

# Further Competition Order Form Template

**CALL-OFF REFERENCE:** PROC 399-2022 Unified Communications Services

**THE BUYER:** Completion and Markets Authority

**BUYER ADDRESS** The Cabot 25 Cabot Square, London, E14 4QZ

**SUPPLIER REFERENCE** 0066700000ql6nN

**THE SUPPLIER:** Gamma Telecom Ltd

**SUPPLIER ADDRESS:** The Scalpel, 18th Floor, 52 Lime Street, London, EC3M 7AF, United Kingdom

**REGISTRATION NUMBER:** 4340834

**DUNS NUMBER:** 42-353-1354

**SID4GOV ID:** 423531354

## APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated **16/12/2022** It's issued under the Framework Contract with the reference number RM3808 for the provision of Network Services.

## CALL-OFF LOT(S):

- **Lot 5: (IP telephony)**
- **Lot 13: Contact Centre Services**

## CALL-OFF INCORPORATED TERMS

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 and Interpretation) RM3808
3. The following Schedules in equal order of precedence:
  - Joint Schedules for framework reference number RM3808
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 6 (Key Subcontractors)
    - Joint Schedule 7 (Financial Difficulties)

- Joint Schedule 10 (Rectification Plan)
  - Joint Schedule 11 (Processing Data)
- Call-Off Schedules for **PROC 399-2022**
    - Call-Off Schedule 1 (Transparency Reports)
    - Call-Off Schedule 3 (Continuous Improvement)
    - Call-Off Schedule 5 (Pricing Details)
    - Call-Off Schedule 6 (ICT Services)
    - Call-Off Schedule 7 (Key Supplier Staff)
    - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
    - Call-Off Schedule 9 (Security)
    - Call-Off Schedule 10 (Exit Management)
    - Call-Off Schedule 11 (Installation Works)
    - Call-Off schedule 13 (Implementation Plan and Testing)
    - Call-Off Schedule 14 (Service Levels)
    - Call-Off Schedule 15 (Call-Off Contract Management)
    - Call-Off Schedule 20 (Call-Off Specification)
4. CCS Core Terms (version 3.0.5)
  5. Joint Schedule 5 (Corporate Social Responsibility)
  6. 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

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.

[REDACTED]

[REDACTED]

<b>CALL-OFF START DATE</b>	<b>19 December 2022</b>
<b>CALL-OFF EXPIRY DATE</b>	<b>18 December 2024</b>
<b>CALL-OFF INITIAL PERIOD</b>	<b>24 Months</b>

**CALL-OFF OPTIONAL EXTENSION PERIOD** 1x 12 month periods

Further Competition Call-Off Order Form

V1.0 12082019

## MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

Three (3) months minimum period of notice

## CALL-OFF DELIVERABLES

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

## 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 is **£122,305.80**

## 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 and 5 in Framework Schedule 3 (Framework Prices).

The Charges will not be impacted by any change to the Framework Prices.



Recurring or One Off	Service description
Implementation costs	
one off	Project Manager
one off	Service Delivery Consultant
one off	Go Live Support
one off	Remote Training - 1 Hour
one off	Compliance - Customer's Documentation
one off	Project Management for the Integration of Contact Centre with Core Telephony
one off	High Level Design
one off	Basic Call Configuration
one off	Number Assignment
one off	Acceptance Testing
one off	Project Management
one off	Porting Charges
one off	Floor Walking
one off	Brief the IT Admin
Core telephony ongoing costs	

Recurring	Microsoft Teams Operator Connect licences
Recurring	Minutes Bundle for outbound calls to UK Local and National numbers, and UK Main Mobiles
Recurring	No charge to host DDI's on the platform
Contact Centre ongoing costs	
Recurring	Voice Agent
Recurring	Supervisor uplift
Recurring	Admin Licence
Recurring	Wallboard
Recurring	Support
Charges based on usage	
Based on usage	Anticipated Contact Centre and out of bundle call charges

## REIMBURSABLE EXPENSES

Not recoverable

## PAYMENT METHOD

- The frequency of invoicing is monthly in arrears via BACS
- All supplier invoice to include breakdown of services and period being charge and have a vailed CMA PO included.

## BUYER'S INVOICE ADDRESS:

Accounts Payable

[invoices@cma.gov.uk](mailto:invoices@cma.gov.uk)

The Cabot

25 Cabot Square,

London,

E14 4QZ

## BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

## BUYER'S ENVIRONMENTAL POLICY

Not applicable

## ADDITIONAL INSURANCES

Insurances required in accordance with Joint Schedule 3 (Insurance Requirements)

## GUARANTEE

Not applicable

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**SOCIAL VALUE COMMITMENT**

Not applicable

**STAFF TRANSFER**

Not applicable

**QUALITY PLAN**

Not applicable

**MAINTENANCE OF ICT ENVIRONMENT**

Not applicable

**BUSINESS CONTINUITY AND DISASTER RECOVERY**

In accordance with Call-Off Schedule 8 (Business Continuity and Disaster Recovery) Part A, the Supplier's BCDR Plan at Annex 1 will apply

**SECURITY REQUIREMENTS**

In accordance with Call-Off Schedule 9, Part A (Short Form Security Requirements) applies

**BUYER'S SECURITY POLICY**

Not Applicable

**INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)**

Not Applicable]

**CLUSTERING**

Not Applicable

**SERVICE LEVELS AND SERVICE CREDITS**

Service Credits will accrue in accordance with Call-Off Schedule 14 Part B (Long Form Service Levels and Service Credits)

The required Service Maintenance Level is Level 4

The Service Credit Cap is in accordance with Call-Off Schedule 14 (Service Levels)

The Service Period is one (1) calendar month as per the same invoice period.

**PERFORMANCE MONITORING**

Not applicable

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

**SUPPLIER'S CONTRACT MANAGER**

[REDACTED]

**PROGRESS REPORT FREQUENCY**

On the first Working Day of each calendar month

**PROGRESS MEETING FREQUENCY**

Quarterly on the first Working Day of each quarter

**OPERATIONAL BOARD**

In accordance with Call-Off Schedule 15 (Call-Off Contract Management) the Operational Board members, frequency and location of board meetings and planned start date by which the board shall be established are detailed below:

- Members: To Be Agreed
- Frequency: Monthly
- Location: MS teams and in person biannual.
- Start Date: Commence month after achievement of all millstones.

**KEY STAFF**

In accordance with Call-Off Schedule 7 (Key Supplier Staff)

**KEY SUBCONTRACTOR(S)**

Cirrus Response Limited

**COMMERCIALLY SENSITIVE INFORMATION**

Not applicable

