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

Order Form Template

CALL-OFF REFERENCE: DDaT24517

SUPPLIER CALL-OFF
REFERENCE: RM6116-0272THE BUYER: **Advisory, Conciliation and Arbitration Service**BUYER ADDRESS
Acas National
14 Westfield Avenue
Stratford
London
E20 1HZTHE SUPPLIER: **Vodafone Limited**SUPPLIER ADDRESS:
Vodafone House,
The Connection,
Newbury, Berkshire
RG14 2FN

REGISTRATION NUMBER: 01471587

DUNS NUMBER: Not Applicable

SID4GOV ID: Not Applicable

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated **6th August 2025**

It's issued under the Framework Contract with the reference number RM6116 for the provision and support of a modern, secure Omni-Channel solution with its own dedicated telephony system.

CALL-OFF LOT(S):

Lot3b: Communication Platform as a Service

Lot4b: Digital Communication Services (Unified Communications)

Lot4c: Contact Centre Solutions

Lot4d: Inbound Telephony Services

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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) RM6116
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6116
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Call-Off Schedules for RM6116
 - 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 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 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 20 (Call-Off Specification)
5. CCS Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6116

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.

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CALL-OFF SPECIAL TERMS

None

CALL-OFF START DATE: **08/08/2025**

SERVICE COMMENCEMENT DATE: **02/03/2026**

CALL-OFF EXPIRY DATE: **02/03/2029**

CALL-OFF INITIAL PERIOD: **3 years and 7 months**

CALL-OFF OPTIONAL EXTENSION PERIOD - 1 period of 12 months

MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION IS 180 DAYS FOR BOTH PARTIES.

CALL-OFF DELIVERABLES VIA FURTHER COMPETITION

See details in Call-Off Schedule 20 (Call-Off 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 **£631,988.00 excluding VAT**

CALL-OFF CHARGES

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

Price (Charge) shall remain firm and fixed for the initial contract period of 3 years. Thereafter they shall be subject to change on each following yearly anniversary and in line with below.

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 can only be changed by agreement in writing between the Buyer and the Supplier because of:

- Indexation
- Specific Change in Law

The Supplier shall give Contracting Authority at least three (3) Months' notice in writing prior to a Review Date where it wants to request a change to the pricing.

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As permitted under paragraph 1.2 of Part A of Framework Schedule 3, the Supplier and Buyer hereby agree that after the third Anniversary, all Charges will increase by a percentage equal to the percentage increase in the UK Consumer Price Index ("CPI") published by the Office for National Statistics (or any other body to which the functions of that office may be transferred) in January of that year compared to the previous year ("CPI Rate").

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

The payment method(s) for this Contract is BACS upon receipt of a valid invoice.

BUYER'S INVOICE ADDRESS:

Email address: [REDACTED]

BUYER'S AUTHORISED REPRESENTATIVE

Name: [REDACTED]

Role: [REDACTED]

Email: [REDACTED]

BUYER'S ENVIRONMENTAL POLICY

N/A

BUYER'S SECURITY POLICY

N/A

SUPPLIER'S AUTHORISED REPRESENTATIVE

Name: [REDACTED]

Role: [REDACTED]

Email: [REDACTED]

SUPPLIER'S CONTRACT MANAGER

Name: [REDACTED]

Role: [REDACTED]

Email: [REDACTED]

PROGRESS REPORT FREQUENCY

Anticipated weekly reports are required during implementation stage. The frequency of these reports will be discussed and agreed with Vodafone if and when required.

PROGRESS MEETING FREQUENCY

Framework Ref: RM6116

Project Version: v1.0

Model Version: v3.2

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Anticipated weekly meeting is required during implementation stage. The frequency of these meetings will be discussed and agreed with Vodafone if and when required.

KEY SUBCONTRACTOR(S)

Content Guru

COMMERCIALLY SENSITIVE INFORMATION

As per Joint Schedule 4 Supplier's Commercially Sensitive Information

SERVICE CREDITS

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

The Service Credit Cap is: *****.

The Service Period is: one month

A Critical Service Level Failure is: **Vodafone guidance:** as set out in Part B Annex 2 of Call-Off Schedule 14

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

Not applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:	Legal Director	Role:	Director of Finance & Governance
Date:	8/8/2025	Date:	11/8/2025

