



Crown  
Commercial  
Service

## **Digital Outcomes and Specialists 5 (RM1043.7)**

### **Framework Schedule 6 (Order Form)**

Version 2

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## Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

### Order Form

Call-Off Reference: **CCTS22A59**

Call-Off Title: **CONTENT IMPROVEMENT SOLUTION**

Call-Off Contract Description: **CCS requires content design and user research support to help us achieve our aspirations to provide an easier and more consistent buying journey for current and potential customers of our commercial agreements. This project will act as a key enabler for our ambitions to extend our reach and coverage across the public sector and deepen our impact. The project will ensure that we improve the guidance provided on our website relating to our commercial agreements, while also allowing us to be compliant and maintain accessibility standards in line with Web Content Accessibility Guidelines - European software accessibility standards (WCAG 2.1 AA)**

The Buyer: **Crown Commercial Service**

Buyer Address: **REDACTED TEXT under FOIA Section 40, Personal Information.**

The Supplier: **Public Group International Ltd**

Supplier Address: **REDACTED TEXT under FOIA Section 40, Personal Information.**

Registration Number: **10608507**

DUNS Number: **REDACTED TEXT under FOIA Section 40, Personal Information.**

SID4GOV ID: **N/A**

### **Applicable Framework Contract**

This Order Form is for the provision of the Call-Off Deliverables and dated Monday 1<sup>st</sup> August 2022. It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

### **Call-Off Lot**

### **Digital Outcomes**

### **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) RM1043.7
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
  - Joint Schedules for RM1043.7
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 6 (Key Subcontractors)
    - Joint Schedule 7 (Financial Difficulties)
    - Joint Schedule 8 (Guarantee)
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data) RM1043.7
    - Joint Schedule 12 (Supply Chain Visibility)

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- Call-Off Schedules for RM1043.7
  - Call-Off Schedule 1 (Transparency Reports)
  - Call-Off Schedule 2 (Staff Transfer)
  - Call-Off Schedule 3 (Continuous Improvement)
  - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
  - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
  - 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 13 (Implementation Plan and Testing)
  - Call-Off Schedule 14 (Service Levels and Balanced Scorecard)
  - Call-Off Schedule 15 (Call-Off Contract Management)
  - Call-Off Schedule 18 (Background Checks)
  - Call-Off Schedule 20 (Call-Off Specification)
  - Call-Off Schedule 26 (Cyber Essentials Scheme)

5 CCS Core Terms (version 3.0.9)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.7

7 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 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:

None.

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Call-Off Start Date: **4<sup>th</sup> August 2022**

Call-Off Expiry Date: **28<sup>th</sup> September 2022**

Call-Off Initial Period: **40 days**

Call-Off Optional Extension Period: **Not Applicable**

Call-Off Contract Value: **£61,210.00 ex VAT**

### **Call-Off Deliverables**

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

### **Buyer's Standards**

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

### **Cyber Essentials Scheme**

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a [Cyber Essentials Certificate] [OR Cyber Essentials Plus Certificate] prior to commencing the provision of any Deliverables under this Call-Off Contract.

### **Maximum Liability**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£61,210.00 ex VAT.**

### **Call-Off Charges**

(Call-Off Schedule 5)

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

### **Reimbursable Expenses**

None.

### **Payment Method**

BACS on satisfactory completion of the stated deliverables.

### **Buyer's Invoice Address**

**REDACTED TEXT under FOIA Section 40, Personal Information.**

### **Buyer's Authorised Representative**

**REDACTED TEXT under FOIA Section 40, Personal Information.**

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**Buyer's Environmental Policy**

Not applicable.

**Buyer's Security Policy**

Not applicable.

**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**

Progress reports are to be given twice weekly from the commencement of the Contract.

**Progress Meeting Frequency**

The supplier will liaise with the Contracting Authority's project manager to report progress in a weekly google hangout conference review meeting on the delivery of the work and the requirement.

**Key Staff**

**REDACTED TEXT under FOIA Section 40, Personal Information.**

**Supplier**

**Public Group International Limited**

**Key Subcontractor(s)**

Not applicable.

**Commercially Sensitive Information**

Not applicable.

**Balanced Scorecard**

See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)

**Material KPIs**

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard):

Material KPIs	Target	Measured by
Progress reports	100%	Bi-weekly receipt of the report and weekly attendance at weekly update meetings

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User research	100%	Updates on user research with can be addressed in weekly update meetings or during standalone meetings and receipt of full feedback report and analysis/outcomes
Templates	100%	Provision of templates in line with user research findings
Improved content framework guidance	100%	Provision of content in line with user research findings
Standard operating procedures and training	100%	Receipt of full guidance on how to use the new templates, including hints and tips, and comprehensive input to a training package to be delivered by a training provider
Input to statement of requirements for a Content Management System	100%	Receipt of requirements report

**Additional Insurances**

Not applicable.

**Guarantee**

Not applicable.

**Social Value Commitment**

Not applicable.

**Statement of Works**

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

**For and on behalf of the Supplier:**

**Signature:** 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.

Date:2/08/22

**For and on behalf of the Buyer:**

**Signature:** REDACTED TEXT under FOIA Section 40, Personal Information.

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**Name:** REDACTED TEXT under FOIA Section 40, Personal Information.

**Role:** REDACTED TEXT under FOIA Section 40, Personal Information.

Date:3/08/22



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## **Appendix 1**

## **Annex 1 (Template Statement of Work)**

### **1 Statement of Works (SOW) Details**

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

**REDACTED TEXT under FOIA Section 43 Commercial Interests.**

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**[Signatures and Approvals]**

**Agreement of this SOW**

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

**For and on behalf of the Supplier**

**Name:** REDACTED TEXT under FOIA Section 40, Personal Information.

**Title:** REDACTED TEXT under FOIA Section 40, Personal Information.

Date:2/08/22

**Signature:** REDACTED TEXT under FOIA Section 40, Personal Information.

**For and on behalf of the Buyer**

**Name:** REDACTED TEXT under FOIA Section 40, Personal Information.

**Title:** REDACTED TEXT under FOIA Section 40, Personal Information.

Date:3/08/22

**Signature:** REDACTED TEXT under FOIA Section 40, Personal Information.

## **Annex 1**

### **Data Processing**

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

[Template Annex 1 of Joint Schedule 11 (Processing Data) Below]

**REDACTED TEXT under FOIA Section 43 Commercial Interests.**