

## **RM3808 Network Services 2 |**

### **Further Competition Order Form**

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**CALL-OFF REFERENCE:** [REDACTED]

**THE BUYER:** The Secretary of State for Justice acting as part of the Crown

**BUYER ADDRESS**

The Secretary of State for Justice acting as part of the Crown,  
Ministry of Justice,  
Commercial and Contract Directorate,  
Zone 3.19, 3rd Floor,  
10 South Colonnade,  
Canary Wharf,  
E14 4PU

**SUPPLIER REFERENCE** BTNS211261

**THE SUPPLIER:** British Telecommunications plc

**SUPPLIER ADDRESS:** One Braham Street, London, E1 8EE.

**REGISTRATION NUMBER:** 01800000

**DUNS NUMBER:** 22-701-5716

**SID4GOV ID:** N/A

## **APPLICABLE FRAMEWORK CONTRACT**

This Order Form is for the provision of the Call-Off Deliverables and dated 3 August 2023

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

## **CALL-OFF LOT(S):**

Lot 13 Contact Centre Services

## **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 1 Definitions v1.2
    - Joint Schedule 2 Variation Form v1.1

## RM3808 Framework Schedule 6 (Order Form Template and Call-Off Schedules)

- Joint Schedule 3 Insurance Requirements v1.1
  - Joint Schedule 4 Commercially Sensitive Information v.1.1
  - Joint Schedule 6 Key Subcontractors v1.0
  - Joint Schedule 7 (Financial Difficulties) v1.1
  - Joint Schedule 8 Guarantee
  - Joint Schedule 9 Minimum Standards of Reliability
  - Joint Schedule 10 Rectification Plan
  - Joint Schedule 11 Processing Data v1.1
  - Joint Schedule 12 Supply Chain Visibility
- Call-Off Schedules for Project: prj\_7601 - Evolve Contact Centre
    - Call-Off Schedule 1 Transparency Reports v1.0 SP Clean 241022
    - Call-Off Schedule 2 Staff Transfer v1.2
    - Call-Off Schedule 3 Continuous Improvement
    - Call-Off Schedule 5 Pricing Details v1.3
    - Call-Off Schedule 6 ICT Services ORDER FORM V1.2
    - Call-Off Schedule 7 Key Supplier Staff v1.1
    - Call-Off Schedule 8 Business Continuity & Disaster Recovery v1.1
    - Call-Off Schedule 9 Security v1.4
    - Call-Off Schedule 10 Exit Management v1.1
    - Call-Off Schedule 11 Installation Works
    - Call-Off Schedule 12 Clustering [and Service Recipients] v2.0 (300723)
    - Call-Off Schedule 13 Implementation Plan and Testing v1.2
    - Call-Off Schedule 14 Service Levels v1.1
    - Call-Off Schedule 14 Service Levels v1.1 Addendum.
    - Call-Off Schedule 15 Call-Off Contract Management v1.1
    - Call-Off Schedule 15 Addendum to Call-Off Schedule 15 Call-Off (Contract Management) v1.1
    - Call-Off Schedule 16 Benchmarking
    - Call-Off Schedule 18 Background Checks v1.1
    - Call-Off Schedule 20 Call-Off Specification v1.311
    - Call-Off Schedule 23 Service Requests and Projects v1.0
    - Call-Off Schedule 24 Buyer Obligations v2.0
4. CCS Core Terms (version 1,2)
  5. RM3808 Joint Schedule 5 Corporate Social Responsibility v1.1
  6. RM3808 Call-Off Schedule 22 Supplier-Furnished Terms v1.1
  7. RM3808 Call-Off Schedule 4 Call-Off Tender v 1.1 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**

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

### **Special Term 1: Amendments to Joint and Call-Off Schedules**

- 1.1 The Joint and Call-Off Schedules set out below have been updated by the Buyer to align with its requirements under this Call-Off Contract with the changes to those schedules shown as tracked changes in Annex 1 to this Order Form.
- 1.2 For the avoidance of doubt all other applicable Joint Schedules and Call-Off Schedules as listed above have not been amended, although may have been populated as required by the relevant schedule e.g. Call-Off Schedule 1 (Transparency Reports).

<b>Joint Schedules</b>
Joint Schedule 1 (Definitions and Interpretation)
<i>Joint Schedule 2 (Variation Form)</i>
<i>Joint Schedule 3 (Insurance Requirements)</i>
<i>Joint Schedule 5 (Corporate and Social Responsibility)</i>
Joint Schedule 11 (Processing Data)
<b>Call-Off Schedules</b>
Call-Off Schedule 2 (Staff Transfer)
Call-Off Schedule 5 (Pricing Details)
Call-Off Schedule 6 (ICT Services)
Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
Call-Off Schedule 9 (Security)
Call-Off Schedule 10 (Exit Management)
Call-Off Schedule 12 (Clustering) - Renamed as Call-Off Schedule 12 (Clustering and Service Recipients)
Call-Off Schedule 13 (Implementation and Testing)
Call-Off Schedule 14 (Service Levels)
Call-Off Schedule 15 (Call-Off Contract Management)
Call-Off Schedule 23 (Service Requests and Projects)
Call-Off Schedule 24 (Buyer Obligations)

- 1.3 The amendments made to the Joint and Call-Off Schedules by the Buyer do not substantially depart from the terms of the Framework Contract.

### **Special Term 2: Core Terms**

- 2.1 The Core Terms have been updated by the Buyer as set out below:

Framework Ref: RM3808  
Project Version: v1.2  
Model Version: v3.1

## **RM3808 Framework Schedule 6 (Order Form Template and Call-Off Schedules)**

The Core Terms have been updated by the Buyer to align with its requirements under this Call-Off Contract with the final versions of all Schedules listed in Annex 1 to this Order Form.

**CALL-OFF START DATE**    **3 August 2023**

**CALL-OFF EXPIRY DATE**    **2 August 2027**

**CALL-OFF INITIAL PERIOD**            5 years

**CALL-OFF OPTIONAL EXTENSION PERIOD** – Two (2) years – Two (2) further periods each of one (1) year in duration up to a maximum period of Two (2) years.

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

Not less than 90 days' prior written notice in accordance with Clause 10.3.2

### **CALL-OFF DELIVERABLES**

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

### **MAXIMUM LIABILITY**

**[REDACTED]**

### **CALL-OFF CHARGES**

Maximum Call-Off Value: £19.75m

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 and 5 in Framework Schedule 3 (Framework Prices).

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

### **REIMBURSABLE EXPENSES**

Recoverable as stated in the Framework Contract Schedule 3 (Framework Prices)

### **PAYMENT METHOD**

In accordance with the provisions set out in Schedule 5 (Pricing Details)

**BUYER'S INVOICE ADDRESS:**

As detailed in Schedule 5 (Pricing Details)

**BUYER'S AUTHORISED REPRESENTATIVE**

**[REDACTED]**

**BUYER'S ENVIRONMENTAL POLICY**

As set out in Ministry of Justice and the Environment, version 6, 4th October 2021, available online at <https://www.gov.uk/guidance/ministry-of-justice-and-the-environment>

**ADDITIONAL INSURANCES**

1. The Supplier shall hold the following insurance cover from the Call-Off Start Date for public liability insurance and product liability insurance:
  - 1.1. public liability insurance with cover (for a single event or a series of related events and in the aggregate) of not less than five million pounds (£5,000,000); and
  - 1.2. product liability insurance with cover (for a single event or a series of related events and in the aggregate) of not less than five million pounds (£5,000,000).

The level of insurance cover for professional indemnity insurance and employers' liability insurance as stated in the Annex to Joint Schedule 3 (Insurance Requirements) have not been amended.

**GUARANTEE**

Not applicable

**SOCIAL VALUE COMMITMENT**

**[REDACTED]**

**STAFF TRANSFER**

**[REDACTED]**

**QUALITY PLAN**

The Supplier must provide the Buyer with a Quality Plan in accordance with paragraph 6 of Call-Off Schedule 6 (ICT Services) and the Implementation Plan

**MAINTENANCE OF ICT ENVIRONMENT**

**[REDACTED]**

**BUSINESS CONTINUITY AND DISASTER RECOVERY**

**[REDACTED]**

**SECURITY REQUIREMENTS**

**[REDACTED]**

**BUYER'S SECURITY POLICY**

Cyber and Technical Security Guidance, version 1, 1st June 2022, available online at: <https://security-guidance.service.justice.gov.uk/#cyber-and-technical-security-guidance>

**INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)**

**[REDACTED]**

**CLUSTERING**

**[REDACTED]**

**SERVICE LEVELS AND SERVICE CREDITS**

**[REDACTED]**

**PERFORMANCE MONITORING**

**[REDACTED]**

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

**SUPPLIER'S CONTRACT MANAGER**

[REDACTED]

**PROGRESS REPORT FREQUENCY**

[REDACTED]

**PROGRESS MEETING FREQUENCY**

[REDACTED]

**OPERATIONAL BOARD - NOT APPLICABLE**

The provisions set out in Call-Off Schedule 15 (Call-Off Contract Management) as amended by the Special Terms shall apply.

**KEY ROLES/STAFF**

[REDACTED]

**KEY SUBCONTRACTOR(S)**

[REDACTED]

**COMMERCIALLY SENSITIVE INFORMATION**

[REDACTED]

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





**Annex 1 to the Order Form**

**[REDACTED]**