

CROWN COMMERCIAL SERVICE
AND
SUPPLIER
WORKPLACE SERVICES CONTRACT
(FM MARKETPLACE PHASE 2)
REF: RM6089

FRAMEWORK SCHEDULE 6:
ORDER FORM TEMPLATE AND CALL-OFF SCHEDULES

PART A - ORDER FORM TEMPLATE

Contract Title: National Accommodation Management Service (NAMS)

Region: National

Contract Number: DIOCB3/266

From the ("Buyer "): Secretary of State for Defence, Delancey Building, Marlborough Lines,
Monxton Road, Andover, SP11 8HJ

Email: Redacted – Personal Information

To the ("SUPPLIER")

Name: Pinnacle Housing

Registered Address: 21st Floor, Euston Tower, 286 Euston Rd, London NW1 3DP

Registered Number: 02246643

DUNS Number: 399327907

APPLICABLE FRAMEWORK CONTRACT:

This Order Form is issued in accordance with and subject to the provisions of the Framework Contract with the reference number RM 6089 and dated 25 Feb 2019 for the provision of a National Accommodation Management Service (NAMS).

CALL-OFF LOT(S):

This Call-Off Contract is in relation to Lot 2A

Lot	Tick as appropriate	Supplier accreditations required for the Lot
2A	✓	ISO 9001 (Quality) ISO 44001 (Collaboration) OHSAS (18001) Cyber Essentials Plus

CALL-OFF INCORPORATED TERMS

The following documents shall be incorporated into this Call-Off Contract. Where numbers are missing, we are not using those schedules. If they conflict, the following order of precedence shall apply:

1. This Order Form and the Core Terms including the Call-Off Special Terms and Call-Off Special Schedules save if and to the extent that a provision of any of the Schedules expressly states that it shall take precedence.

2. The following Schedules:

Joint Schedule 1 (Definitions)
Joint Schedule 11 (Processing Data)
Call-Off Schedule 9 (Security)
Call-Off Schedule 17 (MoD Terms)
Call Off Schedule 6B (TUPE Contract Price Adjustment)
Call-Off Schedule 2 (Staff Transfer)
Call-Off Schedule 10 (Exit Management)
Call-Off Schedule 13 (Mobilisation Plan and Testing)
Call-Off Schedule 14 (Performance Management)
Call-Off Schedule 4A (Billable Works and Projects)
Call-Off Schedule 16 (Benchmarking)
Call-Off Schedule 5 (Call-Off Pricing) except Annex A
Call-Off Schedule 12 (ICT Services Terms)
Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
Call-Off Schedule 3 (Continuous Improvement)
Call Off Schedule 11A (Insurance Requirements)
Call-Off Schedule 1 (Transparency Reports)
Joint Schedule 12 (Supply Chain Visibility)
Joint Schedule 7 (Financial Distress)
Call-Off Schedule 7 (Key Staff)
Joint Schedule 6 (Key Subcontractors)
Joint Schedule 9 (Minimum Standards of Reliability)
Call-Off Schedule 19 (Collateral Warranty Agreements)
Call-Off Schedule 15 (Contract Management)
Call Off Schedule 24 (Collaboration)
Call-Off Schedule 30 (Health and Safety)
Call-Off Schedule 31 (Contractor Premises)
Call-Off Schedule 32 (Risk Management)
Call-Off Schedule 28 (Call Off Specification)
Joint Schedule 10 (Rectification Plan)
Joint Schedule 2 (Variation Form)
Joint Schedule 4 (Commercially Sensitive Information)
Joint Schedule 5 (Corporate Social Responsibility)
Call-Off Schedule 22 (Call-Off Tender) provided that any parts of the Call-Off Tender which offer a better commercial position for the Buyer (as decided by the Buyer) will take precedence over the documents above.
Call-Off Schedule 5 (Call-Off Pricing) Annex A

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.

SCHEDULES NOT USED IN THIS CONTRACT:

The following schedules have not been incorporated into this Call-Off Contract:

Joint Schedule 8 (Guarantee)
Call-Off Schedule 18 (Concession Agreement)
Call-Off Schedule 20 (Clustering)
Call-Off Schedule 21 (Performance Bond)
Call-Off Schedule 23 (Redundancy Surcharge)
Call-Off Schedule 26 (Scottish Law)
Call-Off Schedule 27 (Northern Ireland Law)

CALL-OFF SPECIAL TERMS:

No Special Terms shall be incorporated into this Call-Off Contract:

CALL-OFF EFFECTIVE DATE: 23 June 2021

MOBILISATION PERIOD START DATE: 1 August 2021

IN SERVICE DATE: 1 March 2022

CALL-OFF EXPIRY DATE: 28 February 2029

CALL-OFF INITIAL PERIOD: 7 Years, subject to a review at the end of Year 3 to confirm that:

- As defined in Call-Off Schedule 14 (Performance Management), there has been an acceptable level of performance over the previous 12 months according to the Balanced Score Card;
- As defined in Call-Off Schedule 24 (Collaboration), the Contract is ISO44001 certified and the Joint Relationship Management Plan is being achieved;
- Commitments made in Call-Off Schedule 22 (Call-Off Tender) are being met;
- There are no Defaults or Disputes that the Buyer considers to be material.

CALL OFF EXTENSION PERIOD: Three further annual extensions may be available, and may be agreed by the Buyer at any stage, subject to:

- As defined in Call-Off Schedule 14 (Performance Management), there has been an acceptable level of performance according to the Balanced Score Card;
- As defined in Call-Off Schedule 24 (Collaboration), the Contract is ISO44001 certified and the Joint Relationship Management Plan is being achieved;
- As defined in Call-Off Schedule 10 (Exit Management), the Exit Plan is up to date and agreed;
- There are no Defaults or Disputes that the Buyer considers to be material.

It is the Buyer's intent to agree any such extensions in good time, to take account of the timelines in the agreed Exit Plan so that nugatory effort can be avoided, and to allow the Supplier the time to prepare for the proper continuation of the Services.

CALL-OFF DELIVERABLES:

The Services and Deliverables that shall be provided under this Call-Off Contract are as described in Call-Off Schedule 28 (Call-Off Specification) and as priced in Call-Off Schedule 5 (Call-Off Pricing), Annex A.

The Supplier acknowledges that the volume of Core Deliverables may be subject to adjustment during the Contract Period as a result of optimisation of the Affected Property and other changes. Adjustments may 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.

DRAWN DOWN DELIVERABLES:

To meet the specific and differing needs of the Buyer, Billable Works services can be called off on an 'as-required' basis following the process set out in Call-Off Schedule 28 (Call-Off Specification) and Call-Off Schedule 4a (Billable Works).

These Services are defined in Schedule 28 (Call-Off Specification) and are priced according to Call-Off Schedule 5 (Call-Off Pricing), Annex A, or where Rates and Prices are not specified in Call-Off Schedule 5 will be priced via a Work Order quotation derived in accordance with the process defined in Call-Off Schedule 4a (Billable Works).

The Supplier acknowledges that the volume of Billable Works may be subject to adjustment during the Contract Period.

CALL-OFF CHARGES:

The Charges shall be calculated in accordance with Call-Off Schedule 5 (Call-Off Pricing) on the basis of Fixed Prices provided at Call-Off Schedule 5, Annex A.

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 as described in Call-Off Schedule 5 (Call-Off Pricing);
- (ii) Specific Change in Law;
- (iii) Benchmarking undertaken in accordance with Call-Off Schedule 16 (Benchmarking);
- (iv) The Variation Procedure.

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

Redacted – Commercially Sensitive Information

ADDITIONAL INSURANCES

Details of insurance requirements are within Call-Off Schedule 11A (Insurance).

INDEXATION

The Payment Index that shall be applied in relation to indexation shall be CPI and it shall be applied as defined in Call-Off Schedule 5 (Call-Off Pricing).

PASS THROUGH COSTS

The Buyer reserves the right to engage specialist suppliers whose costs are to be treated on a pass through basis in this Contract.

Any pass through costs will be managed as defined in Call-Off Schedule 5 (Call-Off Pricing).

TUPE OPTION

[To be determined during mobilisation when transfer list of employees known. Likely to be Call-Off Schedule 2, Parts A, B, D and E]

INCLUSIVE REPAIR THRESHOLD

The Inclusive Repair Threshold is defined in Call-Off Schedule 5 (Call-Off Pricing).

BILLABLE WORKS

Billable Works are defined in Schedule 4a (Billable Works).

METHOD OF PAYMENT

Payments will be made electronically via the Contracting, Purchasing and Finance (CP&F) procurement tool.

The Supplier will be required to register their details (Supplier on-boarding) on the CP&F electronic procurement tool.

The Supplier is to note that use of the CP&F electronic procurement tool is a mandatory requirement for this contract.

BUYER INVOICING ADDRESS:

Name: Defence Business Services (DBS) Finance
Email: N/A invoices are to be raised electronically in Exostar
Address: N/A as above
Telephone: **Redacted – Personal Information**

BUYER AUTHORISED REPRESENTATIVE:

Name: **Redacted – Personal Information**
Position: **Redacted – Personal Information**
Email: **Redacted – Personal Information**
Address:
Telephone:

BUYER NOTICES

Name: [To be agreed with the Supplier during mobilisation.]
Position:
Email:
Address:

BUYER SECURITY POLICY:

Security requirements are set out in Call-Off Schedule 9 (Security).

PROGRESS REPORT FREQUENCY:

The Contractor shall provide the corporate management information reports, Contract performance reports and local performance reports as stated in Call-Off Schedule 15 (Contract Management).

PROGRESS MEETING FREQUENCY:

The Contractor shall attend governance meetings as stated in Call-Off Schedule 15 (Contract Management).

KEY ROLES: [TBC with Supplier during mobilisation]

- Account Director
- Contract Director
- Contract Manager
- Regional Service Managers
- Housing Officers
- NSC Manager
- NSC Team Leaders
- Allocations & Applications Officer
- NSC Supervisors
- Customer Call Handlers
- Operations Director
- MIS Manager
- MIS Support
- SHEQF Manager (CQM)
- Quality/Environmental Officer (Regional) (CQR)
- Health, Safety & Fire Officer (Regional)
- Compliance Officer
- HR
- Data Protection Officer
- Finance Manager
- Finance Officer

KEY SUBCONTRACTORS:

[Details to be confirmed by the Supplier and entered during mobilisation]

COMMERCIALLY SENSITIVE INFORMATION:

As defined in Joint Schedule 4 (Commercially Sensitive Information).

SERVICE PERIOD:

The Service Period for the purposes of Call-Off Schedule 14 (Performance Management) shall be one Quarter.

PERFORMANCE CREDITS AND PROFIT:

Credits shall accrue in accordance with Call-Off Schedule 14 (Performance Management).

For the purposes of Call-Off Schedule 14 (Performance Management):

- (i) the Variable Profit % shall be: **Redacted – Commercially Sensitive Information**

(ii) the Fixed Profit % shall be: **Redacted – Commercially Sensitive Information**

The At Risk Profit (the sum of the Fixed and the Variable Profit stated here) shall not exceed the profit level declared by the Supplier in the Framework Agreement.

RISK REGISTER:

For the purposes of this Call-Off Contract the Buyer's Risks are:

Claims, proceedings, compensation and costs payable which are due to: negligence, breach of statutory duty or interference with any legal right by the Buyer or by any person employed by or contracted to him except the Supplier; or a fault of the Buyer.
Loss of or damage to the Affected Property, Plant and Materials due to: <ul style="list-style-type: none">• War, civil war, rebellion, revolution, insurrection, military or usurped power;• Strikes, riots and civil commotion not confined to the Buyer's Personnel;• Radioactive contamination;• Pressure waves caused by the speed of aircraft or other aerial devices;• Ionising radiations or contamination by radioactivity from any nuclear fuel or from nuclear waste from the combustion of nuclear fuel.
Specific changes in Law (General changes in Law being a Supplier risk).
Loss of or wear or damage to any Equipment, Plant and Materials retained by the Buyer after a termination, except loss, wear or damage due to the activities of the Supplier after the termination.

SMALL AND MEDIUM SIZED ENTERPRISES

The minimum work share of total contract value due to small and medium enterprises under this Contract is **Redacted – Commercially Sensitive Information** unless otherwise agreed by the Buyer.

COLLATERAL WARRANTIES

The Supplier enters into collateral warranty agreements in favour of the Buyer.

The Supplier procures collateral warranties from the Subcontractors identified below:

[To be confirmed during mobilisation and updated as required for any Subcontractors]

PERFORMANCE BOND

Not applicable.

CALL-OFF GUARANTEE

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 following social value commitments as were provided for in Call-Off Schedule 22 (Call-Off Tender).

SIGNATURE AS A DEED

Executed and delivered as a deed
by the Buyer by **Redacted –
Personal Information** in the
presence of a witness:

..... (Name)

..... (Occupation)

..... (Address)

.....

Affix seal of the Buyer if one is
available:

Date:

.....
Role: **Redacted – Personal
Information**

.....
[signature of witness]



Executed and delivered as a deed
by Supplier acting by

Redacted – Personal Information

.....
Role: **Redacted – Personal
Information**

Date:

in the presence of a
witness:

..... (Name)

..... (Occupation)

..... (Address)

.....

.....
[signature of witness]

Part B

Call-Off Schedules

Call-Off Schedule	Contract Award Version
Joint Schedule 1 Combined Definitions	V1.0
Joint Schedule 2 Variation Form	V1.0
Joint Schedule 4 Commercially Sensitive Information	V1.0
Joint Schedule 5 Corporate Social Responsibility	V1.0
Joint Schedule 6 Subcontracting and Key Subcontractors	V1.0
Joint Schedule 7 Financial Distress	V1.0
Joint Schedule 9 Minimum Standards of Responsibility	V1.0
Joint Schedule 10 Rectification Plan	V1.0
Joint Schedule 11 Processing Data	V1.0
Joint Schedule 12 Supply Chain	V1.0
Call-Off Schedule 1 – Transparency Reports	V1.0
Call-Off Schedule 2 – Staff Transfer	V1.0
Call-Off Schedule 3 – Continuous Improvement	V1.0
Call-Off Schedule 4 – Facilities Management	V1.0
Call-Off Schedule 4a – Billable Works	V1.0
Call-Off Schedule 5 – Pricing	V1.0
Call-Off Schedule 6B – TUPE	V1.0
Call-Off Schedule 7 – Key Staff	V1.0
Call-Off Schedule 8 – Business Continuity and Disaster Recovery	V1.0
Call-Off Schedule 9 – Security	V1.0
Call-Off Schedule 10 – Exit Management	V1.0
Call-Off Schedule 11B - Insurance	V1.0
Call-Off Schedule 12 – ICT	V1.0
Call-Off Schedule 13 – Mobilisation	V1.0
Call-Off Schedule 14 – Performance Management	V1.0
Call-Off Schedule 15 – Contract Management	V1.0
Call-Off Schedule 16 – Benchmarking	V1.0
Call-Off Schedule 17 – MOD Terms	V1.0
Call-Off Schedule 19 – Collateral Warranty	V1.0
Call-Off Schedule 22 – Call-Off Tender	V1.0
Call-Off Schedule 24 – Collaboration	V1.0
Call-Off Schedule 25 – Background Checks	V1.0
Call-Off Schedule 28 – Statement of Requirement	V1.0
Call-Off Schedule 30 – Health and Safety	V1.0
Call-Off Schedule 31 – Contractor Premises	V1.0
Call-Off Schedule 32 – Risk Management	V1.0