

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

### Order Form

CALL-OFF REFERENCE: **RM6248 – Lot 3**  
 THE BUYER: **The District Council of Folkestone and Hythe**  
 BUYER ADDRESS: Civic Centre, Castle Hill Avenue, Folkestone, Kent CT20 2QY  
 THE SUPPLIER: **Reward Gateway (UK) Ltd**  
 SUPPLIER ADDRESS: 265 Tottenham Court Road, London, W1T 7RQ  
 REGISTRATION NUMBER: 05696250  
 DUNS NUMBER: 34-898-7574  
 SID4GOV ID: N/A

### CUSTOMER /COMMERCIAL CONTACT

Name: [REDACTED]	Position: Council Tax, Benefits & Welfare Manager
Telephone: [REDACTED]	E-mail Address: [REDACTED]@folkestone-hythe.gov.uk
Postal Address: Civic Centre, Castle Hill Avenue	
Town/City: Folkestone	Post Code: CT20 2QY

### CUSTOMER ORDER CONTACT

Name: [REDACTED]	Position: Council Tax, Benefits & Welfare Manager
Telephone: [REDACTED]	E-mail Address: [REDACTED]@folkestone-hythe.gov.uk
Postal Address: Civic Centre, Castle Hill Avenue	
Town/City: Folkestone	Post Code: CT20 2QY

### CUSTOMER INVOICING CONTACT

Name:	Position:
Telephone: 01303 853227	E-mail Address: invoices@folkestone-hythe.gov.uk
Postal Address: Civic Centre, Castle Hill Avenue	
Town/City: Folkestone	Post Code: CT20 2QY

### CUSTOMER DATA PROCESSING SECURITY OFFICER

Name: [REDACTED]	Position: Assistant Director - Governance, Law and Democracy
Telephone: [REDACTED]	E-mail Address: Data.Protection@folkestone-hythe.gov.uk
Postal Address: Civic Centre, Castle Hill Avenue	
Town/City: Folkestone	Post Code: CT20 2QY

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~~APPLICABLE FRAMEWORK CONTRACT~~ 

This Order Form is for the provision of the Call-Off Deliverables and dated 23/04/2024.

It's issued under the Framework Contract with the reference number **RM6248** for the provision of **Vouchers (Lot 3)**.

CALL-OFF LOT(S):

**LOT 3**

**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) RM6248 Payment Solutions 2
3. Framework Special Terms.
4. The following Schedules in equal order of precedence:
  - Joint Schedules for RM6248 Payment Solutions 2
    - 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 RM6248 Payment Solutions 2
    - 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)

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- Call-Off Schedule 11 (Installation Works)
  - 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 16 (Benchmarking)
  - Call-Off Schedule 20 (Call-Off Specification)
5. CCS Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6248 Payment Solutions 2

**CALL-OFF SPECIAL TERMS**

The following Special Terms are incorporated into this Call-Off Contract:

None

**\*\*For Client's attention\*\*** – Please ensure that the Call Off Start date is at least 14 days after the Call off is due to be signed to allow the Supplier sufficient time to prepare the Deliverables, update applications etc.

**CALL-OFF START DATE:** 1 April 2024  
**CALL-OFF EXPIRY DATE:** 31 March 2027  
**CALL-OFF INITIAL PERIOD:** 3 years + 1 year optional extension

**CALL-OFF DELIVERABLES**

<b>Service</b>	<b>Description</b>	
<b>Voucher Services</b>	The Supplier shall deliver a fully managed Closed Loop Voucher Scheme, comprising of the design and implementation of schemes including the provision of an Online Ordering Platform, granting the Buyer access to a comprehensive suite of services and functionality, supporting the sourcing, distribution, administration and customer support.	YES
<b>Retailer Catalogue</b>	The supplier shall configure the redemption site with a Grocery catalogue, as confirmed in the Service Criteria.	YES

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

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**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 **£400,000 (four hundred thousand pounds)**

**CALL-OFF CHARGES**

<b>Charges</b>
Tier 1: Up to £999,999 at █% discount
Tier 2: £1m to £9,999,999 at █% discount
Tier 3: £10m+ at █% discount
<i>Example: eCodes ordered will be charged at █% to reflect █% discount on the face value (e.g. an eCode of £100 will cost █)</i>
All orders up to £999,999 placed in any 12-month period will be invoiced in accordance with Tier 1. During any 12-month period, if the cumulative value of orders placed exceeds £999,999, then a further retrospective rebate will be accrued, to be paid annually after the conclusion of the 12-month period.
The accrued rebate will be calculated at the higher rate of discount on the qualifying order amount. For example, if the cumulative spend in the 12-months is £1,500,000, then the Tier 1 discount will apply to £999,999 with the Tier 2 discount applying to £500,001.

**REIMBURSABLE EXPENSES**

None

**PAYMENT METHOD**

BACS

**BUYER'S INVOICE ADDRESS:**

As above

**BUYER'S AUTHORISED REPRESENTATIVE**

As above

**BUYER'S ENVIRONMENTAL POLICY**

n/a

**BUYER'S SECURITY POLICY**

n/a

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SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Account Manager

265 Tottenham Court Road

London, W1T 7RQ

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

Head of Legal

[REDACTED]@rewardgateway.com

PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month

PROGRESS MEETING FREQUENCY

Quarterly on the first Working Day of each quarter

KEY STAFF

Senior Project Manager: [REDACTED]

Senior Data Security Officer: [REDACTED] (dpo.uk@edenred.com)

COMMERCIALLY SENSITIVE INFORMATION

Not applicable.

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

Not applicable

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IN WITNESS WHEREOF the parties have executed this Call-Off Contract as a deed on the day and year first above written

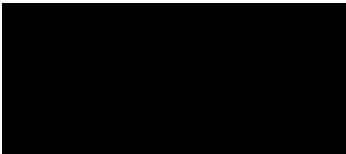
THE COMMON SEAL of

THE DISTRICT COUNCIL OF FOLKESTONE AND HYTHE

was hereunto affixed in the presence of:



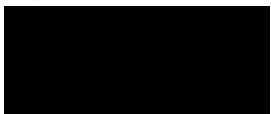


10072



Authorised Officer

EXECUTED AS A DEED by

Reward Gateway (UK) Ltd acting by:

Director	Signature 
	Name IN CAPITALS 
Director	Signature 
	Name IN CAPITALS 