



**CALL-OFF FORM TO ENTER INTO A CALL-OFF CONTRACT UNDER THE PSN SERVICES FRAMEWORK AGREEMENT
(reference RM1498):**

Dated 16th November 2014 Reference number MR231214 90023391

- (1) **Ministry of Justice** whose principal place of business is at 102 Petty France, London, SW1H 9AJ (the **"Customer Authority"**); and
(2) **Vodafone Limited** (Company Number: 1471587) whose registered address is at Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN (the **"Contractor"**).

1 DEFINITIONS AND INTERPRETATION

- 1.2 The Commencement Date shall be the date of Vodafone's signature of this Call-Off Order Form.

2 TERMS OF CONTRACT

- 2.1 This Call-Off Form and its appendices, the Sample Call-Off Order Form, together with the Call-Off Terms (including the Schedules to the Call-Off Terms) shall constitute a Call-Off Contract.
2.2 The Call-Off Terms are enhanced by and subject to the contents of this Call-Off Form (including any of its appendices) and, where a term of condition is omitted in this Call-Off Form, the contents of the Sample Call-Off Form (including any of its appendices).

6 GOVERNING LAW AND JURISDICTION

Not used

APPENDIX 1: INDIRECT CUSTOMERS

Section Not Applicable

APPENDIX 2: INFORMATION REQUIRED FOR CALL-OFF TERMS

1 REPRESENTATIVES AND KEY PERSONNEL

- 1.1 For the purposes of Clause 20.1 of the Call-Off Terms, the Customer Authority Representative shall be **"MoJ Commercial & Contracts Management - Technology & Digital(BAU"**
1.2 For the purposes of Clause 20.1 of the Call-Off Terms, the Contractor Representative shall be: [REDACTED] – responsibilities as per sample call-off.
1.3 In accordance with Clause 26.5 of the Call-Off Terms, the Parties have agreed the appointment of the following Key Personnel:
Contractor : [REDACTED] Customer Authority: **"MoJ Commercial & Contracts Management - Technology & Digital(BAU"**

2 OTHER CUSTOMER AUTHORITY PERSONNEL

Customer Authority Service Manager: **"MoJ Commercial & Contracts Management - Technology & Digital(BAU)"** .
Customer Authority PSN Services Contract Manager [REDACTED]
Customer Authority's Change Manager: **"MoJ Infrastructure Services"**

7 INDIRECT CUSTOMERS:

None

8 CUSTOMER AUTHORITY AGENT(S)

None

9 NOTICES

In accordance with Clause 59.4 of the Call-Off Terms, the following addresses and other details for service of notices shall apply:
Customer Authority: **"MoJ Commercial & Contracts Management - Technology & Digital(BAU)"** , 102 Petty France, London, SW1H 9AJ



APPENDIX 3: SERVICE REQUIREMENTS AND CONTRACTOR SERVICE DESCRIPTIONS

PART A: SERVICE REQUIREMENTS

The Initial Term shall begin on the Commencement Date and finish at the end of the minimum commitment applicable to the particular service utilised by the Customer Authority as set out in the Contractor's Service Catalogue.

Customer Authority may submit further orders from Contractor's Service Catalogue pursuant to this Order Form via the Contractor account manager.

Where any pager connection is terminated prior to the expiry of its 'Minimum Term' (specified in Appendix 10 (Charging and Invoicing) below), per pager connection the Customer Authority shall pay to Vodafone a lump sum termination payment calculated as: The 'Indirect/Bureau Access Charge' fees (specified in Appendix 10 (Charging and Invoicing) below) that would have been payable for that pager connection up to the expiry of the 'Minimum Term' per pager connection;

The pager Service will be as set out in the PSN Services Agreement in addition to the following provisions:

Ref	REQUIREMENT															
OVERALL REQUIREMENTS																
OR01	The Contractor will deliver a pager Service to: provide to existing and new approved End Users a pager from a UK provider meeting the specification pre-approved by the Customer Authority's security team; provide associated support via the Contractor's Service Desk; and supply a quarterly invoice together with usage data of the pager Service.															
OR02	The Contractor shall provide support for the pager Service for a fixed period of 24 months from the agreed effective date.															
OR03	Not used															
OR04	The Contractor will confirm compliance with all Customer Authority agreed policies, procedures and standards as they relate to the provision of pager Services.															
OR05	The Contractor will provide 98% population coverage across England and Wales with its paging Service.															
SERVICE SUPPORT																
SS01	The Contractor shall provide support for the pager Service Monday to Friday 8:00 to 18:00 excluding public holidays, with the ability to raise an incident via the Contractor's Service Desk 24 x 7 x 365															
SS02	The Contractor will provide the Contractor's Service Desk based in the UK.															
SS03	<p>The Contractor shall target achievement of the following key performance indicators (KPIs):</p> <ul style="list-style-type: none">• Re-assignment of an existing paging device – 2 days (48 hours)• Provisioning of a standard new pager or cease existing connection – 6 days (144 hours)• Replacement of an existing standard pager – 5 days (122 hours) <p>KPIs are measurable from the time the request is logged by the Contractor's Service Desk until closed.</p>															
SS04	Incidents will be categorised by severity of failure. Severity terms are described in terms of the impact as follow: The Contractor shall resolve incidents in accordance with the levels as outlined below:															
	<table><tr><th>Incident</th><th>Target Response</th><th>Target Resolve</th></tr><tr><td>P1 (meaning, with the exception of Incidents resulting in reduced coverage, multiple End Users or emergency services are impacted)</td><td>15min</td><td>4 hours</td></tr><tr><td>P2 (meaning multiple End Users or emergency services suffer from reduced coverage)</td><td>15min</td><td>8 hours</td></tr><tr><td>P3 (meaning that only one Site or End User is impacted)</td><td>4 Hours</td><td>24 hours</td></tr><tr><td>P4 (meaning that Service is not impacted)</td><td>8 Hours</td><td>48 hours</td></tr></table>	Incident	Target Response	Target Resolve	P1 (meaning, with the exception of Incidents resulting in reduced coverage, multiple End Users or emergency services are impacted)	15min	4 hours	P2 (meaning multiple End Users or emergency services suffer from reduced coverage)	15min	8 hours	P3 (meaning that only one Site or End User is impacted)	4 Hours	24 hours	P4 (meaning that Service is not impacted)	8 Hours	48 hours
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P3 (meaning that only one Site or End User is impacted)	4 Hours	24 hours														
P4 (meaning that Service is not impacted)	8 Hours	48 hours														



SS05	The Contractor will provide details of how it will handle lost and stolen paging devices, including how long the action will take following notification.
SS06	The Contractor will be able to remotely and promptly upon request render the paging devices inoperable in the event they are compromised – and will confirm how long this action would take following notification.
SS07	Quarterly, the Contractor will create itemised reports and summarised reports, sorted by cost centre and business unit codes. The data will be grouped by cost centre and business unit code to enable the Customer Authority to carry out internal cross-charging at a local level. The following reports will be provided : Zero Usage Report; Summary Report; Unitary Charge Report.
SS08	The Contractor will record information on allocated pagers, including serial number, make and model, pager number, cost centre and business unit code. These details will be available to the Customer Authority, and will assist with service restoration and to provide data to support the quarterly invoice service.
SS09	The Contractor will provide information on Contractor's Service Desk usage including: <ul style="list-style-type: none"> • Number of calls logged • Time to answer calls • Time to resolve calls • Time outstanding of oldest call
SS10	The Contractor will not be required to provide formal general user training. However, the Contractor will on occasion be required to provide additional assistance to high profile End Users for example, but not limited to, helping an End User with device functionality.
PRODUCTS/ DEVICES	
PD01	The Contractor will provide an approved pager device, End User account and pager Service to designated and approved End Users (the Customer Authority will ensure the appropriate approval levels are obtained before the request is submitted to the Contractor).
PD02	Deleted as not applicable
PD03	The Contractor will ensure approved pagers remain available for issue at all times.
PD04	The Contractor will arrange for a faulty, lost or stolen pager to be replaced.
PD05	If a pager is found to be faulty but the fault is not as a result of End User neglect or damage, and provided the device is within the manufacturer's warranty period (if applicable), then the Contractor will arrange for the pager to be replaced free of charge. Faulty devices that can be repaired will be retained by the Contractor.
PD06	If a pager has been physically damaged by the End User or stolen then the Customer Authority will be liable for a charge based on the age of the device. The Contractor will submit a one off charge to the Customer Authority for each damaged device.
PD07	The Contractor will provide information on its asset management policy e.g. re-deploying equipment and/or issuing new equipment.
PD08	The Contractor will ensure new pagers are acquired, tested and made available in a timely manner to help ensure End User items are not at the end of their service life.
PD09	There will be no requirement for a reserve stock of pagers held by the Contractor.
INFORMATION ASSURANCE, SECURITY AND DATA PROTECTION	
IA01	The Contractor will comply with agreed general policies relating to information assurance, security and data protection.
TRANSITION	
[Not used]	
INVOICING	
IN01	The Contractor will provide a quarterly invoice for the pager Service.
IN02	Following the commencement of the Services, the Customer Authority shall pay the Service Charges to the Contractor for all Services in each month from the Effective Date in accordance with agreed payment terms.
IN03	The Contractor will record details of all chargeable fault calls which will be recovered from the Customer Authority, and provide supporting data within the quarterly invoice.



PART B: CONTRACTOR SERVICE DESCRIPTION

WordCall Bureau Service as set out in Contractor's Service Catalogue

APPENDIX 10: CHARGING AND INVOICING

2 SERVICE CHARGES

Service Name	Indirect/Bureau Access Charge	Minimum Term (months)	Volume Discount %
Word 4 line pager rental / Service	■	■	■

6 SUPPORTING DOCUMENTATION

In accordance with Paragraph 2.6 of Part B of Schedule 5.1 (Charges and Invoicing) of the Call-Off Terms, the address to which all invoices and Supporting Documentation shall be sent is as follows: **PO BOX 697 CAERLEON HOUSE, CLEPPA PARK, NEWPORT, SOUTH WALES, NP10 8ZF**

APPENDIX 11: BENCHMARKING

1. APPOINTMENT OF BENCHMARKER

Organisations Name

Address

None

N/A

SIGNED by or on behalf of the Parties on the date set out above:

For and on behalf of the Customer Authority:

Name and Title	
Signature	
Date	

For and on behalf of the Contractor:

Name and Title	
Signature	
Date	