

Order Form Template (Short Form)
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RM3828: Payment Solutions Order Form

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Order Form Template

This Order Form is for the provision of the Call-Off Deliverables. It is issued under the Framework Contract with the reference number RM3828 for Payment Solutions.

Buyer Name	HM Revenue & Customs / Revenue & Customs Digital Technology Services (RCDTS)
Buyer Contact	[REDACTED]
Buyer Address	100 Parliament Street Westminster London SW1A 2BQ
Invoice Address (if different)	[REDACTED] [REDACTED]

Supplier Name	NatWest Bank Plc
Supplier Contact	[REDACTED]
Supplier Address	250 Bishopsgate London EC2M 4AA

Framework Ref	RM3828: Payment Solutions
Framework Lot Number	Lot 1: Public Sector Card
Call-Off (Order) Ref	N/A
Order Date	17/07/2020
Call-Off Reference	SR348437826
Call-Off Start Date	1 August 2020
Call-Off Expiry Date	31 July 2024
Extension Options	None

CALL-OFF INCORPORATED TERMS

The Call-Off Contract, including the CCS Core Terms and Joint Schedules' can be viewed in the 'Documents' tab of the Payment Solutions framework page on the CCS website:

<https://www.crowncommercial.gov.uk/agreements/rm3828>

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.

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2. Joint Schedule 1 (Definitions) RM3828 Payment Solutions.
3. The following Schedules in equal order of precedence:
 - Joint Schedules for RM3828 Payment Solutions
 - 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 7 (Financial Difficulties)
 - Joint Schedule 9 (Minimum Standards of Reliability)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Call-Off Schedules for SR348437826
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
 - 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 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 16 (Benchmarking)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 22 (Financial Services)
 - Call-Off Schedule 23 (Special Terms)
4. CCS Core Terms (version 3.0.4)

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, or added to, this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

The Special Terms in Call-Off Schedule 23 are incorporated into this Call-Off Contract.

The Supplier shall comply with the Buyer's mandatory terms as set out in Call-Off Schedule 23 of this Call-Off Contract. For the avoidance of doubt and contrary to any other provision relating to precedence of terms in this Call-Off Contract, in case of any ambiguity or conflict, the Buyer's mandatory terms in Schedule 23 will supersede any other terms in this Call-Off Contract.

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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.

SERVICE LEVELS AND SERVICE CREDITS

See details of Service levels in Call-Off Schedule 14 (Service Levels).
Service Credits are not applicable to this Call-Off Contract as it is business as usual.

REIMBURSABLE EXPENSES

None

BUYER’S AUTHORISED REPRESENTATIVE

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

SUPPLIER’S AUTHORISED REPRESENTATIVE/ CONTRACT MANAGER

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

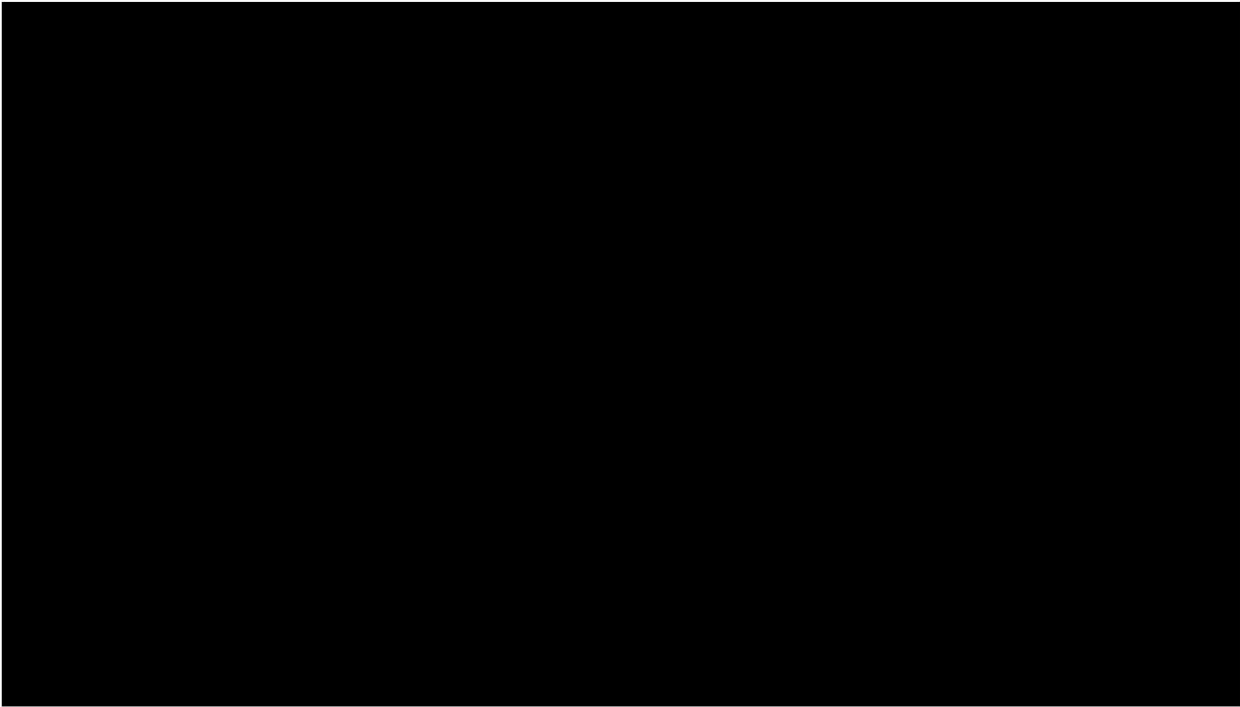
PROGRESS MEETING FREQUENCY

Quarterly

SUPPLIER SECURITY PLAN

See details in Call-Off Schedule 9 (Security)

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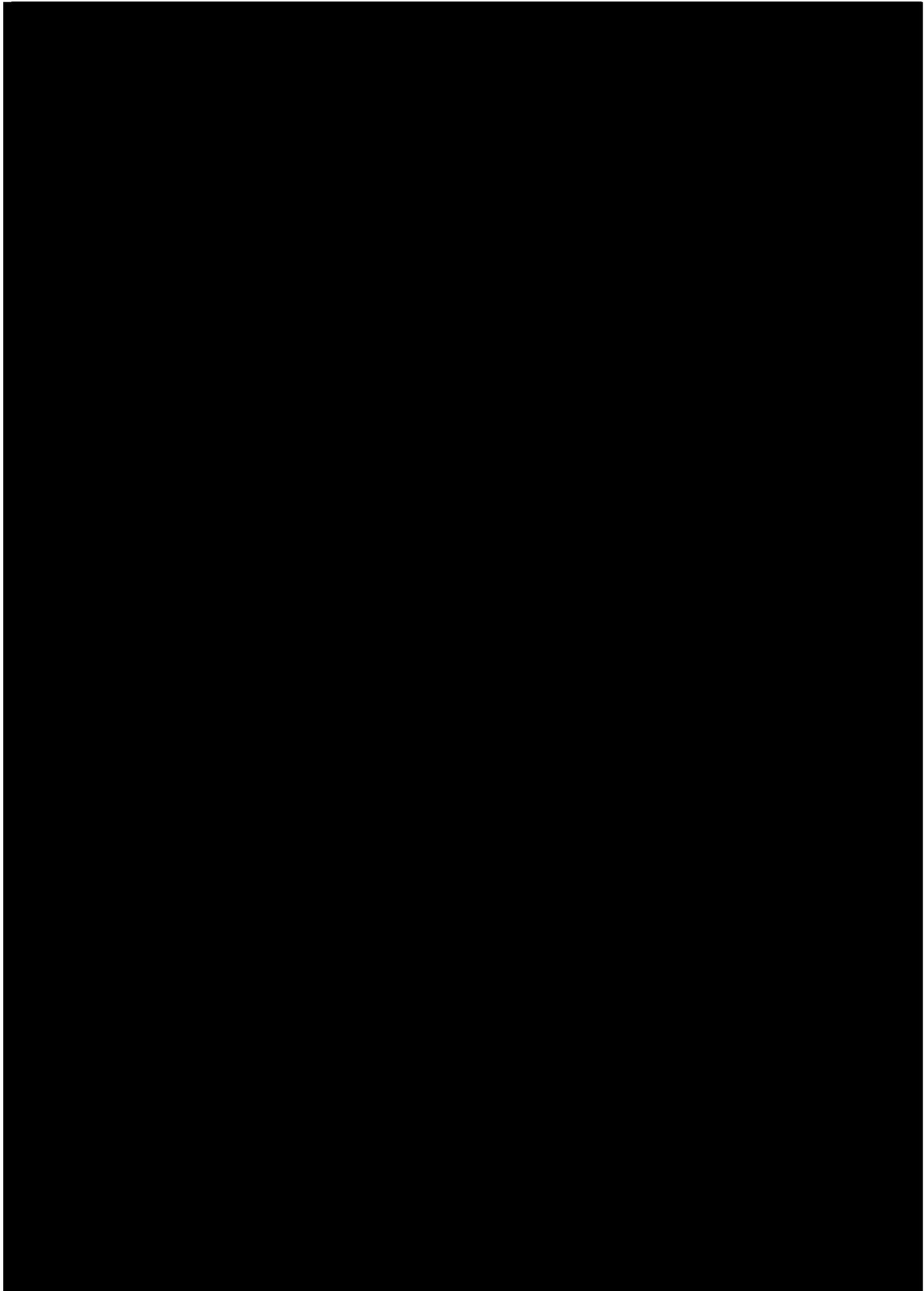


PERFORMANCE OF THE DELIVERABLES
Key Staff



COMMERCIALLY SENSITIVE INFORMATION
See details in Joint Schedule 4 (Commercially Sensitive Information)

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For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	<div></div>	Signature:	<div></div>
Name:	<div></div>	Name:	<div></div>
Role:	<div></div>	Role:	<div></div>
Date:	<div></div>	Date:	<div></div>