

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/23/224**

Call-Off Title: **Provision of Staff Identity and Security Controls Engineering Service**

Call-Off Contract Description:

DVLA requires a supplier to rationalise and consolidate the current Active Directory repositories across the estate. Working closely with the project and cross functional support teams the supplier will analyse the current domain and server instances, plan and deliver migration of all infrastructure services as well as all applications and servers to new Active Directory Domain.

Active Directory Consolidation:

- Plan/deliver migration of all infrastructure services and servers to new Active Directory AD
- Plan/deliver migration of all applications and application servers to new AD
- Scoping will include the analysis of 476 servers across 23 domains.
- Knowledge transfer/training to DVLA support staff to allow transition into support as well as a web based data base WIKI and support site created to reference all documentation.
- Testing, defect management, project reporting for all applications and server migrations. These all need to be recorded, itemised, prioritised and owned by the resources in an effective manner that allows the wider project audience to utilise them.

A new Remote Desktop Service and Multi Factor Authentication solution is required for all engineering staff in line with best practice. The supplier is to build, plan, and deliver a solution meeting cyber security needs.

Engineer Remote Access:

- Plan and deliver a new Remote Desktop Service (RDS) and Multi Factor Authentication (MFA) solution which will be rolled out to all engineering staff, approx. 400 users.
- Remove dependency on local admin machines, approx. 400 desktops.

The Buyer: Driver and Vehicle Licensing Agency

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

The Supplier: Aggit Limited

Supplier Address: 71, Emily Fields, Birchgrove, Swansea, SA79NJ

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

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

SID4GOV ID:

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Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 18/04/2024.

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 Digital Outcomes

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 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 7 (Financial Difficulties)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)

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- Call-Off Schedules for RM1043.8
 - Call-Off Schedule 1 (Transparency Reports)
 - 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 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)

4 CCS Core Terms (version 3.0.11)

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

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 Start Date: 01/05/2024

Call-Off Expiry Date: 30/04/2024

Call-Off Initial Period: 1 year

Call-Off Optional Extension Period: 6 months

Minimum Notice Period for Extensions: 1 month

Call-Off Contract Value: £213,750.00

Call-Off Deliverables

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

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:

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Quality standards will be included in any future Statement of Work.

Cyber Essentials Scheme

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

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.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £213,750 Estimated Charges in the first 12 months of the Contract.

Call-Off Charges

- 1 Time and Materials (T&M)
- 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

None

Payment Method

Monthly in arrears

Buyer's Invoice Address

Shared Services Arvato (SSa)

ssa.invoice@sharedservicesarvato.co.uk

5 Sandringham Park

Swansea Vale

Swansea

SA7 0EA

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Buyer's Authorised Representative

"redacted under FOIA section No 40 – Personal Information"

Contract Owner

"redacted under FOIA section No 40 – Personal Information"

Buyer's Environmental Policy



dvla011-corporate-environmental-policy.pdf

Buyer's Security Policy

Call-Off Schedule 9 (Security)

Supplier's Authorised Representative

"redacted under FOIA section No 40 – Personal Information"

Supplier's Contract Manager

"redacted under FOIA section No 40 – Personal Information"

Progress Report Frequency

On the first Working Day of each calendar month

Progress Meeting Frequency (SRM)

6 monthly

Key Staff

"redacted under FOIA section No 40 – Personal Information"

"redacted under FOIA section No 40 – Personal Information"

Commercially Sensitive Information

Not applicable

Balanced Scorecard

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

Material KPIs

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off

Framework Ref: RM1043.8 Digital Outcomes 6

Project Version: v2.0

Model Version: v3.8

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Schedule 14 (Service Levels and Balanced Scorecard):

Material KPIs	Target	Measured by
Performance to Pay Process	Green RAG Status	Balance Scorecard
Partnering Behaviour and Added Value	Green RAG Status	Balance Scorecard
People (Resourcing)	Green RAG Status	Balance Scorecard
People in Place (Delivery)	Green RAG Status	Balance Scorecard
Social Value – Tackling Economic Inequality (MAC 2.3)	Green RAG Status	Balance Scorecard

Information Assurance Governance

- For Discovery/Alpha, team members will need BPSS clearance as a minimum.
- All contractors are in possession of the relevant security clearance for the role they are undertaking.
- Any team member accessing live data need to hold SC clearance. Evidence of clearance must exist before access to accounts and or systems can be provided.
- 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/where contractors will be using DVLA equipment, which should be returned upon termination of the contract or replacement of the contractor (whichever is sooner).
- The supplier and their staff are 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 will be restricted to what is necessary for their role on the principle of least privilege.
- Supplier must ensure that Artificial Intelligence (AI) is not used by the contractor in any work on DVLA's systems, services, data (including personal data), sensitive code and any information without prior consideration and formal approval by DVLA's Information Assurance Group.
- All contractors must receive a site induction and adhere to agency and security policies.
- Due to the nature of the content and configuration SC Clearance is a mandatory requirement.

Guarantee

Not applicable

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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)

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:

“redacted under FOIA section No 40 – Personal Information”

Date: 25/04/2024

For and on behalf of the Buyer:

“redacted under FOIA section No 40 – Personal Information”

Date: 25/04/2024

Appendix 1

“redacted under FOIA section No 43 – Commercial Interests”

Annex 2

SOW Process

