









## Microsoft Enterprise Services Work Order

Work Order Number  
(Microsoft Affiliate to complete)

**DEPT-328380**

This Work Order consists of the terms and conditions below, and the provisions of the Microsoft Business and Services Agreement reference **U5950965**, effective as of 30/01/2018 (the "Agreement"), the provisions of the Support and Consulting Services Description applicable to the Professional Services identified in this Work Order, and any attachments or exhibits referenced in this Work Order, all of which are incorporated herein by this reference. In this Work Order "Customer," "you," or "your" means the undersigned customer or its affiliate and "Microsoft", "we," "us," or "our" means the undersigned Microsoft affiliate.

By signing below the parties acknowledge and agree to be bound to the terms of this Work Order, the Agreement and all other provisions incorporated in them. This Work Order is effective as of the date that Microsoft signs this Work Order. Regardless of any terms and conditions contained in a purchase order, if any, the terms of this Work Order apply.

Customer	Microsoft Affiliate
Name of Customer (please print)  <b>Department For Environment, Food &amp; Rural Affairs</b>	Name  <b>Microsoft Limited</b>
Signature 	Signature 
Name of person signing (please print) 	Name of person signing (please print) 
Title of person signing (please print) 	Title of person signing (please print) 
Signature date 	Signature date(effective date) 

Name of Customer or its Affiliate that executed the Agreement (if different from Customer above)

Crown Commercial Service

**Does Customer issue or require a Customer purchase order for the payment of Microsoft Services?** [ ☐ Yes or [ ☐ No

If "No" is selected above, Customer represents and warrants that it does not require purchase order(s) be submitted to Microsoft for payment of the Microsoft Services Fees listed herein. Customer will not withhold payment of Microsoft's invoice due to the absence of a purchase order reference.

If no purchase order is required, Customer must complete "Customer invoice information" below and ensure it is accurate or revised in a timely manner. Further, the below "Customer invoice information" must be completed prior to: (a) Customer signing this Work Order; and (b) Microsoft invoicing Customer.

Customer invoice information		
Name of Customer <b>Department For Environment, Food &amp; Rural Affairs</b>		Contact Name (Receives invoices under this Work Order) [REDACTED]
Street Address SSCL, PO Box 790, Department for Environment, Food & Rural Affairs		Contact E-Mail Address [REDACTED]
City Newport	State/Province	Phone
Country United Kingdom	Postal Code NP10 8FZ	Fax

## 1. Support Services and Fees.

### 1.1. Term.

Microsoft Enterprise Support Services will commence on **29/06/2021** (the "Support Commencement Date") and will expire on **28/06/2022** (the "Support Expiration Date").

### 1.2. Description of the Services.

Please refer to the current Support and Consulting Services Description ("SCSD") which will be incorporated by reference and is published by Microsoft from time to time at [www.microsoft.com/en-us/microsoftservices/support-consulting-services-description](http://www.microsoft.com/en-us/microsoftservices/support-consulting-services-description). Microsoft may update the support services you purchase under this agreement from time to time, provided that the level of support services you purchase will not materially decrease during the current Term.

### Services by Support Location

DEFRA- Unified Performance Support-(2021-22) United Kingdom 29/06/2021 - 28/06/2022		
Quantity	Service	Service Type
Included	Modern Service Management - Cloud Success Plan Generic	
Included	On-demand Assessment	On-Demand Assessment
1 ea	On-Demand Assessment - Setup and Config Service	On-Demand Assessment Remote
Included	On-demand Education	On-Demand Education
Included	Online Support Portal	Administrative
Included	Performance Advisory Support Hours As-needed	Advisory Services
6 ea	Performance Built-in Proactive Services - Generic	Administrative
Included	Performance Problem Resolution Hours As-needed	Problem Resolution Support
Included	Performance Service Delivery Management	Service Delivery Management
Included	Reactive Enabled Contacts	Problem Resolution Support
Included	Support Technology Advisor	Designated Support Engineering
Included	Webcasts As-Needed	Webcast
Designated Support Engineering (DSE) for DEFRA-2021-22 United Kingdom 29/06/2021 - 28/06/2022		
Quantity	Service	Service Type
400 hr	Designated Support Engineering Dynamics CRM	Designated Support Engineering
400 hr	Designated Support Engineering Azure IaaS	Designated Support Engineering
400 hr	Designated Support Engineering Skype and Teams	Designated Support Engineering

DEFRA-Azure Rapid Response-2021-22 United Kingdom 29/06/2021 - 28/06/2022		
Quantity	Service	Service Type
Included	ARR Problem Resolution As-Needed	Problem Resolution Support
1 ea	Azure Rapid Response Fee	Support Fee

### 1.3. Support Services Fees.

The items listed in the table above represent the services that Customer has pre-purchased for use during the term of this Work Order, and applicable fees are shown in the table below. Microsoft Support Services are a non-refundable, prepaid service.

Before Microsoft commences or continues provision of Microsoft Support Services, Microsoft must receive a signed copy of this Work Order and Customer's payment, purchase order or, if applicable, completed Customer invoice information above. Microsoft will invoice Customer, and Customer agrees to pay Microsoft within 30 calendar days of the date of Microsoft invoice.

Microsoft reserves the right to adjust Microsoft fees prior to entering into any changes to the Microsoft Support Services ordered herein.

Services Summary	Billing Date	Fee GBP
DEFRA- Unified Performance Support-(2021-22)	29/06/2021	
Designated Support Engineering (DSE) for DEFRA-2021-22	29/06/2021	
DEFRA-Azure Rapid Response-2021-22	29/06/2021	

### Software Assurance Benefits

\* Customer will transfer 189 Software Assurance PRS incidents to this support agreement as part of this support package.

## Support for Microsoft Products

Microsoft will provide support for Customer's licensed, commercially released, and generally available Microsoft products, and cloud services subscriptions purchased by Customer or Customer's Affiliate: i) under the licensing enrolments and agreements, as indicated in Appendix A; and ii) during the Term of this Work Order. Such products and subscriptions exclude those purchased by any party that is not Customer's Affiliate as of the Support Commencement Date.

### 1.4. Customer Named Contact(s).

Any changes to the named contacts should be submitted to Microsoft Contact.

Name of Customer Support Service Administrator [REDACTED]		
Street Address Nobel House		Contact E-Mail Address [REDACTED]
City London	State/Province	Phone [REDACTED]
Country United Kingdom	Postal Code SW1P 3JR	Fax

## 2. Restrictions

Customer must not (and is not licensed to) (1) reverse engineer, decompile or disassemble any Product, Fix, or Services Deliverable; (2) install or use non-Microsoft software or technology in any way that would subject Microsoft's intellectual property or technology to obligations beyond those included in any other license terms; or (3) work around any technical limitations in a Product, Fix or Services Deliverable or restrictions in Product documentation. Except as expressly permitted in this Work Order or Product documentation, Customer must not (and is not licensed to) (1) separate and run parts of a Product or Fix on more than one device, upgrade or downgrade parts of a Product or Fix at different times, or transfer parts of a Product or Fix separately; or (2) distribute, sublicense, rent, lease, lend, or use any Products, Fixes, or Services Deliverables, in whole or in part, or use them to offer hosting services to a third party.

## 3. Microsoft Professional Services Data Protection Addendum and Confidentiality.

"Professional Services Data" means all data, including all text, sound, video, image files, or software, that are provided to Microsoft by, or on behalf of, Customer (or that Customer authorizes Microsoft to obtain from an Online Service) or otherwise obtained or processed by or on behalf of Microsoft through an engagement with Microsoft to obtain Professional Services.

The Microsoft Professional Services Data Protection Addendum in effect on the effective date of this Work Order and available on the Volume Licensing Site at <https://aka.ms/ProfessionalServicesDPA> is incorporated herein by this reference.

Limitations or exclusions in the Agreement that apply to the limitation of liability arising out of either party's confidentiality obligations will apply to Professional Services Data in the same manner that they apply to Customer Data.

## 4. Microsoft Contact

Customer contact for questions and notices about this Work Order.

Microsoft Contact Name	
<div></div>	
Phone	Contact E-Mail Address
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## Appendix A

As of the Support Commencement Date, below is a list of your declared licensing enrolments and agreements for which Microsoft will provide support services as defined within this Work Order.

Customer Name	Licensing Program	Licensing Enrollment / Agreement Number
Department for Environment, Food and Rural Affairs	Enterprise Subscription 6	77324069
Department for Environment, Food and Rural Affairs	Enterprise Subscription 6	85189661
Department for Environment, Food and Rural Affairs	Enterprise Subscription 6	8639387
Department for Environment, Food and Rural Affairs	Enterprise Subscription 6	8880683
Department for Environment, Food and Rural Affairs	Enterprise6	60538256
Department for Environment, Food and Rural Affairs	Enterprise6	64747318
Department for Environment, Food and Rural Affairs	Enterprise6	75468006
Department for Environment, Food and Rural Affairs	Enterprise6	75470447
Department for Environment, Food and Rural Affairs	Enterprise6	8543903
Department for Environment, Food and Rural Affairs-77324069-	Enterprise Subscription 6	5437586
Department for Environment, Food and Rural Affairs-77324069-	Enterprise Subscription 6	7620763
Department for Environment, Food and Rural Affairs-77324069-	Enterprise6	81778237
Department for Environment, Food and Rural Affairs-77324069-	Enterprise6	8902876
Department of the Environment, Food and Rural Affairs	Enterprise Subscription 6	7532059
Department of the Environment, Food and Rural Affairs	Enterprise Subscription 6	7629095
Joint Nature Conservation Committee	MPSA Transactional	4100087471
Joint Nature Conservation Committee	Select Plus	6029523