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

**Order Form**

CALL-OFF REFERENCE: **[**<redacted>

THE BUYER: Department for Education

BUYER ADDRESS Sanctuary Buildings Great Smith Street, London SW1P 3BT

THE SUPPLIER: PAM Wellbeing Ltd

SUPPLIER ADDRESS:<redacted>

REGISTRATION NUMBER:<redacted>

DUNS NUMBER: <redacted>

SID4GOV ID:<redacted>

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 7th February 2025.

It’s issued under the Framework Contract with the reference number RM6812 for the provision of Employee Assistance Programme services (EAP).

CALL-OFF LOT(S):

**Lot 3**

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) RM6182.
3. The following Schedules in equal order of precedence:

* Joint Schedules for RM6182
  + Joint Schedule 2 (Variation Form)
  + Joint Schedule 3 (Insurance Requirements)
  + Joint Schedule 4 (Commercially Sensitive Information)
  + Joint Schedule 6 (Key Subcontractors)
  + Joint Schedule 7 (Financial Difficulties)
  + Joint Schedule 8 (Guarantee)
  + Joint Schedule 10 (Rectification Plan)
  + Joint Schedule 11 (Processing Data)
  + Joint Schedule 12 (Supply Chain Visibility)
* Call-Off Schedules for RM6182
  + Call-Off Schedule 1 (Transparency Reports)
  + Call-Off Schedule 3 (Continuous Improvement)
  + Call-Off Schedule 5 (Pricing Details)
  + Call-Off Schedule 7 (Key Supplier Staff)
  + Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
  + Call-Off Schedule 9 (Security)
    - Special Term 1: Security Terms
  + Call-Off Schedule 10 (Exit Management)
  + 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 18 (Background Checks)
  + Call-Off Schedule 20 (Call-Off Specification)

1. CCS Core Terms (version 3.0.8)
2. Joint Schedule 5 (Corporate Social Responsibility) RM6182
3. Call-Off Schedule 4 (Call-Off Tender)

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

Special Term 1: Security Terms [mid-tier-schedule-16-buyer-specific-security-requirements.docx](https://educationgovuk-my.sharepoint.com/:w:/r/personal/molly_sims_education_gov_uk/Documents/Documents/Projects/OH%20and%20EAP/Draft%20Contract/mid-tier-schedule-16-buyer-specific-security-requirements.docx?d=w544b7cae66a74d18a2e025aa441d741b&csf=1&web=1&e=UPNJqG)

CALL-OFF START DATE: **[31st March 2025**]

CALL-OFF EXPIRY DATE: **[31st March 2028**] notwithstanding enactment of a break clause by the Buyer on **28th March 2026.**

CALL-OFF INITIAL PERIOD: **[3 years**]

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 £48,000.

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:

* [Indexation]
* [Specific Change in Law]
* [Benchmarking using Call-Off Schedule 16 (Benchmarking)]

REIMBURSABLE EXPENSES

**None**

PAYMENT METHOD

Invoice calendar monthly in arrears with appropriate backing data. Purchase order to be provided by buyer.

BUYER’S INVOICE ADDRESS:

[accountspayable.OCR@education.gov.uk](mailto:accountspayable.OCR@education.gov.uk) Cheylesmore House, 5 Quinton Road, Coventry, CV1 2WT (Contract Manager to be copied into all invoices)

BUYER’S AUTHORISED REPRESENTATIVE

Molly Sims

**Commercial Practitioner**

[Molly.sims@education.gov.uk](mailto:Molly.sims@education.gov.uk)

**Sanctuary Buildings, Great Smith Street, SW1P 3BT**

BUYER’S ENVIRONMENTAL POLICY

Department for Education Sustainability and Climate Change Strategy, 21 April 2022, available online at: <https://www.gov.uk/government/publications/sustainability-and-climate-change-strategy>

BUYER’S SECURITY POLICY

[mid-tier-schedule-16-buyer-specific-security-requirements.docx](https://educationgovuk.sharepoint.com/:w:/r/sites/commercial-and-procurement/Shared%20Documents/mid-tier-schedule-16-buyer-specific-security-requirements.docx?d=wb687e16495e1475184f876573bbcb0d8&csf=1&web=1&e=Al3IAr)

Appended at Call-Off Schedule 9

SUPPLIER’S AUTHORISED REPRESENTATIVE

<redacted> <redacted> <redacted> <redacted>

SUPPLIER’S CONTRACT MANAGER

<redacted> <redacted> <redacted>

<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

KEY STAFF

|  |  |  |
| --- | --- | --- |
| **Key Role** | **Key Staff** | **Contact Details** |
| Account Director | <redacted> | <redacted> |

KEY SUBCONTRACTOR(S)

**Not Applicable**

COMMERCIALLY SENSITIVE INFORMATION

See Joint Schedule 4

SERVICE CREDITS

Service Credits will accrue in accordance with Call-Off Schedule 14 (Service Levels).

The Service Credit Cap is: 10% of the monthly invoice charge.

The Service Period is: one month

A Critical Service Level Failure is as defined in Call-Off Schedule 14

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

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).

**Question 4.7: Additional attachment**

|  |  |  |  |
| --- | --- | --- | --- |
| **For and on behalf of the Supplier:** | | **For and on behalf of the Buyer:** | |
| Signature: |  | Signature: |  |
| Name: | <redacted> | Name: |  |
| Role: | Managing Director | Role: |  |
| Date: | 5th February 2025 | Date: |  |