

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

Order Form

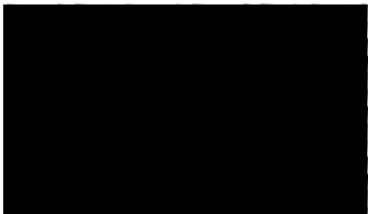
CALL-OFF REFERENCE: project_2167 - Courier Services

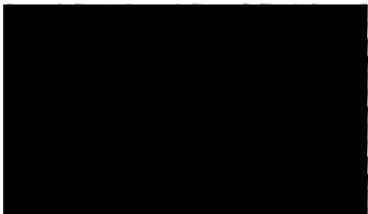
THE BUYER: Home Office

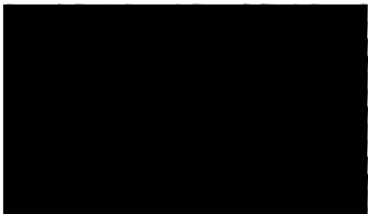
BUYER ADDRESS 2 Marsham Street, London, SW1P 4DF

THE SUPPLIER: CitySprint Ltd

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

REGISTRATION NUMBER: 

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

BUYER'S ENVIRONMENTAL POLICY



Greening
government commit

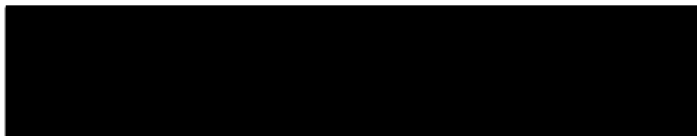
BUYER'S SECURITY POLICY



Security policy
Home Office Exper
framework - GOV.UK Panel Privacy and

SUPPLIER'S AUTHORISED REPRESENTATIVE

SUPPLIER'S CONTRACT MANAGER



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)



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:

