

Crown Commercial Service

Call Off Order Form for RM3479 Public Sector Resourcing Model Services

**PUBLIC SECTOR RESOURCING CALL OFF ORDER FORM AND PUBLIC SECTOR RESOURCING CALL
OFF TERMS**

PART 1 – PUBLIC SECTOR RESOURCING CALL OFF ORDER FORM

SECTION A

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement for the provision of **Public Sector Resourcing Model Services** dated 16/01/2018.

The Service Provider agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Call Off Order Form and the Call Off Terms.

From	VALUATION OFFICE AGENCY ("CUSTOMER") REDACTED ("CUSTOMER REPRESENTATIVE")
To	ALEXANDER MANN SOLUTIONS LIMITED "SERVICE PROVIDER" REDACTED ("SERVICE PROVIDER REPRESENTATIVE")

SECTION B

CALL OFF CONTRACT PERIOD

1.1.	Commencement Date: The term of this Call Off Agreement shall be from 18/06/2018 until expiry of the Framework Agreement on 17/1/2024 or for a further 18 months after the expiry of the Framework Agreement as per Clause 5.3 of the Call Off Terms
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SERVICES

2.1.	Services required: As specified in Call Off Schedule 2 (Services)
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IMPLEMENTATION PLAN

3.1.	Implementation Plan: As specified in Schedule 4 (Implementation Plan) of the Call Off Implementation plan for go live of new services is in development. Customers will be invited to be part of the discovery and development stage to input into the design of the services.
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CONTRACT PERFORMANCE

4.1.	Standards: As referenced in Clause 11 and Schedule 1 (Definitions) of the Call Off Agreement
4.2	KPI's: REDACTED  PSR KPI V7 100518 FINAL.pdf
4.3	Period for providing Rectification Plan: As per Clause Error! Reference source not found. of the Call Off Terms

PAYMENT

5.1	Call Off Contract Charges (including any applicable discount(s), but excluding VAT): As per Annex 1 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing) of the Call Off Agreement . Contract Charges may be amended to reflect increase/decrease in market rates as the result of benchmarking of the Services throughout the life of this Call Off Agreement. Call Off Contract Charges are for new workers placed after the Service Commencement Date above. REDACTED	
5.2	Payment terms/profile (including method of payment e.g. Government Procurement Card (GPC) or BACS): As per Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing) On average payment to be made in line with the Procurement Policy Note 05/15 as per the following link; https://www.gov.uk/government/publications/procurement-policy-note-0515-prompt-payment-and-performance-reporting The Service Provider will invoice the Customer each week following the draw down of approved timesheets from the VMS or other appropriate collation of approved manual timesheets as the case may be.	
5.3	Reimbursable Expenses Pre-approved expenses incurred by Workers only.	
5.4	Customer billing address (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing).	REDACTED

LIABILITY AND INSURANCE

6.1	Estimated Year 1 Call Off Contract Charges: The sum of £1,800,000
6.2	Service Provider's limitation of Liability As per Clause Error! Reference source not found. of the Call Off Terms .

TERMINATION AND EXIT

7.1	Termination on material Default As per Clause Error! Reference source not found. of the Call Off Terms
7.2	Termination without cause notice period As per Clause Error! Reference source not found. of the Call Off Terms
7.3	Undisputed Sums Limit: As per Clause Error! Reference source not found. of the Call Off Terms (Review by customer to confirm this is sufficient and amend as appropriate)
7.4	Exit Management: As per Call Off Schedule 9 (Exit Management)

OTHER CALL OFF REQUIREMENTS

8.1	Security: Short form security requirements
8.2	ICT Policy:
8.3	Business Continuity & Disaster Recovery: As per Call Off Schedule 8 (Business Continuity and Disaster Recovery) Disaster Period: For the purpose of the definition of "Disaster" in Call Off Schedule 1 (Definitions) the "Disaster Period" shall be one calendar month
8.4	Protection of Customer Data: As per Clause 34.2 of the Call Off Terms
8.5	Notices (Clause Error! Reference source not found. of the Call Off Terms): Customer's postal address and email address: REDACTED
8.6	Economic and Social Values

FORMATION OF CALL OFF CONTRACT

BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM (which may be done by electronic means) the Service Provider agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the Call Off Order Form and the Call Off Terms.

The Parties hereby acknowledge and agree that they have read the Call Off Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.

In accordance with Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Service Provider within two (2) Working Days from such receipt.

For and on behalf of the Service Provider:

Name and Title	
Signature	
Date	

For and on behalf of the Customer:

Name and Title	
Signature	
Date	

Appendix 1

Requisition Process

Appendix 2

Complaints Process

Appendix 3

MI Dashboard