

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

Order Form

CALL-OFF REFERENCE: **K280021966**

THE BUYER: **Driver and Vehicle Standards Agency (DVSA)**

BUYER ADDRESS: Berkeley House, Croydon Street, Bristol, BS5 0DA

THE SUPPLIER: **Foundever GB Ltd (previously Sitel UK Ltd)**

SUPPLIER ADDRESS: **Earlsdon Park, 53-55 Butts Road, Coventry, United Kingdom, CV1 3BH**

REGISTRATION NUMBER: **03450786**

DUNS NUMBER: **536453665**

SID4GOV ID: **TBC**

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 11 July 2023. It's issued under the Framework Contract with the reference number RM6181 Outsourced Contact Centre and Business Services for the provision of Additional DVSA Contact Centre Additional Capacity – Call Surge.

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)
3. Paragraph 9 and Annex 2 of Framework Schedule 3 (Framework Prices).
4. Framework Special Terms
5. The following Schedules in equal order of precedence:

- Joint Schedules for **RM6181**

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- Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
- Call-Off Schedules for RM6181 Call-Off reference number
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 20 (Call-Off Specification)
6. CCS PSC Outsourcing Core Terms (Version 1)
 7. Joint Schedule 5 (Corporate Social Responsibility)
 8. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

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

The following Special Terms are incorporated into this Call-Off Contract:

None.

CALL-OFF START DATE: **17 July 2023**

CALL-OFF EXPIRY DATE: **16 July 2026**

CALL-OFF INITIAL PERIOD: **3 years with 2 optional annual extension (1+1)**

CALL-OFF DELIVERABLES

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 **£1,139,202.00**

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Please note DVSA are not committed to the total contract value. This is the maximum call off value and subject to internal approvals to release budget. DVSA will pay an annual standing charge of XXXXXX redacted under FOIA section 43 to keep the contract active per year.

CALL-OFF CHARGES

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

Pricing within Call-Off Schedule 5 is fixed for the initial 3-year term. Annual extensions would be subject to review and agreement of revised pricing.

REIMBURSABLE EXPENSES

None.

PAYMENT METHOD

Payment will be made by BACS no later than 30 (thirty) days after receipt of a valid invoice and sent to the Buyer's invoice email address below.

A Purchase Order (PO) number for this requirement will be provided to the supplier. The supplier must quote the PO number on all invoices, and these must be submitted directly to:

SSa.invoice@sharedservicesarvato.co.uk

BUYER'S INVOICE ADDRESS:

SSa.invoice@sharedservicesarvato.co.uk

COLLABORATIVE WORKING PRINCIPLES

The Collaborative Working Principles do not apply to this Call-Off Contract.

FINANCIAL TRANSPARENCY OBJECTIVES

The Financial Transparency Objectives do not apply to this Call-Off Contract.

BUYER'S AUTHORISED REPRESENTATIVE

XXXXXX redacted under FOIA section 40

XXXXXX redacted under FOIA section 40

XXXXXX redacted under FOIA section 40

The Ellipse, Padley Road, Swansea, SA1 8AN

BUYER'S ENVIRONMENTAL POLICY

Not applicable.

BUYER'S SECURITY POLICY

Not applicable.

SUPPLIER'S AUTHORISED REPRESENTATIVE

XXXXXX redacted under FOIA section 40

XXXXXX redacted under FOIA section 40

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XXXXXX redacted under FOIA section 40

Earlsdon Park, 53-55 Butts Road, Coventry, United Kingdom, CV1 3BH

SUPPLIER'S CONTRACT MANAGER

XXXXXX redacted under FOIA section 40

XXXXXX redacted under FOIA section 40

XXXXXX redacted under FOIA section 40

Earlsdon Park, 53-55 Butts Road, Coventry, United Kingdom, CV1 3BH

PROGRESS REPORT FREQUENCY

The provider must be able to report on these requirements on intra-day, daily, weekly, and monthly basis. These will also be discussed in the monthly meetings when the contract is active.

PROGRESS MEETING FREQUENCY

To be agreed on the initial startup meeting.

KEY STAFF

Not Applicable

KEY SUBCONTRACTOR(S)

Not applicable.

COMMERCIALLY SENSITIVE INFORMATION

Not applicable.

SERVICE CREDITS

Not applicable.

ADDITIONAL INSURANCES

Not applicable.

GUARANTEE

Not applicable.

SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender).

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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:	19/07/2023	Date:	19/07/2023