



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

DHSC: ARP: COTS 4

Order Form

CALL-OFF REFERENCE:



THE BUYER:

Department of Health & Social Care/
Ambulance Radio Programme

BUYER ADDRESS

Department of Health and Social Care (ARP)
39 Victoria Street
London
SW1H 0EU

THE SUPPLIER:

Insight Direct (UK) LTD

SUPPLIER ADDRESS:



REGISTRATION NUMBER:



DUNS NUMBER:



SID4GOV ID:



INSIGHT REF NUMBER:



APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 22nd January, 2026.

RM6098 Order Form and Call-Off Schedules – DHSC: ARP: COTS 4

Crown Copyright 2018

It's issued under the Framework Contract with the reference number RM6098 for the provision of Technology Products & Associated Service 2.

CALL-OFF LOT(S):

Lot 1 Hardware and Software and Associated Services

CALL-OFF INCORPORATED TERMS

This is a Silver Contract.

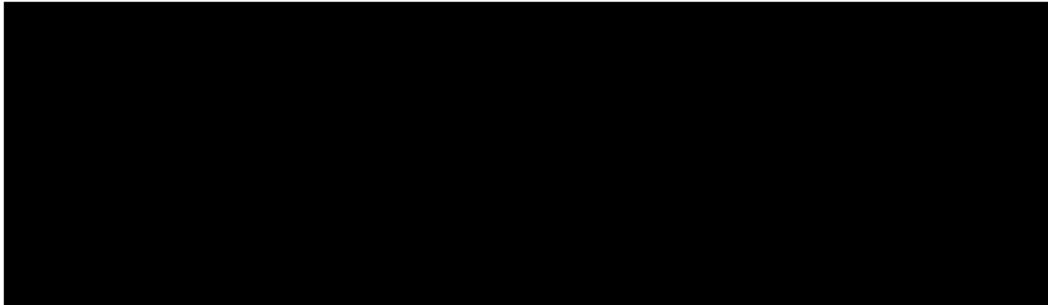
The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1 (Definitions and Interpretation) RM6098
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6098
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Call-Off Schedules for RM6098
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 16 (Benchmarking)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 23 (HMRC Terms)
5. CCS Core Terms (version 3.0.11) as amended by the Framework Award Form
6. Joint Schedule 5 (Corporate Social Responsibility) RM6098

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

The following Special Terms are incorporated into this Call-Off Contract:



CALL-OFF START DATE: [REDACTED]

CALL-OFF EXPIRY DATE: [REDACTED]

CALL-OFF INITIAL PERIOD: [REDACTED]

CALL-OFF DELIVERABLES

The Supplier is required to provide the following competence, skills, experience, and technical personnel for the project:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



When providing the Goods and/or Services, the Supplier shall as a minimum ensure that it achieves the following service levels:

[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

SERVICE CREDITS

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



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

LOCATION FOR DELIVERY

[REDACTED]

Or as requested by the Authority.

DATES FOR DELIVERY

As requested by the Authority.

TESTING OF DELIVERABLES

None

WARRANTY PERIOD

The warranty period is stated in Clause 3.1.2 of the Core Terms :

3.1.2 “The Supplier must provide Deliverables with a warranty of at least 90 days from Delivery against all obvious defects.”

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



CALL-OFF CHARGES

Pricing will be quoted on demand. Estimated Year 1 Charges is [REDACTED]

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

[REDACTED]

b) All invoices must set out clearly:



c) A goods receipt process must be undertaken with the Authority/ Service Recipient representative at the delivery location, confirming satisfactory delivery of all goods, equipment and software ordered on the PODDN to the required delivery location. This must include all products supplied conforming to relevant British and EU Standards and being fit for purpose, aligned to manufacturer's product life expectancy, and all packaging supplied conforming to relevant British and EU Standards;

d) All deliveries must be completed on time as per the Delivery Schedule or PODDN (as amended by the Authority and as agreed by both Parties);

e) Conformance certification must be provided and GS1 requirements must be met for acceptance by the Authority or a Service Recipient at the delivery location.

BUYER'S INVOICE ADDRESS:



BUYER'S AUTHORISED REPRESENTATIVE



BUYER'S ENVIRONMENTAL POLICY

To be provided a Contract commencement.

BUYER'S SECURITY POLICY



Appended at Call-Off Schedule 20, Annex: Information Security Policy

All goods and services supplied are to conform to and maintain the ISO/IEC 27001 Information Security Management Standard.

The Supplier (and any Sub-Contractors) accessing delivery locations of the Authority, or any Service Recipient shall comply with all Service Recipient / data centre security policies (which shall include any prior registration and security clearance requirements).

The Supplier (and any Sub-Contractors) shall comply with the ARP Security Policy and where specified by the Authority, including the Security Management Plan (if any) and shall ensure that the Security Management Plan produced by the Supplier fully complies with the ARP Security Policy.

The Authority shall notify the Supplier of any changes or proposed changes to the Security Policy.

SUPPLIER'S AUTHORISED REPRESENTATIVE

[Redacted]

SUPPLIER'S CONTRACT MANAGER

[Redacted]

PROGRESS REPORT FREQUENCY

Reporting type	Frequency
Transaction Report	[Redacted]
Social Value Report	[Redacted]

PROGRESS MEETING FREQUENCY

Contract review meeting: [Redacted]

KEY SUBCONTRACTOR(S)

Not applicable

COMMERCIALLY SENSITIVE INFORMATION

Not applicable

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)

The specific area of Social Value in this RFQ is Skills For Growth: [REDACTED]

Procurement Policy Note (PPN) 6/20 – [REDACTED]

Theme	Model Award Criteria (MAC)	KPI
2. Skills for growth: supporting growth sectors and addressing skills gaps	2a. Learning and skills development opportunities relevant to the contract to address skills gaps* [*In-scope organisations to identify the relevant skills gap].	[REDACTED]
1. Fair work: that offers fair wages and good working conditions.	1e. Identifying and managing the risks of modern slavery	[REDACTED]

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:	██████████	Name:	██████████
Role:	██	Role:	██
Date:		Date:	