

RM6098 Framework Schedule 6a (Short Order Form Template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE: **PS/25/11**

THE BUYER: The Driver & Vehicle Licensing Agency (DVLA)

BUYER ADDRESS Long View Road, Morriston, Swansea
SA6 7JL

THE SUPPLIER: **XMA Limited**

SUPPLIER ADDRESS: **Wilford Industrial Estate Ruddington Lane Wilford
Nottingham NG11 7EP**

REGISTRATION NUMBER: **02051703**

DUNS NUMBER: **29-848-8148**

SID4GOV ID: **Not applicable**

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 19th February 2025.

It's issued under the Framework Contract with the reference number RM6098 for the provision of Technology Products & Associated Services.

CALL-OFF LOT(S): [this order form may be used for direct award only, where your requirement is bespoke or where adjustments have been made to terms and conditions, the full Framework Schedule 6 - Order Form Template should be used]

Lot 2 Hardware

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.

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

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2. Joint Schedule 1 (Definitions and Interpretation) RM6098
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6098
 - 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)
 - Call-Off Schedules for RM6098
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 6 (ICT Services)
5. CCS Core Terms (version 3.0.11) as amended by the Framework Award Form
6. Joint Schedule 5 (Corporate Social Responsibility) RM6098

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: **19/02/2025**

CALL-OFF EXPIRY DATE: **18/02/2026**

CALL-OFF INITIAL PERIOD: **1 Year**

CALL-OFF DELIVERABLES

3 x Microsoft Surface Hub 3 85in, i5 Processor, 32GB RAM, 512GB, iGPU
5 x Microsoft Surface Hub 3 50in, i5 Processor, 32GB RAM, 512GB, iGPU
8 x Surface Hub 2 Smart Camera
8 x Surface Hub 2 Pen
1 x Wall Mount for Surface Hub 2s 85"

LOCATION FOR DELIVERY

As per Buyer instruction

DATES FOR DELIVERY

By the end of March 2025

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be as per the standard OEM warranty.

MAXIMUM LIABILITY

Framework Ref: RM6098

Project Version: v2.0

Model Version: v3.8

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 **£79,866.20**

CALL-OFF CHARGES
79.866.20

PAYMENT METHOD

General

You should not provide goods or services without receipt of a valid Purchase Order

The contract specification will set out the timing of invoices

It is important that invoices contain the correct information, or they will be returned to you. Invoices should be submitted in a timely manner after the despatch of goods or provision of services. Be aware that the following data must be included on every invoice:

- Business unit (e.g., DVLA)
- Valid Purchase Order (PO) number relevant to the goods/services being invoiced. The PO number must be in the format 8000XXXXXX or 450XXXXXX. This will be found on the Purchase Order you receive.
- Quantities / prices (as applicable) consistent with those on the original PO
- Clear and detailed text describing the goods or Services.

We would expect to contract with your legally registered company name (legal entity) but can incorporate a 'trading as' name in our finance system if required. Any communication received (such as invoices) from the 'trading as' entity will need to make clear reference to the legal entity or delays in payment may occur.

Do not undertake new work or supply goods or Services in excess of the original Purchase Order Value.

All invoices or credit notes must be an original document.

If an incorrect Purchase Order number or no Purchase Order number is quoted, the invoice will be returned to you. You will be able to handwrite the correct Purchase Order numbers on the invoices that are returned, however it is preferable that you change it on your system and reissue to ensure any future invoices are referenced correctly.

You must identify the business unit the invoice or credit note relates to e.g., DVLA.

E-invoices must not include profanities, as these will also be blocked by Arvato email security filters and may delay/stop the invoice being received.

If an invoice needs to be withdrawn for any reason, you will need to send a credit note. Credit notes should quote the Purchase Order number and your original

invoice reference along with details of what the credit note applies to, particularly if it is not for the full value of the invoice.

Any correspondence or enquiry sent to the designated email address for invoices/credit notes which is not an original document will be deleted, with no action being taken.

Unless we specify otherwise, payment will be made by BACS no later than 30 days of receipt of a valid invoice. We will aim to pay you within 10 days.

Transmission of Invoices

All invoices and/or credit notes will either need to be sent electronically as an attachment to an email or as a hard copy document through the post to the designated address listed below:

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

Postal Address: Shared Services arvato
5 Sandringham Park
Swansea Vale
SA7 0EA

If an original invoice and/or credit note is sent electronically, then the same document must not be sent as a hard copy through the post and vice versa.

All e-invoices and/or credit notes must be sent in a PDF format. Any documents that are received and are not in a PDF format will be deleted with no action being taken.

A 10Mb maximum file size per email is applicable.

If the e-invoice is encrypted, this could result in the invoice being blocked by Arvato email security filters.

Shared Services Arvato cannot be responsible for any e-invoice until it has been received. Responsibility for ensuring the e-invoice is received by Arvato in a timely manner lies with the Supplier.

How to Notify a Change

If you change important information, such as your organisation's contact or bank details, you need to provide written official confirmation. Please notify Shared Services arvato as soon as possible:

Tel: 0344 892 0343

Email: support@sharedservicesarvato.co.uk (Please do not email original invoices/credit notes to this email address)

Postal Address:

Shared Services arvato
5 Sandringham Park
Swansea Vale SA7 0EA

Enquiring about progress of payments

All supplier invoices and payment enquiries must be directed to Shared Services Arvato. If you contact the relevant business unit directly, they will direct you to Shared Services Arvato

For all payment and invoice queries you will need to contact the Shared Services Arvato Service and Support Desk directly on 0344 892 0343. When calling you should quote the Purchase Order number, your vendor account number (if known) and the business unit you are invoicing e.g., DVLA.

You should ask for your communication to be logged on a “service ticket” along with your contact details. This will allow all issues relating to your query to be logged under a unique reference number.

You should quote the service ticket number in any follow up conversations.

If Shared Services Arvato has the invoice but cannot release it for payment, you are required to take appropriate action to ensure it can be paid.

If the invoice has not been received by Shared Services Arvato, the responsibility is on you to get the invoice to Shared Services Arvato. If you are sending invoices to anyone other than Shared Services Arvato, please change your customer invoicing address to Shared Services Arvato

If a response from Shared Services Arvato is required, one will be provided to you within 10 working days

If you have any remittance queries, these should be discussed with Shared Services Arvato:

Tel: 0344 892 0343

Email: support@sharedservicesarvato.co.uk (Please do not email original invoices/credit notes to this email address)

You must also ensure that a statement is sent to Shared Services Arvato monthly to aid prompt payment of invoices (email and postal address as above)

BUYER'S INVOICE ADDRESS:

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

Postal Address: Shared Services arvato
5 Sandringham Park
Swansea Vale
SA7 0EA

BUYER'S AUTHORISED REPRESENTATIVE

xxxxxxx Redacted under FOIA section 40

xxxxxxx Redacted under FOIA section 40 [@dvla.gov.uk](mailto:xxxxxxx@dvla.gov.uk)

xxxxxxx Redacted under FOIA section 40

SUPPLIER'S AUTHORISED REPRESENTATIVE

xxxxxxx Redacted under FOIA section 40

Contracts Director

approvals@xma.co.uk

Wilford Industrial Estate Ruddington Lane Wilford Nottingham NG11 7EP

SUPPLIER'S CONTRACT MANAGER

xxxxxxx Redacted under FOIA section 40

Fulfilment Manager

Strategic.procurement@xma.co.uk

Wilford Industrial Estate Ruddington Lane Wilford Nottingham NG11 7EP

KEY SUBCONTRACTOR(S)

Not applicable

COMMERCIALLY SENSITIVE INFORMATION

All supplier information containing commercially sensitive or confidential information. This includes all Supplier processes and Supplier pricing that would be considered exempt under Section 43 of FOIA 2000 as likely to prejudice the commercial interests of the Supplier. This also includes sensitive personnel information where the Data Subjects have not given their express or implied permission for the information provided in the tendering or award process to be shared in any other manner than for the delivery of the Goods and/or services to the Buyer.

GUARANTEE

Not applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	XXXXXXXX Redacted under FOIA section 40	Signature:	XXXXXXXX Redacted under FOIA section 40
Name:	XXXXXXXX Redacted under FOIA section 40	Name:	XXXXXXXX Redacted under FOIA section 40
Role:	CONTRACTS DIRECTOR	Role:	Commercial Category Lead
Date:	19/2/2025	Date:	19/02/2025