

Further Competition Order Form Template

CALL-OFF REFERENCE: BRAVO Project

THE BUYER: DWP- G431SS-06022020

BUYER ADDRESS 2 St Peter's Square, Manchester, M2 3AA

SUPPLIER REFERENCE **DWP- G431SS-06022020**

THE SUPPLIER: Abzorb Group Ltd

SUPPLIER ADDRESS: Armytage Road, Brighouse, HD6 1QF

REGISTRATION NUMBER: Registration No. 10779280

DUNS NUMBER: 222979503

SID4GOV ID:

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 04/02/2020
It's issued under the Framework Contract with the reference number RM3808 for the
provision of Network Services.

CALL-OFF LOT(S):
RM3808 – Lot 1

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 9 (Minimum Standards of Reliability)]
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Call-Off Schedules for
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 11 (Installation Works)
 - Call-Off Schedule 14 (Service Levels)
4. CCS Core Terms (version 3.0.5)
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:
[None]

CALL-OFF START DATE 10/02/2020

CALL-OFF EXPIRY DATE 09/2/2023

CALL-OFF INITIAL PERIOD 36 months

CALL-OFF OPTIONAL EXTENSION PERIOD 24 Months

MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

At least 90 days notice

CALL-OFF DELIVERABLES

Provision of a 100/100 Fibre Circuit with 1 Dynamic IP Address to be installed at
REDACTED

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
Estimated Charges in the first 12 months of the Contract:

No set up/ installation charges,
Monthly Rental = REDCATED

Totalling £10,050 per annum

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CALL-OFF CHARGES

Name of Organisation	Fibre Circuit	IP Address - Charges	Set Up/ One-off / Install fees	Annual Rental	Monthly Rental	Total Expenditure	Length of Term (months)
REDACTED							36

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 / applicable

PAYMENT METHOD

The payment method for this Call-Off Contract is Fixed Price.

The Supplier will issue electronic invoices per month in arrears.

The Buyer will pay the Supplier within 30 days of receipt of a valid invoice

BUYER'S INVOICE ADDRESS:

Invoices will be sent to APinvoices-DWP-U@gov.sscl.com

BUYER'S AUTHORISED REPRESENTATIVE

REDACTED

REDACTED

REDCATED

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REDACTED

BUYER'S ENVIRONMENTAL POLICY

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

Not applicable

QUALITY PLAN

Not Applicable

MAINTENANCE OF ICT ENVIRONMENT

Not Applicable

BUSINESS CONTINUITY AND DISASTER RECOVERY

In accordance with Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

BCDR REDCATED

SECURITY REQUIREMENTS

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In accordance with Call-Off Schedule 9, Part A (Short Form Security Requirements) applies

BUYER'S SECURITY POLICY

Security Policy Compliance required:
Yes

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

Not Applicable

CLUSTERING

Not Applicable

SERVICE LEVELS AND SERVICE CREDITS

The support and the SLA's are should there be any incident within the provision will be by Abzorb, for any support/faults please call REDCATED

The SLA fix time is 5 hours – 24/7/365.

Priority	Description	Target Incident Intervention Time	Target Mean Time To Repair (MTTR)
P1 Critical Service Affecting	Complete breakdown or outage of the Service Platform or a critical functionality that renders the system unusable.	15 Minutes	5 Hours

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	<p>There are no workarounds or manual processes available to minimize the problem.</p> <p>Business Impact: Critical Impact on ability to operate Business Processes.</p>		
P2 Major Service Affecting	<p>Significant degradation of the Customer services or a critical function that, not rendering the system completely unusable, considerably limits one or more of its critical functions.</p> <p>There are no workarounds or manual processes available to minimize the problem.</p> <p>Business Impact: Significant Impact on ability to operate Business Processes.</p>	1 Hours	5 Hours
P3 Minor Service Affecting	<p>A minor degradation of the Customer Services or some functionality that causes minimal loss of service and does not limit its critical functions.</p> <p>Workaround or manual process is available.</p> <p>Business Impact: Minor Impact on the ability to operate Business Processes.</p>	1 Business Day	9 Business Days
P4 Non Service Affecting	<p>No limitation of the Customer Services functionality (examples are notifications about faulty documentation, questions or requests for improvement).</p> <p>Business Impact: No Impact on the ability to operate Business Processes.</p>	2 Business Days	10 Business Days

The escalation route for faults is:

Technical Support Escalation Matrix

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Level	Availability	Contact		Time to Respond
1	24/7	Technical Support		15 Minutes
2	09:00 – 18:00	Support Escalation	REDCATED On request via Level 1	1 hour
	24/7	On-Call Escalation	On request via Level 1	2 hours
3	09:00 – 18:00	Network Support	On request via Level 2	4 hours
4	09:00 – 18:00	Support Team Manager	On request via Level 3	6 hours
5	24/7	Director	REDCATED	8 hours

The Service Period is 36 Month(s)

PERFORMANCE MONITORING

Additional performance monitoring required:
Yes

Refer to Call-Off Schedule 14 (Service Levels) Part C.

SUPPLIER'S AUTHORISED REPRESENTATIVE

REDCATED

Business Account Manager

REDCATED

Armytage Road, Brighouse, West Yorkshire, HD6 1QF

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SUPPLIER'S CONTRACT MANAGER

REDCATED

Head of Public Sector

REDACTED

Armytage Road, Brighouse, West Yorkshire, HD6 1QF

PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month

PROGRESS MEETING FREQUENCY

Quarterly on the first Working Day of each quarter

OPERATIONAL BOARD

Not Applicable

KEY STAFF

Not Applicable

COMMERCIALLY SENSITIVE INFORMATION

Not applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	REDCATED	Signature:	REDCATED
Name:	REDCATED	Name:	REDCATED
Role:	Commercial Practitioner	Role:	Commercial Manager
Date:	06/02/2020	Date:	06/02/2020