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

PART A: Further Competition Order Form Template

CALL-OFF REFERENCE: PS/23/145

THE BUYER: Driver and Vehicle Licensing Agency

BUYER ADDRESS Longview Road, Morriston, Swansea SA6 7JL

SUPPLIER REFERENCE MVD2/2610231

THE SUPPLIER: Virgin Media O2 Business

SUPPLIER ADDRESS: 500 Brook Drive, Reading RG2 6UU

REGISTRATION NUMBER: 01785381

DUNS NUMBER: 289824328

SID4GOV ID: 289824328

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 01/11/23.

It’s issued under the Framework Contract with the reference number RM6261 for the provision of Mobile Voice and Data Services.

CALL-OFF LOT(S):

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
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
* Joint Schedules for RM6261
	+ Joint Schedule 2 (Variation Form)
	+ Joint Schedule 3 (Insurance Requirements)
	+ Joint Schedule 4 (Commercially Sensitive Information)
	+ Joint Schedule 10 (Rectification Plan)
	+ Joint Schedule 11 (Processing Data)
	+ Joint Schedule 12 (Supply Chain Visibility)
* Call-Off Schedules for RM6261
	+ Call-Off Schedule 1 (Transparency Reports)
	+ Call-Off Schedule 3 (Continuous Improvement)
	+ Call-Off Schedule 5 (Pricing Details)
	+ Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
	+ Call-Off Schedule 9 (Security)
	+ Call-Off Schedule 11 (Installation Works)
	+ Call-Off Schedule 14 (Service Levels)

1. CCS Core Terms (version 3.0.11)
2. Joint Schedule 5 (Corporate Social Responsibility) RM6261
3. 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

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

1. Special Term 1 – Mobile Terms as set out in Annex A to this Order Form;
2. Special Term 2 – Mobile Equipment Terms as set out in Annex B to this Order Form

CALL-OFF START DATE: 09/11/23

CALL-OFF EXPIRY DATE: 08/11/26

CALL-OFF INITIAL PERIOD: 3 Years, 0 Months

CALL-OFF OPTIONAL EXTENSION PERIOD Not Applicable

CALL-OFF DELIVERABLES

See details in Call-Off Schedule 4 (Call-Off Tender)

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 to be confirmed with the successful supplier on contract award.

CALL-OFF CHARGES

To be confirmed with the successful supplier on contract award.

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

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

All invoice payments will be via BACS

BUYER’S INVOICE ADDRESS:

Email Address: ssa.invoice@sharedservicesarvato.co.uk

Invoice Procedures embedded below:



BUYER’S AUTHORISED REPRESENTATIVE

REDACTED

Category Specialist

REDACTED@dvla.gov.uk

DVLA, Longview Road, Morriston, Swansea SA6 7JL

BUYER’S ENVIRONMENTAL POLICY

Embedded below:



SECURITY REQUIREMENTS

In accordance with Call-Off Schedule 9, Part A (Short Form Security Requirements) applies

BUYER’S SECURITY POLICY

To be shared with successful supplier on contract award.

SUPPLIER’S AUTHORISED REPRESENTATIVE

REDACTED

Frameworks Team Manager

 REDACTED@virginmediao2.co.uk

500 Brook Drive, Reading, RG2 6UU

SUPPLIER’S CONTRACT MANAGER

Claire Graves

Client Manager

 REDACTED@virginmediao2.co.uk

500 Brook Drive, Reading, RG2 6UU

PROGRESS REPORT FREQUENCY

During transition to the new contract, weekly reports/meeting as a minimum, with regular updates from the supplier on progress/milestones plus information and timescales for any actions needed.

PROGRESS MEETING FREQUENCY

During transition, weekly meetings as a minimum. Thereafter, quarterly service review meetings will be sufficient, but with the understanding that frequency will increase if required, ie incidents need to be discussed etc.

KEY STAFF

DVLA requires details of the Supplier’s escalation path as part of the contingency plans in case the Account Manager is unavailable for any reason, as a minimum two other points of contact.

DVLA

REDACTED – Contract Owner

REDACTED – Contract Owner

REDACTED – Commercial Advisor

KEY SUBCONTRACTOR(S)

Telefonica UK Limited

COMMERCIALLY SENSITIVE INFORMATION

To be agreed with successful supplier on contract award.

SERVICE CREDITS

The Supplier’s Service Levels are outlined in Call-Off Schedule 4 (Call-Off Tender).

Service Credits will not apply

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: |  | Role: | Category Manager  |
| Date: | 07.11.23 | Date: | 07.11.23 |