

[Not part of the contract] This contract record has redacted sections which relate to one or more of the following Freedom of Information Act 2000 (FOIA) exemptions to publication  
Such sections are marked as [Redacted] which does not form part of the contract itself

21 Information already accessible (through another act or included in Publication Scheme)  
23 Information supplied by, or relating to, bodies dealing with security matters (named)  
24 National security  
31 Law enforcement  
32 Court records etc.  
40(2) Personal information where the applicant is a third party  
43(1) Trade secret  
43(2) Commercial interests

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

### **PART B: RM3808 Direct Award Order Form**

#### Section A

##### **BUYER'S CALL-OFF REFERENCE**

**SUPPLIER'S CALL-OFF REFERENCE** BTNS200522

<b>THE BUYER</b>	Criminal Injuries Compensation Authority
<b>BUYER ADDRESS</b>	Alexander Bain House, Atlantic Quay, Glasgow G2 8JQ
<b>SUPPLIER REFERENCE(S)</b>	
Service Offer(s)	RM3808-L13-BT0021-B, RM3808-L1-BT0277-B, RM3808-L1-BT0279-B
Price Card(s)	RM3808-L13-BT0021-A, RM3808-L1-BT0277-B, RM3808-L1-BT0279-B
<b>THE SUPPLIER:</b>	British Telecommunications PLC
<b>SUPPLIER ADDRESS:</b>	One Braham, Braham St, London E1 8EE
<b>REGISTRATION NUMBER:</b>	1800000
<b>DUNS NUMBER:</b>	22 701 5716
<b>SID4GOV ID:</b>	N/A

##### **APPLICABLE FRAMEWORK CONTRACT**

This Order Form is for the provision of the Call-Off Deliverables and the date will be the date on which the final Party has signed the Contract. It's issued under the Framework Contract with the reference number RM3808 for the provision of Network Services.

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
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**CALL-OFF LOT(S):**

Lots 1 and 13

BT Validation Ref: 075

## Section B

### **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)
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 4 (Commercially Sensitive Information)
- Joint Schedule 6 (Key Subcontractors)
- Joint Schedule 7 (Financial Difficulties)
- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)

Call-Off Schedules for the Service Offer(s) recorded in Section A

- Call-Off Schedule 1 (Transparency Reports)
- Call-Off Schedule 2 (Staff Transfer)
- Call-Off Schedule 6 (ICT Services)
- Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
- Call-Off Schedule 9 (Security)
- Call-Off Schedule 11 (Installation Works)
- Call-Off Schedule 14 (Service Levels)
- Call-Off Schedule 19 (Scottish Law)

4. CCS Core Terms (version 3.0.5)
5. Joint Schedule 5 (Corporate Social Responsibility)

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.

## Section C

### **CALL-OFF SPECIAL TERMS**

Not applicable to Direct Award

**CALL-OFF START DATE** is the date on which the final Party has signed the Contract.

**CALL-OFF EXPIRY DATE** is the date on which the Initial Period of the Contract ends.

**CALL-OFF INITIAL PERIOD** 12 Months

**CALL-OFF OPTIONAL EXTENSION PERIOD** 2 periods of 12 Months each

**CALL-OFF SERVICE PERIOD\*** 12 + 12 + 12 Months

Framework Ref: RM3808

Project Version: v1.1

Model Version: v3.3 (BT 4Mar22)

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

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“Service Period” means the period starting on the Call-Off Start Date and ending on the Call-Off Expiry Date or Call-Off Optional Extension Period, as applicable.

### MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

Unless otherwise stated in the Service Offer price card(s), in accordance with paragraph 10.3.2 of the Core Terms, the Buyer has the right to terminate this Call-Off Contract at any time without reason or liability by giving the Supplier not less than 90 days' written notice.

### CATALOGUE SERVICE OFFER REFERENCE(S):

As recorded in Section A.

## Section D

### CALL-OFF DELIVERABLES

Renewal of the “CCng” cloud contact centre service with a managed MPLS link.

### 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

[Redacted]

. The Buyer must always provide a figure here.

### CALL-OFF CHARGES

See Charges breakdown in embedded Excel sheet below which serves the purpose of Call-Off Schedule 5 (Pricing Details).

[Redacted]

**Total Call-Off Contract Charges - £89,192.77**

Any 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.

## Section E

### REIMBURSABLE EXPENSES

[Redacted]

### PAYMENT METHOD

BACS

### BT “ONEBILL” NUMBER

[Redacted]

**BUYER'S INVOICE ADDRESS:**

[Redacted]

**BUYER'S AUTHORISED REPRESENTATIVE**

[Redacted]

**Section F**

**BUYER'S ENVIRONMENTAL POLICY**

Not Applicable.

**ADDITIONAL INSURANCES**

Not Applicable.

**GUARANTEE**

Not Applicable.

**SOCIAL VALUE COMMITMENT**

This is a Direct Award Order, accordingly there is no Call Off Tender.

**STAFF TRANSFER**

Not Applicable.

**QUALITY PLAN**

Not Applicable.

**MAINTENANCE OF ICT ENVIRONMENT**

Not Applicable.

**BUSINESS CONTINUITY AND DISASTER RECOVERY**

See BT Business Continuity & Disaster Recovery Plan attached below in as PDF.

[Redacted]

**SECURITY REQUIREMENTS**

See BT Security Management Plan attached below as PDF.

[Redacted]

**BUYER'S SECURITY POLICY**

Not Applicable

**INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)**

See BT Security Management Plan attached above.

**CLUSTERING**

Not Applicable

**SERVICE LEVELS AND SERVICE CREDITS**

Where applicable, this will be stated in Section 4, "Service Level Agreement" of the relevant Service Offer(s)

**Section G**

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

[Redacted]

**SUPPLIER'S CONTRACT MANAGER**

[Redacted]

**Section H**

**PROGRESS REPORT FREQUENCY**

Not Applicable

**PROGRESS MEETING FREQUENCY**

Not Applicable

**OPERATIONAL BOARD**

Not Applicable

**KEY STAFF**

Not Applicable

**KEY SUBCONTRACTOR(S)**

Cisco Systems Ltd

**COMMERCIALLY SENSITIVE INFORMATION**

Data in the Price Card(s) recorded in Section A.

The Service Description, Conditions on the Buyer, Outline Implementation Plan, and Service Level Agreement applicable to the delivery of the Service(s) and the associated pricing are as set out in the Supplier's Service Offer with reference code(s) as recorded in Section A

**The Buyer consents to the transfer to and processing of data in the UK.**

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	[Redacted] [Redacted]	[Redacted]	[Redacted]
Name:	[Redacted]	Name:	[Redacted]
Role:	[Redacted]	Role:	[Redacted]