

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

Order Form

CALL-OFF REFERENCE:	PS-23-04
THE BUYER:	DVLA
BUYER ADDRESS	Longview Road Swansea SA6 7JL
THE SUPPLIER:	Phoenix Software Limited
SUPPLIER ADDRESS:	Bytes House, Randalls Way, Leatherhead, Surrey, KT22 7TW
REGISTRATION NUMBER:	GB 447 2190 51
DUNS NUMBER:	76-348-8178
SID4GOV ID:	

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated as per signature panel below.

It's issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

CALL-OFF LOT(S):

- Lot 3 Software and Associated Services

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) RM6068
- 3 The following Schedules in equal order of precedence:

Joint Schedules for RM6068

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

- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)

Call-Off Schedules for RM6068

- Call-Off Schedule 5 (Pricing Details)
- Call-Off Schedule 6 (ICT Services)
- Call-Off Schedule 8 (Business Continuity & Disaster Recovery) Part B
- Call-Off Schedule 9 (Security) Part C
- Call-Off Schedule 10 (Exit Management) Part B
- Call-Off Schedule 20 (Call-Off Specification)

- 4 CCS Core Terms (version 3.0.6)
- 5 Joint Schedule 5 (Corporate Social Responsibility) RM6068
- 6 Annexes A to E Call-Off Schedule 6 (ICT Services)

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

CALL-OFF START DATE: 03 April 2023

CALL-OFF EXPIRY DATE: 02 April 2024

CALL-OFF INITIAL PERIOD: 12 months

CALL-OFF OPTIONAL EXTENSION PERIOD: 1 year

CALL-OFF DELIVERABLES

1 x Event Store Enterprise Support

3 x Clusters

1 x Day, Event Store Consultancy/support

KPI's/SLA's as per the document embedded below:



SLA's.pdf

The Event sourcing pattern and the Event Store product are both new to DVLA, and therefore DVLA has very little experience in supporting services that use this pattern and this product. DVLA may not have the required knowledge and skills in house to resolve an Event Store issue to be able to meet the First Registration SLA and may need to resort to 3rd Party expertise within the Event Store organisation in order to resolve.

The DVLA use Event Store v5, a niche technical product that requires specialist knowledge and support. Without Event Store product support, DVLA's RAV (Register a Vehicle) service is at risk. In order to maintain and upgrade Event Store, DVLA requires the supportable RPM packages that Event Store offers, and these are only available to 'support customers'.

Therefore, DVLA needs to maintain official Event Store 'support customer' to be able to upgrade to a supported Event Store product version. Without regular updates to the software, we will not be able to keep the system patched and performant risking the quality of the service and security of the data.

LOCATION FOR DELIVERY

DVLA, Longview Road, Swansea SA6 7JL

DATES FOR DELIVERY OF THE DELIVERABLES

03 April 2023

TESTING OF DELIVERABLES

Not applicable

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 90 days.

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is to be decided on award.

CALL-OFF CHARGES

Total contract value is to be decided on award.

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

All invoice payments will be via BACS

BUYER'S INVOICE ADDRESS:

E-mail address – ssa.invoice@sharedservicesarvato.co.uk

Invoice procedures embedded below



Invoicing
Procedures.docx

BUYER'S AUTHORISED REPRESENTATIVE

Redacted

Commercial Directorate, DVLA, Longview Road, SA6 7JL

BUYER'S ENVIRONMENTAL POLICY



dvla011-corporate-
environmental-polic

BUYER'S SECURITY POLICY

Not applicable

SUPPLIER'S AUTHORISED REPRESENTATIVE

Redacted

SUPPLIER'S CONTRACT MANAGER

Redacted

PROGRESS REPORT FREQUENCY

Not applicable

PROGRESS MEETING FREQUENCY

Not applicable

KEY STAFF

To be agreed with successful supplier following contract award.

KEY SUBCONTRACTOR(S)

Not applicable

COMMERCIALLY SENSITIVE INFORMATION

To be agreed with successful supplier following contract award.

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

Not applicable

For and on behalf of the Supplier:

Signature:

Name:

Role:

Date:

For and on behalf of Buyer:

Signature:

Name:

Role:

Date: