



Network Services Agreement RM1045  
Framework Schedule 4  
(Template Order Form and Template Call Off Terms) Part 1b

## Short Form Further Competition (SFFC) Order Form

This Order Form must be used to run a Short Form Further Competition under the Network Services Agreement

Before commencing a Short Form Further Competition and completing this Order Form, please refer to the guidance (**How to complete a short form further competition order form**) provided which is available from the Crown Commercial Service (CCS) website on the agreement web page: <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045>

### Order Form completion

The Order Form consists of the following sections, please complete as follows:

#### Section A – General information

The Customer must complete the blue boxes in this section before issue to Suppliers.

**MOD only** - Appendix 3 to this Order Form (MOD DEFCONS) must be completed and attached to the Order Form where this forms part of the requirement.

The Supplier must complete the grey sections as part of the Short Form Tender Response.

#### Section B – Details of the requirement

The Customer must complete this section before issue to Suppliers.

#### Section C – Location details/requirements

The Customer must complete this section before issue to Suppliers.

#### Customer Statement of Requirements

Please attach your Statement of Requirements as Annex A of the Order Form.

#### Section D – Supplier response

Suppliers must complete this section for submission as part of the Short Form Tender Response.

#### Section E - Call Off Contract award

The Supplier must complete the grey boxes in this section.

The Supplier must complete details in the signature box and **sign** before submitting a Short Form Tender Response.

The Customer must complete and sign this section to award a Call Off Contract to the successful Supplier.

The Supplier's response should be attached to the Order Form as Annex B



## Section A General information

This Order Form is issued in accordance with the provisions of the Network Services Framework Agreement RM1045.

The Supplier shall supply the Services specified in this Order Form to the Customer on and subject to the terms of this Order Form, the appendices to this Order Form, as completed by the Customer, Annex A and Annex B and the Call Off Terms (together referred to as the "Call Off Contract") for the duration of the Call Off Contract Period.

For a Short Form Further Competition the following appendices may apply to the Call Off Contract:

### Appendix 1 - Testing

Annex 2 Test Certificate  
Annex 3 Satisfaction Certificate

- to be completed by both Parties as required throughout the life of the Call Off Contract, where Testing has been requested in section B of this Order Form.

Reference: Direct Award and Short Form Further Competition Call Off Terms, Schedule 4

### Appendix 2 - Variation Form

- to be used, if required, by both Parties throughout the life of the Call Off Contract.

Reference: Direct Award and Short Form Further Competition Call Off Terms, Schedule 12

### Appendix 3 - MOD DEFCONS

- to be completed, if required, by the Customer before the issue of this Order Form to Suppliers to request a Short Form Tender Response.
- the Customer shall then select and refine the DEFCONS or DEFFORMs from the tables in this appendix throughout the life of the Call Off Contract as required.

Reference: Direct Award and Short Form Further Competition Call Off Terms, Schedule 15

The Call Off Terms that will apply to the Call Off Contract are as specified in the Direct Award and Short Form Further Competition Call Off Terms (Framework Schedule 4, part 2).

## Customer details

### Customer Organisation name

Water Services Regulation Authority

### Customer billing address

Your organisation's billing address, please ensure you include a postcode  
Centre City Tower, 7 Hill St, Birmingham B5 4UA

### Customer Representative

The name of your point of contact for this requirement  
Zafar Ibrahim

### Customer Representative

Please provide full address details, email address and telephone number  
Centre City Tower, 7 Hill St, Birmingham B5 4UA, zafar.ibrahim@ofwat.gsi.gov.uk, 0121 644 7527



**Supplier details**

**Supplier name**

The Supplier organisation name, exactly as it appears on the Framework Agreement. A document listing all Supplier names and registered addresses has been provided for Customers on the agreement web page.

Gamma Telecom Limited

**Supplier address**

The Supplier's registered address

5 Fleet Place. London, EC4M 7RD

**Supplier Representative**

The name of the Supplier point of contact for this requirement

**Supplier reference number**

A unique number provided by the Supplier at the time of the Short Form Tender Response. This number should be reported in the financial MI return.

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## Section B Details of the requirement

The following details form the basis of a request for a Short Form Tender Response which will be used to award a Call Off Contract.

Suppliers must refer to the Customer Statement of Requirements when preparing their Short Form Tender Response.

### Lot covered by this requirement

Lot 6

### Customer project reference

Please provide a project reference, this will be used in Management Information provided by Suppliers to assist CCS with Framework management.

PROC.02.0116

### Customer Statement of Requirements (SoR) reference

Please complete a SoR and attach it to this Order Form, please provide the reference number of your SoR.

See Annex A

### Closing date for Supplier responses – 11am 3/2/2017

03/02/2017

### Last price paid

Please provide the expenditure in the last full financial year by your organisation covering the services being replaced by this Call Off Contract (if applicable). Please provide any relevant details to explain the figure.

1/1/2016-31/12/2016: £24,709.85. This is for a smaller number of phones with a different voice and data plan.

### Call Off Commencement Date

The Call Off Commencement Date is the date of dispatch of this Order Form, following signature by the Customer. This date can be found in section E of this Order Form.

### Expected Call Off Commencement Date

Please provide an indication of the planned Call Off Commencement Date. This will assist Suppliers in preparing their bid, but if provided is for guidance only.

13 February 2017

### Call Off Initial Period

Any period in Months, up to the maximum Call Off Initial Period of 60 Months

36

### Call Off Extension Period

The maximum Call Off Extension Period is 24 Months

24

### Implementation Plan required?

Tick as required. See clause 6 of the Call Off Terms

Yes  No

### Quality Plan required?

Tick as required. See clause 8 of the Call Off Terms

Yes  No



**Please note**

Selecting, or ticking 'yes' to any of the following options may have cost implications and limit the ability of some Suppliers to respond to your request for a Short Form Tender Response. Please ensure you read the guidance (How complete a short form further competition order form) which is available on our agreement web page. Details of the implications and risks of the following options are outlined in this guidance.

**Testing required?**

Tick as required. See clause 9 of the Call Off Terms  
If Testing is required the forms attached at appendix 1 (Call Off Schedule 4) will be used by both Parties through the life of the Call Off Contract.

Yes  No

**Appointment of Key Personnel?**

Tick as required. See clause 24 of the Call Off Terms

Yes  No

**Service Maintenance Level (SML) option**

Indicate required Service Maintenance Level (SML).  
See clause 10 of the Call Off Terms and Schedule 6 of the Call Off Terms  
Not applicable

**Bespoke Service Period**

The standard period is one Month.  
Please specify any different requirement here. See paragraph 4 of Call Off Schedule 6, Part A.  
Not applicable

**Additional clause "Security Measures" required?**

See Call Off Schedule 13, clause 2.2.1

Yes  No

**Additional clause "Access to MOD Sites" required?**

See Call Off Schedule 13, clause 2.2.2. Please complete appendix 3.

Yes  No

**Scots Law required?**

Tick as required.  
See Call Off Schedule 13, clause 2.1.1

Yes  No

**Northern Ireland Law required?**

Tick as required.  
See Call Off Schedule 13, clause 2.1.2

Yes  No

**Non-Crown Body?**

Please indicate if you are a Crown or non-Crown Body.  
See Call Off Schedule 13, clause 2.1.3

Crown Body  Non-Crown Body

**Non FOIA Public Body?**

Please indicate if you are an FOIA Public Body or non-FOIA Public Body. See Call Off Schedule 13, clause 2.1.4

FOIA Public Body  Non FOIA Public Body

**Dispute Resolution – role**

Please provide details of the role within your organisation (if different from the contact provided in section A of this form) that would deal with Disputes.

See Call Off Schedule 11, clause 3.1 for details.

As in Section A

**Dispute Resolution - arbitration**

The default location for arbitration under this framework is London. If you wish to identify a more convenient location (for you and the Supplier) you are able to do so.

See Call Off Schedule 11, clause 6.4.6

Default location is applicable





## Section D Supplier response

Suppliers - use this section to provide any details that may be relevant to the Short Form Tender Response.

Please ensure that, your detailed response is attached.

The Supplier response will become Annex B of this Order Form.

### Commercially Sensitive Information

Commercially Sensitive Information relating to the Supplier, its IPR or its business, or which the Supplier is indicating to the Customer that, if disclosed by the Customer, would cause the Supplier significant commercial disadvantage or material financial loss.

### Key Personnel

Please see Customer details in section B to confirm if required. See clause 24 of the Call Off Terms for details

| Key Role                                       | Key Personnel Name | Key Personnel telephone number | Key Personnel email address |
|--|--------------------|--------------------------------|-----------------------------|
| Solutions Consultant - Public Sector           | [REDACTED]         |                                |                             |
| Team Manager - Managed Account Management Team |                    |                                |                             |
|  |                    |                                |                             |
|  |                    |                                |                             |
|  |                    |                                |                             |
|  |                    |                                |                             |

### Complaint handling

Please provide details of a single contact who will be responsible for Complaint handling as detailed in clause 53 of the Call Off Terms.

|                     |            |
|---------------------|------------|
| Name of key contact | [REDACTED] |
| Job role            |            |
| Telephone number    |            |
| Email address       |            |
| Postal address      |            |

### Dispute Resolution - Supplier



Please provide details of the role within your organisation that would deal with Disputes (if different from the contact given above). See Call Off Schedule 11, clause 3.1 for details.

### Supplier Equipment

Please detail any equipment that will be necessary to provide the Services requested by the Customer. See clause 29 of the Call Off Terms

#### Handset options:

- Apple iPhone 7 32GB- £372.00 per handset
- Apple iPhone 7 128GB- £460.00 per handset
- Apple iPhone 7 256GB- £549.00 per handset

\*Actual quantities per model to be confirmed as per tender response document.

### Performance Monitoring & Reporting

Please provide details (3.1.1 to 3.1.5) as required in part B of Call Off Schedule 6, paragraph 1.2.

All performance monitoring and reporting will be conducted in line with the Gamma Customer Support Plan (CSP) and schedule 6, part b section 3 of the call off terms.

The CSP includes details of SLAs for each of the products that form the solution and also the mechanisms for escalation.

The current CSP is included.

Reporting on performance will be provided electronically or as part of a face to face performance review as agreed between Gamma and Trafford Council.

This review to include:

- Summary of problems/incidents/tickets
- Performance review of problems/incidents/tickets against SLA
- Escalations review, where required
- Trend analysis, root cause analysis and lessons learned

### Total contract value

Please provide an estimated total contract value (for the Call Off Initial Period) as detailed in your attached response to the Customer's Statement of Requirements.

£173,742.00 based on the iPhone 7 32GB being deployed but may vary as is dependent on final handset choice and out of bundle usage.

Please provide a summary breakdown of the total contract value.

### Breakdown of Total Cost:

#### Monthly Rental Costs:

- Unlimited Voice and Text Plan- Monthly Rental per connection is £1.70
- 2Gb Data per user (aggregated across all users)- Monthly rental per connection is £10.75



**Handset Options:**

- Apple iPhone 7 32GB- £372.00 per handset
- Apple iPhone 7 128GB- £460.00 per handset
- Apple iPhone 7 256GB- £549.00 per handset

**Project Management:**

Gamma Project Management charge for rollout- £1,500.00 one off cost.

**Notes:**

- *The above pricing is based on a 36 month contract term and a minimum spend of £2,614.50 per month for 210 Unlimited Voice and Text Plan connections including the above shared UK Data bundle. Each connection will be on a 36 month minimum term from the date of individual connection.*
- *The above pricing for the handset choice is based on a total of 210 handsets being ordered and includes a one off handset discount per unit.*
- *Fair usage on unlimited Voice and Text tariffs: 3000 combined UK Landline and UK Mobile minutes 1000 UK texts per Voice connection per month.*
- *Data fair usage tariffs: Data usage which exceeds the allowance will be charged at our standard out of bundle rate of £0.30 per MB and will not automatically top up.*
- *To meet your CESG accreditation this reduces the manufactures/ handsets to models with only 5MP for the forward facing camera. Due to this Gamma has quoted the Samsung Galaxy S7 G930 32G Flat which is only 5MP but also readily available.*

**Out of Bundle & PAYU Rates**

| Call Type                                   | Unlimited Voice Out of Bundle Rates |
|---|-------------------------------------|
| Calls to Own Mobiles                        | 1p                                  |
| Calls to Own Landlines                      | 1p                                  |
| Calls to UK Landlines (Starting 01, 02, 03) | 10p                                 |
| Calls to UK Mobiles                         | 10p                                 |
| Voicemail                                   | 10p                                 |
| UK Text Message (per text)                  | 10p                                 |
| UK Data (per MB)                            | 30p                                 |

*All out of bundle usage is rounded as follows:*

- *UK 01, 02, 03 and 07: Minimum call charge of 1 Minute then 15 second increments.*
- *All other UK and International: Minimum call charge of 1 Minute then 60 second increments.*
- *Roaming Non EU Calls: Minimum call charge of 1 Minute then billed in 60 second increments*



- All calls have a 5p set up charge unless otherwise stated.  
International Roaming Charges available on request.

## Section E Call Off Contract award

This Call Off Contract is awarded in accordance with the provisions of the Network Services Framework Agreement RM1045.

The Supplier shall supply the Services specified in this Order Form to the Customer on and subject to the terms of this Order Form, the appendices to this Order Form, as completed by the Customer, Annex A and Annex B and the Call Off Terms (together referred to as the "Call Off Contract") for the duration of the Call Off Contract Period.

### Call Off Contract Commencement Date

The commencement date of the Call Off Contract will be the date of dispatch of this signed Order Form by the Customer to the successful Supplier in accordance with Framework Schedule 5 (Call Off Procedures) paragraph 8 (Call Off Award Procedure).

## SIGNATURES

### For and on behalf of the Supplier (at submission of Short Form Tender Response)

|                |            |
|----------------|------------|
| Name           | [Redacted] |
| Job role/title | [Redacted] |
| Signature      | [Redacted] |
| Date           | 3 FEB 2017 |

### For and on behalf of the Customer (at Call Off Contract award)

|                |              |
|----------------|--------------|
| Name           | CATHRYN ROSS |
| Job role/title | CEO          |



|                  |   |
|------------------|---|
| Signature        |  |
| Date of dispatch |  |

Please note that if an Order Form is sent to a supplier by post, the postal address provided on the agreement web page <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045> should be used.  
Please see the documents tab, and refer to Suppliers by lot, this document also provides an email address for each supplier.

**For Supplier use**

**Unique Call Off Contract identifier**

A unique Order reference number provided by the Supplier at the time of Call Off Contract award. This number must be reported in the financial MI return.

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## Annex A

### 1.1 The Authority is seeking the provision of:

#### 1.1.1 210 mobile phones in accordance with the specification

- 1.1.1.1 Screen display 4.7" minimum
- 1.1.1.2 Storage capacity – minimum 32GB
- 1.1.1.3 If the proposed model is available with a range of storage capacities then the SUPPLIER should include the costs for the different options above 32GB as Ofwat may decide to purchase some models with the higher capacity
- 1.1.1.4 Full duplex high quality audio
- 1.1.1.5 Hands-free call capabilities
- 1.1.1.6 CLI display; message waiting indicator and directory search capabilities
- 1.1.1.7 Tethering enabled; to act as a Wi-Fi hotspot for connecting a Wi-Fi enabled device e.g. *Surface Pro 3*
- 1.1.1.8 Must be able to send and receive email with the ability to add more than one email account
- 1.1.1.9 Skype for Business compatibility – audio and video
- 1.1.1.10 Have a battery that will last a minimum of 12 hours before re-charging
- 1.1.1.11 Minimum 12-megapixel rear facing camera
- 1.1.1.12 Minimum 7-megapixel forward facing camera
- 1.1.1.13 Asset Management – Each device must be identifiable by a unique number that is easily accessible e.g. serial number, IMEI number
- 1.1.1.14 4G voice calling capability
- 1.1.1.15 Black or charcoal grey in colour
- 1.1.1.16 The device must be able to be configured automatically into mobile device management (MDM) enrolment and supervision 'out of the box'.

#### 1.1.2 210 Voice, Messaging and Data plans

- 1.1.2.1 Unlimited Voice minutes
- 1.1.2.2 Unlimited Text messaging



1.1.2.3 2GB data per sim (aggregated over all users)

1.1.3 Porting of existing mobile sim numbers to new contracts within the 30 days of commencement of contract but no later than the 24th March 2017.

1.1.4 *For the purposes of our specification, the iPhone 7 is compatible.*

All deliveries of the hardware are to be made within 21 days of both parties signing the Contract but no later than 24th March 2017.

1.2 An agreement to provide an initial 210 mobile phones (purchased Sim Free and paid for as a one-off payment) and voice and data plans for a period of 3 years from the start of the contract and an option to extend for a further 2 years

## Annex B



**CALL OFF SCHEDULE 4: TESTING**

**NOT APPLICABLE**

**ANNEX 3: SATISFACTION CERTIFICATE**

**NOT APPLICABLE**



**CALL OFF SCHEDULE 12: VARIATION FORM**

No of Order Form being varied:

.....

Variation Form No:

.....

BETWEEN:

Water Services Regulation Authority  
("the Customer")

and

[insert name of Supplier] ("the Supplier")

1. This Call Off Contract is varied as follows and shall take effect on the date signed by both Parties:

**Guidance Note: Insert details of the Variation]**

2. Words and expressions in this Variation shall have the meanings given to them in this Call Off Contract.
3. This Call Off Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signature

Date

Name (in Capitals)

Address

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed by an authorised signatory to sign for and on behalf of the Supplier

Signature

Date

Name (in Capitals)

Address

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Short Form Further Competition Order Form

