

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

Order Form

CALL-OFF REFERENCE: **FS107018**

THE BUYER: **Food Standards Agency**

BUYER ADDRESS **Foss House, 1-2 Peasholme Green, York, Y017PR**

THE SUPPLIER: SUPPLIER

ADDRESS:

Commercial Limited

REGISTRATION NUMBER: **02589514**

DUNS NUMBER: **766832745**

SID4GOV ID:

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated **11th March 2022**.

It's issued under the Framework Contract with the reference number 6059 Framework Contract for the provision of Office Stationery and Electronic Office Supplies.

CALL-OFF LOT(S):

| Lot Number | Lot Description | Relevant (Yes/ No) |
|------------|--|--------------------|
| 1 | Office Stationery and Electronic Office Supplies | No |
| 2 | Office and Electronic Office Supplies | Yes |
| 3 | Electronic Office Suoolies | No |

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) RM6059
3. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6059 - Find on CCS website, joining schedule zip folder, see if this applies to this specific agreement. CF search office supplies, search contract award notices and see redacted contracts. Keep all joint schedules.
 - o Joint Schedule 2 (Variation Form)
 - o Joint Schedule 3 (Insurance Requirements)
 - o Joint Schedule 4 (Commercially Sensitive Information)
 - o Joint Schedule 5 (Corporate Social Responsibility)
 - o Joint Schedule 6 (Key Subcontractors)
 - o Joint Schedule 7 (Financial Difficulties)
 - o Joint Schedule 8 (Guarantee)
 - o Joint Schedule 9 (Minimum Standards of Reliability)
 - o Joint Schedule 10 (Rectification Plan)
 - o Joint Schedule 11 (Processing Data)
 - o Joint Schedule 12 (Supply Chain Visibility)
 - Call-Off Schedules for **FS107018**
 - o Call-Off Schedule 3 (Continuous Improvement)
 - o Call-Off Schedule 5 (Pricing Details)
 - o Call-Off Schedule 6 (ICT Services)
 - o Call-Off Schedule 7 (Key Supplier Staff)
 - o Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - o Call-Off Schedule 9 (Security)
 - o Call-Off Schedule 10 (Exit Management)
 - o Call-Off Schedule 14 (Service Levels)
 - o Call-Off Schedule 15 (Call-Off Contract Management)
 - o Call-Off Schedule 16 (Benchmarking)
 - o Call-Off Schedule 20 (Call-Off Specification)
 - o Call-off Schedule 21 (Northern Ireland Law)
4. CCS Core Terms (version 3.0.7)
5. Joint Schedule 5 (Corporate Social Responsibility) RM6059

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: The supplier will provide **Delivery option 4**, due to Covid-19 they will not provide desktop delivery.

Delivery Option 4 - A bespoke option historically for Ministry of Defence (MoD) but can be utilised by any public sector organisation. This comprises of twice weekly, desktop delivery, delivery to a single point, multi drop deliveries, electronic transactions and manual transactions. There may also be a requirement for ad hoc delivery requests when required which the Buyer may not be able to plan in advance and may include a next day delivery option.

CALL-OFF START DATE: **9th March 2022**

CALL-OFF EXPIRY DATE: **8th March 2026**

CALL-OFF INITIAL PERIOD: **4 years**

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.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is
- in the first 12 months of the Contract.

CALL-OFF CHARGES B-

See details in Call-Off Schedule 5 (Pricing Details)

REIMBURSABLE EXPENSES -

None

PAYMENT METHOD-

Payment will be made by BACS monthly in arrears

BUYER'S INVOICE ADDRESS:

[REDACTED]

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

The supplier will provide invoices with a valid purchase order number to SSCL at

[REDACTED]

BUYER'S ENVIRONMENTAL POLICY

FSA Environmental Sustainability
Strate

BUYER'S SECURITY POLICY -

To be shared within 3 months of Contract award.

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

PROGRESS REPORT FREQUENCY

Monthly

PROGRESS MEETING FREQUENCY

Monthly

KEY STAFF

See Call Off Schedule 7

KEY SUBCONTRACTOR(S)-

n/a

COMMERCIALLY SENSITIVE INFORMATION -

See Joint Schedule 4

SERVICE CREDITS

Service Credits will accrue in accordance with Call-Off Schedule 14 (Service Levels).

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

Not applicable

Joint Schedule 4 (Commercially Sensitive Information)

1. What is the Commercially Sensitive Information?

- 1.1 In this Schedule the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA and the EIRs.
- 1.2 Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Schedule applies in the table below and in the Order Form (which shall be deemed incorporated into the table below).
- 1.3 Without prejudice to the Relevant Authority's obligation to disclose Information in accordance with FOIA or Clause 16 (When you can share information), the Relevant Authority will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:

| No. | Date | Item(s) | Duration of Confidentiality |
|-----|------|---------|-----------------------------|
| | | | |

Joint Schedule 11 (Processing Data)

Status of the Controller

1. The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under a Contract dictates the status of each party under the DPA. A Party may act as:
 - (a) "Controller" in respect of the other Party who is "Processor";
 - (b) "Processor" in respect of the other Party who is "Controller";
 - (c) "Joint Controller" with the other Party;
 - (d) "Independent Controller" of the Personal Data where there other Party is also "Controller",

in respect of certain Personal Data under a Contract and shall specify in Annex 1 (*Processing Personal Data*) which scenario they think shall apply in each situation.

Where one Party is Controller and the other Party its Processor

2. Where a Party is a Processor, the only Processing that it is authorised to do is listed in Annex 1 (*Processing Personal Data*) by the Controller.
3. The Processor shall notify the Controller immediately if it considers that any of the Controller's instructions infringe the Data Protection Legislation.
4. The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include:
 - (a) a systematic description of the envisaged Processing and the purpose of the Processing;
 - (b) an assessment of the necessity and proportionality of the Processing in relation to the Services;
 - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
 - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

5. The Processor shall, in relation to any Personal Data Processed in connection with its obligations under the Contract:
- (a) Process that Personal Data only in accordance with Annex 1 (*Processing Personal Data*), unless the Processor is required to do otherwise by Law. If it is so required the Processor shall notify the Controller before Processing the Personal Data unless prohibited by Law;
 - (b) ensure that it has in place Protective Measures, including in the case of the Supplier the measures set out in Clause 14.3 of the Core Terms, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:
 - (i) nature of the data to be protected;
 - (ii) harm that might result from a Personal Data Breach;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
 - (c) ensure that :
 - (i) the Processor Personnel do not Process Personal Data except in accordance with the Contract (and in particular Annex 1 (*Processing Personal Data*));
 - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Processor's duties under this Joint Schedule 11, Clauses 14 (*Data protection*), 15 (*What you must keep confidential*) and 16 (*When you can share information*);
 - (B) are subject to appropriate confidentiality undertakings with the Processor or any Subprocessor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise permitted by the Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;
 - (d) not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:

- (i) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Controller;
 - (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller In meeting its obligations); and
 - (iv) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data; and
 - (e) at the written direction of the Controller, delete or return Personal Data (and any copies *of* it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.
6. Subject to paragraph 7 of this Joint Schedule 11, the Processor shall notify the Controller immediately if in relation to it Processing Personal Data under or in connection with the Contract it:
- (a) receives a Data Subject Access Request {or purported Data Subject Access Request};
 - (b) receives a request to rectify, block or erase any Personal Data;
 - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract;
 - (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - (f) becomes aware of a Personal Data Breach.
7. The Processor's obligation to notify under paragraph 6 of this Joint Schedule 11 shall include the provision of further information to the Controller, as details become available.
8. Taking into account the nature of the Processing, the Processor shall provide the Controller with assistance in relation to either Party's obligations under Data

Protection Legislation and any complaint, communication or request made under paragraph 6 of this Joint Schedule 11 (and insofar as possible within the timescales reasonably required by the Controller) including by immediately providing:

- (a) the Controller with full details and copies of the complaint, communication or request;
 - (b) such assistance as is reasonably requested by the Controller to enable it to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - (c) the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
 - (d) assistance as requested by the Controller following any Personal Data Breach; and/or
 - (e) assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.
9. The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Joint Schedule 11. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
- (a) the Controller determines that the Processing is not occasional;
 - (b) the Controller determines the Processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; or
 - (c) the Controller determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
10. The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
11. The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
12. Before allowing any Subprocessor to Process any Personal Data related to the Contract, the Processor must:
- (a) notify the Controller in writing of the intended Subprocessor and Processing;
 - (b) obtain the written consent of the Controller;
 - (c) enter into a written agreement with the Subprocessor which give effect to the terms set out in this Joint Schedule 11 such that they apply to the Subprocessor; and

- (d) provide the Controller with such information regarding the Subprocessor as the Controller may reasonably require.
- 13. The Processor shall remain fully liable for all acts or omissions of any of its Subprocessors.
- 14. The Relevant Authority may, at any time on not less than 30 Working Days' notice, revise this Joint Schedule 11 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to the Contract).
- 15. The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Relevant Authority may on not less than 30 Working Days' notice to the Supplier amend the Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

Where the Parties are Joint Controllers of Personal Data

- 16. In the event that the Parties are Joint Controllers in respect of Personal Data under the Contract, the Parties shall implement paragraphs that are necessary to comply with GDPR Article 26 based on the terms set out in Annex 2 to this Joint Schedule 11 (*Processing Data*).

Independent Controllers of Personal Data

- 17. With respect to Personal Data provided by one Party to another Party for which each Party acts as Controller but which is not under the Joint Control of the Parties, each Party undertakes to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Controller.
- 18. Each Party shall Process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.
- 19. Where a Party has provided Personal Data to the other Party in accordance with paragraph 7 of this Joint Schedule 11 above, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.
- 20. The Parties shall be responsible for their own compliance with Articles 13 and 14 GDPR in respect of the Processing of Personal Data for the purposes of the Contract.
- 21. The Parties shall only provide Personal Data to each other:

- (a) to the extent necessary to perform their respective obligations under the Contract;
 - (b) in compliance with the Data Protection Legislation {including by ensuring all required data privacy information has been given to affected Data Subjects to meet the requirements of Articles 13 and 14 of the GDPR}; and
 - (c) where it has recorded it in Annex 1 (*Processing Personal Data*).
22. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its Processing of Personal Data as Independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the GDPR.
23. A Party Processing Personal Data for the purposes of the Contract shall maintain a record of its Processing activities in accordance with Article 30 GDPR and shall make the record available to the other Party upon reasonable request.
24. Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to the Contract ("**Request Recipient**"):
- (a) the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the Request Recipient; or
 - (b) where the request or correspondence is directed to the other Party and/or relates to that other Party's Processing of the Personal Data, the Request Recipient will:
 - (i) promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other Party that it has received the same and shall forward such request or correspondence to the other Party; and
 - (ii) provide any information and/or assistance as reasonably requested by the other Party to help it respond to the request or

correspondence in the timeframes specified by Data Protection Legislation.

25. Each Party shall promptly notify the other Party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to the Contract and shall:
 - (a) do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;
 - (b) implement any measures necessary to restore the security of any compromised Personal Data;
 - (c) work with the other Party to make any required notifications to the Information Commissioner's Office and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
 - (d) not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.
26. Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under the Contract as specified in Annex 1 (*Processing Personal Data*).
27. Personal Data shall not be retained or processed for longer than is necessary to perform each Party's respective obligations under the Contract which is specified in Annex 1 (*Processing Personal Data*).
28. Notwithstanding the general application of paragraphs 2 to 15 of this Joint Schedule 11 to Personal Data, where the Supplier is required to exercise its regulatory and/or legal obligations in respect of Personal Data, it shall act as an Independent Controller of Personal Data in accordance with paragraphs 16 to 27 of this Joint Schedule 11.

Annex 1 - Processing Personal Data

This Annex shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Annex shall be with the Relevant Authority at its absolute discretion.

- 1.1 The contact details of the Relevant Authority's Data Protection [REDACTED]
[REDACTED]
- 1.2 The contact details of the Supplier's Data Protection Officer are: [REDACTED]
[REDACTED]
- 1.3 [REDACTED] en instructions with respect to
Processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Annex.

| Description | Details |
|---|---|
| Identity of Controller for each Category of Personal Data | <p>The Relevant Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none">• Business contact details of Supplier Personnel for which the Supplier is the processor,• Business contact details of any directors, officers, employees, agents, consultants and contractors of CCS (excluding the Supplier Personnel) engaged in the performance of the CCS' duties under the Contract for which CCS is the Controller. |
| Duration of the Processing | The Framework Contract Period and thereafter, until expiry or termination of the last Call-Off Contract under the Framework, including the period until all transactions relating to Call-Off Contracts have permanently ceased. |

| | |
|---------------------------------------|---|
| Nature and purposes of the Processing | <p>To facilitate the procurement of Goods and Services from the Framework Contract by public sector organisations and enable CCS to provide ongoing support and a point of escalation for Buyers in the day to day management of their individual Call-Off Contracts</p> <p>Day to day management and performance of obligations under the Framework Contract, including exit management and other associated activities.</p> |
| Type of Personal Data | <p>Personal details of each Party's Personnel engaged in the performance of obligations and day to day management of the Framework Contract:</p> <ul style="list-style-type: none"> • Full name • Job title • Organisation name • Business/workplace address • Business/workplace email address • Business/workplace telephone/mobile number(s) • Supplier Personnel date of birth (required for security purposes when Supplier Personnel visit CCS premises) • Supplier Dun & Bradstreet Data Universal Numbering System (DUNS number) • Registered company details including registered company name, address and company registration number (CRN) • Bank account details for activities related to the Management Charge <p>Management Information</p> |
| Categories of Data Subject | <p>Personnel of the Parties involved in the performance of obligations and day to day management of the Framework Contract.</p> |

| | |
|--|---|
| <p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p> | <p>Data will be retained for seven (7) years after the duration of the processing outlined above and in accordance with the CCS Privacy Notice.</p> <p>In accordance with the Core Terms, all CCS data and any copies held by the Supplier must be securely erased once the Processing is complete, unless the Supplier is required by law to retain it.</p> <p>In accordance with the Core Terms, all Storage Media that has held CCS data must be securely destroyed at the end of life of the media. All destruction of media must be in line with good industry practice.</p> |
|--|---|

Call-Off Schedule 5 (Pricing Details)

Annex 1: Product List

| Item |
|--------------------------------------|
| Paper |
| PREMIUM PAPER A4 100GSM |
| COPIER PAPER A4 WHITE |
| Paper WHITE A4 80GSM |
| A1 PLAIN RECYLD FLIPCHART PAD WHITE |
| Notebooks and Pads |
| TWIN-WIRE NOTEBOOK A5 140P |
| TWIN-WIRE NOTEBOOK A4140P |
| NOTE PAD 76X76MM AST |
| CASEBOUND A4 NOTEBOOK 160 PAGE FEINT |
| REFILL PAD WHT FEINT RULED |
| THINGS TO DO TODAY PAD A4 |
| General Stationery Items |
| PLASTIC HANDLED SIS SCISSORS 152MM |
| HOLE PUNCH STD DUTY BLACK |
| BRGHT SOLID ID WLT A4 AST |
| STICKY NOTES X100 YLW |
| ABS FULL STRIP STAPLER BLACK |
| STAPLES 26 6 |
| PACKAGING TAPE 50X66 |
| STAPLES 24 6 |
| PLASTIC HANDLED S/S SCISSORS 203MM |
| RULER 300MM CLEAR |
| CORRECTION ROLLER WHITE |
| PAPERCLIP LG PLAIN 30MM |
| REPOSITIONABLE NOTES |
| STAPLER BLACK |
| STAINLESS STEEL RULER 30CM |
| COLOP INK PADS BLACK E-4926 |
| FOLDBACK CLIP 51MM |
| DRY WIPE ERASER WASHABLE |
| CORRECT FLUID 20ML WHITE |
| 30 SHEET 2 HOLE PUNCH BLCK |
| TAPE DISPENSER 25MMX33M |
| LAMINATING POUCH A4 150M |
| Clipboards |
| BLACK A4 FOLDOVER CLIPBOARD |

| |
|---|
| CLIPBOARD A4 STEEL GRAY |
| A4 HVY DTY CLIPBOARD BLACK |
| CLIPBOARD FSCAP GRY |
| BLUE A4 FOLD OVER CLIPBOARD |
| Filing and Storage |
| PP MPCH POCKET A4 S0MU |
| SUBJECT DIVIDER A4 10 PART |
| PREMIER BOX FLE FS SPRING CLIP CLOUD |
| Q-CONNECT INDEX A4 BLANK TABS MULTI |
| A4PLUS RIG WLT/BOX FILE 60MM |
| PAPER RING BINDER A4 25MM BLK |
| SUBJECT DIVIDER A4 15-PART |
| PPR LVR ARCH FILE A4 70MM BLU |
| LACH FILE A4 70MM CLOUD/GRN |
| A4 20 PRES BINDER 25MM BLK |
| INDEX A4 MULTI-COLOUR BTAB |
| PPR LVR ARCH FILE A4 70MM RED |
| LETTER TRAY RISERS SET 4 |
| PRES RING BNDR 20 A4 25MM BLU |
| LACH FILE A4 70MM CLOUD/BLU |
| EX WIDE SUBJECT DIVIDER A4 12PART |
| DIVIDER AS MULTI COL |
| LEVER ARCH FILE FC 70MM BLK |
| SUBJECT DIVIDERS WHT 10 PART |
| LETTER TRAY BLACK |
| Pens and Pencils |
| HIGHLIGHTER YELLOW |
| FLIPCHART MARKER |
| PERM BULLET TIP MARKER BLK |
| AUTOMATIC PENCIL LEAD 0.7MM HB |
| CHISEL TIP DRYWIPE MRKR BLUE |
| FINE BALLPOINT PEN BLACK |
| RUBBR GRIP GELINK PEN BLK |
| RETRACTABLE BALL PEN BLK |
| HIGHLIGHTER ASSORTED |
| DRYW BULLET TIP MKR ASST |
| DWIPE BULLET TIP MKR BLU |
| LUMOGRAPH GLASOCHROM PENCL |
| CHISEL TIP DRYWIPE MRKR GREEN |
| PERMANENT BULLET MARKER BLACK |
| T FINE PERM MARKERS BLACK |
| Staedtler Lumocolor Glasochrom Pencil Black |

| Cleaning Products |
|-----------------------------------|
| HAND CLEANING ALCOHOL GEL |
| ANTIBACT SANIT SPRAY |
| 2WORK DISINFECTANT WIPES |
| GREEN CLEAN WIPE TUB |
| 2WORK DAILY USE PERF TOILET CLNER |
| 2WORK WASHING UP LIQUID LEMON |
| Dishwasher Tablets Streak Free |
| Envelooes and Mailing |
| ENVELOPE CS WINDOW 90G |
| ENV MANILLA C4 324X229MM |
| ENV S/S CS 11SG MANILA |
| POLYTHENE MAILING BAG 23SX320MM |
| ADDRESS LABEL SELF ADHES |
| Batteries |
| BATTERY AA |
| BATTERY AAA ECONOMY |
| ZINC CHLORIDE BATTERY AA |
| General Supplies |
| SECURITY SAFE ELECTRIC LOCK 11.6L |
| ADHESIVE PUTTY 70G |
| OPERATOR CHAIR BLACK |
| ECONOMY STRIP CUT SHREDDER |
| MED BACK CHAIR PCB MECH BLK |

For hi qhi" Jqhted cells p ease ensure similar or same item

| Ink Cartridges |
|--|
| ALL HP9S3XL |
| ALL HP 963XL |
| ALL HP967 |
| ALL HP9S0(XL) |
| ALL HP 62XL |
| ALL HP9S1XL |
| ALL HP932XL |
| ALL HP 933XL |
| ALL HP 93SXL |
| ALL HP903XL |
| ALL HP 940XL |
| ALL Brother LC-1100BK |
| ALL Samsung CLP-320/32S, CLX-318S K4072 |

Framework Ref: RM6059
Project Version: v1.0
Model Version: v3.0

Annex 2: Call Off Contract Charges

Proposed - Like For Like Basket

| | |
|------------------|--|
| 2W04586 | 2Work Antibacterial Surface Spray 750ml (Pack of 6) |
| 2W04587 | 2W04586 2Work Multi Surface Trigger Spray 750ml (Pack of 6) |
| 2W03483 | 6) 2W04587 2Work Gel HandSanitiser 240ml 1000000082 |
| 3M30203 | 3MSealed Safety Goggles Clear 2890S UV Protection |
| 3M73509 | DE2729340SS 3M SecureFit Safety Spectacles SF200 Clear |
| AFI50877 | DE272967311 |
| ANG09023 | Anti-Bae Sanitising Screen Wipes (Pack of 60) ABSCRW60T |
| ANG92303 | Acctim Olympus Stopwatch Blade TIM902B |
| BLK93000 | Acctim Aylesbury Wall Clock Red 92/303 |
| BLK93002 | Evolve DL Envelope Recycled Wallet Self Seal 90gsm White (Pack of 1000) RD7882 |
| BT30434 | Evolve Recycled CS Envelopes Self Seal 100gsm White (Pack of 500) RD7893 |
| BT30437 | BT Converse 2100 Corded Phone White040205 |
| BT30442 | BT Converse 2200 Corded Phone Black040208 |
| BY09212 | BT Decor 2200 Corded Phone White061127 |
| PIK04468 | Sisley 2 Door Locker 305x305x1802mmGoose Grey CLK122 |
| EM33190 | GOOSE Statesman Under Counter Freezer White SOCm IG3SOF |
| COMPAPER | COLOP f./50 Replacement Ink Pad Black (Pack of 2)ESOBK |
| COMPAPER | COMMERCIAL A4OFFICE PAPER FSCIBOX |
| A3 | COMMERCIAL A3OFFICE PAPER WHT RM F5CI |
| COMVALPAP E R | COPIER PAPER A4 VALUE WHITE 2500 SHEETS |
| CPD24702 | 2Work Disinfectant Wipes (Pack of 200)CP024702 |
| CPD43579 | 2Work 2-Ply Hygiene Roll 250mmx40m Blue CPD43579 |
| 0850835 | 2Work Hand Cleaning Wipes (Pack of 100) 0B50835 |
| 0B50840 | 2Work Hand Cleaning Alcohol Gel 500ml (Pack of 6) 0B50840 |
| 0657002 | 2Work All Purpose Wipes (Tub or 100) 0857002 |
| DU14089 | Duracell Plus AA Battery A alkaline 100% Extra life(Pack of 8) 5009372 |
| EG60317 | Show-me Grip Seal Bags A4 (Pack of 100) GA4 |
| EM37641 | COLOP 801 Stamp Pad Ink 25ml Red 801RO |
| ER00229 | Eveready Super Heavy Duty D Batteries (Pack of 2) R2062UP |
| ER32629 | Energizer Impact 2xAA Torch (30hours run time) 632629 |
| ES94632 | Oymo LabelManager 160Mono label Maker S0946320 |
| GBS0270 | GBC Inspire Plus A4 Laminator 4402075 |
| GR02433 | Connekt Gear Sm6-Way Surge Protection Extension Lead White 27-6050S |
| KF79029 | Jemini Rectangular Multipurpose Table 1800x800x730mm White KF79029 |
| HF20209 | GoSecure Strong Polythene Mailing Bag 23Sx320mm Opaque (Pack of 100) HF20209 |

Call-Off Schedule 7 (Key Supplier Staff)

Call-Off Ref:

Crown Copyright 2018

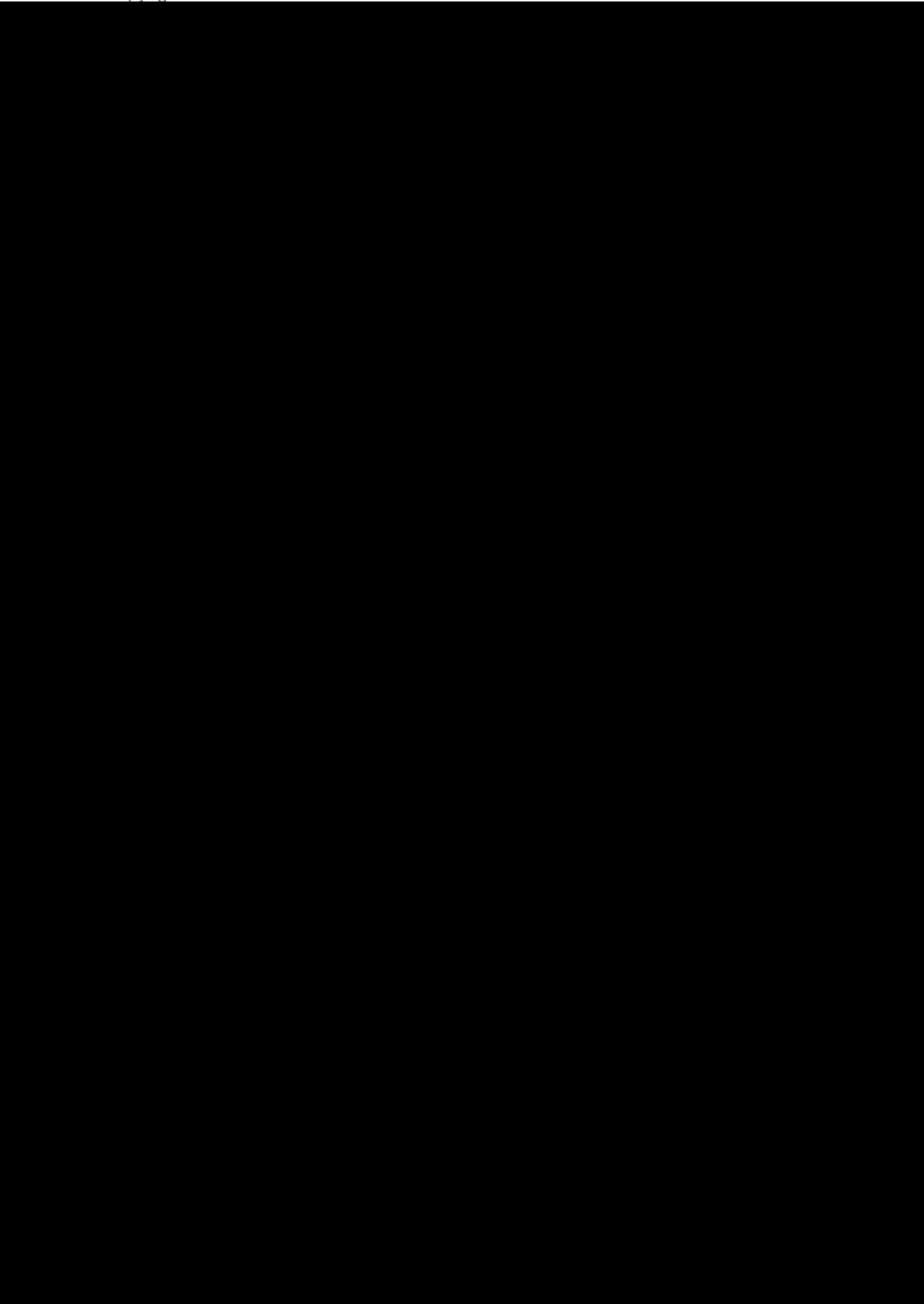
| | |
|-----------|---|
| HF20210 | GoSecure Strong Polythene MailingBag 440x320mm Opaque (Pack of 100) HF20210 |
| HF20220 | GoSecure Polythene Mailing Bag 235x320mm Opaque Grey (Pack of 500) HF20220 |
| HID43129 | 4-Wav 13Amp 5 Metre Extension Lead White withNeon Light CEOTS4513M |
| HI052654 | 1.SkW Oil-Filled Radiator WhiteCRHOFSL7/H 42690 |
| HK05132 | No More Nails Red Permanent Adhesive Strip 20mm x 40mm (Pack of 10) |
| HP3JA23AE | HP 963 Original Ink cartridge Cyan 3JA23AE |
| HP3JA24AE | HP 963 Original Ink cartridge Magenta 3JA24AE |
| HP3JA25AE | HP 963 Original Ink Cartridge Yellow 3JA25AE |
| HP3JA26AE | HP 963 Original Ink Cartridge Black 3JA26AE |
| HP3JA27AE | HP 963XL0original Ink Cartridge HY Cyan 3JA27AE |
| HP3JA28AE | HP 963XL Original Ink Cartridge HY Magenta 3JA28A |
| HP3JA29AE | HP 963XL Original Ink Cartridge HY Yellow 3JA29AE |
| HP3JA30AE | HP 963XL Original Ink Cartridge HY Black 3JA30AE |
| HP3JA31AE | HP 967XL0original Ink Cartridge XHY Black 3JA31AE |
| HP6JR42AE | HP 963 Cyan/Magenta/Yellow Ink Cartridge and Pape |
| HPC2P05AE | HP 62XL BLACK INK CARTRIDGE |
| HPC2P07AE | HP 62XL TRICOLOR INK CARTRIDGE |
| HPCN045AE | HP 950XLOfficeJet Inkjet Cartridge Black CN045AE |
| HPCN046AE | HP 951XLOfficeJet Inkjet Cartridge Cyan CN046AE |
| HPCN047AE | HP 951XL OfficeJet Inkjet Cartridge Magenta CN047 |
| HPCN048AE | HP 951XL OfficeJet Inkjet Cartridge Yellow CN048A |
| HPCN053AE | HP 932XL BLACK INK CARTRIDGE |
| HPF6U16AE | HP 953XL ORIGINAL HY INK CART (YAN |
| HPF6U17AE | HP 953XL ORIGINAL HY INI< CART MAGENTA |
| HPF6U18AE | HP 953XLORIGINAL HY INK CART YELLOW |
| HPL0S70AE | HP 953XL BLACK INK CARTRIDGE HIGH YIELD |
| HPT6M03AE | HP 903XL HIGH YIELD CYAN ORIGINAL |
| HPT6M07AE | HP903XLHIGH YIELDMAGENTA ORIGINAL |
| HPT6M11AE | HP 903XLHIGH YIELD YELLOW ORIGINAL |
| HPT6M15AE | HP 903XL HIGH YIELD BLACK ORIGINAL |
| HT17041 | Rapesco Rigid Wallet Box File 60mm Capacity 600Sheets A4 Clear 0714 |
| JOB67004 | Black n' Red Ruled Wirebound Hardback Notebook A4 (Pack of 5) 846350115 |
| JFMS | Jiffy Mailmiser Size S 260x34Smm White MM-S (Pack of SO) JMM-WH-5 |
| KF00267 | Q-Connect Retractable Ballpoint Pen Medium Black(Pack of 10) KF00267 |
| KF00488 | Q-Connect AAA Battery (Pack of 4) KF00488 |
| KF00489 | Q-Connect AA Battery (Pack of 4) KF00489 |
| KF01004 | Q-Connect Multipurpose Copier Labels 10Sxl48mm 4 Per Sheet White (Pack of 400 Labels) KF01004 |
| KF01057 | Q-Connect Full Strip Plastic Stapler Black KF01057 |
| KF01235 | Q-Connect Standard Duty Hole Punch 30Sheet Black 827P |
| KF01278 | Q-Connect 24/6 Metal Precision Engineered Staples (Pack of 1000) KF01278 |
| KF01286 | Q-Connect Foldback Clip 51mm Black (Pack of 10) KF01286 |

Framework Ref: RM6O59

Project Version: v1.0

Model Version: v3.0

| | |
|----------|---|
| KF01296 | Q-Connect PVC Single Clipboard Foolsap Black KF01296 |
| KF01300 | Q-Connect PVC Foldover Clipboard Foolsap Black |
| KF01301 | KF01300 Q-Connect PVC Foldover Clipboard Foolsap |
| KF01315 | Blue KF01301 Q-Connect Paperclips Plain 32mm (Pack |
| KF01339 | of 1000) KF01315 |
| KF01409 | Q-Connect Wirebound Things to DoToday Book 150x280mm KF01339 |
| KF01909 | Q-Connect C3 Envelope 458d24mm Board Back Peel and Seal lISgsm Manilla (Pack of 50) KF01409 |
| KF01972 | Q-Connect Assorted Highlighter Pens (Pack of 6) KF01909 |
| KF02227 | Q-Connect Orywipe Eraser Washable KF01972 |
| KF02300 | Q-Connect Feint Ruled Headbound Refill Pad 160 Pages A4 (Pack of 10) |
| KF02340 | KF02227 Q-Connect Permanent Marker Bullet Tip Fine Black (Pack of 10) |
| KF03570 | KF02300 |
| Kf03572 | Q-Connect Scissors 255mm (Stainless steel blades and ergonomic handles) KF02340 |
| KF03599 | Q-Connect Wooden Frame Whiteboard 600x400mm Kf03570 |
| KF04096 | Q-Connect Wooden Frame Whiteboard 1200x900mm KF03572 |
| KF04114 | Q-Connect Polypropylene Document Folder A4 Assorted (Pack of 12) |
| KF04503 | KF03599 Q-Connect Feint Ruled Duplicate Book A4 KF04096 |
| Kf04508 | Q-Connect A4 Laminating Pouch 160 Micron (Pack of 100) KF04114 |
| KF04590 | Q-Connect Screen & Multi-Purpose Wipes (Pack of 100) KF04503 |
| KF04823 | Q-Connect General Use Cleaning Wipes (Pack of 100) |
| KFOSS9 | KF04508 Q-Connect Adhesive Putty 70gKF04590 |
| 5 | Q-Connect China Pencil Black (Pack of 12) KF04823 |
| KF10059 | Q-Connect Metal Clipboard Foolsap Grey (All metal construction for durability) KF05595 |
| KF10503 | Q-Connect Letter Tray Steel Risers (Pack of 4) CP006KFSTD |
| Kf11010 | a-Connect QuickNotes 76 x127mm Yellow (Pack of 12) KF10503 |
| KF15439 | a-Connect Tape Dispenser urge Black (Suitable for tape upto 25mm wide and 33/66m long) MPTDPKPBLK |
| KF15542 | Q-Connect Large Stamp Pad Green KF15439 |
| KF17002 | Q-Connect Q6STRIP Strip-Cut Shredder |
| KF17446 | KF15542 Q-Connect A4 Standard Laminator |
| KF17450 | KF17002 |
| KF20039 | Q-Connect Keyboard and Surface Cleaning Kit AKSCOOOQCA |
| KF20044 | Q-Connect Telephone and Surface Wipes Refill (Pack of 200) |
| KF21738 | ABTWIOORQCA Q-Connect Lever Arch File Paperbacked A4 Blue (Pack of |
| KF25104Q | 10) KF20039 |
| KF26051 | Jemini4 Drawer Filing Cabinet Lockable 470x622x132lmmLight GreyKF20044 |
| KF26073 | Q-Connect MegaStore Box Green and White (Pack of 10) KF21738 |
| KF27017 | Q-Connect EndorsingInk 28ml Green (Pack of 10) KF25104Q |
| KF31002 | Q-Connect Multipurpose Labels 63.Sx38mm 21 Per Sheet White (Pack of 2100) |
| KF34046 | KF26051 Q-Connect Address Label Roll Self Adhesive 89x36mm White (Pack of 250) |
| KF34047 | Kf26073 |
| KF34048 | Q-Connect Adhesive Tape 24mm x 66m (Pack of 6) KF27017 |
| KF3408 | Q-Connect Feint Ruled Shorthand Notebook 300 Pages 203x127mm (Pack of 10) |



| | |
|-----------|---|
| KF37002 | Q-Connect Plain Flipchart Pad A1 40 Sheet (Pack of 5) KF37002 |
| KFS0169 | Jemini Sheaf Medium Back Ergonomic Operator Chair 600x600x855-985mm KF50169 |
| KF50172 | Jemini Sheaf High Back Operator Chair 600x600x1000-1130mm Charcoal KFS0172 |
| KFS0175 | Jemini Sheaf High Back Tilt Operator Chair 32Sx625x63Smm Charcoal Kf50175 |
| KF78764 | Talos 2 Drawer Filing Cabinet 465x620x700mm Grey Kf78764 |
| KF803317 | First Rectangular Cantilever Desk 1200x800x730mm Beech/Silver KF803317 |
| KF804369 | Jemini Rectangular Panel End Desk 1200x800x730mm Nova Oak KF804369 |
| Kf806806 | Jemini Rectangular Cantilever Desk 1200x800x730mm Beech/Silver KF806806 |
| Kf838374 | Serrion Rectangular 3 Drawer Pedestal Desk 1200x750x730mm Oak KF838374 |
| KF90541 | Jemini Teme Deluxe High Back Operator Chair 640x640x985-1175mm Black KF90541 |
| KF90899 | Jemini Typist Chair 500x500x735-850mm Royal Blue KF90899 |
| KF97367 | Q-Connect CS Envelopes Pocket Self Seal 100gsm White (Pack of 500) Kf97367 |
| KFA53BK21 | Desk Diary Week to View A5 Black 2021 KFA53BK21 |
| KS66891 | Kenco Smooth Freeze Dried Instant Coffee Refill 650g 4032104 |
| LL95697 | Stainless Steel Ruler 30cm/300mm 796900 |
| MK51028 | Igenix 47 litre Counter Top Fridge with Lock White IG3711 |
| EG60317 | Show-me Grip Seal Bags A4 (Pack of 100) GA4 |
| PB11122 | GoSecure Envelope Lightweight Polythene 230x162mm Opaque (Pack of 100) PB11122 |
| PB80018 | GoSecure Size K7 Surf Paper Mailer 350mmx470mm White (Pack of 100) SURFK7 |
| PIK07580 | Ewbank 2-in-1 Corded Stick Vacuum Cleaner Silver/Red EW3021 |
| PIV5BU | Pilot VS Hi-Tecpoint Ultra Rollerball X Fine Blue (Pack of 12) BXV503 |
| PIV7BK | Pilot V7 Hi-Tecpoint Ultra Rollerball Pen fine Black (Pack of 12) V701 |
| RSCHBK | West Design Chinagraph Marking Pencil Black (Pack of 12) RS525653 |
| RT04122 | Rotadex 5-Section Lever Arch filing Rack Smoke White LARS |
| RUP80007 | Really Useful 64L Plastic Storage Box W710xD440xH310mm Clear 64C |
| RUP80130 | Really Useful 35L Plastic Storage Box With Lid W480xD390xH310mm Clear 35C |
| SBY14631 | FDEconomy Digital Stopwatch (Supplied with battery and neck cord) 347598 |
| SE04994 | Sellotape Original Golden Tape 18mmx33m (Pack of 8) 1443251 |
| SEC92238 | Master Lock Select Access 4-Digit Combination Lock Key Storage Unit 5401D |
| SG02576 | Master Lock Security Safe Electric Lock 11.6 Litre X041ML |
| KF90958 | First Calypso Operator Chair 640x640x985-1175mm 2 Lever Upholstered Black KF90958 |
| SY60498 | Sasco Super Compact Year Planner Unmounted 20212 |
| 2W07385 | 2Work Viricida Hand And Surface Wipes (Pack of 100) 2W07385 |
| WAC94506 | Wallace Cameron Alcohol Pump Hand Sanitiser 250ml NP0324 |
| WX00565 | Washing Up liquid Blue 500ml (Pack of 2) 1015055 |
| WX01060 | Manuscript A4 Book Ruled faint (Pack of 5) WX01060 |
| WX01072 | Blue Bound A4 Spiral Pad 80 leaf (Pack of 12) WX01072 |
| WX01228A | Black Scissors 160mm (Pack of 10) WX01228A |
| WX01516 | A4 Manilla Divider 15-Part Pink With Multi-Colour Tabs WX01516 |
| WX01526 | A4 Mylar Divider 10-Part White With Multi-Colour Tabs WX01526 |
| WX01551 | Assorted flipchart Markers (Pack of 4) WX01551 |

Call-Of Schedule 7 (Key Supplier Staff)

Call-Of Ref:

Crown Copyright 2018

| | |
|----------|---|
| WX01593 | Correction Tape Roller (Pack of 10) WX01593 |
| WX04114 | A4 Lightweight Laminating Pouch 80 Micron (Pack of 100) WX04114 Disposable |
| WX07412 | 3Ply Face Masks (Pack of 10) WX07412 |
| WX10039 | A5 Spiral Pad 80 Leaf Blue (Pack of 12) WX10039 |
| WX10050A | Contract A4 Black Letter Tray (Mesh design and economical plastic construction) WK10050A Lever Arch |
| WX10100 | Foolscap File (Pack of 10) WX10100 |
| WX10102 | Charcoal A4 Lever Arch 70mm Files (Pack of 10) WX10102 Yellow |
| WX10500 | Quick Notes Pads 40 x 50mm (Pack of 12) WX10500 |
| WX10502 | Yellow Repositionable Quick Notes Pad 75 x 75mm (Pack of 12) WX10502 Box |
| WX20012 | Foolscap File Cloud (Pack of 10) WX20012 |
| WX21716 | Black Gel Pens Pack of 10 (Transparent Barrel with medium tip) WX21716 A4 |
| WX24001 | Punched Pocket Clear 35 micron 270486 (Pack of 100) WX24001 Black |
| WX2604SA | Permanent Bullet Tip Marker (Pack of 10) WX2604SA |
| WX26082 | Multicoloured A4 10 Part Divider WX26082 26/6mm Metal |
| WX27001 | Staples (Pack of 5000) WX27001 |
| WX27010 | Buff Packaging Tape 48mm x 66mm (Pack of 6) WX27010 |
| WX3406 | Envelope C5 Window 90gsm Self Seal White Boxed (Pack of 500) WX3406 |
| WX3470 | Envelope C4 80gsm Manilla Self Seal (Pack of 250) WX3470 |
| WX93206 | Highlighter Assorted (Pack of 4) WX93206 |
| WX98002 | Blue Whiteboard Marker Pens Bullet Tip (Pack of 10) WBIS 804001 Assorted |
| WX98005 | Whiteboard Marker Pens Bullet Tip (Pack of 4) 806005 |

Proposed - Alternative Basket

Framework Ref: RM6059

Project Version: v1.0

Model Version: v3.0

Call-Of Schedule 7 (Key Supplier Staff)

Call-Of Ref:

Crown Copyright 2018

| | |
|----------|--|
| 2W04586 | 2Work Antibacterial Surface Spray 750ml (Pack of 6) 2W04586 |
| 2W04587 | 2Work Multi Surface Trigger Spray 750ml (Pack of 6) 2W04587 |
| 2W03483 | 2Work Gel Hand Sanitiser 240ml 1000000082 |
| 3M30203 | 3M Sealed Safety Goggles Clear 2890S UV Protection DE272934055 |
| 3M73509 | 3M Securefit Safety Spectacles SF200 Clear DE272967311 |
| AFIS0877 | Anti-Bac Sanitising Screen Wipes (Pack of 60) ABSCRW60T |
| ANG09023 | Accitim Olympus Stopwatch Black T M902B |
| ANG92303 | Accitim Aylesbury Wall Clock Red 92/303 |
| WX3480 | Envelope DL90gsm Self Seal White (Pack of 1000) WX3480 |
| KF97367 | Q-Connect CS Envelopes Pocket Self Seal 100gsm White (Pack of 500) KF97367 |
| BT30434 | BT Converse 2100 Corded Phone White 040205 |
| BT30437 | BT Converse 2200 Corded Phone Black 040208 |
| BT30442 | BT Decor 2200 Corded Phone White 061127 |
| BY09212 | Sisley 2 Door Locker 30Sx30Sd802mm Goose Grey CLK122 GOOSE |

Call-Off Schedule 7 (Key Supplier Staff)

Call-Off Ref:

Crown Copyright 2018

| | |
|-------------|---|
| PIK04468 | Statesman Under Counter Freezer White 50cm IG3SOF |
| EM33190 | COLOP E/S0 Replacement Ink Pad Black (Pack of 2) ESOBK |
| COMVALPAPER | COPIER PAPER A4 VALUE WHITE 2500 SHEETS |
| COMPAPERA3 | COMMERCIAL A3OFFICE PAPER WHT RM FSCI |
| COMVALPAPER | COPIER PAPER A4 VALUE WHITE 2500 SHEETS |
| CP024702 | 2Work Disinfectant Wipes (Pack of 200) CP024702 |
| CP043579 | 2Work 2-Ply Hygiene Roll 250mmx40m Blue CPD43579 |
| 0850835 | 2Work Hand Cleaning Wipes(Pack of 100) 0850835 |
| 0850840 | 2Work Hand Cleaning Alcohol Gel 500ml (Pack of 6) DB50840 |
| KF04501 | Q-Connect Screen & Keyboard Wipes (Pack of 100) KF04501 |
| DU14089 | Duracell Plus AA Battery Alkaline 100% Extra Life (Pack of 8) S009372 |
| EG60317 | Show-me GripSeal Bags A4 (Pack of 100) GA4 |
| KF25108Q | Q-Connect Endorsing Ink 28ml Red (Pack of 10) KF2S108Q |
| ER00229 | Eveready Super Heavy Duty D Batteries (Pack of 2) R2082UP |
| ER32629 | Energizer Impact 2xAA Torch (30 hours run time) 632629 |
| ES94632 | Oymo LabelManager 160Mono Label Maker S0946320 |
| KF17002 | Q-Connect A4 Standard Laminator KF17002 |
| GR02433 | Connekt Gear Sm 6-Way Surge Protection Extension Lead White 27-60505 |
| KF79029 | Jemini Rectangular Multipurpose Table l800x800x730mmWhite KF79029 |
| HF20209 | GoSecure Strong Polythene Mailing Bag235x320mm Opaque (Pack of 100) HF20209 |
| HF20210 | GoSecure Strong Polythene Mailing Bag440x320mm Opaque (Pack of 100) HF20210 |
| HF20220 | GoSecure Polythene Mailing Bag23Sx320mm Opaque Grey (Pack of 500) HF20220 |
| HID43129 | 4-Way 13 Amp S Metre Extension Lead White with Neon lightCEDTS4513M |
| HIDS2654 | 1.SkW Oil-Filled Radiator White CRHOFSL7/H 42690 |
| HKOS132 | No More Nails Red Permanent Adhesive Strip 20mm x 40mm (Pack of 10) |
| HP3JA23AE | HP 963Original Ink Cartridge Cyan 3JA23AE |
| HP3JA24AE | HP 963Original Ink Cartridge Magenta 3JA24AE |
| HP3JA25AE | HP 963Original Ink Cartridge Yellow 3JA25AE |
| HP3JA26AE | HP 963 Original Ink Cartridge Black 3JA26AE |
| HP3JA27AE | HP 963XLOriginal Ink Cartridge HY Cyan 3JA27AE |
| HP3JA28AE | HP 963XIOriginal Ink Cartridge HY Magenta 3JA28A |
| HP3JA29AE | HP 963XL Original Ink Cartridge HY Yellow 3JA.29AE |
| HP31A30AE | HP 963XL Original Ink Cartridge HY Black 3JA30AE |
| HP3JA31AE | HP 967XL Original Ink Cartridge XHY Black 3JA31AE |
| HP6JR42AE | HP 963 Cyan/Magenta/Yellow Ink Cartridge andPape |
| HPC2P05AE | HP 62XL BLACK INK CARTRIDGE |
| HPC2P07AE | HP 62XL TRICOLOR INK CARTRIDGE |
| HPCN04SAE | HP 950XIOfficeJet Inkjet Cartridge Black CN04SAE |
| HPCN046AE | HP 951XL OfficeJet Inkjet Cartridge Cyan CN046AE |
| HPCN047AE | HP 951XL OfficeJet Inkjet Cartridge Magenta CN047 |

Framework Ref: RM6059

Project Version: v1.0

Model Version: v3.0

Call-Off Schedule 7 (Key Supplier Staff)

Call-Off Ref:

Crown Copyright 2018

| | |
|-----------|---|
| HPCN053AE | HP 932XL BLACK INK CARTRIOGE |
| HPF6U16AE | HP 9S3XL ORIG NAL HY INK CART CYAN |
| HPF6UI7AE | HP 953XLORIGINAL HY NK CART MAGENTA HP |
| HPF6UI8AE | 953XLORIGINAL HY NK CART YELLOW |
| HPLOS70AE | HP953XL BLACK NK CARTRIDGE HIGH YIELD |
| HPT6M03AE | HP 903XL HIGH Y ELD CYAN ORIGINAL |
| HPT6M07AE | HP 903XL HIGH YELDMAGENTA ORIGINAL |
| HPT6MI1AE | HP 903XL HIGH YIELD YELLOW ORIGINAL HP |
| HPT6MISAE | 903XL HIGH YIELD BLACK ORIGINAL |
| HT17041 | Rapesco Rigid Wallet BoxFile 60mm Capacity 600 Sheets A4 Clear 0714 Blue |
| WX01072 | Bound A4 Spiral Pad 80 leaf (Pack of 12) WX01072 |
| KF714S4 | GoSecure Bubble Envelope Size 8 260x34Smm White (Pack of SO)KF71454 Q- |
| KF00267 | Connect Retractable Ballpoint PenMedium Black (Pack of 10) KF00267 Q- |
| KF00488 | ConnectAAA Battery (Pack of 4) KF00488 |
| KF00489 | Q-Connect AA Battery(Pack of 4) KF00489 |
| KF01004 | Q-Connect Multipurpose Copier Labels 105x148mm 4 PerSheet White (Pack of 400 Labels) KF01004 Q- |
| KF010S7 | Connect Full Strip Plastic Stapler Black KF010S7 |
| KF01235 | Q-Connect Standard Outy Hole Punch 30 Sheet Black 827P |
| KFOI278 | Q-Connect 24/6 Metal Precision Engineered Staples (Pack of 1000) KF01278 Q- |
| KF01286 | ConnectFoldback Clip 51mm Black (Pack of 10) KF01286 |
| KF01296 | Q-Connect PVC Single Clipboard Foolschap BlackKF01296 |
| KF01300 | Q-Connect PVC Foldover Clipboard Foolschap Black KF01300 Q- |
| KF01301 | Connect PVC Foldover Clipboard Foolschap Blue KF01301 Q- |
| KF01315 | Connect Paperclips Plain 32mm (Pack of 1000) KF0131S |
| KF01339 | Q-Connect Wirebound Things to Do Today Book 1SOx280mm KF01339 |
| KF01409 | Q-Connect C3 Envelope 45Bx324mm Board Back Peel and Seal 115gsm Manilla (Pack of 50) KF01409 Highlighter Assorted |
| WX93206 | (Pack of4) WX93206 |
| KF01972 | Q-Connect Drywipe Eraser Washable KF01972 |
| I<F02227 | Q-Connect Feint Ruled Headbound RefillPad 160 PagesA4 (Pack of 10) KF02227 Q- |
| KF02300 | Connect Permanent Marker Bullet Tip Fine Black(Pack of 10) Kf02300 |
| KF02340 | Q-Connect Scissors 2SSmm (Stainless steel blades and ergonomic handles) KF02340 Q- |
| KF03S70 | Connect Wooden Frame Whiteboard 600x400mm KF03570 |
| I<F03572 | Q-Connect Wooden Frame Whiteboard 1200x900mm KF03572 |
| KF03599 | Q-Connect Polypropylene Document Folder A4 Assorted (Pack of 12) KF03599 Q- |
| KF04096 | Connect Feint Ruled Duplicate Book A4 KF04096 |
| WX04114 | A4 Lightweight Laminating Pouch80 Micron(Pack of 100) WX04114 |
| KF04503 | Q-Connect Screen & Multi-Purpose Wipes(Pack of 100) KF04S03 Q- |
| KF04508 | Connect General Use Cleaning Wipes (Pack of 100) KF04508 |
| KF04590 | Q-Connect Adhesive Putty 70g KF04S90 |
| KF04823 | Q-Connect China Pencil Black (Pack of 12) KF04823 |
| KFOSS95 | Q-Connect Metal Clipboard Foolschap Grey (All metal construction for durability) KF05595 |

Framework Ref: RM6059

Project Version: v1.0

Model Version: v3.0

| | |
|-----------|--|
| KF10059 | Q-Connect Letter Tray Steel Risers (Pack of 4) CP006KFSTD |
| WX10503 | RepositionableQuick Notes Pad 75 x 125mm (Pack of 12) WX10503 |
| KF11010 | Q-Connect Tape Dispenser Large Black (Suitable for tape upto 25mm wide and 33/66m long) MPTOPKPBLK |
| KF15439 | Q-Connect Large Stamp Pad Green KF15439 |
| KF15439 | Q-Connect Q6STRIP Strip-Cut Shredder KF15542 |
| KF15542 | Q-Connect A4 Standard Laminator KF17002 |
| KF17002 | Q-Connect Keyboard and Surface Cleaning Kit AKSCOOOQCA |
| KF17446 | Q-ConnectTelephoneand Surface Wipes Refill (Pack of 200) ABTWIOORQCA Q- |
| KF17450 | Connect Lever ArchFilePaperbacked A4 Blue (Pack of 10) KF20039 |
| KF20039 | Jemini 4 Drawer FilingCabinet Lockable 470x622x1321mm Light Grey KF20044 Q- |
| KF20044 | Connect MegaStore Sox Green and White (Pack of 10) KF21738 |
| KF21738 | Q-Connect Endorsing Ink 28ml Green (Pack of 10) KF25104Q |
| KF25104Q | Q-ConnectMultipurpose labels 63.S*3Smm 21 Per Sheet White (Pack of 2100) KF260S1 Q- |
| KF26051 | Connect Address Label Roll Self Adhesive 89x36mm White (Pack of 250) KF26073 Sticky |
| KF26073 | Tape24mm x 66m Clear (Pack of 12) WX27017 |
| WX27017 | Q-Connect Feint Ruled Shorthand Notebook 300 Pages 203x127mm (Pack of 10) 31002 |
| Kf31002 | Q-Connect Ballpoint Pen Fine Black (Pack of 20) KF34046 |
| KF34046 | Q-Connect Ballpoint Pen Fine Blue (Pack of 20) KF34047 |
| KF34047 | Q-Connect Ballpoint Pen Fine Red (Pack of 20) KF34048 |
| KF34048 | Q-Connect C3 Envelope 4S7x324mm Pocket Self Seal 11Sgsm Manilla (Pack of 125) 250S |
| KF3408 | Q-Connect Plain Flpchart PadA1 40 Sheet (Pack of 5) KF37002 |
| KF37002 | Jemini Sheaf Medium Back Ergonomic Operator Chair 600x600x8SS-985mm KFS0169 Jemini |
| KF50169 | Sheaf High Back Operator Chair 600x600x1000-1130mm Charcoal KF50172 Jemini Sheaf |
| KF50172 | High Back Tilt Operator Chair 32Sx62Sx635mm Charcoal KF50175 |
| KFS0175 | Talos 2 Drawer Filing Cabinet 465x620x700mm Grey KF78764 |
| KF78764 | FirstRectangular Cantilever Desk 1200x800x730mm Beech/Silver KF803317 |
| KF803317 | Jemini Rectangular Panel EndDesk 1200x800x730mm Nova Oak KF804369 Jemini |
| KF804369 | Rectangular Cantilever Desk 1200x800><730mm Beech/Silver KF806806 Serrion |
| KF806806 | Rectangular 3 Drawer Pedestal Desk 1200x750x730mm Oak KF838374 |
| KF838374 | Jemini Teme Deluxe High Back Operator Chair 640x640x985-117SmmSlack KF90541 Jemini |
| KF90541 | Typist Chair 500x500x735-850mm Royal Blue KF90899 |
| KF90899 | Envelope CS 90gsm Self Seal White Boxed (Pack of 500) WX3469 Desk |
| WX3469 | Diary Week to View AS Black 2021KFA53BK21 |
| KFAS3BK21 | MyCafe Instant Coffee Granules 750g C226 Stainless |
| MYC66526 | Steel Ruler 30cm/300mm 796900 |
| Il95697 | Igenix 47 Litre Counter Top Fridge with Lock White IG3711 |
| MK51023 | Show-me Grip Seal Sags A4 (Pack of 100) GA4 |
| EG60317 | GoSecure Envelope lightweight Polythene 230x162mm Opaque (Pack of 100) PB11122 |
| PB11122 | GoSecure Size K7 Surf Paper Mailer 350mmx470mm White(Pack of 100) SURFK7 Ewbank 2- |
| PB80018 | in-I Corded Stick Vacuum Cleaner Silver/Red EW3021 |
| PIK07580 | Q-Connect liquid Ink Rollerball Pen Fine Blue (Pack of 10) KFS0140 |
| KF50140 | |

| | |
|----------|--|
| KF50139 | Q-Connect Liquid Ink Rollerball Pen Fine Black (Pack of 10) KFS0139 |
| KF04823 | Q-Connect China Pencil Black (Pack of 12) KF04823 |
| RT04122 | Rotadex 5-Section lever Arch Filing Rack Smoke WhiteLARS |
| RUP80007 | Really Useful 64L Plastic Storage Box W710xD440xH310mm Oear 64C |
| RUP80130 | Really Useful 35l Plastic Storage Box With lid W480xD390xH310mm Clear 3SC |
| SBY14631 | FDEconomy Digital Stopwatch (Supplied with battery and neck cord)347598 |
| Kf27013 | Q-ConnectAdhesive Tape 19mm x 33m(Pack of 8) KF27013 |
| SEC92238 | Master Lock Select Access 4-Digit Combination Lock Key Storage Unit 54010 |
| SG02576 | MasterLock Security Safe Electric Lock 11.6 Litre X041MI |
| KF90958 | First Calypso Operator Chair 640x640x985-117Smm 2 Lever Upholstered Black KF90958 |
| SY60498 | Sasco Super Compact Year Planner unmounted 20212 |
| 2W07385 | 2Work Viricidal Hand And Surface Wipes (Pack of 100)2W07385 |
| WAC94506 | Wallace Cameron Alcohol Pump Hand Sanitiser 250ml NP0324 |
| WX00565 | Washing Up liquidBlue 500ml (Pack of 2) 1015055 |
| WX01060 | Manuscript A4 Book Ruled Feint (Pack of 5) WX01060 |
| WX01072 | Blue Bound A4Spiral Pad 80 leaf (Pack of 12) WX01072 |
| WX01228A | Black Scissors 160mm (Pack of 10) WX01228A |
| WX01516 | A4 Manilla Divider 15-Part Pink With Multi-Colour Tabs WX01516 |
| WX01526 | A4 Mylar Divider 10-Part White With Multi-Colour Tabs WX01526 |
| WX01551 | Assorted FlipchartMarkers (Pack of 4) WX01551 |
| WX01593 | Correction Tape Roller (Pack of 10) WX01593 |
| WX04114 | A4 Lightweight laminating Pouch 80 Micron (Pack of 100) WX04114 |
| WX07412 | Disposale 3Ply Face Masks (Pack of 10) WX07412 |
| WX10039 | AS Spiral Pad 80 Leaf Blue(Pack of 12) WX10039 |
| WXIOOSOA | Contract A4 Black Letter Tray (Mesh design and economical plastic construction) WX10050A |
| WX10100 | Lever Arch Foolsap Flie (Pack of 10) wx10100 |
| WX10102 | Charcoal A4 Lever Arch 70mm Files (Pack of 10) WX10102 |
| WXIOSOO | Yellow Quick Notes Pads 40 x 50mm (Pack of 12) WXIOSOO |
| WX10502 | Yellow RepositionableQuick Notes Pad 75 x 75mm (Pack of 12) WX10502 |
| WX20012 | Box Foolsap File Ooud (Pack of 10) wx20012 |
| WX21716 | Black Gel Pens Pack of 10 (Transparent Barrel with medium tip) WX21716 |
| WX2400I | A4 Punched Pocket Clear 35 micron 270486 (Pack of 100) WX24001 |
| WX26045A | Black Permanent Bullet Tip Marker (Pack of 10) WX26045A |
| WX26082 | Multicoloured A410Part DividerWX26082 |
| WX2700I | 26/6mm MetalStaples (Pack of 5000) WX27001 |
| WX27010 | BuffPackaging Tape 48mmx66m (Pack of 6) WX27010 |
| WX3406 | Envelope CS Window 90gsm Self Seal White Boxed (Pack of 500) WX3406 |
| WX3470 | Envelope C4 80gsm Manilla Self Seal (Pack of 250) WX3470 |
| WX93206 | Highlighter Assorted (Pack of 4) WX93206 |
| WX98002 | BlueWhiteboard Marker Pens Bullet np (Pack of 10) WB15 804001 |
| WX98005 | Assorted Whiteboard Marker Pens Bullet np (Pack of 4) 806005 |

Call-Off Schedule 7 (Key Supplier Staff)

1.4 1.1 The Annex 1 to this Schedule lists the key roles ("**Key Roles**") and names of the persons who the Supplier shall appoint to fill those Key Roles at the Start Date.

1.5

1.61.2 The Supplier shall ensure that the Key Staff fulfil the Key Roles at all times during the Contract Period.

1.7

1.81.3 The Buyer may identify any further roles as being Key Roles and, following agreement to the same by the Supplier, the relevant person selected to fill those Key Roles shall be included on the list of Key Staff.

1.9

1.101.4 The Supplier shall not and shall procure that any Subcontractor shall not remove or replace any Key Staff unless:

1.11

1.4.1 requested to do so by the Buyer or the Buyer Approves such removal or replacement (not to be unreasonably withheld or delayed);

1.4.2 the person concerned resigns, retires or dies or is on maternity or long-term sick leave; or

1.4.3 the person's employment or contractual arrangement with the Supplier or Subcontractor is terminated for material breach of contract by the employee.

1.12 1.5 The Supplier shall:

1.5.1 notify the Buyer promptly of the absence of any Key Staff (other than for short-term sickness or holidays of two (2) weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);

1.5.2 ensure that any Key Role is not vacant for any longer than ten (10) Working Days;

1.5.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Staff and, except in the cases of death, unexpected ill health or a material breach of the Key Staffs employment contract, this will mean at least three (3) Months' notice;

- 1.5.4 ensure that all arrangements for planned changes in Key Staff provide adequate periods during which incoming and outgoing staff work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Deliverables; and
- 1.5.5 ensure that any replacement for a Key Role has a level of qualifications and experience appropriate to the relevant Key Role and is fully competent to carry out the tasks assigned to the Key Staff whom he or she has replaced.
- 1.6 The Buyer may require the Supplier to remove or procure that any Subcontractor shall remove any Key Staff that the Buyer considers in any respect unsatisfactory_The Buyer shall not be liable for the cost of replacing any Key Staff.

Annex 1- Key Roles

| Key Role | Key Staff | Contract Details |
|-------------------------------|-----------|------------------|
| Corporate Account Manager | | |
| Corporate Development Manager | | |
| | | |
| | | |
| | | |
| | | |

Call-Off Schedule 9 (Security)

Part A: Short Form Security Requirements

1. Definitions

- 1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

"Breach of Security"

1 the occurrence of:

- a) any unauthorised access to or use of the Deliverables, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Government Data) used by the Buyer and/or the Supplier in connection with this Contract; and/or
- b) the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Government Data), including any copies of such information or data, used by the Buyer and/or the Supplier in connection with this Contract,

2 in either case as more particularly set out in the Security Policy where the Buyer has required compliance therewith in accordance with paragraph 2.2;

**"Security
Management Plan"**

3 the Supplier's security management plan prepared pursuant to this Schedule, a draft of which has been provided by the Supplier to the Buyer and as updated from time to time.

2. Complying with security requirements and updates to them

- 2.1 The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), CCS shall have the right to enforce the Buyer's rights under this Schedule.
- 2.2 The Supplier shall comply with the requirements in this Schedule in respect of the Security Management Plan. Where specified by a Buyer that has undertaken a Further Competition it shall also comply with the Security Policy and shall ensure that the Security Management Plan produced by the Supplier fully complies with the Security Policy.

Call-Off Schedule 14 (Service Levels)

Call-Off Ref:

Crown Copyright 2018

- 2.3 Where the Security Policy applies the Buyer shall notify the Supplier of any changes or proposed changes to the Security Policy.
- 2.4 If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision of the Deliverables it may propose a Variation to the Buyer. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Charges shall be subject to the Variation Procedure.
- 2.5 Until and/or unless a change to the Charges is agreed by the Buyer pursuant to the Variation Procedure the Supplier shall continue to provide the Deliverables in accordance with its existing obligations.

3. Security Standards

- 3.1 The Supplier acknowledges that the Buyer places great emphasis on the reliability of the performance of the Deliverables, confidentiality, integrity and availability of information and consequently on security.
- 3.2 The Supplier shall be responsible for the effective performance of its security obligations and shall at all times provide a level of security which:
 - 3.2.1 is in accordance with the Law and this Contract;
 - 3.2.2 as a minimum demonstrates Good Industry Practice;
 - 3.2.3 meets any specific security threats of immediate relevance to the Deliverables and/or the Government Data; and
 - 3.2.4 where specified by the Buyer in accordance with paragraph 2.2 complies with the Security Policy and the ICT Policy.
- 3.3 The references to standards, guidance and policies contained or set out in Paragraph 3.2 shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
- 3.4 In the event of any inconsistency in the provisions of the above standards, guidance and policies, the Supplier should notify the Buyer's Representative of such inconsistency immediately upon becoming aware of the same, and the Buyer's Representative shall, as soon as practicable, advise the Supplier which provision the Supplier shall be required to comply with.
- 3.5 The Supplier shall be aware that the online product catalogue and the online ordering system shall be compatible with the requirements of ISO 27001 Information Security Management standard.

4. security Management Plan

4.1 Introduction

- 4.1.1 The Supplier shall develop and maintain a Security Management Plan in accordance with this Schedule. The Supplier shall thereafter comply with its obligations set out in the Security Management Plan.

4.2 Content of the Security Management Plan

- 4.2.1 The Security Management Plan shall:

- a) comply with the principles of security set out in Paragraph 3 and any other provisions of this Contract relevant to security;
- b) identify the necessary delegated organisational roles for those responsible for ensuring it is complied with by the Supplier;
- c) detail the process for managing any security risks from Subcontractors and third parties authorised by the Buyer with access to the Deliverables, processes associated with the provision of the Deliverables, the Buyer Premises, the Sites and any ICT, Information and data (including the Buyer's Confidential Information and the Government Data) and any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;
- d) be developed to protect all aspects of the Deliverables and all processes associated with the provision of the Deliverables, including the Buyer Premises, the Sites, and any ICT, Information and data (including the Buyer's Confidential Information and the Government Data) to the extent used by the Buyer or the Supplier in connection with this Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;
- e) set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Deliverables and all processes associated with the provision of the Goods and/or Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Deliverables comply with the provisions of this Contract;
- f) set out the plans for transitioning all security arrangements and responsibilities for the Supplier to meet the full obligations of the security requirements set out in this Contract and, where necessary in accordance with paragraph 2.2 the Security Policy; and
- g) be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Buyer engaged in the provision of the Deliverables and shall only reference documents which are in the possession of the Parties or whose location is otherwise specified in this Schedule.

4.3 Development of the Security Management Plan

- 4.3.1 Within twenty (20) Working Days after the Start Date and in accordance with Paragraph 4.4, the Supplier shall prepare and deliver to the Buyer for Approval a fully complete and up to date Security Management Plan which will be based on the draft Security Management Plan.
- 4.3.2 If the Security Management Plan submitted to the Buyer in accordance with Paragraph 4.3.1, or any subsequent revision to it in accordance with Paragraph 4.4, is Approved it will be adopted immediately and will replace the previous version of the Security Management Plan and thereafter operated and maintained in accordance with this Schedule. If the Security Management Plan is not Approved, the Supplier shall amend it within ten (10) Working Days of a notice of non-approval from the Buyer and re-submit to the Buyer for Approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of its first submission to the Buyer. If the Buyer does not approve the Security Management Plan following its resubmission, the matter will be resolved in accordance with the Dispute Resolution Procedure.
- 4.3.3 The Buyer shall not unreasonably withhold or delay its decision to Approve or not the Security Management Plan pursuant to Paragraph 4.3.2. However a refusal by the Buyer to Approve the Security Management Plan on the grounds that it does not comply with the requirements set out in Paragraph 4.2 shall be deemed to be reasonable.
- 4.3.4 Approval by the Buyer of the Security Management Plan pursuant to Paragraph 4.3.2 or of any change to the Security Management Plan in accordance with Paragraph 4.4 shall not relieve the Supplier of its obligations under this Schedule.

4.4 Amendment of the Security Management Plan

- 4.4.1 The Security Management Plan shall be fully reviewed and updated by the Supplier at least annually to reflect:
 - a) emerging changes in Good Industry Practice;
 - b) any change or proposed change to the Deliverables and/or associated processes;
 - c) where necessary in accordance with paragraph 2.2, any change to the Security Policy;
 - d) any new perceived or changed security threats; and
 - e) any reasonable change in requirements requested by the Buyer.
- 4.4.2 The Supplier shall provide the Buyer with the results of such reviews as soon as reasonably practicable after their completion and amendment of the Security Management Plan at no additional cost to the Buyer. The results of the review shall include, without limitation:

- a) suggested improvements to the effectiveness of the Security Management Plan;
 - b) updates to the risk assessments; and
 - c) suggested improvements in measuring the effectiveness of controls.
- 4.4.3 Subject to Paragraph 4.4.4, any change or amendment which the Supplier proposes to make to the Security Management Plan (as a result of a review carried out in accordance with Paragraph 4.4.1, a request by the Buyer or otherwise) shall be subject to the Variation Procedure.
- 4.4.4 The Buyer may, acting reasonably, Approve and require changes or amendments to the Security Management Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment.

5. Security breach

- 5.1 Either Party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.
- 5.2 Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in Paragraph 5.1, the Supplier shall:
- 5.2.1 immediately take all reasonable steps (which shall include any action or changes reasonably required by the Buyer) necessary to:
- a) minimise the extent of actual or potential harm caused by any Breach of Security;
 - b) remedy such Breach of Security to the extent possible and protect the integrity of the Buyer and the provision of the Goods and/or Services to the extent within its control against any such Breach of Security or attempted Breach of Security;
 - c) prevent an equivalent breach in the future exploiting the same cause failure; and
 - d) as soon as reasonably practicable provide to the Buyer, where the Buyer so requests, full details (using the reporting mechanism defined by the Security Management Plan) of the Breach of Security or attempted Breach of Security, including a cause analysis where required by the Buyer.
- 5.3 In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the Security Management Plan with the Security Policy (where relevant in accordance with paragraph 2.2) or the requirements of this Schedule, then any required change to the Security Management Plan shall be at no cost to the Buyer.

Call-Off Schedule 14 (Service Levels)

2. Definitions

- 2.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

| | |
|--|--|
| "Critical Service Level Failure.. | has the meaning given to it in the Order Form; |
| "Service Credits" | any service credits specified in the Annex to Part A of this Schedule being payable by the Supplier to the Buyer in respect of any failure by the Supplier to meet one or more Service Levels; |
| "Service Credit Cap" | has the meaning given to it in the Order Form; |
| "Service Level Failure" | means a failure to meet the Service Level Performance Measure in respect of a Service Level; |
| "Service Level Performance Measure" | shall be as set out against the relevant Service Level in the Annex to Part A of this Schedule; and |
| "Service Level Threshold" | shall be as set out against the relevant Service Level in the Annex to Part A of this Schedule. |

3. What happens if you don't meet the Service Levels

- 3.1 The Supplier shall at all times provide the Deliverables to meet or exceed the Service Level Performance Measure for each Service Level.
- 3.2 The Supplier acknowledges that any Service Level Failure shall entitle the Buyer to the rights set out in Part A of this Schedule including the right to any Service Credits and that any Service Credit is a price adjustment and not an estimate of the Loss that may be suffered by the Buyer as a result of the Supplier's failure to meet any Service Level Performance Measure.
- 3.3 The Supplier shall send Performance Monitoring Reports to the Buyer detailing the level of service which was achieved in accordance with the provisions of Part B (Performance Monitoring) of this Schedule.
- 3.4 A Service Credit shall be the Buyer's exclusive financial remedy for a Service Level Failure except where:

Call-Off Schedule 14 (Service Levels)

Call-Off Ref:

Crown Copyright 2018

- 3.4.1 the Supplier has over the previous (twelve) 12 Month period exceeded the Service Credit Cap; and/or
- 3.4.2 the Service Level Failure:
 - (a) exceeds the relevant Service Level Threshold;
 - (b) has arisen due to a Prohibited Act or wilful Default by the Supplier;
 - (c) results in the corruption or loss of any Government Data; and/or
 - (d) results in the Buyer being required to make a compensation payment to one or more third parties; and/or
- 3.4.3 the Buyer is otherwise entitled to or does terminate this Contract pursuant to Clause 10.4 (CCS and Buyer Termination Rights).
- 3.5 Not more than once in each Contract Year, the Buyer may, on giving the Supplier at least three (3) Months' notice, change the weighting of Service Level Performance Measure in respect of one or more Service Levels and the Supplier shall not be entitled to object to, or increase the Charges as a result of such changes, provided that:
 - 3.5.1 the total number of Service Levels for which the weighting is to be changed does not exceed the number applicable as at the Start Date;
 - 3.5.2 the principal purpose of the change is to reflect changes in the Buyer's business requirements and/or priorities or to reflect changing industry standards; and
 - 3.5.3 there is no change to the Service Credit Cap.

4. Critical Service Level Failure

On the occurrence of a Critical Service Level Failure:

- 4.1 any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and
- 4.2 the Buyer shall (subject to the Service Credit Cap) be entitled to withhold and retain as compensation a sum equal to any Charges which would otherwise have been due to the Supplier in respect of that Service Period ("Compensation for Critical Service Level Failure"),

provided that the operation of this paragraph **Error! Reference source not found.** shall be without prejudice to the right of the Buyer to terminate this Contract and/or to claim damages from the Supplier for material Default.

Part A: Service Levels and Service Credits

1. Service Levels

If the level of performance of the Supplier:

1.1 is likely to or fails to meet any Service Level Performance Measure; or

1.2 is likely to cause or causes a Critical Service Failure to occur,

the Supplier shall immediately notify the Buyer in writing and the Buyer, in its absolute discretion and without limiting any other of its rights, may:

1.2.1 require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Buyer and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring;

1.2.2 instruct the Supplier to comply with the Rectification Plan Process;

1.2.3 if a Service Level Failure has occurred, deduct the applicable Service Level Credits payable by the Supplier to the Buyer; and/or

1.2.4 if a Critical Service Level Failure has occurred, exercise its right to Compensation for Critical Service Level Failure (including the right to terminate for material Default).

2. Service Credits

2.1 The Buyer shall use the Performance Monitoring Reports supplied by the Supplier to verify the calculation and accuracy of the Service Credits, if any, applicable to each Service Period.

2.2 Service Credits are a reduction of the amounts payable in respect of the Deliverables and do not include VAT. The Supplier shall set-off the value of any Service Credits against the appropriate invoice in accordance with calculation formula in the Annex to Part A of this Schedule.

Annex A to Part A: Services Levels and Service Credits Table

| Service Levels / Performance Criteria | Service Level Performance Measure |
|---|-----------------------------------|
| Service Level Performance Criterion for Quantitative Data | |
| Incoming telephone queries and orders from a Contracting Body to the Supplier are answered within 8 seconds | at least 98.5% |
| Each Direct Purchase Order and Further Competition Purchase Order is acknowledged within 24 hours of being placed | 100% |
| Ordered Goods delivered within the applicable delivery time | at least 99% |
| Ordered Goods delivered complete at the first attempt | at least 98% |
| Replacement Ordered Goods delivered within the agreed timescale | at least 99% |
| Direct Purchase Order and Further Competition Purchase Order invoices presented on time | at least 99% |
| Management Information submitted on time | 100% |
| Service Level Performance Criterion Qualitative Data | |
| Ordered Goods returned due to failure to conform to quality standards | not more than 3% |
| Returns or refunds due to Supplier picking incorrect goods | not more than 2% |
| Response to any Order Form / RFx within the notified timescale in the further competition | 100% |
| First response to Contracting Bodies complaint (receipt of complaint within agreed timescales | at least 99% |
| Reliability of systems relating to the performance of obligations pursuant to the Framework Agreement and Call Off Agreement over the last 1 months including on-line, email, website and phone/fax | at least 98% |

Part B: Performance Monitoring

3. Performance Monitoring and Performance Review

- 3.1 Within twenty (20) Working Days of the Start Date the Supplier shall provide the Buyer with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.
- 3.2 The Supplier shall provide the Buyer with performance monitoring reports ("Performance Monitoring Reports") in accordance with the process and timescales agreed pursuant to paragraph **Error! Reference source not found.** of Part B of this Schedule which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:
 - 3.2.1 for each Service Level, the actual performance achieved over the Service Level for the relevant Service Period;
 - 3.2.2 a summary of all failures to achieve Service Levels that occurred during that Service Period;
 - 3.2.3 details of any Critical Service Level Failures;
 - 3.2.4 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
 - 3.2.5 the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and
 - 3.2.6 such other details as the Buyer may reasonably require from time to time.
- 3.3 The Parties shall attend meetings to discuss Performance Monitoring Reports ("Performance Review Meetings") on a Monthly basis. The Performance Review Meetings will be the forum for the review by the Supplier and the Buyer of the Performance Monitoring Reports. The Performance Review Meetings shall:
 - 3.3.1 take place within one (1) week of the Performance Monitoring Reports being issued by the Supplier at such location and time (within normal business hours) as the Buyer shall reasonably require;
 - 3.3.2 be attended by the Supplier's Representative and the Buyer's Representative; and
 - 3.3.3 be fully minuted by the Supplier and the minutes will be circulated by the Supplier to all attendees at the relevant meeting and also to the Buyer's Representative and any other recipients agreed at the relevant meeting.

Call-Off Schedule 14 (Service Levels)

Call-Off Ref:

Crown Copyright 2018

- 3.4 The minutes of the preceding Month's Performance Review Meeting will be agreed and signed by both the Supplier's Representative and the Buyer's Representative at each meeting.
- 3.5 The Supplier shall provide to the Buyer such documentation as the Buyer may reasonably require in order to verify the level of the performance by the Supplier and the calculations of the amount of Service Credits for any specified Service Period.

4. Satisfaction Surveys

- 4.1 The Buyer may undertake satisfaction surveys in respect of the Supplier's provision of the Deliverables. The Buyer shall be entitled to notify the Supplier of any aspects of their performance of the provision of the Deliverables which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with this Contract.

Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

1. THE REQUIREMENT

The Food Standards Agency is seeking a contract for the provision of Office Supplies to 5 Offices across the UK and numerous approved establishments across England and Wales on a next day or nominated day delivery basis with users ordering via and online platform.

The office Addresses at the time of tender are:

[REDACTED]

1.1. Provision of equipment:

- 1.1.1. Equipment to be supplied as specified in Office Supplies Retender Product List for Pricing sheet which has been supplied.
- 1.1.2. Core items ordered on Day 1 are to be delivered on Day 2 to sites across England and Wales regardless of quantity. The FSA operates a 5 day working week operating Monday to Friday.
- 1.1.3. Core items which require a logo being added will not be subject to the day 1 for day 2 delivery requirement.
- 1.1.4. The FSA considers all items not on the Core list as Non-Core. The FSA Catalogue will include all core items and some regularly purchased non-core items.
- 1.1.5. Prices provided are to include free delivery to numerous sites across the UK with no minimum order values or weight limits. Price quoted is an all-inclusive price.
- 1.1.6. Pricing is to be fixed for 12 months then can be reviewed and agreed percentage discount off RRP.
- 1.1.7. Any prices proposed on review dates will be subject to review and approval by the FSA.
- 1.1.8. Brand items to be provided where specified in the product list for pricing, and supplier own brand to meet technical specification provided for the other items.

1.1.9. Orders will be placed via an online system. The FSA would like a parent account which has the ability to set up child accounts, add/remove or change addresses to a core address list and have access to the entire catalogue list and the ability to add/remove items to the core item list and the FSA catalogue as needed.

1.1.10. Each child account should have access to the FSA Catalogue, the core item and delivery address lists and have the ability to set delivery addresses and be able to enter free text for delivery specification.

Each account will be required to be linked to a cost centre, with a purchase order for each cost centre, and consolidated monthly invoice provided by the supplier for each cost centre.

1.1.11. If the FSA wishes to add items from the catalogue to the Core list, we would look to agree discounted prices with the supplier for items being added.

1.1.12. The FSA would like a discounted price off the suppliers RRP for all items that are purchased from the Catalogue.

1.1.13. A back-order report must be produced by the supplier monthly within the 10th day of the following month. This must be sent to CSU@food.gov.uk

1.1.14. If an order is reported as missing or undelivered, the supplier must provide proof of delivery within 24 hours of being notified of the issue. If this is not provided, the items will be classed as undelivered and the supplier must supply a replacement item within 3 working days at no additional cost.

1.1.15. Free returns on goods supplied incorrectly and/or faulty.

1.1.16. Supplier must have a robust contingency plan in place to secure supply of items to mitigate against potential disruption in the supply chain.

1.1.17. If supplier is made aware that a line (core or non-core items) is discontinued, the supplier must notify FSA immediately, identify alternative items and provide adequate time for FSA to test alternative items.

1.1.18. The supplier will cooperate with FSA to trial alternative products as required under this contract. The supplier will work with the FSA to streamline the Core item list and identify possible alternatives that could offer better value.

1.1.19. The supplier will work with FSA to source environmentally sustainable products where possible. All paper products must meet the GBS for paper and paper product

<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-paper-and-paper-products>

1.1.20. Consolidated invoices are to be provided monthly within 10 days of the month end. The amount charged will need to match the

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

Crown Copyright 2019

purchase orders received within the corresponding month.

- 1.1.21. The supplier will ensure the accuracy of invoices before sending them for payment. Inaccuracies will cause delays in payment.
- 1.1.22. The supplier is to provide a nominated key account manager who will be responsible for the delivery of the service and will be the single contact point for the FSA.
- 1.1.23. [REDACTED] will provide invoices to SSCL at - [REDACTED] for processing with a copy to be sent to [REDACTED] are accurate when submitted.
- 1.1.24. Any complaints or issues raised by FSA are to be formally acknowledged within 24 hours of receipt, including details of how the issues will be resolved. Please note that some issues may (with agreement) take a longer time to resolve, and those of a more urgent nature (impacting on FSA service delivery) may need a quicker resolution time (e.g. staff do not have required PPE to enable them to work).
- 1.1.25. The supplier is to provide the following management information on a monthly in arrears basis to
- 1.1.25.1. Month of Report
 - 1.1.25.2. Account Number
 - 1.1.25.3. Account Name
 - 1.1.25.4. Delivery Address
 - 1.1.25.5. Date of Order
 - 1.1.25.6. Order Number
 - 1.1.25.7. Delivery date
 - 1.1.25.8. Product Description
 - 1.1.25.9. Unit Quantity
 - 1.1.25.10. Quantity Ordered
 - 1.1.25.11. Cost per item
 - 1.1.25.12. Total cost
 - 1.1.25.13. Number of items on back order

| | KPI Description | | Amber | Green |
|---|---|-------------|------------|-----------------|
| 1 | Number of Core Items delivered by working day 3 when ordered on day 1 | Red <95% | 96-99% | >99% |
| 2 | Number of non-core items delivered by working day 10 when ordered on day 1 | <95% | 96-99% | >99% |
| 3 | Number of Order Lines on back order | >5 items | 3-4 items | <3 items |
| 4 | Accurate invoices must be submitted within 10 working days of the month end | >15 days | 11-14 days | 10 days or less |

1.2. Performance Management

