Bid pack attachment 5: Order Form

Further competition under Lot 1b of Facilities Management & Workplace Services RM6232

Contract reference: ONS CS-25-055 Total FM Procurement 2025.

CCS Ref: CCZI24A09

**Attachment 5 - Order Form**

**Order Form**

CALL-OFF REFERENCE: **ONS CS-25-055**

THE BUYER: **Office for National Statistics**

BUYER ADDRESS REDACTED TEXT under FOIA Section 40, Personal Information

THE SUPPLIER: **CBRE Managed Service Limited**

SUPPLIER ADDRESS:REDACTED TEXT under FOIA Section 40, Personal Information

REGISTRATION NUMBER:REDACTED TEXT under FOIA Section 40, Personal Information

DUNS NUMBER:       REDACTED TEXT under FOIA Section 40, Personal Information

SID4GOV ID:REDACTED TEXT under FOIA Section 40, Personal Information

APPLICABLE FRAMEWORK CONTRACT**:**

This Order Form is for the provision of the Call-Off Deliverables and dated 20th June 2025.

It’s issued under the Framework Contract with the reference number RM6232 Facilities Management and Workplace Services for the provision of **Total Facilities Management Services**.

CALL-OFF LOT(S):

This Call-Off Contract is in relation to the following Lot (please select)

|  |  |  |
| --- | --- | --- |
| **Lot** | **Tick as appropriate** | **Supplier accreditations required for the Lot** |
| 1a |  | ISO 9001, ISO 14001, Cyber Essentials |
| 1b | Yes | ISO 9001, ISO 14001 , Cyber Essentials |
| 1c |  | ISO 9001, ISO 14001, ISO 27001, Cyber Essentials |
| 2a |  | ISO 9001, ISO 14001, Cyber Essentials |
| 2b |  | ISO 9001, ISO 14001, Cyber Essentials |
| 2c |  | ISO 9001, ISO 14001, ISO 27001, Cyber Essentials |
| 3a |  | ISO 9001, ISO 14001, Cyber Essentials |
| 3b |  | ISO 9001, ISO 14001, Cyber Essentials |
| 3c |  | ISO 9001, ISO 14001, ISO 27001, Cyber Essentials |

**CALL-OFF INCORPORATED TERMS**

The following terms shall apply to the Call-Off Contract:

|  |  |
| --- | --- |
| **Contract Type** | **Tick to apply applicable terms:** |
| Annex A – CCS Public Sector Contract (PSC) Core Terms and Schedules | X |
| Annex B – NEC3 Terms | ☐ |
| Annex C – NEC4 Terms | ☐ |

Where a box is **not** ticked above, that annex (and the terms specified therein) shall **not** apply to the Call-Off Contract unless otherwise specified in the Annex.

**ANNEX A**

**Public Sector Contract**

The following documents are incorporated into this Call Off Contract. Where numbers are missing, we are not using those schedules. In the event of any inconsistencies or if the documents conflict, the following order of precedence applies:

1. The Order Form including the relevant Call-Off Special Terms, but excluding Annexes B and C of the Order Form;
2. Joint Schedule 1 (Definitions and Interpretation) RM6232
3. Framework Special Terms
4. The following Schedules in equal order of precedence:

* Joint Schedules for      **RM6232**
  + 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 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 **RM6232** 
  + Call-Off Schedule 1 (Transparency Reports)
  + Call-Off Schedule 2 (Staff Transfer)
  + Call-Off Schedule 3 (Continuous Improvement)
  + 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 (Mobilisation Plan and Testing)
  + Call-Off Schedule 14 (Key Performance Indicators)
  + 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) · [Call-Off Schedule 22 (Lease Terms)
  + Call-Off Schedule 24 (Supplier Furnished Terms)
  + Call-Off Schedule 25 (Billable Works and Projects)
  + Call-Off Schedule 26 (Buyer Remedies for Default and Step in Rights)
  + Call-Off Schedule 27 (Accessed Contracts and Construction Contracts)
  + Call-Off Schedule 28 (TUPE Surcharge)
  + Call-Off Schedule 29 (Redundancy Surcharge)
  + Call-Off Schedule 31 (Collateral Warranty Agreements)
  + Call-Off Schedule 33 (Consortium Bids)
  + CCS PSC Core Terms (Version 3.0.11)
  + Joint Schedule 5 (Corporate Social Responsibility)
  + Call-Off Schedule 4 (Call-Off Tender) ,

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 and schedules.

EFFECTIVE DATE: **14th July 2025**

DATE THE CONTRACT PERIOD COMMENCES: 10th November 2025

MOBILISATION PERIOD: 14th July 2025 to 9th November 2025

START DATE / DATE THE CALL-OFF INITIAL PERIOD COMMENCES / DATE CONTRACT YEAR 1 COMMENCES: 10th November 2025

CALL-OFF EXPIRY DATE: 9th November 2030

CALL OFF OPTIONAL EXTENSION PERIOD 1 (start and end dates):

10th November 2030 to 9th November 2031

CALL-OFF OPTIONAL EXTENSION PERIOD 2 (start and end dates):

10th November 2031 to 9th November 2032

TOTAL MAXIMUM CONTRACT PERIOD 14th July 2025 to 9th November 2032

CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Specification)

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£4m.

DRAWN DOWN DELIVERABLES: **N/A**

CALL-OFF CHARGES

The Call-Off Charges shall be calculated in accordance with Call-Off Schedule 5 (Pricing Details) on the basis of [fixed prices][target costs] and shall be calculated by reference to the [fixed price pricing matrix][target cost pricing matrix] set out below: [insert the winning suppliers pricing matrix for reference]. The Charges shall not be impacted by any change to the Framework Prices and can only be changed by agreement in writing between the Buyer and the Supplier as a result of:

1. Indexation;
2. Specific Change in Law;
3. Benchmarking undertaken in accordance with Call-Off Schedule 16 (benchmarking)
4. Call-Off Variation (agreed in writing and signed by both Parties in accordance with clause 24 of Core Terms)

PAYMENT METHOD

REDACTED TEXT under FOIA Section 40, Personal Information

BUYER’S INVOICE ADDRESS:

Accounts Payable

**Office for National Statistics**

REDACTED TEXT under FOIA Section 40, Personal Information

INDEXATION

The Payment Index that shall be applied in relation to indexation shall be the Consumer Price Index. Indexation shall only apply from 10th November 2026 and shall be applied on every yearly anniversary of 10th October.

Indexation shall be applied to the Baseline Monthly Payment, Rate Card and Major Billable Works.

PASS THROUGH COSTS

The Supplier shall be entitled to recover the following types of Pass-Through Costs in accordance with Call-Off Schedule 5 (Call-Off Prices).

MORE FAVOURABLE COMMERCIAL TERMS

For this framework these will only apply to Pass Through Costs.

TUPE OPTION

Competition TUPE Risk Premium

INCLUSIVE REPAIR THRESHOLD

The Inclusive Repair Thresholds shall be: £500 (excluding VAT).

BILLABLE WORKS

The estimated total value range for Billable Works shall be as set out below:

|  |  |
| --- | --- |
| **Tier** | **Estimated total value range** |
| Tier One Billable Works | £500 - £5000 |
| Tier Two Billable Works | £5001 - £10,000 |
| Tier Three Billable Works | £10,001 - £25,000 |
| Tier Four Major Billable Works (Not RIBA) | Above £25,000 |

BILLABLE WORKS NOT REQUIRING APPROVAL

The value of Billable Works not requiring approval is: £0

**BUSINESS CRITICAL EVENTS:**

Business Critical Events are as follows, but not limited to:  Loss of Power to Whole Sites, Flooding, Fire, Loss of Hot Water, Loss of Heating, Loss of control of Security systems.

**WARRANTY:**

The Supplier must provide Deliverables with a warranty of at least 365 days from Delivery against all obvious defects.

**CYBER ESSENTIALS:**

Cyber Essential Plus is required

**BUYER’S AUTHORISED REPRESENTATIVE:**

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

**BUYER’S AUTHORISED COMMERCIAL REPRESENTATIVE:**

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

**BUYER NOTICES:**

As per Authorised Representative

**BUYER SECURITY REPRESENTATIVE:**

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

**BUYER’S ENVIRONMENTAL POLICY:**

Attachment 3 - Annex I – Buyers UKSA Sustainable Development

**BUYER’S SECURITY POLICY:**

Attachment 3 - Annex J – Buyers Physical Security Policy

Attachment 3 - Annex N – Buyer Security Clearance Policy

**SUPPLIER’S AUTHORISED REPRESENTATIVE:**

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

**SUPPLIER’S CONTRACT MANAGER**

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

**PROGRESS REPORT FREQUENCY:**

On the first Working Day of each calendar month

**PROGRESS MEETING FREQUENCY:**

Quarterly on the first Working Day of each quarter

**Location of Meetings:**

Preferably at the Newport office but will be Online also.

**SUPPLIER KEY ROLES/STAFF:**

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

Site Facilities Manager - Subject to TUPE

Commercial Manager –

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

Maintenance Manager - Subject to TUPE

Security Manager –

REDACTED TEXT under FOIA Section 40, Personal Information

Regional Manager,

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

Catering Manager –

REDACTED TEXT under FOIA Section 40, Personal Information

Regional Manager,

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

Projects Delivery Manager –

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

**KEY SUBCONTRACTORS:**

Eurest –

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

Catering

Samsic –

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

REDACTED TEXT under FOIA Section 40, Personal Information

Security

Third party sub-contractors:

**E-AUCTIONS:**

Not applicable

**COMMERCIALLY SENSITIVE INFORMATION:**

Please refer to Joint Schedule 4 (Commercially Sensitive Information)

REDACTED TEXT under FOIA Section 40, Personal Information

**ADDITIONAL INSURANCES:**

Not applicable

**GUARANTEE**

Not applicable

**SERVICE PERIOD:**

TheService Period for the purposes of *Call-Off* Schedule 14 (Key Performance Indicators) shall be **One Month.**

**KPI CREDITS, AT RISK % AND EARN BACK%:**

KPI Credits accrue in accordance with Call-Off Schedule 14 (Key Performance Indicators).

For the purposes of *Call-Off Schedule 14* (Key Performance Indicators):

(i) the At Risk % shall be: **6**% ; and

(ii) the Earn Back % shall be: **0%**

**CONCESSION**:

Not applicable

**COLLATERAL WARRANTIES**

Not Applicable

**PERFORMANCE BOND**

Not Applicable

**SOCIAL VALUE COMMITMENT**

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, it will comply with the following social value commitments as were provided for in its Tender:

|  |
| --- |
| The Supplier will ensure the creation, availability and management of an [agreed/appropriate] number of apprenticeship opportunities. |
| Drive continuous reduction of carbon emissions to meet the government targets for Carbon Net Zero within the agreed timescales. Suppliers must ensure/encourage innovative ways to reduce their estates' carbon footprint e.g. introduction and management of an environmental plan/roadmap to reduce carbon emissions and drive efficiencies. |
| The Supplier will ensure that they report on opportunities awarded to SMEs/VCSEs within their supply chain. The proportion of overall framework expenditure that has passed to local SMEs and Social Enterprises. |
| The Supplier will ensure that effective measures are in place to support and respect the mental health and wellbeing of the Framework workforce. |

**COUNTERPARTS**

The Call-Off Contract may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.

Transmission of an executed counterpart of this Call-Off Contract (but for the avoidance of doubt not just a signature page) by email (in PDF, JPEG or other agreed format) shall take effect as delivery of an executed counterpart of this Call-Off Contract. If either method of delivery is adopted, without prejudice to the validity of the Call-Off Contract thus made, each Party shall provide the others with the original of such counterpart as soon as reasonably possible thereafter

|  |  |  |  |
| --- | --- | --- | --- |
| **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: 25/7/2025 |  | Date: 07/08/2025 |  |

**APPENDIX 1 –**

**Request to Draw Down Deliverables**

**TBC at Contract Award Stage**

**PARTIES**

1. **From [[insert name] (“Buyer”)**

**Name: [insert name]**

**Registered Address: [insert address]**

**Region:**

1. **To (“Supplier)**

**Name:**

**Registered Address:**

**Registered Number**:

**Date: [Day/Month/Year]**

This Request for [insert Deliverables required] form, when signed by both Parties, forms the agreement of the SUPPLIER to support the Buyer in providing Services for [insert Contract name]

The Buyer requires the following Services as specified in the Specification and associated Annexes, and as per the prices provided by the Supplier in the Price Matrix of the [insert Contract name]. The Services are being drawn down as per the Drawn Down Deliverables process detailed in the Order Form.

The Services are required at the following locations:-

[insert locations]

Any additional Services required by the Buyer outside of the Services listed below shall be agreed as per the variation process as stated within the Core Terms.

 [insert any other relevant details of drawn down deliverables]

Signed by:

Buyer

|  |  |
| --- | --- |
| Signed | REDACTED TEXT under FOIA Section 40, Personal Information |
| Print Name | REDACTED TEXT under FOIA Section 40, Personal Information |
| Role | REDACTED TEXT under FOIA Section 40, Personal Information |
| Organisation |  |
| Date |  |

Supplier

|  |  |
| --- | --- |
| Signed | REDACTED TEXT under FOIA Section 40, Personal Information |
| Print Name | REDACTED TEXT under FOIA Section 40, Personal Information |
| Role | REDACTED TEXT under FOIA Section 40, Personal Information |
| Organisation |  |
| Date |  |

**Appendix 2**

**CONTRACT DATA**

REDACTED TEXT under FOIA Section 40, Personal Information

**Appendix 2**

**Clarification logs**

REDACTED TEXT under FOIA Section 40, Personal Information