

**Call-Off Schedule 5 (Pricing Details)**

Call-Off Ref:

Crown Copyright 2018

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

### **Order Form**

CALL-OFF REFERENCE:	<b>Bulk Peripherals catalogue 24 -26 Project_26350</b>
THE BUYER:	<b>Department for Work and Pensions</b>
BUYER ADDRESS	<b>Caxton House, Tothill Street, Westminster, London SW1 9HA</b>
THE SUPPLIER:	<b>Computacenter (UK) Ltd.</b>
SUPPLIER ADDRESS:	<b>Computacenter Ltd. Hatfield Avenue. Hatfield AL10 9TW</b>
REGISTRATION NUMBER:	<b>01584718</b>
DUNS NUMBER:	<b>22-602-3463</b>
SID4GOV ID:	<b>Not Applicable</b>

## APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 07/06/2024  
It's issued under the Framework Contract with the reference number RM6098 for the provision of  
Technology Products & Associated Service 2.

### CALL-OFF LOT(S):

Lot 2 Hardware

### 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.

Framework Ref: RM6098

Project Version: v1.0

1

Model Version: v3.1

2. Joint Schedule 1 (Definitions and Interpretation) RM6098

3. Framework Special Terms

4. The following Schedules in equal order of precedence:

- Joint Schedules for RM6098

- Joint Schedule 2 (Variation Form)
- Joint Schedule 4 (Commercially Sensitive Information)
- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data) **N/A**

- Call-Off Schedules for RM6098

- Call-Off Schedule 1 (Transparency Reports)
- Call-Off Schedule 3 (Continuous Improvement)
- Call-Off Schedule 5 (Pricing Details)
- Call-Off Schedule 15 (Call-Off Contract Management)
- Call-Off Schedule 16 (Benchmarking)
- [Call-Off Schedule 20 (Call-Off Specification)

5. CCS Core Terms (version 3.0.11) as amended by the Framework Award Form

6. Joint Schedule 5 (Corporate Social Responsibility) RM6098

7. Call-Off Schedule 4 (Call-Off Tender) (**SEE APPENDIX (SCOPE OF SERVICE)**) 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.

## Call-Off Schedule 5 (Call-Off Pricing)

Crown Copyright 2017



Crown  
Commercial  
Service

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:

CALL-OFF START DATE: **10/06/2024**

CALL-OFF EXPIRY DATE: **09/06/2026**

CALL-OFF INITIAL PERIOD: **2 YEARS**

EXTENSION PERIOD: **NON COMMITTED 12 MONTHS**

### CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Call-Off Specification).  
Catalogue Call off contract for Bulk Peripherals.

### LOCATION FOR DELIVERY

Delivery will be to UK address specified by the Buyer at point of order. For the avoidance of doubt, the Buyer may request delivery of the devices in multiple batches.

Title to Goods is transferred to the Buyer on payment to the Supplier in full.

### DATES FOR DELIVERY

Delivery date details

### TESTING OF DELIVERABLES

Not Applicable

### WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 12 (twelve) months manufacturer warranty as standard

### MAXIMUM LIABILITY

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

The Estimated Year 2 Charges used to calculate liability in the Contract is equivalent to the total bid cost estimated at £6,663,890.00 inc. VAT. The total contract value for this agreement including optional 1 year extension is £9,000,000.00 inc. VAT subject to further governance.

## Call-Off Schedule 5 (Call-Off Pricing)

Crown Copyright 2017

### CALL-OFF CHARGES

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

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

- Benchmarking using Call-Off Schedule 16 (Benchmarking)
- Specific Change in Law
- Twice Yearly review as stated in Call-Off Schedule 5 (Pricing Details)

### REIMBURSABLE EXPENSES

None

### PAYMENT METHOD

Payment method BACS

### BUYER'S INVOICE ADDRESS:

REDACTED

### BUYER'S AUTHORISED REPRESENTATIVE

REDACTED

### BUYER'S ENVIRONMENTAL POLICY

Not applicable for standard supply transactions.

### BUYER'S SECURITY POLICY

DWP Information Security Policy version 1

DWP Acceptable Use Policy version 2.5

DWP Physical Security Policy version 2.0 DWP Information Management Policy version 4.1

Available at:

<https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards>  
<https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards>



SUPPLIER'S CONTRACT MANAGER

REDACTED

PROGRESS REPORT FREQUENCY

To be confirmed once contract is in place

PROGRESS MEETING FREQUENCY

To be confirmed once contract is in place

KEY STAFF

REDACTED

KEY SUBCONTRACTOR(S)

N/A

COMMERCIALLY SENSITIVE INFORMATION

Supplier's pricing and/or any Supplier specific solution(s) for the period of the Call-Off Term +2 years

SERVICE CREDITS

Not applicable

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:	<i>Redacted</i>	Signature:	<i>Redacted</i>
Name:		Name:	
Role:		Role:	
Date:		Date:	

## Joint Schedule 2 (Variation Form)

This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract)

Contract Details	
This variation is between:	<b>[delete]</b> as applicable: CCS / Buyer] (" <b>CCS</b> " " <b>the Buyer</b> ") And <b>[insert]</b> name of Supplier] (" <b>the Supplier</b> ")
Contract name:	<b>[insert]</b> name of contract to be changed] (" <b>the Contract</b> ")
Contract reference number:	<b>[insert]</b> contract reference number]
Details of Proposed Variation	
Variation initiated by:	<b>[delete]</b> as applicable: CCS/Buyer/Supplier]
Variation number:	<b>[insert]</b> variation number]
Date variation is raised:	<b>[insert]</b> date]
Proposed variation	
Reason for the variation:	<b>[insert]</b> reason]

## Call-Off Schedule 5 (Call-Off Pricing)

Crown Copyright 2017



Crown  
Commercial  
Service

An Impact Assessment shall be provided within:	[insert number] days
<b>Impact of Variation</b>	
Likely impact of the proposed variation:	[Supplier to insert assessment of impact]
<b>Outcome of Variation</b>	
Contract variation:	This Contract detailed above is varied as follows: <ul style="list-style-type: none"><li>• [CCS/Buyer to insert original Clauses or Paragraphs to be varied and the changed clause]</li></ul>
Financial variation:	Original Contract Value: £ [insert amount]
	Additional cost due to variation: £ [insert amount]
	New Contract value: £ [insert amount]

1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by [delete] as applicable: CCS / Buyer]
2. Words and expressions in this Variation shall have the meanings given to them in the Contract.
3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.
- 4.

Signed by an authorised signatory for and on behalf of the [delete] as applicable: CCS / Buyer]

Signature

Date

Name (in Capitals)

Address

.....  
Signed by an authorised signatory to sign for and on behalf of the Supplier

Signature

Date

Name (in Capitals)

Address

## Joint Schedule 4 (Commercially Sensitive Information)

1. **What is the Commercially Sensitive Information?**

1. In this Schedule the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA and the EIRs.
2. Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Schedule applies in the table below and in the Order Form (which shall be deemed incorporated into the table below).
3. Without prejudice to the Relevant Authority's obligation to disclose Information in accordance with FOIA or Clause 16 (When you can share information), the Relevant Authority will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:

No.	Date	Item(s)	Duration of Confidentiality
001	30/05/2024	All tender responses	Length of total contract plus 2 years
002	30/05/2024	All pricing information	Length of total contract plus 2 years
003	30/05/2024	All personal information	Length of total contract plus 2 years
004	30/05/2024	All references to Computacenter's solution and service description	Length of total contract plus 2 years

## Joint Schedule 10 (Rectification Plan)

Request for [Revised] Rectification Plan			
Details of the Default:		[Guidance: Explain the Default, with clear schedule and clause references as appropriate]	
Deadline for receiving the [Revised] Rectification Plan:		[add date (minimum 10 days from request)]	
Signed by [CCS/Buyer] :		Date:	
Supplier [Revised] Rectification Plan			
Cause of the Default		[add cause]	
Anticipated impact assessment:		[add impact]	
Actual effect of Default:		[add effect]	
Steps to be taken to rectification:	<b>Steps</b>	<b>Timescale</b>	
	1.	[date]	
	2.	[date]	
	3.	[date]	
	4.	[date]	
	[...]	[date]	
Timescale for complete Rectification of Default		[X] Working Days	
Steps taken to prevent recurrence of Default	<b>Steps</b>	<b>Timescale</b>	
	1.	[date]	
	2.	[date]	
	3.	[date]	
	4.	[date]	
	[...]	[date]	
Signed by the Supplier:		Date:	
Review of Rectification Plan [CCS/Buyer]			
Outcome of review		[Plan Accepted] [Plan Rejected] [Revised Plan Requested]	
Reasons for Rejection (if applicable)		[add reasons]	
Signed by [CCS/Buyer]		Date:	

## Call-Off Schedule 1 (Transparency Reports)

- 1.1 The Supplier recognises that the Buyer is subject to PPN 01/17 (Updates to transparency principles v1.1 (<https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles>)). The Supplier shall comply with the provisions of this Schedule in order to assist the Buyer with its compliance with its obligations under that PPN.
- 1.2 Without prejudice to the Supplier's reporting requirements set out in the Framework Contract, within three (3) Months of the Start Date the Supplier shall submit to the Buyer for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent with the content requirements and format set out in the Annex of this Schedule.
- 1.3 If the Buyer rejects any proposed Transparency Report submitted by the Supplier, the Supplier shall submit a revised version of the relevant report for further Approval within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Buyer. If the Parties fail to agree on a draft Transparency Report the Buyer shall determine what should be included. Any other disagreement in connection with Transparency Reports shall be treated as a Dispute.
- 1.4 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Buyer at the frequency referred to in the Annex of this Schedule.

## Annex A: List of Transparency Reports

Title	Content	Format	Frequency
Performance	<ol style="list-style-type: none"> <li>1. Inventory in stock.</li> <li>2. Orders received.</li> <li>3. Orders delivered.</li> </ol>	Monthly report – to be agreed	2 <sup>nd</sup> Tuesday of each month
Call-Off Contract Charges	<ol style="list-style-type: none"> <li>1. Charges to Date.</li> <li>2. Quarterly Charges.</li> <li>3. Monthly Charges</li> </ol>	Quarterly meeting – to be agreed. Monthly spend to be sent with Performance report	2 <sup>nd</sup> Thursday of each new quarter Monthly spend to be sent with Performance report
Performance Management	<ol style="list-style-type: none"> <li>1. KPI measurements.</li> </ol>	Monthly	2 <sup>nd</sup> Tuesday of each month

## Appendix

### Scope of Service

Ref #	Requirement	Description	Criteria
1.1	Bulk catalogue	<p>The Supplier shall provide an ongoing bulk peripheral service. Upon request, the Supplier shall procure items at bulk quantities.</p> <p>The Supplier and Authority shall agree a list of approved peripherals which meet the Authority's requirements and have passed the Authority's testing. The Supplier shall provide pricing against this list, which is included in the pricing template. This pricing shall be fixed for <b>6 months</b> from date of contract award. These items shall, where appropriate, be subject to Authority testing.</p> <p>From time to time, the Authority may add further peripherals to the agreed list. It is anticipated that the Supplier shall have access to a broad range of hardware suppliers in order to facilitate this.</p> <p>Any changes in products or pricing shall be benchmarked against market data and shall be managed via change control. Price changes will follow a <b>twice-yearly</b> review of</p>	Mandatory



Ref #	Requirement	Description	Criteria
		<p>the peripherals contract and any new pricing will be agreed by both parties.</p> <p>Lead times for items shall be provided by the Supplier at the point of order. In addition the Authority reserves the right to orders being subject to time-of-the-essence clauses where delivery is needed within the Authority's financial year or to meet business critical needs. This shall be agreed at the point of order.</p>	
1.2	Product testing	<p>Any products that fail to meet the specification as detailed in the ITT shall render the bid non-compliant.</p> <p>The Authority shall categorise any item bid according to the following risk rating:</p> <ul style="list-style-type: none"> <li>• No Risk – An item already present on the DWP estate</li> <li>• Medium Risk – An item not present on the DWP estate</li> </ul> <p>For any items with a risk rating of Medium, the Supplier shall provide a Tester resource. The number of working days this resource is required shall be specified in the Pricing Template and the Supplier shall provide a day rate for the resource. The resource must be SC-cleared as a minimum.</p> <p>The Potential Provider shall provide 2 testing samples per item free of charge within 48 hours of request from the Authority. Any end-user computing devices required to complete testing of items shall be provided by the Authority.</p> <p>This testing is not intended to replace any standard manufacturer testing conducted by OEMs, but is bespoke DWP testing to ensure suitability with the complexities of our device infrastructure, including our Accessibility software stack.</p> <p>Where a product fails testing, the Authority shall request that these items are replaced by an alternative product that meets our specification and passes our testing. The Supplier shall provide 2 testing samples per item free of charge within 48 hours of request from the Authority. The Supplier shall revise the price of their bid accordingly where items are swapped.</p>	Mandatory

Ref #	Requirement	Description	Criteria
		For the avoidance of doubt, testing forms part of evaluation and shall occur prior to contract award.	
1.3	Delivery to a Supplier	Where the Authority requests delivery to another supplier, the Supplier shall ensure that the goods are securely delivered and work with the Authority's third-party supplier to ensure effective delivery: this includes any booking-in activity.	Mandatory
1.4	Delivery to a Schedule (Optional)	<p>Upon request, the Supplier shall deliver goods purchased under this contract to a UK address specified by the Authority. For the avoidance of doubt, the Authority may require goods to be delivered in batches to multiple locations across multiple dates. The supplier shall, working with the Authority manage and co-ordinate this activity utilising a DWP delivery schedule.</p> <p>KPIs shall be agreed at the point that this service is implemented.</p> <p>When notified of a DOA (Dead on Arrival) peripheral, the Supplier shall collect and replace the faulty unit within 5 working days of notification.</p>	Mandatory
1.5	Bulk storage (optional)	<p>The Supplier shall store the Authority's Goods in a secure and identifiable manner and be able to track Goods at the Supplier site (including any Third Parties) involved in delivering this service.</p> <p>The Supplier shall store goods for up to 3 months.</p> <p>The Authority shall have the right to audit all of its Goods held at the Supplier's warehouse. Notice of 10 working days will be given ahead of any audit.</p>	Mandatory

### Underpinning requirements

Ref #	Requirement	Description	Criteria
2.1	Account and Service Management	<p>The Supplier is required to provide a dedicated single point-of-contact. The Supplier shall attend a monthly combined Service and Contract Management Review.</p> <p>The single point-of-contact shall be responsible for:</p> <ul style="list-style-type: none"> <li>Contract Management</li> <li>Catalogue Management</li> </ul>	Mandatory

Ref #	Requirement	Description	Criteria
		<ul style="list-style-type: none"> <li>Order queries and resolution within agreed timescales</li> <li>Complaints resolution within agreed timescales</li> <li>Management Information (MI) reporting to support stock management, fulfilment lead times and the Authority's demand management forecasting. This shall include a monthly report of items delivered. Where bulk storage is invoked, the Supplier shall provide a weekly stock report detailing goods in and goods out.</li> <li>Contract performance data reflecting performance against KPIs.</li> <li>Monthly report of total contract spend to date, broken down by PO number and month</li> </ul>	
2.2	Security	In delivery of services to DWP, comply with DWP Security Policies and Standards <a href="https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards">https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards</a>	Mandatory
2.3	Business Continuity	Suppliers must have the appropriate support infrastructure, processes, and policies in place to ensure continuity of delivery of contracted services and solutions to the Authority.	Mandatory
2.4	Invoicing Policy	<p>The Supplier agrees to the following policies regarding invoicing:</p> <ul style="list-style-type: none"> <li>The Supplier must provide accurate invoices and supporting Management Information (MI) monthly.</li> <li>The Authority shall create a Purchase Order (PO) per service line which the Supplier must invoice accurately against. In the case of the Supplier invoicing against the incorrect Purchase Order, the Authority will reject the invoice.</li> <li>The Supplier shall ensure that any invoice or credit note includes, without limitation, the following information: <ul style="list-style-type: none"> <li>The Purchase Order reference</li> </ul> </li> </ul>	Mandatory

Ref #	Requirement	Description	Criteria

Ref #	Requirement	Description	Criteria
		<p>address of bank, sort code, account name and number)</p> <ul style="list-style-type: none"> <li>○ Clear indication of whether it is a credit note or invoice</li> <li>○ In the case of a credit note, detail of the invoice number the credit note is being raised against</li> <li>○ The amounts charged, broken down at a summary level and matching the amounts detailed in the Management Information</li> <li>• Where any invoice or credit note does not conform to these requirements and therefore does not constitute a valid invoice or credit note, the Authority will reject this invoice or credit note.</li> <li>• Any invoice or credit note shall be accompanied with Management Information (MI), the format and content of which shall be agreed during the on-boarding process. This MI shall include, without limitation, the following information: <ul style="list-style-type: none"> <li>○ The dates upon which the services being charged were performed</li> <li>○ Detail of the services being charged including volumes and unit costs</li> <li>○ The methodology applied to calculate the charges</li> <li>○ The invoice and Purchase Order reference that the MI corresponds to</li> </ul> </li> <li>• The Supplier shall submit, as soon as possible and in any case within ten (10) Working Days after the end of each calendar month, all invoices and accompanying Management Information in such format as the Authority may specify from time to time, for the Charges incurred during that calendar month.</li> <li>• Invoices and credit notes shall be submitted to: <ul style="list-style-type: none"> <li>○ <a href="mailto:APinvoices-DWP-U@gov.sscl.com">APinvoices-DWP-U@gov.sscl.com</a></li> <li>○ <a href="mailto:workplacecomputing.invoices@dwp.gov.uk">workplacecomputing.invoices@dwp.gov.uk</a></li> </ul> </li> </ul>	

		<p>the Authority may reject the invoice and ask the Supplier to re-invoice for the correct amount.</p> <ul style="list-style-type: none"> <li>The Authority shall have 6 months in which to raise any billing discrepancies. Any discrepancies raised after this point shall not be liable for remedy by the Supplier. For the avoidance of doubt, this 36-month deadline shall only apply where the Supplier has responded to invoicing queries within the agreed timescales.</li> </ul> <p>The Supplier must provide any invoices to the Authority within 6 months of the completion of delivery of the relevant Services to which the invoice relates. Invoices delivered after expiry of this period shall be invalid and the Authority shall have no liability in respect of such invoices.</p> <p>The Supplier shall adhere to the KPIs outlined within this ITT</p>	
--	--	--	--

## KPI's

Key Performance Indicator		Description	Target
KPI1	<b>Lead-times</b>	Delivery of requested items to any UK location	Within quoted lead-times. This will need to be included within all quotes.
KPI2	<b>Invoicing Accuracy</b>	Provision of accurate invoices Accuracy is measured by: <ul style="list-style-type: none"> <li>Invoices raised against correct purchase order.</li> <li>Percentage change between original invoice MI and final agreed invoice + credit note value following queries from Customer.</li> </ul>	At least 98% accurate
KPI3	<b>Invoice Queries</b>	Respond to Customer invoice queries	Within 3 Business Days

## Bulk Storage Terms (Buy and Store)



Ref #	Requirement	Description	Criteria

**“Buyer Nominated Site”** means a Site nominated by the Buyer for Delivery of the Goods.

**“Inventory”** means an inventory of Goods provided by the Supplier to the Buyer containing the information set out in paragraph 5 (Inventory) below.

1. Receipt of Goods by Supplier and invoicing

1.1. The Supplier shall buy and take receipt of the Goods upon receipt of acceptance of or on request by the Buyer in relation to Buyer’s purchase order (“PO”). The Buyer shall ensure that the PO contains a request for the Goods detailed therein to receive and hold the same on behalf of the Buyer for a period which shall not exceed three months.

1.2. Once accepted by Supplier, the PO may not be cancelled without cause and the Price agreed shall not be subject to change.

1.3. Subject to the prior written consent of the Buyer, the Supplier may invoice the Buyer for the Call Off Contract Charges in respect of Goods that have been bought and received by the Supplier on or at any time after receipt by the Supplier of those Goods. Payment of invoices will be against standard payment terms whether goods are stored at Supplier site or delivered to Buyer site.

2. Supplier’s obligations

2.1. The Supplier shall:

2.1.1. securely store and correctly handle the Goods in compliance with all relevant statutory and regulatory requirements;

2.1.2. (irrespective of ownership) insure all Goods to the lesser of the cost of repair or replacement of the Goods at current market value for a maximum period of three (3) months from receipt of Goods;

2.1.3. Make good any loss to, damage to or other failure of the Goods occurring prior to delivery to a Buyer site (including while stored at the Supplier’s warehouse in Hatfield UK) such that the Buyer receives the total value of Goods procured through this Call-Off Contract;

2.1.4. provide the Buyer with Inventories in accordance with paragraph 5 below (Inventory);



3.1. The Buyer may inspect the Goods at the Supplier Sites, and may carry out the inspection during normal business hours and on reasonable notice.

**4. Risk and title to Goods**

4.1. In accordance with clause 3.2.4 of the Core Terms and without prejudice to paragraph 2.1.2 and 2.1.3, risk in the Goods shall pass to the Buyer on Delivery to the Buyer Nominated Site which in the case of Bulk Storage (Buy & Store) shall be the Supplier's warehouse in Hatfield UK.

4.2. In accordance with clause 3.2.3 of the Core Terms, ownership to the Goods shall pass to the Buyer on the earlier of full payment for the Goods or Delivery of the Goods to an Buyer Nominated Site (which in the case of Bulk Storage (Buy & Store) shall be the Supplier's warehouse in Hatfield UK).

**5. Inventory**

5.1. The Supplier shall provide the Buyer with:

5.1.1. an Inventory of all Goods that it receives at a site within twenty-four (24) hours of such receipt;

5.1.2. an Inventory of all Goods that it delivers to a Buyer Nominated Site at the time of such Delivery; and

5.1.3. an Inventory of all Goods that it holds at a site on the first (1st) day of each calendar month.

5.2. Each Inventory shall contain any pre-agreed information in relation to the Goods but in any event as a minimum will include without limitation the following:

5.2.1. asset categorisation;

5.2.2. manufacturer;

5.2.3. model number;

5.2.4. serial number; and

5.2.5. asset cost.

## Call-Off Schedule 3 (Continuous Improvement)

1. **Buyer's Rights**
  1. The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), the Buyer may give CCS the right to enforce the Buyer's rights under this Schedule.
2. **Supplier's Obligations**
  1. The Supplier must, throughout the Contract Period, identify new or potential improvements to the provision of the Deliverables with a view to reducing the Buyer's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables and their supply to the Buyer.
  2. The Supplier must adopt a policy of continuous improvement in relation to the Deliverables, which must include regular reviews with the Buyer of the Deliverables and the way it provides them, with a view to reducing the Buyer's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables. The Supplier and the Buyer must provide each other with any information relevant to meeting this objective.
  3. In addition to Paragraph 2.1, the Supplier shall produce at the start of each Contract Year a plan for improving the provision of Deliverables and/or reducing the Charges (without adversely affecting the performance of this Contract) during that Contract Year ("**Continuous Improvement Plan**") for the Buyer's Approval. The Continuous Improvement Plan must include, as a minimum, proposals:
    1. identifying the emergence of relevant new and evolving technologies;
    2. changes in business processes of the Supplier or the Buyer and ways of working that would provide cost savings and/or enhanced benefits to the Buyer (such as methods of interaction, supply chain efficiencies, reduction in energy consumption and methods of sale);
    3. new or potential improvements to the provision of the Deliverables including the quality, responsiveness, procedures, benchmarking methods, likely performance mechanisms and customer support services in relation to the Deliverables; and
    4. measuring and reducing the sustainability impacts of the Supplier's operations and supply-chains relating to the Deliverables, and identifying opportunities to assist the Buyer in meeting their sustainability objectives.
  4. The initial Continuous Improvement Plan for the first (1<sup>st</sup>) Contract Year shall be submitted by the Supplier to the Buyer for Approval within one hundred (100) Working Days of the first Order or six (6) Months following the Start Date, whichever is earlier.
  5. The Buyer shall notify the Supplier of its Approval or rejection of the proposed Continuous Improvement Plan or any updates to it within twenty (20) Working Days of receipt. If it is rejected then the Supplier shall, within ten (10) Working Days of receipt of notice of rejection, submit a revised Continuous Improvement Plan reflecting the changes required. Once Approved, it becomes the Continuous Improvement Plan for the purposes of this Contract.
  6. The Supplier must provide sufficient information with each suggested improvement to enable a decision on whether to implement it. The Supplier shall provide any further information as requested.
  7. If the Buyer wishes to incorporate any improvement into this Contract, it must request a Variation in accordance with the Variation Procedure and the Supplier must implement such Variation at no additional cost to the Buyer or CCS.



8. Once the first Continuous Improvement Plan has been Approved in accordance with Paragraph 2.5:
  1. the Supplier shall use all reasonable endeavours to implement any agreed deliverables in accordance with the Continuous Improvement Plan; and
  2. the Parties agree to meet as soon as reasonably possible following the start of each quarter (or as otherwise agreed between the Parties) to review the Supplier's progress against the Continuous Improvement Plan.
9. The Supplier shall update the Continuous Improvement Plan as and when required but at least once every Contract Year (after the first (1<sup>st</sup>) Contract Year) in accordance with the procedure and timescales set out in Paragraph 2.3.
10. All costs relating to the compilation or updating of the Continuous Improvement Plan and the costs arising from any improvement made pursuant to it and the costs of implementing any improvement, shall have no effect on and are included in the Charges.
11. Should the Supplier's costs in providing the Deliverables to the Buyer be reduced as a result of any changes implemented, all of the cost savings shall be passed on to the Buyer by way of a consequential and immediate reduction in the Charges for the Deliverables.
12. At any time during the Contract Period of the Call-Off Contract, the Supplier may make a proposal for gainshare. If the Buyer deems gainshare to be applicable then the Supplier shall update the Continuous Improvement Plan so as to include details of the way in which the proposal shall be implemented in accordance with an agreed gainshare ratio.

## **Call-Off Schedule 5 (Pricing Details)**

## Call-Off Schedule 5 (Call-Off Pricing)

Crown Copyright 2017

Testing Costs = £0.00

Delivery Costs to a UK Location = £0.00

**\*\*This pricing shall be fixed for 6 months** from date of contract award. These items shall, where appropriate, be subject to Authority testing.

From time to time, the Authority may add further peripherals to the agreed list. It is anticipated that the Supplier shall have access to a broad range of hardware suppliers in order to facilitate this.

Any changes in products or pricing shall be benchmarked against market data and shall be managed via change control. Price changes will follow a **twice-yearly** review of the peripherals contract and any new pricing will be agreed by both parties.

Call-Off Schedule 15 (Call-Off Contract Management)

1. DEFINITIONS

p a O

3. monitoring and controlling project plans.
3. The Supplier allows the Buyer to inspect at any time within working hours the accounts and records which the Supplier is required to keep.
4. The Supplier will maintain a risk register of the risks relating to the Call Off Contract which the Buyer's and the Supplier have identified.

## **Annex: Contract Boards**

The Parties agree to operate the following boards at the locations and at the frequencies set out below:

Online meetings - Quarterly on the second Thursday of each new quarter.

## Call-Off Schedule 16 (Benchmarking)

### 1. DEFINITIONS

1. In this Schedule, the following expressions shall have the following meanings:

<b>Benchmark Review"</b>	a review of the Deliverables carried out in accordance with this Schedule to determine whether those Deliverables represent Good Value;
<b>Benchmarked Deliverables"</b>	any Deliverables included within the scope of a Benchmark Review pursuant to this Schedule;
<b>Comparable Rates"</b>	the Charges for Comparable Deliverables;

r  
e

2



O

<b>Comparable Deliverables"</b>	deliverables that are identical or materially similar to the Benchmarked Deliverables (including in terms of scope, specification, volume and quality of performance) provided that if no identical or materially similar Deliverables exist in the market, the Supplier shall propose an approach for developing a comparable Deliverables benchmark;
<b>Comparison Group"</b>	a sample group of organisations providing Comparable Deliverables which consists of organisations which are either of similar size to the Supplier or which are similarly structured in terms of their business and their service offering so as to be fair comparators with the Supplier or which, are best practice organisations;
<b>Equivalent Data"</b>	data derived from an analysis of the Comparable Rates and/or the Comparable Deliverables (as applicable) provided by the Comparison Group;
<b>Good Value"</b>	that the Benchmarked Rates are within the Upper Quartile; and
<b>Upper Quartile"</b>	in respect of Benchmarked Rates, that based on an analysis of Equivalent Data, the Benchmarked Rates, as compared to the range of prices for Comparable Deliverables, are within the top 25% in terms of best value for money for the recipients of Comparable Deliverables.

2. **When you should use this Schedule**

1. The Supplier acknowledges that the Buyer wishes to ensure that the Deliverables, represent value for money to the taxpayer throughout the Contract Period.
2. This Schedule sets to ensure the Contracts represent value for money throughout and that the Buyer may terminate the Contract by issuing a Termination Notice to the Supplier if the Supplier refuses or fails to comply with its obligations as set out in Paragraphs 3 of this Schedule.
3. Amounts payable under this Schedule shall not fall with the definition of a Cost.

3. **Benchmarking**

1. **How benchmarking works**

1. The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), the Buyer may give CCS the right to enforce the Buyer's rights under this Schedule.
2. The Buyer may, by written notice to the Supplier, require a Benchmark Review of any or all of the Deliverables.
3. The Buyer shall not be entitled to request a Benchmark Review during the first six (6) Month period from the Contract Commencement Date or at intervals of less than twelve (12) Months after any previous Benchmark Review.
4. The purpose of a Benchmark Review will be to establish whether the Benchmarked Deliverables are, individually and/or as a whole, Good Value.

p a O

5. The Deliverables that are to be the Benchmarked Deliverables will be identified by the Buyer in writing.
6. Upon its request for a Benchmark Review the Buyer shall nominate a benchmarker. The Supplier must approve the nomination within ten (10) Working Days unless the Supplier provides a reasonable explanation for rejecting the appointment. If the appointment is rejected then the Buyer may propose an alternative benchmarker. If the Parties cannot agree the appointment within twenty (20) days of the initial request for Benchmark review then a benchmarker shall be selected by the Chartered Institute of Financial Accountants.
7. The cost of a benchmarker shall be borne by the Buyer (provided that each Party shall bear its own internal costs of the Benchmark Review) except where the Benchmark Review demonstrates that the Benchmarked Service and/or the Benchmarked Deliverables are not Good Value, in which case the Parties shall share the cost of the benchmarker in such proportions as the Parties agree (acting reasonably). Invoices by the benchmarker shall be raised against the Supplier and the relevant portion shall be reimbursed by the Buyer.

**2. Benchmarking Process**

1. The benchmarker shall produce and send to the Buyer, for Approval, a draft plan for the Benchmark Review which must include:
    - a. a proposed cost and timetable for the Benchmark Review;
    - b. a description of the benchmarking methodology to be used which must demonstrate that the methodology to be used is capable of fulfilling the benchmarking purpose; and
    - c. a description of how the benchmarker will scope and identify the Comparison Group.
  2. The benchmarker, acting reasonably, shall be entitled to use any model to determine the achievement of value for money and to carry out the benchmarking.
  3. The Buyer must give notice in writing to the Supplier within ten (10) Working Days after receiving the draft plan, advising the benchmarker and the Supplier whether it Approves the draft plan, or, if it does not approve the draft plan, suggesting amendments to that plan (which must be reasonable). If amendments are suggested then the benchmarker must produce an amended draft plan and this Paragraph 3.2.3 shall apply to any amended draft plan.
  4. Once both Parties have approved the draft plan then they will notify the benchmarker. No Party may unreasonably withhold or delay its Approval of the draft plan.
  5. Once it has received the Approval of the draft plan, the benchmarker shall:
    - a. finalise the Comparison Group and collect data relating to Comparable Rates. The selection of the Comparable Rates (both in terms of number and identity) shall be a matter for the Supplier's professional judgment using:
      - i. market intelligence;
      - ii. the benchmarker's own data and experience;
      - iii. relevant published information; and
- iv. Pursuant to Paragraph 3.2.6 below, information from other suppliers or purchasers on Comparable Rates;

O

- b. by applying the adjustment factors listed in Paragraph 3.2.7 and from an analysis of the Comparable Rates, derive the Equivalent Data;
  - c. using the Equivalent Data, calculate the Upper Quartile;
  - d. determine whether or not each Benchmarked Rate is, and/or the Benchmarked Rates as a whole are, Good Value.
6. The Supplier shall use all reasonable endeavours and act in good faith to supply information required by the benchmarker in order to undertake the benchmarking. The Supplier agrees to use its reasonable endeavours to obtain information from other suppliers or purchasers on Comparable Rates.
7. In carrying out the benchmarking analysis the benchmarker may have regard to the following matters when performing a comparative assessment of the Benchmarked Rates and the Comparable Rates in order to derive Equivalent Data:
- a. the contractual terms and business environment under which the Comparable Rates are being provided (including the scale and geographical spread of the customers);
  - b. exchange rates;
  - c. any other factors reasonably identified by the Supplier, which, if not taken into consideration, could unfairly cause the Supplier's pricing to appear non-competitive.

### 3. Benchmarking Report

- 1. For the purposes of this Schedule "**Benchmarking Report**" shall mean the report produced by the benchmarker following the Benchmark Review and as further described in this Schedule;
- 2. The benchmarker shall prepare a Benchmarking Report and deliver it to the Buyer, at the time specified in the plan Approved pursuant to Paragraph 3.2.3, setting out its findings. Those findings shall be required to:
  - a. include a finding as to whether or not a Benchmarked Service and/or whether the Benchmarked Deliverables as a whole are, Good Value;
  - b. if any of the Benchmarked Deliverables are, individually or as a whole, not Good Value, specify the changes that would be required to make that Benchmarked Service or the Benchmarked Deliverables as a whole Good Value; and
  - c. include sufficient detail and transparency so that the Party requesting the Benchmarking can interpret and understand how the Supplier has calculated whether or not the Benchmarked Deliverables are, individually or as a whole, Good Value.
- 3. The Parties agree that any changes required to this Contract identified in the Benchmarking Report shall be implemented at the direction of the Buyer in accordance with Clause 24 (Changing the contract).



## 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 Buyers under this Call-Off Contract  
Table below outlines the catalogue of items required for this contract.

Product Name	Specs Required
13.5" sleeve	Includes zip closing Soft sleeve Fits 13.5" laptop

## RM6098 Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Crown Copyright 2018

15" sleeve	Includes zip closing Soft sleeve Fits 15" laptop
Monitor cables	These shall be a minimum of 1.8 metres in length and shall connect USB-C to DisplayPort. This shall be at least DisplayPort 1.2 specification.
3-port USB hub	3x at least USB ports At least USB 3.0 spec Short fly-lead to device Gigabit Ethernet port (RJ45 socket)
PSU compatible with Lenovo and Dell laptops	USB-C 65 watt PD (Power Delivery) Capable Can charge Lenovo L13, Lenovo T15 and Dell Latitude laptops
DisplayPort to DisplayPort cable	Length between 1.8 to 2.0m Minimum DP 1.2 spec (4K 60Hz) Latching plugs
USB-C to HDMI cable	Length between 1.8 to 2.0m Supports at least 4K 60Hz
DisplayPort to HDMI cable	Length between 1.8 to 2.0m Supports at least 4K 30Hz Latching DP plug
HDMI to HDMI cable	Length between 1.8 to 2.0m HDMI High Speed (4K 30Hz)
Monitors	24 Inch screen size IPS Panel Preferred (less eye strain) Full HD (1920 x 1080 pixels) DisplayPort x1 or HDMI x1 as a minimum Internal Power Supply (no external adapters) Standard C14 3pin Power Cable (kettle plug) Kensington-lock prepared (has standard T-Bar slot) Tilt and Swivel adjustable stand ENERGY STAR Qualified 100mm x 100mm Vesa Mount compatible (for arms)

**O**

Headsets	<ul style="list-style-type: none"> <li>• Binaural PC headset with USB-A connector</li> <li>• Inline volume &amp; mute control</li> <li>• Headset must be detachable from inline controls via a 3.5mm male jack connector</li> <li>• On-ear fit with leatherette ear cushions</li> <li>• MS Teams compatible</li> <li>• Comfortable for usage all day</li> </ul>																
Keyboards	<ul style="list-style-type: none"> <li>• Black Anti-Glare wired UK keyboard with USB-A connector</li> <li>• QWERTY layout</li> <li>• Numeric keypad on right-hand side of keyboard</li> <li>• Comfortable for usage all day</li> <li>• Height-adjustable legs</li> </ul>																
Mice	2-button USB wired mouse with scroll wheel Max Number of External Monitors: 3 Refresh Rate: 2x 3840x2160 @60 Hz, 1x 3840x2160 @30 Hz Output Power: 65 W with 90 W power adapter connected (with option for 100 W with 135 W power adapter connected).																
Docking stations	<table> <tr> <td>OS Requirements:</td><td>Windows 11, Windows 10</td></tr> <tr> <td>Audio Ports:</td><td>1x Combo 3.5mm Audio Jack</td></tr> <tr> <td>USB Ports:</td><td>3 x USB 3.2 Gen 2, 2 x USB 2.0, 1 x USB-C</td></tr> <tr> <td>Video Ports:</td><td>1x Display Port, 1x HDMI Port</td></tr> <tr> <td>Ethernet:</td><td>Gigabit Ethernet</td></tr> <tr> <td>Physical Security Feature:</td><td>1x security lock slot</td></tr> <tr> <td>Power Button:</td><td>Yes</td></tr> <tr> <td>Power Delivery (PD):</td><td>Yes</td></tr> </table>	OS Requirements:	Windows 11, Windows 10	Audio Ports:	1x Combo 3.5mm Audio Jack	USB Ports:	3 x USB 3.2 Gen 2, 2 x USB 2.0, 1 x USB-C	Video Ports:	1x Display Port, 1x HDMI Port	Ethernet:	Gigabit Ethernet	Physical Security Feature:	1x security lock slot	Power Button:	Yes	Power Delivery (PD):	Yes
OS Requirements:	Windows 11, Windows 10																
Audio Ports:	1x Combo 3.5mm Audio Jack																
USB Ports:	3 x USB 3.2 Gen 2, 2 x USB 2.0, 1 x USB-C																
Video Ports:	1x Display Port, 1x HDMI Port																
Ethernet:	Gigabit Ethernet																
Physical Security Feature:	1x security lock slot																
Power Button:	Yes																
Power Delivery (PD):	Yes																
Securitisation lock	2.4mm Carbon Steel cable with plastic sheath 2x standard T-Bar 'slide and turn' adapters 1x Cable Trap Master Keying available																



Ref #	Requirement	Description
-------	-------------	-------------

1.1	Bulk catalogue	The Supplier shall provide an ongoing bulk peripheral service. On request, the Supplier shall procure items at bulk quantities.
-----	----------------	---

a O

		<p>free of charge within 48 hours of request from the Authority. The Supplier shall revise the price of their bid accordingly where items are swapped.</p> <p>For the avoidance of doubt, testing forms part of evaluation and shall occur prior to contract award.</p>
1.3	Delivery to a Supplier	Where the Authority requests delivery to another supplier, the Supplier shall ensure that the goods are securely delivered and work with the Authority's third-party supplier to ensure effective delivery: this includes any booking-in activity.
1.4	Delivery to a Schedule (Optional)	<p>Upon request, the Supplier shall deliver goods purchased under this contract to a UK address specified by the Authority. For the avoidance of doubt, the Authority may require goods to be delivered in batches to multiple locations across multiple dates. The supplier shall, working with the Authority manage and co-ordinate this activity utilising a DWP delivery schedule.</p> <p>KPIs shall be agreed at the point that this service is implemented.</p> <p>When notified of a DOA (Dead on Arrival) peripheral, the Supplier shall collect and replace the faulty unit within 5 working days of notification.</p>
1.5	Bulk storage (optional)	<p>The Supplier shall store the Authority's Goods in a secure and identifiable manner and be able to track Goods at the Supplier site (including any Third Parties) involved in delivering this service.</p> <p>The Supplier shall store goods for up to 3 months.</p> <p>The Authority shall have the right to audit all of its Goods held at the Supplier's warehouse. Notice of 10 working days will be given ahead of any audit.</p>

Ref #	Requirement	Description
2.1	Account and Service Management	<p>The Supplier is required to provide a dedicated single point-of-contact. The Supplier shall attend a monthly combined Service and Contract Management Review.</p> <p>The single point-of-contact shall be responsible for:</p> <ul style="list-style-type: none"> <li>• Contract Management</li> <li>• Catalogue Management</li> <li>• Order queries and resolution within agreed timescales</li> <li>• Complaints resolution within agreed timescales</li> </ul>

p a O

		<ul style="list-style-type: none"> <li>• Management Information (MI) reporting to support stock management, fulfilment lead times and the Authority's demand management forecasting. This shall include a monthly report of items delivered. Where bulk storage is invoked, the Supplier shall provide a weekly stock report detailing goods in and goods out.</li> <li>• Contract performance data reflecting performance against KPIs.</li> <li>• Monthly report of total contract spend to date, broken down by PO number and month</li> </ul>
2.2	Security	<p>In delivery of services to DWP, comply with DWP Security Policies and Standards</p> <p><a href="https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards">https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards</a></p>
2.3	Business Continuity	<p>Suppliers must have the appropriate support infrastructure, processes, and policies in place to ensure continuity of delivery of contracted services and solutions to the Authority.</p>
2.4	Invoicing Policy	<p>The Supplier agrees to the following policies regarding invoicing:</p> <ul style="list-style-type: none"> <li>• The Supplier must provide accurate invoices and supporting Management Information (MI) monthly.</li> <li>• The Authority shall create a Purchase Order (PO) per service line which the Supplier must invoice accurately against. In the case of the Supplier invoicing against the incorrect Purchase Order, the Authority will reject the invoice.</li> <li>• The Supplier shall ensure that any invoice or credit note includes, without limitation, the following information: <ul style="list-style-type: none"> <li>○ The Purchase Order reference</li> <li>○ The date of the invoice</li> <li>○ A unique, numerical invoice number</li> <li>○ The period to which the charges relate</li> <li>○ Details of the correct contract reference</li> <li>○ A contact name and telephone number of a responsible person in the Supplier's Finance department in the event of any administrative queries</li> <li>○ The banking details for payment to the Supplier via electronic transfer of funds (i.e., name and address of bank, sort code, account name and number)</li> <li>○ Clear indication of whether it is a credit note or invoice</li> <li>○ In the case of a credit note, detail of the invoice number the credit note is being raised against</li> <li>○ The amounts charged, broken down at a summary level and matching the amounts detailed in the Management Information</li> </ul> </li> <li>• Where any invoice or credit note does not conform to these requirements and therefore does not constitute a valid invoice or credit note, the Authority will reject this invoice or credit note.</li> <li>• Any invoice or credit note shall be accompanied with Management Information (MI), the format and content of which shall be agreed during the on-boarding process. This MI shall include, without limitation, the following information:</li> </ul>

p a O

		<ul style="list-style-type: none"> <li>○ The dates upon which the services being charged were performed</li> <li>○ Detail of the services being charged including volumes and unit costs</li> <li>○ The methodology applied to calculate the charges</li> <li>○ The invoice and Purchase Order reference that the MI corresponds to</li> </ul> <ul style="list-style-type: none"> <li>• The Supplier shall submit, as soon as possible and in any case within ten (10) Working Days after the end of each calendar month, all invoices and accompanying Management Information in such format as the Authority may specify from time to time, for the Charges incurred during that calendar month.</li> <li>• Invoices and credit notes shall be submitted to: <ul style="list-style-type: none"> <li>○ <a href="mailto:APinvoices-DWP-U@gov.sscl.com">APinvoices-DWP-U@gov.sscl.com</a></li> <li>○ <a href="mailto:workplacecomputing.invoices@dwp.gov.uk">workplacecomputing.invoices@dwp.gov.uk</a></li> </ul> </li> <li>• All supporting documentation and management information shall be submitted to: <a href="mailto:workplacecomputing.invoices@dwp.gov.uk">workplacecomputing.invoices@dwp.gov.uk</a></li> <li>• At the point that the Authority notes a discrepancy in the billing, the Supplier shall respond within 3 working days with agreement or with further clarification. Discrepancies must be settled by the Supplier in the form of a credit note within 3 working days of such agreement. If this credit note is not raised within 10 working days of such agreement, the Authority may reject the invoice and ask the Supplier to re-invoice for the correct amount.</li> <li>• The Authority shall have 6 months in which to raise any billing discrepancies. Any discrepancies raised after this point shall not be liable for remedy by the Supplier. For the avoidance of doubt, this 36-month deadline shall only apply where the Supplier has responded to invoicing queries within the agreed timescales.</li> </ul> <p>The Supplier must provide any invoices to the Authority within 6 months of the completion of delivery of the relevant Services to which the invoice relates. Invoices delivered after expiry of this period shall be invalid and the Authority shall have no liability in respect of such invoices.</p> <p>The Supplier shall adhere to the KPIs outlined within this ITT.</p>
--	--	--