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

**Order Form**

CALL-OFF REFERENCE: Provision of Digital Signage Hardware

THE BUYER: Department for Transport - The DVLA

BUYER ADDRESS Longview Road, Morriston, Swansea

SA6 7JL

THE SUPPLIER: Probrand Limited

SUPPLIER ADDRESS:11th Floor, Alpha Tower, Birmingham, B1 1TT

REGISTRATION NUMBER:2653446

DUNS NUMBER: 769990276

SID4GOV ID:208848

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 19th February 2024

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

CALL-OFF LOT(S):

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.
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)
* Call-Off Schedules for RM6098
  + Call-Off Schedule 5 (Pricing Details)
  + Call-Off Schedule 20 (Call-Off Specification)

1. CCS Core Terms (version 3.0.11) as amended by the Framework Award Form

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

None

CALL-OFF START DATE: 19 February 2024

CALL-OFF EXPIRY DATE: 19 February 2027

CALL-OFF INITIAL PERIOD: 3 years

CALL-OFF DELIVERABLES

Option A: Digital Signage Hardware, as detailed in Schedule 5.

LOCATION FOR DELIVERY

D-Block Stores,

DVLA,

Longview Road,

Morriston,

Swansea

SA6 7JL

(7am till 3pm)

DATES FOR DELIVERY

As mutually agreed between the Parties but before 16th March 2024.

TESTING OF DELIVERABLES

None

WARRANTY PERIOD

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

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£20,159.99

CALL-OFF CHARGES

See details in Call-Off Schedule 5 (Pricing Details)

REIMBURSABLE EXPENSES

Not applicable

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**](mailto: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](mailto: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](mailto: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**](mailto: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:%20Xxxxxxx%20Redacted%20under%20FOIA%20Section%2040@dvla.gov.uk)

(M) 07449 517675

BUYER’S ENVIRONMENTAL POLICY

Not applicable

BUYER’S SECURITY POLICY

Not applicable

SUPPLIER’S AUTHORISED REPRESENTATIVE

Xxxxxxx Redacted under FOIA Section 40

Strategic Account Executive

11th Floor, Alpha Tower, Birmingham, B1 1TT,

[Xxxxxxx Redacted unders FOIA Section 40@probrand.co.uk](mailto:%20Xxxxxxx%20Redacted%20unders%20FOIA%20Section%2040@probrand.co.uk)

SUPPLIER’S CONTRACT MANAGER

Xxxxxxx Redacted under FOIA Section 40

Tenders & Frameworks Manager

11th Floor, Alpha Tower, Birmingham, B1 1TT,

[Xxxxxxx Redacted unders FOIA Section 40@probrand.co.uk](mailto:%20Xxxxxxx%20Redacted%20unders%20FOIA%20Section%2040@probrand.co.uk)

PROGRESS REPORT FREQUENCY

Not applicable

PROGRESS MEETING FREQUENCY

Not applicable

KEY STAFF

Not applicable

KEY SUBCONTRACTOR(S)

Not applicable

COMMERCIALLY SENSITIVE INFORMATION

Not applicable

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

Not applicable

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| --- | --- | --- | --- |
| **For and on behalf of the Supplier:** | | **For and on behalf of the Buyer:** | |
| Signature: | Xxxxxxx Redacted under FOIA Section 40 | Signature: | Xxxxxxx Redacted under FOIA Section 40 |
| Name: | Xxxxxxx Redacted under FOIA Section 40 | Name: | Xxxxxxx Redacted under FOIA Section 40 |
| Role: | Tenders and Frameworks Manager | Role: | Commercial Category Lead |
| Date: | 19.02.24 | Date: | 19/02/2024 |