

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE: **(Con_23572 Prj_11935)**

THE BUYER: The Lord Chancellor, acting in his capacity as the Secretary of State for Justice on behalf of the Ministry of Justice via the Legal Aid Agency ("CUSTOMER").

BUYER ADDRESS: Legal Aid Agency, Floor 13, 102 Petty France, London, SW1H 9AJ.

THE SUPPLIER: Hinduja Global Solutions, (HGS)

SUPPLIER ADDRESS: 11th Fl, Vantage London, Great West Road, Brentford, London TW8 9AG.

REGISTRATION NUMBER: [03017799]

DUNS NUMBER: [777547712]

SID4GOV ID: [Not known]

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 7th May 2024.

It is issued under the Framework Contract with the reference number RM6181 Outsourced Contact Centre and Business Services.

CALL-OFF LOT: Lot 1 Contact Centre

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract.

Where stated not used, we are not using those schedules. If the documents conflict, the following order of precedence applies:

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) as stated in the CCS RM6181 Contact Centres and Business Services Framework Agreement.
3. Paragraph 9 and Annex 2 of Framework Schedule 3 (Framework Prices).

The following Schedules in order of precedence:

- CCS PSC Outsourcing Core Terms (Version 1) - Used
- **Framework Schedules for RM6181**
 - Framework Schedule 6 - Call off Order form - Used
 - RM6181 PSC outsourcing core terms
 - Framework Schedule 5 - Framework management charges and information – Used
 - Framework Schedule 9 – Cyber Essentials Scheme- Used
- **Joint Schedules for RM6181**
 - Joint Schedule 2 - Variation Form - Used
 - Joint Schedule 3 - Insurance Requirements - Used
 - Joint Schedule 4 - Commercially Sensitive Information – Used
 - Joint Schedule 5 - Corporate Social Responsibility - Used
 - Joint Schedule 6 - Key Subcontractors – Used
 - Joint Schedule 7 - Financial Difficulties - Used
 - including Annex 5 - Optional Terms for Bronze Contracts - Not used
 - Joint Schedule 8 - Guarantee - Parent company guarantee Not Used
 - Joint Schedule 9 - Minimum Standards of Reliability - Not used
 - Joint Schedule 10 - Rectification Plan - Not used
 - Joint Schedule 11 - Processing Data - Used
 - Joint Schedule 12 (Supply Chain Oracle upgrade)
- **Call-Off Schedules for RM6181**
 - Call-Off Schedule 1 - Transparency Reports - Used
 - Call-Off Schedule 2 - Staff Transfer - Used
 - Call-Off Schedule 3 - Continuous Improvement - Used
 - Call-Off Schedule 4 - Tender - Not used
 - Call-Off Schedule 5 - Pricing Details - Used
 - Call-Off Schedule 6 - ICT Services - Used
 - Call-Off Schedule 7 - Key Supplier Staff - Used
 - Call-Off Schedule 8 - Business Continuity and Disaster Recovery - Used
 - Call-Off Schedule 9 - Security - Used

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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- Call-Off Schedule 10 - Exit Management - Used
- Call-Off Schedule 11 - Installation Works - Used
- Call-Off Schedule 12 - Clustering - Not used
- Call-Off Schedule 13 - Implementation Plan and Testing - Used
- Call-Off Schedule 14 - Service Levels - Used
- Call-Off Schedule 15 – Contract Management – Not used
- Call-Off Schedule 16 - Benchmarking - Not used
- Call-Off Schedule 17 - MOD Terms - Not used
- Call-Off Schedule 18 - Background Checks - Used
- Call-Off Schedule 19 - Scottish Law – Not used
- Call-Off Schedule 20 - Call-Off Specification - Used
- Call-off Schedule 21 - Northern Ireland Law - Not used
- Call-Off Schedule 22 - Lease Terms - Not used
- Call-Off Schedule 23 - HMRC Terms - Not used
- Call-Off Schedule 24 - Supplier Furnished Terms - Not used

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:

[REDACTED]

START DATE: 1st November 2024

CALL-OFF EXPIRY DATE: 31st October 2026

CALL-OFF PERIOD: The contract will be awarded for two years with the buyer retaining flexibility to remove: a) the CLA requirements by providing a minimum of 3 months' notice no later than 1st August 2024; b) the CLA requirements by providing a minimum of 3 months' notice no later than 1st August 2025. If invoked removal will be done in accordance with 11.7 of the Core Terms.

EXTENSION PERIOD: The contract will have an option to be extended by a further 1 year when the Buyer provides a minimum of 3 months notification to the Supplier of this intention.

ESTIMATED TOTAL VALUE: Including the extension period is £18,305,000

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 12.2 of the Core Terms.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Crown right 2021

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is As per Joint Schedule 3 Insurance Requirements.

See details in Call-Off Schedule 5 Pricing Details and attachments listed below

5 Call off Contract Schedule 5 Pricing Details.

5a Defence Solicitor Contact Centre Price tables.

5b Civil Legal Advice Price tables.

5c Framework Rate card for completion.

REIMBURSABLE EXPENSES

None.

PAYMENT METHOD

As per Schedule 5 Pricing Details.

BUYER'S INVOICE ADDRESS:

As per Schedule 5 Pricing Details.

COLLABORATIVE WORKING PRINCIPLES

The Collaborative Working Principles do apply to this Call-Off Contract.

FINANCIAL TRANSPARENCY OBJECTIVES

The Financial Transparency Objectives do apply to this Call-Off Contract.

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

BUYER'S ENVIRONMENTAL POLICY

Greening government: ICT and digital services strategy 2020-2025 - GOV.UK
(www.gov.uk)

BUYER'S SECURITY POLICY

[REDACTED]

PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month.

Refer to the Requirements in 20A, 20B and Transparency Schedule 1.

PROGRESS MEETING FREQUENCY

[REDACTED]

KEY SUBCONTRACTOR(S)

[Insert name (registered name if registered)]

COMMERCIALLY SENSITIVE INFORMATION

All commercially sensitive must be watermarked “Commercially Sensitive” by the supplier, the LAA will not share any information without prior written agreement.

SERVICE CREDITS

[REDACTED]

ADDITIONAL INSURANCES

No additional insurances are required.

GUARANTEE

Not required.

SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract.

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]

Appendix A

[REDACTED]

END OF DOCUMENT