

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

## Order Form

CALL-OFF REFERENCE:	<b>con_7190 “Free School Meals Voucher Replacement Scheme”</b>
THE BUYER:	Department for Education
BUYER ADDRESS	20 Great Smith Street, Westminster, London, SW1P 3BT
THE SUPPLIER:	Edenred (UK Group) Ltd
SUPPLIER ADDRESS:	50 Vauxhall Bridge Road, London, SW1V 2RS
REGISTRATION NUMBER:	00540144
DUNS NUMBER:	210186342

This Order Form, when completed and executed by both Parties, forms a Call-Off Contract.

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated **08/01/2021** It's issued under the Framework Contract with the reference number RM6133 – Employee Benefits for the provision and distribution of electronic supermarket vouchers.

CALL-OFF LOT(S):  
Not applicable

## 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. Part 2 of Framework Schedule 1 (Specification).
3. *Joint Schedule 1(Definitions) RM6133*
4. *The following Schedules in equal order of precedence:*
  - *Joint Schedules for RM6133*
    - *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)*
    - *Joint Schedule 12 (Supply Chain Visibility)*
  - **Call-Off Schedules for con\_7190 “Free School Meals Voucher Replacement Scheme”**
    - *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 Part B (Security)*
    - *Call-Off Schedule 10 (Exit Management)*
    - *Call-Off Schedule 14 (Service Levels)*

## 5. CCS Core Terms - Standard terms

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: Schedule 5 (Pricing Details) - See Annex 1 of this order form

Special Term 2: Schedule 14 (Service Levels) - See Annex 2 of this order form

Special Term 3: Should the funding for this scheme be withdrawn at any point during the call off period in its entirety, the Department for Education reserves the right to instruct Edeared to immediately stop the scheme and any future vouchers planned to be issued.

Special Term 4: The Supplier agrees to provide the Buyer with Management Information daily from Monday to Friday, 1 day in arrears, as set out in Annex 3 or as otherwise agreed by the parties from time to time.

Special Term 5: E-codes issued under this contract must have a default validity period of 1 month from date of issue, unless explicitly agreed otherwise in writing by the Buyer.

CALL-OFF START DATE: **08/01/2021**

CALL-OFF EXPIRY DATE: **07/04/2021**

CALL-OFF INITIAL PERIOD: **3 Months with the option to extend for a further 3 months in 1 month increments.**

#### CALL-OFF DELIVERABLES

Standard deliverables as per current Framework Agreement.

#### MAXIMUM LIABILITY

Standard Framework Core Terms

#### CALL-OFF CHARGES

See Annex 1 - Call-Off Schedule 5 (Pricing Details).

#### REIMBURSABLE EXPENSES

Not Applicable

#### PAYMENT METHOD

See Annex 1 - Call-Off Schedule 5 (Pricing Details)

#### BUYER'S INVOICE ADDRESS:

Department for Education, 20 Great Smith Street, Westminster, London, SW1P 3BT



NOTE: All invoices shall include the reference **con\_7190**

## BUYER'S AUTHORISED REPRESENTATIVES

[REDACTED] – Deputy Director, School Food and Flexible Childcare Division  
[REDACTED]

[REDACTED] – Senior Commercial Category Manager  
[REDACTED]

NOTE: The Buyer may change its authorised representatives at any time by notifying the Supplier

## BUYER'S SECURITY POLICY

As per Government current Security assurance requirements

## SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]  
Sales Director

[REDACTED]  
Edenred (UK Group) Ltd, 50 Vauxhall Bridge Road, London, SW1V 2RS

## SUPPLIER'S CONTRACT MANAGER

[REDACTED]  
Contract Manager

[REDACTED]  
Edenred (UK Group) Ltd, 50 Vauxhall Bridge Road, London, SW1V 2RS

## PROGRESS REPORT / MEETING FREQUENCY

Daily progress reports, meetings with Department

## KEY STAFF

Key Staff	Key Role	Contact Details
[REDACTED]	Sales Director	[REDACTED]
[REDACTED]	Product Manager	[REDACTED]
[REDACTED]	Marketing & Retail Partnerships Director	[REDACTED]
[REDACTED]	Operations Director	[REDACTED]
[REDACTED]	IT Director	[REDACTED]
[REDACTED]	Data Security	[REDACTED]

## KEY SUBCONTRACTOR(S)

Framework Ref RM6133  
con\_7190

Standard supply chain as per Framework Agreement

COMMERCIALLY SENSITIVE INFORMATION

Annex 1 Section 3

Annex 2

SERVICE CREDITS

See Annex 2 - Call-Off Schedule 14 (Service Levels)

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:	██████████	Name:	██████████
Role:	Sales Director	Role:	Director General, Operations
Date:		Date:	

Annex 1 - Call-Off Schedule 5 (Pricing Details)

Section 1: Charges

Set Up Fee	■
Compliments Select Code	Total Face Value of the Code(s)
Service Charge	■
Cancellation Fee	■

Section 2: Advance Payment

Advance Payment available to the Buyer	■
Maximum payment period in respect of each invoice generated ("Payment Term")	■
<p>Payment will be made by the use of a BACS/CHAPS payment transfer to the account number provided:</p> <p>Edenred UK Group Prem Receipt</p> <p>Sort Code : ■</p> <p>Account No: ■</p> <p>IBAN : ■</p>	

■

■



#### 4. Unused Vouchers

## 5. Invoicing and Payment

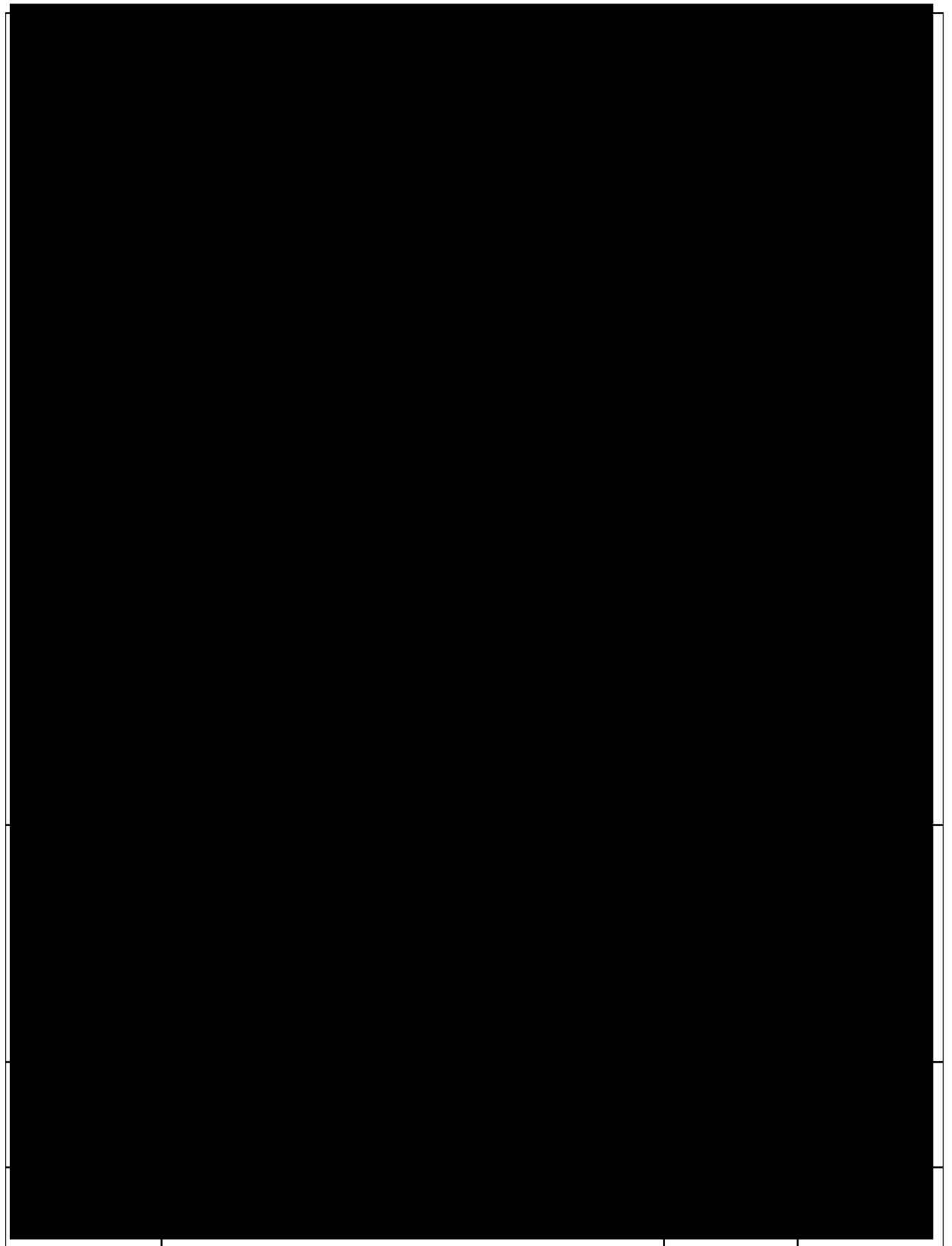
Annex 2 – Annex A to Part A of Call-Off Schedule 14 (Service Levels)

[Redacted]

[Redacted]

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







## Annex 3 – Provision of Management Information

	18/01/21	19/01/21	20/01/21
<b>Ordering</b>			
Nbr Admin Reg'd			
Nbr Orders	0	0	0
- Fulfilled			
- Paid			
- Pending			
<b>Nbr eCodes</b>			
Sent	0	0	0
- Sent (Direct)			
- Sent (via School)			
- To be Sent			
- Scheduled (future)			
- Redeemed			
- Cancelled			
- Expired			
Live Codes			
<b>Total Order £</b>	£0	£0	£0
- Fulfilled			
- Paid			
- Cancelled			
- Expired			
- Pending			
<b>Redemption</b>			
eCodes Redeemed			
eGift Cards Sent			
<b>Total Used £</b>	£0	£0	£0
Aldi			
Asda			
Company Shop			
Iceland			
M&S			
McColl's			
Morrisons			
Sainsbury's			
Tesco			
Waitrose			

	18/01/21	19/01/21	20/01/21
<b>Contact Centre</b>			
Inbound Calls	0	0	0
Calls Answered	0	0	0
% Ans Perf	#DIV/0!	#DIV/0!	#DIV/0!
<b>Inbound Emails</b>			
AI Answered			
ResQ Follow Up			
# of ResQ Response 1 wk day			
% Follow Up Response			
AI Performance %			
<b>Contact Change Form</b>	0	0	0
- Auto Validated			
- DFE Approved			
- DFE Rejected			
- Duplicate			
- Unsuccessful / Incomplete			