Further Competition Order Form Template

CALL-OFF REFERENCE:	**2019-037**
THE BUYER:	**Norfolk & Suffolk Constabularies**
BUYER ADDRESS	Jubilee House, Wymondham NW18 0WW
SUPPLIER REFERENCE	0060X00000dYNTW
THE SUPPLIER:	Gamma Telecom Ltd
SUPPLIER ADDRESS:	5 Fleet Place, London, EC4M 7RD
REGISTRATION NUMBER:	4340834
DUNS NUMBER:	42-353-1354
SID4GOV ID:	423531354

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 25/02/20. It's issued under the Framework Contract with the reference number RM3808 for the provision of Network Services.

CALL-OFF LOT(S): Lots 1 & 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) RM3808
3. The following Schedules in equal order of precedence:

   Joint Schedules for framework reference number RM3808
   - o Joint Schedule 2 (Variation Form)
   - o Joint Schedule 3 (Insurance Requirements)
   - o Joint Schedule 10 (Rectification Plan)
   - o Joint Schedule 11 (Processing Data)

   - Call-Off Schedules for **2019-037**
     - o Call-Off Schedule 1 (Transparency Reports)
     - o Call-Off Schedule 6 (ICT Services)
     - o 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)

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.

CALL-OFF SPECIAL TERMS   **None**

CALL-OFF START DATE   **31st March 2020**

CALL-OFF EXPIRY DATE   **30th March 2025**

CALL-OFF INITIAL PERIOD   **60 months**

CALL-OFF OPTIONAL EXTENSION PERIOD 24 months

MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

Clause 10.3.2. is not Applicable

CALL-OFF DELIVERABLES

2 x 100mbps Ethernet bearers with 15mbps access for SIP

150 x channels of Load share SIP

MAXIMUM LIABILITY
The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.
Clause 11.2 shall apply to the liability of the Supplier pursuant to Clause 14 of the Core Terms

CALL-OFF CHARGES
The Estimated Year 1 Charges used to calculate liability in the ███████████████

██████████

Item	Description	Monthly Unit Price Excl VAT	Total Price Excl VAT
One time service Installation Cost	Nil	Nil	Nil
Recurring charge	Load share SIP Trunks	████████	
Recurring charge	15mbps SIP Ethernet access A		

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Item	Description	Monthly Unit Price Excl VAT	Total Price Excl VAT
Recurring charge	15mbps SIP Ethernet access B		
	Grand Total		

Excluding VAT and call charges

Total estimated contract value - £152,586.00 excluding VAT and call charges

All 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.

REIMBURSABLE EXPENSES
Not recoverable

PAYMENT METHOD
BACS

BUYER'S INVOICE ADDRESS:
Network Team
networks@norfolkpnn.police.uk
Jubilee house
Falconers Chase
Wymondham
NR18 0WW

BUYER'S AUTHORISED REPRESENTATIVE
Mark Arbon - Network Manager
mark.arbon@norfolk.police.uk
Jubilee House
Falconers Chase
Wymondham
Norfolk
NR18 0WW

BUYER'S ENVIRONMENTAL POLICY
https://www.suffolk.police.uk/sites/suffolk/files/page/downloads/procurement_environmental_poli
cy.pdf

ADDITIONAL INSURANCES
Not applicable

GUARANTEE
Not applicable

SOCIAL VALUE COMMITMENT
Not applicable

STAFF TRANSFER
Not applicable

QUALITY PLAN
Not applicable

MAINTENANCE OF ICT ENVIRONMENT
Not applicable

BUSINESS CONTINUITY AND DISASTER RECOVERY
In accordance with Call-Off Schedule 8 (Business Continuity and Disaster Recovery) Part A, the Supplier's BCDR Plan at Annex 1 will apply

SECURITY REQUIREMENTS
In accordance with Call-Off Schedule 9, Part A (Short Form Security Requirements) applies

BUYER'S SECURITY POLICY
Not applicable

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)
Not applicable

CLUSTERING
Not applicable

SERVICE LEVELS AND SERVICE CREDITS
The required Service Maintenance Level is Level 4.
The Service Credit Cap is in accordance with the table below:

Total Service Availability of:	Target Availability	Availability			Credit Cap
		Service Credit Due as % of Service Change			
UK SIP Resilient Build	99.99%	99.98%	99.00%	98.50%	20%
		5%	10%	20%	

PERFORMANCE MONITORING
Not applicable

SUPPLIER'S AUTHORISED REPRESENTATIVE
Sam Winterbottom
Head of Public Sector
Sam.winterbottom@gamma.co.uk

Holland House, 4 Bury St, London, EC3A 5AW

SUPPLIER'S CONTRACT MANAGER
Colin Tebbutt
Major Account Manager
Colin.Tebbutt@gamma.co.uk
Holland house, 4 Bury St, London, EC3A 5AW

PROGRESS REPORT FREQUENCY
Not Applicable

PROGRESS MEETING FREQUENCY
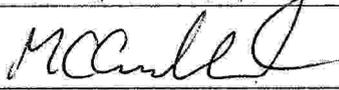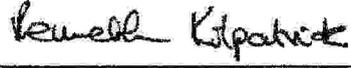Not Applicable

OPERATIONAL BOARD
Not Applicable

KEY STAFF
Not Applicable

KEY SUBCONTRACTOR(S)
Not Applicable

COMMERCIALLY SENSITIVE INFORMATION
Not Applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	*MCuhll*	Signature:	*Kennell Kilpatrick*
Name:	MALcolm Goddard	Name:	KENNETH KILPATRICK
Role:	Commercial Director	Role:	ASSISTANT CHIEF OFFICER
Date:	13 MARCH 2020	Date:	27-02-20.

SIP Trunk Pricing

Set Up	Frequency	Charge
Per Site Connection Charge	One Off	

Rentals	Frequency	
Resilience Channel Rental - Loadshare Primary	Monthly	
Resilience Channel Rental - Loadshare Secondary	Monthly	

SIP Trunk Call Manager	Frequency	
SIP Trunk Call Manager Rental (per active endpoint)	Monthly	
SIP Trunk Call Manager DDI Rental (per DDI number) - 1-499	Monthly	
SIP Trunk Call Manager DDI Rental (per DDI number) - 500-999	Monthly	
SIP Trunk Call Manager DDI Rental (per DDI number) - 1000+	Monthly	
Auto Attend (IVR) (per DDI number)	Monthly	
Area Based Routing (per DDI number)	Monthly	
Announcement (per DDI number)	Monthly	
Limit Caller Admissions	Monthly	

Call Divert	Frequency	
Call Divert	One Off	
Call Divert (per DDI range or single number)	Monthly	

Number Porting Charges	Frequency	
Number Port - Single Line	One Off	
Number Port - Multi Line	One Off	
Number Port - DDI Line	One Off	
DMA Number Range Takeover (per block of 1,000 numbers)*****	One Off	
Number Port Out (per number)	One Off	
Additional Charge for Out of Hours Port (Mon - Fri)	One Off	
Additional Charge for Out of Hours Port (Weekend & Bank Holiday)	One Off	
Changes to or cancellation of Number Porting Orders	One Off	
Number Selection ***	One Off	
Gold Number	One Off	

Miscellaneous	Frequency	
CallGuard (Per Endpoint)****	Monthly	
Cease Charge (Per Endpoint)	One Off	
Change of IP Address (per Occasion)	One Off	
DDI Numbers Set Up (Per Number)	One Off	
CLI Flexibility ******	One Off	
CLI Flexibility ******	Monthly	

Information

Based on a 60 month term

Each end point must have a minimum of 2 channels per site at all times, subject to any individual customer minimum commitment.

All channels must have the same inclusive call type.

Where a re-grade (increasing or decreasing concurrent Channels) occurs, the new billing value will become effective at the beginning of the next month.

Cease charge applies to any end point ceased at any time. For SIP end points ceased within the contract term then additional termination charges will apply.

Cancellation of or changes to porting orders will incur a one ▮▮▮▮▮▮▮▮▮▮ charge per ocassion.

*** 0800, 0207 and 0208 numbers will incur an additional set up charge ▮▮▮▮

**** CallGuard will automatically be added to all SIP Endpoint unless otherwise specified on the Service Agreement. CallGuard terms and conditions apply.

SIP Trunk Call Manager is charged in addition to normal SIP rentals and is available with all types of SIP.

SIP Trunk Call Manager has the following inclusive calls:

01/02/03 numbers which terminate to a SIP number are free of charge

08 numbers which terminate to a SIP number are chargeable at standard inbound rates

01/02/03/08 numbers terminating to any other type of number are chargeable at standard inbound rates

*****A DMA Number Range Takeover is where, rather than port the numbers from the other provider to Gamma, the whole number range is moved from the other provider to Gamma due to the volume of numbers. Other providers have varying costs for this activity. This pricing is indicative only and will be confirmed on application.

****** CLI Flexibility allows a customer to present a number other than the registered CLI for that service. This is optional and chargable.
CLI Presentation allows a customer to display the registered CLI, and must not be charged.