



**Defence
Infrastructure
Organisation**

Call-Off Schedule 5

Pricing

Regional Accommodation Maintenance Services (RAMS)

REF: RM6089 LOT 2B

CALL-OFF SCHEDULE 5

PRICING

1. INTRODUCTION

- 1.1 This Schedule sets out the arrangements for the pricing of the Deliverables including:
 - 1.1.1 The Baseline Monthly Payment for Services (including the Inclusive Repair Threshold); and
 - 1.1.2 Recompense Events;
 - 1.1.3 Adjustments and Variation of Prices
- 1.2 Billable Works pricing and Works Orders associated with Billable Works and payment mechanisms are described in detail in Call Off Schedule 4A (Billable Works).
- 1.3 Mobilisation Milestone Payments are described in Call-Off Schedule 13 (Mobilisation).
- 1.4 Details of the prices applicable to each of the Services listed in Call Off Schedule 28 (Call-Off Specification) are listed in Annex A (Rates and Prices) to this Call Off Schedule 5.

2. PRICING MODEL

- 2.1 The Services are priced in accordance with the Fixed Price Structure detailed in this paragraph 2. Subject to paragraph 2.5 below, the Fixed Prices shall cover all of the requirements detailed in Call Off Schedule 28 (Call Off Specification) except for those Exclusions detailed in Annex B.
- 2.2 Fixed Price Structure, each as more accurately defined in Joint Schedule 1 (Definitions):
 - Fixed Price Per Property (PPP) – General repairs, maintenance and servicing both within dwellings and in communal areas;
 - Fixed Price Per Void Preparation (PPVP) – work to bring properties to the Move In Standard following vacation by an Occupant;
 - Fixed Price Per Void Maintenance (PPVM) – work to maintain properties during long term voids;
 - Fixed Price Per Estate (PPE) – work to maintain gardens and grounds on the Estate including Built and Infrastructure Assets;
 - Fixed Price for Contract Management in accordance with Part 1 of Annex A (Rates and Prices) to this Call Off Schedule 5.
- 2.3 The Fixed Price Structure shall be applied as follows:

PPP, PPVP, PPVM, PPE and Contract Management

- 2.3.1 PPP – the annual amount to be paid in equal monthly payments, based on the number of allocated Service Families Accommodation (SFA) at the start of each quarter. Whilst the PPP includes work to communal areas, these are not counted as property volume under the PPP i.e. a block of flats with four units will be paid at four times the PPP which is deemed to include the work to the communal parts of that block.
- 2.3.2 PPVP – paid on actual numbers of Void Preparation undertaken in a given year, reconciled as at 31st March each Contract Year in accordance with paragraph 8.3 with monthly invoices based upon the annual agreed forecast programme of Allocations / Void Preparations. The forecast shall be provided by the Buyer.
- 2.3.3 PPVM – the annual amount to be paid in equal monthly payments, based upon the number of Void SFA as notified by the Buyer at the start of each quarter.
- 2.3.4 PPE – the annual amount to be paid in equal monthly payments for an identified Housing Estate, at the Contract value detailed in Annex A (Rates and Prices) to this Call-Off Schedule 5.
- 2.3.5 Contract Management - the annual amount to be paid in equal monthly payments at the Contract value detailed in Annex A (Rates and Prices) to this Call-Off Schedule 5.
- 2.4 Services not included in the Fixed Price Structure shall be delivered through the Contract as Billable Works administered in accordance with Call-Off Schedule 4A (Billable Works).
- 2.5 Notwithstanding paragraph 2.3.4 above, from the In-Service Date and for the following Contract Year 1 (including all seasons), other than the requirements in sections 9 (Built and Infrastructure Assets) and 13 (Garden Maintenance Services) of Call-Off Schedule 28 (Call-Off Specification) Part 8, the Supplier shall undertake the sub-categories of Grounds Maintenance as Billable Works in accordance with Call Off Schedule 4a (Billable Works). Following this period, the prices for all sub-components of Grounds Maintenance shall be included in the PPE for the remainder of the Contract Period.
- 2.6 The calculation of a new PPE in Contract Year 2, which includes all Grounds Maintenance Services shall be achieved via the process detailed in paragraphs 2.7 - 2.11 below.

Grounds Maintenance – PPE

- 2.7 During the Mobilisation Period and for up to 12 months following ISD the Supplier shall undertake discovery of the Affected Property and shall during the same period agree with the Buyer it's proposed Grounds Maintenance plans.
- 2.8 At the end of Contract Year 1 the Supplier shall confirm the value of all Billable Works for Grounds Maintenance undertaken during the 12 month period and notify the Buyer of its proposed Fixed Price for Grounds Maintenance to be included in

the PPE. Such Fixed Price shall be equal to or less than the total value of Billable Works invoiced by the Supplier in the 12 months period.

- 2.9 The Buyer shall, at its discretion audit the Suppliers accounts and records relating to its Ascertained Costs for Grounds Maintenance undertaken as Billable Works.
- 2.10 The Parties may review the occurrence of exceptional events during Contract Year 1 which the Buyer may consider before accepting the new PPE presented by the Supplier.
- 2.11 Following acceptance by the Buyer of the Fixed Price for Grounds Maintenance, such Fixed Price shall be added to the PPE applicable during Contract Year 1 (i.e. the Fixed Price for Garden Maintenance for entitled Occupants as detailed in Call Off Schedule 28 Part 8 (Grounds Maintenance), paragraph 13.5, Built Assets and Infrastructure Assets), resulting in the new PPE. The Contract Schedules shall be amended by the Buyer as appropriate and the provisions of this Call Off Schedule 5 (Pricing) shall fully apply to the new Price Per Estate. For avoidance of doubt the Price Per Estate agreed between the Buyer and the Supplier shall not be subject to an Inclusive Repair Threshold.

3. SCOPE OF FIXED PRICE – INCLUSIONS & EXCLUSIONS

- 3.1 Intentionally Blank
- 3.2 The Fixed Price Structure covers the totality of the work necessary to deliver the Fixed Price Services and provide the Deliverables with the sole exception of the activities detailed in Annex B which, whilst included within Call Off Schedule 28 (Call-Off Specification), are explicitly excluded from the Fixed Prices and, if required, will be procured as Billable Works in accordance with Call-Off Schedule 4a (Billable Works).

4. THE INCLUSIVE REPAIR THRESHOLD

- 4.1 The intent of the Inclusive Repair Threshold is to provide a mechanism through which the high volume of low value repair tasks can be completed without delay and with minimal process and the IRT shall apply to the PPP and the PPVM.
- 4.2 The costs of work included in the PPP and PPVM below the Inclusive Repair Threshold of [REDACTED – COMMERCIALLY SENSITIVE] excluding VAT are included in the Baseline Monthly Payment. The Inclusive Repair Threshold applies per event and not, for example, per trade. The fixed price for Deliverables relating to work included in the PPP and PPVM below the Inclusive Repair Threshold is set out in Annex A. If the PPP or PPVM will exceed the Inclusive Repair Threshold will be identified by the Supplier as Billable Works, managed in accordance with Schedule 4a (Billable Works) and invoiced in accordance with paragraph 13.1 below and paragraph 3.6(h) of Call-Off Schedule 4a.
- 4.3 The Supplier shall supply and install all Replacement Equipment associated with Deliverables within the Inclusive Repair Threshold at its own cost. This includes the replacement of entire Assets (at Level 4, where so defined) as well as component parts of Assets where replacement is appropriate in accordance with Good Industry Practice.

- 4.4 The Supplier shall not repeatedly repair the same Asset, if its replacement is within the Inclusive Repair Threshold and offers better value.
- 4.5 For the avoidance of doubt, the replacement of Assets under PPP and PPVM, that the Buyer agrees are beyond economic repair, and Assets that the Buyer agrees are to be replaced at the end of their life cycle, are to be treated as within the Inclusive Repair Threshold, and Billable Works if above the Inclusive Repair Threshold
- 4.6 The replacement of Built Assets and Infrastructure Assets notified by the Supplier as being beyond economical repair in accordance with Call Off Schedule 28 – Part 8 (Grounds Maintenance) and accepted by the Buyer shall be treated as Billable Works in accordance with Call Off Schedule 4a (Billable Works) during Contract Year 1. Replacement of Built Assets and Infrastructure Assets considered to be beyond economical repair from Contract Year 2 shall be included in the Fixed Price PPE agreed for Year 2 onwards
- 4.7 Illustrative examples of the application of the IRT and related PPP pricing clauses are below.
- 4.7.1 *A fault is reported in a CCTV system. Investigation suggests that water ingress has damaged both the control box and three in-line amplifiers. This is one event impacting a single level 3 Asset, covered by the IRT.*
- 4.7.2 *A double-glazed window is leaking and needs replacing. Other similar windows in the same SFA and in other SFA on the Housing Estate experience a similar issue throughout the next year. This is not one event and the Assets cannot be bundled. The IRT shall apply to each such window.*
- 4.7.3 *The air conditioning in an SFA has broken down. At the Building Custodian's request, a portable air conditioning unit has been hired, until the condenser can be fixed. The IRT shall apply to the one event – the hire of the portable unit and the repair.*
- 4.7.4 *A routine inspection of SFA, a month after the ISD, reveals that a couple of fire doors in an SFA do not meet building regulations. Because the doors were not safe and legal at ISD, and the discovery of this condition is within the time period allowed for identification of Backlog Maintenance, the Buyer will fund their replacement.*
- 4.7.5 *A boiler is not working and needs to be replaced. An equivalent model can be sourced and installed within the IRT. If a higher spec replacement could offer additional benefits, but would cost a further £2000 above the IRT, then the Buyer may consider a Billable Work for this, on the Supplier's recommendation. The cost of this would require a contribution from the Supplier to the extent of the IRT, with the remainder funded by the Buyer.*

5. BACKLOG MAINTENANCE

- 5.1 The Buyer recognises the possibility of some Statutory and Mandatory Services as defined in Call-Off Schedule 28 (Call-Off Specification), Part 5 may be

outstanding on the Affected Property at ISD ("Backlog Maintenance"). This Backlog Maintenance shall be managed as follows:

- 5.1.1 the Supplier or Buyer may only identify any Backlog Maintenance within the 12 months following ISD;
- 5.1.2 the management and rectification of Backlog Maintenance shall be through the Billable Works process.

6. NOT USED

7. CALCULATION OF THE CHARGES

- 7.1 The Charges detailed in paragraph 2.3 above shall be:
 - 7.1.1 calculated based on the rates and prices specified in Annex A (Rates and Prices to this Call-Off Schedule 5 and subject to Indexation as defined in paragraph 10.
 - 7.1.2 paid in respect of Service Months for full and proper performance by the Supplier of its obligations under the Call-Off Contract;
 - 7.1.3 paid by way of monthly payments ("Monthly Payments") which shall be calculated in accordance with paragraph 7.2 below; and
 - 7.1.4 adjusted as required by Call Off Schedule 6b (TUPE price adjustments) if called up, and Recompense Requests.
- 7.2 Subject to paragraphs 7.3 and 7.4 below, the Monthly Payment (MP_n) in respect of a Service Month "n" for PPP, PPVP, PPVM, PPE and Contract Management shall be calculated in accordance with the following formula:

$$MP_n = BMP_n + PTC_{n-1} + PC$$

where:

- MP_n is the Monthly Payment to be determined in respect of the Service Month "n";
- BMP_n is the Baseline Monthly Payment for Service Month "n" which is calculated in accordance with paragraph 8 below;
- PTC_{n-1} is the Pass Through Costs due in respect of the previous Service Month which is calculated in accordance with paragraph 9 below;
- PC is the Performance Credit as per Call Off Schedule 14 (Performance Management). For ease of administration, it shall be assumed on a monthly basis that the Acceptable Level of Performance has been achieved and the Fixed Profit shall be paid accordingly. At the end of each Service Period (each quarter), there will be a reconciliation. The PC earned over the quarter will be calculated according to actual performance, to include the earning of Fixed and Variable Profit and to account for any Performance Failures or Persistent Performance Failures, as per the Performance Credit Model in Call Off Schedule 14. The PC will then be adjusted for that month to make the correction

in payment that is due. Where a Performance Measure is measured annually, the same principle will apply in the month that it is reported.

- 7.3 Following the final Service Month during the Contract Period a balancing payment will be calculated to account for:

7.3.1 the Credit calculated in respect of the final Service Period, according to Call Off Schedule 14 (Performance Management);

7.3.2 the Pass Through Costs incurred within the final Service Month;

7.3.3 any Call Off Contract pricing payable in respect of the final Service Month; and

7.3.4 the total price for Work Orders which have been completed in the final Service Month,

7.3.5 Any outstanding and agreed Recompense Requests,

7.3.6 Any adjustment to the Fixed Prices and the payments received to date to reflect the effect of inflation agreed by the Buyer in accordance with paragraph 10 below.

7.3.7 Any amount outstanding or owing following a reconciliation detailed in paragraph 8.3 below.

and such balancing payment will be paid to, or deducted from, the sums due to the Supplier following the assessment of the Supplier's performance in the final Service Month.

- 7.4 The Baseline Monthly Payment shall include all costs and expenses relating to the Deliverables under PPP, PPVP PPVM, PPE and Contract Management and/or the Supplier's performance of its obligations under this Call-Off Contract and no further amounts shall be payable by the Buyer to the Supplier in respect of such performance except in relation to any amounts which are expressly recoverable as part of a Work Order payment, or Pass Through Cost, or any Billable Works the Supplier is entitled to undertake without a Work Order in accordance with Call-Off Schedule 4A (Billable Works).

8. BASELINE MONTHLY PAYMENT

- 8.1 The baseline monthly payment ("Baseline Monthly Payment") payable in respect of a Service Month shall be set by reference to Annex A (Rates and Prices) to this Call-Off Schedule 5 and shall be the total price for delivering the PPP, PPVP, PPVM, PPE and Contract Management inclusive of the IRT (where appropriate).
- 8.2 With the total of the above divided into twelve (12) equal payments.

Reconciliation and Adjustment of Charges

- 8.3 The Baseline Monthly Payment includes payments for Void Preparation based upon annual agreed forecast programme of Allocations /Void Preparations provided by the Buyer calculated in accordance with the Rates and Prices detailed in Annex A (Rates and Prices) to this Call-Off Schedule 5. Payments to reflect the

actual volume of Void Preparation undertaken will be reconciled as at 31st March each Contract Year.

- 8.4 The agreed programme of Allocations/Void Preparations for the first Contract Year were notified by the Buyer to the Supplier at Contract Award and for each subsequent Contract Year will be notified in accordance with paragraph 8.5.
- 8.5 By the 14th April each year (or such other date as mutually agreed between the Buyer and Supplier) and based upon the actual number of Allocations/Void Preparations completed in the previous Contract Year the Buyer and Supplier shall agree:
 - 8.5.1 A balancing payment or credit to be included in the Baseline Monthly Payment to be submitted for April in the relevant Contract Year; and
 - 8.5.2 The agreed programme of Allocations/Void Preparations for the following Contract Year and, for payment purposes, the PPVP for the following year calculated in accordance with the Rates and Prices detailed in Annex A (Rates and Prices) to this Call Off Schedule 5.

9. PASS THROUGH COSTS

- 9.1 Where the Order Form indicates that the Supplier is entitled to claim Pass Through Costs for certain Buyer identified specialist suppliers then:
 - 9.1.1 only those Pass Through Costs set out in the Order Form shall be recoverable;
 - 9.1.2 the Pass Through Costs shall only be recoverable where they are incurred in accordance with the guidelines that the Buyer may issue to the Supplier from time to time;
 - 9.1.3 the Supplier shall not be entitled to charge any additional amount on top of the Pass Through Costs including margin, mark up or uplift costs; and
 - 9.1.4 any claim for Pass Through Costs shall be supported by such documentation as the Buyer may request from time to time.

10. INDEXATION

- 10.1 Any amounts or sums in this Call-Off Contract which are expressed in the Order Form to be "subject to Indexation" and/or are described in paragraph 10.2 below, shall be adjusted in accordance with the provisions of this paragraph 10 to reflect the effects of inflation.
- 10.2 Indexation shall apply to the following:
 - 10.2.1 The Fixed Price for the provision of all Services including the IRT (where appropriate) for each year as set out in Annex A (Rates and Prices) to this Call Off Schedule 5;
 - 10.2.2 The Archetype Rates for life cycle replacement of specified items/collection of items (e.g. replacement kitchen).

10.2.3 Schedule of Rates based upon percentage adjustments to the M3NHF Schedules of Rates (SORs) Version 7 as detailed in Annex A (Rates and Prices) to this Call Off Schedule 5;

10.2.4 The Inclusive Repair Threshold

- 10.3 Fixed Prices for the provision of all Services referred to in paragraph 10.2.1 above for each year as set out in Annex A (Rates and Prices) to this Call Off Schedule 5 were agreed at Contract Award and do not include provisions beyond the end of Year 1 for increases or decreases in the market price of the Deliverables being procured. Any such variation in prices to reflect increases or decreases in the market price shall be calculated in accordance with the following formulae:

Contract Award to ISD

$$P_i = P_o \times (O_i/O_o)$$

Where

Contract Year i is the twelve months following In-Service Date in respect of which the variation of the Prices is to be determined in accordance with this provision

P_i represents the Price in Contract Year i.

P_o represents the Price at Contract Award.

O represents the D7BT – Consumer Price Index (CPI).

O_o represents the average OUTPUT CPI figure for the quarter prior to Contract Award.

O_i represents the average OUTPUT CPI figure for the quarter prior to In-Service Date and commencement of Contract Year 1

Year 2 onwards

$$P_i = P_o \times (O_i/O_o)$$

Where:

Contract year i is the year of the Contract in respect of which the variation of the Prices is to be determined in accordance with this provision

P_i represents the Price in Contract Year i.

P_o represents the Contract Year 1 Price.

O represents the D7BT – Consumer Price Index (CPI).

O_o represents the average OUTPUT CPI figure for the quarter prior to the commencement of Contract Year i.

O_i represents the average OUTPUT CPI figure for the quarter prior to the commencement of a new Contract Year.

- 10.4 The Index referred to in paragraph 10.3 above shall be taken from the following ONS Dataset: "Consumer price inflation tables".
- 10.5 Indices published with a 'B' or 'F' marker, or a suppressed value, in the last 3 years are not valid for Variation of Price clauses and shall not be used. Where the price index has an 'F' marker or suppression applied to it during the term of the Contract, the Buyer and the Supplier shall agree an appropriate replacement index or indices. The replacement index or indices shall cover, to the maximum extent possible, the same economic activities as the original index or indices.
- 10.6 In the event that any material changes are made to the indices (e.g. a revised statistical base date) during the period of the contract and before final adjustment of the final contract price, then the re-basing methodology outlined by the Office for National Statistics (ONS, the series providers) to match the original index to the new series shall be applied.
- 10.7 In the event the agreed index or indices cease to be published (e.g. because of a change in the Standard Industrial Classification) the Buyer and the Supplier shall agree an appropriate replacement index or indices, which shall cover to the maximum extent possible the same economic activities as the original index or indices. The methodology outlined by the Office for National Statistics used for rebasing indices (as in para 10.6 above) shall then be applied.
- 10.8 Notwithstanding the above, any extant index / indices agreed in the Contract shall continue to be used as long as it is / they are available and subject to ONS revisions policy. Payments calculated using the extant index / indices during its / their currency shall not be amended retrospectively as a result of any change to the index or indices.
- 10.9 The Supplier shall notify the Buyer of any significant changes in the purchasing / service delivery plan on the basis of which these provisions were drawn up and agreed, or of any other factor having a material bearing on the operation of these provisions such as to cause a significant divergence from their intended purpose, in order that both parties may consider whether any change in this provision would be appropriate.
- 10.10 Prices shall be adjusted taking into account the effect of the above formula as soon as possible after publication of the relevant indices or at a later date if so agreed between the Buyer and the Supplier. Where an Index value is subsequently amended, the Buyer and the Supplier shall agree a fair and reasonable adjustment to the Price, as necessary.
- 10.11 Except as set out in this Call Off Schedule 5, neither the Charges nor any other costs, expenses, fees or charges shall be adjusted to take account of any inflation, change to exchange rate, change to interest rate or any other factor or element which might otherwise increase the cost to the Supplier or Subcontractors of the performance of their obligations.
- 10.12 Where Indexation applies, the relevant adjustment shall be applied:

10.12.1 From Contract Award to the In-Service Date (Year 1);

- 10.12.2 Annually thereafter (Contract Years 2 to 7 and Option Years 8 – 10 where options have been exercised by the Buyer;
- 10.13 Immediately prior to the In-Service Date and at the end of each Contract Year as stated in paragraph 10.12 above and following publication of the relevant Indices, the Supplier shall perform the calculation detailed in paragraph 10.3 above to determine the adjustment to the Prices for the period under review. On completion of the calculation the Supplier shall submit its claim for adjustment to the Buyer for verification and approval providing such information to the Buyer as may reasonably be required to support the proposed adjustment.
- 10.14 The Buyer shall review the calculations and claim for adjustment to the Fixed Price for the period under review submitted in accordance with paragraph 10.13 and shall, within 10 Working Days, either:
- 10.14.1 confirm agreement to the adjustment calculated by the Supplier; or
- 10.14.2 advise an alternative calculation of the price adjustment and the reasons for such alternative view.
- 10.15 Where the Buyer confirms agreement of the adjustment calculated by the Supplier in accordance with paragraph 10.14.1 the Supplier shall communicate acceptance in writing and amend the Contract Price in Annex A to this Call Off Schedule 5 in accordance with paragraph 11 below.
- 10.16 Where the Buyer advises an alternative calculation in accordance with paragraph 10.14.2 the Buyer and Supplier shall enter into discussions to reach agreement of such alternative calculation. Where no such agreement can be reached within 10 Working Days the matter shall be submitted for resolution in accordance with the Dispute Resolution Procedure.
- 10.17 When, in accordance with paragraph 10.16, agreement is reached on the calculation of the adjustment to the Fixed Price the provision of paragraph 10.15 shall apply.
- 10.18 The provisions of this paragraph 10 shall equally apply to determine the adjustments to the rates and prices referred to in paragraphs 10.2.2 to 10.2.4 to reflect the impact of inflation.

11. PRICING FOR VARIATIONS

- 11.1 The Charges may be amended using the Variation Procedure in Call-Off Schedule 15 (Contract Management). Any such amendment shall be aligned with and shall use the rates and prices set out in Annex A (Rates and Prices) to this Call Off Schedule 5.
- 11.2 The Buyer has the right to amend the portfolio of Affected Property during the Contract Period. The number of Affected Properties and the level of occupation will vary over the Contract Period and within financial years. Each quarter the number of SFA included in the PPP and PPVM will be reviewed and recalculated. These reviews will take place on the following dates (or the nearest business day):

Quarter One – 1st April

Quarter Two – 1st July

Quarter Three – 1st October

Quarter Four – 1st January

- 11.3 The Supplier will be informed of the planned development or disposal programme for Affected Properties over the Contract Period as outlined in Call Off Schedule 15 (Contract Management).
- 11.4 The Supplier is responsible for ensuring that a Service and/or Asset data validation exercise is undertaken from Contract Effective Date and completed by no later than 12 months following the ISD, to verify the Due Diligence Information to Level 2. All costs associated with this validation exercise shall be borne by the Supplier. Call-Off Pricing revisions for any / all inaccuracies in the Due Diligence Information beyond this date, and for any information provided about Level 3 and 4 assets at any time, are not permitted.
- 11.5 Notwithstanding Clause 2.8 within the Core Terms, where inaccuracies in the Service or Asset data provided by the Buyer prior to signature of a Call-Off Contract are identified by the Supplier during the Mobilisation Period and could not reasonably been discovered prior to entering into the Contract, the following shall apply:
- 11.5.1 Where Mandatory Services under the Contract have been priced in accordance with the maximum Framework Price unit-of-measure rate (i.e. the capped rate) under Framework Schedule 3, the Supplier may, using the Variation Procedure, request an adjustment to the Contract pricing where the Supplier can present written evidence that the Standard Service Pricing classification for the Service, which was provided by the Buyer prior to entering into the Contract, was incorrect;
- 11.5.2 Where Mandatory Services under a Contract have been priced beneath the maximum Framework Price unit-of-measure rate under Framework Schedule 3 (i.e. a more competitive rate has been submitted by the Supplier based on data provided at Call Off) , the Supplier may, using the Variation Procedure, request an adjustment to the Contract pricing where the Supplier can present written evidence that the warranted Level 2 Due Diligence Information provided by the Buyer prior to entering into the Contract contained inaccuracies that led to incorrect pricing by the Supplier. Where a variation is agreed the Call Off price shall not exceed the capped unit-of-measure rates provided at Framework.

12. CHANGES TO MINIMUM/LIVING WAGE

- 12.1 Where the Supplier can provide evidence in the form of an Impact Assessment that a percentage increase to the Mandatory Wage in a given period has significantly impacted on its costs more than is provided for by Indexation in paragraph 11, the Supplier may request an increase in the Charges by using the Variation Procedure under Clause 24 of the Core Terms.
- 12.2 Suppliers must include in their Impact Assessment evidence of the:

- 12.2.1 Supplier Staff affected by the Mandatory Wage Increase and the Services that they provide;
- 12.2.2 affected Supplier Staff's current hourly rate of pay; and
- 12.2.3 number of hours worked by each of the affected Supplier's Staff.
- 12.3 The Buyer is not required to accept the Variation request under this paragraph 12 and must not accept any Variation request that:
 - 12.3.1 exceeds the difference between the Payment Index (as set out in the Order Form) and the current Mandatory Wage rate increase for each member of the Supplier's Staff affected by the Mandatory Wage increase;
 - 12.3.2 seeks to increases in the Charges which go beyond the Services affected by the Mandatory Wage increase; and
 - 12.3.3 increases the Charges in respect of those Supplier Staff on an hourly rate already in excess of the Mandatory Wage (whether to maintain differentials between the affected Supplier Staff and higher paid Supplier Staff).

13. INVOICING

- 13.1 In addition to its obligations in Clause 4 in the Core Terms (Price and Payments) and paragraph 14 of this Call-Off Schedule 5 the Supplier shall ensure that each invoice it prepares in relation to the Charges:
 - 13.1.1 specifies the period and/or Mobilisation Milestone to which the invoice relates;
 - 13.1.2 specifies the Deliverables and/or Billable Works and/or other works and/or services and/or Region and Sub-Area to which the invoice relates;
 - 13.1.3 itemises and sets out the calculations used to reach the amount of the Charges that are being invoiced, including any abatement of the IRT from the Charges being made under Billable Works;
 - 13.1.4 separately itemises any expense or taxes claimed by the Supplier;
 - 13.1.5 specifies the Supplier's VAT code; and
 - 13.1.6 for Billable Works, includes Firm Prices utilising Archetype Rates and /or M3NHF Schedule or Rates each detailed in Annex A (Rates and Prices to this Call Off Schedule 5 and the actual costs incurred, categorised in accordance with New Rules of Measurement (NRM) 3.

14. PAYMENT AND RECOVERY OF SUMS DUE

Clause 4.4 of the Core Terms is superseded by this paragraph.

- 14.1 Payments to the Supplier under the Contract will be made by electronic transfer and prior to submitting any claims for payment, the Supplier will be required to register their details (Supplier on-boarding) on the Contracting, Purchasing and Finance (CP&F) electronic procurement tool.

- 14.2 The Supplier shall submit an invoice with supporting documents to the Buyer within 10 Working Days of the start of each Service Month. Each invoice shall show in detail the Charges that the Supplier considers that it is entitled to for the preceding Service Month (including, where applicable, Charges for Billable Works and Recompense Requests) and the basis upon which those Charges have been calculated by the Supplier. Each invoice shall comply with the requirements of this Call-Off Contract.
- 14.3 The due date for payment to the Supplier in respect of any invoice properly issued to the Buyer pursuant to this paragraph 14 (the "Due Date") shall be the day that a valid invoice is received from the Supplier.
- 14.4 The Buyer shall review any invoice and supporting documents submitted by the Supplier in accordance with this Call-Off Schedule 5 and shall, not later than 5 calendar days after the Due Date, issue a notice (a "Payment Notice") to the Supplier stating the amount that the Buyer considers to be due or to have been due to the Supplier on the Due Date and the basis on which that sum has been calculated. If the Buyer does not issue a Payment Notice in accordance with this paragraph 14, the Buyer shall, subject to any Pay Less Notice under paragraph 14.8 below, pay the Supplier the sum stated as due in the Supplier's invoice. The sum stated in the Payment Notice or failing the issue of a Payment Notice, the sum stated in the Supplier's invoice shall be the "Notified Sum".
- 14.5 The final date for payment of each Notified Sum shall be 30 days from the relevant Due Date (the "Final Date for Payment").
- 14.6 The Buyer shall, subject to paragraph 14.8, pay the Supplier each Notified Sum by the relevant Final Date for Payment.
- 14.7 Where the Buyer fails to pay a Notified Sum on or before the relevant Final Date for Payment, the Supplier shall be entitled to receive simple interest on the amount unpaid from the Final Date for Payment until payment is received. The interest rate shall be the prevailing rate of statutory interest and defined in the Late Payment of Commercial Debts (Interest) Act 1998 on the Final Date for Payment.
- 14.8 Not later than 5 calendar days before the Final Date for Payment of any sum due under this Call-Off Contract (the "Prescribed Period"), the Buyer may give a written notice ("Pay Less Notice") to the Supplier which shall specify the sum that the Supplier considers to be due on the date the Pay Less Notice is served and the basis upon which that sum is calculated.
- 14.9 The approval for payment of a valid and undisputed invoice by the Buyer shall not be construed as acceptance by the Buyer of the performance of the Supplier's obligations nor as a waiver of its rights and remedies under the Contract.
- 14.10 Notwithstanding paragraphs 14.7 and 14.8, if the Supplier becomes subject to an Insolvency Event after the Prescribed Period, the Buyer shall not be required to pay the Supplier the notified sum on or before the Final Date for Payment.
- 14.11 Without prejudice to any other right or remedy, and subject to compliance with paragraph 14.8 the Buyer reserves the right to set off any amount owing at any time from the Supplier to the Buyer against any amount payable by the Buyer to the Supplier under the Contract or under any other contract with the Buyer, or with any other Government Department.

15. FINANCIAL REPORTS

- 15.1 The Supplier shall submit to the Buyer financial reports in the form and frequency specified in Call-Off Schedule 15 (Contract Management).

16. VALUE ADDED TAX (VAT)

- 16.1 The Charges and Management Charges exclude any UK output VAT and any similar EU (or non-EU) taxes chargeable on the supply of the Deliverables by the Supplier to the Buyer.
- 16.2 If the Supplier is required by UK VAT law to be registered for UK VAT (or has registered voluntarily) in respect of his business activities at the time of any supply, and the circumstances of any supply are such that the Supplier is liable to pay the tax due to HMRC, the Buyer will pay to the Supplier in addition to any sum due under Clause 4.4 of the Core Terms (or any other sum due to the Supplier) a sum equal to the output VAT chargeable on the tax value of the supply of the Deliverables, and all other payments under the Contract according to the law at the relevant tax point. In the event of any doubt about the applicability of the tax in such cases, the Buyer may require the Supplier to obtain and pass to the Buyer a formal ruling from HMRC.
- 16.3 The Supplier is responsible for the determination of VAT liability. The Supplier is to consult his local VAT office in cases of doubt. The Supplier will notify the Buyer Authorised Representative of the Buyer's VAT liability under the Contract, and any changes to it, when the liability is other than at the standard rate of VAT.
- 16.4 Where a supply of the Deliverables comes within the scope of UK VAT, but the Supplier is not required by UK VAT law to be registered for UK VAT (and has not registered voluntarily), the Buyer will be responsible for assessing and paying over directly to HMRC any UK output VAT due in respect of the Deliverables.
- 16.5 Where the Deliverables are deemed to be supplied to the Buyer outside the UK, the Supplier may be required by the laws of the country where the supply takes place to register there for EU (or non- EU) turnover or similar tax. In that event, the Buyer will pay to the Supplier in addition to any sum due under Clause 4.4 in the Core Terms (and any other sum due to the Supplier under the Contract) sum equal to the tax the Supplier is liable to pay to the tax authorities of the country in question in relation to Deliverables.
- 16.6 For the avoidance of doubt, the Buyer will not be required to pay any sum in respect of the Supplier's input VAT (and / or similar EU and non-EU input taxes) in relation to the Deliverables supplied under the Contract.

17. CUSTOMS DUTY DRAWBACK

- 17.1 The Charges will be inclusive of any UK Customs and Excise or other duty payable. The Supplier will not be entitled to make, nor will the Supplier make any claim for drawback of UK import duty on any Deliverables supplied which may be for shipment overseas.

18. PAYMENTS DUE ON TERMINATION (CLAUSE 10.3.2)

This paragraph 18 supplements Clause 10 of the Core Terms.

- 18.1 Clause 10 of the Core Terms is without prejudice to any other right or remedy in equity, common law, under statute or pursuant to the Contract.
- 18.2 Upon termination of the Contract by the Buyer in accordance with Clause 10.3.2 of the Core Terms (and for the avoidance of doubt including partial termination under Clause 10.8 of the Core Terms where the partial termination is pursuant to the Buyer's rights under Clause 10.3.2 of the Core Terms, in which case the amounts below will, where necessary, be adjusted on a fair and reasonable basis to reflect such part of the Contract as the Buyer has terminated), the amount that is due for payment will be as set out below:
- 18.2.1 the Charges for Deliverables prior to the date of termination which have been properly provided by the Supplier in accordance with the terms of the Contract provided always that the Supplier shall have no entitlement to be paid for any Goods, plant, spare parts, equipment, materials and any other similar items forming part of the Deliverables unless and until ownership of such items has transferred to the Buyer;
- 18.2.2 any reasonable and proven direct costs incurred by the Supplier for removing Supplier Equipment from the Sites;
- 18.2.3 if applicable, any reasonable and proved unrecovered investment costs directly applicable to the provision of the Deliverables which the Supplier has previously reported to and agreed with the Buyer in accordance with Call-Off Schedule 15 (Contract Management); and
- 18.2.4 other costs reasonably incurred in expectation of completing the whole of its obligations under the Contract, and
- 18.2.5 any amounts retained by the Buyer excluding deductions made or other amounts withheld on a permanent basis or to which the Buyer has subsequently become permanently entitled,
- provided that such amounts shall only be recoverable if and to the extent that the Supplier has used all reasonable endeavours to minimise them. The amounts described in the foregoing paragraphs shall be the Supplier's sole entitlement in the event of termination of the Contract pursuant to Clause 10.3.2 of the Core Terms or partial termination of the Contract under Clause 10.8 of the Core Terms.
- 18.3 Following a termination as provided for in paragraph 18.2 of this Call-Off Schedule 5 (Pricing), the Supplier shall submit an invoice with supporting documents to the Buyer as soon as reasonably practicable and in any event within 3 months of the date of such termination. Such invoice shall comply with the requirements of this Call-Off Contract.
- 18.4 Paragraph 14 of this Call-Off Schedule 5 (Pricing) shall apply to any invoice submitted pursuant to this paragraph 18, save that the "Service Month" in paragraph 14.2 shall be replaced in all instances with "calendar month".

19. PAYMENT DUE ON BUYER TERMINATION (CLAUSE 10.4.1)

This paragraph 19 supplements Clause 10 of the Core Terms.

- 19.1 Upon termination of the Contract by the Buyer in accordance with Clause 10.4.1 of the Core Terms the following shall apply:

19.1.1 following the completion of the Replacement Deliverables for the rest of the Contract Period and completion of any defects in them (or of instructions not to rectify the same) an account of the following shall within [3] months thereafter be set out in a statement prepared by the Buyer:

19.1.1.1 the total amount of Costs (including any reasonable administration costs) reasonably incurred by the Buyer including those incurred pursuant to Clause 10.5.1 of the Core Terms and of any Losses caused to the Buyer and for which the Supplier is liable, whether arising from termination or otherwise;

19.1.1.2 the total amount of payments made to the Supplier; and

19.1.1.3 the total amount which would have been payable to the Supplier for the Deliverables in accordance with the Contract (provided always that the Supplier shall have no entitlement to be paid for any Goods, plant, spare parts, equipment, materials and any other similar items forming part of the Deliverables unless and until ownership of such items has transferred to the Buyer);

If the sum of the amounts stated under paragraph 19.1.1.1 and 19.1.1.2) exceeds the amount stated under paragraph 19.1.1.3, the difference shall be a debt payable by the Supplier to the Buyer or, if that sum is less, by the Buyer to the Supplier.

19.1.2 If within a period of [6] months from the date of termination of the Contract the Buyer decides not to procure Replacement Deliverables, the Buyer shall forthwith notify the Supplier. Within a reasonable time from the date of such notification, the Buyer shall send to the Supplier a statement setting out:

19.1.2.1 the total value of Charges for Deliverables properly executed at the date of termination ascertained in accordance with this Contract, together with any amounts due to the Supplier under this Contract not included in such total value (provided always that the Supplier shall have no entitlement to be paid for any Goods, plant, spare parts, equipment, materials and any other similar items forming part of the Deliverables unless and until ownership of such items has transferred to the Buyer); and

19.1.2.2 the total amount of Costs (including any reasonable administration costs) reasonably incurred by the Buyer including those incurred pursuant to Clause 10.5.1 of the Core Terms and of any Losses caused to the Buyer and for which the Supplier is liable, whether arising from termination or otherwise;

After taking into account amounts previously paid to the Supplier under this Contract, if the amount stated under paragraph 19.1.2.2 exceeds the amount stated under paragraph 19.1.2.1, the difference shall be a debt payable by the Supplier to the Buyer or, if the paragraph 19.1.2.2 amount is less, by the Buyer to the Supplier.

20. PAYMENTS DUE ON SUPPLIER TERMINATION (CLAUSE 10.6.1)

This paragraph 20 supplements Clause 10 of the Core Terms

- 20.1 Upon termination of the Contract by the Supplier in accordance with Clause 10.6.1 of the Core Terms the Supplier shall as soon as reasonably practicable and in any event within 3 months of the date of such termination prepare and submit to the Buyer an account together with a fully itemised and costed schedule and such other evidence as the Buyer may reasonable require setting out:
 - 20.1.1 the total value of Charges for Deliverables ascertained in accordance with the Contract prior to the date of termination which have been properly provided by the Supplier in accordance with the terms of the Contract including all outstanding Charges for Deliverables due to the Supplier ascertained in accordance with the Contract (provided always that the Supplier shall have no entitlement to be paid for any Goods, plant, spare parts, equipment, materials and any other similar items forming part of the Deliverables unless and until ownership of such items has transferred to the Buyer);
 - 20.1.2 any reasonable and proven direct costs incurred by the Supplier for removing Supplier Equipment from the Sites;
- 20.2 if applicable, any reasonable and proven unrecovered investment costs directly applicable to the provision of the Deliverables which the Supplier has previously reported to and agreed with the Buyer in accordance with Call-off Schedule 15 (Contract Management);
 - 20.2.1 other costs reasonably incurred in expectation of completing the whole of its obligations under the Contract, and
 - 20.2.2 any amounts retained by the Buyer excluding deductions made or other amounts withheld on a permanent basis or to which the Buyer has subsequently become permanently entitled.
- 20.3 After taking into account amounts previously paid to the Supplier under the Contract and subject to Clause 11 of the Core Terms, the Buyer shall pay to the Supplier (or vice versa) the amount properly due in respect of the account within 30 days of submission of the account with the required evidence and strictly provided that:
 - 20.3.1 such amounts shall only be recoverable if and to the extent that the Supplier has used all reasonable endeavours to minimise them; and
 - 20.3.2 the maximum value of any payment to the Supplier shall be limited to the total sum that would have been payable by the Buyer to the Supplier if the Contract had not been terminated.
- 20.4 Paragraph 14 of this Call-Off Schedule 5 (Pricing) shall apply to any invoice submitted pursuant to this paragraph 20, save that the "Service Month" in paragraph 14.2 shall be replaced in all instances with "calendar month".

- 20.5 The amounts described in the foregoing paragraphs shall be the Supplier's sole entitlement in the event of termination of the Contract pursuant to Clause 10.6.1 of the Core Terms.

Annex A – Rates and Prices

[REDACTED – COMMERCIALY SENSITIVE]

Annex B – Fixed Price Exclusions

<u>OVERARCHING PRINCIPLES</u>		
Item	Element	
1	Assets within pre-existing defects liability periods.	
2	Assets within a defect liability period for which the Supplier is responsible.	
3	Wilful Estate Damage as defined in Joint Schedule 1 and Call Off Schedule 28 – Part 6 Section 10 is excluded from the Fixed Price.	
<u>PRICE PER PROPERTY</u>		
4	Shower Curtains & Rails	Replacement of the Shower Curtain remains an Occupant responsibility during the period of Occupation.
5	Satellite Dishes	The repair and/or replacement of Satellite Dishes is an Occupant responsibility or except where in Communal areas which are excluded from the PPP.
6	Lead Testing and Remedials	Undertaking of a 10% random sample of water supplies to SFA per annum to test for Lead is included within the Fixed Price PPP. Any remedial work required as a result of water sample testing is excluded from the PPP.
7	Clearance	Clearance from properties in occupancy or abandoned and clearance of Communal areas is Buyer or Occupant responsibility and excluded from the PPP.
8	Asbestos	where unknown asbestos is found as part of a repair, this will be managed to enable the repair to be carried out as an inclusion, including any required testing, however management of the Asbestos itself is excluded from the PPP.
9	Snow/Ice Clearance	Gritting/clearing within the boundaries of Occupied SFA is excluded from the PPP.
<u>PRICE PER VOID PREP</u>		
10	Passive Fire & Fire Stopping Works to Flats	Any work carried out following the inspection or maintenance of existing fire stopping or following a review of proposed enhancement to FRA Works are excluded from the PPVP
11	Aids & Adaptations	Removal of existing aids and adaptations from SFA are excluded from the PPVP.

CALL-OFF SCHEDULE 5 - PRICING

12	Cleaning	Regular cleaning in accordance with Call Off Schedule 28 Part 6 - Maintenance Service is included within the Fixed Price PPVP. However, where the Supplier identifies to the Buyer that an environmental clean is required it is excluded from the PPVP.
<u>Price Per Estate</u>		
26	Asbestos	where unknown asbestos is found as part of a repair, this will be managed to enable the repair to be carried out as an inclusion, including any required testing, however management of the Asbestos itself is excluded from the PPE.