

CCPL20A02 – Provision of Home Fulfilment – Short Term

Order Form

CALL-OFF REFERENCE: CCPL20A02

THE BUYER: Department of Health and Social Care (DHSC)

BUYER ADDRESS: 39 Victoria St, Westminster, London SW1H 0EU

THE SUPPLIER: The Royal Mail Group Ltd

SUPPLIER ADDRESS: 100 Victoria Embankment, London, EC4Y 0HQ.

REGISTRATION NUMBER: 04138203

DUNS NUMBER: 227045366

SID4GOV ID: 311846

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables.

It's issued under the Framework Contract with the reference number **RM6017** for the provision of Home Fulfilment – Short Term

CALL-OFF LOT:

Lot Number	Lot Description
3	Collection and Delivery of Letters, Large Letters and Parcels

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) **RM6017**

3. The following Schedules in equal order of precedence:

- **Joint Schedules for RM6017**
 - Joint Schedule 1 (Definitions)
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 9 (Minimum Standards of Reliability)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 12 (Supply Chain Visibility)
 - Joint Schedule 13 (Continuous Improvement)
 - Joint Schedule 14 (Benchmarking)
 - **Call-Off Schedules for CCPL20A02 – Home Fulfilment**
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 5 (Pricing Details)
 - 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 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
4. CCS Core Terms (version 3.0.6)
5. 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

None

CALL-OFF START DATE: 14th December 2020

CALL-OFF EXPIRY DATE: 13th May 2021 (subject to potential extension)

CALL-OFF INITIAL PERIOD: Five (5) Months

CALL-OFF EXTENSION PERIODS: Up to Three (3) Months from 25th April 2021 to 24th July 2021

Followed by up to Four (4) Months from 25th July 2021 to 24th November 2021

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.

This agreement shall be for an initial period of five (5) months with the option to extend for a further three (3) and / or four (4) months as detailed above subject to the satisfactory performance of the Supplier.

The estimated initial five (5) months charges used to calculate the liability in the first 5 months of the contract are REDACTED for the full volumes specified in the Bid Pack. Of this figure only £- REDACTED is fixed relating to the set up cost. The remainder will be variable dependent on volumes and is not guaranteed.

Should the extension period be invoked or if there is a change to the contract that means the estimated value changes, then the Buyer and the Supplier will agree the changes to the level of Liability using the Variation process.

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)

PAYMENT METHOD

Supplier to submit invoice monthly in arrears
Buyer to pay invoices within 30 days
All subject to Clause 4 of Framework RM6017

BUYER'S INVOICE ADDRESS:

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

REDACTED

**BUYER'S AUTHORISED REPRESENTATIVE
REDACTED**

BUYER'S ENVIRONMENTAL POLICY

Available at:

<https://www.gov.uk/government/publications/greening-government-commitments-2016-to-2020/greening-government-commitments-2016-to-2020>

BUYER'S SECURITY POLICY

The Short Form Security Policy has been selected. See Call-Off Schedule 9 – Security.

The Service Provider shall, and shall procure that its Sub-Contractors shall, at all times ensure that any systems required to provide the Services are certified as meeting ISO27001 and shall maintain such certification throughout the term of the agreement.

SUPPLIER'S AUTHORISED REPRESENTATIVE

REDACTED

SUPPLIER'S CONTRACT MANAGER

REDACTED

PROGRESS REPORT FREQUENCY

The following progress and performance reports will be required to be submitted to the Buyer:

Weekly performance reports, working day to be agreed
Monthly performance report, 5th working day of each month
Finance reports 5th working day of each month

Reports should include but not be limited to the following:

- general summary of service performance against key deliverables;
- KPI reporting;
- Customer Service reporting
- operational issues / risks
- the structure and content of Progress;
- performance reports

The format shall be agreed between the parties prior to contract commencement as part of contract mobilisation.

The Parties acknowledge and agree that:

- a) for the period which is six (6) weeks from the Call-Off Start Date (“Initial Period”), an interim management information solution will be operational, whereby the Supplier will provide the Buyer with a limited set of management information which shall be provided daily by 7am and as a minimum this shall include:
 - (i) data on daily dispatch figures (by SKU, from the originating warehouse);
 - (ii) stock across the 6 warehouses by SKU – inbound & outbound; and
 - (iii) end of day inventory (total and available to order if different); and
- b) the full management information solution will be operational immediately following the expiry of the Initial Period, subject to the development of the full management information solution which will be mutually discussed and agreed by the Parties during the Initial Period and as a minimum shall include the management information to be provided during the Initial Period.

The above will not affect the Suppliers ability to fulfil and deliver the Service in the Initial Period and shall not cause any effect on the quality of the Suppliers Service performance.

PROGRESS MEETING FREQUENCY

The following meetings will be established at commencement of this contract as part of the Contract management cadence for this call off order.

- Daily Operational meeting
- Weekly Operational meeting
- Monthly Operational Review board (Contract Management review)
- Quarterly Strategic Review (Director level attendance)

Attendees and Agenda for each session to be agreed between the parties prior to commencement.

All meetings should be minted with key actions captured

BUYER’S OPERATIONAL BOARD MEMBERS

REDACTED
REDACTED

**SUPPLIER'S OPERATIONAL BOARD MEMBERS
REDACTED**

OPERATIONAL BOARD PLANNED START DATE

First meeting to be held within one month of contract commencement date

OPERATIONAL BOARD MEETINGS FREQUENCY

Monthly

OPERATIONAL BOARD MEETINGS LOCATION

To be confirmed and agreed prior to each meeting, any face to face meetings shall follow all required social distancing measures and the host shall ensure appropriate space is provided to accommodate these measures.

KEY STAFF

Authority:

REDACTED

Royal Mail Group Ltd:

REDACTED

KEY SUBCONTRACTOR

REDACTED

REDACTED

COMMERCIALLY SENSITIVE INFORMATION

See Joint Schedule 4 – Commercially Sensitive Information

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).

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