

## Schedule 3: Call-Off Contract

### PART 1 – ORDER FORM

**UK Research & Innovation**

**Stone Technologies Limited**  
**Granite One Hundred, Acton Gate, Stafford, Staffordshire, ST18 9AA**  
**(Registered No. 02658501)**

Friday 9<sup>th</sup> February 2024

Dear Sirs

#### Call-Off Contract for the supply of Goods


- 1 Further to the Framework Agreement dated 01/11/2022, we wish to instruct you to supply the Goods and Services described below in accordance with the terms of the Framework Agreement, this Order Form and the Call-Off Terms and Conditions, as further set out and described in Brief attached at Annex A.
- 2 The particulars of this Call-Off Contract are set out below:

Item	Description								
<b>Order Form Reference:</b> (Front page of Call-Off Terms and Conditions)	The Order Form Reference is [REDACTED]								
<b>Parties</b>	<b>Between:</b>  (1) <b>UK Research &amp; Innovation</b> ) whose registered office is at Polaris House, North Star Avenue, Swindon SN2 1FF ( <b>Customer</b> ); and  (2) <b>Stone Technologies Limited</b> (company number 02658501) whose registered office is at Granite One Hundred, Acton Gate, Stafford, Staffordshire, ST18 9AA ( <b>Supplier</b> ).								
<b>Call-Off KPIs</b> (Cl. Error! Reference source not found.)	<table><tr><th>Performance Target</th><th>Key Indicator</th><th>Performance Measure</th></tr><tr><td>Guarantee to deliver all Goods covered under this Contract within the lead-times specified to member</td><td>Delivery of Goods</td><td>95% of Goods delivered on time in full</td></tr></table>			Performance Target	Key Indicator	Performance Measure	Guarantee to deliver all Goods covered under this Contract within the lead-times specified to member	Delivery of Goods	95% of Goods delivered on time in full
Performance Target	Key Indicator	Performance Measure							
Guarantee to deliver all Goods covered under this Contract within the lead-times specified to member	Delivery of Goods	95% of Goods delivered on time in full							

	locations throughout the UK.			
	Stock availability of products listed in the catalogue throughout the Term (of this Contract)	Product Availability	95% of Goods available at all times	
	Product reliability rectification	In-field failure rate of Goods under warranty	No more than 2% Dead on Arrival (30 days of Delivery) and 2% First Year Failure Rate	
	Defects rectification within stated times	On-site warranty defects rectified in 2 working days, C&R warranty defects rectified in 10 days	95%	
	Written response including all reasonable endeavours towards closure to all urgent issues within 24 hours of notification from Participating Consortia.	Provision of Written Response	95%	
	Written response including all reasonable endeavours towards closure to all non-urgent issues within 72 hours of notification from Participating Consortia.	Provision of Written Response	95%	
	Invoice accuracy.	Accuracy	95% of all invoices are submitted accurately	
	Invoice timeliness.	Timeliness	95% of all invoices are submitted on time	
	Resolution of invoice queries	Provision of Response and closure of query	100% of all invoice queries resolved within 7 days of notification	
	Reliability of all ordering systems utilised under this	Availability and Down Time	Ordering systems are reliable 97% of the time during	

	Contract including online ordering system, telephone, email and punch out from e-marketplace		the Term (of this Contract) (excluding pre-notified maintenance periods)	
	Response to Mini-Competition within the time set out by the Customer	Provision of Written Response	Responding to 90% of in-scope Mini-Competitions where a fair and reasonable time to respond has been given	
<b>Charges</b> (Cl.1.1)	The Charge(s) for this Order is: £836,309.30 (Eight hundred thirty-six thousand three hundred nine pounds and thirty pence) GBP excluding VAT.			
<b>Adjustments to the Charges</b> (Cl.1.1)	The Charge(s) are fixed for the duration of this Call-Off Contract.			
<b>Contract End Date</b> (Cl. Error! Reference source not found.)	Means:  The contract shall expire on 09/03/2027.			
<b>Customer Liability Cap</b> (Cl. 1.1)	100% of the Order value, to a maximum of [REDACTED] unless mutually agreed otherwise by the Customer and the Supplier.			
<b>Delivery Date(s)</b> (Cl. Error! Reference source not found.)	The Supplier shall deliver the Goods by the following date(s):			
<b>Defects Rectification Period</b> (Cl. Error! Reference source not found.)	<p>In respect of the Goods to be supplied under this Call-Off Contract, the period ending <b>36 (thirty-six) months</b> after the Customer has accepted that the Goods as meeting the requirements of the Contract or as otherwise stated under this Call-Off Contract.</p> <p>For clarification, this includes monitors/displays. All remaining accessories will be covered by their underlying manufacturer's warranty unless otherwise agreed by the Customer and Supplier.</p> <p>Remedied Defects shall be covered by this Contract for a period not less than 6 (six) months from acceptance by the Customer.</p>			

	Laptop batteries are included within the Defects Rectification Period to a maximum of 36 (thirty-six) months and 500 (five hundred) charging cycles, whichever applies first. A Defect battery shall be deemed to be one holding less than a 30% charge against its initial properties.
<b>Goods</b> (Cl. Error! Reference source not found.)	<p>The Goods to be supplied under this Call-Off Contract are as follows:</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
<b>Premises</b> (Cl. Error! Reference)	The Goods are to be delivered to and/or the are to be supplied at

<b>source not found.)</b>	Granite One Hundred, Acton Gate, Stafford, Staffordshire, ST18 9AA, or Polaris House, North Star Avenue, Swindon SN2 1FF.
<b>Services</b> (Cl. Error! Reference source not found.)	N/A
<b>Services Commencement Date</b> (Cl. Error! Reference source not found.)	N/A
<b>Services End Date</b> (Cl. Error! Reference source not found.)	N/A
<b>Supplier Liability Cap</b> (Cl. 1.1)	As stated in the Agreement.
<b>Instalments</b> (Cl. Error! Reference source not found.)	N/A
<b>Notices</b> (Cl. 18)	<p>Any written notice provided under Clause 18 shall be sent:</p> <p>In the case of the Customer</p> <p>To: Polaris House, North Star Avenue, Swindon SN2 1FF</p> <p></p> <p>Marked for the attention of: DDaT Procurement</p> <p>In the case of the Supplier</p> <p>To: Granite One Hundred, Acton Gate, Staffordshire, ST18 9AA</p> <p>Matthew.Dewhirst@stonegroup.co.uk</p> <p>Marked for the attention of: Matthew Dewhirst</p>

<b>Data Protection Particulars (Schedule 4)</b>	N/A
---	-----

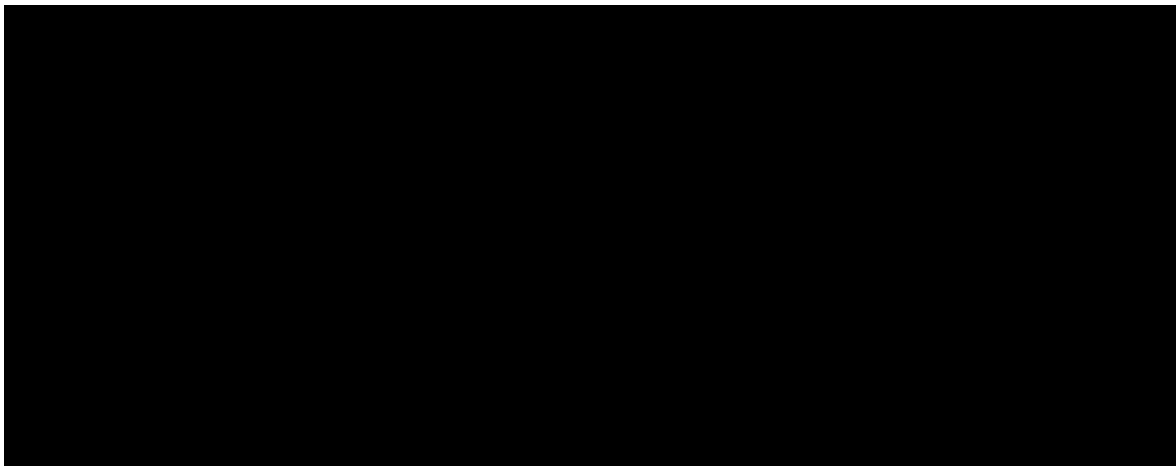
- 3 This Call-Off Contract incorporates all the terms and conditions of the Framework Agreement.
- 4 For the avoidance of doubt where you have carried out any work prior to the date of this Call-Off Contract in any way related to the Goods and Services to be supplied under this Call-Off Contract the terms and conditions of this Call-Off Contract and the Framework Agreement shall apply in respect of such work.
- 5 Words and expressions which are defined in the Framework Agreement shall have the same meaning in this Call-Off Contract unless expressly defined otherwise here.
- 6 You must not make any amendments to the Call-Off Terms and Conditions.
- 7 Nothing in this Call-Off Contract shall confer or purport to confer on any third party any benefit or the right to enforce any term of this letter pursuant to the Contracts (Rights of Third Parties) Act 1999.

Please sign and return the attached copy of this Order Form to signify your acceptance of its contents;

Please also sign and return the attached two copies of the Call-Off Terms and Conditions. We will sign Call-Off Terms and Conditions and date them as agreed between ourselves and will return one of the dated copies to yourselves.

Yours faithfully

Accepted and acknowledged by:



**Annex A: Brief**

