

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

Order Form

CALL-OFF REFERENCE:	C25993
THE BUYER:	The Secretary of State for the Home Department
BUYER ADDRESS	[REDACTED]
THE SUPPLIER:	Bytes Software Services Limited
SUPPLIER ADDRESS:	[REDACTED] [REDACTED] [REDACTED]
REGISTRATION NUMBER:	[REDACTED]
DUNS NUMBER:	[REDACTED]
SID4GOV ID:	[REDACTED]

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.

It is essential that if you, as the Buyer, add to or amend any aspect of any Call-Off Schedule, then **you must send the updated Schedule** with the Order Form to the Supplier

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 30th November 2023.

It's issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

CALL-OFF LOT(S):

Lot 3 Software & Associated 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:

Framework Schedule 6

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1(Definitions and Interpretation) RM6068
- 3 The following Schedules in equal order of precedence:

- Joint Schedules for RM6068
 - 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 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - [Joint Schedule 12 Supply Chain Visibility]
- Call-Off Schedules for C25993
 - Call-Off Schedule 1 (Transparency Reports)]
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 9 (Security) Part [A/B/C]
 - Call-Off Schedule 10 (Exit Management) Part [A/B]
 - Call-Off Schedule 15 (Call-Off Contract Management)

- 4 CCS Core Terms (version 3.0.6)
- 5 Joint Schedule 5 (Corporate Social Responsibility) RM6068
- 6 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.
- 7 Annexes A to E Call-Off Schedule 6 (ICT Services)

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: **N/A**

CALL-OFF START DATE: 6th December 2023
CALL-OFF EXPIRY DATE: 5th December 2024

CALL-OFF INITIAL PERIOD: 1 Year

CALL-OFF OPTIONAL EXTENSION N/A

CALL-OFF DELIVERABLES

Deliverables

- Provision of a central point of contact for all support requests
- Provision of SC cleared support personnel (where required)
- Provision of Gold Support encompassing Quarterly Releases and unlimited patches
- Maintenance Services ("Gold Support") shall consist of, but not limited to:
- Updates and/or New Versions of the Product
- Support assistance (information).
- Acknowledgement, analysis and intervention of supplier in connection with reproducible errors which shall be duly reported and documented by the buyer with a 24 hour turn around.
- Online support training.

LOCATION FOR DELIVERY

It is not expected that the Supplier will need to deploy resources to deliver the primary support services. However, in the event Professional Service days are required and the Supplier's resources are required to be onsite, the Buyer's primary delivery sites are located in London, Croydon and Manchester

DATES FOR DELIVERY OF THE DELIVERABLES

6th December 2023

TESTING OF DELIVERABLES

None

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 90 days.

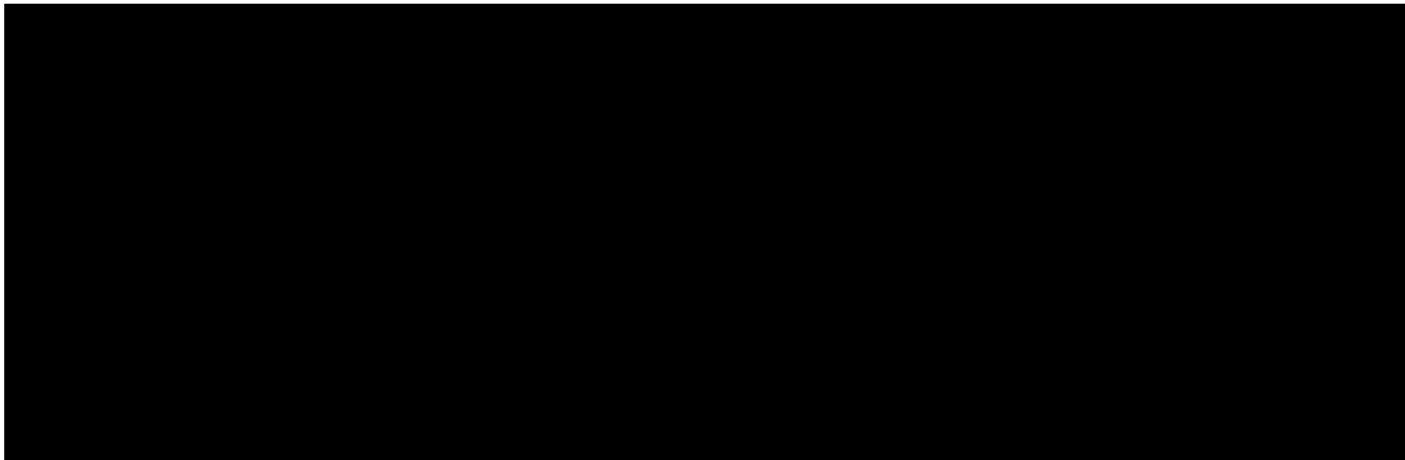
MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is £41,492.00

The Estimated Year 1 Charge used to calculate liability in the first Contract Year is £41,492.00 Estimated Charges in the first 12 months of the Contract.

CALL-OFF CHARGES

Charges for the Deliverables



The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

BACS

BUYER'S INVOICE ADDRESS:

Invoices will be sent via email as the primary method for delivery to the address below:

hosupplierinvoices@homeoffice.gov.uk

Invoices can be submitted in hard copy via post to the address below, however this will significantly delay the processing of the payment to the Supplier.



1.1 The Buyer shall accept and process for payment an electronic invoice submitted for payment by the Supplier where the invoice is undisputed and where it complies with the standard on electronic invoicing.

1.2 For the purposes of paragraph 1.1, an electronic invoice complies with the standard on electronic invoicing where it complies with the European standard and any of the syntaxes published in Commission Implementing Decision (EU) 2017/1870.

All invoices must include:

- A valid Purchase Order number
- The contract reference number (C25993)
- The period of time pertaining to the Charges included on the invoice.
- A summary of the corresponding Services.
- The value of the VAT portion of the invoice expressed in Pounds Sterling.

Invoices should be submitted via email in pdf, tiff, jpeg or png format (Excel is not supported):

- a multipage invoice should be sent by the Supplier as one attachment to the email, however multiple invoices should be split across different attachments (1 attachment equals 1 invoice)
- multiple invoices can be attached to one email up to a maximum size of 5mb
- the supplier should be aware that any text in the body of their email, or attachments submitted in files formats other than those listed above will not be read by anyone.

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

BUYER'S ENVIRONMENTAL POLICY

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

<https://www.gov.uk/government/collections/sustainable-procurement-thegovernment-buying-standards-gbs>

BUYER'S SECURITY POLICY



Home Office
Security Policy for Cr

<https://www.gov.uk/government/publications/security-policy-framework>

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

PROGRESS REPORT FREQUENCY

As agreed with the business

PROGRESS MEETING FREQUENCY

As agreed with the business

KEY STAFF

N/A

KEY SUBCONTRACTOR(S)

N/A

COMMERCIALLY SENSITIVE INFORMATION

[REDACTED]

SERVICE CREDITS

N/A

ADDITIONAL INSURANCES

N/A

GUARANTEE

N/A

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:

Signat

Name:

Role:

Date:

For and on behalf of Buyer:

Signat

Name:

Role:

Date: