



**Network Services Agreement RM1045  
Framework Schedule 4  
(Template Order Form and Template Call Off Terms) Part 1(c)**

## **General Further Competition Order Form**

This Order Form must be used to run a General Further Competition under the Network Services Agreement

Before commencing a General Further Competition and completing this Order Form, please refer to the guidance ([How to complete a general further competition order form](#)) provided which is available from the Crown Commercial Service (CCS) website on the agreement web page:  
<http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045>

### **Order Form completion**

The Order Form consists of the following sections, please complete as follows:

#### **Section A – General information**

The Customer must complete the blue boxes in this section before issue to Suppliers.

The Supplier must complete the grey sections as part of the General Tender Response.

#### **Section B – Details of the requirement**

The Customer must complete this section before issue to Suppliers.

#### **Section C – Location details/requirements**

The Customer must complete this section before issue to Suppliers.

#### **Section D - Milestone plan**

The Customer to complete this section, if required, before issue to Suppliers.

#### **Section E - Compatibility information**

The Customer to complete this section, if required, before issue to Suppliers.

#### **Template Call Off Terms**

The Customer must amend the template Call Off Terms as required. The revised terms must be issued to Suppliers with the Order Form.

#### **Section F – Supplier response**

The Supplier must complete this section for submission as part of the General Tender Response.

#### **Section G - Call Off Contract award**

The Supplier must complete the grey boxes in this section.

The Supplier must complete details in the signature box and **sign** before submitting a General Tender Response.

The Customer must complete and sign this section to award a Call Off Contract to the successful Supplier.



## Section A General information

This Order Form is issued in accordance with the provisions of the Network Services Framework Agreement RM1045.

The Supplier shall supply 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.

The Call Off Terms that will apply to the Call Off Contract are as specified in the Template Call Off Terms (Framework Schedule 4, Part 2). The only amendments that can be made, by the Customer, to the Call Off Terms are those identified in sections B and D of this Order Form, or where permitted in the Template Call Off Terms.

### Customer details

#### Customer Organisation name

Driver and Vehicle Licensing Agency (DVLA)

#### Customer billing address

REDACTED

#### Customer Representative

The name of your point of contact for this requirement

REDACTED

#### Customer Representative details

Please provide full address details, email address and telephone number

REDACTED

### Supplier details

#### Supplier name

The Supplier organisation name, exactly as it appears on the Framework Agreement. A document listing all Supplier names and registered addresses has been provided for Customers on the agreement web page.

BRITISH TELECOMMUNICATION PLC

#### Supplier address

The Supplier's registered address

REDACTED

#### Supplier Representative

REDACTED

#### Supplier reference number

A unique number provided by the Supplier at the time of the General Tender Response. This number should be reported in the financial MI return.

N/A

## Section B Details of the requirement



The following details form the basis of a Request for Proposal (RFP) which will be used to award a Call Off Contract.

Suppliers must refer to the Statement of Requirements (SoR) attached (which will form schedule 2, annex 1 of the Call Off Terms) when preparing their General Tender Response.

#### Customer project reference

Please provide a project reference, this will be used in Management Information provided by Suppliers to assist CCS with Framework management.

CCNE17A09

#### Customer Statement of Requirements (SoR) reference

##### 1. PURPOSE

- 1.1 The Driver and Vehicle Licensing Agency (DVLA) is seeking to appoint two Suppliers for the installation of two pairs of Internet circuits connecting the DVLA to the Internet.
- 1.2 Upon installation, the contracted Suppliers will be required to supply a partially managed service for the support and maintenance of this Connectivity.
- 1.3 Due to the need to maximise resilience on the connectivity, the same Supplier cannot be awarded the contract to provide both pairs of internet circuits. However Suppliers must bid for provision of both pairs of circuits to mitigate against the risk of few / no bids for one of the Lots.
- 1.4 This requirement is therefore divided into two Lots, as follows:
  - 1.4.1 Lot 1: Carrier A - provision of Links 1 and 2.
  - 1.4.2 Lot 2: Carrier B – provision of Links 3 and 4.

REDACTED

#### Closing date for Supplier response

15/09/2017

#### Lot or Lots covered by this requirement

##### **LOT 1 OF THIS REQUIREMENT: AWARDED TO BRITISH TELECOMMUNICATION PLC**

Links 1 and 2 must be delivered as shown over a single physical carrier system (Carrier A) with geographically diverse routes into REDACTED (Link 1) and REDACTED (Link 2) and give BGP relationships to a single Internet Service Provider (ISP) (ISP 1).

##### **LOT 2 OF THIS REQUIREMENT: NOT AWARDED**

Links 3 and 4 must be delivered as shown over a single physical carrier system (Carrier B) which is separate from Carrier A, with geographically diverse routes into REDACTED (Link 1) and REDACTED (Link 2) and give BGP relationships to a single ISP (ISP 2), which is separate from ISP1.

#### eAuction

Please indicate if you are proposing to utilise an electronic reverse auction following an initial full evaluation of all Supplier General Tender Responses. Framework Schedule 5 (Call Off Procedures) paragraph 5 (E-Auctions) outlines the requirements for an eAuction under the agreement.

Yes ☐ No ☒

**Last price paid**

Please provide the expenditure in the last full financial year by your organisation covering the services being replaced by this Call Off Contract (if applicable). Please provide any relevant details to explain the figure  
N/A

**Call Off Commencement Date**

The Call Off Commencement Date is the date of dispatch of this Order Form, following signature by the Customer. This date can be found in section G of this Order Form.

12/12/2017

**Expected Call Off Commencement Date**

Please provide an indication of the planned Call Off Commencement Date. This will assist Suppliers in preparing their bid, but if provided is for guidance only.

14/12/2017

**Call Off Initial Period**

Any period in Months, up to the maximum Call Off Initial Period of 60 Months.

36 Months

**Call Off Extension Period**

The maximum Call Off Extension Period is 24 Months.

N/A

**Implementation Plan required?**

Tick as required. See clause 7 of the Call Off Terms

Yes ☒ - As indicated in Appendix D – Response

Guidance, Question 5.1.

**Quality Plan required?**

Tick as required. See clause 8 of the Call Off Terms

Yes ☐ No ☒

**Please note**

Selecting, or ticking 'yes' to any of the following options may have cost implications and limit the ability of some Suppliers to respond to your request for a General Tender Response.  
Please ensure you read the 'How to run a General Further Competition' guidance which is available on our agreement web page. Details of the implications and risks of the following options are outlined in this guidance.

**Additional Standards (Quality Plan) required?**

See clause 8 of the Call Off Terms.

Yes ☐ No ☒

**Milestone plan required?**

Tick as required. See clause 6 of the Call Off Terms. See section D of this form, please complete the table.

Yes ☐ No ☒

**Service compatibility assessment required?**

Tick as required. See clause 7.1.4 (c) to (k) of the Call Off Terms and Section E of this form which requires you to provide additional information.

Yes ☐ No ☒

**Testing required?**

Tick as required. See clause 9 of the Call Off Terms

Yes ☐ No ☒

**Bespoke information security management systems (ISMS) required?**

Tick as required. See call-off Schedule 7

Yes ☐ No ☒

**Customer Security Policy or ICT Policy to apply?**

Tick as required. See call-off Schedule 7 and clauses 7.1.3 and 8.3.3 of the Call Off Terms for references.

Yes ☐ No ☒

**Perpetual licences required?**

Tick as required. See clause 30.8 of the Call Off Terms.

Yes ☐ No ☒

**Exit provisions apply?**

Tick as required. See clause 42.5 of the Call Off Terms.

Yes ☐ No ☒

**Service Maintenance Level (SML) option**

Indicate required Service Maintenance Level (SML), or state that your SML requirements are detailed in your attached Statement of Requirements.

See clause 10 of the Call Off Terms and Call Off Schedule 6.

As indicated in the Statement of Requirements above.

**Bespoke Service Period**

The standard period is one Month.

Please specify any different requirement here. See Call Off Schedule 1 (Definitions) N/A

**Benchmarking required?**

Tick as required. See clause 23 of the Call Off Terms and Call Off Schedule 14.

Yes ☐ No ☒

**Benchmarker name**



N/A

**Benchmarker address**

N/A

**Comparison of price** Please see Call Off Schedule 14

N/A

**Comparison of Service Levels** Please see Call Off Schedule 14

N/A

**Benchmarker frequency**

Please see Call Off Schedule 14, and detail required changes to the frequency described.

N/A

**Additional performance monitoring requirements?**

Tick as required. See Call-Off Schedule 6, Annex 1 to part B

Yes ☐ No ☒

**Additional performance monitoring requirements**

Please provide details of requirements

N/A

**Bespoke Service Credit Cap?**

Tick as required. See definition of Service Credit Cap in Call Off Schedule 1 (Definitions).

Yes ☐ No ☒

**New Service Credit Cap**

Please provide the revised Service Credit Cap.

N/A

**Appointment of Key Personnel?**

Tick as required. See clause 24 of the Call Off Terms

Yes ☐ No ☒

**Continuous improvement required?**

Tick as required. See clause 15 of the Call Off Terms.

Yes ☐ No ☒

**Full Audit transparency required?**

Defined as Auditor access to those elements set out in clause 18.2.2 (r).

Tick as required. See clause 18 of the Call Off Terms. If required, please provide additional information in your SOR.

Yes ☐ No ☒

**Supplier business continuity and disaster recovery (BCDR) plans**

**Standard Supplier plan to apply?**

See clause 12 of the Call Off Terms and Schedule 8 of the Call Off Terms.

Yes ☐ No ☒

**Bespoke BCDR Plan required?**

Tick as required. See clause 12 of the Call Off Terms.

If required, please provide additional information in your SOR.

Yes ☐ No ☒

**Call-off Guarantor required?**

Tick as required. See clause 4.1 of the Call Off Terms

Yes ☐ No ☒

**Financial distress provisions required?**

Tick as required. See clause 20 of the Call Off Terms and Schedule 5 of the Call Off Terms.

Yes ☐ No ☒

**Rating Agency 1**

Please give name of required Rating Agency, see Call Off Schedule 5.

N/A

**Rating Agency 1 - Credit Rating Threshold**

Please state the minimum credit rating level, see Call Off Schedule 5

N/A

**Rating Agency 2**

Please give name of required Rating Agency, see Call Off Schedule 5.

N/A

**Rating Agency 2 - Credit Rating Threshold**

Please state the minimum credit rating level, see Call Off Schedule 5

N/A

**Payment terms/profile required?**

Tick as required. See paragraph 4 of Call Off Schedule 3.

REDACTED

**Bespoke liability limits?**

Tick as required. See clause 33.2.1 of the Call Off Terms.

Yes ☐ No ☒

**Liability limits**

Please provide the revised liability limit(s)

Standard RM1045 terms and conditions limits apply.

**Bespoke insurance requirements?**

Tick as required. See clause 34 of the Call Off Terms.

Yes ☐ No ☒

**Insurance requirements**

Please provide details of your additional insurance requirements

N/A

**Relevant Convictions apply?**

Tick as required. See clause 25.2 of the Call Off Terms.

Yes ☐ No ☒

**Personal Data within UK only?**

Tick as required. See clause 31.7.3 of the Call Off Terms.

Yes ☐ No ☒

**Additional clause "Security measures" required?**

See Call Off Schedule 13, clause 2.2.1

No

**Additional clause "Access to MOD sites" required?**

See Call Off Schedule 13, clause 2.2.2

No

**Additional clause "Other" required?**

See Framework agreement, Schedule 5, clause 4.1

No

**Scots Law required?**

Tick as required.

See Call Off Schedule 13, clause 2.1.1

Yes ☐ No ☒

**Northern Ireland Law required?**

Tick as required.

See Call Off Schedule 13, clause 2.1.2

Yes ☐ No ☒

**Non-Crown Body?**

Please indicate if you are a Crown or non-Crown Body.

**Non FOIA Public Body?**



See Call Off Schedule 13, clause 2.1.3  
Crown Body ☒ Non-Crown Body ☐

Please indicate if you are an FOIA Public Body or non-FOIA  
Public Body. See Call Off Schedule 13, clause 2.1.4  
FOIA Public Body ☒ Non FOIA Public Body ☐





## Section C

### Location details/requirements

Please provide details of all the locations where the Supplier will be required to deliver the Service/s requested (this will be necessary for Suppliers to provide accurate quotations).

For each Site to be covered by this Order Form, please provide the full postal address, including postcode. If a postcode is not available please provide an Ordnance Survey National Grid reference, which can be found using an internet search such as [Grid Reference Finder](#).

Site address	Site postcode	Required service commencement date
REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED

(Provide further Site details as required)

REDACTED



## Section D Milestone plan

Please complete where specific Milestones, Milestone Payments or Delay Payments are required.

Please define the relevant Milestones (time or activity based) e.g. stage payments.

Under each Milestone add the detail which describes the Milestone to Suppliers in terms of time, responsibilities, value as appropriate.

Milestone – N/A								
Deliverables	REDACTED							
Duration	REDACTED							
Milestone date	REDACTED							
Time of the essence? (Y or N)	REDACTED							
Customer responsibilities	REDACTED							
Milestone Payments	REDACTED							
Delay Payments	REDACTED							



## Section E

### Compatibility information

**This section is relevant where you have indicated that a service compatibility assessment required.**

See question in section B.

Clause 7.1.4 (c) to (k) of the Call Off Terms refers.

Please provide additional information as required.

<b>Customer Software</b>
N/A
<b>Customer System</b>
N/A
<b>Customer Property</b>
N/A
<b>Customer Assets</b>
N/A



## Section F

### Supplier response

Suppliers - use this section to provide any details that may be relevant to the General Tender Response. Please ensure that you attach your detailed response which will form Schedule 2, Annex 2 and Schedule 3 of the Call Off Terms

#### Commercially Sensitive Information

Commercially Sensitive Information relating to the Supplier, its IPR or its business, or which the Supplier is indicating to the Customer that, if disclosed by the Customer, would cause the Supplier significant commercial disadvantage or material financial loss.

REDACTED

#### Key Personnel

Please see Customer response in section B to confirm if required. See clause 24 of the Call Off Terms for details

Key Role	Key Personnel Name	Key Personnel telephone number	Key Personnel email address
REDACTED	REDACTED	REDACTED	REDACTED

#### Complaint handling

Please provide details of a single contact who will be responsible for Complaint handling as detailed in clause 53 of the Call Off Terms.

Name of key contact	REDACTED
Job role	REDACTED
Telephone number	REDACTED
Email address	REDACTED
Postal address	REDACTED



### Supplier Equipment

Please detail any equipment that will be necessary to provide the services requested by the customer.  
See clause 29 of the Call Off Terms

REDACTED

### Due Diligence response information

Please include any information that you wish to make the Customer aware of in accordance with clause 2 of the Call Off Terms.

N/A

### Call Off Guarantor

Where the Customer has requested a Call Off Guarantor in section B of this form please provide the **full legal name** and **registered address** of the Call Off Guarantor.

Please include any information that you wish to make the Customer aware of in accordance with clause 4.1 of the Call Off Terms.

Note, where the Customer has requested a Call Off Guarantor in section B of this form, the award of a Call Off Contract is conditional upon receipt of an executed Call Off Guarantee from the Call Off Guarantor on a form set out by the Customer or the form provided in Framework schedule 11 (as specified by the Customer) and a certified copy extract of the board minutes and/or resolution of the Call Off Guarantor approving the execution of the Call Off Guarantee.

N/A

### Rating Agency information

Please provide the ratings using the Rating Agencies identified (if appropriate) by the Customer in section B of this form, in accordance with Call Off Schedule 5.

N/A



### Performance Monitoring & Reporting

Please provide details (3.1.1 to 3.1.5) as required in part B of call-off Schedule 6 paragraph 1.2.

REDACTED

### Total contract value

Please provide an estimated total value (for the Initial Call Off Period) as detailed in your attached response to the Customer's Statement of Requirements.

£255,000.00

If you wish to provide a summary breakdown of the total contract value, please add details.

REDACTED



## Section G

### Call Off Contract Award

Customer organisation: see section A  
Customer project reference see section B  
Supplier name see section A  
Unique Call Off Contract identifier see section A

This Call Off Contract is awarded in accordance with the provisions of the Network Services Framework Agreement RM1045.

The Supplier shall supply 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.

The Customer confirms that no amendments other those identified in sections B and D of this form have been made to the Template Call Off Terms.

#### Call Off Contract Commencement Date

The Call Off Contract Commencement Date will be the date of dispatch of this signed Order Form, by the Customer, to the successful Supplier, in accordance with Framework Schedule 5 (Call Off Procedures) paragraph 8 (Call Off Award Procedure).

#### SIGNATURES

##### For and behalf of the Supplier (at submission of General Tender Response)

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	REDACTED

##### For and on behalf of the Customer (at Call Off Contract award)

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date of dispatch	REDACTED

Please note that if an Order Form is sent to a supplier by post (See Framework Schedule 5 for details) the Order Form should be sent to the postal address provided on the agreement webpage <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045>. Please see the documents tab and refer to Suppliers by lot, this document also provides an e-mail address for each supplier.

#### For Supplier use

##### Unique Call Off Contract identifier

A unique number provided by the Supplier at the time of Call Off Contract award. This number must be reported in the financial MI return.

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