



Crown
Commercial
Service

**Technology Products 2 Agreement RM3733
Framework Schedule 4 - Annex 1**

Order Form

In this Order Form, capitalised expressions shall have the meanings set out in Call Off Schedule 1 (Definitions), Framework Schedule 1 or the relevant Call Off Schedule in which that capitalised expression appears.

The Supplier shall supply the Goods and/or Services specified in this Order Form to the Customer on and subject to the terms of the Call Off Contract for the duration of the Call Off Period.

This Order Form should be used by Customers post running a Further Competition Procedure under the Technology Products 2 Framework Agreement ref. RM3733.

The Call Off Terms, referred to throughout this document, are available from the Crown Commercial Service website at <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3733>



Section A General information

This Order Form is issued in accordance with the provisions of the Technology Products 2 Framework Agreement RM3733.

Customer details

Customer organisation name

Driver and Vehicle Licensing Agency (DVLA)

Billing address

Your organisation's billing address - please ensure you include a postcode
[REDACTED TEXT]

Customer representative name

The name of your point of contact for this Order
[REDACTED TEXT]

Customer representative contact details

Email and telephone contact details for the Customer's representative
[REDACTED TEXT]

Supplier details

Supplier name

The Supplier organisation name, as it appears in the Framework Agreement
Bytes Software Services Ltd

Supplier address

Supplier's registered address
[REDACTED TEXT]

Supplier representative name

The name of the Supplier point of contact for this Order
[REDACTED TEXT]

Supplier representative contact details

Email and telephone contact details of the supplier's representative
[REDACTED TEXT]

Order reference number

A unique number provided by the supplier at the time of quote
[REDACTED TEXT]



Section B Overview of the requirement

Framework Lot under which this Order is being placed

Tick one box below as applicable

- | | |
|---|-------------------------------------|
| 1. HARDWARE | <input type="checkbox"/> |
| 2. SOFTWARE | <input checked="" type="checkbox"/> |
| 3. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS | <input type="checkbox"/> |
| 4. INFORMATION ASSURED PRODUCTS | <input type="checkbox"/> |
| 5. VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM) | <input type="checkbox"/> |

Customer project reference

Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management

CCSO18B10

Call Off Commencement Date

The Call Off Commencement Date is the date on which the Call Off Contract is formed – this should be the date of the last signature on Section E of this Order Form

03/08/2018

Call Off Contract Period (Term)

A period in Months which does not exceed 60 Months (5 years) - **leave blank if this is a simple transactional Goods purchase**. Where established as an initial and extension period complete the fields below

Twelve (12) Month Term Commencing 6th August 2018 until 5th August 2019

Call Off Initial Period Months

Twelve (12) Month Term Commencing 6th August 2018 until 5th August 2019

Call Off Extension Period (Optional) Months

Not Applicable.

Specific Standards or compliance requirements

Include any conformance or compliance requirements with which the Goods and/or Services must meet

The specification of goods is outlined within the Statement of Requirements. The Customer's populated Schedule 5 in line with GDPR can be found under Annex A - Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects. By signing this Contract the Supplier has accepted the Customer's completed schedule.



Section C Customer Core Goods and/or Services Requirements

Please provide details of all Goods and/or Services required (including any items which are considered business critical) including the locations where the supplier will be required to deliver the service/s Ordered.

Goods and/or Services

To include where relevant Packing/Packaging

Product Code	Product Description	Quantity	Cost per Licence (£)	TOTAL CONTRACT COST (£)
[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]
[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]
TOTAL CONTRACT COST (£)				[REDACTED TEXT]

The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Call off Contract Agreement signed;	Within week 1 of Contract Award.
2	Provision of SolarWinds Licences and Maintenance Contract to be successfully in place;	By 6 th August 2018.

The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	Successful delivery of the Authority's Solarwinds HA and APE licences and support Contract by the 6 th August 2018;	100%
2	Service Delivery	Access to telephone and email consulting, 24 hours, 7 days a week throughout the duration of the one (1) year Contract term;	100%



3	Service Delivery	Access to all updates of new releases associated with the Solarwinds HA and APE support and maintenance Contract throughout the duration of one (1) year Contract term;	100%
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Where a Supplier fails the KPI's listed above, the Authority will, in the first instance, seek a mutually agreeable resolution with the Supplier. However, if this is not possible, the Authority reserves the right to cancel the agreement and seek alternative supply from the next ranked Potential Provider identified during the procurement event.

Warranty Period, if applicable

Not Applicable

Location/Site(s) for Delivery

[REDACTED TEXT]

Dates for Delivery of the Goods and/or the Services

06/08/2018

Software List product details under each relevant heading below

Supplier Software

[REDACTED TEXT]

Third Party Software

Not Applicable.

Include license or link in Call Off Schedule 3

Maintenance Agreement

Not Applicable.

Include terms or link in Call Off Schedule 3

Additional Clauses (see Annex 3 of Framework Schedule 4) Tick as required

Alternative Clauses

Scots Law Or

Northern Ireland Law

Non-Crown Bodies

Non-FOIA Public Bodies

Additional Clauses

Tick one box below as applicable

A: Termed Delivery – Goods

B: Complex Delivery – Solutions (includes Termed Delivery – Goods)

NB Both of the above options require an Implementation Plan which should be appended to this Order Form

Optional Clauses

Tick any applicable boxes below

C: Due Diligence

D: Call Off Guarantee

E: NHS Coding Requirements

F: Continuous Improvement & Benchmarking

G: Customer Premises

H: Customer Property



I: MOD Additional Clauses

Items licensed by the Customer to the Supplier (including any Customer Software, Customer Background IPR and Customer Data)

List below

Not Applicable.

Call Off Contract Charges payable by the Customer to the Supplier (including any applicable Milestone Payments and/or discount(s), but excluding VAT) and payment terms/profile including method of payment (e.g. Government Procurement Card (GPC) or BACS)

£20,345.22

Is a Financed Purchase Agreement being used?

Not Applicable.

If so, append to Call Off Schedule 2 as Annex A

Estimated Year 1 Call Off Contract Charges (£)

£20,345.22

For Orders with a defined Call Off Contract Period

Section D Supplier response

Suppliers - use this section to provide any details that may be relevant in the fulfilment of the Customer Order

Commercially Sensitive information

Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract

Total contract value

Please provide the total contract value (for the Call Off Initial Period) as detailed in your response to the Customer's statement of requirements

£20,345.22

Product Code	Product Description	Quantity	Cost per Licence (£)	TOTAL CONTRACT COST (£)



[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]
[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]
TOTAL CONTRACT COST (£)				£20,345.22



Section E Call Off Contract award

This Call Off Contract is awarded in accordance with the provisions of the Technology Products 2 Framework Agreement RM3733.

The Supplier shall supply the Goods and/or Services specified in this Order Form to the Customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as “the Call Off Contract”) for the duration of the Call Off Contract Period.

SIGNATURES

For and on behalf of the Supplier

Name	[REDACTED TEXT]
Job role/title	[REDACTED TEXT]
Signature	[REDACTED TEXT]
Date	[REDACTED TEXT]

For and on behalf of the Customer

Name	[REDACTED TEXT]
Job role/title	[REDACTED TEXT]
Signature	[REDACTED TEXT]
Date	[REDACTED TEXT]



Annex A

Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects

Description	Details
Subject matter of the processing	[REDACTED TEXT]
Duration of the processing	[REDACTED TEXT]
Nature and purposes of the processing	[REDACTED TEXT]
Type of Personal Data	[REDACTED TEXT]
Categories of Data Subject	[REDACTED TEXT]
Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	[REDACTED TEXT]