

Framework Schedule 6

Order Form

Between

The Secretary of State
Department for Education

and

Atos IT Services Ltd

For
Contact Centre Technology Services

CALL-OFF REFERENCE: Project_3985

THE BUYER: The Secretary of State for Education

BUYER ADDRESS 20 Great Smith St, Westminster, London
SW1P 3BT

SUPPLIER REFERENCE N/A

THE SUPPLIER: Atos IT Services Ltd

SUPPLIER ADDRESS: Mid City Place, 71 High Holborn, London.
WC1V 6EA

REGISTRATION NUMBER: 01245534

DUNS NUMBER: 229500657

SID4GOV ID:

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 20th January 2021.

This is issued under the Framework Contract with the reference number RM3808 for the provision of Network Services.

CALL-OFF LOT(S):

Lot 13: Contact Centre Services

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 Project_3985
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 16 (Benchmarking)
 - 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:

- Annex 1 - Nice-InContact Standard Terms of Use
- Annex 2 – Processing Buyer Information

CALL-OFF START DATE 20/01/2021

CALL-OFF EXPIRY DATE 19/01/2026

CALL-OFF INITIAL PERIOD 5 Years

CALL-OFF OPTIONAL EXTENSION PERIOD 1 Year + 1 Year

MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

30 days without cause.

CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Call-Off Specification) and Statement of Requirements.

MAXIMUM LIABILITY

REDACTED

CALL-OFF CHARGES

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

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

The Supplier shall submit electronic invoices to the Buyer monthly in arrears, directly to the billing address(es) as per the Buyer's order. The Supplier shall invoice the Buyer for Goods and for Services in accordance with Call-Off Schedule 5 (Pricing Details). Payment to be made by BACS payment.

BUYER'S INVOICE ADDRESS:

REDACTED

BUYER'S AUTHORISED REPRESENTATIVE

REDACTED

BUYER'S ENVIRONMENTAL POLICY

Not Applicable

ADDITIONAL INSURANCES

Details of Additional Insurances required in accordance with Joint Schedule 3 (Insurance Requirements).

GUARANTEE

Not Applicable

SOCIAL VALUE COMMITMENT

Not applicable

STAFF TRANSFER

Not Applicable as no staff in scope.

QUALITY PLAN

The Supplier must provide the Buyer with a Quality Plan within 20 Working Days.

MAINTENANCE OF ICT ENVIRONMENT

The Supplier must provide a Maintenance Schedule to the Buyer for Approval within 10 Working Days.

BUSINESS CONTINUITY AND DISASTER RECOVERY

In accordance with Call-Off Schedule 8 (Business Continuity and Disaster Recovery) Part B, the Supplier shall prepare and deliver a bespoke BCDR Plan **REDACTED**

SECURITY REQUIREMENTS

In accordance with Call-Off Schedule 9

BUYER'S SECURITY POLICY

See details in Call-Off Schedule 9 (Security) Annex 1

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

In accordance with Call-Off Schedule 9

CLUSTERING

Not Applicable

SERVICE LEVELS AND SERVICE CREDITS

The required Service Maintenance Level is Level 2 for Phase 1, subsequent rollout may require Level 3 and 4, as described on Call-Off Schedule 14 (Service Levels).

The Service Credit Cap is in accordance with Call-Off Schedule 14 (Service Levels).

The Service Period is 1 Calendar Month as defined in Call-Off Schedule 14 (Service Levels).

PERFORMANCE MONITORING

See details in Call-Off Schedule 14 (Service Levels) Part C and Annex 1 to Part C.

Additional performance monitoring required:

No

SUPPLIER'S AUTHORISED REPRESENTATIVE

REDACTED

SUPPLIER'S CONTRACT MANAGER

REDACTED

PROGRESS REPORT FREQUENCY

As described in Call-Off Schedule 1 (Transparency Reports).

PROGRESS MEETING FREQUENCY

As described in Annex A of Call-Off Schedule 15 (Call-Off Contract Management).

Framework Ref: RM3808

Project Version: v1.1

Model Version: v3.2

OPERATIONAL BOARD

In accordance with Call-Off Schedule 15 (Call-Off Contract Management).

KEY STAFF

See details in Call-Off Schedule 7 (Key Supplier Staff)

KEY SUBCONTRACTOR(S)

See details in Joint Schedule 6 (Key Subcontractors)

COMMERCIALLY SENSITIVE INFORMATION

As described in Joint Schedule 4 (Commercially Sensitive Information)

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

Annex 1 - NICE INCONTACT STANDARD TERMS OF USE

REDACTED

ANNEX 2 – PROCESSING BUYER INFORMATION

REDACTED