



**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/requirement**

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 & Vehicle Licensing Agency (DVLA)

#### Customer billing address

[REDACTED TEXT]

#### Customer Representative

[REDACTED TEXT]

#### Customer Representative Details

[REDACTED TEXT]

### Supplier details

#### Supplier name

Virgin Media Business Limited

#### Supplier address

[REDACTED TEXT]

#### Supplier Representative

[REDACTED TEXT]

#### Supplier reference number

[REDACTED TEXT]

#### Supplier Representative Details

[REDACTED TEXT]



## 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**  
[REDACTED TEXT]

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

##### 1. PURPOSE

- 1.1 This Section B sets out the scope of the Services to be provided by the Supplier, providing detail on its purpose, the required outcomes and the requirements. Section 16 also prescribes the Avaya Telephony Systems Required System Availability, together with Impact Categories, Service Levels, Key Performance Indicators and Service Credits applicable where Service Levels are not met. In some cases this document refers to other controlled documents. These documents cover procedures and processes (such as IT Change Management processes for example), other data elements (such as Incident Management ticket details), and policy and architectural documentation (such as High and Low Level Designs & Security policy).

Furthermore, there are other documents referred to that are in the public domain (such as the HMG Security Policy Framework) and the Supplier shall reference these as required.

##### 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Driver and Vehicle Licensing Agency (DVLA) was established as an Executive Agency in April 1990 within the Department for Transport (DfT) and employs approximately 6,000 staff. Its principal responsibilities and main tasks, on behalf of the Secretary of State, are:

- The setting up of, and recording of amendments to, records of drivers and vehicles to meet the needs of law enforcement agencies and others with a legitimate right of access.
- The issuing and (where appropriate) the withdrawal of licences to drive.
- The issuing of registration documents and the annual licensing of vehicles.
- The issuing of vehicle registration marks, and the sale of special marks; and
- The collection and enforcement of vehicle excise duty.

The Agency operates from 3 geographically separated sites in the Swansea area, the main headquarters being in Morriston, with a print facility in Fforestfach and a Contact Centre in Swansea Vale.

##### 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The DVLA is awarding a support and maintenance contract for its Telephony Communication service through the Crown Commercial Service (CCS) Framework RM1045. The contract is



awarded for a period of 3 years with no option to extend.

3.2 The service to be supported is a single logical system based on an Avaya platform, made up of multiple components, which together provide a broad range of telephony services to our corporate users. The system is based on a dual data centre design and provides functionality to approximately 5,850 (including 1100 seat plus Contact Centre) endpoints across 3 campuses connected by a 10 GB DWDM service. Services to end-users include but are not limited to:

- Desktop Telephony Services.
- Audio and Video Conferencing facilities.
- Contact Centre Services including, but not exclusively limited to, Work Force Management, Avaya Call Recording, Call Management System, Speech Analytics.
- Avaya IR3 and Voice Portal IVR services. (no manufacturer support)
- Links to Salesforce via CTI connectors.

An overview of the current system is depicted in Annexe 1. Note the existing PSTN and 10 GB DWDM circuits will be supplied and maintained by the DVLA and are not included in this contract, all other infrastructure components are in scope of the service for this contract as are Live ("Production") and non-live development ("Non-Prod") environments. Note – The Agency acknowledges that dispensation will apply to the Avaya IR3 product and that support will be provided on a reasonable endeavours basis, as per 3.6

3.3 The Agency has its own telephony team carrying out a wide range of work detailed in section 8. This team will continue to carry out the work outlined in section 8 and will work with the supplier's onsite personnel going forward.

#### 3.4 Core Telephony

Core telephony is provided by an Avaya Communication Manager PBX. The system uses duplicated Call Management Servers running on HP DL360 (media servers for call processing and resilience. The Communication Manager currently runs version 6.2 and gateways are provided by G650 and G450 media gateways. The PBX is IP enabled and consists of the items in Table 1.

Items User Licences	Quantity Production (Approx.)
TDM Phones	5850
ISDN30 Channels	2340
Analogue Lines	75
ISDN2 Channels	60
Analogue Stations	100
Avaya Communication Manager	6
CM6	1
G650	53



G450	14
CMS	2

Table 1 - Core Telephony Services

The core telephony platform also includes integration services for Computer Telephony Integration (CTI) and Session Initiated Protocol (SIP). These include:

- Application Enablement Services.
- SIP Enablement Services.
- Breeze Framework for internal application development (this is used to implement CTI).

### 3.5 Contact Centre

The DVLA operates an award winning contact centre for the provision of call handling services to our customer base. The contact centre is scaled for 1100+ users and uses Experience Portal IVR and IR3 systems to front the majority of its 29 million incoming calls per annum and is highly resilient. It is comprised of the following Avaya sub-systems.

- Avaya Work Force Management (WFM).
- Avaya Call Recording (ACR).
- Avaya Aura Experience Portal (IVR).
- Avaya IR3 (IVR).
- Avaya Call Management System R16.3 (CMS).
- Speech Analytics.
- Manual Pause and Resume for voice recording to allow PCI compliance.
- CTI.

### 3.6 EVL Transactional IVR Service

DVLA operates a transactional IVR service for Vehicle Tax, it receives 650,000 incoming calls per month, generating in excess of £1M per day in revenue. The service currently runs on Avaya IR3 hardware. It should be noted that this service currently has no external remote support access and that all support activities are initiated by onsite support personnel. Further, the supplier should be aware that this service is regarded as a high profile, high value service for the Agency and responses in this area will therefore receive the appropriate level of scrutiny. The Agency has indicated that this channel is to be replaced and the service as is needs to be maintained by the vendor until such time as it is replaced.

DVLA operates a transactional IVR service for Vehicle Tax, it receives 650,000 incoming calls per month, generating in excess of £1M per day in revenue. The service currently runs on Avaya IR3 hardware. It should be noted that:

- This service currently has no external remote support access
- All support activities are initiated by onsite support personnel



- Manufacturer maintenance and support for this product is / has been discontinued

Furthermore, the supplier should be aware that this service is regarded as a high profile, high value service for the Agency and responses in this area will therefore receive the appropriate level of scrutiny. The Agency has indicated that this channel is to be replaced and the service as is needs to be maintained by the vendor until such time as it is replaced. The Agency acknowledges that this can only be provided on a reasonable endeavours basis with no guarantee of sustained uptime or restoration of service in the event of any failure.

### 3.7 Conferencing

DVLA currently uses a Scopia video conferencing system with 10 video units distributed throughout the estate in Morriston and Swansea Vale; the locations of these units are in Annexe 2. DVLA only requires break / fix support for the Scopia solution. DVLA also uses a centrally administered Avaya Meeting Exchange audio conferencing system which is used throughout the Agency.

### 3.8 Call Logging

A Tiger call logger has been installed to log call details associated with all calls to and from the Agency's 5,850 desktop phone base.

### 3.9 Current Services Roadmap

DVLA intends to both maintain and develop its telephony services, making full use of the technical capabilities of any new telephony technology that is currently available or is likely to become available during the life of this contract. It is required that all components delivering the service including but not limited to, hardware, software, networks etc, will be under a minimum of 12 months support at the end of the contract when the assets transfer back to DVLA. The following roadmaps are required to show how the supplier would achieve this. Roadmaps must include;

- Service on boarding plan.
- Maintenance plan for all software and hardware.
- Implementation plan of required service enhancements.

EVL Transactional IVR Service is the exception as per section 3.6

These plans will be subject to change and implementation will be at the discretion of DVLA.

### 3.10 Service Overview

This defines the Service Support in the following 3 categories:

- 3.10.1 Business as usual activity related to maintaining a stable, delivered, system, this would include, but is not limited to:
- System and Service Monitoring.



- Incident Resolution.
- Hardware and Software upgrades in line with component lifecycle.
- Maintenance and Patching.

#### 3.10.2 Service Catalogue

Additional Services or volume where the provision can be offered on fixed terms from a Service Catalogue, for example, additional handsets for a new office capacity, where licences and handsets are required.

#### 3.10.3 Change Requests

Additional Services or capacity enhancements which are outside the scope or volume of the Service Catalogue.

#### 3.11 Asset Transfer

All existing assets, asset registers, CMDB, licences, warranties etc. delivering the Telephony service excluding desktop devices will be transferred to the incoming supplier at zero cost. At the end of the contract all artefacts will transfer back to DVLA at zero cost.

#### 3.12 Small Medium Enterprises

The Government has a target of awarding 33% of its business to Small Medium Enterprises; the supplier should indicate how their proposal would help UK Government in achieving its target.

#### 3.13 Open Source / Open Standard Services

Please note DVLA may require its Telephony service be re-used by other government departments, integrate with other vendor systems, reduce migration costs and prevent vendor lock-in by the provision of Open Source / Open Standard and API application layer services. The supplier should, where appropriate, give an indication of what products they would recommend in order to facilitate and comply with these requirements. DVLA has a requirement to make services available to our customers via digital means and operates using agile methodology where the ability to change and adapt to emerging trends efficiently and cost effectively is paramount, we therefore expect that all solutions proposed by prospective suppliers take full account of these requirements.

If DVLA decides to proceed with this option it will be subject to commercial and system design work and will be subject to a change control process including bespoke scoping, design and quotation.

### 4. DEFINITIONS

Expression or Acronym	Definition
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ACR	Avaya Call Recording
AIC	Avaya Interaction Centre
BaU	Business as Usual
CCS	Crown Commercial Services
CM	Communications Manager
CMDB	Configuration Management Database
CMS	Avaya Call Management System
CTI	Computer Telephony Integration
Desktop Devices	Turrets, headsets, handsets etc.
DfT	Department for Transport
DVLA	Driver and Vehicle Licensing Agency
DWDM	Dense Wave Division Multiplexing
ECHI	External Call History Interface
EVL	Electronic Vehicle Licensing
Gb	Gigabyte
HA	High Availability
IPR	Intellectual Property Rights
IR	Interactive Response
ISDN	Integrated Services Digital Network
IVR	Interactive Voice Response
PBX	Private Branch Exchange
PSTN	Public Switched Telephone Network
SA	Avaya Speech Analytics
SIP	Session Initiated Protocol
SLA	Service Level Agreement
T&M	Time & Materials
TUPE	Transfer of Undertakings (Protection of Employment)
UA	User Acceptance
UC	Unified Communications
VoIP	Voice over Internet Protocol
VP	Avaya Voice Portal (Interactive Voice Response System)
WFM	Avaya Work Force Management

## 5. SCOPE OF REQUIREMENT

- 5.1 The DVLA requires the provision of a support service for its existing Avaya telephony infrastructure including the underlying Telecoms network infrastructure. The current telephony deployment consists of approximately 5850 Avaya handsets managed by an Avaya Communication Manager with various additional components. (The handsets do not form part of this contract.)
- 5.2 The scope of this engagement will include a managed service for DVLA's Production environment and break fix support for DVLA's Development environment. This will include a managed service for all aspects of the underlying Telecoms network infrastructure which underpins all of DVLA's telephony services, (with the exception of EVL IVR environment which has no manufacturers support).

## 6. THE REQUIREMENT

- 6.1 Mandatory and elective requirements. These are detailed in the Compliance Matrix in Section 14.





The provision of a support service for DVLA's existing Avaya telephony infrastructure, including the underlying Telecommunications network, with the ability for the supplier to provide any future enhancements, additional associated software or hardware, or any upgrades that the Agency may require during the duration (including any potential extensions) of the contract in line with the Agencies agile digital service strategy. This may also include a requirement to supply associated telecoms equipment such as telephone handsets, headsets, structured cabling and any other peripheral or consumable items deemed necessary to support DVLA's Telecommunications network. This does not preclude however, the right for DVLA to source these items (headsets/handsets etc) from another external source. Please note, DVLA reserves the right to test the market at any time for any service or item of equipment provided by the supplier to ensure that DVLA receives value for money. In cases where the supplier cannot provide the service at a comparable market price DVLA reserves the right to procure that service outside this contract.

## 6.2 Support and Maintenance of the "As Is" Service

### 6.2.1 Non Production Environment

Break / Fix support is required for the hardware and network components of this environment. Software assurance is required to keep the applications versions at least in line with the Live Production environment and to provide a test bed for installing new updates/patches in advance of their deployment into Production. Full specifications of this environment, its configuration, networks, hardware components and software versions are included in Annexe 4.1. It should be noted that this service currently has no external remote support access and that all support activities are initiated by onsite support personnel. (The agency recognises that the non production environment is not a direct replication of the live environment and as such the aforementioned testing is limited to the applications currently implemented)

### 6.2.2 Live Production Environment

The supplier must provide a managed service for DVLA's production telephony network and all associated servers (both physical and virtual), providing associated network, hardware and software assurance on all software, core voice solution and associated applications including, but not limited to, standard voice, unified communications, voice and video conferencing, call logging, ACR, WFM, Speech Analytics, CTI and contact centre functions. DVLA functional responsibilities are outlined in section 8. All other elements are the responsibility of the supplier. Full specifications of this environment, its configuration, networks, hardware components and software versions are included in Annexe 3.1.

### 6.2.3 Telecommunications Network Infrastructure

The supplier must provide a managed service for all components which underpin the telecommunications network at DVLA and thus provide the backbone for the Live and Dev environments. This will require the supplier to provide a managed service for, but not limited to the following aspects of the network:

- Full security, user control, authorisation, access and audit ability based on MS Active Directory.



- Network services ensuring consistency across the telecoms estate, e.g. DNS and Time Services.
- Extreme Fabric Connect network switched core, top of rack and edge network across 3 geographically diverse locations.
- Full virtualisation platform using VMware hypervisors and iSCSI storage across dual data centres.
- Load Balanced Web Cluster for IVR announcements.
- Load balanced clusters of Tomcat Application Servers for IVR applications.
- Load balanced MySQL Database Clusters for IVR applications.
- Anti-Virus protection, central log collectors and vulnerability scanning.
- Management of PC Clients for the Telecom team.
- The monitoring and Alerting of the Telecoms IT infrastructure.
- Software Patch management for all Telecommunications network operating systems.

6.3 The supplier will engage fully as a partner in the development of a future roadmap for Agency Telecommunication services, adapting to change in a cost effective way, using agile methodology and complying with DVLA / DfT(c) digital strategy allowing the Agency to service its customers using 21<sup>st</sup> century application layer services, focusing on the following key areas.

- 21<sup>st</sup> Century infrastructure and services.
- An innovative modern agile Contact Centre environment.
- The ability to reduce costs, open up new delivery channels and integrate with external services.
- Close attention to cost efficiencies aligned to innovation.

The supplier should take full account of the desire to innovate and reduce overall costs in relation to all their technical submissions in relation to this contract.

6.4 The following outlines elective service enhancements that may be required under this contract. The supplier will be expected to be able to supply solutions to all the following requirements, in addition to any future enhancements that may arise in the future, these solutions should be appropriately aligned with DVLA's agile digital innovation requirements. Implementation will be at DVLA discretion.

#### 6.4.1 High Availability Service Improvements

DVLA currently has four services that were not required to be available across data centres at the time of the previous contract. This requirement has now changed; therefore the supplier must provide a suggested approach to provision these services accordingly.



- ACR – Clustered but not available in both data centres.
- WFO Databases – Clustered but not available in both data centres
- VCentre – Single point of failure.
- CMS – Single point of failure requiring upgrade for resilience and High Availability.

#### 6.4.2 Contact Centre Notification Services

DVLA's Contact Centre currently has a legacy wallboard system comprising of Symon wallboards, single and four line plasma screens integrated into the production service which provides messages, alerts for fraud, queue information and staff engagement information for the Contact Centre staff. The supplier must recommend a solution and implementation costs for a replacement service based on 42 x 49inch LED and 2 x 55 inch LED screens and 7 SDA units that will display real time queue data, with appropriate software to monitor and administer display changes in real time, publish content including emergency messages in real time, display content configurable against pre-defined triggers (e.g. queue length), allocation of screens to at least 6 groups, allowing the display of different content and live TV streaming.

#### 6.4.3 Integration with DVLA Service Desk

DVLA has a requirement to integrate the production telephony service into its, incident and auto alert call logger within Service Now, which is managed by the on premise Service Desk and Out of Hours Operations Centre facility. The requirement, is that all auto alerting from the production systems and non production systems are forwarded in real time into Service Now for visibility by our 24/7 support desks so that we may take the necessary action. The supplier must explain how it would achieve this, indicating their technical ability, toolsets and escalation process to support this integration to ensure timely resolution of all hardware issues and auto generated calls. These will be managed initially by our on-site Telephony teams before escalating to our local on-site supplier resources or remote support resources including, 4<sup>th</sup> line escalation points.

**This does not preclude the supplier providing their own service in addition at their own cost.**

#### 6.4.4 Automated "Pause and Resume" function

DVLA currently has a manual service to pause and resume voice recordings to prevent credit / debit card information being stored on our ACR service in compliance with PCI DSS requirements. The supplier must recommend an alternative solution with indicative costing to enhance this service, either by automating the manual process or a solution to remove the PCI DSS elements from our network.

#### 6.4.5 Customer & Agent Satisfaction Survey



The supplier must have the ability to supply, install and maintain a customer satisfaction survey package with the ability to survey both internal staff and external callers, linking the output to the individual agents calls and the Contact Centres call quality coaching process, providing feedback into agent training requirements and the quality monitoring and work force management system for scheduling purposes. The solution would need to be sized appropriately in order to take into account the staffing levels in DVLA's Contact Centre (currently approximately 1100 staff) and the volume of calls taken in the centre (on average 1.2 million agent answered calls a month).

- 6.5 The following outlines further elective service enhancements which may be required under this contract. The supplier will be expected to be able to supply solutions to all the following requirements if needed, in addition to any other potential future enhancements that may arise. While DVLA intends to implement the requirements below it makes no commitment to do so during the term of this contract and would be solely at DVLA's discretion.

6.5.1 Callback Manager

The ability to supply an automated out dialler function to enable the DVLA's Contact Centre to capture CLI data from callers who have failed to speak to an agent first time and to initiate a call back to those callers, linking that call to an available agent in the Contact Centre.

6.5.2 Natural Language Speech Recognition

The ability to supply enhancements to the existing IVR platform to enable the system to use natural language calls steering for different services, retaining the ability for a hybrid IVR system where DTMF tones can be used in transactional IVR's.

6.5.3 Text To Speech Services

DVLA provides informational messages to customers using IVR and switch messaging services. The ability to provide a consistent voice and tone for all messages and IVR paths will require a text to speech service capable of delivering all voice messages to a professional standard with a minimal requirement to edit the message to obtain the correct pronunciation.

6.5.4 Automated Quality Monitoring

The ability to supply an automated agent quality monitoring system linked to the existing Work Force Management system with the capability of automatically scheduling specific training where areas of development are identified.

6.5.5 Personal Agent Greeting

The ability to supply a personal agent greeting facility, whereby all agent calls are



fronted by an automated agent recorded initial greeting when answering calls.

## 7. KEY MILESTONES

- 7.1 The Supplier should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Onsite Personnel in place and SC cleared	Within 6 weeks of contract commencement subject to SC clearance process
2	Purchase orders and billing services in place	Within 6 weeks of Contract Award
3	Implementation plans and Roadmaps for the current service to be maintainable as per this contract	Within 3 months of Contract Award
4	A list of resources required to deliver to this plan with on and off boarding plans	Within 3 months of Contract Award

- 7.2 The supplier must provide a transition plan, describing the activities, resources and timescales for the transition of all DVLA telephony infrastructure and services into full support.
- 7.3 The effective start date for the 3 year contract will commence at the end of the successful transition period.

## 8. AUTHORITY'S RESPONSIBILITIES

- 8.1 DVLA has an in house Telecommunications team who administer and carry out work on the Agencies telephony systems. The work of this team will continue under the new contract and will include the ability to carry out all the following activities in relation to the systems maintained or provided under the new contract. Additionally, during the life of the contract there may be a requirement for other services supplied under the terms of this contract to be carried out by or administered by the Agencies telephony teams. It is expected that should that be the case the contractor will co-operate with the Agency to provide a smooth transfer of the relevant responsibilities, providing any training if required.

- Managing this contract and all relationships
- Call routing, Vectors, VDN's & Skills.
- Administration of ACR Services.
- Administration of WFM Services.
- Administration of Speech Analytics Services.
- User and Access Management.



- Switch Configuration, hunt & pickup groups & Call barring services.
- Management Information (MI) flows, data base items & MI tags etc.
- Management of trunk groups.
- Creation of phone stations, turret configurations, IVR & switch messages.
- Management of mailboxes & messages.
- Development and support of IVR services and applications.
- Development of Breeze based applications.
- Patching of telephones & peripheral devices.
- Provision of a 1st line support desk for the Agency.
- Telephony support for fault issues.
- The creation and amendment of custom reports.
- The administration of video and audio conferencing services.
- Monitoring of service usage.

## **9. REPORTING**

- 9.1 DVLA runs a set of custom reports based on SharePoint and Microsoft Analysis Services. Data extracts are provided via EHCI on a daily basis from the Contract Management System (CMS), this service must continue under the new contract. Details of the target, DVLA schema and transport mechanisms are provided in Annexe 6.
- 9.2 DVLA must have regular meetings with the Supplier to discuss various aspects in relation to the services they provide the Agency. DVLA will require the supplier to continue to make themselves and the relevant personnel from their account team available for regular meetings at the Agency to discuss all aspects of the service provided. Frequency of these service review meetings will be discussed at the start of the contract and may change over its life time and could reasonably be expected to be anything from weekly to quarterly in nature (attendance at such meetings will be at nil cost to DVLA). These meetings will be expected to cover all aspects of billing, fault management and fault reporting, service level adherence, workloads, the progress of any projects and the progress of any work/cost quotations requested by DVLA from the supplier. The supplier will be expected to provide all necessary billing/invoicing, fault management and SLA reports necessary to make the meetings meaningful and productive. DVLA reserves the right to request additional reports in any area where it feels that these are appropriate and will add relevant information in DVLA's management of the contract. DVLA currently receives the following reports from the supplier and expects equivalents within this contract.
- Nessus weekly patch report scan. Details patch details of all supported servers.





- Weekly quote tracker – Detailing outstanding quotes.
- Weekly Order tracker - Detailing outstanding orders.
- Weekly invoice tracker - Detailing outstanding invoice issues.
- Weekly Project queries - Detailing items to be delivered via project status.
- Weekly Service queries. - Detailing outstanding service issues.
- Weekly Risk Management Report – Detailing outstanding risks and issues.
- Fault reports. - Initial contact within one hour of fault. Timescales for reporting to be agreed in the initial call.
- Major Incident Reports – ad hoc per major fault. A written copy to be received by DVLA within five working days of resolution.
- Statement of accounts. - To be received on the first working day of the month. Detailing payments made and invoices received during the previous calendar month.
- Monthly service review. - To be produced prior to monthly service review meeting and to be discussed in said meeting. The report will detail all ongoing issues and any faults in the last calendar month. This report will form part of the contract review between DVLA, CCS and the supplier.

## **10. VOLUMES**

- 10.1 DVLA's Contact Centre consists of approximately 1150 staff dealing with enquiries from members of the public and the motor trade. The Contact Centre is open from 8am – 7pm Monday to Friday and 8am – 2pm on a Saturday. The Centre operates lines giving advice on Driving Licence and Vehicle matters as well as taking payment for services. All Contact Centre calls are fronted by internally maintained IVR services which filter out and deal with information enquiries with the exception of premium rate services which are dealt with directly by agents. The service manages approx 32 million calls per annum, 29 million for the Contact Centre with an additional 4 million calls to other parts of the Agency. The supplier should note that the Agency does carry a number of IVR services that run 24/7/365 which need to be maintained and will have an impact on the availability on any maintenance windows.

## **11. CONTINUOUS IMPROVEMENT AND INNOVATION**

- 11.1 The supplier will be expected to continually improve the way in which the required services are to be delivered throughout the contract duration.
- 11.2 The supplier should present new ways of working and new technologies to support service modernisation to the Authority during Monthly Contract review meetings.
- 11.3 The supplier will be expected to engage fully as a partner in the development of a future roadmap, adapting to change, innovating and complying with DVLA / DfT(c) strategy. In





addition to on boarding the as-is service on day one, suppliers are encouraged to be innovative in their approach and provide an overview of how DVLA could;

11.3.1 Improve delivery of services to citizens.

11.3.2 Reduce operational costs.

11.3.3 Innovate with cutting edge solutions including (but not limited to):

- Machine Intelligence (e.g. e-mail filtering and baseline behavioural profiles);
- Artificial Intelligence (e.g. intelligent agents and natural language processing);
- Chat bots (e.g. Artificial Conversational Entity).

11.3.4 Utilise new technologies and hosting solutions.

11.3.5 Leverage developments in industry standards for Telephony and Contact Centre services.

11.3.6 Leverage new and emerging technology and solutions from supplier lead Research and Development.

11.4 Implementation of any supplier suggestion, innovation or outcomes from Research and Development will be at DVLA's discretion.

11.5 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

11.6 The supplier is expected provide ongoing detail on how they can provide an integrated, dynamic, innovative, cutting edge solution/s for the supply of the telephony service as part of the regular meetings.

## **12. SUSTAINABILITY**

12.1 The supplier should observe that the Agency has an Environmental Policy and an Environmental Management System [EMS], which is accredited to ISO 14001. The Agency therefore requires contractors, suppliers and/or providers of services to confirm their understanding, acceptance and compliance with the following;

12.1.1 DVLA's Environmental Policy, please see Annexe 7.

12.1.2 The supplier must provide their sustainability or environmental policy.

12.1.3 Disposal of any waste must be in compliance with relevant UK waste regulations and supplier must provide appropriate documentation to DVLA.

12.1.4 The supplier must provide details of the country of origin of any equipment / parts / operating consumables used.

## **13. HEALTH AND SAFETY**



13.1 The supplier must be compliant with DVLA's Health and Safety Policy. Please refer to Annex 9.

#### 14. QUALITY

14.1 Mandatory Quality Requirements (MR) for Provision of a Telephony Support Service:

ID	Compliance Matrix - Requirements
MR01	The Supplier will work with the DVLA to provide a support model by providing appropriate knowledge, skills and training to the DVLA's Telecoms Team enabling their delivery of incidents, customer queries, service requests, moves & changes, with the supplier concentrating on incident and problem resolution at a second and third line stage.
MR02	In order to maintain the agreed Availability and Service Levels as detailed in Section 17 of this Appendix B - Statement of Requirements, the DVLA Avaya telephony system must be supported by on-site second and third line support staff at our Head Office location in Morriston between the hours 08:30 to 16:30, Monday to Friday. Unless by exception due to service requirements, during UK Public/Bank holidays it is acceptable for the Supplier to provide On-Call support only. The new supplier must provide a detailed explanation of how you intend to support this requirement and confirm that on-site personnel have SC level of security clearance.
MR03	The DVLA's telephony system is in operation 24/7/365 and must be supported accordingly, in accordance with the Availability and Service Levels as detailed in Section 17 in this Appendix B - Statement of Requirements. Please explain how you intend to achieve this requirement to fully support DVLA's services going forward.
MR04	As per appendix B Statement of Requirements (3.7) EVL Transactional IVR Service.  Please detail how you would intend to support DVLA's Electronic Vehicle Licensing Service (EVL) and the steps and personnel that would be put in place to support this service. <b>Please note that this is a strategic high value service for the Agency and will be evaluated as such.</b>
MR05	As per appendix B Statement of Requirements (3.8) Conferencing.  The supplier will support DVLA's Telecoms Scopia Video Conferencing System and the steps and personnel that would be put in place to support this service. Please provide evidence of your company's experience in dealing with supporting Scopia conferencing environments.
MR06	As per appendix B Statement of Requirements (3.8) Conferencing.  The supplier will support DVLA's Telecoms Avaya Meeting Exchange Conferencing System and the steps and personnel that would be put in place to support this



	service.
MR07	<p>As per appendix B Statement or Requirements (3.9) Call Logging.</p> <p>The supplier will support DVLA's Tiger Call Logger system and the steps and personnel that would be put in place to support this service.</p>
MR08	<p>As per appendix B Statement or Requirements (6.2.2) Live Production Environment (see also Annexe 3.1 Live Environment Assets)</p> <p>The supplier will support DVLA's Telecoms Live Environment and the steps and personnel that would be put in place to support this service. Please provide evidence of your company's experience of supporting Telecommunications environments. How will your support arrangements be structured to meet DVLA's Service Level requirements?</p> <p>The supplier will use the billing profile for the Live Environment in the Current Service Billing Profile Annexe 8.2 and the LIVE Service Seat Licensing at Annexe 8.10.</p>
MR09	<p>As per appendix B Statement or Requirements (6.2.1) Development Environment (see also Annexe 4.1 Development Environment Assets).</p> <p>The supplier will support DVLA's Telecoms Development Environment and the steps and personnel that would be put in place to support this service.</p> <p>The supplier will use the billing profile for the Development Environment in the Current Service Billing Profile Annexe 8.2 and the DEV Service Seat Licensing at Annexe 8.10.</p>
MR10	<p>As per appendix B Statement or Requirements (6.2.3) Telecoms Network Infrastructure.</p> <p>The supplier will support DVLA's Telecommunications Network Infrastructure and the steps and personnel that would be put in place to support this service. Please provide evidence of your company's experience of supporting telecommunications network infrastructures.</p> <p>The supplier will use the billing profile for the Telecommunications Infrastructure in the Current Service Billing Profile Annexe 8.2.</p>
MR11	<p>As per Appendix B Statement of Requirement (16.4), DVLA require suitably skilled and security cleared onsite personnel</p> <p>The supplier will detail the number of personnel you anticipate providing. The supplier must provide details of their skills and experience of supporting a service of this size and complexity. If part of a supply chain, details of the company they work for should be provided.</p>



	<p>The suppliers must provide details of how they intend to provide training to these staff to keep their skills and knowledge up to date. Please note DVLA does not expect to bear the cost of supplier training.</p>
MR13	<p>As per Appendix B Statement of Requirement (6.4.2) High Availability Service Improvements. Please also take into account the statement in section 3.14.</p> <p>DVLA may require service improvements to certain of its systems (ACR, WFO Database, VCentre, and CMS) to ensure that these critical services have resilient presence in more than one data centre. The supplier must be able to deliver this improvement if required by the Agency. Timeframes for delivery would have to be agreed. Will be subject to change control process including be-spoke scoping design and quotation</p> <p>The supplier will provide a solution as and when required that meets DVLA requirements.</p>
MR14	<p>As per Appendix B Statement of Requirement (6.4.3) Contact Centre Notification Services. Please also take into account the statement in section 3.14.</p> <p>DVLA may require the supplier to provide a replacement notification service for our Contact Centre. Please provide a detailed description of your solution to this aspect of the requirement. The mandatory functionality of the system as described within Appendix B Statement of requirements.</p> <p>The supplier will provide a solution as and when required that meets DVLA requirements. Will be subject to change control process including be-spoke scoping design and quotation</p>
MR15	<p>As per Appendix B Statement of Requirement (6.4.4) Integration with DVLA Service Desk. Please also take into account the statement in section 3.14.</p> <p>DVLA may require the integration of the Live/Production telephony service into our ServiceNow service desk facility for fault reporting purposes and alerting. Please make specific reference to the mandatory functionality of the system as described within Appendix B Statement of requirements. Please also detail how you would intend to support this link going forward and the steps and personnel that would be put in place to support this.</p> <p>The supplier will provide a solution as and when required that meets DVLA</p>



	requirements. Will be subject to change control process including be-spoke scoping design and quotation
MR16	<p>As per Appendix B Statement of Requirement (6.5.5) PCI Compliance. Please also take into account the statement in section 3.14.</p> <p>DVLA currently has a manual pause and resume facility for PCI compliance, we may require a new solution to enhance or automate this service. Please make specific reference to the mandatory functionality of the system as described within Appendix B Statement of requirements. If required the supplier will need to detail how they would intend to support this facility going forward and the steps and personnel that would be put in place to support this.</p> <p>The supplier will provide a solution as and when required that meets DVLA requirements. Will be subject to change control process including be-spoke scoping design and quotation</p>
MR17	<p>As per Appendix B Statement of Requirement (6.5.1) Callback Manager. Please also take into account the statement in section 3.14.</p> <p>DVLA may have a requirement for an out dialler system (Callback Manager) to capture callers that have failed to speak to an advisor and then initiate an automated call back to the enquirer.</p> <p>The supplier will provide a solution as and when required that meets DVLA requirements. Will be subject to change control process including be-spoke scoping design and quotation</p>
MR18	<p>As per Appendix B Statement of Requirement (6.5.2) Natural Language Speech Recognition. Please also take into account the statement in section 3.14.</p> <p>DVLA may have a requirement to supply enhancements to the existing Avaya Aura Experience Portal (IVR) platform to enable the system to use natural language call steering</p> <p>The supplier will provide a solution as and when required that meets DVLA requirements. Will be subject to change control process including be-spoke scoping design and quotation</p>



MR19	<p>As per Appendix B Statement of Requirement (6.5.3) Text to Speech Services. Please also take into account the statement in section 3.14.</p> <p>DVLA may have a requirement for the supply of a high quality voice, text to speech service platform to DVLA's Contact Centre to provide a consistent level of messaging services to the public.</p> <p>The supplier will provide a solution as and when required that meets DVLA requirements. Will be subject to change control process including be-spoke scoping design and quotation</p>
MR20	<p>As per Appendix B Statement of Requirement (6.4.6) Customer &amp; Agent Satisfaction Survey. Please also take into account the statement in section 3.14.</p> <p>DVLA has a requirement for the supply of a Customer Satisfaction Survey platform to DVLA's Contact Centre to provide survey facilities with the ability to survey both customers to the Agency and the Agencies own internal staff linking the output to the individual agents calls and the Contact Centres call quality coaching process, This should then further link into the Contact Centres training, quality monitoring and Work Force Management system for scheduling purposes.</p> <p>The supplier will provide a solution as and when required that meets DVLA requirements. Will be subject to change control process including be-spoke scoping design and quotation</p>
MR21	<p>As per Appendix B Statement of Requirement (6.5.4) Automated Quality Monitoring. Please also take into account the statement in section 3.14.</p> <p>DVLA may have a requirement for the supply of an Automated Quality monitoring platform to DVLA's Contact Centre to provide automated agent quality monitoring services linked to the Contact Centres Work Force Management system.</p> <p>Please provide a high level description for your proposed solution to this requirement.</p> <p>Please also provide an indicative cost for your suggested solution to this requirement and an indication of the implementation time to provide this service if required.</p> <p>The supplier will provide a solution as and when required that meets DVLA requirements. Will be subject to change control process including be-spoke scoping design and quotation</p>



MR22	<p>As per Appendix B Statement of Requirement (6.5.5) Personal Agent Greeting. Please also take into account the statement in section 3.14.</p> <p>DVLA may have a requirement for the supply of an Automated Personal Agent Greeting platform to DVLA's Contact Centre to provide an agent recorded automated initial agent greeting for customers who call the Contact Centre and speak to an advisor.</p> <p>The supplier will provide a solution as and when required that meets DVLA requirements. Will be subject to change control process including be-spoke scoping design and quotation</p>
MR23	<p>The Supplier shall specify, supply and maintain any management tools required for:</p> <ul style="list-style-type: none"><li>• Real-time monitoring.</li><li>• Reporting.</li><li>• Change and configuration management.</li><li>• Asset Management.</li><li>• Auto Alerting.</li><li>• Incident Management.</li></ul> <p>The supplier should explain how they would achieve this. Please note that DVLA reserves the right to inspect any and all CMDB or other databases/documentation maintained on its behalf for accuracy at any time, without this incurring any costs for the Agency. The supplier must confirm their acceptance of this requirement.</p>
MR24	<p>The Supplier shall assume responsibility for the maintenance/support of the telephony service which shall include but not be limited to compliance with:</p> <ul style="list-style-type: none"><li>• Service Delivery.</li><li>• Risk Management.</li><li>• Representation (including preparation of associated technical documents) at, Service Review Meetings, etc. if required.</li></ul> <p>This level of engagement must be able to be consistently provided by the Supplier without impacting the agreed Service Levels. The supplier should explain how they would achieve this.</p>
MR25	<p>The DVLA will choose to define a road map for Telephony Services during the life of this contract. The Supplier must fully engage with the DVLA's Telecommunications Team and provide input to technology roadmaps for hardware and software</p>





	<p>components of the system including any additional services deemed necessary by the Agency. Additionally, the Supplier must be proactive in the monitoring of product lifecycles, identifying issues, significant lifecycle milestones and proposing replacement/alternative components/products when and where appropriate.</p> <p>The supplier will support the current and future services, managing any transition.</p> <p>The supplier should explain how they would achieve this. Please also take into account the statement in section 3.14.</p>
MR26	<p>The Supplier shall provide introductions to key manufacturers on the DVLA's behalf where requested and where appropriate and at DVLA's request, act on our behalf. This shall not preclude DVLA from having direct relationships with key manufacturers where necessary.</p> <p>The supplier should explain how they would achieve this.</p>
MR27	<p>The Supplier will assume the responsibility for producing or updating documentation relating to Supplier changes to the telephony system. This will include but not be limited to:</p> <ul style="list-style-type: none"><li>• Full CMDB.</li><li>• Design documentation.</li><li>• Network documentation.</li><li>• Configuration documents.</li><li>• Asset Registers.</li></ul> <p>The supplier should explain how they would achieve this. Please note that DVLA reserves the right to inspect any and all CMDB or other databases/documentation maintained on its behalf for accuracy at any time, without this incurring any costs for the Agency. The supplier must confirm their acceptance of this requirement.</p>
MR28	<p>Where the DVLA requires a third party to perform work on the telephony system, the Supplier shall cooperate in providing all assistance required.</p>
MR29	<p>The supplier must confirm that they can comply with the DVLA Policies specified in Annexes 7 and 9.</p>

## 15. PRICE

15.1 For billing profiles and templates, please see Annexe 8.

15.2 Supplier must show all companies in their supply chain and indicate their specific area of responsibility.

Please note that any travel & subsistence (T&S) claims that may be applicable in relation to work



carried out by the supplier or its third parties, on or in relation to this contract, shall only be paid in accordance with Civil Service standard T&S rules and thresholds that are in force at that time and then only by prior approval from DVLA. Claims for costs outside standard Civil Service T&S rates or that are made without prior approval will not be considered. The supplier must confirm that they accept these terms in relation to T&S claims within the contract. Please see Annexe 9 (DVLA Policies) for the current T&S rates.

## 16. STAFF AND CUSTOMER SERVICE

- 16.1 The Authority requires the supplier to provide a sufficient level of resource throughout the duration of the contract in order to consistently deliver a quality service to all Parties.
- 16.2 Suppliers' staff assigned to the contract shall have the relevant qualifications and experience to deliver the contract.
- 16.3 The supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.
- 16.4 The Supplier must ensure it has sufficient onsite support staff to meet the SLAs referenced above. However suppliers should be aware that DVLA currently has onsite technical personnel supplied by the current incumbent to take into account leave/training and other commitments. DVLA would expect that the supplier would maintain an appropriate onsite presence to take into account current and potentially increasing workloads. These personnel will be required to have an in depth knowledge of, and be proficient in the following areas in relation to hardware and software:

Current Skills Required	
CM	Business Advocate
IR3	Redhat Linux
Solaris 10	Nuance
Call Management System (CMS)	Sonic Wall
AAEP	MySQL Cluster
AES	Redhat Cluster
Avaya Call Recording (ACR)	Tomcat
VMware	NetVault
Windows Server	Java
Satellite	SAN
Apache	SharePoint
Opsview	Software Development
SNMP	Equallogic
Speech Analytics	Oracle DB
XML/SOAP	Windows Cluster
Exchange	F5 Load Balancers

The Supplier must ensure the services are provided and carried out by appropriately experienced, qualified and trained personnel and that their knowledge is kept current in line with any service or software upgrades and changes. There is a requirement that onsite personnel hold or can hold the appropriate Security Clearance (SC Level). The supplier is responsible for all training and up skilling of onsite resources at no cost to DVLA.



- 16.5 DVLA has a large estate of Avaya IR's and Voice Portal IVR's which the supplier will be required to support from a hardware and software viewpoint, these are however currently programmed in house by the Telecom IVR Team and this will continue to be the case under this contract. The supplier is however required to provide a UK based resource on a time & materials basis for software development for IVR systems and the support and maintenance thereof. When utilised, it is expected that this resource will be based on site at DVLA and will work with the in house IVR developers. The DVLA shall retain the intellectual property rights to any software developed by third party resource on behalf of DVLA as part of this contract. The supplier is required to supply the rates for providing this resource in the rate card in Annexe 8.9.

## 17. SERVICE LEVELS AND PERFORMANCE

Please Note: - until the Agency agrees with the supplier a method to deliver an alternative solution for the EVL/IVR service and to the notification service the solution cannot meet the following SLAs and will be subject to reasonable endeavours fault resolutions.

The EVL IVR solution will require supplier and Agency developer time to modernise.

- 17.1 The Authority will measure the quality of the Supplier's delivery by monitoring the service levels and response times indicated in the tables below;

### 17.1.1 Table 3 DVLA Incident Severity Levels

Incident Severity Level	Description	Non-exhaustive examples
1	<p>An Incident which, in the reasonable opinion of the Customer:</p> <ul style="list-style-type: none"> <li>Prevents 30% or &gt;100 End Users, whichever is smaller from working and where no Workaround exists;</li> <li>Has a critical impact on the ability of the Customer, or a critical part of the Customer's organisation, to carry out its statutory obligations;</li> <li>Causes major disruption to the Customer, or a critical part of the Customer's organisation;</li> <li>results in loss or corruption of any Customer data; and/or</li> <li>Represents a major system or component failure malfunction with critical impact on the Customer's ability to operate entire business processes and operation and no Workaround or manual process is available.</li> </ul> <p>Exception: Incidents relating to</p>	<ul style="list-style-type: none"> <li>Loss of ACD Telephone Switch (no telephones working).</li> <li>Loss of 50% of incoming services.</li> <li>Complete failure of the Telecom network, failure of networks A+B (resulting in no telephone service).</li> <li>Loss of 50% of EVL incoming lines or services.</li> <li>50% packet loss within the Telecom network.</li> <li>Total loss of CMS system.</li> <li>Loss of 50% of the Telecom network.</li> <li>Inability of 50% of users to access WFM.</li> <li>Failure of the CTI service.</li> <li>Total loss of Speech Analytics</li> </ul>



	third-party access circuits are classified as Incident Severity Level 2s.	
2	<p>An Incident which, in the reasonable opinion of the Customer:</p> <ul style="list-style-type: none"><li>• Prevents &gt;20 End Users from working and where no Workaround exists;</li><li>• Has a major (but not critical) adverse impact on the activities of the Customer and no Workaround is available;</li><li>• Causes disruption to the Customer which is more than trivial but less severe than the significant disruption described for an Incident Severity Level 1; and/or</li><li>• Represents minor service or system or component failure malfunction causing impact on Customer's ability to operate significant business processes or operation and no Workaround or manual process is available.</li><li>• Additionally, Incidents relating to third-party access circuits are classified as Incident Severity Level 2s.</li></ul>	<ul style="list-style-type: none"><li>• Loss of an announcement board in the ACD Switch (customers would hear silence and hang up).</li><li>• Loss of an ACD port network.</li><li>• Loss of 25% of lines to an individual service.</li><li>• Loss of an individual IVR application.</li><li>• Loss of 50% of IVR hardware capacity.</li><li>• Loss of 25% of EVL IVR capacity.</li><li>• Inability of 10 or more users to access WFM.</li><li>• Partial failure of the speech analytics system.</li><li>• Inability of users to access all services/reports within WFM.</li></ul>
3	<p>An Incident which, in the reasonable opinion of the Customer:</p> <ul style="list-style-type: none"><li>• Prevents one (1) or more End Users working and where no Workaround exists or where the Workaround causes significant disruption to their ability to use a Service;</li><li>• Has a major adverse impact on the activities of the Customer which can be reduced to a moderate adverse impact due to the availability of a work around;</li><li>• Has a moderate adverse impact on the activities of the Customer;</li><li>• Causes a loss of resilience in a Service to the Customer; and/or</li><li>• Represents a service or system failure malfunction not causing</li></ul>	<ul style="list-style-type: none"><li>• Loss of 10% of lines to an individual service.</li><li>• Loss of 20% of IVR capacity.</li><li>• Inability to access the WFM system by up to 10 users</li><li>• Inability to access the Speech analytics system by 3 or more users.</li><li>• Partial loss of Audio Conferencing services</li></ul>



	impact on Customer's ability to operate significant business processes or production and Workarounds or manual process is available.	
4	<p>An Incident which, in the reasonable opinion of the Customer:</p> <ul style="list-style-type: none"> <li>Causes a minor adverse impact on the provision of the Service to End Users; and/or</li> <li>Represents a service or system failure not causing virtually any impact on Customer's ability to operate significant business processes or operations and Workarounds or manual processes are available</li> </ul>	<ul style="list-style-type: none"> <li>An individual headset not working.</li> <li>An individual handset (telephone) not working.</li> <li>A reset of an individual password.</li> <li>An individual user is unable to access WFM.</li> <li>An individual user is unable to access Speech Analytics.</li> </ul>

17.2 Incidents will be measured in terms of the time taken to respond and restore service through a fix or workaround. Incidents are measured on a 24x7 basis; the response times in Table 4 below are associated with Incident Severity Levels:

17.3 The DVLA requires onsite support during core business hours 08:30 – 16:30 Monday to Friday. The supplier must also provide an on call support service to respond to incidents outside of these times.

17.4 For the avoidance of doubt, during core business hours the timings in Table 4 must be adhered to. Outside of core business hours, the target response times still apply, however should site attendance be required an additional reasonable period for travel time to site will be permitted.

17.5 Table 4 Incident Severity Levels, Response & Resolution Times:

Incident Severity Level	Target Response Time	Maximum Incident Resolution Times
1	15 minutes	Four (4) Elapsed Hours
2	15 minutes	Eight (8) Elapsed Hours
3	15 minutes	Twelve (12) Elapsed Hours
4	15 minutes	Twenty Four (24) Elapsed Hours

17.6 In addition the Authority requires the provision of service credits for supplier underperformance or service failure, the details of which are set out below.

17.7 Service, Core Hours, Expected System Availability and Service Credits per Service Period (monthly)

Service	Service Hours	Availability	Potential Service Credit	
			Minimum	Maximum
Communications Manager	24/7/365	99.995%	2%	5%



Call Management System	Mon – Fri 07:30 – 19:30 Sat 07:30 – 14:30	99.99%	1%	5%
Voice Portal IVR	24/7/365	99.99%	1%	3%
Work Force Management	Mon – Fri 07:30 – 19:30 Sat 07:30 – 14:30	99.99%	1%	3%
Avaya Call Recording	Mon – Fri 07:30 – 19:30 Sat 07:30 – 19:30	99.99%	1%	3%
Speech Analytics	Mon – Fri 07:30 – 19:30 Sat 07:30 – 19:30	99.99%	1%	3%
Avaya Audio Conferencing	Mon – Fri 08:00 – 18:00	99.9%	1%	2%
Voice Mail	Mon – Fri 06:00 – 18:00 Sat 06:00 – 18:00	99.9%	1%	2%
Computer Telephony Interface	Mon – Fri 07:30 – 19:30 Sat 07:30 – 14:30	99.99%	1%	5%
Call Logger	24/7/365	99.99%	1%	2%
Network	24/7/365	99.995%	2%	5%
Infrastructure	24/7/365	99.995%	2%	5%

**Please note that service times may be subject to change during the course of the contract due to business needs.**

- 17.8 For the avoidance of doubt, failure of multiple services or the failure of individual services that render other services un-useable will result in service credits being claimed against all services impacted. In all instances DVLA will negotiate the appropriate service credits within the boundaries stated above for all instances of service outage.
- 17.9 Where a service request is associated with resolution of an incident, the Incident service times will apply.
- 17.10 Where there is a requirement for the supplier to carry out a service requests or service catalogue change normally carried out by the in house Telecoms Team, the performance levels will be defined either in the Service Catalogue by the following criteria:



		Non-Urgent Normal working hours only	Urgent (Unless Incident)	Overall Achievement Target for KPI
MACD Complexity	Concurrent Changes	Service Target	Service Target	Service Target met
Simple	1	1 Hour	30 mins	98% of the time
	2 to 10	3 Hours	1 Hour	
	More than 10	4 Hours	2 Hours	
Standard	1	1 Hour	30 mins	
	2 to 10	3 Hours	2 Hours	
	More than 10	6 Hours	4 Hours	
Complex	1	2 Hours	1.5 Hours	90% of the time
	2 to 10	4 Hours	3 Hours	
	More than 10	8 Hours	Subject to agreement on evaluation of	

For each service request complexity, the number of concurrent changes in the request, and the level of urgency shall apply as follows:

SR Complexity	Example
Simple	Single User Based modifications. e.g. password reset, PIN reset
Standard	Single User Based MACD's, e.g. username changes, single end user changes or additional basic function or feature.
Complex	Fixed profile changes i.e. Add New User, Delete User, Change DDI and Change User Profile.

## 18. SECURITY REQUIREMENTS

18.1 The Supplier shall comply with the Mandatory Security Requirements detailed below in addition to the Security Management requirements contained with the Terms and Conditions of Contract.

ID	Requirement
Security 01	The supplier must describe how they will meet the requirements and be compliant with DVLA's security policies as set out in Annexe 9, as follows:  1. Information Assurance 2. Security Policies 3. DVLA Guidance: Off Shoring Personal Data
Security 02	Regarding the patching of Supplier-owned, 3rd Party and Open Source Software the Service must include a Patching Policy covering any aspect of a contracted service, including but not limited to, Firmware, General Purpose





	Operating Systems, Network Operating Systems, Appliances (Embedded Operating Systems), Application Servers (Middleware) and Applications.
Security 03	The Supplier shall process, in a timely fashion, instructions to grant or revoke access that are authorised by the DVLA or act to implement the DVLA's security policies.
Security 04	The Supplier shall ensure that premises from which any aspect of the Service is delivered comply with the DVLA's policies for physical security. The premises may be subject to auditing by the DVLA.

## **19. INTELLECTUAL PROPERTY RIGHTS (IPR)**

- 19.1 The DVLA shall retain the intellectual property rights to any software or services developed by third party resource, either independently or collaboratively with DVLA developers, on behalf of DVLA as part of this contract.

## **20. PAYMENT**

- 20.1 All invoices in relation to any and all services supplied under the terms of this contract shall be provided for payment at the appropriate time, following the completion of any work in relation to the contract or in line with the appropriate billing period for services supplied.

All invoices shall be addressed to:

[REDACTED TEXT]

- 20.2 All invoices must quote the appropriate purchase order number in order to allow them to be paid correctly. Any invoice that does not quote an appropriate purchase order number will be returned to the vendor.
- 20.3 Payment can only be made following satisfactory delivery of pre-agreed products and deliverables.
- 20.4 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 20.5 DVLA will not pay any late payment or interest charges, where invoices are received that contain incorrect details such as incorrect purchase order (PO) details or contain insufficient information to link the invoice with a particular piece of work or equipment and therefore require additional work internally to link them to the correct PO. Further, DVLA will not pay interest or late payment charges in respect of any invoice that for whatever reason does not reach DVLA's agent, Shared Services Arvato and has to be re-submitted at a later date by the vendor.
- 20.6 In addition, the supplier will be expected to provide a single point of contact for all billing related discussions/enquiries/issues between the supplier and the Agency and to assist in general billing matters.

## **21. ADDITIONAL INFORMATION**

## **22. LOCATION**



- 22.1 The DVLA has 3 main sites located in the Swansea area. The headquarters is in [REDACTED TEXT] and houses the majority of staff, approximately 4500. There are 2 additional sites, one located in [REDACTED TEXT] (Print facility) and another in [REDACTED TEXT]. The [REDACTED TEXT] site consists of a campus of 3 buildings, a Learning and Development Facility, an Innovation Facility and a Contact Centre. The Contact Centre has approximately 1150 seats with an additional 350 staff across the campus. DVLA has a number of personnel located around the country; these individuals work from various locations sited in other government departments' offices or are home workers.

All annexes and documents will need to be followed during operations

## 23. ANNEXES

- 23.1 Annexe 1 - System Overview
- 23.2 Annexe 2 - Video Conferencing locations
- 23.3 Annexe 3 - Live Production Environment Assets
  - 23.3.1 Live Production Components
- 23.4 Annexe 4 - Development Environment Assets
  - 23.4.1 Development Environment Components
- 23.5 Annexe 5 - Additional Asset Information
  - 23.5.1 G650 Cabinet Configurations
  - 23.5.2 G450 Cabinet Configurations
  - 23.5.3 Sub Contractor Responsibilities
- 23.6 Annexe 6 - DVLA SharePoint Report Data Extract Specifications
  - 23.6.1 Annexe 6.1 ECHI Documentation and Specifications
- 23.7 Annexe 7 - Sustainability Compliance
- 23.8 Annexe 8 - Pricing Details
  - 23.8.0 Annexe 8.0 Explanation of how to Complete the Billing Profiles
  - 23.8.1 Annexe 8.1 Current Service Billing Profile
  - 23.8.2 Annexe 8.3 High Availability Implementation Billing Profile- elective
  - 23.8.3 Annexe 8.5 Contact Centre Notification Services Billing Profile- elective
  - 23.8.4 Annexe 8.6 Integration with DVLA Service Desk- elective
  - 23.8.5 Annexe 8.7 PCI DSS Compliance Billing Profile (AKA automated Pause and



Resume) - elective

23.8.6 Annexe 8.8 Customer & Agent Satisfaction Survey- elective

23.8.7 Annexe 8.9 Rate Cards

23.8.8 Annexe 8.10 Service Seat Licensing

23.9 Annexe 9 - DVLA Policies

23.9.1 INFORMATION ASSURANCE

23.9.2 SECURITY POLICIES

23.9.3 DVLA GUIDANCE: OFF-SHORING PERSONAL DATA

23.9.4 HEALTH AND SAFETY

23.9.5 EQUALITY AND DIVERSITY

23.9.6 PROCUREMENT FRAUD

## **24. STATEMENT OF WORKS (SOW)**

**[REDACTED TEXT]**

**SOW AGREED BY BOTH PARTIES**

**[REDACTED TEXT]**

**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 detailed in Customer 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**

**As detailed in Customer Statement of Requirements, above**

**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

**As detailed in Customer Statement of Requirements, above**

Yes ☐ No ☒

**Additional performance monitoring requirements**

Please provide details of requirements

**As detailed in Customer Statement of Requirements, above**

**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.

**Bespoke BCDR Plan required?**



Yes ☐ No ☒

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.

Yes ☐ No ☒

**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)

N/A

**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

N/A

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

See Call Off Schedule 13, clause 2.2.2

N/A



**Additional clause "Other" required?**

See Framework agreement, Schedule 5, clause 4.1

~~Virgin Media Business have signed up to~~

**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.

See Call Off Schedule 13, clause 2.1.3

Crown Body ☒ Non-Crown Body ☐

**Non FOIA Public 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 TEXT]		

(Provide further Site details as required)



## 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	Description	Timeframe
1	[REDACTED TEXT]	[REDACTED TEXT]
2	[REDACTED TEXT]	[REDACTED TEXT]
<b>Notes:</b> Deliverables – [REDACTED TEXT] Milestone dates – [REDACTED TEXT] Time is of the essence – [REDACTED TEXT] Milestone payments – [REDACTED TEXT] Delay payments - [REDACTED TEXT]		



## 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.

#### Customer Software

[REDACTED TEXT]

#### Customer System

[REDACTED TEXT]

#### Customer Property

[REDACTED TEXT]

#### Customer Assets

[REDACTED TEXT]



## 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

#### 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 TEXT]	[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]
[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]	[REDACTED TEXT]

#### Complaint handling

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

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



### 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 TEXT]

### 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.

#### Testing Required

[REDACTED TEXT]

#### Relevant Convictions

[REDACTED TEXT]

#### Security

#### **Annexe 9: DVLA Policies – 3. Off-Shoring Personal Data**

[REDACTED TEXT]

### 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.

### 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.

Rated Organisation	Credit rating agency 1:		Credit rating agency 2:	
	Credit Rating (Long Term)	Credit Rating Threshold	Credit Rating (Long Term)	Credit Rating Threshold



Crown  
Commercial  
Service

Supplier				
Call-off Guarantor To be provided if a Call Off Guarantor has been requested by the Customer in section B and the details have been provided above.				
Framework Guarantor Where the Supplier has a Framework Guarantor the full legal name and registered address is to be provided:				



### 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 TEXT]

#### Total contract value

**£14,323,107.52**

[REDACTED TEXT] – highlights a breakdown of the total contract value (£);

[REDACTED TEXT]

[REDACTED TEXT]





## 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 TEXT]
Job role/title	[REDACTED TEXT]
Signature	[REDACTED TEXT]
Date	[REDACTED TEXT]

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

Name	[REDACTED TEXT]
Job role/title	[REDACTED TEXT]
Signature	[REDACTED TEXT]
Date of dispatch	[REDACTED TEXT]



## Crown Commercial Service

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.