charges in the first 12 months of the Contract.

CALL-OFF CHARGES

As per Framework Prices unless otherwise agreed in writing. The framework pricing will be updated annually in January.

- RM6297 Lot 1 Customer Rate Card Dec 2024 (Attachment 1)

REIMBURSABLE EXPENSES

NA

PAYMENT METHOD

Invoices emailed to DfT's payment processor, Unity Business Services (UBS) SSa.invoice@Ubusinessservices.co.uk Paid via BACS.

The supplier is also required to send a copy to the DfT Contract Manager

Should you have any issues relating to invoices or payment and need to contact the Unity Business Services (UBS) support desk, you can email them at support@Ubusinessservices.co.uk or the telephone number is 0344 892 0343.

BUYER'S INVOICE ADDRESS:

While email is preferable, if you need to send documents by post, you should send to:

Unity Business Services (UBS)
5 Sandringham Park
Swansea Vale

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Swansea
SA7 0EA

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED] (DfT Contract Lead)
DfT Publications Lead, User Centred Design, Digital Service
[REDACTED] [@df.gov.uk](mailto:[REDACTED]@df.gov.uk)

BUYER'S ENVIRONMENTAL POLICY



DfT Corporate
Environmental Policy.p

BUYER'S SECURITY POLICY



Information & Cyber
Security Policy.docx

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]
Chief Client Officer
[REDACTED] [@hhglobal.com](mailto:[REDACTED]@hhglobal.com)
HH Associates Ltd, Grove House, Guildford Road, Leatherhead, KT22 9DF

SUPPLIER'S CONTRACT MANAGER

[REDACTED]
Business Director
[REDACTED] [@hhglobal.com](mailto:[REDACTED]@hhglobal.com)
HH Associates Ltd, Grove House, Guildford Road, Leatherhead, KT22 9DF

PROGRESS REPORT FREQUENCY

Quarterly on the first Working Day of each quarter

PROGRESS MEETING FREQUENCY

Quarterly on the first Working Day of each quarter

KEY STAFF

[REDACTED], Business Director, [REDACTED] [@hhglobal.com](mailto:[REDACTED]@hhglobal.com) Tel: [REDACTED]
[REDACTED], Account Director, [REDACTED] [@hhglobal.com](mailto:[REDACTED]@hhglobal.com) Tel: [REDACTED]
[REDACTED]
[REDACTED], Senior Account Manager, [REDACTED] [@hhglobal.com](mailto:[REDACTED]@hhglobal.com) Tel: [REDACTED]
[REDACTED]

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KEY SUBCONTRACTOR(S)

Service Graphics
Part of Paragon Group UK Ltd
T/A Service Graphics
Pallion Trading Estate
Sunderland
Tyne and Wear
SR4 6ST

Registration number 0551336

COMMERCIALLY SENSITIVE INFORMATION

If applicable within the operating period of this contract, this will be confirmed by the contracting authority.

SERVICE CREDITS

Not applicable]

ADDITIONAL INSURANCES

Not applicable


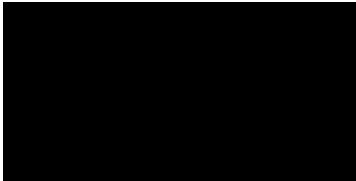


GUARANTEE

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).

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For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:	Chief Client Officer	Role:	DfT Commercial Lead
Date:	March 13, 2025 1:28:16 PM GMT+00:00	Date:	26/02/2025

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Annex 1 – DfT Statement of Requirements



Department
for Transport



Crown
Commercial
Service

Attachment 3

Statement of Requirements

DfT Provision of Print and Digital Communications Services,
Command & House Papers

RM6297, Lot 1 - Print and Digital Communications

Contract Reference: TCOM3073

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PURPOSE

This cross-government call-off contract is mandatory to all government organisations that produce Parliamentary papers including command and act papers.

HH Global is the sole contracted supplier of services or 'one stop shop' covering: issuing ISBN's, page furniture, studio services, typesetting and creation of web accessible and Large Print formats. This procurement is being conducted via CCS RM6297 Print and Digital Communications services, Lot 1 Lot 1: Print and Digital Communications (including Command and House Papers).

HH Global will separately liaise with the House of Commons or the House of Lords to confirm how many copies they may need and print and deliver these as agreed.

BACKGROUND TO THE CONTRACTING AUTHORITY

The Department for Transport works with our agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. We plan and invest in transport infrastructure to keep the UK on the move

At DfT, our vision is to 'Connect People and Places.' We aim to make journeys reliable, comfortable, and affordable through significant investments. Our goal is to support the economy by creating an inclusive

The Client is the government department responsible for providing policy, guidance, and funding to English local authorities to help them run and maintain their road networks, improve passenger and freight travel, and develop new major transport schemes.

The contact will be used to the DfT Publishing team. The publishing team are responsible for managing the quality of the presentation of public facing printed and e-publications and managing publishing obligations. The team manage all DfT and Parliamentary publications and other print and digital products.

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BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

The Department for Transports requires the services as stipulated in Lot 1 of CCS framework RM6297. the Supplier shall provide a fully managed end to end service which delivers all elements of the Buyer's print and associated requirements. Print management service requirements shall be defined by Buyers during the Call-Off Procedure, as Buyers may not require the full range of Services offered by the Supplier.

The core print and digital communications management Services of Lot 1 shall include the core services as stipulated in the Schedule 1 – Framework Specification, point 4.3, Provision of Command and House Paper Service, and point 4, Print and Digital Communications, respectively.

SCOPE OF REQUIREMENT

Publisher to provide comprehensive print and creative services for producing Parliamentary Papers. Services include issuance of ISBNs page furniture, WCAG accessible files as well as print and digital formats of Parliamentary papers.

THE REQUIREMENT

We need to contract with HH Global to produce these Parliamentary papers. HH Global is the sole contracted supplier of services or 'one stop shop' covering: issuing ISBN's, page furniture, studio services, typesetting and creation of web accessible and Large Print formats.

HH Global will provide a quote once document details are provided, and once accepted, issue the ISBN and page furniture

There will be occasions, such as high-profile Ministerial announcements, when overnight or 24-hour turnaround times and weekend working will be requested. The Client, therefore, has an ongoing operational requirement for 24hr turnarounds and late evening and weekend services (by arrangement).

KEY MILESTONES AND DELIVERABLES

The following Contract milestones/deliverables shall apply:

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Milestone/Deliverable	Description	Timeframe/Delivery Date
1	Quarterly contract review meetings with Publications team.	By every quarter
2	Client email requests must be acknowledged on later than the next working day	Within 48hrs

MANAGEMENT INFORMATION/REPORTING

The Supplier will provide quarterly management information reports that must include the following: Job no, PO number, date commissioned, spend-to-date, invoiced price ex VAT

VOLUMES

DfT typically produce 1 -2 Parliamentary Papers projects per month. These projects are usually produced within short deadlines of 3 weeks. High-profile projects typically include fast responses, late evening and overnight working. Therefore 24-hour shift patterns and scalable staff resourcing will be expected.

Volumes are not guaranteed and are subject to change based on business need and demand.

CONTINUOUS IMPROVEMENT

Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented. The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.

Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

The Supplier shall be required to be supportive and develop contingency planning for print related products as a result of higher demand or emergency demand.

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QUALITY

All projects must meet the requirements set out in each publishing project brief.

The Supplier will be required to both drive and manage transformation and change to achieve value for money by providing ongoing improvements and efficiencies in how the Deliverables are provided

The Supplier shall work with the Buyer to support key benefits to progress their digital transformation journey over the lifetime of the Call-Off contract by providing ongoing assessments and recommendations to enable Buyers to progress and support their digital journey. The Supplier shall ensure that they maximise the benefit of emerging technology to support improved smarter ways of communication

Requests for quotes from the publications team will typically include a both production and studio services, as well as applying the required page furniture. Estimates must include a breakdown of the price for each product/service in the specification in the RFQ.

PRICE

The prices offered are in line with the suppliers RM6297 Lot 1 Customer Rate Card. The rates offered to the Department cannot exceed the agreed rates in the said Customer Rate Card.

STAFF AND CUSTOMER SERVICE

The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

SERVICE LEVELS AND PERFORMANCE

The Authority will measure the quality of the Supplier's delivery by:

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KPI/SLA	Service Area	KPI/SLA description	Target
1	Meeting brief specification and delivering formats on time for laying.	Deliver to time set out in each publication project	100%
2	Provide response to request for quote	2 working days	100%
3	Timeliness of delivery of laying formats	In time for the agreed laying date/time	100%
4	Account team availability	Working day 9am - 5pm and out of hours to 10pm if arranged. Weekend working by arrangement.	100%

SECURITY AND CONFIDENTIALITY REQUIREMENTS

Vendors must have signed up to the government's confidentiality agreement under contract.

PAYMENT AND INVOICING

Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

Invoices should be submitted to:

Shared Services SSa.invoice@Ubusinessservices.co.uk

Unity Business Services (UBS)

5 Sandringham Park

Swansea Vale

Swansea

SA7 0EA

Framework Ref: RM6297 Print and Digital Communications

Project Version: v1.0

Model Version: v3.10

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Please send a copy of the invoice sent to the DfTc Contract Manager.

Each invoice must include the relevant purchase order number.

CONTRACT MANAGEMENT

Contract review meetings to occur twice per year. Meetings will take place online via MS Teams unless otherwise agreed.

Attendance at Contract Review meetings shall be at the Supplier's own expense.

LOCATION

The location of the Services will be carried out at the supplier's address.

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Attachment 1 - 
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