

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

## PART B: Direct award Order Form Template

### Section A

**CALL-OFF REFERENCE:** SR494259293 - BTNS200462  
(DEL and ISDN Telephony Services)

**THE BUYER:** HMRC (HM Revenue and Customs)

**BUYER ADDRESS** Benton Park View, Newcastle Upon Tyne NE98 1ZZ

**SUPPLIER REFERENCE** BTNS200462 - RM3808-L3-BT0014-A\_Service Offer

**THE SUPPLIER:** BRITISH TELECOMMUNICATIONS PLC

**SUPPLIER ADDRESS:** 81, NEWGATE STREET, LONDON, EC1A 7AJ

**REGISTRATION NUMBER:** 1800000

**DUNS NUMBER:** 22 701 5716

**SID4GOV ID:** N/A

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and the date will be the date on which the final Party has signed the Contract.  
It's issued under the Framework Contract with the reference number RM3808 for the provision of Network Services.

### CALL-OFF LOT(S):

Lot 3

### Section B

#### 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) RM3808

3. The following Schedules in equal order of precedence:

Joint Schedules for framework reference number RM3808

- 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 Difficulties)
- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)

Call-Off Schedules for BTNS200462

- Call-Off Schedule 1 (Transparency Reports)
- Call-Off Schedule 2 (Staff Transfer)
- Call-Off Schedule 6 (ICT Services)
- Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
- Call-Off Schedule 9 (Security)
- Call-Off Schedule 11 (Installation Works)
- Call-Off Schedule 14 (Service Levels)

4. CCS Core Terms (version 3. 0.4)

5. Joint Schedule 5 (Corporate Social Responsibility)

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.

**Section C**

**CALL-OFF SPECIAL TERMS**

Not applicable to RM3808-L3-BT0014-A\_Service Offer

**CALL-OFF START DATE** is the date on which the final Party has signed the Contract.

**CALL-OFF EXPIRY DATE** is the date on which the Initial Period of the Contract ends.

**CALL-OFF INITIAL PERIOD** 12 Months

**CALL-OFF OPTIONAL EXTENSION PERIOD** 12 Months + 12 Months

## MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

Any applicable Minimum Period of Notice will be shown in the RM3808-L3-BT0014-A\_Service Offer (RM3808-L3-BT0014-A\_Price Card).

**CATALOGUE SERVICE OFFER REFERENCE:** RM3808-L3-BT0014-A\_Service Offer (RM3808-L3-BT0014-A\_Price Card).

## Section D

### CALL-OFF DELIVERABLES

Incident management of existing HMRC DEL and ISDN as detailed in the embedded spreadsheet below and as annexed to this order form as per the catalogue service offer reference stated above.

ISDN30 - inc Prompt Care as a minimum on each channel.

ISDN2e - inc Prompt Care as a minimum on each channel.

PSTN - inc Prompt Care as a minimum on each channel.

### 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 **£143,346.96**

Estimated Charges in the first 12 months of the Contract. The Buyer must always provide a figure here.

### CALL-OFF CHARGES

Breakdown of the charges for the DEL and ISDN types are provided in the embedded spreadsheet below and as annexed to this order form as per the catalogue service offer reference stated above.

*Redacted*

### **Total Call-Off Contract Charges - £143,346.96**

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4 and 5 in Framework Schedule 3 (Framework Prices).

The Charges will not be impacted by any change to the Framework Prices.

## Section E

## **REIMBURSABLE EXPENSES**

Not Applicable.

## **PAYMENT METHOD**

BACS

## **BT ONEBILL NUMBER**

VP48288170

## **BUYER'S INVOICE ADDRESS:**

*Redacted*

## **BUYER'S AUTHORISED REPRESENTATIVE**

*Redacted*

## **Section F**

## **BUYER'S ENVIRONMENTAL POLICY**

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 Call-Off Schedule 4 (Call-Off Tender)]

## **STAFF TRANSFER**

Not Applicable.

## **QUALITY PLAN**

Not Applicable.

## **MAINTENANCE OF ICT ENVIRONMENT**

Not Applicable.

## **BUSINESS CONTINUITY AND DISASTER RECOVERY**

*Redacted*

## **SECURITY REQUIREMENTS**

See BT Security Management Plan attached

*Redacted*

**BUYER'S SECURITY POLICY**

See BT Security Management Plan

**INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)**

See BT Security Management Plan

**CLUSTERING**

Not Applicable

**SERVICE LEVELS AND SERVICE CREDITS**

Where applicable, this will be shown in the BT Service Offer, section 4 of RM3808-L3-BT0014-A\_Service Offer (RM3808-L3-BT0014-A\_Price Card).

**Section G**

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

*Redacted*

**SUPPLIER'S CONTRACT MANAGER**

*Redacted*

**Section H**

**PROGRESS REPORT FREQUENCY**

Not Applicable

**PROGRESS MEETING FREQUENCY**

Not Applicable

**OPERATIONAL BOARD**

Not Applicable

**KEY STAFF**

Not Applicable

**KEY SUBCONTRACTOR(S)**

Not Applicable OR copy and paste information from the SSO Order Form Aide Memoire.

**COMMERCIALLY SENSITIVE INFORMATION**

RM3808-L3-BT0014-A\_Service Offer (RM3808-L3-BT0014-A\_Price Card) data

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

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“The Service Description, Conditions on the Customer, Outline Implementation Plan & Service Level Agreement applicable to the delivery of the Service and the associated pricing are as set out in the Supplier’s Service Offer with reference code RM3808-L3-BT0014-A\_Service Offer (RM3808-L3-BT0014-A\_Price Card) data”.

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	