**RM3828: Payment**

**Solutions Order Form**



**[Buyer guidance:** This Order Form, when completed and executed by both the

Buyer and the Supplier, forms a Call-Off Contract from CCS framework RM3828, Payment Solutions. Signing it ensures that both parties are able to compliantly use the terms and conditions agreed from the procurement exercise. You can complete and execute the Call-Off contract by either physical signature or by using an equivalent document or electronic purchase order system. If an electronic purchasing system is used instead of signing as a hard-copy, the text below must be copied into the electronic order form.]

# Order Form Template

This Order Form is for the provision of the Call-Off Deliverables. It is issued under the Framework Contract with the reference number RM3828 for Payment Solutions.

|  |  |
| --- | --- |
| **Buyer Name**  | Insolvency Service  |
| **Buyer Contact**  | (REDACTED)  |
| **Buyer Address**  | Seneca House, Amy Johnson Way, Blackpool, FY4 2FF  (REDACTED)  |
| **Invoice Address** **(if different)**  |    |

|  |  |
| --- | --- |
| **Supplier Name**  | National Westminster Bank Plc  |
| **Supplier Contact**  | (REDACTED) |
| **Supplier Address**  | Level 3, 250 Bishopsgate, London, EC2M 4RB  (REDACTED)  |

|  |  |
| --- | --- |
| **Framework Ref**  | RM3828: Payment Solutions  |
| **Framework Lot Number**  | Lot 1  |
| **Call-Off (Order) Ref**  | TIS0385  |
| **Order Date**  | 25/06/2020  |
| **Call-Off Reference**  | TIS0385  |
| **Call-Off Start Date**  | 1st August 2020  |
| **Call-Off Expiry Date**  | 31st July 2022  |
| **Extension Options**  | Two twelve (12) month options to extend the contract beyond the Call-Off Expiry Date.  |
|  |   |

## CALL-OFF INCORPORATED TERMS

The Call-Off Contract, including the CCS Core Terms and Joint Schedules’ can be viewed in the ‘Documents’ tab of the Supply Teacher framework page on the CCS website:

https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3828

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) RM3828 Payment Solutions The following Schedules in equal order of precedence:*

* + *Joint Schedules for RM3828 Payment Solutions*  o *Joint Schedule 2 (Variation Form)*  o *Joint Schedule 3 (Insurance Requirements)* o *Joint Schedule 4 (Commercially Sensitive Information)*
	+ *Joint Schedule 6 (Key Subcontractors)*  o *Joint Schedule 7 (Financial Difficulties)*  o *Joint Schedule 8 (Guarantee)*
	+ *Joint Schedule 9 (Minimum Standards of Reliability)*
	+ *Joint Schedule 10 (Rectification Plan)*
	+ *Joint Schedule 11 (Processing Data)*

 *Call-Off Schedules for* ***TIS0385*** *Call-Off reference number]*  o *Call-Off Schedule 1 (Transparency Reports)* o *Call-Off Schedule 2 (Staff Transfer)* o *Call-Off Schedule 3 (Continuous Improvement)*

* + *Call-Off Schedule 15 (Call-Off Contract Management)* o *Call-Off Schedule 18 (Background Checks)*
	+ *Call-Off Schedule 20 (Call-Off Specification)*
	+ *Call-Off Schedule 22 (Financial Services) ]*
1. CCS Core Terms (version 3.0.4)
2. *Joint Schedule 5 (Corporate Social Responsibility) RM3828 Payment Solutions*

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, or added to, this Order Form, or presented at the time of delivery.

## CALL-OFF DELIVERABLES

|  |
| --- |
| **The requirement**  |
| The supplier shall provide all Mandatory Deliverables as per Framework Schedule 1 (Specification) of RM3828. This shall include but not be limited to: * Supply and maintenance of payment solutions, free of charge, to buy goods and services, including travel;
* Distribution and delivery of cards of Public Sector Payment Cards to Buyer staff at specified address as required;
* Spend Control Measures, including: Ability for Buyer to set fixed limits on individual and monthly transactions on all Public Sector Payment Cards, to Suspend, Cancel and Open cards for use via online portal and to define which Merchant Categories may be purchased against;
* Access to online management tool which enables reporting, audit trail, organisation structure, invoicing etc.;
* Customer Service to Buyer and End Users with a free of charge Customer Service Helpline (telephone service), which shall be available 24 hours a day, 7 days a week and 365 days a year (366 days for leap years);  Training;  Rebate.
 |

## REBATE

Call Off Contract Charges payable by the Customer (discount(s), but excluding VAT) and payment terms/profile including method of payment (e.g. BACS) **Payment of invoices –** will be made by will be made by DIRECT DEBIT **Monthly invoices -** will be issued on the3rd of the month.

**Settlement Term –** (7) Days following statement issue date.

**Rebates -** Where payment of a rebate is due, such rebates will be paid in August of each calendar year. Rebates will be calculated annually for spend made on the Public Sector Cards for the period between 1st August and 31st July each year.

**Rebate Payment details** – will be paid to the following bank details

**Sort code** (REDACTED) **Account number** (REDACTED)

## PERFORMANCE OF THE DELIVERABLES

|  |
| --- |
| **Key Staff**  |
| (REDACTED) (Public sector Cards Director)  |
| ***Key Subcontractors***  |
| N/A  |

|  |  |
| --- | --- |
| **For and on behalf of the Supplier:**  | **For and on behalf of the Buyer:**  |
| Signature:  |  (REDACTED) | Signature:  |  (REDACTED) |
| Name:  |  (REDACTED) | Name:  |  (REDACTED) |
| Role:  |  Public Sector Cards Mgr  | Role:  | Director of Finance & Commercial  |
| Date:  |  7/7/2020 | Date:  |  10/7/2020 |
| ISV:  |  (REDACTED) |   |   |

**Annex A – Pricing**

## Rebate matrix

|  |  |  |  |
| --- | --- | --- | --- |
| **YEARS**  | **ESTIMATED ANNUAL** **CONTRACT SPEND**  | **TENDERED** **REBATE** **28 DAY** **SETTLEMENT**  | **REBATE % Vs SETTLEMENT DAYS**  |
|  **(£/YEAR)**  | **(% Discount)**  | 21  | 14  | 10  | 7  |
| **1 to 4**  | < £0.10m  | 0.01%  | 0.031%  | 0.052%  | 0.064%  | 0.073%  |
| **1 to 4**  | < £0.25m  | 0.03%  | 0.051%  | 0.072%  | 0.084%  | 0.093%  |
| **1 to 4**  | <£1.0m  | 0.25%  | 0.271%  | 0.292%  | 0.304%  | 0.313%  |
| **1 to 4**  | <£5.0m  | 0.41%  | 0.438%  | 0.466%  | 0.482%  | 0.494%  |
| **1 to 4**  | <£10.0m  | 0.59%  | 0.618%  | 0.646%  | 0.662%  | 0.674%  |
| **1 to 4**  | <£15.0m  | 0.62%  | 0.648%  | 0.676%  | 0.692%  | 0.704%  |
| **1 to 4**  | <£25.0m  | 0.65%  | 0.678%  | 0.706%  | 0.722%  | 0.734%  |
| **1 to 4**  | <£50.0m  | 0.72%  | 0.748%  | 0.776%  | 0.792%  | 0.804%  |
| **1 to 4**  | <£75.0m  | 0.80%  | 0.828%  | 0.856%  | 0.872%  | 0.884%  |
| **1 to 4**  | <£100.0m  | 0.88%  | 0.908%  | 0.936%  | 0.952%  | 0.964%  |
| **1 to 4**  | >£100.0m  | 1.15%  | 1.178%  | 1.206%  | 1.222%  | 1.234%  |

**The tables below capture any other fees and charges that may be applicable under the Framework.**

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| --- |
| **Primary Fees and Charges** |
| **Service Description** | **Open Market Rates** | **Tendered Rates** |
| Late payment fee (cost per occurrence) | £12.00 | £12.00 |
| Cash handling fee (percentage) | n/a | n/a |
| Foreign exchange fees (percentage) | n/a | n/a |
| Drawing and issuing of cheque fees (cost per cheque) | n/a | n/a |
| Copy of transaction receipt fees (cost per transaction receipt) | £5.00 | £5.00 |
| Copy paper statement (cost per statement) | n/a | n/a |
| Courier charges | £25.00 | £25.00 |
| Commercial and corporate card fees (cost per card) | £45.00 | £0.00 |
| Gold cards (cost per card) | £75.00 | £0.00 |
| Dormant card fees (cost per card) | £0.00 | £0.00 |
| **Other Fees and Charges** |
| **Service Description** | **Open Market Rates** | **Tendered Rates** |
| 1 - Monthly interest (Charge only applies if balance is not cleare |  | 1.60% | 1.60% |
| 2 - 7 days grace period monthly fee (calculated monthly as a per | c | 0.00% | 0.00% |
| 3 - 14 days grace period monthly fee (calculated monthly as a pe |  | 0.45% | 0.00% |
| 4 - 21 days grace period monthly fee (calculated monthly as a pe |  | 0.55% | 0.00% |
| 5 - 28 days grace period monthly fee (calculated monthly as a pe |  | 0.70% | 0.00% |
| 6 - Cash advance fee (calculated as a percentage of the transacti | o2.95% (minimum £2.95) |  | 2.95% (minimum £2.95) |
| 7 - Non-Sterling transaction fee (calculated as a percentage of th |  | 2.95% | 2.95% |
| 8 - Electronic transaction file feed set up fee (per feed) |  | £665 | £665 |
| 9 - Electronic transaction file feed monthly fee (per feed) |  | £70 | £70 |
| 10 - Change of organisation name - reissue card fee (per card) |  | £5 | £5 |
| 11 - Copy of transaction receipt overseas fees (per transaction re |  | £10 | £10 |
| 12 - Duplicate statements (per sheet) | £1 (max £40) |  | £1 (max £40) |
| 13 - Emergency overseas replacement card fee (per card) |  | £75 | £75 |
| 14 - onecard Enhanced Lodge transaction fee (per transaction) |  | £0.48 | £0 |
| 15 - Approval2Buy average tansaction value <300 transaction fe | e | £0.48 | £0 |
| 16 - Approval2Buy average tansaction value >301 transaction fee |  | £0.94 | £0 |
| 17 - Integrated Approval2Buy implementation charge (per integ | r £25,000.00 | £25,000.00 |