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

Order Form

CALL-OFF REFERENCE: project_2167 - Courier Services

THE BUYER: Home Office

BUYER ADDRESS 2 Marsham Street, London, SW1P 4DF

THE SUPPLIER: CitySprint Ltd

SUPPLIER ADDRESS: Red central, 60 High Street, Redhill, England, RH1 1SH

REGISTRATION NUMBER: [redacted]

DUNS NUMBER:

SID4GOV ID:

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 01/04/2025. It's issued under the Framework Contract with the reference number **RM6171** for the provision of **Courier and Specialist Movements.**

CALL-OFF LOT(S):

Lot Number	Lot Description	Relevant (Yes/No)
1	Collection and Delivery	Yes
2	Secure Services	No
3	Secure collection and Delivery of Examination and Test Papers and Materials	No
4	Managed Service for Specialist Movements	No
5	Managed Service for Explosive Substances (Class 1), Firearms and Weapons	No
6	Managed Service for Asset Recovery	No

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) RM6171
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
    - Joint Schedules
        - 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 9 (Minimum Standards of Reliability)
        - Joint Schedule 10 (Rectification Plan)
        - Joint Schedule 11 (Processing Data)
        - Joint Schedule 12 (Supply Chain Visibility)
        - Joint Schedule 13 (Continuous Improvement)
        - Joint Schedule 14 (Benchmarking)
    - Call-Off Schedules
        - Call-Off Schedule 1 (Transparency Reports)
        - Call-Off Schedule 2 (Staff Transfer)
        - Call-Off Schedule 5 (Pricing Details)
        - Call-Off Schedule 7 (Key Supplier Staff)
        - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
        - Call-Off Schedule 9 (Security)
        - Call-Off Schedule 10 (Exit Management)
        - Call-Off Schedule 12 (Clustering)
        - Call-Off Schedule 14 (Service Levels)
        - Call-Off Schedule 15 (Call-Off Contract Management)
        - Call-Off Schedule 18 (Background Checks)
        - Call-Off Schedule 20 (Call-Off Specification)
5. CCS Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6171

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:

This Call-Off is enabled for Home Office Wide use, Border Force and Arm's Length Bodies.

Home Office Airside Collection and Deliveries

There shall be a requirement for airside collection and deliveries at UK airports.

Courier Service drivers shall require fully accredited Airside Passes and Airside Operators Licence for vehicles to make airside deliveries.

A list of locations is below but this is not exhaustive;

Aberdeen Airport
Belfast International Airport
Birmingham International Airport
Bristol Airport
Cardiff International Airport
East Midlands Airport
Edinburgh Airport
Gatwick Airport
Glasgow Airport
Harwich International Airport
Heathrow Airport – Airside
Leeds/Bradford International Airport
London City Airport
Luton Airport
Manchester Airport
Newcastle International Airport
Prestwick Airport
Robin Hood Airport
Doncaster Southend Airport
Stansted Airport

CALL-OFF START DATE:	1st April 2025
CALL-OFF EXPIRY DATE:	31st March 2027
CALL-OFF INITIAL PERIOD:	2 years, with option to extend for 1 period of 12 months.

CALL-OFF DELIVERABLES
See details in Call-Off Schedule 20 (Call-Off Specification)

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 **£1,000,000**

CALL-OFF CHARGES
See details in Call-Off Schedule 5 (Pricing Details)

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in Framework Schedule 3 (Framework Prices)

REIMBURSABLE EXPENSES
Not Applicable

PAYMENT METHOD
Electronic BACS payment within 30 days of a valid invoice

[redacted]

BUYER'S ENVIRONMENTAL POLICY

Greening government commit

BUYER'S SECURITY POLICY

Security policy framework - GOV.UI

Home_Office_Expert_Panel_Privacy_and.

SUPPLIER'S AUTHORISED REPRESENTATIVE

[redacted]

SUPPLIER'S CONTRACT MANAGER

[redacted]

PROGRESS REPORT FREQUENCY
Please refer to Call-Off Schedule 20 (Call-Off Specification)

PROGRESS MEETING FREQUENCY
Please refer to Call-Off Schedule 20 (Call-Off Specification)

[redacted]

KEY SUBCONTRACTOR(S)
None

COMMERCIALLY SENSITIVE INFORMATION
See Call-Off Schedule 9
See Joint-Schedule 11

SERVICE CREDITS
Service Credits will accrue in accordance with Call-Off Schedule 14 (Service Levels).
The Service Credit Cap is: £10,000.00
The Service Period is: one Month
A Critical Service Level Failure is:

- failure to achieve, as a minimum, the Inadequate Threshold for any KPI/SLA,
- 3 or more KPIs/SLAs meeting the "Requires Improvement Threshold" in any period,
- An individual KPI/SLA meeting the "Requires Improvement Threshold" for 3 consecutive periods.

ADDITIONAL INSURANCES
Not Applicable

GUARANTEE
There's a guarantee of the Supplier's performance provided for all Call-Off Contracts entered under the Framework Contract

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 included in Call-Off Schedule 20 (Specification).

For and on behalf of the Supplier:	For and on behalf of the Buyer:

[redacted]