

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

Order Form

CALL-OFF REFERENCE:	Project_26498
THE BUYER:	Department for Work and Pensions
BUYER ADDRESS	Caxton House Tothill Street, Westminster London SW1H 9NA
THE SUPPLIER:	Computacenter (UK) Ltd.
SUPPLIER ADDRESS:	Hatfield Business Park, Hatfield Avenue, Hatfield AL10 9TW
REGISTRATION NUMBER:	01584718
DUNS NUMBER:	226023463
SID4GOV ID:	NA

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and is effective from the date of the last signature.

It is issued under the Framework Contract with the reference number RM6098 for the provision of Technology Products & Associated Service 2.

CALL-OFF LOT(S):

Lot 3 Software

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) RM6098
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6098
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Call-Off Schedules for RM6098
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 9v1.0 (Short) (Security)
 - Call-Off Schedule 20 (Call-Off Specification)
5. CCS Core Terms (version 3.0.11) as amended by the Framework Award Form
6. Joint Schedule 5 (Corporate Social Responsibility) RM6098

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:

Special Term 1 – if the Authority exercises its right to terminate without cause, it shall remain liable for the payment of the Charges paid or payable during the Call Off Initial Period in its entirety.

Special Term 2 - Software Support & Maintenance Terms

Third party services (if any) shall be supplied subject to the applicable third party's standard service terms. The parties acknowledge that the Citrix standard service terms restrict the Authority from transferring licences without consent. The parties agree that in the event that a machinery of government change impacts the licences, the Authority will contact Citrix to discuss the application of the licences.

CALL-OFF START DATE: **17.12.2024**
CALL-OFF EXPIRY DATE: **16.12.2027**
CALL-OFF INITIAL PERIOD: **3 years**
CALL-OFF OPTIONAL EXTENSION PERIOD: **1+1 years**

CALL-OFF DELIVERABLES:
Provision of Citrix Cloud Service licencing – A Citrix Platform Licence for unlimited users.

CALL-OFF AUTO-RENEWAL:

Auto-renewal of licences will not apply to this contract. ~~000~~

LOCATION FOR DELIVERY
Remote/Manchester

DATES FOR DELIVERY
Delivered by 17.12.2024

TESTING OF DELIVERABLES
None

WARRANTY PERIOD
The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be the duration of any guarantee or warranty period the Supplier has received from the third party manufacturer or supplier.

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 **£3,317,159.38 excluding VAT.**

CALL-OFF CHARGES (All pricing excludes VAT)
Total Contract Value to be published **£20,782,015.61**

CALL-OFF INITIAL PERIOD

- Year 1: £3,317,159.38
- Year 2: £3,715,218.51
- Year 3: £4,235,349.11

3-Year Total Contract Value: £11,267,727.00

CALL-OFF OPTIONAL EXTENSION PERIOD

REDACTED

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

BACS

The Supplier will submit invoices directly to the billing address as per the Buyer's Purchase Order.

Payment to be made by BACS payment.

Payment will be made annually in advance.

BUYER'S INVOICE ADDRESS:

REDACTED

BUYER'S AUTHORISED REPRESENTATIVE

REDACTED

BUYER'S ENVIRONMENTAL POLICY

Not applicable

BUYER'S SECURITY POLICY

The Supplier shall adhere to the Security Policies as published on:

<https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards> unless specified otherwise:

- Acceptable Use Policy
- Information Management Policy
- Information Security Policy
- Physical Security Policy
- Cryptographic Key Management Policy
- Email Policy
- Forensic Readiness Policy
- Privileged Users Security Policy
- Remote Working Policy
- Security Classification Policy
- SMS Text Policy
- Social Media Policy
- Technical Vulnerability Management Policy
- User Access Control Policy
- HMG Personnel Security Controls – May 2018 (published on <https://www.gov.uk/government/publications/hmg-personnel-security-controls>)
- NCSC Secure Sanitisation of Storage Media (published on <https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media>)

SUPPLIER'S AUTHORISED REPRESENTATIVE

REDACTED

SUPPLIER'S CONTRACT MANAGER

REDACTED

PROGRESS REPORT FREQUENCY

Not applicable

PROGRESS MEETING FREQUENCY

Not applicable

KEY STAFF

Not applicable

KEY SUBCONTRACTOR(S)

Not applicable

COMMERCIAL SENSITIVE INFORMATION

REDACTED

SERVICE CREDITS

Not applicable to Computacenter but applies as part of Citrix's standard terms

The third-party EULA shall apply and can be found here:

<https://www.cloud.com/content/dam/cloud/documents/legal/end-user-agreement.pdf>

Service Credits will accrue in accordance with the service credits made available directly by Citrix as per the following link and as noted in KPI 1 below: [Service Level Agreement | Citrix Cloud](https://docs.citrix.com/en-us/citrix-cloud/overview/service-level-agreement.html) <https://docs.citrix.com/en-us/citrix-cloud/overview/service-level-agreement.html>

- KPI 1: Service Credit to be applied at 10% for applicable months where target level is not achieved.
- KPI 2: No Service Credit will apply to this metric.
- KPI 3: No Service Credit will apply to this metric.
- KPI 4: Social Value – No Service Credit will apply to this metric.

The Service Period is: **one Month**

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

KPI 4 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)

Additional Commitments to support in-work progression.

REDACTED

Social Value Reporting

REDACTED

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