



**Network Services Agreement RM1045
Framework Schedule 4 (Template Order Form and Template Call Off Terms)
Part 1(c)**

General Further Competition Order Form

In this General Further Competition Procedure (GFC) Order Form, capitalised expressions shall have the meanings set out in Call Off Schedule 1 (Definitions) or the relevant Call Off Schedule in which that capitalised expression appears.

The Supplier shall supply the Services specified in this Order Form to the Customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as the “Call Off Contract”) for the duration of the Call Off Contract Period.

This Order Form should be used by Customers running a GFC under the Network Services Agreement. This Order Form will form part of the Customer’s Request for Proposal (RFP) document set, which will also include the Customer’s Statement of Requirements and any other relevant documentation.

Customers can run a GFC through their own systems or through any of the Crown Commercial Service (CCS) supported procurement options. Please see our website <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045> for details.

The Call Off Terms, referred to throughout this document, are available from our website <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045>

When to run a General Further Competition Procedure

Where the Direct Award Procedure and Short Form Further Competition Procedure is unavailable or where a Customer:

- requires the Supplier to develop proposals or a solution in respect the Customer’s Statement of Requirements; and/or
- needs to amend or refine the Template Call Off Terms to reflect its Statement of Requirements to the extent permitted by and in accordance with the Regulations and Guidance; and/or
- requires Agency Services; and/or
- wishes to run an eAuction; and/or
- you intend to use down-select stages within the competition

then the Customer may award a Call Off Contract in accordance with the General Further Competition Procedure.

The General Further Competition Procedure

Detailed guidance on the GFC process can be found <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045>



Summary of the General Further Competition Order Form

Request quotations

Sections A, B, C, D and E - please complete all sections shaded blue.

Section A: General information

This section provides the details required for suppliers to respond to your Request for Proposal (RFP) and must be completed.

Section B: Details of requirement

Please complete this section and ensure you include the closing date and time (as detailed in your RFP) for suppliers to respond.

Section C: Location details/requirements

These will be required, as appropriate, where location is integral to the delivery of the Services, and might impact on the Charges for the Services. Please contact the Network Services Team for guidance if required networkservices@crownccommercial.gov.uk

Section D: Milestone plan

Please add required milestones, dates and descriptions to enable suppliers to respond to your RFP effectively.

Section E: Compatibility information

This section is relevant where you have indicated, in Section B, that a service compatibility assessment is required.

Receive quotations

Suppliers will complete Section F and attach their detailed response to your RFP, having signed Section G.

Section F: Supplier response

The supplier will use this section to provide you with any information that might be relevant to their General Tender Response.

Section G: Call Off Contract Award

On completion of evaluation, the Customer should sign and return the Order Form to the successful supplier. The Supplier will promptly acknowledge receipt.

The Call Off Contract Period will commence from the date the Customer despatches the signed Order Form to the Supplier.



Section A General information

This Order Form is issued in accordance with the provisions of the Network Services Framework Agreement RM1045.

The Supplier shall supply the Services specified in this Order Form to the Customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as the "Call Off Contract") for the duration of the Call Off Contract Period.

The Call Off Terms that will apply to the Call Off Contract are as specified in the Template Call Off Terms (Framework Schedule 4, Part 2). The only amendments that can be made, by the Customer, to the Call Off Terms are those identified in sections B, D and E of this Order Form.

Customer details

Customer/organisation name

Cabinet Office

Billing address

Your organisation's billing address, please ensure you include a postcode

REDACTED

Customer contact:

The name of your point of contact for this requirement

REDACTED

Customer contact details

REDACTED

Supplier details

Supplier name

The supplier organisation name, as it appears on the framework agreement

4net Technologies Limited

Supplier address

The supplier's registered address

3 Scholar Green Road, Manchester, M32 0TR

Supplier representative/contact name

The name of the supplier point of contact for this requirement

REDACTED

Supplier's representative/contact details

The contact details of the supplier's representative

REDACTED

Call-off order reference number

A unique number provided by the supplier at the time of quote.

C2016-00310DS



Section B Details of the requirement

The following details form the basis of a Request for Proposal (RFP) which will be used to award a Call Off Contract.

Suppliers must refer to the statement of requirements (SOR) attached when preparing their General Tender Response.

Customer project reference

Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management.

00172793

Closing date for supplier responses

21 March 2016.

eAuction

Please indicate if you are proposing to utilise an electronic reverse auction following an initial full evaluation of all supplier General Tender Responses. Framework schedule 5 (Call Off Procedures) paragraph 5 (E-Auctions) outlines the requirements for an eAuction under the agreement.

Yes No

Last price paid

Please provide the expenditure in the last full financial year by your organisation on like-for-like services to those detailed in your statement of requirements. Please provide any relevant details to explain the figure.

N/A.

Proposed call-off commencement date

The Call Off Contract Commencement Date will be the date the Customer signs and returns the Order Form to the successful supplier, in accordance with Framework Schedule 5 (Call Off Procedures) paragraph 8 (Call Off Award Procedure).

25/04/2016

Call Off Initial Period

Any period in months, up to the maximum Call Off Initial Period of 60 months.

60

Call Off Extension Period

The maximum Call Off Extension Period is 24 months.

24

Implementation Plan required?

Tick as required. See clause 6 of the Call Off Terms

Yes No

Quality Plan required?

Tick as required. See clause 8 of the Call Off Terms

Yes No

Milestone plan required?

Tick as required. See clause 6 of the Call Off Terms. See section D, please complete the table.

Yes No



Service compatibility assessment required?

Tick as required. See clause 7.1.4 (c) (v) of the Call Off Terms and Section E which requires you to provide additional information.

Yes No

Testing required?

Tick as required. See clause 9 of the Call Off Terms

Yes No

Bespoke information security management systems (ISMS) required?

Tick as required. See call-off schedule 7

Yes No

Customer security policy or ICT policy to apply?

Tick as required. See call-off schedule 7 and clauses 7.1.3 and 8.3.3 of the Call Off Terms for references.

Yes No

Perpetual licences required?

Tick as required. See clause 30.8 of the Call Off Terms.

Yes No

Exit provisions apply?

Tick as required. See clause 42.5 of the Call Off Terms.

Yes No

Service level option

Indicate required service maintenance level (SML).

See Clause 13 of the Call Off Terms and paragraph 3 of Call Off Schedule 6 of the Call Off Terms.

Service levels are contained the attached Statement of Service Requirements – Document Provision of a Telephony Service – Schedule B Ref: **REDACTED**

Bespoke service period

The standard period is one month.

Please specify any different requirement here. See paragraph 4 of Call Off Schedule 6 of the Call Off Terms

Additional standards required?

See paragraph 3 of call-off schedule 6, Part B, Performance monitoring, of the Call Off Terms. (Paragraph 3.3 specifically refers)

Yes No

Please state with brief description

Benchmarking required?

Tick as required. See clause 23 of the Call Off Terms and call-off schedule 14.

Yes No

Additional performance monitoring requirements?

Tick as required. See part B of call-off schedule 6.

Yes No

Bespoke service credit cap?



Crown Commercial Service

Tick as required. See definition of service credit cap in schedule 1 of the Call Off Terms.
Yes No

New service credit cap

Please provide the revised service credit cap.

Appointment of key personnel?

Tick as required. See clause 24 of the Call Off Terms
Yes No

Continuous improvement required?

Tick as required. See clause 15 of the Call Off Terms.
Yes No

Full audit transparency required?

Defined as "auditor access to those elements set out in clause 18.2.2 9(r).
Tick as required. See clause 18 of the Call Off Terms. If required, please provide additional information in your SOR.
Yes No

Supplier business continuity and disaster recovery (BCDR) plans

Standard supplier plan to apply?

See clause 12 of the Call Off Terms and schedule 8 of the Call Off Terms.
Yes No

Bespoke BCDR plan required?

Tick as required. See clause 12 of the Call Off Terms.
If required, please provide additional information in your SOR.
Yes No

Call-off guarantor required?

Tick as required. See clause 4.1 of the Call Off Terms
Yes No

Financial distress provisions required?

Tick as required. See clause 20 of the Call Off Terms and schedule 5 of the Call Off Terms.
Yes No

Payment terms/profile required?

Tick as required. See paragraph 4 of call-off schedule 3.
Yes No

Bespoke liability limits?

Tick as required. See clause 33.2.1 of the Call Off Terms.
Yes No

Liability limits

Please provide the revised liability limit(s)
N/A

Bespoke insurance requirements?

Tick as required. See clause 34 of the Call Off Terms.
Yes No

Insurance requirements

Please provide details of your additional insurance requirements



Relevant convictions apply?

Tick as required. See clause 25.2 of the Call Off Terms.

Yes No

Personal data within UK only?

Tick as required. See clause 31.7.3 of the Call Off Terms.

Yes No

Scots law required?

Tick as required.

See call-off schedule 13, clause 2.1.1

Yes No

Northern Ireland law required?

Tick as required.

See call-off schedule 13, clause 2.1.2

Yes No

Non-Crown body?

Tick as required.

See call-off schedule 13, clause 2.1.3

Yes No

Non FOIA public body?

Tick as required.

See call-off schedule 13, clause 2.1.4

Yes No

Additional clause "Security measures" required?

See call-off schedule 13, clause 2.2.1

Yes No

Additional clause "Access to MOD sites" required?

See call-off schedule 13, clause 2.2.2

Yes No

Additional clause "Other" required?

See Framework agreement, schedule 5

Yes No

Please state with brief description



Section C Location details/requirements

Please provide details of all the locations where the supplier will be required to deliver the service/s requested (this will be necessary for suppliers to provide accurate quotations).

Please clearly indicate where any site is an indirect customer.

For each site to be covered by this requirement, please provide the full postal address, including postcode. If a postcode is not available please provide an Ordnance Survey National Grid reference, which can be found using an internet search such as [Grid Reference Finder](#).

Site 1
REDACTED – All sites

Required service commencement date:
TBD

Site 2
HMT – All sites

Required service commencement date:
TBD

Site 3
Cabinet Office – All sites

Required service commencement date:
TBD

(Provide further site details as required)



Section D Milestone plan

Please complete where specific milestones, milestone payments or delay payments are required.

Please define the relevant milestones (time or activity based) e.g. stage payments.

Under each milestone add the detail which describes the milestone to suppliers in terms of time, responsibilities, value as appropriate.

Milestone					
Deliverables					
Duration					
Milestone date					
Time of the essence? (Y or N)					
Customer responsibilities					
Milestone payments					
Delay payments					



Section E Compatibility information

This section is relevant where you have indicated that a service compatibility assessment required.

See question in section B.

Clause 7.1.4 (c) to (v) of the Call Off Terms refers.

Please provide additional information as required.

Customer software

Customer system

Customer property

Customer assets



Section F Supplier response

Suppliers are to use this section to provide any details that may be relevant to your RFP. Please ensure that you attach your detailed response.

Commercially sensitive information

Any information that the supplier considers sensitive for the duration of an awarded Call Off Contract
N/A

Key personnel

Please see customer response in section B to confirm if required. See clause 24 of the Call Off Terms for details

Role	Name

Complaint handling

Please provide details of a single contact who will be responsible for complaint handling as detailed in clause 53 of the Call Off Terms.

Name of key contact	
Job role	
Telephone number	
Email address	
Postal address	

Supplier equipment

Please detail any equipment that will be necessary to provide the services requested by the customer. See clause 29 of the Call Off Terms



Due diligence response information

Please include any information that you (the supplier) wishes to make the customer aware of in accordance with clause 2 of the call off terms.

Framework guarantor

Please include any information that you (the supplier) wishes to make the customer aware of in accordance with clause 4.1 of the call off terms

Framework guarantor

Please include any information that you (the supplier) wishes to make the customer aware of in accordance with clause 4.1 of the call off terms

	Credit Rating (Long Term)	Credit Rating Threshold
Supplier		
Framework guarantor		
Call-off guarantor		

Performance monitoring & reporting

Please provide details (3.1.1 to 3.1.5) as required in part B of call-off schedule 6 paragraph 1.2.

Total contract value

Please provide the total contract value (for the initial call-off term) as detailed in your attached response to the customer's statement of requirements.

If you wish to provide a summary breakdown of the total contract value, please add details.



Section G Call Off Contract Award

Customer organisation:	see section A
Customer reference number	see section B
Supplier name	see section A
Call-off order reference number	see section A

This Call Off Contract is awarded in accordance with the provisions of the Network Services Framework Agreement RM1045.

The Supplier shall supply the Services specified in this Order Form to the customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as the “Call Off Contract”) for the duration of the Call Off Contract Period.

The Customer confirms that no amendments to the Call Off Terms other those identified in the summary (table) and sections B, D and E of this form have been made to the Template Call Off Terms.

Call Off Contract Commencement Date

The Call Off Contract Commencement Date will be the date the Customer signs and returns the Order Form to the successful supplier, in accordance with Framework Schedule 5 (Call Off Procedures) paragraph 8 (Call Off Award Procedure).

SIGNATURES

For and behalf of the supplier

Name	
Job role/title	
Signature	
Date	

For and on behalf of the customer

Name	
Job role/title	
Signature	
Date	