

Framework Schedule 6

Order Form

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| CALL-OFF REFERENCE: | CCPF22A01 |
| THE BUYER: | Department for Business Energy & Industrial Strategy |
| BUYER ADDRESS | 1 Victoria St, London SW1H 0ET |
| THE SUPPLIER: | go-centric Limited |
| SUPPLIER ADDRESS: | Panoramic House, Bankside, The Watermark, Gateshead, England, NE11 9SY |
| REGISTRATION NUMBER: | To be confirmed |
| DUNS NUMBER: | 217073310 |
| SID4GOV ID: | To be confirmed |

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 21st July 2022.

It's issued under the Framework Contract with the reference number RM6181 for the provision of Outsourced Contact Centre and Business Services.

CALL-OFF LOT(S):
Lot 1 – Contact Centres

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) RM6181
3. Paragraph 9 and Annex 2 of Framework Schedule 3 (Framework Prices).
4. Framework Special Terms
5. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6181
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 8 (Guarantee)
 - Joint Schedule 9 (Minimum Standards of Reliability)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 12 (Supply Chain Visibility)
 - Call-Off Schedules for CCPF22A01
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 4 (Call-Off Tender)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 11 (Installation Works)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 20 (Specification)

CCS PSC Outsourcing Core Terms (Version 1)

6. Joint Schedule 5 (Corporate Social Responsibility) **RM6181**

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:

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

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Special term 1 - The Buyer is only liable to reimburse the Supplier for any expense or any disbursement which is

(i) specified in this Contract; or

(ii) which the Buyer has Approved prior to the Supplier incurring that expense or that disbursement. The Supplier may not invoice the Buyer for any other expenses or any other disbursements.

CALL-OFF START DATE: 1st August 2022

CALL-OFF EXPIRY DATE: 11th November 2023

CALL-OFF INITIAL PERIOD: Not applicable

CALL-OFF DELIVERABLES

See details in Order Schedule 20 (Order Specification)

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 12.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is: REDACTED TEXT under FOIA Section 43 Commercial Interests.

CALL-OFF CHARGES

See details in Order Schedule 5 (Pricing Details)

REIMBURSABLE EXPENSES

any expenses incurred during delivery of the service will be paid in line with the Authority's travel and subsistence policy.

PAYMENT METHOD

Monthly in arrears

BUYER'S INVOICE ADDRESS:

REDACTED TEXT under FOIA Section 40, Personal Information

COLLABORATIVE WORKING PRINCIPLES

The Collaborative Working Principles apply to this Call-Off Contract.

FINANCIAL TRANSPARENCY OBJECTIVES

The Financial Transparency Objectives apply to this Call-Off Contract.

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BUYER'S AUTHORISED REPRESENTATIVE

REDACTED TEXT under FOIA Section 40, Personal Information

BUYER'S ENVIRONMENTAL POLICY

To be confirmed post Contract Award

BUYER'S SECURITY POLICY

REDACTED TEXT under FOIA Section 40, Personal Information

SUPPLIER'S AUTHORISED REPRESENTATIVE

REDACTED TEXT under FOIA Section 40, Personal Information

SUPPLIER'S CONTRACT MANAGER

REDACTED TEXT under FOIA Section 40, Personal Information

PROGRESS REPORT FREQUENCY

To be confirmed.

PROGRESS MEETING FREQUENCY

To be confirmed.

KEY STAFF

REDACTED TEXT under FOIA Section 40, Personal Information

KEY SUBCONTRACTOR(S)

Not applicable

COMMERCIALLY SENSITIVE INFORMATION

To be confirmed

Supplier's bid

Commercial Pricing

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

The Supplier must have a Call-Off Guarantor to guarantee their performance using the form in Joint Schedule 8 (Guarantee)

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)

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

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| For and on behalf of the Supplier: | | For and on behalf of the Buyer: | |
|---|---|--|---|
| Signature: | REDACTED TEXT under FOIA Section 40, Personal Information | Signature: | REDACTED TEXT under FOIA Section 40, Personal Information |
| Name: | REDACTED TEXT under FOIA Section 40, Personal Information | Name: | REDACTED TEXT under FOIA Section 40, Personal Information |
| Role: | REDACTED TEXT under FOIA Section 40, Personal Information | Role: | REDACTED TEXT under FOIA Section 40, Personal Information |
| Date: | 25 th July 2022 | Date: | 25 th July 2022 |