

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

Order Form

ATAMIS CALL-OFF REFERENCE: C25540

THE BUYER:	Home Office
BUYER ADDRESS	UK Visa & Immigration 2 Marsham Street London, SW1P 4DF UK
THE SUPPLIER:	FoundEver Ltd
SUPPLIER ADDRESS:	53 – 55 Butts Road, Earlsdon, Coventry - CV1 3BH
REGISTRATION NUMBER:	03450786
DUNS NUMBER:	REDACTED
SID4GOV ID:	N/A

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 01/09/23. It's issued under the Framework Contract with the reference number **RM6181** for the provision of **Lot 1: Contact Centres**.

CALL-OFF LOT(S):
1

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) **RM6181**
3. Paragraph 9 and Annex 2 of Framework Schedule 3 (Framework Prices).
4. Framework Special Terms
5. The following Schedules in equal order of precedence:
 - Joint Schedules for **RM6181**
 - Joint Schedule 1 (Definitions)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 11 (Processing Data)
 - Call-Off Schedules for C25540
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
6. CCS PSC Outsourcing Core Terms (Version 1)
7. Joint Schedule 5 (Corporate Social Responsibility) **RM6181**

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:

Special term 1 - The Buyer is only liable to reimburse the Supplier for any expense or any disbursement which is

- (i) specified in this Contract; or*
- (ii) which the Buyer has Approved prior to the Supplier incurring that expense or that disbursement. The Supplier may not invoice the Buyer for any other expenses or any other disbursements.*

CALL-OFF START DATE: 01/09/2023

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CALL-OFF EXPIRY DATE: 17/05/2023

CALL-OFF INITIAL PERIOD: 7 months + 6 weeks' notice

CALL-OFF DELIVERABLES

Please see details in the Statement of Requirements

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 12.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is REDACTED.

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 unless agreed by both parties.

PAYMENT METHOD

REDACTED

BUYER'S INVOICE ADDRESS:

Account name	FOUNDEVER GB LIMITED
Sort Code	REDACTED
Account number	REDACTED
Bank of America	REDACTED

COLLABORATIVE WORKING PRINCIPLES

The Collaborative Working Principles apply to this Call-Off Contract.

FINANCIAL TRANSPARENCY OBJECTIVES

The Financial Transparency Objectives apply to this Call-Off Contract.

BUYER'S AUTHORISED REPRESENTATIVE

REDACTED

BUYER'S ENVIRONMENTAL POLICY

As per the Government Social value agenda (available at: [Social Value Act: information and resources - GOV.UK \(www.gov.uk\)](#))

BUYER'S SECURITY POLICY

As per Call-Off Schedule 9

SUPPLIER'S AUTHORISED REPRESENTATIVE
REDACTED

SUPPLIER'S CONTRACT MANAGER
REDACTED

PROGRESS REPORT FREQUENCY

Weekly: On the first Working Day of each calendar week

Monthly: On the first Working Day of each calendar month

PROGRESS MEETING FREQUENCY

Monthly: On the first Working Day of each calendar month

KEY STAFF
REDACTED

KEY SUBCONTRACTOR(S)
Not applicable

COMMERCIALLY SENSITIVE INFORMATION
Not applicable

SERVICE CREDITS
Not applicable

ADDITIONAL INSURANCES
Not Applicable - Insurance Cover shall be provided as per the levels detailed within the Crown Commercial Services Framework.

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

SOCIAL VALUE COMMITMENT
Not Applicable

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