

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

Order Form

CALL-OFF REFERENCE: **CCSO19B19**

THE BUYER: **Scottish Fire and Rescue Service**

BUYER ADDRESS **[REDACTED]**

THE SUPPLIER: Centerprise International Ltd

SUPPLIER ADDRESS: **[REDACTED]**

REGISTRATION NUMBER: 01738519

DUNS NUMBER: 289724130

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 08.09.2020. It's issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

CALL-OFF LOT(S):

- Lot 1 Hardware & Software, & Associated 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) RM6068
3. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6068
 - 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 CCSO19B19**
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 11 (Installation Works)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 19 (Scottish Law)
 - Call-Off Schedule 23 (Optional Provisions)
4. CCS Core Terms (version 3.0.6)

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 START DATE: 14th September 2020

CALL-OFF EXPIRY DATE: 13th September 2023

CALL-OFF INITIAL PERIOD: Three (3) Years

CALL-OFF OPTIONAL EXTENSION PERIOD Two (2) Years (1 + 1)

CALL-OFF DELIVERABLES

See the Milestones table below:

Milestone	Description	Timeframe
1	Initial engagement workshop with key project stakeholders to define key requirements.	Within week one (1) of Contract Award
2	Deep dive sessions to review existing VSE and SAN solution, processes and requirements. (Information gathering)	Within week two (2) of Contract Award
3	Design submitted for approval to the Authority project team and signed-off.	Within week three (3) of Contract Award
4	Design deployed.	By week five (5) of Contract Award
5	Implementation.	During weeks five (5) to seven (7) of Contract Award
6	Functional Acceptance Testing & User Acceptance Testing.	By week eight (8) of Contract Award
7	Solution Sign-Off.	By week nine (9) of the Contract Award

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8	Phased migration of VMs.	During weeks nine (9) to ten (10) of Contract Award
9	BAU Transition – Including support and finalising of knowledge transfer.	Between week nine (9) – ten (10) of Contract Award
10	Project Sign off (handover of remaining documentation, designs and FAQs.)	By week ten (10) of Contract Award
11	Project Completion.	End of January 2021
12	Post Project Health Check.	November 2020
13	Contract/Service Management Meetings at Authority site commence.	November 2020

LOCATION FOR DELIVERY

[REDACTED]

DATES FOR DELIVERY OF THE DELIVERABLES

See details in Call-Off Schedule 13 (Implementation Plan & Testing).

TESTING OF DELIVERABLES

[REDACTED]

WARRANTY PERIOD

[REDACTED]

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] (excluding VAT)

CALL-OFF CHARGES

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

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 a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.

REIMBURSABLE EXPENSES

None.

PAYMENT METHOD

It is the Authority's policy to make payments to all suppliers direct into their bank account by BACS. On award of the Contract, the Potential Provider shall supply the Authority with their bank details.

BUYER'S INVOICE ADDRESS:
Scottish Fire and Rescue Service
[REDACTED]

BUYER'S AUTHORISED REPRESENTATIVE
[REDACTED]
Head of Finance and Procurement
Scottish Fire and Rescue Service
[REDACTED]

BUYER'S ENVIRONMENTAL POLICY
Not Applicable.

The solution must be compliant with Environmental Management Standard ISO 14001:2015.

Centerprise shall confirm whether the packaging and materials supplied are recyclable and / or contain recyclable elements. Details on the methods of the disposal should be provided, together with any relevant environmental impact.

BUYER'S SECURITY POLICY
The SFRS Security Policy will be shared with the Contractor as and when access is granted to the SFRS Network.

Where the Contract involves visiting the Authority's premises, the various entry access codes and keys to permit unhindered access may be provided, or the person(s) shall be accompanied by a member of staff. The access codes and keys must be held securely and not released to any unauthorised persons. The loss or misuse of either shall be reported immediately to the Contract Administrator, and to Police Scotland.

When visiting site, suitable means of identification must be readily available for inspection. These shall include:

The Company's name address and telephone number of its head office;

The bearer's name;

A note of authorisation subscribed by the Company's Managing Director or similar senior manager.

Any site visitors/contractors arriving at Operational Premises to carry out any work in relation to this contract, must report to the Officer in Charge (if available) and provide identification of themselves and their employer. On completion of work the Contractor shall inform the Officer in Charge (if available).

Any site visitors/contractors arriving at Asset Resource or Development Centres to carry out any work in relation to this contract, must report to the General Office/Reception and provide identification of themselves and their employer. On

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completion of work a Contractor's representative shall inform the general office/reception.

On all occasions the site visitor/contractor representative(s) shall be required to complete a Contractor/visitor log each time they enter or leave the premises. This log will contain the following information:

The representative(s) name and the work order number are to be entered within the appropriate column along with their signature;

Arrival and departure times each day;

The contractors point of contact (if available) or nominee should sign the confirmation column having satisfied themselves that the work to the best of their knowledge is complete.

If it has not been possible for the representative(s) to contact the point of contact then he/she should contact the secondary point of contact to inform them that they have arrived at site and subsequently when the work has been completed and they are leaving the premises.

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

Account Manager

[REDACTED]

PROGRESS REPORT FREQUENCY

The Authority will require the provider to supply electronic monthly reports detailing progress, any downtime and a summary of any risks / issues encountered directly to the Authority's project lead.

Reports must be available on an ad-hoc basis for performance and issue/support reviews.

PROGRESS MEETING FREQUENCY

The provider should present new ways of working to the Authority during the Contract review meetings. Initially these will be held monthly, later extending to quarterly after project closure.

At the pre-installation meeting full details of the potential providers standard test procedures, including acceptance and rejection criteria must be provided.

The provider shall be required to attend all meetings requested by the Contract Administrator, including as a minimum, all formal contract management meetings. The cost of such attendance is deemed to have been included in the rates submitted.

KEY STAFF

[REDACTED]

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Centerprise International

[REDACTED]

Allvotec

[REDACTED]

KEY SUBCONTRACTOR(S)

[REDACTED]

COMMERCIALLY SENSITIVE INFORMATION

Not Applicable.

SERVICE CREDITS

The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	Full commissioning of the solution to be completed by end of October 2020	100%
2	Service Delivery	All issues must be dealt with in twenty-four (24) hours (NEXT BUSINESS DAY)	100%
3	Service Delivery	Support to be provided via telephone, email and Web Portal available Monday to Friday 0800 – 1800, including bank holidays. 24/7, 365 days a year, out of hours support is required for business-critical incidents (Priority 1 & 2) impacting on core VSE & SAN services.	98%
4	Service Delivery	Acknowledgement of all telephone/email enquiries must be provided within twenty-four (24) hours (NEXT BUSINESS DAY)	98%
5	Service Delivery	All upgrades, updates and patches to be provided for the software.	100%

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Where a Centerprise International Ltd fails against the service levels listed above, the Authority will, in the first instance, seek a mutually agreeable resolution with the Centerprise.

ADDITIONAL INSURANCES

Not applicable.

GUARANTEE

Not applicable.

SOCIAL VALUE COMMITMENT

None.

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]