

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Call-Off Ref: RM1043.8

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Order Form

Call-Off Reference: **PS/23/225**

Call-Off Title: **Provision of End User Compute Packaging Engineering**

Call-Off Contract Description:

DVLA End User Compute (EUC) require highly skilled resource engineer in order to assist DVLA in client package related incidents and development work utilising SCCM, App-v and Intune. EUC need to look at newer technology as a way of delivering these packaged business apps to the operational end user to ensure better availability and experience. We currently have limited experience of other deployments methods/technology and require external resource to provide support and skills in existing technology and migrations options such as MSI-X.

Deployment technology has changed significantly over the last year and EUC are finding it harder to get legacy technology to work with the current methods of deployment that we use on a day to day basis. We now need to bring in expert resource to plan, build and deliver a new approach to modern application deployments.

The Buyer: DVLA

Buyer Address: DVLA, Longview Road, Morriston, Swansea, SA6 7JL

The Supplier: Reed Talent Solutions T/A Consultancy+

Supplier Address: Academy Court 94 Chancery Lane London

Registration Number: XXXXXX "redacted under FOIA section No 40 – Personal

DUNS Number: XXXXXX "redacted under FOIA section No 40 – Personal

SID4GOV ID:

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Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 15th July 2024.

It's issued under the Framework Contract with the reference number RM1043.8 for the provision of Digital Outcomes Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

Call-Off Lot

Lot 1

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) RM1043.8
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.8
 - 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 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) RM1043.8

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- Call-Off Schedules for RM1043.8
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
 - 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 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels and Balanced Scorecard)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 25 (Ethical Walls Agreement)
 - Call-Off Schedule 26 (Cyber Essentials Scheme)

5 CCS Core Terms (version 3.0.11)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.8

7 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 Start Date: **15th July 2024**

Call-Off Expiry Date: **14th July 2025**

Call-Off Initial Period: **1 year**

Call-Off Optional Extension Period: **N/A**

Minimum Notice Period for Extensions: **N/A**

Call-Off Contract Value: **£185,000**

Call-Off Deliverables

1. **Provide Lead technical guidance and implementation around desk-top packaging via industry best practise tooling such as MSi, MsiX, App-V and other deployment technologies.**

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2. Provide 3rd line technical support for BAU breakfix and planned changes by the EUC 3rd line team. SCCM, M365, AD + AAD.
3. Provide best practice advice and guidance on the current state of implemented technologies employed for application delivery and management such as Microsoft Endpoint Configuration Manager, M365, Intune and other modern device management platforms.
4. Perform and assist the EUC team with essential security remediation work.
5. Perform health checking and baseline activities and advise on opportunities of improvement activities.
6. Ensure that any work that has been completed is formally documented and that the relevant EUC team and management team are engaged.
7. Consult on ongoing initiatives to fully utilise M365 (eg E5 licensing etc) and the opportunity to positively impact effective BAU through organisational design.

Buyer's Standards

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

Diversity and Inclusion

We would expect any external supplier to have the same commitment to equality, diversity & inclusion as DVLA.

In terms of recruitment for their own staff/ resourcing, they should abide by the same recruitment principles as DVLA and hold similar values to us, e.g., reasonable adjustments for staff, use the same principles as the Disability Confident (Guaranteed Interview Scheme) to encourage applicants from disabled people etc. We need to be sure that suppliers have similar values as us when it comes to Inclusion i.e., they welcome applications from different groups so we would expect that reflected in the diversity of the personnel they provide in terms of the EUC packaging engineering resource.

IAG (Information Assurance Group)

- IT contractors are BPPS cleared as a minimum with SC clearance required

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depending on the nature of the work they will be involved in.

- Contractors should be aware of and understand the respective policies and procedures that apply to them while working for the agency, and only use authorised systems and services.
- If contractors will be using DVLA equipment this should be returned upon termination of the contract or replacement of the contractor (whichever is sooner).
- The contract should include clauses that require the contractors/supplier to treat all information accessible by them as confidential and not suitable for wider disclosure.
- Access to personal data, sensitive code and or sensitive areas of the site such as data centres should be restricted to what is necessary for their role on the principle of least privilege.

Health and Safety

The Supplier will be responsible to ensure the resource assigned will undertake all the relevant H&S training.

Business Continuity and Disaster Recovery

Suppliers shall provide a statement regarding the scope of their Business Continuity and Disaster Recovery Plans to protect the Agency from the consequences of business interruptions.

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a [Cyber Essentials Certificate] [OR Cyber Essentials Plus Certificate] prior to commencing the provision of any Deliverables under this Call-Off Contract.

<https://www.gov.uk/government/publications/the-minimum-cyber-security-standard>

<https://www.ncsc.gov.uk/collection/cloud-security/implementing-the-cloud-security-principles>

<https://www.ncsc.gov.uk/cyberessentials/overview>

Maximum Liability

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

Call-Off Charges

- 1 Time and Materials (T&M)

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- 2 Fixed Price – may be considered and applied following assessment to the Statement of Work it pertains to.
- 3 A combination of two or more of the above Charging methods.

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

All changes to the Charges must use procedures that are equivalent to those in Paragraph 4 in Framework Schedule 3 (Framework Prices).

Reimbursable Expenses

On an exception basis only to a request to change usual place of work outside supplier's own site/from home or on-site at our offices in Swansea. All expenses will be in line with the DVLA expenses policy. Day Rates to Include T&S and exclude VAT.

Payment Method

XXXXXX "redacted under FOIA section No 43 – Commercial Interests"

Buyer's Invoice Address

Unity Business Services (UBS)

SSa.invoice@Ubusinessservices.co.uk

5 Sandringham Park

Swansea Vale

Swansea

SA7 0EA

Buyer's Authorised Representative

XXXXXX "redacted under FOIA section No 40 – Personal Information"

IT Controls – Supplier Manager

XXXXXX "redacted under FOIA section No 40 – Personal Information"

DVLA

Longview Road

Swansea

SA6 7JL

Buyer's Environmental Policy



dvla011-corporate-environmental-policy.p

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Buyer's Security Policy

The Supplier confirms they shall abide by the Buyer's Security Policy and Procedures.

Supplier's Authorised Representative

XXXXXX "redacted under FOIA section No 40 – Personal Information"

Senior Principal Consultant – Consultancy+ (Reed Talent Solutions)

XXXXXX "redacted under FOIA section No 40 – Personal Information"

XXXXXX "redacted under FOIA section No 40 – Personal Information"

Reed Talent Solutions T/A Consultancy+, Academy Court, 94 Chancery Lane, WC2A 1DT

Supplier's Contract Manager

XXXXXX "redacted under FOIA section No 40 – Personal Information"

Contract Risk Manager

XXXXXX "redacted under FOIA section No 40 – Personal Information"

XXXXXX "redacted under FOIA section No 40 – Personal Information"

Reed Talent Solutions T/A Consultancy+, Academy Court, 94 Chancery Lane, WC2A 1DT

Progress Report Frequency

XXXXXX "redacted under FOIA section No 43 – Commercial Interests"

Progress Meeting Frequency

[Insert meeting frequency: Quarterly on the first Working Day of each quarter]

Key Staff

XXXXXX "redacted under FOIA section No 40 – Personal Information" XXXXXX "redacted under FOIA section No 40 – Personal Information"

Key Subcontractor(s)

Not applicable

Commercially Sensitive Information

To be agreed with Supplier under Statement of Work applied.

Balanced Scorecard

See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)

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Material KPIs

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard):

Material KPIs	Target	Measured by
XXXXXX	XXXXXX	XXXXXX
XXXXXX	XXXXXX	XXXXXX
XXXXXX	XXXXXX	XXXXXX
XXXXXX	XXXXXX	XXXXXX
XXXXXX	XXXXXX	XXXXXX

XXXXXX “redacted under FOIA section No 43 – Commercial Interests”

Service Credits

Not applicable

Additional Insurances

Additional Insurances required in accordance with Joint Schedule 3 (Insurance Requirements)

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 outlined in the Technical Proposal document. Monthly updates on the criterion will be required as part of contract status summary report and SRM agenda item

Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

For and on behalf of the Supplier:

Signature: XXXXXX “redacted under FOIA section No 40 – Personal Information” Name:

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XXXXXX "redacted under FOIA section No 40 – Personal Information"

Role: Managing Partner

Date:

For and on behalf of the Buyer:

Signature: XXXXXX "redacted under FOIA section No 40 – Personal Information" Name:

XXXXXX "redacted under FOIA section No 40 – Personal Information"

Role: Category Lead

Date:

[Buyer guidance: execution by seal / deed where required by the Buyer]

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Appendix 1



PS.23.225 - Provision
of End User Compute