



Home Office

## **Bid Pack**

Order Form and Call-Off Schedules

CCBO21A08 - Home Office Security and Support  
Services

Direct Award under Lot 1c of Facilities Management  
Marketplace RM3830

**ORDER FORM TEMPLATE AND CALL-OFF SCHEDULES**  
**Part A - Order Form**

**CCS Contract Number:** CCBO21A08

**Home Office Contract Number:** C21885

**From the ("Buyer "):** Home Office

**Buyer Address:** 2 Marsham Street, London

**To the ("SUPPLIER"):**

**Name:** Mitie FM Limited

**Registered Address:**

**REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION**

**Registered Number:** REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION

**DUNS Number:** REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION

This Order Form, when completed and executed by both Parties, forms a Call-Off Contract. Completion and execution of a Call-Off Contract may be achieved using an equivalent document or electronic purchase order system. The text below should be copied into any electronic order forms.

**APPLICABLE FRAMEWORK CONTRACT:**

This Order Form is issued in accordance with and subject to the provisions of the Framework Contract with the reference number RM3830 and dated 10/07/2018 for the provision of facilities management services.

**CALL-OFF LOT**

This Call-Off Contract is in relation to the following Lot:

<b>Lot</b>	<b>Supplier accreditations required for the Lot</b>
1C	ISO 9001, Cyber Essentials Plus

**CALL-OFF INCORPORATED TERMS**

The following documents shall be incorporated into this Call-Off Contract. If they conflict, the following order of precedence shall apply:

1. This Order Form
2. Schedule 1 (Definitions)
3. Joint Schedule 11 (Processing Data)
4. Call Off Schedule 4 (Facilities Management)
5. The following Schedules (*each taking equal precedence*):
  - Joint Schedule 2 (Variation Form)
  - Joint Schedule 3 (Insurance Requirements)
  - Joint Schedule 4 (Commercially Sensitive Information)
  - Joint Schedule 6 (Key Subcontractors)
  - Joint Schedule 7 (Financial Distress)

Joint Schedule 10 (Rectification Plan)  
Call-Off Schedule 1 (Transparency Reports)  
Call-Off Schedule 3 (Continuous Improvement)  
Call-Off Schedule 4A (Billable Works and Projects)  
Call-Off Schedule 5 (Call-Off Pricing)  
Call-Off Schedule 7 (Key Staff)  
Call-Off Schedule 8 (Business Continuity and Disaster Recovery)  
Call-Off Schedule 9 (Security)  
Call-Off Schedule 10 (Exit Management)  
Call-Off Schedule 11 (Processing Data)

6. The CCS Core Terms (v3.0.2)
7. Joint Schedule 5 (Corporate Social Responsibility).

No other terms whether written on the back of, appended to this Order Form, or presented at the time of delivery shall form part of the Call-Off Contract.

#### **CALL-OFF SPECIAL TERMS:**

The following Special Term shall be incorporated into this Call-Off Contract:

##### **SPECIAL TERM 1 – ENDING THE CONTRACT WITHOUT REASON**

Core Term 10.3.2 shall be deleted and replaced with the following:

The Buyer has the right to terminate their Call-Off Contract at any time without reason or liability by giving the Supplier not less than 30 days' written notice and if it's terminated Clause 10.5.2 to 10.5.7 applies.

Where the Buyer terminates the Call-Off Contract in accordance with Core Term 10.3.2 the costs set out in paragraph 2.1.2 of Call-off Schedule 4 (Facilities Management) shall not be payable to the Supplier.

##### **SPECIAL TERM 2 - CONTRACT EXTENSION**

Core Term 10.2 shall be deleted and replaced with the following:

The Relevant Authority can extend the Contract for the Extension Period by giving the Supplier no less than 7 days' written notice before the Contract expires.

#### **TUPE OPTION:**

NOT USED

#### **KEY DATES:**

EFFECTIVE DATE & DATE THE CONTRACT PERIOD / TERM COMMENCES: 16/09/2021

MOBILISATION PERIOD: Not applicable

START DATE / DATE THE CALL-OFF INITIAL PERIOD COMMENCES: 16/09/2021

DATE CALL-OFF INITIAL PERIOD ENDS: 15/05/2022

CALL-OFF INITIAL PERIOD: 8 months

CALL-OFF OPTIONAL EXTENSION PERIOD 1: 1 month – 16/05/2022 – 15/06/2022

CALL-OFF OPTIONAL EXTENSION PERIOD 2: 1 month – 16/06/2022 – 15/07/2022

Direct Award Order Form and Call-Off Schedules

Home Office Security and Support Services

Template v1.0

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CALL-OFF OPTIONAL EXTENSION PERIOD 3: 1 month – 16/07/2022- 15/08/2022  
CALL-OFF OPTIONAL EXTENSION PERIOD 4: 1 month – 16/08/2022 – 15/09/2022  
MAXIMUM CALL-OFF TERM: 12 Months

**CALL-OFF DELIVERABLES:**

The Deliverables per building, building locations, and Deliverables volume requirements are detailed within Attachment 2- Specification and associated Annexes and shall be provided under this Call-Off Contract.

**DRAWN DOWN DELIVERABLES:**

The location of the provision of certain Deliverables is not fixed on the Start Date however the Buyer is aware that the following parameters may apply to its requirements for these Deliverables:

- The Deliverables are to be made available to be called upon in such quantities, at such locations, to the Buyer) and for such duration (subject to the total maximum Contract Period) as the Buyer shall determine at their discretion and in line with the requirements set out in the Specification and associated Annexes;
- The Buyer shall draw down the required Deliverables using the form contained within Appendix 1 – Request for Security and Support Services;
- The Buyer will provide at least the following amount of notice in order to require the mobilisation of any geographical region: 48 hours unless otherwise specified by the Buyer;
- The Buyer will provide at least the following amount of notice in order to require the delivery of the required Deliverables at each Premises: 48 hours unless otherwise specified by the Buyer; and
- The pricing provisions that will apply to the provision of these Deliverables will be as per the prices provided within the Price Matrix.

The Supplier acknowledges that the quantity of any Drawn Down Deliverables may be subject to adjustment during the Contract Period and specifically for the Buyer's requirements across the required geographical regions.

The Supplier acknowledges that due to the nature of the Home Office Security and Support Services Contract the Buyer may require Additional Services and/or the removal of some Deliverables that are in line with the scope of the FM Services Marketplace Framework Agreement (RM3830) to support current repatriation programme. Any requests for the removal or increases to the required Services shall be recorded in accordance with the Variation Procedure and any impact on the Charges shall be calculated in accordance with the provisions relating to the Charges and the Framework Prices. Any removal of services or accommodation will be in line with Special Term 1 – Ending the Contract Without Reason.

**CALL-OFF CHARGES:**

The Charges have been calculated in accordance with the direct award requirements.

The Charges shall not be impacted by any change to the Framework Prices and can only be changed by agreement in writing between the Buyer and the Supplier as a result of:

- (i) indexation;
- (ii) Specific Change in Law;
- (iii) Variation

#### **MAXIMUM LIABILITY**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

#### **ESTIMATED YEAR ONE CONTRACT CHARGES**

The sum equivalent to the total Charges paid or payable by the Buyer to the Supplier during the Contract Period

**REDACTED UNDER FOIA, SECTION 43 COMMERCIAL INTERESTS**

#### **INDEXATION**

Not Applicable

#### **PASS THROUGH COSTS**

**REDACTED UNDER FOIA, SECTION 43 COMMERCIAL INTERESTS**

#### **MORE FAVOURABLE COMMERCIAL TERMS**

Not Applicable

#### **VARIATION THRESHOLD**

Not Applicable

#### **BILLABLE WORKS**

The estimated total value range for Billable Works shall be as set out below:

<b>Tier</b>	<b>Estimated total value range</b>
Tier One Billable Works	REDACTED UNDER FOIA, SECTION 40 COMMERCIAL INTERESTS
Tier Two Billable Works	REDACTED UNDER FOIA, SECTION 40 COMMERCIAL INTERESTS
Tier Three Billable Works	REDACTED UNDER FOIA, SECTION 40 COMMERCIAL INTERESTS
Tier Four Billable Works	REDACTED UNDER FOIA, SECTION 40 COMMERCIAL INTERESTS

The value of Billable Works not requiring approval is £0.

Business Critical Events are to be determined during the Mobilisation period.

Disaster Period: 2 hours

**METHOD OF PAYMENT**

**REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION**

**BUYER INVOICING ADDRESS:**

**REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION**

**BUYER AUTHORISED REPRESENTATIVE:**

For general liaison your contact will continue to be

**REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION**

**BUYER NOTICES:**

**REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION**

**BUYER SECURITY POLICY:**

<https://www.gov.uk/government/collections/government-security>

**PROGRESS REPORT FREQUENCY:**

Every 2 weeks

**PROGRESS MEETING FREQUENCY:**

Every 2 weeks

**KEY ROLES/STAFF:**

**REDACTED UNDER FOIA, SECTION 40 COMMERCIAL INTERESTS**

**COMMERCIALLY SENSITIVE INFORMATION:**

**Pricing Proposal**

**REDACTED UNDER FOIA, SECTION 43 COMMERCIAL INTERESTS**

**Key Staff Names**

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**SERVICE PERIOD:**

Not Applicable

**RISK REGISTER:**

Not Applicable

**SMALL AND MEDIUM SIZED ENTERPRISES**

Not Applicable

**RELEVANT CONVICTIONS:**

Not Applicable

### **SOCIAL VALUE COMMITMENT**

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, it will comply with the Deliverables in line with the social value requirements set out in the Specification and associated annexes.

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION	Signature:	REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION
Name:	REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION	Name:	REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION
Role:	REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION	Role:	REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION
Date:	REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION	Date:	REDACTED UNDER FOIA, SECTION 40 PERSONAL INFORMATION

**Signed Underhand.**

## **Part B - Core Terms, Joint Schedules and Call-Off Schedules**

Please refer to zip file 'Contract Schedules'