

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

Order Form

CALL-OFF REFERENCE:	C229633
THE BUYER:	The Department of Health and Social Care on behalf of the Secretary of State for Health and Social Care
BUYER ADDRESS	39 Victoria Street, London, SW1H 0EU
THE SUPPLIER:	CDW Limited
SUPPLIER ADDRESS:	One New Change, London, EC4M 9AF
REGISTRATION NUMBER:	02465350
DUNS NUMBER:	504971730
SID4GOV ID:	Not used

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables issued 21 February 2024.

It is issued under the Framework Contract with the reference number RM6098 for the provision of Technology Products & Associated Services 2.

CALL-OFF LOT(S):

Lot 3 Software

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

The following Schedules in equal order of precedence:

- Call-Off Schedules for RM6098
 - 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 (Information and Communications Technology (ICT)) Services) plus Annexes A – E (as required)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery) Part A
 - Call-Off Schedule 9 (Security) Part A: Short Form Security Requirements
 - Call-Off Schedule 10 (Exit Management)
 - 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 16 (Benchmarking)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Joint Schedules for RM6098
 - Joint Schedule 1 (Definitions)
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 12 (Supply Chain Visibility)
4. Crown Commercial Service (CCS) RM6098 Core Terms (version 3.0.11) as amended by the Framework Award Form.

5. RM6098 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the RM6098 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

Not Used

CALL-OFF CONTRACT START DATE: **28 February 2024**

****START DATE SUBJECT TO IMPLEMENTATION PLAN****

SERVICE GO LIVE DATE: **1 March 2024**

CALL-OFF EXPIRY DATE: **27 February 2026**

CALL-OFF INITIAL PERIOD: **Two (2) Years**

CALL-OFF OPTIONAL EXTENSION **Three (3) optional extensions (of 12 months each)**

CALL-OFF DELIVERABLES

See details in RM6098 Call-Off Schedule 20 (Call-Off Specification)

LOCATION FOR DELIVERY

Primary delivery will be virtual however, the National Institute of Health Research (NIHR) has locations in London, Leeds, Southampton, and Newcastle.

DATES FOR DELIVERY

See details in RM6098 Call-Off Schedule 13 (Implementation Plan & Testing)

TESTING OF DELIVERABLES

See details in RM6098 Call-Off Schedule 13 (Implementation Plan & Testing)

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 90 days.

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the RM6098 Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is [REDACTED]

CALL-OFF CHARGES

See details in RM6098 Call-Off Schedule 5 (Pricing Details)

The total Order Contract value is [REDACTED] for the maximum 60-months duration Order Contract Period.

REIMBURSABLE EXPENSES

See definition of Reimbursable Expenses within Joint Schedule 1 – Definitions.

Expenses will only be reimbursable by the Buyer where:

- 1) Services are charged using a Time and Materials pricing mechanism; and
- 2) The Buyer agrees in writing in advance of the expenses being incurred; and
- 3) In line with the Buyer's travel & expenses policy (See Expenses Policy attached in RM6098 Call-Off Schedule 5 (Pricing Details))

PAYMENT METHOD

Payment will be made via BACS transfer.

Fixed Price charging method will be used for the Service Desk, corporate services and management fee requirements which will be paid to the Supplier monthly in arrears.

A further Fixed Price will be agreed for each of the licence requirements which will be paid to the Supplier in the month following the Licence renewal.

All invoices must be sent quoting a valid Purchase Order number provided by the Buyer.

The Buyer's email address for invoice queries is mb-paymentqueries@dhsc.gov.uk.

BUYER'S INVOICE ADDRESS:



Invoices must be submitted electronically to:

The Buyer's email address for invoice queries is mb-paymentqueries@dhsc.gov.uk.

BUYER'S AUTHORISED REPRESENTATIVE



BUYER'S ENVIRONMENTAL POLICY

Available online at:

<https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025/greening-government-commitments-2021-to-2025>

BUYER'S SECURITY POLICIES

DHSC Data Protection Policy (May 2023)



DHSC
Data_Protection_Polic

DHSC Information Security Policy (September 2023)



DHSC
information-security-

DHSC Information Security Standard (August 2022)



DHSC
Information-Security-

DHSC Information Classification and Handling Standard (June 2023)



DHSC
Information-Classifica

DHSC Acceptable Use Policy (June 2023)



DHSC
Acceptable-Use-Policy

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]
[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

PROGRESS REPORT FREQUENCY

Progress Reports must be provided no later than 5 Working Days prior to each Quarterly Service Review Meeting and as more particularly detailed in Call-Off Schedule 15 (Call-Off Contract Management).
Additional verbal progress reporting must be provided weekly at the weekly stand-up meetings, or otherwise in writing where agreed by the Buyer.

PROGRESS MEETING FREQUENCY

Quarterly Service Review Meetings shall take place at the end of each quarter and as more particularly detailed in Call-Off Schedule 15 (Call-off Contract Management).

KEY STAFF

Name	Role	Email Address
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

KEY SUBCONTRACTOR(S)

PA Consulting Services Limited 10 Bressenden Place, London, United Kingdom,
SW1E 5DN
00414220

COMMERCIALLY SENSITIVE INFORMATION

See details in RM6098 Joint-Schedule 4 (Commercially-Sensitive-Information)

SERVICE CREDITS

Service Credits will accrue in accordance with RM6098 Call-Off Schedule 14 (Service Levels).

The Service Credit Cap is during the remainder of the Call-Off Contract Period, thirty five percent (35%) of the Call-Off Contract Charges payable to the Supplier under this Call-Off Contract in the period of twelve (12) Months immediately preceding the Month in respect of which Service Credits are accrued.

The Service Period is one Month.

ADDITIONAL INSURANCES

Not Used

GUARANTEE

Not Used

SOCIAL VALUE COMMITMENT

Theme 4: Equal opportunity

Policy Outcome: Tackle workforce inequality

The Supplier agrees, in providing the Deliverables and performing its obligations under the Order Contract, that it will comply with the social value commitments detailed in Order Schedule 4 (Order Tender) and Order Schedule 13 (Implementation Plan).

The Supplier will report on the following Social Value KPIs on a quarterly basis:

Ref	SV KPI Description	Target	Ratings			
			Good	Approaching target	Requires improvement	Inadequate
SV7 KPI	Quarterly reporting of the total percentage of full-time equivalent (FTE) people from groups under-represented in the workforce employed under the contract, as a proportion of the total FTE contract workforce, by UK region.	████	████	████	████	████

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	████████████████████	Signature:	████████████████████
Name:	██████████	Name:	██████████
Role:	██████████	Role:	██████████
Date:	11 March 2024	Date:	11 March 2024