

**Crown Commercial Service**

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**Call Off Order Form for Public Sector Resourcing Model Services**

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**PUBLIC SECTOR RESOURCING CALL OFF ORDER FORM AND PUBLIC SECTOR RESOURCING CALL OFF TERMS**

**PART 1 – PUBLIC SECTOR RESOURCING CALL OFF ORDER FORM**

**SECTION A**

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement for the provision of Public Sector Resourcing Model Services dated 16/01/2018.

The Service Provider agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Call Off Order Form and the Call Off Terms.

<b>From</b>	<b>[Department for Education ] ("CUSTOMER")</b>  <b>[REDACTED]</b> <b>("CUSTOMER REPRESENTATIVE")</b>
<b>To</b>	<b>ALEXANDER MANN SOLUTIONS LIMITED "SERVICE PROVIDER"</b>  <b>[REDACTED]</b> <b>("SERVICE PROVIDER REPRESENTATIVE")</b>

**SECTION B**



**CALL OFF CONTRACT PERIOD**

<b>1.1.</b>	<b>Commencement Date: The term of this Call Off Agreement shall be from 18 June 2018 until expiry of the Framework Agreement on 17/1/2024 or for a further 18 months after the expiry of the Framework Agreement as per Clause 5.3 of the Call Off Terms</b>
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**SERVICES**

<b>2.1.</b>	<b>Services required: As specified in Call Off Schedule 2 (Services)</b>
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**IMPLEMENTATION PLAN**


<b>3.1.</b>	<p><b>Implementation Plan: As specified in Schedule 4 (Implementation Plan) of the Call Off</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">         Implementation Plan 200418.xlsx     </div> <div style="text-align: center;">         PSRCA_GEN_001 (02).pptx     </div> </div> <p>Implementation plan for go live of new services is in development. Customers will be invited to be part of the discovery and development stage to input into the design of the services.</p>
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## CONTRACT PERFORMANCE

<b>4.1.</b>	<p><b>Standards:</b></p> <p>As referenced in Clause 11 and Schedule 1 (Definitions) of the Call Off Agreement</p>
<b>4.2</b>	<p><b>KPI's:</b></p> <p>As per call off contract KPI's</p>
<b>4.3</b>	<p><b>Period for providing Rectification Plan:</b></p> <p>As per Clause of the Call Off Terms</p>

## PAYMENT

<b>5.1</b>	<p><b>Call Off Contract Charges (including any applicable discount(s), but excluding VAT):</b></p> <p>As per Annex 1 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing) of the Call Off Agreement . Contract Charges may be amended to reflect increase/decrease in market rates as the result of benchmarking of the Services throughout the life of this Call Off Agreement.</p> <p>Call Off Contract Charges are for new workers placed after the Service Commencement Date above.</p>
<b>5.2</b>	<p><b>Payment terms/profile (including method of payment e.g. Government Procurement Card (GPC) or BACS):</b></p> <p>As per Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)</p> <p>On average payment to be made in line with the Procurement Policy Note 05/15 as per the following link;</p> <p><a href="https://www.gov.uk/government/publications/procurement-policy-note-0515-prompt-payment-and-performance-reporting">https://www.gov.uk/government/publications/procurement-policy-note-0515-prompt-payment-and-performance-reporting</a></p> <p>The Service Provider will invoice the Customer each week following the draw down of approved timesheets from the VMS or other appropriate collation of approved manual timesheets as the case may be.</p>

5.3	<b>Reimbursable Expenses</b> Pre-approved expenses incurred by Workers only.  DfE travel and expenses May2018.pdf	
5.4	<b>Customer billing address (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)).</b>	<b>For Department for Education send to:</b> Department for Education - PO BOX 407, SSCL, Phoenix House, Celtic Springs Bus. Park, Newport, NP10 8FZ  <b>For Education Skills Funding Agency send to Accounts Payable, Insight, Resources and Transformation (IRT) Directorate, Cheylesmore South, Quinton Road, Cheylesmore, Coventry, CV1 2WT;</b>



#### LIABILITY AND INSURANCE



6.1	<b>Estimated Year 1 Call Off Contract Charges:</b> "The Service Provider's Liability incurred in any rolling period of 12 months shall be subject in aggregate to a maximum of 150% of the Management Charges."  "The estimated Year 1 Charges are: £150 000"	
6.2	<b>Service Provider's limitation of Liability As per Clause of the Call Off Terms .</b>	

#### TERMINATION AND EXIT

7.1	<b>Termination on material Default As per Clause of the Call Off Terms</b>	
7.2	<b>Termination without cause notice period As per Clause of the Call Off Terms</b>	
7.3	<b>Undisputed Sums Limit: As per Clause of the Call Off Terms</b>	
7.4	<b>Exit Management:</b> As per Call Off Schedule 9 (Exit Management)	

#### OTHER CALL OFF REQUIREMENTS

8.1	<b>Security:</b> Short form security requirements	<i>Security as per the Framework RM3749</i>
8.2	 <b>ICT Policy:</b> GSC - DfE Handling Guidance.pdf   contractors-and-consultants Security Policy.pdf	

8.3	<b>Business Continuity &amp; Disaster Recovery:</b> As per Call Off Schedule 8 (Business Continuity and Disaster Recovery) <b>Disaster Period:</b> For the purpose of the definition of "Disaster" in Call Off Schedule 1 (Definitions) the "Disaster Period" shall be one calendar month	
8.4	<b>Protection of Customer Data:</b> As per Clause 34.2 of the Call Off Terms The Customer authorises the Service Provider's sub-contractor Hays Specialist Recruitment Ltd. ("Hays") to process Personal Data outside the EU to Hays' wholly owned subsidiary Hays Business Solutions Pty (India). The Service Provider procures that Hays complies with the provisions of Clause 34.5, to the extent applicable, as sub-processor (specifically Clause 34.5.4(d)), and shall only process the categories of Personal Data described in Schedule 20 of the Call Off Terms.	
8.5	<b>Notices (Clause of the Call Off Terms):</b> Customer's postal address and email address:  Service Provider's postal address and email address: 7-11 Bishopsgate, London, EC2N 3AQ 	
8.6	<b>Economic and Social Values</b> The delivery of economic benefits	Through a) job creation; b) supply chain spend with SMEs / the area in which the service is being delivered; c) Savings through better process design or working in different ways;

**FORMATION OF CALL OFF CONTRACT**

**BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM (which may be done by electronic means) the Service Provider agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the Call Off Order Form and the Call Off Terms.**

**The Parties hereby acknowledge and agree that they have read the Call Off Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.**

**In accordance with Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be**

done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Service Provider within two (2) Working Days from such receipt.

**For and on behalf of the Service Provider:**

Name and Title	[REDACTED]
Signature	[REDACTED]
Date	20/6/18 ✓

**For and on behalf of the Customer:**

Name and Title	[REDACTED]
Signature	[REDACTED]
Date	15/06/18.

**Appendix 1**

**Requisition Process**



PSR Processes  
20180420 (2).docx

**Appendix 2**

**Complaints Process**



PSR Issue Resolution  
Management 201804.

**Appendix 3**

**MI Dashboard (Password 2018CCSD@T@ to access)**



CA dashboard PSR  
test data 010518.xlsx