

Framework Schedule 6 (Order Form Template, Statement of Work Template and CallOff Schedules)

Call-Off Ref: RM1043.8

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

Order Form

Call-Off Reference: **PS/23/226**

Call-Off Title: **Provision of Software Engineering Supporting DVLA Services** Call-Off

Contract Description:

DVLA requires a supplier to provide highly skilled engineering resource to aide the design, development, testing and support of the departments Legislative & Compliance, Service Improvement and Employee Experience change programmes, as well as support the continued need to deliver operational change to maintain and improve our technology.

This involves being integrated within product-led engineering squads to support the delivery of operational and business change using a broad range of technology frameworks and programming languages hosted on both legacy and cloud platforms.

The Legislative & Compliance programme seeks to ensure that the DVLA continue to meet legislative demands often set out by central government to ensure road safety and compliance and to ensure we respond to the emerging demands of the motoring industry. This includes changes to licensing rules and regulations, capturing and reporting of additional data to support government initiatives and other changes that work towards achieving strategic motoring related objectives.

The Service Improvement programme seeks to ensure that customer needs are continually met through creation of new digital services and improvements to existing digital services. This often involves introduction of more efficient methods for customers to transact with DVLA, reducing paperwork and improving customer experience.

The Employee Experience programme seeks to ensure that internal staff within DVLA are provided with the optimal tools and technology that allows the agency to provide the best possible customer service for both internal and external stakeholders. This includes ensuring our infrastructure is continually improved and all channels such as email, telephony, internet etc. are all fit for purpose in line with emerging technology, trends and strategy.

Operational work aims to maintain our technology and deliver improvements that ensures optimal security, resilience and alignment with our technical strategy. This involves in the main software upgrades, patching and general maintenance.

Please see attached "Outcome Requirement" Specification, clause 2. Context and Requirements, for full example of deliverables.



PS.23.226 - Outcome
Requirements DO6 So

The Buyer: Driver & Vehicle Licencing Agency (DVLA) Buyer

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

The Supplier: **LA International Computer Consultants Limited**

Supplier Address: International House, Festival Way, Stoke on Trent, Staffordshire, ST1 5UB

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

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

Framework Ref: RM1043.8 Digital Outcomes 6

Project Version: v2.0

Model Version: v3.8

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SID4GOV ID: [Insert if known]

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 17th April 2024. It's issued under the Framework Contract with the reference number RM1043.8 for the provision of Digital Outcomes Deliverables.

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

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

The following Schedules in equal order of precedence:

- Joint Schedules for RM1043.8
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements) **N/A**
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 8 (Guarantee) **N/A**
 - Joint Schedule 10 (Rectification Plan) **N/A**
 - Joint Schedule 11 (Processing Data) RM1043.8
 - Joint Schedule 12 (Supply Chain Visibility)
- Call-Off Schedules for RM1043.8
 - Call-Off Schedule 1 (Transparency Reports)

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- Call-Off Schedule 2 (Staff Transfer) **N/A**
 - 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) **N/A**
 - Call-Off Schedule 13 (Implementation Plan and Testing) **N/A**
 - Call-Off Schedule 14 (Service Levels and Balanced Scorecard)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off-Schedule 16 Benchmarking
 - 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)
- 3 CCS Core Terms (version 3.0.11)
- 4 Joint Schedule 5 (Corporate Social Responsibility) RM1043.8
- 5 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: **17th April 2024**

Call-Off Expiry Date: **16th April 2026**

Call-Off Initial Period: **2 years**

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

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

Call-Off Contract Value: **£4m**

Call-Off Deliverables

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

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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:

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

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-securityprinciples>

<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.

The Supplier shall not be liable for any claims or losses arising from the negligent acts, omissions or wilful default of the Buyer

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

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"

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Buyer's Invoice Address

Shared Services Arvato (SSa)

ssa.invoice@sharedservicesarvato.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 – Contract Owner

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

DVLA

Longview Road

Swansea

SA6 7JL

Signature or electronic authorisation of time sheets/deliverables on behalf of the Buyer shall denote final acceptance of the services performed and of any deliverables and shall be conclusive as to number of hours services performed and the satisfactory performance of the services

For fixed price work, the Buyer will sign off the Deliverable/Services on achievement of the Deliverable or the Services, as applicable. Such signoff shall denote final acceptance of the Deliverable /Services performed and shall be conclusive as to the satisfactory performance of the Services.

The Buyer shall provide its acceptance (signoff) or response to any Deliverable within 5 days of submission or request for approval.

Buyer's Environmental Policy



dvla011-corporate-environmental-policy.p

Buyer's Security Policy

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

Supplier's Authorised Representative

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

Senior Bid Manager

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

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

International House, Festival Way, Stoke on Trent, Staffordshire, ST1 5UB

Supplier's Contract Manager

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

Head of Legal

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

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

International House, Festival Way, Stoke on Trent, Staffordshire, ST1 5UB

Progress Report Frequency

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

Progress Meeting Frequency

Monthly

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)

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):

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Material KPIs	Target	Measured by
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED] [REDACTED] [REDACTED]	[REDACTED]	[REDACTED]
[REDACTED] [REDACTED] [REDACTED]	[REDACTED]	[REDACTED]

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

Service Credits

Not applicable.

Additional Insurances

Additional insurances not applicable, for insurance required as a minimum, please see 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.

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

Role: Managing Director

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: DVLA Head of Procurement

Date:

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Appendix 1

The first Statement(s) of Works shall be inserted into this Appendix 1 as part of the executed Order Form. Thereafter, the Buyer and Supplier shall complete and execute Statement of Works (in the form of the template Statement of Work in Annex 1 to the template Order Form in Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

Each executed Statement of Work shall be inserted into this Appendix 1 in chronology.



PS.23.226 - SoW 1
App Developer - Tach