

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

Order Form

CALL-OFF REFERENCE: **Project_26254 UC Hardware Specialist
Devices 23/24**

THE BUYER: **Department for Work and Pensions**

BUYER ADDRESS **Caxton House, Tothill Street, Westminster,
London SW1 9HA**

THE SUPPLIER: **Jigsaw Systems Limited (T/A Jigsaw24)**

SUPPLIER ADDRESS: **The Old Mill, High Church Street,
New Basford, Nottingham. NG7 7JA**

REGISTRATION NUMBER: **02682904**

DUNS NUMBER & SID4GOV ID: **771059294**

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 19th January 2024.

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 2

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) RM6098
3. Framework Special Terms

Framework Ref: RM6098
Project Version: v2.0
Model Version: v3.8

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 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) N/A
- Call-Off Schedules for RM6098
 - Call-Off Schedule 4 (Call off Tender)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 20 (Call-Off Specification)

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: None

CALL-OFF START DATE: **24/01/2024**

CALL-OFF EXPIRY DATE: **30/06/2024**

CALL-OFF INITIAL PERIOD: **5 months 1 week**

CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Call-Off Specification)]

LOCATION FOR DELIVERY

Delivery will be to UK address specified by the Buyer at point of order. For the avoidance of doubt, the Buyer may request delivery of the devices in multiple batches. Title to Goods is transferred to the Buyer on payment to the Supplier in full.

DATES FOR DELIVERY

As seen in Call-Off Schedule 20 Point 1.3, The Supplier shall confirm their ability to make available the full order volume of these devices and deliver to the Authority as soon as possible but no later than 15/03/24.

TESTING OF DELIVERABLES

None

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 12 (twelve) months manufacturer warranty as standard.

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**

CALL-OFF CHARGES

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

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

Payment method BACS

BUYER'S INVOICE ADDRESS:

Department for Work and Pensions

REDACTED

BUYER'S AUTHORISED REPRESENTATIVE

REDACTED

BUYER'S ENVIRONMENTAL POLICY

Not Applicable

BUYER'S SECURITY POLICY

DWP Information Security Policy version 1

DWP Acceptable Use Policy version 2.5

DWP Physical Security Policy version 2.0 DWP Information Management Policy version 4.1

Available at:

<https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards>
<https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards>

SUPPLIER'S AUTHORISED REPRESENTATIVE
REDACTED

SUPPLIER'S CONTRACT MANAGER
REDACTED

PROGRESS REPORT FREQUENCY
To be confirmed

PROGRESS MEETING FREQUENCY
To be confirmed

KEY STAFF
REDACTED

KEY SUBCONTRACTOR(S)
Not applicable

COMMERCIALLY SENSITIVE INFORMATION
Pricing

SERVICE CREDITS
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)]

[Redacted table](#)

Appendix

Call-Off Schedule 5 (Pricing Details)

REDACTED TABLE

Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

Ref #	Attribute	Underpinning Requirements
1.1	Engineering Clamshell	<p>The Customer requires 103 devices (89 development and 14 nondevelopment) that meet the Engineering Clamshell specifications outlined below. Final volumes shall be confirmed as part of contract finalisation</p> <p>For information, the Customer is currently using:</p> <p>Development: Apple M3 Max chip with 16core CPU, 40core GPU and 16core Neural Engine 64GB unified memory 512GB SSD; and</p> <p>Non Development: Apple M3 Pro chip with 12core CPU, 18core GPU and 16core Neural Engine 36GB unified memory 512GB SSD</p> <p>If the Supplier bids a different device, testing support costs shall form part of the supplier's pricing proposal and the pricing evaluation.</p> <p>Jigsaw 24 confirms offering is for a fully compliant, like-for-like device -</p> <p>Development: Apple MacBook Pro M3 Max chip with 16-core CPU, 40core GPU and 16-core Neural Engine 64GB unified memory 512GB SSD; and</p> <p>Non Development: Apple MacBook Pro M3 Pro chip with 12-core CPU, 18-core GPU and 16-core Neural Engine 36GB unified memory 512GB SSD.</p> <p>and that we will supply and deliver in the quantities required and as finally confirmed.</p>
1.3	Availability	<p>The Supplier shall confirm their ability to make available the full order volume of these devices and deliver to the Authority as soon as possible but no later than 15/03/24.</p> <p>Ownership of these devices shall be transferred to the Authority at the point of delivery to an Authority-designated UK address. Prior to transfer of ownership to the Customer, the Supplier shall ensure that the goods are appropriately insured by the Supplier.</p>
1.4	Delivery	<p>Upon request, the Supplier shall deliver these devices to a mainland UK address specified by the Authority. This address shall be confirmed by the Authority no later than 1 week before the required delivery date. The Supplier shall ensure that the</p>

		<p>goods are securely delivered and work with the Authority's service supplier to ensure effective delivery: this includes any booking-in activity.</p> <p>For the avoidance of doubt, the Authority may request delivery of the devices in multiple batches.</p>
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1.5	Invoicing	<p>The Supplier must provide accurate invoices and supporting Management Information at the point of transfer of ownership of the devices.</p> <p>The Authority shall create a Purchase Order (PO) per service line which the Supplier must invoice accurately against. In the case of the Supplier invoicing against the incorrect Purchase Order, the Authority will reject the invoice.</p> <p>The Supplier shall ensure that any invoice or credit note includes, without limitation, the following information:</p> <ol style="list-style-type: none"> 1. The Purchase Order reference 2. The date of the invoice 3. A unique, numerical invoice number 4. The period to which the charges relate 5. Details of the correct contract reference 6. A contact name and telephone number of a responsible person in the Supplier's Finance department in the event of any administrative queries 7. The banking details for payment to the Supplier via electronic transfer of funds (i.e., name and address of bank, sort code, account name and number) 8. Clear indication of whether it is a credit note or invoice 9. In the case of a credit note, detail of the invoice number the credit note is being raised against 10. The amounts charged, broken down at a summary level and matching the amounts detailed in the Management Information outlined below <p>Where any invoice or credit note does not conform to the Authority's requirements detailed above and therefore does not constitute a valid invoice or credit note, the Authority will reject this invoice or credit note.</p>
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		<p>Any invoice or credit note shall be accompanied with Management Information (MI). This MI shall include, without limitation, the following information:</p> <ol style="list-style-type: none"> 1. Serial numbers for the devices being delivered 2. Where invoicing for goods, proof of delivery 3. Details of the services/goods being charged including volumes and unit costs 4. The invoice and Purchase Order references that the MI pertains to <p>Invoices and credit notes shall be submitted to:</p> <ul style="list-style-type: none"> • APinvoices-DWP-U@gov.sscl.com • workplacecomputing.invoices@dwp.gov.uk <p>With all supporting documentation and management information also submitted to:</p> <ul style="list-style-type: none"> • workplacecomputing.invoices@dwp.gov.uk <p>At the point that the Authority notes a discrepancy in the billing, the Supplier shall respond within 3 working days with agreement or with further clarification. Discrepancies must be settled by the Supplier in the form of a credit note within 3 working days of such agreement. If this credit note is not raised within 10 working days of such agreement, the Authority may reject the invoice and ask the Supplier to re-invoice for the correct amount.</p> <p>The Authority shall have 6 months in which to raise any billing discrepancies. Any discrepancies raised after this point shall not be liable for remedy by the Supplier. For the avoidance of doubt, this 6-month deadline shall only apply where the Supplier has responded to invoicing queries within the agreed timescales outlined above.</p> <p>The Supplier must provide any invoices to the Authority within 6 months of the completion of delivery of the relevant Services to</p>
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		which the invoice relates. Invoices delivered after expiry of this period shall be invalid and the Authority shall have no liability in respect of such invoices.
1.6	Warranty	<p>All devices must be provided with a minimum of 1-year manufacturer's warranty at no extra cost. The Supplier shall provide details of the warranty, including:</p> <ul style="list-style-type: none"> • Repair/replacement turnaround terms; • Timescales; • Contact information. <p>The warranty period shall commence at the point of delivery to the Authority or the Authority's Services Supplier (whichever occurs first). Where the standard manufacturer's warranty is greater than one year this shall be clearly stipulated in the Supplier's response.</p> <p>Warranty Management shall be performed by DWP's Device Support Supplier. Where required the Supplier shall support the Device Support Supplier with resolution of any Warranty Management issues.</p>

1.7	Asset reporting	<p>The Supplier must comply with DWP Device Asset Management policies and procedures by providing all asset details to DWP Asset Management team, within 24 hours upon receipt of device order(s)</p> <p>A report must be provided and include:</p> <ul style="list-style-type: none"> • Asset Categorisation • Manufacturer • Model number • Serial number • Asset Cost • Purchase Order Reference <p>Where the Supplier is storing the devices, a virtual stockroom shall be created in DWP Place Asset Repository. The Supplier shall provide contact details for a named Stockroom Manager within 10 days of contract signature.</p>
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		<p>The serial numbers of the devices held physically by the Supplier must accurately mirror those held in the virtual stockroom on the DWP Place Asset Repository. The Supplier shall inform the Authority of any change to the device location, state or sub-state within 24 hours, via a process agreed as part of contract onboarding.</p> <table><tr><th>State</th><th>Sub-State</th></tr><tr><td>In Stock</td><td>Available</td></tr><tr><td>In Transit</td><td>Reserved</td></tr><tr><td>In Use</td><td>Defective</td></tr><tr><td>In Maintenance</td><td>Pending_Repair</td></tr><tr><td>Retired</td><td>Pending_install</td></tr><tr><td>Missing</td><td>Pending_disposal</td></tr><tr><td></td><td>Pending_transfer</td></tr><tr><td></td><td>Disposed</td></tr><tr><td></td><td>Lost</td></tr><tr><td></td><td>Stolen</td></tr></table> <p>For the avoidance of doubt, devices must be able to be tracked at all stages so DWP can account for every device it has purchased and know the status of that device in order to undertake effective demand management.</p>	State	Sub-State	In Stock	Available	In Transit	Reserved	In Use	Defective	In Maintenance	Pending_Repair	Retired	Pending_install	Missing	Pending_disposal		Pending_transfer		Disposed		Lost		Stolen
State	Sub-State																							
In Stock	Available																							
In Transit	Reserved																							
In Use	Defective																							
In Maintenance	Pending_Repair																							
Retired	Pending_install																							
Missing	Pending_disposal																							
	Pending_transfer																							
	Disposed																							
	Lost																							
	Stolen																							
1.8	Security	<p>In delivery of services to DWP, comply with DWP Security Policies and Standards</p> <p>https://www.gov.uk/government/publications/dwp-procurementsecurity-policies-and-standards</p>																						

Dev Engineering Clamshell specification

Ref #	Attribute	Requirement
2.1	Chassis	The customer requires a device in a clamshell form factor. (preference is silver colour)
2.2	Display size	Customer requires a display size of 16 inches
2.3	Graphics card / capability	UHD Graphics or equivalent that shall operate a minimum of 2 external 4k display screens at native resolution
2.4	Processors	We require an ARM processor with 16 CPU cores, 40 GPU cores and 16 neural engine cores
2.5	Operating System	DWP require compatibility with the current and future operating model therefore as a minimum the device shall be certified as being POSIX-compliant
2.6	Memory	64GB
2.7	Storage	A minimum of 512GB SSD
2.8	Audio Ports	1 Universal 3.5mm Audio port
2.9	Wireless / Bluetooth	Built in WiFi 6E (802.11g/n/ac/ax) & Bluetooth 5
2.10	Cameras	Integrated IR camera on front (facing user) for video conference High-definition picture quality.
2.11	Ports, Connectors	<ul style="list-style-type: none"> • 3 x Thunderbolt 4 • 1 x HDMI

2.12	Power Adaptor / Cables	Device to come with a power cable for charging
2.13	Fastcharging	Fast-charging capabilities when using packaged charging cable
2.14	Serviceability	The Supplier to confirm that device can be serviced at component level.
2.15	MDM registration	The device shall have an automatic ability to build and register against the Authority's MDM service (Microsoft Intune or JAMF Pro)
2.16	Sound & graphics	Internal Speaker and microphone required
2.17	Docking station compatibility	The device must be compatible with a USB-C docking station that complies to the USB-IF standard or equivalent.
2.18	Software compatibility	Ability to run Final Cut Pro Media Software in a supported fashion

Non Dev Engineering Clamshell specification

Ref #	Attribute	Requirement
3.1	Chassis	The customer requires a device in a clamshell form factor. (preference is silver colour)
3.2	Display size	Customer requires a display size of 16 inches
3.3	Graphics card / capability	UHD Graphics or equivalent that shall operate a minimum of 2 x 4k display screens at native resolution.

3.4	Processors	We require an ARM big.little processor with 12 CPU cores, 18 GPU cores and 16 neural engine cores
3.5	Operating System	DWP require compatibility with the current and future operating model therefore as a minimum the device shall be certified as being POSIX-compliant
3.6	Memory	32GB
3.7	Storage	A minimum of 512GB SSD
3.8	Audio Ports	1 Universal 3.5mm Audio port
3.9	Wireless / Bluetooth	Built in WiFi 6E (802.11g/n/ac/ax) & Bluetooth 5
3.10	Cameras	Integrated IR camera on front (facing user) for video conference. High-definition picture quality.
3.11	Ports, Connectors	<ul style="list-style-type: none"> • 3 x Thunderbolt 4 • 1 x HDMI
3.12	Power Adaptor / Cables	Device to come with a power cable for charging
3.13	Fastcharging	Fast-charging capabilities when using packaged charging cable
3.14	Serviceability	The Supplier to confirm that device can be serviced at component level.
3.15	MDM registration	The device shall have an automatic ability to build and register against the Authority's MDM service (Microsoft Intune or JAMF Pro)

3.16	Sound & graphics	Internal Speaker and microphone required
3.17	Docking station compatibility	The device must be compatible with a USB-C docking station that complies to the USB-IF standard or equivalent.
3.18	Software compatibility	Ability to run Final Cut Pro Media Software in a supported fashion

Additional Requirements – Power adaptors

Ref #	Attribute	Requirement
4.1	Power adaptors	The Customer requires 20 additional power adaptors of at least 140W and 2M length
4.2	Compatibility	Power adaptors must be compatible with both Dev and Non-Dev devices provided as part of this competition