

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

Call Centre Additional Resources – Call Surges

Order Form

CALL-OFF REFERENCE:	K280021302
TOTAL VALUE:	£1286014.80
THE BUYER:	Driver and Vehicle Standards Agency
BUYER ADDRESS	Berkeley House, Croydon Street, Bristol BS5 0DA
THE SUPPLIER:	go-centric Limited
SUPPLIER ADDRESS:	Ground Floor St Paul's House 23 Park Square, Leeds LS1 2ND
REGISTRATION NUMBER:	07377180
DUNS NUMBER:	XXXXXX redacted under FOIA section 40
SID4GOV ID:	XXXXXX redacted under FOIA section 40

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 10 December 2021 (XXXXXX redacted under FOIA section 40, DVSA).

It is issued under Crown Commercial Service framework contract number RM6181 for the provision of **Outsourced Contact Centre and Business Services**.

CALL-OFF LOT(S):
Lot 1 – **Contact Centres**

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) RM6181.

Joint Schedules for **RM6181**

- Joint Schedule 2 (Variation Form)
- Joint Schedule 3 (Insurance Requirements)
- Joint Schedule 4 (Commercially Sensitive Information)
- Joint Schedule 10 (Rectification Plan)

Call-Off Schedules for **K280021302**

- Call-Off Schedule 1 (Transparency Reports)
- Call-Off Schedule 2 (Staff Transfer)
- Call-Off Schedule 3 (Continuous Improvement)
- Call-Off Schedule 5 (Pricing Details)
- Call-Off Schedule 7 (Key Supplier Staff)
- Call-Off Schedule 9 (Security)
- Call-Off Schedule 14 (Service Levels)
- Call-Off Schedule 15 (Call-Off Contract Management)
- Call-Off Schedule 18 (Background Checks)
- Call-Off Schedule 20 (Call-Off Specification)

3. CCS PSC Outsourcing Core Terms (Version 1)

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

Special term 1 - The Buyer is only liable to reimburse the Supplier for any expense or any disbursement which is

- (i) specified in this Contract; or
- (ii) which the Buyer has Approved prior to the Supplier incurring that expense or that disbursement. The Supplier may not invoice the Buyer for any other expenses or any other disbursements.

CALL-OFF START DATE: 10 December 2021

CALL-OFF EXPIRY DATE: 10 December 2024

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CALL-OFF DELIVERABLES

Option B: See details in Call-Off Schedule 20 (Call-Off Specification).

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 12.2 of the Core Terms.

The **Estimated** Year 1 Charges used to calculate liability in the first Contract Year is XXXXXX redacted under FOIA section 43. DVSA is not bound to spend this sum given the nature of the contract

CALL-OFF CHARGES

Option B: See details in Call-Off Schedule 5 (Pricing Details).

PAYMENT METHOD

BACS.

BUYER'S INVOICE ADDRESS:

Shared Services arvato
5 Sandringham Park
Swansea Vale
Swansea
SA7 0EA
(ssa.invoice@sharedservicesarvato.co.uk)

XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
Berkeley House
Croydon Street
Bristol
BS5 0DA

XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
20 Trongate, Glasgow G1 5ES

XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
20 Trongate, Glasgow G1 5ES

PROGRESS REPORT FREQUENCY

To be agreed between the parties within 30 days of start date if anything is required over and above the reporting requirements detailed in the Statement of Requirements

PROGRESS MEETING FREQUENCY

To be agreed between the parties within 30 days of start date.

XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
20 Trongate, Glasgow G1 5ES

XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40
20 Trongate, Glasgow G1 5ES

KEY SUBCONTRACTOR(S)

None.

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:	XXXXXX redacted under FOIA section 40	Signature:	XXXXXX redacted under FOIA section 40
Name:	XXXXXX redacted under FOIA section 40	Name:	XXXXXX redacted under FOIA section 40
Role:	XXXXXX redacted under FOIA section 40	Role:	XXXXXX redacted under FOIA section 40
Date:	09 December 2021	Date:	10 December 2021