

# Order Form and Call-Off Contract between DA Languages and Advisory, Conciliation and Arbitration Service

## Order Form

CALL-OFF REFERENCE:	GSS24527
THE BUYER:	Advisory, Conciliation and Arbitration Service
BUYER ADDRESS	14 Westfield Avenue, Stratford, London, E20 1HZ
THE SUPPLIER:	D A Languages Limited
SUPPLIER ADDRESS:	Suite 4a Statham House Talbot Road, Stretford, Manchester, M32 0FP
DUNS NUMBER:	856142468
REGISTRATION NUMBER:	06207784
SID4GOV ID:	307803

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables [REDACTED]

It's issued under the Framework Contract with the reference number GSS24527 for the provision of Acas Language Services.

CALL-OFF LOT:

**Lot 1: National Managed Service - RM6141 Framework**

## 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) RM6141
3. The following Schedules in equal order of precedence:
  - Joint Schedules for RM6141
    - o Joint Schedule 1 (Definitions)
    - o Joint Schedule 2 (Variation Form)
    - o Joint Schedule 3 (Insurance Requirements)
    - o Joint Schedule 4 (Commercially Sensitive Information)
    - o Joint Schedule 10 (Rectification Plan)
    - o Joint Schedule 11 (Processing Data)
  - Call-Off Schedules for RM6141
    - o Call-Off Schedule 2 (Staff Transfer)
    - o Call-Off Schedule 3 (Continuous Improvement)
    - o Call-Off Schedule 5 (Pricing Details)
    - o Call-Off Schedule 7 (Key Supplier Staff)
    - o Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
    - o Call-Off Schedule 9 (Security)
    - o Call-Off Schedule 10 (Exit Management)
    - o Call-Off Schedule 14 (Service Levels)
    - o Call-Off Schedule 20 (Call-Off Specification)
4. CCS Core Terms (version 3.0.8)
5. Joint Schedule 5 (Corporate Social Responsibility) RM6141
6. Call-Off Schedule 4 (Call-Off Tender)

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

None

CALL-OFF START DATE: **Wednesday 27th November 2024**

CALL-OFF EXPIRY DATE: **Thursday 26<sup>th</sup> November 2026**

CALL-OFF INITIAL PERIOD: **2 Years +1 +1**

## CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Call-Off Specification)

## 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 £60,000.00 Ex VAT in the first 12 months of the Contract.

**CALL-OFF CHARGES**

See details in Call-Off Schedule 5 (Pricing Details)

**REIMBURSABLE EXPENSES**

None

**PAYMENT METHOD**

BACS payment monthly in arrears

**BUYER'S INVOICE ADDRESS:**

[REDACTED]  
[REDACTED]

**BUYER'S AUTHORISED REPRESENTATIVE**

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

**BUYER'S ENVIRONMENTAL POLICY**

None

**BUYER'S SECURITY POLICY**

None

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

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

**SUPPLIER'S CONTRACT MANAGER**

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

**BUYER'S CONTRACT MANAGER**

**PROGRESS REPORT FREQUENCY**

On the 10<sup>th</sup> Working Day of each calendar month

**PROGRESS MEETING FREQUENCY**

Quarterly on the 15<sup>th</sup> Working Day of each quarter

**KEY SUBCONTRACTOR(S) Not**

applicable

**COMMERCIALLY SENSITIVE INFORMATION**

See details in Joint Schedule 4 (Commercially Sensitive Information)

**SERVICE CREDITS**

Service Credits will accrue in accordance with Call-Off Schedule 14 (Service Levels).

**ADDITIONAL INSURANCES Not**

applicable

**GUARANTEE Not**

applicable

**SOCIAL VALUE COMMITMENT Not**

applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	