



Crown
Commercial
Service

RM6170: Print Management Services Order Form Template (Command and House Papers Service only)

For help with completing this Order Form please refer to the Short Order Form FAQ's [here](#) [CCS to complete FAQs during implementation]

Guidance:

This Order Form, when completed and executed by both Parties, forms a Call-Off Contract for the Command and House Paper Service as outlined in section 4.3 of Framework Schedule 1 and Annex A of Framework Schedule 1 only. It must not be used to form a Call-Off Contract for any other Deliverables.

This Order Form is for use with Call-Offs valued at £10,000 or less.

You can complete and execute a Call-Off Contract by using an equivalent document or electronic purchase order system. If an electronic purchasing system is used, the text below must be copied into the electronic order form.

You must complete Part 1 of the Order Form Template to provide the information needed to populate a Call-Off Contract. Part 2 of the Order Form Template incorporates documents into the Call-Off Contract to create a complete set of terms. Part 2 also makes choices for some of elections which are required to create a complete set of terms in a way that CCS expects to be most appropriate for Call-Off Contracts created using this Order Form.

If you want to add or amend any aspect of any of the terms or elections incorporated into the Call-Off Contract by Part 2 of this Order Form, you must use the box below marked "Call-Off Special Terms". Call-Off Special Terms rank ahead of the incorporated terms and elections.

You must complete Annex 1 - Processing Personal Data as part of completing the Order Form.

Order Form Template

This Order Form is for the provision of the Deliverables which form part of the Command and House Paper Service as outlined in section 4.3 of Framework Schedule 1 and Annex A of Framework Schedule 1 only. It must not be used to form a Call-Off Contract for any other Deliverables. It is issued under the Framework Contract RM6170: Print Management Services.

Part 1: Buyer and Supplier to complete

Buyer Name	
Buyer Contact	
Buyer Address	

Invoice Address (if different)	
Buyer's Authorised Representative	
Buyer's Data Protection Officer	
Buyer's Environmental Policy	
Buyer's Security Policy	
Security Representative of the Buyer	

[Buyer Guidance: When CCS issued the final Framework Contract after award, it populated the Supplier details below using information submitted by the winning bidder during the procurement. The Buyer and Supplier should check that all of the details remain current at the time of entering into the Call-Off Contract.]

Supplier Name	
Supplier Contact	
Supplier Address	
Registration Number:	
DUNS Number	
SID4GOV ID	
Payment Method	[Insert payment method(s) and necessary details]
Supplier's Authorised Representative	
Supplier's Contract Manager	
Supplier's Data Protection Officer	
Security Representative of the Supplier	
Commercially Sensitive Information	

Framework Ref	RM6170
Call-Off Lot	Lot 1

	Print Management Services; including strategic and transformational requirements.
Print Service	Command and House Paper Service
Call-Off (Order) Ref	
Call-Off (Order) Date	
Call-Off Charges	Buyer Guidance; insert maximum amount for 12 Month period
Call-Off Start Date	
Call-Off Expiry Date	The day falling 12 Months after the Call-Off Start Date. [Buyer Guidance: you can change the Call-Off Expiry Date by amending the content of this box]
Extension Period	None [Buyer Guidance: you can provide for an Extension Period by stating the duration in this box]. The total period must not exceed 12 months.
Maximum Liability	The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms. [Buyer Guidance: you can change the cap on liability in Clause 11.2 where you have made an appropriate risk assessment and sought the necessary management approvals. Unlimited liability is not permitted] The Estimated Year 1 Charges used to calculate liability in the first Contract Year is [Buyer Guidance: Insert Estimated Charges in the first 12 months of the Contract. The Buyer must always provide a figure here]
Progress Report Frequency	
Progress Meeting Frequency	

CALL-OFF INCORPORATED TERMS

The documents listed in Part 2 of the Order Form under the heading “Call-Off Incorporated Terms” are incorporated into this Call-Off Contract and the order of precedence listed. Where numbers are missing those schedules are not incorporated into the Call-Off Contract.

No other Supplier terms are part of the Call-Off Contract. This includes any terms that have either been written on the back of, or added to, this Order Form, or presented to the Buyer at the time of Delivery.

DELIVERABLES

The requirement
<p>[Buyer guidance: Insert details of your requirement here]</p>

PERFORMANCE OF THE DELIVERABLES

Key Staff
<p>[Buyer guidance: Insert contact details of key supplier staff]</p>
Key Subcontractors
<p>[Buyer guidance: Insert name of key sub-contractors if required]</p>

CALL-OFF SPECIAL TERMS

Call-Off Special Term 1
<p>Buyer guidance: Call-Off Schedule 17 (MOD Terms) applies. Delete if not applicable</p>

Call-Off Special Term 2
<p>Buyer guidance: Call-Off Schedule 19 (Scottish Law) applies. Delete if not applicable</p>

Call-Off Special Term 3
<p>[Buyer guidance: Insert any special terms which will apply to the Call-Off Contract here, e.g. any additional security requirements or any additional business continuity and disaster recovery requirements]</p>

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

Part 2 – Other Applicable Terms

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.
2. Joint Schedule 1 (Definitions and Interpretation) **RM6170**
3. Framework Special Terms [**Buyer guidance:** This will incorporate all of the Framework Special Terms into the Call-Off Contract. This will need to be amended to specify which are included if it is anticipated that some will be excluded. **Remove** this guidance too.]
4. The following Schedules in equal order of precedence:
 - Joint Schedules for **RM6170**
 - 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 9 (Minimum Standards of Reliability)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 12 (Supply Chain Visibility)
 - Joint Schedule 13 (Continuous Improvement)
 - Joint Schedule 14 (Benchmarking)
 - Call-Off Schedules
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - 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 12 (Clustering)
 - 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 18 (Background Checks)
 - Call-Off Schedule 23 (Consignment Stock Services)
5. CCS Core Terms (version 3.0.8)

6. Joint Schedule 5 (Corporate Social Responsibility) **RM6170**

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.

REIMBURSABLE EXPENSES

None

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable

SOCIAL VALUE COMMITMENT

Not applicable

[**Note:** CCS will update this Order Form to reflect whether or not a guarantee is required once the identity of the Supplier is known. That will depend on whether the availability of guarantees for Call-Off Contracts is a condition of the Supplier being awarded a Framework Contract.]

Annex 1 - Processing Personal Data

This Annex shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Annex shall be with the Relevant Authority at its absolute discretion.

1.1.1.1 The Processor shall comply with any further written instructions with respect to Processing by the Controller.

1.1.1.2 Any such further instructions shall be incorporated into this Annex.

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Relevant Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 of Joint Schedule 11 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none">• [Insert] <i>the scope of Personal Data which the purposes and means of the Processing by the Supplier is determined by the Relevant Authority]</i> <p>The Supplier is Controller and the Relevant Authority is Processor</p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of Joint Schedule 11 of the following Personal Data:</p>

	<ul style="list-style-type: none"> • [Insert] <i>the scope of Personal Data which the purposes and means of the Processing by the Relevant Authority is determined by the Supplier]</i> • Business contact details of Supplier Personnel for which the Supplier is the processor, • Business contact details of any directors, officers, employees, agents, consultants and contractors of CCS (excluding the Supplier Personnel) engaged in the performance of the CCS' duties under the Contract for which CCS is the Controller <p>The Parties are Joint Controllers</p> <p><i>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</i></p> <ul style="list-style-type: none"> • [Insert] <i>the scope of Personal Data which the purposes and means of the Processing is determined by the both Parties together]</i> • Business contact details of Supplier Personnel for which the Supplier is the processor, • Business contact details of any directors, officers, employees, agents, consultants and contractors of CCS (excluding the Supplier Personnel) engaged in the performance of the CCS' duties under the Contract for which CCS is the Controller <p>The Parties are Independent Controllers of Personal Data</p> <p><i>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</i></p> <ul style="list-style-type: none"> • <i>Business contact details of Supplier Personnel for which the Supplier is the Controller,</i> • <i>Business contact details of any directors, officers, employees, agents, consultants and contractors of Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority's duties under the Contract) for which the Relevant Authority is the Controller,</i>
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	<ul style="list-style-type: none"> • [Insert] <i>the scope of other Personal Data provided by one Party who is Controller to the other Party who will separately determine the nature and purposes of its Processing the Personal Data on receipt e.g. where (1) the Supplier has professional or regulatory obligations in respect of Personal Data received, (2) a standardised service is such that the Relevant Authority cannot dictate the way in which Personal Data is processed by the Supplier, or (3) where the Supplier comes to the transaction with Personal Data for which it is already Controller for use by the Relevant Authority]</i> <p>[Guidance] <i>where multiple relationships have been identified above, please address the below rows in the table for in respect of each relationship identified]</i></p>
Duration of the Processing	<p><i>[Clearly set out the duration of the Processing including dates]</i></p> <p>The Framework Contract Period and thereafter, until expiry or termination of the last Call-Off Contract under the Framework, including the period until all transactions relating to Call-Off Contracts have permanently ceased</p>
Nature and purposes of the Processing	<p><i>[Please be as specific as possible, but make sure that you cover all intended purposes.]</i></p> <p><i>The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.</i></p> <p><i>The purpose might include: employment processing, statutory obligation, recruitment assessment etc]</i></p> <p>To facilitate the procurement of Goods and Services from the Framework Contract by public sector organisations and enable CCS to provide ongoing support and a point of escalation for Buyers in the day to day management of their individual Call-Off Contracts.</p> <p>Day to day management and performance of obligations under the Framework Contract, including exit management and other associated activities.</p>

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Type of Personal Data	<p><i>[Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc]</i></p> <p>Personal details of each Party's Personnel engaged in the performance of obligations and day to day management of the Framework Contract:</p> <ul style="list-style-type: none">• Full name• Job title• Organisation name• Business/workplace address• Business/workplace email address• Business/workplace telephone/mobile number(s)• Supplier Personnel date of birth (when required for security purposes when Supplier Personnel visit CCS premises)• Supplier Dun & Bradstreet Data Universal Numbering System (DUNS number)• Registered company details including registered company name, address and company registration number (CRN)• Bank account details for activities related to the Management Charge• Management Information
Categories of Data Subject	<p><i>[Examples include: Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc]</i></p> <p>Personnel data of the Parties involved in the performance of obligations and day to day management of the Contract.</p>
Plan for return and destruction of the data once the Processing is complete	<p><i>[Describe how long the data will be retained for, how it be returned or destroyed]</i></p>

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<p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	<p>Data will be retained for seven (7) years after the duration of the processing outlined above and in accordance with the CCS Privacy Notice.</p> <p>In accordance with the Core Terms, all CCS data and any copies held by the Supplier must be securely erased once the Processing is complete, unless the Supplier is required by law to retain it.</p> <p>In accordance with the Core Terms, all Storage Media that has held CCS data must be securely destroyed at the end of life of the media. All destruction of media must be in line with good industry practice.</p>
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