

# Order Form

**CALL-OFF REFERENCE:** Project\_25945 Specialist Devices T1 2023

**THE BUYER:** REDACTED

**BUYER ADDRESS:** REDACTED

**THE SUPPLIER:** REDACTED

**SUPPLIER ADDRESS:** REDACTED

## APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 8<sup>th</sup> September 2023

It's issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

## CALL-OFF LOT(S)

Lot 2 Hardware & Associated Services

## 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) RM6068
3. The following Schedules in equal order of precedence:

- Joint Schedules for RM6068

Joint Schedule 2 (Variation Form)

- Call-Off Schedules

○ Call-Off Schedule 5 (Pricing Details)

4. CCS Core Terms (version 3.0.6)
5. Joint Schedule 5 (Corporate Social Responsibility) RM6068

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**

Not used

**CALL-OFF START DATE:** 6<sup>th</sup> September 2023

**CALL-OFF EXPIRY DATE:** 5<sup>th</sup> December 2023

**CALL-OFF INITIAL PERIOD:** Three (3) Months

**CALL-OFF OPTIONAL EXTENSION** N/A

**CALL-OFF DELIVERABLES**

REDACTED TABLE

<p><b>Invoicing</b></p>	<p>The Supplier must provide accurate invoices and supporting Management Information at the point of transfer of ownership of the devices.</p> <p>The Buyer shall create a Purchase Order (PO) per service line which the Supplier must invoice accurately against. In the case of the Supplier invoicing against the incorrect Purchase Order, the Buyer will reject the invoice.</p> <p>The Supplier shall ensure that any invoice or credit note includes, without limitation, the following information:</p> <ul style="list-style-type: none"> <li>The Purchase Order reference</li> <li>The date of the invoice</li> <li>A unique, numerical invoice number</li> <li>The period to which the charges relate</li> <li>Details of the correct contract reference</li> <li>A contact name and telephone number of a responsible person in the Supplier's Finance department in the event of any administrative queries</li> <li>The banking details for payment to the Supplier via electronic transfer of funds (i.e., name and address of bank, sort code, account name and number)</li> <li>Clear indication of whether it is a credit note or invoice</li> <li>In the case of a credit note, detail of the invoice number the credit note is being raised against</li> <li>The amounts charged, broken down at a summary level and matching the amounts detailed in the Management Information outlined below</li> </ul> <p>Where any invoice or credit note does not conform to the Buyer's requirements detailed above and therefore does not constitute a valid invoice or credit note, the Buyer will reject this invoice or credit note.</p>
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	<p>Any invoice or credit note shall be accompanied with Management Information (MI). This MI shall include, without limitation, the following information:</p> <ul style="list-style-type: none"> <li>Serial numbers for the devices being delivered</li> <li>Where invoicing for goods, proof of delivery</li> <li>Details of the services/goods being charged including volumes and unit costs</li> <li>The invoice and Purchase Order references that the MI pertains to</li> </ul> <p>Invoices and credit notes shall be submitted to:</p> <ul style="list-style-type: none"> <li>• REDACTED</li> </ul> <p>At the point that the Buyer notes a discrepancy in the billing, the Supplier shall respond within 3 working days with agreement or with further clarification. Discrepancies must be settled by the Supplier in the form of a credit note within 3 working days of such agreement. If this credit note is not raised within 10 working days of such agreement, the Buyer may reject the invoice and ask the Supplier to re-invoice for the correct amount.</p> <p>The Buyer shall have 6 months in which to raise any billing discrepancies. Any discrepancies raised after this point shall not be liable for remedy by the Supplier. For the avoidance of doubt, this 6-month deadline shall only apply where the Supplier has responded to invoicing queries within the agreed timescales outlined above.</p> <p>The Supplier must provide any invoices to the Buyer within 6 months of the completion of delivery of the relevant Services to which the invoice relates. Invoices delivered after expiry of this period shall be invalid and the Buyer shall have no liability in respect of such invoices.</p>
	<p>The supplier must respond to DWP invoice queries within 3 business days</p>
<p><b>Bulk Delivery</b></p>	<p>100% of the order volume of these devices to the Authority within six weeks of receipt of a Purchase Order. Ownership of these devices shall be transferred to the Authority at the point of delivery to an Authority-designated UK address. Prior to transfer of ownership to the Customer, the Supplier shall ensure that the goods are appropriately insured by the Supplier.</p>

<b>Warranty</b>	<ul style="list-style-type: none"> <li>- All devices must be provided with a minimum of 1-year manufacturer's warranty at no extra cost. The Supplier shall provide details of the warranty, including:</li> <li>- Repair/replacement turnaround terms;</li> <li>- Timescales;</li> <li>- Contact information.</li> <li>-</li> <li>- The warranty period shall commence at the point of delivery to the Authority or the Authority's Services Supplier (whichever occurs first). Where the standard manufacturer's warranty is greater than one year this shall be clearly stipulated in the Supplier's response.</li> <li>-</li> <li>- Warranty Management shall be performed by DWP's Device Support Supplier. Where required the Supplier shall support the Device Support Supplier with resolution of any Warranty Management issues.</li> </ul>
<b>Asset reporting</b>	<p>The Supplier must comply with DWP Device Asset Management policies and procedures by providing all asset details to DWP Asset Management team, upon receipt of device order(s)</p> <p>A report must be provided and include:</p> <ul style="list-style-type: none"> <li>• Asset Categorisation</li> <li>• Manufacturer</li> <li>• Model number</li> <li>• Serial number</li> <li>• Asset Cost</li> </ul> <p><b>For the avoidance of doubt devices must be able to be tracked at all stages so DWP can account for every device it has purchased and know the status of that device to undertake effective demand management</b></p>
<b>Availability and Delivery</b>	<p>Supplier to confirm their ability to:</p> <ul style="list-style-type: none"> <li>• Acquire the volume of devices requested and ensure delivery to the required address in the UK before the agreed delivery date.</li> <li>• Securely meet delivery requirements in an appropriate and proper manner including appropriate protection and insurance.</li> <li>• Retain a full audit trail of device asset details from stock to delivery</li> </ul>
<b>Security</b>	<p>In delivery of services to DWP, comply with DWP Security Policies and Standards <a href="https://www.gov.uk/government/publications/dwp-procurement-security">https://www.gov.uk/government/publications/dwp-procurement-security</a>  <a href="https://www.gov.uk/government/publications/dwp-procurementsecuritypolicies-and-standards">https://www.gov.uk/government/publications/dwp-procurementsecuritypolicies-and-standards</a> <a href="#">policies-and-standards</a></p>

## **LOCATION FOR DELIVERY**

Upon request, the Supplier shall deliver these devices to a mainland UK address specified by the Authority. This address shall be confirmed by the Authority no later than 1 week before the required delivery date. The Supplier shall ensure that the goods are securely delivered and work with the Authority's service supplier to ensure effective delivery: this includes any booking-in activity.

For the avoidance of doubt, the Authority may request delivery of the devices in multiple batches.

## **DATES FOR DELIVERY OF THE DELIVERABLES**

All items to be delivered within 6 weeks of receipt of Purchase Order

## **TESTING OF DELIVERABLES**

Not used

## **WARRANTY PERIOD**

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 12 (twelve) months manufacturer warranty as standard

## **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 equivalent to the total bid cost estimated at REDACTED

## **CALL-OFF CHARGES**

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.

## **REIMBURSABLE EXPENSES**

None

## **PAYMENT METHOD**

Payment method BACS

**BUYER'S INVOICE ADDRESS:**

REDACTED

**BUYER'S AUTHORISED REPRESENTATIVE**

REDACTED

**BUYER'S ENVIRONMENTAL POLICY**

N/A

**BUYER'S SECURITY POLICY**

DWP Information Security Policy version 1

DWP Acceptable Use Policy version 2.5

DWP Physical Security Policy version 2.0

DWP Information Management Policy version 4.1

Available at:

<https://www.gov.uk/government/publications/dwpprocurementsecurity>  
<https://www.gov.uk/government/publications/dwp-procurementsecuritypolicies-and-standardspolicies-and-standards>

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

REDACTED

**SUPPLIER'S CONTRACT MANAGER**

REDACTED

**PROGRESS REPORT FREQUENCY**

On the first Working Day of each calendar month

**PROGRESS MEETING FREQUENCY**

Monthly on the first Working Day of each month

**KEY STAFF**

REDACTED

**KEY SUBCONTRACTOR(S)**

Crown Copyright 2018  
N/A

**COMMERCIALLY SENSITIVE INFORMATION**

Product unit pricing

**SERVICE CREDITS** Not  
used

**ADDITIONAL INSURANCES**

Not required

**GUARANTEE**

Not required

**SOCIAL VALUE COMMITMENT – N/A**

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)

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

REDACTED

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

REDACTED