

**Technology Services 2 Agreement RM3804
Framework Schedule 4 - Annex 1**

for

Customer Relationship Management Discovery K280020557

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 provide the 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 ordering Services under the Technology Services 2 Framework Agreement ref. RM3804 in accordance with the provisions of Framework Schedule 5.

The Call Off Terms, referred to throughout this document, are available from the Crown Commercial Service website <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3804>

Section A General information

This Order Form is issued in accordance with the provisions of the Technology Services 2 Framework Agreement RM3804.

Customer details

Customer organisation name

Driver & Vehicle Standards Agency

Billing address

Your organisation's billing address - please ensure you include a postcode
Shared Services Arvato, by email and in a PDF format to:
ssa.invoice@sharedservicesarvato.co.uk or by post to, Shared Services Arvato, 5
Sandringham Park, Swansea Vale, Swansea, SA7 0EA

Customer representative name

The name of your point of contact for this Order
James Body

Customer representative contact details

Email and telephone contact details for the Customer's representative
James.Body@DVSA.GOV.UK and 07966 300196

Supplier details

Supplier name

The Supplier organisation name, as it appears in the Framework Agreement
Capgemini UK

Supplier address

Supplier's registered address
40 Holborn Viaduct, London EC1N 2PB, United Kingdom

Supplier representative name

The name of the Supplier point of contact for this Order
Dale Richardson

Supplier representative contact details

Email and telephone contact details of the supplier's representative
Dale.richardson@capgemini.com and + 44 7891 150613

Order reference number

A unique number provided by the supplier at the time of the Further Competition Procedure
K280020557

Section B Overview of the requirement

Framework Lot under which this Order is being placed

Tick one box below as applicable (unless a cross-Lot Further Competition)

1. TECHNOLOGY STRATEGY & SERVICES DESIGN
2. TRANSITION & TRANSFORMATION
3. OPERATIONAL SERVICES
4. PROGRAMMES & LARGE PROJECTS
 - a. OFFICIAL
 - a. SECRET (& above)

Customer project reference

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

K280020557

Call Off Commencement Date

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

26/09/2018

Call Off Contract Period (Term)

Call Off Initial Period Months
3.

Call Off Extension Period (Optional)
Months
None

Minimum Notice Period for exercise of Termination Without Cause

(Calendar days) *Insert right (see Call Off Clause 30.7)*

[Click here to enter text.](#)

Additional specific standards or compliance requirements

Include any conformance or compliance requirements over and above the Standards (including those listed at paragraph 2.3 of Framework Schedule 2) which the Services must meet.

List below if applicable

N/A

Customer's ICT and Security Policy

Where the Supplier is required to comply with the Customer's ICT Policy and Security Policy then append to this Order Form as a clearly marked document

Security Management Plan

Where the Supplier is required to provide the Customer with the Security Management Plan then append to this Order Form as a clearly marked document

Section C Customer Core Services Requirements

Please provide details of all Services required including the locations where the Supplier is required to provide the Services Ordered.

Services

List below or append as a clearly marked document to confirm the Services which the Supplier shall provide to the Customer (which could include the Customer's requirement and the Supplier's response to the Further Competition Procedure)

Services expected from the supplier are detailed in the K280020557 Customer Relationship Management Discovery Order Form - Appendix A, Section 4. Deliverables

Location/Site(s) for provision of the Services

Attached Appendix A – Services, Section 4

Additional Clauses (see Annex 3 of Framework Schedule 4)

Those Additional Clauses selected below shall be incorporated into this Call Off Contract

Applicable Call Off Contract Terms

Tick any applicable boxes below

A: SERVICES - Mandatory

Lot 3 (Lot 4a + 4b where Lot 3 services are included)

A: PROJECTS - Optional

Lots 1 and 2

A1: Testing

A2: Key Personnel

B: SERVICES - Optional

Lots 3 and 4a and 4b

B1: Business Continuity and Disaster Recovery

B2: Continuous Improvement & Benchmarking

B3: Supplier Equipment

B4: Maintenance of the ICT Environment

B5: Supplier Request for Increase of the Call Off Contract Charges

B6: Indexation

B7: Additional Performance Monitoring Requirements

Optional Clauses

Can be selected to apply to any Order

Tick any applicable boxes below

C: Call Off Guarantee

D: Relevant Convictions

E: Security Requirements

F: Collaboration Agreement
Where required please complete and append to this Order Form as a clearly marked document (see Call Off Schedule F)

G: Security Measures

H: MOD Additional Clauses

Alternative Clauses

To replace default English & Welsh Law, Crown Body and FOIA subject base Call Off Clauses

Tick any applicable boxes below

Scots Law Or

Northern Ireland Law

Non-Crown Bodies

Non-FOIA Public Bodies

Collaboration Agreement (see Call Off Clause F)

Organisations required to collaborate

An executed Collaboration Agreement shall be delivered from the Supplier to the Customer within the stated number of

[Click here to](#)

(Collaboration
Suppliers)
N/A

Working Days from the Call Off
Commencement Date *insert right*
OR

enter
text.

An executed Collaboration Agreement from
the Supplier has been provided to the
Customer and is attached to this Order
Form.

*tick box (right) and append as a clearly marked
complete document*

Licensed Software Where Software owned by a party other than the Customer is used in the delivery of the Services list product details under each relevant heading below

Supplier Software

N/A

Third Party Software

N/A

Include license or link in Call Off Schedule 3

Customer Property

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

List below if applicable (see Call Off Clause 21)

[Click here to enter text.](#)

Call Off Contract Charges and Payment Profile

Include 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)

List below or append as a clearly marked document (see Call Off Schedule 2)

For Deliverables 1, 3 and 4, payments will be triggered by the delivery and acceptance of the Deliverable as defined in the K280020557 Customer Relationship Management Discovery Order Form - Appendix A, Section 4. Deliverables. The Customer representative will, within 5 working days of receipt of the Deliverable, provide acceptance of the deliverable, or submit a definitive description of the aspects of the deliverable elements that are not as described within the K280020557 Customer Relationship Management Discovery Order Form - Appendix A,, Section 4. Deliverables. Once the Supplier has made the necessary amendments and resubmitted the Deliverable, the Customer shall accept the Deliverable within 5 working days. The Supplier will Invoice the Customer upon acceptance of each Deliverable. The invoiced amount will be the Total Charge plus the Fixed Price Contingency for that Deliverable as defined within K280020557 Customer Relationship Management Discovery Order Form - Appendix B.

For Deliverable 2, the Supplier shall invoice the Customer on and Time and Materials basis, one month in arrears.

Baselined Deliverables that have been accepted, may be iterated through the remainder of the delivery of the Services in order to remain consistent with other Deliverables.

Expenses will be invoiced monthly in arrears in accordance with DVSA Travel and Subsistence policy.

The Customer shall pay all sums properly due and payable to the Supplier in cleared funds within thirty (30) days of receipt of a Valid Invoice, submitted to the address specified in Section A of this Order Form and in accordance with the provisions of the Call Off Contract.

Undisputed Sums Limit (£)

Insert right (see Call Off Clause 31.1.1)

N/A

Delay Period Limit (calendar days)

Insert right (see Call Off Clause 5.4.1(b)(ii))

N/A

Estimated Year 1 Call Off Contract Charges (£)

For Call Off Contract Periods of over 12 Months

In accordance with the bid price and to be delivered by 14 December 2018

Enhanced Insurance Cover

Where a specific Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Schedule 14 please specify below

Third Party Public Liability Insurance (£)

[Click here to enter text.](#)

Professional Indemnity Insurance (£)

[Click here to enter text.](#)

Transparency Reports (see Call Off Clause 23.4)

If required by the Customer populate the table below to describe the detail (titles are suggested examples)

Title	Content	Format	Frequency
[Performance]			
[Call Off Contract Charges]			
[Key Sub-Contractors]			
[Technical]			
[Performance management]			

Quality Plans (see Call Off Clause 7.2)

Time frame for delivery of draft Quality Plans from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)

Where applicable insert right

[Click here to enter text.](#)

Implementation Plan

Time frame for delivery of a draft Implementation Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)

Where applicable insert right

[Click here to enter text.](#)

BCDR (see Call Off Clause B1)

An executed BCDR Plan from the Supplier is required prior to entry into the Call Off Contract *tick box (right) and append as a clearly marked complete document*

OR



Time frame for delivery of a BCDR Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)

Where applicable insert right

[Click here to enter text.](#)

Disaster Period (calendar days)

[Click here to enter text.](#)

Supplier Equipment (see Call Off Clause B3)

X - Service Failures (number)

Where applicable insert right

[Click here to enter text.](#)

Y – Period (Months)

Where applicable insert right

[Click here to enter text.](#)

Key Personnel & Customer Responsibilities (see Call Off Clause A2)

List below or append as a clearly marked document to include Key Roles

Key Personnel

List below or append as a clearly marked document to include Key Roles

Customer Responsibilities

List below or append as a clearly marked document

[Click here to enter text.](#)

Relevant Conviction(s)

Where applicable the Customer to include details of Conviction(s) it considers relevant to the nature of the Services.

List below or append as a clearly marked document (see Call Off Clause D where used)

[Click here to enter text.](#)

Appointment as Agent (see Call Off Clause 19.5.4)

Insert details below or append as a clearly marked document

Specific requirement and its relation to the Services

[Click here to enter text.](#)

Other CCS framework agreement(s) to be used

[Click here to enter text.](#)

SERVICE LEVELS AND SERVICE CREDITS (see Part A of Call Off Schedule 3)

Service Levels

If required by the Customer populate the table below to describe the detail (content is suggested examples)

Service Levels				
Service Level Performance Criteria	Key Indicator	Service Level Performance Measure	Service Level Threshold	Service Credit for each Service Period
[Accurate and timely billing of Customer	Accuracy /Timelines	at least 98% at all times	[]	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Access to Customer support	Availability	at least 98% at all times	[]	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Complaints Handling	Availability/Timelines	At least 98% at all times	[]	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Provision of specific Services	Quality	at least 98% at all times	[]	2% Service Credit gained for each percentage

				e under the specified Service Level Performance Measure
Timely provision of the Services [^{**} hours a day, ^{**} days a week.]	Services Availability	at least 98% at all times	[]	2% Service Credit gained for each percentage under the specified Service Level Performance Measure]

Critical Service Level Failure (see Call Off Clause 9)

Agree and specify the metrics for Critical Service Level Failures in the marked areas below

In relation to **[specify the relevant Service Level]** a Critical Service Level Failure shall include a delay in producing **[specify the relevant Deliverable]** ordered by the Customer in excess of twenty four (24) hours more than once in any **[three (3) Month]** period or more than three (3) times in any rolling twelve (12) Month period.

In relation to **[specify the relevant Service Level]** a Critical Service Level Failure shall include a loss of **[specify the relevant Availability]** during core hours (08:00 – 18:00 Mon – Fri excluding bank holidays) to the **[specify the relevant Service]** for more than twenty four (24) hours accumulated in any **[three (3) Month]** period, or forty eight (48) hours in any rolling twelve (12) Month period.

The number of Service Level Performance Criteria for the purpose of Call Off Clause 8.6 shall be **[specify number]**.

Service Credits

Formula for calculation

$$x\% \text{ (Service Level Performance Measure)} - x\% \text{ (actual Service Level performance)} = x\% \text{ of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer}$$

Worked example:

$$98\% \text{ (e.g. Service Level Performance Measure requirement for Service Level Performance Criterion of accurate and timely billing to Customer)} - 75\% \text{ (e.g. actual performance achieved)} = 23\% \text{ of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer}$$

against this Service Level Performance Criterion in a Service Period)

Service Credit Cap

Agree and specify the Service Credit Cap in the marked areas below

In the period from the Call Off Commencement Date to the end of the first Call Off Contract Year **[xxx]**% of the Estimated Year 1 Call Off Contract Charges; and

during the remainder of the Call Off Contract Period, **[xxx]**% of the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the period of twelve (12) Months immediately preceding the Month in respect of which Service Credits are accrued.

Additional Performance Monitoring Requirements

Technical Board (see paragraph 2 of Call Off Schedule B7) – where required

If required by the Customer populate the table below to describe the detail

Required Members			
Job Title	Name	Location	Frequency

Time frame in which the Technical Board shall be established – from the Call Off Commencement Date (Working Days) *Where applicable insert right*

[Click here](#) to enter text.

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
[Click here](#) to enter text.

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
[Click here](#) to enter text.

Section E Call Off Contract award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 2 Framework Agreement RM3804.

The Supplier shall provide the 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	
Job role/title	
Signature	
Date	

For and on behalf of the Customer

Name	
Job role/title	
Signature	
Date	

APPENDIX A - SERVICES

**Enterprise Customer Relationship
Management Discovery, Information to
Tender**

Finance and Corporate Services

Contract Reference: K280020557

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1. Introduction

In accordance with the terms and conditions **RM3804 Technology Services 2 lot 1 Technology Strategy and Service Design** the Department for Transport (DfT) invited proposals services to support the Discovery phase for a Customer Relationship Management solution for the Driver & Vehicle Standards Agency (DVSA). Cap Gemini have been selected as the supplier for the Discovery phase of the CRM project.

2. Background to the Requirement

DVSA is responsible for road safety across the UK. The agency carries out driving tests, approves people to be driving instructors and MOT testers, carries out tests to make sure lorries and buses are safe to drive, carries out enforcement roadside checks on drivers and vehicles, and monitors vehicle recalls. DVSA has 4,700 staff which includes both administration and front line resources.

To support front line activities, DVSA manages customer details, contacts, payments and requests for information. DVSA also conducts casework and investigations which must be managed and controlled to ensure DVSA follows process and the outcomes are recorded for evidential purposes.

There a number of applications in use across the business to support these activities, some of which are approaching end of life, or have limitations on the support they can provide for the changing needs of the agency.

Following a recent Customer Relationship Management (CRM) review, it is expected that the implementation of an enterprise CRM solution will bring benefits to the agency by improving our customer service, improving the efficiency of case work, adhering to our regulatory obligations for data management and integrating with other applications to provide a single of view of both customers and case work. The results of this review will be provided to Cap Gemini as part of the supplier commencement meetings.

The supplier will complete a CRM Discovery exercise to determine how an enterprise CRM solution will be configured and implemented to meet DVSA's requirements and deliver benefits to the business. The exercise will further identify the governance that should be applied to CRM going forward, to ensure that the agency maintains a system which is capable of providing a single view of data and a controlled environment to manage information as other operational areas on-board to the CRM platform.

Specifically the Discovery for CRM will define the problem statement for the operational areas in scope; undertake user research to determine how a CRM can meet the needs of the operational areas; create a service blueprint and deliver a recommended approach for delivery.

In parallel to the Discovery, DVSA will run a procurement exercise to select the CRM product. DVSA's strategy is to procure a commercial off the shelf (COTS) product. It is expected that the CRM product will be selected ahead of the Discovery completion.

The outputs of the Discovery will input into the CRM Business Case which is required to approve and release funds for the future Alpha and Beta phases.

Further details for the deliverables can be located in Section 4.0.

3. Scope

The scope of the CRM Discovery is:

- The assessment of current CRM capability across the agency for the operational areas in scope
- User research and capability assessment for the operational areas in scope
- The creation of a CRM service blue print
- The creation of an implementation approach for CRM across the agency

The priority operational areas within the scope of the Discovery are

- Commercial Vehicle Testing (CVS), the contact management and financial account management for Authorised testing Facilities (ATF), and
- Enforcement, the management of Enforcement case work

There are a number of additional areas which have identified a need for CRM. The Discovery will engage with these areas to ensure their needs are considered and assessed against the current market capability of CRM systems. The additional areas are:

- Theory Test, management of enquiries and complaints about theory tests
- Corporate, management of Freedom of Information requests (FOI)
- Corporate, management of customer complaints
- Intellectual Property Team – management of applications for training materials and the associated content
- Customer Contact Centre, management of general customer contacts
- MOT, management of MOT scheme applications
- Enforcement, management of application for enforcement services

4. Implementation and Deliverables

The CRM Discovery will commence on the 26th September 2018 and complete with all deliverables accepted within 3 months.

The outputs from the CRM Discovery will support the creation of a Business Case which will be submitted upon conclusion of the Discovery. The Business Case will secure the funding for the next phases of the CRM project.

The four deliverables which must be produced from the CRM Discovery Phase are listed in the table below.

Deliverable No.	Date	Sign Off
1. Analysis of Current State	19th October 2018	CRM Project Manager
2. CRM Capability assessment	9 th November 2018	Project Representatives, DVSA Architecture Team & CRM Project Manager

3. CRM service blueprint	23rd November 2018	Architecture Team & CRM Project Manager
4. Implementation approach	14th December 2018	Architecture Team & CRM Project Manager

To support the creation of the business case, the Discovery will provide an indication of the cashable and non-cashable benefits which may be realised across each of the specified operational areas. These will be summarised in the final deliverable to be further investigated by the DVSA Project Team.

The deliverables from the Discovery Phase must include the outputs defined below.

Deliverable 1 – Analysis of Current State

The objective of the deliverable is to provide DVSA with a view of the current contact and case management practices across the specified operational areas. The deliverable will be fixed price and must include the following elements:

- An assessment of the current processes and IT applications used to support CRM and case work activities for each of the specified areas
- A clear definition of the problem statement for the areas in scope
- An indication of the volumes and time associated with the management of the activities in scope

Deliverable 2 – CRM Capability Assessment

The objective of the deliverable is to undertake user research to provide detail on how a CRM could meet the needs of the specified operational areas. The priority for DVSA is the CVS project and Enforcement case work. A less detailed level of user research is also required for the remaining operational areas, including:

- Theory Test, management of enquiries and complaints about theory tests
- Corporate, management of Freedom of Information requests (FOI)
- Corporate, management of customer complaints
- Intellectual Property Team - provision of application management and content management service
- Customer Contact Centre, management of general customer contacts
- MOT, management of scheme applications
- Enforcement, management of application for enforcement services

DVSA will operate up to a 100 call off days to use in the completion of this deliverable as and when required. The supplier has provided a day rate for resource profile outlined in the pricing schedule which will be used by the DVSA Project Manager to direct the supplier on where to focus the effort across the areas in scope.

The deliverable must include the following elements:

- User research to identify the CRM/Casework functions and processes required to support the operational areas
- Identification of any non-standard CRM functionality which may be required to support any operational areas

- Identify the Data Domains in scope (Customer (Party), Location etc) and probable source of data – should be ‘System of Record’ Creation of non-functional requirements as approved by the DVSA Architecture Team
- Identification of any constraints which may impact the implementation of the CRM solution (resources, ongoing or planned projects, IT applications)

Deliverable 3 – Service Blueprint

The objective of the deliverable is to describe how DVSA’s CRM will be designed, configured and managed across the agency. The blueprint will be used to support the on-boarding of new operational areas and support the future governance of the CRM Service.

The deliverable is be fixed price and include the following elements:

- The creation of a DVSA Vision for CRM which reflects the supplier’s knowledge and expertise in the implementation of CRM, and the realisation of associated benefits
- A Target Architecture for CRM
- Definition of the future governance and management strategy for CRM across the agency
- Outline base data structure for CRM across the business
- Definition of the security and compliance requirements to be applied to data held within the CRM application
- GDS approvals which will be required to support the design and implementation of CRM solution
- The integration approach between CRM and other Line of Business applications for the operational areas in scope. This should also take into account any ongoing projects which may require integration with CRM.

Deliverable 4 – Implementation Approach

The objective of the deliverable is to develop an approach and outline plan for the delivery of CRM across the agency.

The deliverable is fixed price and include the following elements:

- Recommended approach to the implementation of CRM across the agency
- Change management and training required to support CRM implementation
- Recommendation on the priority of each operational area for CRM implementation Approach to the on-boarding of new operational areas to the CRM platform, referring to the Service Blueprint created in Deliverable 3
- Recommendations on any transformation activities required in the business to support the implementation of CRM
- Identification of project dependencies, risks and mitigating actions
- Summary of the benefits which can be achieved by the implementation of CRM

5. Specifying Goods and / or Services

The deliverables associated with this phase must be delivered as specified in section 5. Each deliverable will be reviewed and must be formally accepted by the DVSA Project Manager.

Throughout the CRM Discovery Phase, the supplier will be required to submit a weekly report to the DVSA Project Manager, outlining progress against deliverables and highlighting any risks or issues. The supplier will discuss progress and any blockers to successful project completion with the DVSA Project Manager more often if necessary.

6. Quality Assurance Requirements

The supplier must ensure that the deliverables provide sufficient information to facilitate the creation and approval of the Business Case for CRM.

7. Service Conditions and Environmental Factors

The project is based in Bristol, with regular travel to other DVSA offices, including Newcastle, Nottingham & Swansea. Additional travel to meet with end users will be required.

8. Security

During the Discovery, the Supplier may have access to DVSA confidential information and is reminded of their obligations under the framework terms.

Supplier resources working on the project should hold current BPSS clearance as a minimum.

9. Training / Skills / Knowledge Transfer

DVSA staff or nominees may be involved during the course of the CRM Discovery Phase work to facilitate knowledge transfer.

The supplier will be expected to provide a detailed handover of all project findings as detailed in the deliverable requirements

10. Documentation

Documentation must be managed in the project workspace within Confluence, Suppliers will be provided with access to this workspace.

Process diagrams for review should be created in Microsoft Visio to facilitate review and approval from stakeholders within the business.

11. Arrangement for End of Contract

To include any material or information which needs to be returned to the Authority or handed over to a new contractor (including arrangements for collating and sharing TUPE data). If the incumbent supplier is likely to have (or be perceived to have) an advantage in any re-tendering exercise, you may wish to pave the way now for any “ethical walls” requirements you subsequently decide to introduce by including the following wording *“The Contractor shall fully cooperate with the Authority to ensure a fair and transparent re-tendering process for this contract. This may require the Contractor to demonstrate separation between teams occupied on the existing Contract and those involved in tendering for the replacement contract to prevent actual (or perceived) conflicts of interest arising.”*

Annex A Travel and Subsistence Policy



Travel and

APPENDIX B – PRICE

**Enterprise Customer Relationship
Management Discovery,**

Finance and Corporate Services

Contract Reference: K280020557

£441,501

