



**Ministry
of Defence**

**DBS Mil Pers & Vets and
SPO Delivery Team**

Contract No:701548414

For

**RM3808-for the Supply of WIFI and
Telephony at Ilford Park Polish Home**

**Between the Secretary of State for Defence of the
United Kingdom of Great Britain and Northern
Ireland**

**Team Name and address:
DBS Mil Pers & Vets and SPO Delivery Team
Head Office Commercial**

**F10, Innsworth House, Imjin Bks, Innsworth,
Gloucester, GL3 1HW**

And

**Contractor Name and address:
SouthWest Communications Group Ltd**

**Communications House, Moor Lane, Exeter, Devon
EX2 7JF**

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

PART A: Further Competition Order Form Template

CALL-OFF REFERENCE: 701548414

THE BUYER: Ministry of Defence

BUYER ADDRESS Head Office Commercial, Innsworth House, Imjin Barracks, Gloucester GL3 1HW

SUPPLIER REFERENCE swcomms.SD.IPPH.060321A

THE SUPPLIER: SouthWest Communications Group Ltd

SUPPLIER ADDRESS: Communications House, Moor Lane, Exeter, Devon EX2 7JF

REGISTRATION NUMBER: 4266004843

DUNS NUMBER: 295001457

SID4GOV ID: Not known

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 2 August 2021.

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

CALL-OFF LOT(S):

LOT 2 & LOT 5

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 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)

- Joint Schedule 6 (Key Subcontractors)
- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)
- Call-Off Schedules for 701548414
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 11 (Installation Works)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 17 (MOD Terms)
 - Call-Off Schedule 20 (Call-Off Specification)

4. CCS Core Terms (version 3. 0.4)

5. Joint Schedule 5 (Corporate Social Responsibility)

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:

None

CALL-OFF START DATE 2 August 2021

CALL-OFF EXPIRY DATE 1 December 2024

CALL-OFF INITIAL PERIOD 40 months

CALL-OFF OPTIONAL EXTENSION PERIOD 1+1Years (total 24 months)

MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

90 days minimum period of notice

CALL-OFF DELIVERABLES

Option B: See details in Call-Off Schedule 20 (Call-Off Specification)
Pricing as per proposal swcomms.SD.IPPH.060321A.

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is £1 M.

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

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The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £65K estimated charges in the first 12 months of the Contract.

CALL-OFF CHARGES

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.

REIMBURSABLE EXPENSES

Not recoverable

PAYMENT METHOD

Purchase Orders raised using internal MoD CP&F system payment method(s)

BUYER'S INVOICE ADDRESS:

Name: REDACTED – PERSONAL INFORMATION

Role: DBS-Resources Finance Business Partner

Email address: REDACTED – PERSONAL INFORMATION

Address: #6108 Level 1 West, Oak Building, MOD Abbey Wood (North), BS34 8QW

ALL INVOICES TO BE SUBMITTED VIA THE MOD'S CONTRACTING,
PURCHASING AND FINANCE ELECTRONIC PURCHASING TOOL.

BUYER'S AUTHORISED REPRESENTATIVE

Name: REDACTED – PERSONAL INFORMATION

Role: Commercial Officer

Email address: REDACTED – PERSONAL INFORMATION

Address: DBS Mil Pers & Vets and SPO Delivery Team

Head Office Commercial, Innsworth House, Imjin Barracks

Gloucester GL3 1HW

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

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)

QUALITY PLAN

Not Applicable

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 A, the Supplier's BCDR Plan at Annex 1 will apply

SECURITY REQUIREMENTS

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

BUYER'S SECURITY POLICY

Security Policy Compliance required:

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

Not Applicable

CLUSTERING

Not Applicable

PERFORMANCE MONITORING

As specified in the Specification (SOR)

SUPPLIER'S AUTHORISED REPRESENTATIVE

Name: Personal – Redacted

Role: Senior Account Manager

Email address: Redacted personal information

Address: **SouthWest Communications Group Ltd, Communications House, Moor Lane.
Exeter, Devon EX2 7JF**

SUPPLIER'S CONTRACT MANAGER

Name: Personal - Redacted

Role: Commercial Manager

Email address: Redacted personal information

Address: As above

PROGRESS REPORT FREQUENCY

On the first and fifteenth working Day of each calendar month until installation is complete

PROGRESS MEETING FREQUENCY

To be asked for if there are any issues in the fortnightly progress report that need further discussion by both parties – by exception

OPERATIONAL BOARD

Not Applicable

COMMERCIALLY SENSITIVE INFORMATION

Not applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	Signed on original copy	Signature:	Signed on original copy
Name:		Name:	
Role:	Senior Account Manager	Role:	Commercial Officer DBS Mil Pers & Vets and SPO Commercial Delivery Team
Date:	3 August 2021	Date:	2 August 2021

Call-Off Schedule 17 (MOD Terms)

1 Definitions

- 1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

"MOD Terms and Conditions"	the terms and conditions listed in this Schedule;
"MOD Site"	shall include any of Her Majesty's Ships or Vessels and Service Stations;
"Officer in charge"	shall include Officers Commanding Service Stations, Ships' Masters or Senior Officers, and Officers superintending Government Establishments;

2 Access to MOD sites

- 2.1 The Buyer shall issue passes for those representatives of the Supplier who are approved for admission to the MOD Site and a representative shall not be admitted unless in possession of such a pass. Passes shall remain the property of the Buyer and shall be surrendered on demand or on completion of the supply of the Deliverables.
- 2.2 The Supplier's representatives when employed within the boundaries of a MOD Site, shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force for the time being for the conduct of staff at that MOD Site. When on board ship, compliance shall be with the Ship's Regulations as interpreted by the Officer in charge. Details of such rules, regulations and requirements shall be provided, on request, by the Officer in charge.
- 2.3 The Supplier shall be responsible for the living accommodation and maintenance of its representatives while they are employed at a MOD Site. Sleeping accommodation and messing facilities, if required, may be provided by the Buyer wherever possible, at the discretion of the Officer in charge, at a cost fixed in accordance with current Ministry of Defence regulations. At MOD Sites overseas, accommodation and messing facilities, if required, shall be provided wherever possible. The status to be accorded to the Supplier's staff for messing purposes shall be at the discretion of the Officer in charge who shall, wherever possible give his decision before the commencement of this Contract where so asked by the Supplier. When sleeping accommodation and messing facilities are not available, a certificate to this effect may be required by the Buyer and shall be obtained by the Supplier from the Officer in charge. Such certificate shall be presented to the Buyer with other evidence relating to the costs of this Contract.

Call-Off Schedule 17 (MOD Terms)

Call-Off Ref: 701548414

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- 2.4 Where the Supplier's representatives are required by this Contract to join or visit a Site overseas, transport between the United Kingdom and the place of duty (but excluding transport within the United Kingdom) shall be provided for them free of charge by the Ministry of Defence whenever possible, normally by Royal Air Force or by MOD chartered aircraft. The Supplier shall make such arrangements through the Technical Branch named for this purpose in the Buyer Contract Details. When such transport is not available within a reasonable time, or in circumstances where the Supplier wishes its representatives to accompany material for installation which it is to arrange to be delivered, the Supplier shall make its own transport arrangements. The Buyer shall reimburse the Supplier's reasonable costs for such transport of its representatives on presentation of evidence supporting the use of alternative transport and of the costs involved. Transport of the Supplier's representatives locally overseas which is necessary for the purpose of this Contract shall be provided wherever possible by the Ministry of Defence, or by the Officer in charge and, where so provided, shall be free of charge.
- 2.5 Out-patient medical treatment given to the Supplier's representatives by a Service Medical Officer or other Government Medical Officer at a Site overseas shall be free of charge. Treatment in a Service hospital or medical centre, dental treatment, the provision of dentures or spectacles, conveyance to and from a hospital, medical centre or surgery not within the Site and transportation of the Supplier's representatives back to the United Kingdom, or elsewhere, for medical reasons, shall be charged to the Supplier at rates fixed in accordance with current Ministry of Defence regulations.
- 2.6 Accidents to the Supplier's representatives which ordinarily require to be reported in accordance with Health and Safety at Work etc. Act 1974, shall be reported to the Officer in charge so that the Inspector of Factories may be informed.
- 2.7 No assistance from public funds, and no messing facilities, accommodation or transport overseas shall be provided for dependants or members of the families of the Supplier's representatives. Medical or necessary dental treatment may, however, be provided for dependants or members of families on repayment at current Ministry of Defence rates.
- 2.8 The Supplier shall, wherever possible, arrange for funds to be provided to its representatives overseas through normal banking channels (e.g. by travellers' cheques). If banking or other suitable facilities are not available, the Buyer shall, upon request by the Supplier and subject to any limitation required by the Supplier, make arrangements for payments, converted at the prevailing rate of exchange (where applicable), to be made at the Site to which the Supplier's representatives are attached. All such advances made by the Buyer shall be recovered from the Supplier.

3 DEFCONS and DEFFORMS

- 3.1 The DEFCONS and DEFORMS listed in Annex 1 to this Schedule are incorporated into this Contract.

Framework Ref: RM3808

Project Version: v1.0

Model Version: v3.0

Call-Off Schedule 17 (MOD Terms)

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- 3.2 In the event of a conflict between any DEFCONs and DEFFORMS listed in the Order Form and the other terms in a Call-Off Contract, the DEFCONs and DEFFORMS shall prevail.

Annex 1

DEFCON 522 11/17	Payment and recovery of sums due
DEFCON 539 08/13	Transparency
DEFCON 656a 08/16	Termination for Convenience (under £5m)
DEFCON 76	Contractors' Personnel at Govt. Establishments

ANNEX 1 - DEFCONS & DEFFORMS

The full text of Defence Conditions (DEFCONS) and Defence Forms (DEFFORMS) are available electronically via <https://www.gov.uk/acquisition-operating-framework>.

The following MOD DEFCONS and DEFFORMs form part of this contract:

DEFCONS

DEFCON No	Version	Description
DEFCON 522	11/17	Payment and recovery of sums due
DEFCON 539	08/13	Transparency
DEFCON 656A	08/16	Termination for Convenience (under £5m)
DEFCON 76		Contractors' Personnel at Govt. Establishments

DEFFORMs (Ministry of Defence Forms)

DEFFORM No	Version	Description
DEFFORM 111		Appendix to contract addresses and other information
DEFFORM 539A		Tenderers' Commercially Sensitive Information Form

Call-Off Schedule 20 – Call-Off Specification

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyer under this Call-Off Contract



Ilford Park Polish Home (IPPH) Digitalisation

16/4/2021

STATEMENT OF REQUIREMENT FOR WI-FI AND TELEPHONY AT ILFORD PARK POLISH HOME (IPPH)

Section 1 General Description

DBS is responsible for running Ilford Park Polish Home (IPPH) that cares for Polish WW2 veterans and their dependents at a site near Exeter.

IPPH have been struggling for several years with poor Wi-Fi and obsolete telephony. The telephony system no longer meets health and safety standards putting both staff and residents at risk.

In order to better inform the Authority of the updates required to improve the Wi-Fi and Telephony, a survey was conducted and published on 6th Jan 2021. This can be found in **Annex A**.

This provides a good overview of the existing technology and the problems that need addressing.

Section 2 Key System Requirements and Deliverables

The following information details the key requirements and deliverables:

Framework Schedule 20 (Call-Off Specification)

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Wi-Fi/Network

- Install a new wireless network with full building coverage;
 - 2.4GHz and 5GHz, at a signal strength of -67Db or better
 - Install sufficient power and network connectivity, whether wireless or mesh, to support the network devices.
 - Utilise the existing BT-provided internet connection. Note that the survey indicates a direct connection to MOD – this is incorrect and is actually a standard internet connection.
 - Create a minimum of two SSIDs – one for Organisational use and one for Guest/Patient/Personal Staff Use.
 - Provide a staff-accessible portal for managing the network
 - Enable a minimum of 1080p streaming for televisions in all day rooms (>5Mb/s)
 - Ensure capable TVs and Corporate Devices are connected to the organisational SSID, accompanied with written/electronic instructions for staff, enabling them to connect further devices in the future without external support.
 - Ensure a minimum of WPA2 is used for securing the network.
 - Remove all disused equipment (ensuring any smaller wired/wireless networks are left in place and working) and leave in a location identified by the staff for later collection and disposal by MOD.
 - Provide ongoing, 24/7 technical support for the solution for the duration of the contract with an onsite engineer provided within four hours, if necessary, to support any technical issues.
- Renovate the supporting hardware stack
 - Remove all redundant/offline devices from the server rack
 - Ensure that the Department for Work and Pensions (DWP) network is left in working order after any changes
 - Replace the Cisco Catalyst 2950 24-port switch with a suitable alternative, with sufficient ports to work with either the Mesh or the Wired Wi-Fi access points as determined by the supplier
 - Confirm the Cisco 2600 Router is non-operational and remove if so.
 - Reattach the Cabinet-Front Door earth strap
 - Tidy network cabling properly at rear of server rack to enable door closure
 - Repair/Replace damaged wall network ports and ensure labelling is correct on all

Telephony

- Replace the existing phone system with a modern, hosted replacement, with support for the hardware available for at least 3 years from installation.
- Ensure existing telephone numbers are ported to the new solution.
- Provide power and network connectivity to enable handset operation (the solution may use the new wireless network for connectivity and existing power sockets where available)
- Utilise the existing BT-provided internet connection. Note that the survey indicates a direct connection to MOD – this is incorrect and is actually a standard internet connection.
- Ensure solution is legally compliant, for example with regards to contacting emergency services.
- Configure the network with Quality of Service (QoS) to ensure call quality.
- Ensure support for the same functions as currently enabled – reference Annex B, site survey.
- Configure in same way as current IPPH solution in terms of hunt groups/ring groups etc.

Framework Schedule 20 (Call-Off Specification)

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- Remove all existing hardware and place in location identified by staff, ready for collection and disposal by MOD.
- Ensure the handsets consist of 10 desktop and 16 wireless roaming devices (not DECT). The new wireless service may be used.
- The existing UPS must be replaced with a model capable of supporting a minimum of one handset and maintaining calling capability for a minimum of 4 hours.
- Provide ongoing, 24/7 technical support for the solution for the duration of the contract with an onsite engineer provided within four hours, if necessary, to support any technical issues.

The implementation period, of work listed above, is required to be completed within 4 months. The 3-year support element for the service will begin once the implementation stage has completed and the new systems are 'Live'.

Annexes

Annex A – Survey Report dated 06/01/2021

Annex B – Survey Floorplan of IPPH

PREFACE

This Statement of Requirement (SOR) has been prepared by the project team for IPPH Digitalisation using the survey results provided by an external contracted company. The purpose of the document is to define the contractual requirements for fitting Wi-Fi and Telephony at Ilford Park Polish Home.

The following security caveats are applicable

Existence of the programme

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Contents of this SOR

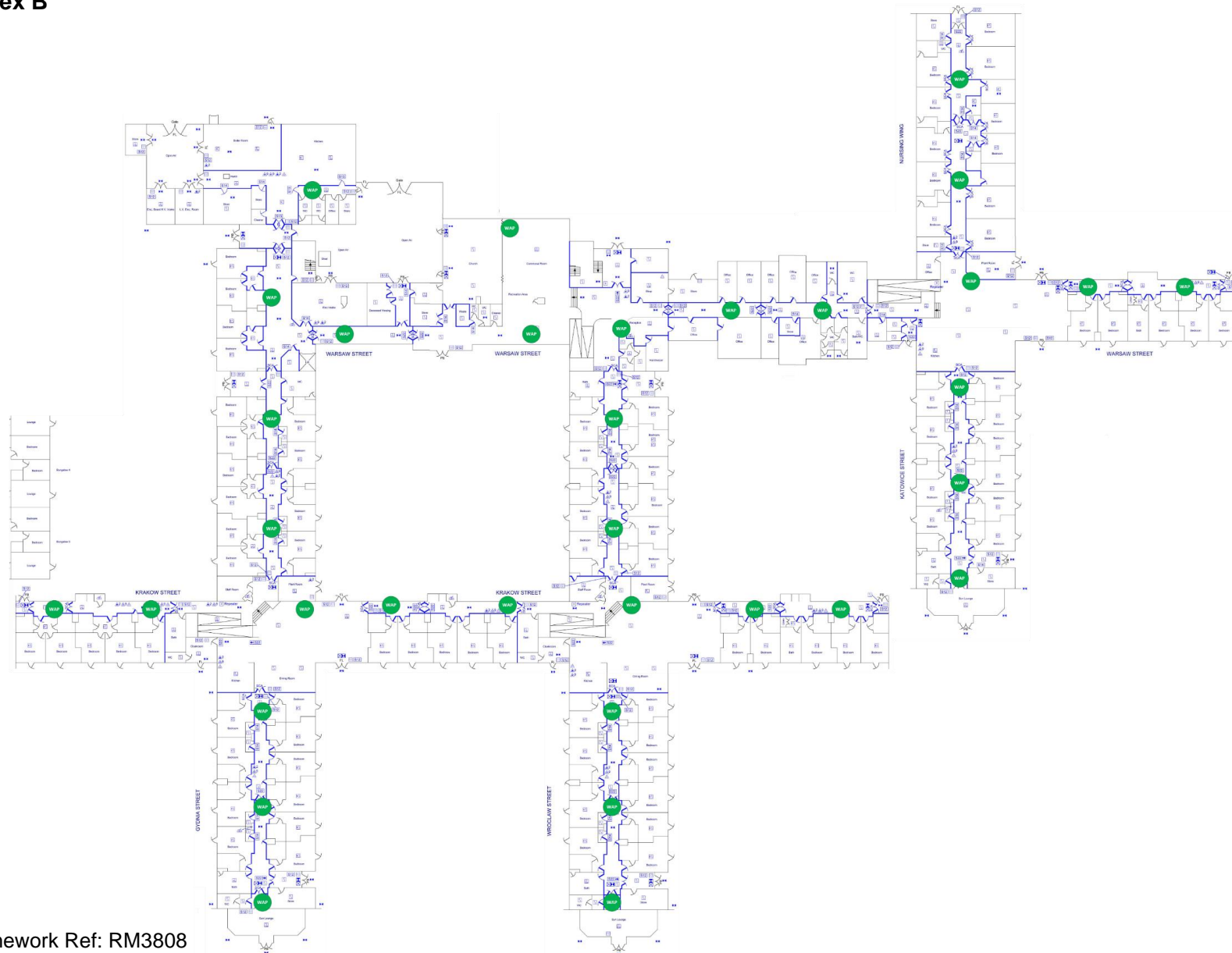
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unless otherwise stated

Compiled by Jon Dodsworth (SRO)

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



Framework Ref: RM3808
Project Version: v1.0
Model Version: v3.0