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

**Order Form**

CALL-OFF REFERENCE: TCA 3/7/1818 – Portfolio Management Requirement (Planview 12-Month's Licences)

THE BUYER: **Maritime & Coastguard Agency**

BUYER ADDRESS Spring Place,

 105 Commercial Road,

 Southampton,

Hampshire,

SO15 1EG

THE SUPPLIER: **Phoenix Software Limited**

SUPPLIER ADDRESS:Blenheim House York Road, Pocklington, York, YO42 1NS, United Kingdom

REGISTRATION NUMBER: **02548628**

DUNS NUMBER: **763488178**

SID4GOV ID: **76-348-8178**

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 7th July 2025.

It’s issued under the Framework Contract with the reference number RM6098 for the provision of Technology Products & Associated Service 2.

CALL-OFF LOT(S):

Lot 3 Software

CALL-OFF INCORPORATED TERMS

This is a Bronze Contract.

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) RM6098
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
* Joint Schedules for RM6098
	+ Joint Schedule 2 (Variation Form)
	+ Joint Schedule 3 (Insurance Requirements)
	+ Joint Schedule 10 (Rectification Plan)
	+ Joint Schedule 11 (Processing Data)
* Call-Off Schedules for RM6098
	+ Call-Off Schedule 1 (Transparency Reports)
	+ Call-Off Schedule 2 (Staff Transfer) (Parts C, D and E apply)
	+ Call-Off Schedule 3 (Continuous Improvement)
	+ Call-Off Schedule 6 (ICT Services)
	+ Call-Off Schedule 7 (Key Supplier Staff)
	+ Call-Off Schedule 8 (Business Continuity and Disaster Recovery) amended for a Bronze Contract as per paragraph 10 of Part A of that Schedule
	+ Call-Off Schedule 9 (Security) (Part A)
	+ Call-Off Schedule 10 (Exit Management)

Call-Off Schedule 14 (Service Levels)

1. CCS Core Terms (version 3.0.11) as amended by the Framework Award Form
2. Joint Schedule 5 (Corporate Social Responsibility) RM6098
3. Annexes A-E to Call-Off Schedule 6 (ICT Services)

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

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

Special Term 1: The Supplier shall, within sixty (60) calendar days from the date of contract award, complete the full Risk Ledger assessment, if so directed by the MCA.

Special Term 2: The Supplier shall conduct an annual security review by updating its Risk Ledger profile to reflect the current state of its security posture. The Supplier is further encouraged to update its Risk Ledger profile promptly upon the occurrence of any material changes to its organisational security posture.

Special Term 3: In the event that security gaps are identified through the initial long-form Risk Ledger assessment, subsequent annual reviews, or ad hoc updates, the MCA may issue written recommendations specifying remedial actions to address such gaps. The Supplier shall be responsible for implementing the recommended remedial actions within a reasonable timeframe, as agreed between the Parties, to mitigate identified security risks and enhance the Supplier’s overall security posture accordingly.

Special Term 4: In the event that the supplier’s Risk Profile rating falls below an acceptable level, the MCA reserves the right to follow a Rectification Process under the contract terms.

CALL-OFF START DATE: 20th July 2025

CALL-OFF EXPIRY DATE: 19th July 2026

CALL-OFF INITIAL PERIOD: 12 months

CALL-OFF DELIVERABLES

The MCA requires licensing and support for Planview for 12 months as below:



LOCATION FOR DELIVERY

Licences to be delivered to a specified MCA email address.

DATES FOR DELIVERY

On receipt of signed contract.

TESTING OF DELIVERABLES

None.

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be the contract term.

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£100k subject to number of devices required. Minimum commitment will be 40 iPhones.

CALL-OFF CHARGES

The total Firm Price for this contract is £57,739.93 exclusive of Value Added Tax.

Breakdown as below:

[REDACTED]

REIMBURSABLE EXPENSES

None.

PAYMENT METHOD

BACS in arrears

BUYER’S INVOICE ADDRESS:

DFT Shared Service Centre

Arvato Bertelsmann

Sandringham Park

Swnasea Vale

Swansea, Wales

SA7 0EA

**ssa.invoice@ubusinessservices.co.uk**

BUYER’S AUTHORISED REPRESENTATIVE

[REDACTED]

BUYER’S ENVIRONMENTAL POLICY

Is available here: <https://assets.publishing.service.gov.uk/media/61928b8ad3bf7f054f43dfde/dft-operational-sustainability-strategy.pdf.pdf>

BUYER’S SECURITY POLICY

Security Aspects Letter – InfoSec 15.3

SUPPLIER’S AUTHORISED REPRESENTATIVE

[REDACTED]

SUPPLIER’S CONTRACT MANAGER

[REDACTED]

PROGRESS MEETING FREQUENCY

Quarterly

KEY STAFF

[REDACTED]

KEY SUBCONTRACTOR(S)

Planview UK Ltd. Building 3, Chiswick Park, 566 Chiswick High Road London, W4 5YA

COMMERCIALLY SENSITIVE INFORMATION

None

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in their tender.

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| --- | --- |
| **For and on behalf of the Supplier:** | **For and on behalf of the Buyer:** |
| Signature: | SEE DOCUSIGN PAGE | Signature: | SEE DOCUSIGN PAGE |
| Name: | SEE DOCUSIGN PAGE | Name: | SEE DOCUSIGN PAGE |
| Role: | SEE DOCUSIGN PAGE | Role: | SEE DOCUSIGN PAGE |
| Date: | SEE DOCUSIGN PAGE | Date: | SEE DOCUSIGN PAGE |