

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
Crown Copyright 2022

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

### Further Competition Order Form

**CALL-OFF REFERENCE:** DWP Project\_26484

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

**BUYER ADDRESS:** Caxton House, 6-12 Tothill Street, London, SW1H 9NA

**SUPPLIER REFERENCE:** **RM6261- 0584**

**THE SUPPLIER:** Vodafone Ltd

**SUPPLIER ADDRESS:** Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN

**REGISTRATION NUMBER:** 01471587

**DUNS NUMBER:** 226488435

**SID4GOV ID:** n/a

#### **APPLICABLE FRAMEWORK CONTRACT**

This Order Form is for the provision of the Call-Off Deliverables and dated 10/01/2025. the Framework Contract with the reference number RM6261 for the provision of Mobile Voice and Data Services.

#### **CALL-OFF LOT(S)**

Mobile Voice and Data Services 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) RM6261

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

Crown Copyright 2022

3. The following Schedules in equal order of precedence:

- Joint Schedules for RM6261-0584
  - Joint Schedule 2 (Variation Form)
  - Joint Schedule 3 (Insurance Requirements)
  - Joint Schedule 4 (Commercially Sensitive Information)
  - Joint Schedule 5 (Corporate Social Responsibility)
  - Joint Schedule 10 (Rectification Plan)
  - Joint Schedule 11 (Processing Data)
  - Joint Schedule 12 (Supply Chain Visibility)
- Call-Off Schedules for RM6261-0584
  - Call-Off Schedule 1 (Transparency Reports)
  - Call-Off Schedule 2 (Staff Transfer)
  - Call-Off Schedule 3 (Continuous Improvement)
  - Call-Off Schedule 4 (Call off Tender)
  - Call-Off Schedule 5 (Pricing Details)
  - 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 14 (Service Levels)
  - Call-Off Schedule 15 (Call-Off Contract Management)
  - Call-Off Schedule 16 (Benchmarking)
  - Call-Off Schedule 20 (Call-Off Specification)

4. CCS Core Terms (version 3.0.11)

5. Joint Schedule 5 (Corporate Social Responsibility) RM6261

6. 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:** None

**CALL-OFF START DATE:** 31 March 2025

**CALL-OFF EXPIRY DATE:** 30 March 2028

**CALL-OFF INITIAL PERIOD:** 36 months

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

Crown Copyright 2022

**CALL-OFF OPTIONAL EXTENSION PERIOD:** This contract can be extended for 2 additional periods of 12 months each (1+1).

### **MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION**

30 Days minimum period of notice without cause.

### **CALL-OFF DELIVERABLES**

Mobile Calls, Data and Associated Service Management (known as DWP Cellular Service) as detailed within Call-Off Schedule 20 (Call-Off Specification) including but not limited to the following :



### **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 £431,054.07 Estimated Charges in the first 12 months of the Contract.

### **CALL-OFF CHARGES**

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

The total charges for the services are £1,551,794.64 (inclusive of VAT).

An uncommitted spend of £862,108.13 (exclusive of VAT) has been included in the published Total Contract Value to enable the Buyer to invoke Optional Extension Periods and/or purchase of additional catalogue services as per the Call-Off Schedule 5 (Pricing Details) during the term of the contract and its extension provisions.

The total published contract value is £2,586,324.40.

The total published contract value is included as an indication to the market of the maximum amount which could be spent through this contract and the subsequent contract extension period(s) for the services provided by the Supplier.

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

Crown Copyright 2022

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in Framework Schedule 3 (Framework Prices).

The Charges will not be impacted by any change to the Framework Prices. The Charges for this service will only be changed by agreement in writing between the Buyer and the Supplier because of:

Benchmarking using Call-Off Schedule 16 (Benchmarking)

### **REIMBURSABLE EXPENSES**

Not Recoverable

### **PAYMENT METHOD**

Monthly Invoicing alongside appropriate MI as per detail in the specification.

Payment will be made by BACS

### **BUYER'S INVOICE ADDRESS**

**REDACTED**

**REDACTED**

### **BUYER'S AUTHORISED REPRESENTATIVE**

Name: **REDACTED**

Job Title: **REDACTED**

Email : **REDACTED**

### **BUYER'S ENVIRONMENTAL POLICY**

Not Applicable

### **SECURITY REQUIREMENTS**

To be determined following completion of ISQ

### **BUYER'S SECURITY POLICY**

DWP has legal and regulatory obligations to verify that the suppliers we work with have a reasonable standard of security in place to protect Authority data and assets. DWP is committed to the protection of its information, assets and personnel and expects the same level of commitment from its suppliers (and sub-contractors if applicable).

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

Crown Copyright 2022

In order to protect the Department appropriately, DWP have recently reviewed its Security Supplier Assurance process and requirements and have made the applicable changes in line with industry good practice.

These changes include but are not limited to:

Updated 'Security Schedule'.

Completion of the 'Information Security Questionnaire' as part of the tender submission.

Compliance with the DWP's relevant policies and standards:

DWP Information Management Policy (Version 6.8)

DWP Physical Security Policy (Version 2.1)



dwp-acceptable-use-  
policy.pdf

DWP Acceptable Use Policy available:

DWP Information Security Policy (Version 1)

Compliance to industry good practice such as 'ISO27001' and 'Cyber Essentials'. Full information about DWP's security safeguards and requirements can be found in the DWP Security Schedule

### SUPPLIER'S AUTHORISED REPRESENTATIVE

Name: REDACTED

Job Title: REDACTED

Email: REDACTED

### SUPPLIER'S CONTRACT MANAGER

Name: REDACTED

Job Title: REDACTED

Email: Tricia REDACTED

### PROGRESS REPORT FREQUENCY

As detailed in Call-Off Schedule 1 – Transparency Reports

### PROGRESS MEETING FREQUENCY

As detailed in Call-Off Schedule 15 – Call-Off Contract Management

### KEY STAFF

Name: REDACTED

Job Title: REDACTED

Email: REDACTED

### KEY SUBCONTRACTOR(S)

Not Applicable

### COMMERCIALLY SENSITIVE INFORMATION

Framework Ref: RM6261

Project Version: v2.1

Model Version: v3.8

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
Crown Copyright 2022

As detailed in Joint Schedule 4 (Commercially Sensitive Information)

**SERVICE CREDITS**

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

The Service Credit Cap is in accordance with Call-Off Schedule 14 (Service Levels)

The Service Period is: One Month

A Critical Service Level Failure is defined within Call-Off Schedule 14 (Service Levels)

**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).

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	REDACTED	Signature:	REDACTED
Name:	REDACTED	Name:	REDACTED
Role:	REDACTED	Role:	REDACTED
Date:	14 February 2025   08:40 GMT	Date:	13 February 2025   17:29 GMT

