

Further Competition Order Form

CALL-OFF REFERENCE: C24271 – Home Office Contact Centres

THE BUYER: The Secretary of State for the Home Department
(acting through the Home Office)

BUYER ADDRESS The Secretary of State for the Home Department
2 Marsham Street
London
SW1P 4DF

Further Competition Call-Off Order Form

V1.0 12082019

SUPPLIER ADDRESS: One Braham
Braham Street
London
E1 8EE

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 dated **16 June 2023**.

It's issued under the Framework Contract with the reference number RM3808 for the provision of Network Services.

CALL-OFF LOT(S):
Lot 13: Contact Centre Services

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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 1 (Definitions)
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - 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)
 - Call-Off Schedules for C24271
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 4 (Call-Off Tender)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 6 (ICT Services)
 - 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 11 (Installation Works)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 16 (Benchmarking)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 22 (Supplier Furnished Terms)

4. CCS Core Terms (version 3.0.5)
5. Joint Schedule 5 (Corporate Social Responsibility)
6. Call-Off Schedule 22 (Supplier-Furnished Terms)
7. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above

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	Notwithstanding any other obligations included in the agreement the Supplier shall facilitate conversations with sub-contractors declared in Framework Schedule 6, including attendance at Service Management reviews as necessary, such conversations to exclude details of the commercial arrangements between: a) The Supplier and The Buyer, and b) The declared Sub-Contractor and the Supplier.
Special Term 2	The Supplier will supply management information in support of its billing that permits the allocation of charges to each individual contact centre hosted in the service.
Special Term 3	Professional Services – to be called off via a Statement of Work. Response to SoW to be within 5 of working days.

CALL-OFF START DATE 16th June 2023

CALL-OFF EXPIRY DATE 15th June 2026

CALL-OFF INITIAL PERIOD 3 years

CALL-OFF OPTIONAL EXTENSION PERIOD Maximum 2 years, to be consumed in either 1+1 periods or to be agreed by both parties.

MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

90 Days

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CALL-OFF DELIVERABLES

The General capabilities of the Supplier Solution and its initial outline program plan are described in its original ITT submission, which is included in Schedule 4, which was a response to the Buyer's ITT capability requirement statement included in Schedule 20.

The agreed deliverables for this order are that the Supplier will:

- a. Provision of a Service Catalogue within 60 working days of Contract Start Date which describes consumable items and associated Volume Discount Tables (where applicable). Deliverable being dependent on agreeing the included consumable items; and The Customer providing Consumption Forecasts by 30 working days.
- b. Supply of the consumption-based charging elements to the relevant quantities outlined in the Charges section of this order form, including all managed service elements committed in Schedule 4.
- c. Use the capabilities documented in Schedule 4 to deliver and implement subject to Schedule 13 the explicit contact centre implementation requirements documented in the following documents:
 - i. Home Office ACSC FSU Data Capture v1.0
 - ii. Home Office CIU Data Capture v1.0
 - iii. Home Office Croydon Contact Centre Data Capture v1.1
 - iv. Home Office DFLU Data Capture v1.0
 - v. Home Office GLAA Data Capture v1.0
 - vi. Home Office HMPO ARC, CSMT and DDAT Data Capture (ININ) v1.0
 - vii. Home Office HMPO CSMT Data Capture v1.0
 - viii. Home Office HMPO LSR Data Capture v1.0
 - ix. Home Office Immigration Intelligence Centre (IIC) Data Capture V1.0
 - x. Home Office NCCU Data Capture v1.0
 - xi. Home Office News Desk Data Capture v1.0
 - xii. Home Office Reporting and Offender Management (ROM) Data Capture v1.0
 - xiii. Home Office Resolution Centre Data Capture V1.1
 - xiv. Home Office SVEC Data Capture v1.0
 - xv. Home Office VRS Data Capture v1.0
 - xvi. Home Office Windrush Data Capture v1.0
- d. Provide a number of "Train the Trainer" courses for the following, total value not to exceed [REDACTED] based on prices from rows 14 through 20 in catalogue price list tab in Joint Schedule 5.
- e. Provide advice and guidance to permit Home Office to configure their own SMTP servers to deliver emails into the Genesys platform.
- f. Configure the single Genesys test email queue workflow to handle emails.
- g. Configure Genesys Bring Your Own Trunks to connect to Buyer SIP trunks from Microsoft Teams to enable MS Teams Integration. Home Office will be responsible for configuring Microsoft Teams and for providing network connectivity from their hosted Microsoft Teams environment to the Genesys Session Border Controller.
- h. Optionally, provide Inbound Contact UK inbound contact for the following non-geographical numbers:

Service	Number	NGN Platform
Refused Case Management (RCM)		
Sponsorship & Employers Helpline		
MP Enquiry Line		
CIU Appointment Booking Line		
General Register Office		
Immigration Intelligence Centre Carrier Line		
Immigration Intelligence Centre Duty Officer		
National Command & Control Unit (NCCU)		
News Desk Enquiry Line		
Service Support Appointment Line		
Settlement Resolution Centre 3		
Settlement Resolution Centre 4		
Settlement Resolution Centre 5		
Settlement Resolution Centre LA		
Settlement Resolution Centre Public		
SSAL BCP		
Status Verification and Enquiries Check (SVEC)		
Banking Measures – Banks (IA2014)		
Banking Measures – Customers (IA2016)		
Windrush Help Line		
Drugs & Firearms Licensing Helpline		
HMPO-PPT Altra		
HMPO-TRT RES CB		
HMPO-TRT Restra		
HMPO-POL		
HMPO-CBT		
HMPO Complaints		
Reporting & Offender Management (ROM)		
HMPO Callbacks		
HMPO LSR		
HMPO Digital LSR		
Voluntary Returns Service		
GLAA Helpline		
HMPO LSR		
HMPO Digital LSR		
Immigration Intelligence Centre Duty Officer		
National Command & Control Unit (NCCU)		

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

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#	Base Service monthly recurring costs				Unit Price	Total Price
	Item	Service Plans	Qty		Monthly Recurring	Monthly Recurring
1	BT Genesys Cloud Production Contact Centre as a Service - per Concurrent agent		500			
2	BT Genesys Cloud Development Contact Centre as a Service (5 Concurrent Users) - Per Environment		1			
3	BT SIP Channels (575 Channels Production / 20 Channels Development) - per SIP Channel		595			
4	BT SIP Channels – Additional channels to take production to the 800 SIP Channel minimum commitment		205			
5	BT SIP Channels – Additional channels to take provide burst capacity of 400 channels – unused channels will be discounted by 40% on a quarterly basis in arrears, credited in the following SMP		400			
6	CCPCI - Variable Charge - per Channel		225			
	BT In-life Support Cost		1			
7	BT In-Life TDA		1			
	Total Base Service monthly recurring costs					

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £1,203,655.75

CALL-OFF CHARGES

Maximum Call-Off Value - £4,900,000

The agreed unit prices and the supplier's transition cost are documented in Schedule 5.

Deliverable a.

For the Call-Off Deliverables outlined above the Buyer will initially order the following quantities of consumption-based charging items, from schedule 5:

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The Concurrent Billed Agent licenses will be provided as Genesys Cloud CX3 (configured for the Bring Your Own Carrier (BYOC) model. NB: For the avoidance of doubt – this does not provide access to the Genesys Cloud Voice service); and whilst these quantities will vary throughout the contract the Buyer agrees to a minimum commitment of 500 agents.

The maximum number (peak) of concurrent (simultaneous) users during a billing period is charged. A concurrent license can essentially be shared. The user type billed is the highest-level license a user was assigned during the billing period. To support shift changes, usage peaks shorter than 30 minutes in duration are disregarded - this is done the 1st of every month for the past month, if The Buyer doesn't reach the minimum commit threshold, then the charge will be for the minimum commitment.

SIP Channels will be subject to a capacity management process and will be varied depending on the outcome from that. There will always be a 400-channel overcapacity to allow HO to burst calls to the contact centre, this is represented in row 5 in the above table.

Deliverables b and c.

The Supplier's transition charges, from Schedule 5, are:

Item	Source	Value
Transition Costs	Transition Costs Tab – B33	██████████
CCPCI Setup Cost	Live Running Costs Tab – F14	██████████
	Total	██████████

The "Transition Costs" contain an allowance for training and learning subscriptions of ██████████. The Buyer can deploy this in whichever combination of courses from rows 14-20 of the "Catalogue Price Tab" of Schedule 5 it requires as per deliverable d.

Deliverables d and e.

Additional Transition Costs Contingency Estimates

Resource Type	#Days	Day Rate	Total
SFIA 4 - G7	5	██████████	██████████

████████████████████████████████████████████████████████████████████████████████

Deliverable f.

The consumption-based charging for this deliverable is:

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Item	Source	QTY	Per month Unit Cost	Per month Total Value
MS Teams Integration - per Concurrent agent	Live Running Costs Tab – H37	500		
	Total			

The Concurrent Teams Integration licenses will vary throughout the contract the Buyer agrees to a minimum commitment of 500 agents.

The maximum number (peak) of concurrent (simultaneous) users during a billing period is charged. A concurrent license can essentially be shared. The user type billed is the highest-level license a user was assigned during the billing period. To support shift changes, usage peaks shorter than 30 minutes in duration are disregarded - this is done the 1st of every month for the past month, if The Buyer doesn't reach the minimum commit threshold, then the charge will be for the minimum commitment.

Additional Transition Contingency Estimated Costs

Resource Type	#Days	Day Rate	Total
SFIA 4 - G7	20		

Deliverable g.

If selected, this is a consumption charged item for the elements of which are charged using the following tariffs:

	Calls from UK Landline (PPM)			Calls from UK Mobile (PPM)		
	DAY	EVNG	WKND	DAY	EVNG	WKND
080x						
03xx						
084 Service Charge of 0ppm **						
084 Service Charge of 1ppm **						

084 Service Charge of 2ppm **						
084 Service Charge of 3ppm **						
084 Service Charge of 4ppm **						
084 Service Charge of 5ppm **						
084 Service Charge of 6ppm **						
084 Service Charge of 7ppm **						
Call Director						

The numbers itemised in Deliverable g. will be ported onto these rates Free of Charge and there is no monthly recurring charge for their provision.

Non-BT numbers will be ported into BT using the standard OfCom porting processes.

The rates are explicitly only for the delivery of calls to the SIP based BT Cloud Genesys product, implementation of call plans which direct calls to non-BT or Analogue telephony destinations (e.g., ISDN30) are not permitted. BT will monitor internal MI to enforce this.

There is no minimum commitment in relation to NGN numbers provided with a network call plan subject to the general termination periods defined in this agreement.

It is also possible to port/order 03xx numbers as DDIs which are provided without a network call plan. Such numbers will be provided at a 0ppm rate; must be committed to BT for the duration of the agreement; and cannot be terminated individually.

Schedule 13 contains milestones and planning dates derived from the joint planning meeting held on the 7th and 8th of June 2023. This plan has not been fully impacted at the point of order signature. Both parties agree that this will be commercially impacted via the variation process post contract signature.

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.

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REIMBURSABLE EXPENSES

Recoverable as stated in the Framework Contract Schedule 3 (Framework Prices)

PAYMENT METHOD

BACS

BUYER'S INVOICE ADDRESS:

Home Office Shared Service Centre
HO Box 5015
Newport, Gwent
NP20 9BB
United Kingdom
Tel: 08450 100125
Fax: 01633 581514
Email: HOSupplierInvoices@homeoffice.gov.uk

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

BUYER'S ENVIRONMENTAL POLICY

[Environmental Policy](#)

ADDITIONAL INSURANCES

N/A

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

The following parts of Call-Off Schedule 2 (Staff Transfer) shall apply:

Part C

QUALITY PLAN

The Supplier must provide the Buyer with a Quality Plan within 30 Working Days

MAINTENANCE OF ICT ENVIRONMENT

The Supplier must provide a Maintenance Schedule to the Buyer for Approval within 30 Working Days

BUSINESS CONTINUITY AND DISASTER RECOVERY

In accordance with Call-Off Schedule 8 (Business Continuity and Disaster Recovery) Part B, the Supplier shall prepare and deliver a bespoke BCDR Plan for the Buyer's written approval at least 60 Working Days prior to the Start Date.

SECURITY REQUIREMENTS- To be agreed with successful supplier.

In accordance with Call-Off Schedule 9, Part B (Long Form Security Requirements) applies

BUYER'S SECURITY POLICY

Security Policy Compliance required:
Appended at Call-Off Schedule 9.

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

To be agreed with successful supplier.

in accordance with Call-Off Schedule 9 (Security) Part B (Long Form Security Requirements) the Buyer requires an ISMS but does not require a bespoke ISMS.]
or,

In accordance with Call-Off Schedule 9 (Security) Part B (Long Form Security Requirements) the Buyer requires a bespoke ISMS.

CLUSTERING

Not Applicable

SERVICE LEVELS AND SERVICE CREDITS

Service Credits will accrue in accordance with Call-Off Schedule 14 Part B (Long Form Service Levels and Service Credits)

The required Service Maintenance Level is Level 1/Level 2/Level 3/Level 4

The Service Credit Cap is: in accordance with Call-Off Schedule 14 (Service Levels

The Service Period is 1 Month

PERFORMANCE MONITORING

Additional performance monitoring required:
Not Applicable

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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[REDACTED]
[REDACTED]
[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month

PROGRESS MEETING FREQUENCY

On the first Working Day of each calendar month

OPERATIONAL BOARD

Not Applicable

KEY STAFF







To be included in Call-Off Schedule 7 (Key Supplier Staff) as appropriate.

KEY SUBCONTRACTOR(S)

To be included in Joint Schedule 6 (Key Subcontractor(s) as appropriate.

COMMERCIALLY SENSITIVE INFORMATION

To be included in Joint Schedule 4 (Commercially Sensitive Information) as appropriate.

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:	15/06/2023	Date:	15th June 2023.