# **RM6187 Framework Schedule 6 (Order Form and Call-Off Schedules)**

## 

## Order Form

**CALL-OFF REFERENCE:** CCCC25A08

**THE BUYER:** Crown Commercial Service

**BUYER ADDRESS:** 9th Floor, The Capital Building, Old Hall Street

**THE SUPPLIER:** BETTER GROUP LIMITED

**SUPPLIER ADDRESS:** 1 Wildwood Terrace, London, NW3 7HT

**REGISTRATION NUMBER:** 10241361

**DUNS NUMBER:** 221884958

### Applicable framework contract

This Order Form is for the provision of the Call-Off Deliverables and dated **02/06/2025.**

It’s issued under the Framework Contract with the reference number RM6187 for the provision of Social Care Discovery.

### CALL-OFF LOT(S)

Lot 7 Health: Social Care & Community.

### CALL-OFF INCORPORATED TERMS

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

Where schedules are missing, those schedules are not part of the agreement and cannot be used. If the documents conflict, the following order of precedence applies:

1. This Order Form includes the Call-Off Special Terms and Call-Off Special Schedules.
2. The following Schedules in equal order of precedence:

### Joint Schedules for RM6187 MCF 3

* + Joint Schedule 1 (Definitions) - Mandatory
  + Joint Schedule 2 (Variation Form) - Mandatory
  + Joint Schedule 3 (Insurance Requirements) - Mandatory
  + Joint Schedule 4 (Commercially Sensitive Information) - Mandatory
  + Joint Schedule 6 (Key Subcontractors) - Optional
  + Joint Schedule 7 (Financial Difficulties)- Optional
  + Joint Schedule 9 (Minimum Standards of Reliability) - Optional
  + Joint Schedule 10 (Rectification Plan) - Mandatory
  + Joint Schedule 11 (Processing Data) - Mandatory

### Call-Off Schedules for RM6187 MCF 3

* + Call-Off Schedule 5 (Pricing Details) - Optional
  + Call-Off Schedule 7 (Key Supplier Staff) - Optional
  + Call-Off Schedule 8 (Business Continuity and Disaster Recovery) - Optional
  + Call-Off Schedule 9 (Security) - Optional
  + Call-Off Schedule 10 (Exit Management) - Optional
  + Call-Off Schedule 14 (Service Levels) - Optional
  + Call-Off Schedule 15 (Call-Off Contract Management) - Optional
  + Call-Off Schedule 20 (Call-Off Specification) - Optional

1. CCS Core Terms
2. Joint Schedule 5 (Corporate Social Responsibility) – Mandatory
3. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above**.**

Supplier terms are not 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:

*Special Term 1 – The Buyer is only liable to reimburse the Supplier for any expense or any disbursement which is:*

*(i) specified in this Contract; or*

*(ii) which the Buyer has Approved prior to the Supplier incurring that expense or that disbursement. The Supplier may not invoice the Buyer for any other expenses or any other disbursements.*

**CALL-OFF START DATE:** 05/06/2025

**CALL-OFF EXPIRY DATE:** 23/10/2025

**CALL-OFF INITIAL PERIOD:** 20 weeks

### CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Call-Off Specification)

### SECURITY

Part A (Short Form Security Requirements) Short form security requirements apply

### 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 are: £95,250 (ex VAT).

### CALL-OFF CHARGES

See details in Call-Off Schedule 5 (Pricing Details)

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in Framework Schedule 3 (Framework Prices)

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

* Specific Change in Law

### Reimbursable expenses

Recoverable as stated in Framework Schedule 3 (Framework Prices) paragraph 4.

### PAYMENT METHOD

BACS Transfer

The payment milestones are as follows:

| **Milestone /**  **Deliverable** | **Description** | **Timeframe or Delivery Date** | **Payment** |
| --- | --- | --- | --- |
| 1 | Project team assigned; CCS contact initiated | By week 1 from Contract Award | Week 8 - 20% of the total cost will be paid on CCS acceptance of the delivered services against the outlined requirements and deliverable milestones. |
| 2 | Suppliers outline plan and approach to CCS | 10 days from contract Start |
| 3 | Market Discovery and Analysis | By no later than week 7 from Contract Award |
| 4 | Finalising Report | By no later than week 10-12 from Contract Award | Week 16 - 30% of the total cost will be paid on CCS acceptance of the delivered services against the outlined requirements and deliverable milestones |
| 5 | Present Final Report | By Week 12-16 |
| 6 | Revisions IF required | By week 18 | Week 20 - 50% of total cost will be paid on CCS acceptance of the final report delivered against the outline requirements and deliverable milestones |
| 7. | CCS Approval and acceptance of the final report | By week 20 |

Payment will only be made following satisfactory delivery of the agreed deliverables at each stage, accepted and signed off by the CCS.

### BUYER’S INVOICE ADDRESS

[supplierinvoices@crowncommercial.gov.uk](mailto:supplierinvoices@crowncommercial.gov.uk)

**BUYER’S AUTHORISED REPRESENTATIVE**

**REDACTED TEXT under FOIA Section 40, Personal Information**

### SUPPLIER’S AUTHORISED REPRESENTATIVE

**REDACTED TEXT under FOIA Section 40, Personal Information**

### SUPPLIER’S CONTRACT MANAGER

**REDACTED TEXT under FOIA Section 40, Personal Information**

### PROGRESS REPORT FREQUENCY

First Working Day of each month

### PROGRESS MEETING FREQUENCY

Weekly call

**KEY STAFF**

**REDACTED TEXT under FOIA Section 40, Personal Information**

### KEY SUBCONTRACTOR(S)

Analyst / SME advice,

Megadodo Consultancy Ltd

49 Princes Road

Ground Floor

London

SW19 8RA

VAT: 189235963

bruce@bettergov.co.uk

### COMMERCIALLY SENSITIVE INFORMATION

The supplier’s Commercial and Technical submission

### SERVICE CREDITS

See details in Call Off Schedule 14 (Service Levels)

### ADDITIONAL INSURANCES

See detail in Joint Schedule 3 (Insurance Requirements)

### BUYER’S ENVIRONMENTAL AND SOCIAL VALUE POLICY

<https://www.gov.uk/government/publications/crown-commercial-service-social-value-policy/ccs-social-value-policy>

### SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender)

### FORMATION OF CALL OFF CONTRACT

By signing and returning this Call-Off Order Form the Supplier agrees to enter a Call-Off Contract with the Buyer to provide the Services in accordance with the Call-Off Order Form and the Call-Off Terms.

The Parties hereby acknowledge and agree that they have read the Call-Off Order Form and the Call-Off Terms and by signing below agree to be bound by this Call-Off Contract.

**For and on behalf of the Supplier**:

**REDACTED TEXT under FOIA Section 40, Personal Information**

**For and on behalf of the Buyer**:

**REDACTED TEXT under FOIA Section 40, Personal Information**