



Crown
Commercial
Service

Digital Outcomes and Specialists 5 (RM1043.7)

Framework Schedule 6 (Order Form) – K280021514 DVSA Drivers Services Platform Discovery

Version 2

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Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Order Form

Call-Off Reference: K280021514

Call-Off Title: Drivers Services Platform Discovery

Call-Off Contract Description:

Full requirements document embedded in Call-off Deliverables section of this Order Form.

The DVSA's requirement is for a suitably skilled team to deliver a Discovery stage project to modernise the system that supports delivery of driver services. To explore options to separate the booking, collection of fees and scheduling (deployment of examiners) of practical driving tests from the existing system and to create a "Driver Services Platform"; as well as to understand outline options for the remaining TARS components and services.

The Supplier will provide a suitably skilled team to undertake the work and will supply outcomes and deliverables as outlined within the requirements document (embedded below within the Call-Off Deliverables section).

The DVSA will supply a project management team and will facilitate access to the appropriate subject matter experts and other stakeholders.

Both parties will agree detailed acceptance criteria for completed work.

The DVSA would also have a review point at the end of Discovery to decide whether to:

- Progress with Alpha
- If progressing with Alpha whether to proceed with the discovery Supplier or to procure the services of a different supplier.

Subject to further approval for the Alpha stage, it is anticipated that Alpha will focus on:

- Detailed User needs for the remaining elements of the services provided by TARS to carry out further user needs and technical feasibility work; prototyping of possible solutions; rollout/implementation plan; business readiness activities and plan including a target operating model; plan for a Beta stage.
- A roadmap for retiring/decommissioning TARS
- Alpha build of the chosen solution

Each stage would be subject to appropriate CDDO, DVSA approvals and GDS functional and service assessments.

The Beta phase would be subject to a full competitive procurement process and is out of scope for this contract.

The Buyer: DVSA

Buyer Address: 112, Upper Parliament Street, Nottingham, NG16LP

The Supplier: Kainos Software Ltd

Supplier Address: 4-6, Upper Crescent, Belfast, BT7 1NT

Registration Number: NI019370

DUNS Number: 23-278-7408

SID4GOV ID: N/A

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 04/02/2022.

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

Call-Off Lot

Lot 1

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) RM1043.7
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.7
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) RM1043.7
 - Joint Schedule 12 (Supply Chain Visibility)

- Call-Off Schedules for RM1043.7
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 26 (Cyber Essentials Scheme)
- 5. CCS Core Terms (version 3.0.9)
- 6. Joint Schedule 5 (Corporate Social Responsibility) RM1043.7
- 7. 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.
- 8. Kainos Driver Services Platform Discovery Proposal version 1/0 (Supplier Proposal)

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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 Start Date: 21st February 2022

Call-Off Expiry Date: 28th February 2023

Call-Off Optional Extension Period: 13 weeks

Minimum Notice Period for Extensions: 30 days

Call-Off Contract Value: Discovery - £423,510.00

Call-Off Initial Period: Discovery: 14 weeks

The DVSA would also have a review point at the end of Discovery to decide whether to:

- Progress with Alpha
- If progressing with Alpha whether to proceed with the discovery Supplier or to procure the services of a different supplier.

Should DVSA wish to continue with Alpha the costs are understood to be a fixed price of XXXXREDACTED UNDER FOIA SECTION 43. This is subject to further spend approvals. At no point should work commence without an approved Statement of Work for Alpha. This will be dependent on gaining all relevant approval to proceed, to include CDDO approval.

Maximum Call-Off Value: £1,495,000.00 (exc. VAT and expenses, if any). Any spend over and above the fixed price proposed Discovery and Alpha costs will be subject to iterative spend approval and at the discretion of DVSA.

Call-Off Deliverables



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The deliverables of this Call-Off are included within the above embedded Requirements document.

Buyer's Standards

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification).

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials Plus Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

Maximum Liability

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is XXXXREDACTED UNDER FOIA SECTION 43

Call-Off Charges

A Fixed Price charging method is being used.

The breakdown of charges and the Supplier's Rate Card (as originally provided within the Supplier's Proposal) is embedded below.

Kainos Driver Services Platform Discovery Financial Matrix:

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Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

Reimbursable Expenses

Refer to Travel and Subsistence policy in Annex 2

Payment Method

Payment will be made by BACS. You must be in possession of a written purchase order (PO), before commencing any work, or supplying any goods, under this contract. The Purchase Order Number for this contract will follow shortly.

Invoices submitted to the Department **must also quote the PO number** and must be submitted in accordance with DVSA's Invoicing Procedures.

Invoices received without the correct Purchase Order Number will be returned to you and will delay receipt of payment.

Buyer's Invoice Address

DVSA Accounts payable
DfT Shared Service Centre
5 Sandringham Park
Swansea Vale
Swansea
SA70EA

Alternatively electronic invoices can be issued to: ssa.invoice@sharedservicesarvato.co.uk

Invoices received without the correct Purchase Order Number will be returned to you and will delay receipt of payment.

Buyer's Authorised Representative

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Buyer's Environmental Policy



DVSA Sustainable
Development Strategy

Buyer's Security Policy



Acceptable%20Use%20Policy.docx DVSA-IAP101%20-%20Tier%201%20Incide DVSA-IAP303%20-%20Tier%203%20Acces DVSA-IAP309%20-%20Tier%203%20Decor DVSA-IAP309%20-%20Tier%203%20Decor DVSA-IAP310%20-%20Tier%203%20Encry



DVSA-IAP311%20-%20Tier%203%20Foren DVSA-IAP314%20-%20Tier%203%20Inform DVSA-IAP317%20-%20Tier%203%20Conte DVSA-IAP318%20-%20Tier%203%20Netw DVSA-IAP319%20-%20Tier%203%20Patch DVSA-IAP323%20-%20Tier%203%20Protec



DVSA-IAP323%20-%20Tier%203%20Protec DVSA-IAP331%20-%20Tier%203%20Vulne DVSA-IAP332%20-%20Tier%203%20Admir DVSA-IAP334%20-%20Tier%203%20Test DVSA-IAP335%20-%20Tier%203%20Wi-Fi

Supplier's Authorised Representative

XXXXREDACTED UNDER FOIA SECTION 40

4-6 Upper Crescent, Belfast, BT71NT

Supplier's Contract Manager

XXXXREDACTED UNDER FOIA SECTION 40

4-6 Upper Crescent, Belfast, BT71NT

Progress Report Frequency

On the first Working Day of each calendar month

Progress Meeting Frequency

Quarterly on the first Working Day of each quarter

Key Staff

XXXXREDACTED UNDER FOIA SECTION 40

Key Subcontractor(s)

XXXXREDACTED UNDER FOIA SECTION 43

Commercially Sensitive Information

Supplier's rates and staff information.

Material KPIs

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard):

Material KPIs	Target	Measured by
All activities will be completed to agreed schedule as set out in the proposal, or otherwise agreed between DVSA and the Supplier	End of Week 1 – 2	Definition of Discovery Objectives including: <ul style="list-style-type: none"> • Problem definition • Outcomes statements • Success criteria
Artefacts produced, validated and available to DVSA aligned with completion of activities	End of Weeks 3 – 8	<ul style="list-style-type: none"> • User insights and personas • “As-is” service blueprint and process map • Consolidated priorities user needs and personas • TARS data flows and integrations • Baseline performance metrics • Problem quantified
	End of Weeks 8 – 14	<ol style="list-style-type: none"> 1. Options analysis 2. “To-be” service Blueprint and processes 3. High-level solution architecture 4. High-level functional and non-functional requirements
	End of Week 14	<ol style="list-style-type: none"> 1. Discovery report, including recommendations and next-steps All relevant approvals to be given prior to proceeding to Alpha. 2. High-level Alpha backlog 3. Alpha Delivery plan 4. Technical and Delivery RAID

Additional Insurances

N/A

Guarantee

N/A

Social Value Commitment

N/A

Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

For and on behalf of the Supplier:

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For and on behalf of the Buyer:

XXXXREDACTED UNDER FOIA SECTION 40

Appendix 1

The first Statement(s) of Works shall be inserted into this Appendix 1 as part of the executed Order Form. Thereafter, the Buyer and Supplier shall complete and execute Statement of Works (in the form of the template Statement of Work in Annex 1 to the template Order Form in Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)].

Driver and Vehicle Standards Agency (DVSA) Driver Services Platform – Discovery - K280021514	
Statement of work number	SOW 1 / K280021514 Supplier reference: PID122975 (SOW#1)
Name of Supplier	Kainos Software Ltd
Registered Address of Supplier	Kainos House, 4-6 Upper Crescent, Belfast, BT7 1NT

1. Brief description of Project

TARS modernisation forms part of the Driver Services Transformation. There is a growing need across the business to be able to respond to issues such as those resulting from the COVID 19 pandemic. DVSA needs to quickly establish if we can implement a Driver deployment model that provides for more effective-scheduling (deployment of examiners) -and in turn create improved flexibility in the provision of Driver test slots.

Alongside the software constraints identified above, the system functionality is constrained as there is a dependency on a significant amount of manual intervention and built-in business processes that can restrict our ability to be completely flexible. DVSA seeks to transform the TARS system from a large monolithic platform in a way that minimises the risks to the business.

The approach proposed is to develop a modern, flexible platform using modern technologies. This will enable DVSA to implement changes to the system more quickly and more cost effectively than at present.

The strategic approach to achieve this will be to break the existing monolithic system into smaller parts and to explore opportunities to re-use components and platforms across the enterprise.

This project will deliver a discovery investigating options to separate the booking, collection of fees and scheduling (deployment of examiners) of practical driving tests from the existing system and to create a “Driver Services Platform”. Further work to explore options for delivery of the remaining TARS service would be carried out towards the end of the Discovery Stage (time permitting), with a view to continuing this into alpha should DVSA decide to proceed to the Alpha stage.

1.1 Summary

The investment objectives for this Project are as follows:

- Investment Objective 1: Establish user needs for the Driver Services Platform focused on bookings, payments and scheduling of tests.
- Investment Objective 2: Examine the current legacy system and investigate options for service improvement for the new Driver Services Platform to align with identified user needs
- Investment Objective 4: Develop options for solutions for disaggregation of the bookings, payments and scheduling elements of the TARS system while still maintaining business continuity
- Investment Objective 5: Plan for Alpha stage using outcomes/outputs from Discovery

Other elements of the TARS service will be considered when analysing options for bookings, payments and scheduling to ensure options take these future needs into account at a high level. Detailed analysis will however not be completed on these other elements.

The Driver Services Platform project is a key part of the DVSA's Driver Services Transformation Programme. This project will support the overall programme by breaking down the current large monolithic platform and creating a modern, flexible, and more cost-effective platform. This will enable DVSA to better respond to changing user needs and will contribute to the Agency's overall strategy to improve road safety.

2. SOW Scope

To deliver a discovery stage project focused on user needs – potentially leading to an Alpha Stage project. A separate Statement of Work will be issued for an Alpha stage, dependent on DVSA's decision to progress and the outputs from Discovery.

Date of SOW:	21/02/2022
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Schedule 1 SOW Details

SOW 1 Reference:	K280021514 Supplier reference: PID122975 (SOW#1)
Buyer:	DVSA
Supplier:	Kainos Software Ltd
Phase(s) of Development:	Discovery Phase
Duration of SOW 1	14 Weeks
Charging Method(s) for this Release:	XXXXREDACTED UNDER FOIA SECTION 43

- 2.1 The Parties will execute a SOW for each phase (Discovery and Alpha).
- 2.2 The rights, obligations and details agreed by the Parties and set out in this SOW apply only in relation to the Services that are to be delivered under this SOW and will not apply to any other SOWs executed or to be executed under this Call-Off Contract unless otherwise agreed by the Parties.
- 2.3 Any changes to the service requirement should be agreed with the Buyer and covered by a separate SOW where it cannot be accommodated within an existing SOW.
- 2.4 Multiple SOWs can operate concurrently.
- 2.5 Payment for the services delivered will be on a phased basis. The Supplier shall invoice the Buyer for the Fixed Price of XXXXREDACTED UNDER FOIA SECTION 43. The payment schedule is focussed around the successful delivery of the activities and outputs set out in Page 5 of the Supplier Proposal (which is set out in Schedule 1 of this Order Form).

3. Outcomes

- The Supplier will deliver the outcomes and discovery related deliverables as set out in their response to the DVSA's procurement on the Digital Market Place RM1043.7 (which is in Schedule 1 of this Order Form and forms the basis of the delivery agreement between DVSA and the Supplier).

The Supplier will carry out the activities within the timescales and costs set out in the Supplier Proposal (Driver Services Platform Discovery Proposal version 1/0, dated 23rd December 2021) which is in Schedule 1. If there is no fault or delay attributable to the DVSA, then DVSA will withhold the final payment of XXXXREDACTED UNDER FOIA SECTION 43 until all agreed activities and outputs are provided.

- 3.1 In the event of an agreed change, which materially affects the amount of effort,

both parties will agree the rate, scope and associated timeline before work commences. This will be based on the Rate Card from the Supplier's Proposal: for ease of reference the same Rate Card is embedded within the 'Call-Off Charges' section of the Order Form.

- 3.2 DVSA reserves the right to ask the Supplier to provide a range of client-side roles. The costs of providing these roles is outside of the scope of the Supplier Proposal (Schedule 1 of this SoW) and will be agreed between DVSA and Supplier in a new SOW on a T&M basis.

4. Risks:

- 4.1 Project RAIDD will be available to Suppliers.

- 4.2 In addition, the following risks have been identified as pertinent to this SOW:

Risk	Description	Rating	Mitigation
1	<p>Cause - Timelines are aggressive which could result in the project being expected to move too quickly. Which could stop the project</p> <p>Event - properly setting out the business problem before implementing a solution.</p> <p>Affect - Poor quality or solution incorrect</p>	9	Avoid unrealistic timelines.
2	<p>Cause - Some elements that will not be in scope such as:- Paperless Certificates / Motorist Wallet / Common Customer Portal / Workforce Management System etc.</p> <p>Event - Increase time and cost and complexity of the project deliverables.</p> <p>Affect - resulting in pressure on the project, insufficient resource and diverts project away from core activities.</p>	16	<p>Once scope agreed at programme level project will implement clear change control process.</p> <p>any requests for additional work will be subject to the appropriate change control process.</p>
3	<p>Cause - Supplier will require clarity on future operating models for Driver Services – Vision and ToM are critical artifacts that will need to be provided to the Project and supplier – this is a critical dependency.</p> <p>Event - Risk that without the above the technology solution drives the operating model, rather</p>	20	Raised at Service Transformation Programme board.

	<p>than it being the enabler</p> <p>Effect - we re-create what we already have</p>		
4	<p>Cause - Resource availability within DVSA.</p> <p>Event - SME availability will be key, but already stretched too thinly.</p> <p>Effect- Critical specialist roles not available in DVSA</p>	16	<p>Secured as much resource as possible.</p> <p>Risk they may not be available.</p> <p>Stakeholder mapping session 19/01/22 to identify internal touch points, hold pre discovery kick off meeting to give background information and make them aware of time needed for discussions with suppliers.</p> <p>Monitor closely.</p> <p>Book time (sufficiently in advance) in key stakeholder calendars to spend with supplier/ project.</p>
5	Funding not spent in FY21/22 but will be required in 22/23	2	DVSA Medium and Long Term Financial forecast includes assumed budgets for Driver Services Transformation
6	Supplier unable to provide planned teams and personnel.	12	Transparency and communication from Supplier and planning to address

Risk Score	
5	5 0 1 2 2
4	4 8 1 1 2
3	3 6 9 2 5
2	2 4 6 8 0
1	1 2 3 4 5
	1 2 3 4 5

Impact

Likelihood		
1	Rare	A very unlikely event. It could happen, but probably never will. Below 5%
2	Unlikely	Not expected. Slight possibility. An improbable sequence of events. 5% – 25%
3	Possible	Moderate likelihood. Foreseeable. May have occurred in projects like this before. 25% – 50%
4	Likely	Strong possibility. High likelihood. An easily foreseeable event. 50% – 75%
5	Almost certain	Almost certain without any intervention. Above 75%

Impact

1	Insignificant	The project will have to make some minor changes. Resolvable by project team. Can be managed.
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		Acceptable.
2	Minor	Some changes. Additional work with some impact.
3	Moderate	One or more areas likely not to deliver as planned. Significant impact.
4	High	Significant rethink required. Major Impact.
5	Critical	Serious failure of objectives. Disastrous Impact.

5. Dependencies:

5.1 Project RAIDD will be available to Suppliers.

6. Assumptions:

Ref	Description
A1	It is not expected that DVSA will make enterprise-level decisions that introduce additional technical dependencies into Driver Services Platform
A2	It is not expected that DVSA will make enterprise-level decisions that introduce additional scope into Driver Services Project that leads to a re-plan of Discovery.
A3	Kainos will be able to provide an appropriately skilled team.
A4	DVSA will provide one dedicated service owner, responsible for making all service level decisions
A5	<p>DVSA staff will be appropriately skilled and be able to provide focus on their accountabilities to the Driver Services Project. Their time will not be re-directed by senior management to other work. Full time DVSA roles/capabilities include: Project Manager, Project Support, Business Analyst, Enterprise Architect. DVSA Part time roles include but are not limited to: Senior Responsible Owner, Service Owner, Subject Matter Experts, Commercial/procurement, Change Manager, External Communications, DVSA business partner.</p> <p>Furthermore, it is assumed that a consistent IM&S person is identified, with capacity to support the team throughout Discovery, defining security policies, providing security guidance, approval, and clearly identifying where security requirements should be considered.</p>
A6	The currently allocated DVSA staff members remain in post throughout this contract
A7	<p>DVSA will be responsible for supporting successful delivery, including:</p> <ul style="list-style-type: none"> • Providing access to stakeholders and information needed to undertake the work; • Making product/service decision in a timely manner, defining the content and direction for each sprint • Managing relationships with external stakeholders, including but not limited to DfT, GDS, DVLA, industry bodies • Managing conflicting views and requests across internal stakeholders • Managing other suppliers • Providing timely access to DVSA systems, software and licensing, including but not limited to AWS, Azure, Dynamics 365, SAP Business Objects Enterprise / Crystal Reports, PowerBI, jira, confluence, lucid spark, MS teams. All costs for systems, software and tooling will be covered by

	DVSA. <ul style="list-style-type: none"> • Providing active and proportionate governance • Making timely decisions necessary for the progress of the Discovery work-stream.
A8	DVSA is able to provide regular access to the incumbent supplier team (BJSS) who are currently supporting TARS (TSS). The BJSS team will support the Supplier in its Discovery activities, including but not limited to: providing suitable access to the TARS environments (dev, test, live); providing architectural run throughs for TARS; providing TARS documentation; inclusion in workshops to identify existing TARS pain points and opportunities to improve the service
A9	DVSA will provide timely access (in line with the plan) to user research participants across a suitably broad range of users (e.g. across inclusivity and accessibility needs) to support the effective identification of user needs. These user groups will include, but not be limited to: members of the public, driving examiners, driving instructors and potential driving instructors, ADIs, trainer bookers, motorcycle instructors, CPC assessors, delegated examiners, DVSA staff, training bodies, approving bodies, third parties & periodic training centres.
A10	Supplier will use a timeboxed approach to the delivery as requested in the requirements document, with the Discovery being contained to 14 weeks.
A11	TARS will remain static throughout the Discovery period with no major changes applied
A12	DVSA to provide access to relevant test systems and data for TARS

7. Quality Acceptance Criteria

Quality Assurance will span all phases of the DSP project and all SOWs. The Supplier's approach to ensuring quality was evaluated in the Supplier's Proposal as part of the decision to award the Contract. DVSA has agreed KPIs with the Supplier for use in on-going Contract Management. These KPIs cover a range of outputs that have been identified in the Order Form that will be used to assess the quality of the Supplier's work.

KPI's:

- All activities will be completed to agreed schedule as set out in the Supplier's Proposal, or otherwise agreed between DVSA and the Supplier.
- Artefacts produced, validated and available to DVSA aligned with completion of activities.

DVSA will provide delivery assurance throughout the project.

8. Governance

Any changes to scope, timescales and costs within this SOW will be managed through change and version control, which may be via the Driver Services Project and / or the Services Transformation Programme.

Some variations may be subject to other DVSA approvals committees and boards.

All variations will ultimately be approved by both the DVSA Senior Responsible Owner and Senior Commercial Advisor.

9. Intellectual Property Rights (IPR)

Unless otherwise specified in the Call-Off Contract:
For further information on IPR, please see Call-Off Contract.

10. Other Requirements

There is an expectation that the Supplier's personnel will be minimum BPSS clearance and if SC clearance is deemed required throughout delivery, then DVSA will sponsor.

Temporary DVSA email and system access will be provided. There is an expectation that all documentation will be retained on DVSA systems. A standard DVSA declaration will have to be signed.

11. Place of Performance

This will be DVSA offices in Nottingham with possible work required at other DVSA locations.

Initially this is expected to be The Axis Building, 112 Upper Parliament Street, Nottingham, NG1 6LP as the focal point.

Post-COVID working arrangements will allow remote-first working, but the delivery team will need to co-locate as required.

The Supplier is required to support the DVSA during normal opening hours (Monday to Friday 07:00 to 19:00) as required. Travel to other locations may be required, in which instance, expenses would be charged back to DVSA in line with the Expense Policy.

12. Agreement of statement of works

BY SIGNING this SOW, the parties agree to be bound by the terms and conditions set out herein:

For and on behalf of the Supplier:

XXXXREDACTED UNDER FOIA SECTION 40

DSP Senior Responsible Owner:

XXXXREDACTED UNDER FOIA SECTION 40

DVSA Commercial Directorate:

XXXXREDACTED UNDER FOIA SECTION 40

If you exceed the overall Contract value and Supplier Staff are still required to deliver the services, then a contract change note (CCN) must be raised, explaining the reason(s) for the extension.

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

SCHEDULE 1: Supplier's Proposal

Kainos Driver Services Platform Proposal version 1/0

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Annex 1

Data Processing

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Relevant Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> a Candidate full name and title b Candidate address, telephone number and email address c Candidate date of birth d Candidate gender e Candidate disability, health conditions and learning difficulties f Candidate ethnicity - this g vehicle registration number of the vehicle test taken in h type of test taken including ADI personal reference number where included i the language used (English or Welsh) j driving instructor's personal reference number k theory test certificate pass number l theory and driving test results m information about past health and safety incidents that prevent from booking online, or where Candidates have asked DVSA to stop their details being used to book, change or cancel a driving test online n ADI full name o ADI address p ADI driving licence number q ADI email address r ADI telephone number

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

	<p>s ADI ethnicity where given</p> <p>t ADI convictions (motoring and non-motoring)</p> <p>u ADI photograph</p> <p>v ADI Disclosure and Barring Service (DBS) reference number</p> <p>w which trainer the ADI used while qualifying, if any</p> <p>x which driving school the ADI works for</p> <p>y ADI standards check history, including dates and results</p> <p>z personal data about the ADI from any complaints DVSA receives from learner drivers or other members of the public</p> <p>aa ADI vehicle registration when they present candidates for test</p> <p>bb Trainer Booker business name</p> <p>cc Trainer Booker business address</p> <p>dd Trainer Booker telephone numbers</p> <p>ee Trainer Booker email addresses</p> <p>ff Trainer Booker business interests (such as car, bike or lorry)</p> <p>gg an electronic signature</p> <p>hh personal reference numbers for approved driving instructors</p> <p>ii prefunded accounts – prefunded account name</p> <p>jj The personal data DVSA collects about candidates from DVLA contains entitlement details such as:</p> <p>kk Candidate name</p> <p>ll Candidate address</p> <p>mm Candidate current and previous driving licence numbers</p> <p>nn Candidate entitlement</p> <p>oo Candidate test category</p> <p>pp Candidate dates of entitlement</p> <p>qq Candidate disqualification details</p> <p>rr Candidate extended test details</p> <p>ss UK CPC Driver number</p> <p>tt UK CPC Driver email address</p> <p>uu UK CPC Driver training courses attended</p> <p>vv UK CPC Driver status</p>
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Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

	<p>ww DVA CPC Driver name</p> <p>xx DVA CPC Driver date of birth</p> <p>yy DVA CPC Driver ID number</p> <p>zz DVA CPC Driver current address</p> <p>aaa DVA CPC Driver previous addresses</p> <p>bbb DVA CPC Driver test results/category</p> <p>ccc DVA CPC Driver CPC validity to/from</p> <p>ddd DVA CPC Driver licence status</p> <p>eee Non-UK CPC Driver first name and surname</p> <p>fff Non-UK CPC Driver driving licence number and country of issue</p> <p>ggg EU exchange Driver name</p> <p>hhh EU exchange driver number</p> <p>iii EU exchange expiry of CPC entitlement</p> <p>jjj Payment details - including card number (numbers are encrypted and access is restricted), dates the card is valid from and to, issue number and card type (for example, MasterCard)</p>
Duration of the Processing	<p>The duration of the Processing will be until the earliest of:</p> <ol style="list-style-type: none"> 1. expiry/termination of the Contract 2. the date upon which the Processing is no longer necessary for the purposes of either party performing its obligations under the Contract (to the extent applicable) <p>DVLA driver's data as stated above - this data has a specifically short (10 day) retention period and must not be held or processed for longer than that period by the Contractor.</p>
Nature and purposes of the Processing	<p>The nature of the processing could mean any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means).</p> <p>All personal data as described within this Schedule must only be held and processed within the UK</p> <p>The purpose might include but not be limited to</p> <ol style="list-style-type: none"> 1. user research 2. creation of test data

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	<ol style="list-style-type: none"> 3. development of proof of concept demonstration systems 4. account creation and authentication 5. service management of demonstration systems 6. service incident investigation and user support for demonstration systems 7. examination of logs
Type of Personal Data	<p>The personal data could include:</p> <ul style="list-style-type: none"> • full name and title • Address, previous addresses, telephone number and email address • Business address, telephone number and email address • date of birth • gender • ethnicity • disability, health conditions and learning difficulties • driving licence number and entitlement, extended test details (provided by DVLA), disqualification dates and previous driving licence numbers • non-UK driving licence number and issuing country • type of test - we will also optionally collect the ADI reference number • the language requested for the test (English and Welsh) • information about past health and safety incidents that stop candidates from booking online • DBS reference • complaints • convictions (motoring and non-motoring) • photograph (ADI) • standards check history • ADI vehicle registration • ADI reference number • electronic signature • CPC driver ID • CPC validity and entitlement • CPC training undertaken

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	<ul style="list-style-type: none"> • payment details - including card holder's name, card holder's billing address, card number (numbers are encrypted and access is restricted), dates the card is valid from and to, issue number and card type (for example, MasterCard) • prefunded accounts
Categories of Data Subject	<p>Data Subject as defined within Article 4 (1) of the GDPR Regulation (EU) 2016/679 could include:</p> <ol style="list-style-type: none"> 1. Members of the public who are booking or taking DVSA Practical Driving Tests 2. Trainers who are booking Practical Driving Tests on behalf of candidates 3. Members of the public who are applying to be registered by DVSA as ADIs, or who are registered ADIs 4. Members of the public who are applying for CPC status, or hold CPC status, or hold equivalent CPC qualifications from offshore 5. Authority's personnel (including Contractors, Agency Workers and Temporary Workers) 6. Other Practical Driving Test Delivery Partners and suppliers
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	<p>The data will be retained for the minimum time necessary for use by the Supplier and no longer than that for the retention periods specifically stated within this Schedule. The Supplier must ensure that all data is returned to the Authority on termination of the contract and securely removed in compliance with the Security Requirements from any systems they have been using to deliver services under the contract.</p>

Annex 2

Travel and Subsistence Annex

1. Travelling and subsistence expenses shall not exceed the upper limit of allowances payable to Departmental staff of equivalent status.
2. Any travel undertaken as a consequence of performance of the Contract must utilise the most cost-effective means (taking into account the cost of travel, the cost of meals and accommodation and savings in time) for the whole journey. Claims for travelling and subsistence must be related to the performance of duties for the purposes of this Contract and be certified as such. **Visits abroad require the prior approval of the Department and should be pre-approved by SCS1 or above.**
3. The current Departmental rates are shown below. These rates will apply for the duration of the Contract. Please see note below on rail travel.

Travel by Motor Vehicles

4. Motor mileage allowances for travel by private car and van:
 - Up to 10,000 miles - 45 pence per mile (25p may apply if public transport is a viable alternative)
 - Over 10,000 miles - 25 pence per mile

Travel by Motorcycle

5. Motor mileage allowances for travel by private motorcycle and motorcycle combinations is 24 pence per mile.

Travel by Pedal Cycle

6. The pedal cycle allowance is 20 pence per mile.

Travel by Train

7. Travel by train should be by standard class (including Eurostar) - irrespective of grade, entitlement or distance - unless there are compelling reasons to travel first class or, exceptionally, a first-class discount ticket is cheaper. Any claim for travel other than standard class must be approved in advance by the Department.

Coach/Bus Travel

Fares for official travel by coach, bus etc will be reimbursed.

Subsistence

8. Each Government Department is required to set its own standard rates for night subsistence. The Department has issued the rates set out in paragraph 8 below. For the purposes of this Contract therefore, these rates will apply although it is recognised that other rates and conditions may be applied by different contracting authorities, over whom the Department has no control.
 - (a) Night subsistence allowance (irrespective of salary) indicative ceilings:

Night subsistence can only be claimed if you stay away from home overnight on official business and is to meet the actual costs of your meals and accommodation. You are entitled to be reimbursed day subsistence for subsequent periods of over five hours or over 10 hours following a night subsistence claim.

- London - up to £115 per night
- Elsewhere up to £90 per night
- Overnight stay evening meal indicative level- up to £15.00

(b) Day subsistence allowance (irrespective of salary) indicative ceilings:

- Breakfast indicative level (irregular start before 6.00 am) - up to £5.00
- 5 hours (to cover one meal) - up to £5.00
- 10 hours (to cover two meals) - up to £10.00
- over 12 hours - up to £15.00

Actuals

9. Where it is not possible to obtain accommodation within the rates set out in 8(a) above, tenderers may estimate actual expenditure within the Firm Price breakdown. Supporting evidence including the reasons for exceeding the limits in paragraph 8 and receipts showing disbursements will be required with each claim for payment.

Receipts

All claims should be supported by receipts and if you have access to a scanner, must be scanned and attached to your claim. If you are able to scan your receipts, you will no longer be required to keep hard copies. If not, you must provide the certifying officer with the receipts and then keep these for future reference by yourself, your certifying officer, auditor, or the Inland Revenue. You must keep your receipts for the current tax year and preceding three tax years.

Notes

Each claim for payment under the Contract must separately identify those elements of the claim which represent travel and subsistence expenses.

A supplement of 5 pence per mile may be claimed for each mile another person employed on the Contract is carried in (Passenger rate) / on a private motor vehicle.

The Department does not insist on comprehensive insurance cover (where applicable) but will accept no liability in the event of any accident, damage, injury or death.

Where motor mileage allowance is claimed, each claim should state the amount of the current claim and the cumulative mileage claimed to date under the Contract.

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A night subsistence allowance is an allowance paid for an overnight absence. It covers an absence of up to 24 hours plus any additional period not reckonable for day allowance (i.e. less than 5 hours) and is payable for a period of up to 30 nights in any one place. Thereafter, a lower lodging allowance is payable.