



Crown
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**Technology Products 2 Agreement RM3733
Framework Schedule 4 - Annex 1**

Order Form

In this Order Form, capitalised expressions shall have the meanings set out in Call Off Schedule 1 (Definitions), Framework Schedule 1 or the relevant Call Off Schedule in which that capitalised expression appears.

The Supplier shall supply the Goods and/or Services specified in this Order Form to the Customer on and subject to the terms of the Call Off Contract for the duration of the Call Off Period.

This Order Form should be used by Customers post running a Further Competition Procedure under the Technology Products 2 Framework Agreement ref. RM3733.

The Call Off Terms, referred to throughout this document, are available from the Crown Commercial Service website at <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3733>



Section A General information

This Order Form is issued in accordance with the provisions of the Technology Products 2 Framework Agreement RM3733.

Customer details

Customer organisation name
Department for Education (DFE)

Billing address

REDACTED

If unable to send electronically, invoices should be sent to:

REDACTED
REDACTED
REDACTED
REDACTED
REDACTED

Customer representative name

REDACTED

Customer representative contact details

REDACTED, REDACTED

Supplier details

Supplier name
Comparex UK Ltd

Supplier address
REDACTED

Supplier representative name
REDACTED

Supplier representative contact details
REDACTED

Order reference number
CCSO19A01



Section B Overview of the requirement

Framework Lot under which this Order is being placed

- | | |
|---|-------------------------------------|
| 1. HARDWARE | <input type="checkbox"/> |
| 2. SOFTWARE | <input checked="" type="checkbox"/> |
| 3. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS | <input type="checkbox"/> |
| 4. INFORMATION ASSURED PRODUCTS | <input type="checkbox"/> |
| 5. VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM) | <input type="checkbox"/> |

Customer project reference

CCSO19A01

Call Off Commencement Date

01/04/2019

Call Off Contract Period (Term)

The Contract will be for twelve (12) months from 1st April 2019 to 31st March 2020. There is no option to extend.

Call Off Initial Period Months

N/A

Call Off Extension Period (Optional) Months

N/A.

Specific Standards or compliance requirements

Include any conformance or compliance requirements with which the Goods and/or Services must meet

The specification for this requirement is outlined within Section C of this Contract. The Customer's populated Schedule 5 in line with GDPR can be found under Annex A – Call Off Schedule of Processing, Personal Data and Data Subjects. By signing this contract the Supplier has accepted the Customers completed Annex A.



Section C Customer Core Goods and/or Services Requirements

Please provide details of all Goods and/or Services required (including any items which are considered business critical) including the locations where the supplier will be required to deliver the service/s Ordered.

Goods and/or Services

Item No	Description	SKU	Qty	Renewal Date
1	SolarWinds IP Address Manager IPX (unlimited IPs) - Annual Maintenance Renewal	60199	1	1 st April 2019
2	SolarWinds Network Configuration Manager DL500 (up to 500 nodes) - Annual Maintenance Renewal	60204	1	1 st April 2019
3	SolarWinds User Device Tracker UT25000 (up to 25000 ports) - Annual Maintenance Renewal	60388	1	1 st April 2019
4	SolarWinds Engineer's Toolset Per Seat License - Annual Maintenance Renewal	60182	1	1 st April 2019
5	SolarWinds Network Performance Monitor SLX (unlimited elements-Standard Polling Throughput) - Annual Maintenance Renewal	60213	1	1 st April 2019
6	SolarWinds Server & Application Monitor AL300 (up to 300 monitors) - Annual Maintenance Renewal	60222	1	1 st April 2019
7	SolarWinds VoIP and Network Quality Manager IP SLA 25, IP Phone 1500 (up to 25 IP SLA source devices, 1500 IP phones) - Annual Maintenance Renewal	60192	1	1 st April 2019
8	SolarWinds NetFlow Traffic Analyzer Module for SolarWinds Network Performance Monitor SLX - Annual Maintenance Renewal	60218	1	1 st April 2019

1.1.1 The existing support and maintenance contract number is REDACTED.

1.1.2 The licences shall be be delivered electronically.

1.2 Support and Maintenance

1.2.1 The Customer requires, as a minimum;

1.2.1.1 A dedicated telephone and email support line Monday to Friday 9:00 to 17:00 with direct access to qualified SolarWinds Certified Professionals.



- 1.2.1.2 Access to advice on installation, optimisation and configuration queries through the Helpline from qualified SolarWinds Certified Professionals.
- 1.2.1.3 Support Engineers should be SolarWinds Certified Professionals.
- 1.2.1.4 Product updates and upgrades are required to be provided throughout the contract term

2. KEY MILESTONES AND DELIVERABLES

2.1 The Supplier should note the following project milestones that the Customer will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Implementation of support and maintenance renewal for SolarWinds	By Delivery by 29 th March 2019 for commencement on 1st April 2019

3. SERVICE LEVELS AND PERFORMANCE

3.1 The Customer will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA Description	Target
1	Service Delivery	Dedicated telephone support line with direct access to qualified SolarWinds Certified Professionals Monday to Friday 9:00hrs to 17:00hrs	99%
2	Service Delivery	Dedicated email support with direct access to qualified SolarWinds Certified Professionals Monday to Friday 9:00hrs to 17:00hrs	99%

3.2 Where the Supplier fails the above KPIs the Customer will, in the first instance, seek a mutually agreeable resolution with the Supplier. However, if this is not possible, the Customer reserves the right to cancel the agreement and seek alternative supply from the next ranked potential provider identified during the procurement event.

Warranty Period, if applicable
N/A

Location/Site(s) for Delivery

The licences shall be delivered electronically to the following points of contact:
REDACTED (Main Contact)
REDACTED (to be Copied In)



Dates for Delivery of the Goods and/or the Services Delivery of Licences by 29th March 2019 for commencement on 1st April 2019. By 1st April 2019

Software List product details under each relevant heading below

Supplier Software

N/A

Third Party Software

SolarWinds as detailed above in Section C Goods and Services.

Maintenance Agreement

As set out in Section C 1.2 Support and Maintenance

Include terms or link in Call Off Schedule 3

Additional Clauses (see Annex 3 of Framework Schedule 4) Tick as required

Alternative Clauses

Scots Law Or

Northern Ireland Law

Non-Crown Bodies

Non-FOIA Public Bodies

Additional Clauses

Tick one box below as applicable

A: Termed Delivery – Goods

B: Complex Delivery – Solutions (includes Termed Delivery – Goods)

NB Both of the above options require an Implementation Plan which should be appended to this Order Form

Optional Clauses

Tick any applicable boxes below

C: Due Diligence

D: Call Off Guarantee

E: NHS Coding Requirements

F: Continuous Improvement & Benchmarking

G: Customer Premises

H: Customer Property

I: MOD Additional Clauses

Items licensed by the Customer to the Supplier (including any Customer Software, Customer Background IPR and Customer Data)

Not Applicable

Call Off Contract Charges payable by the Customer to the Supplier (including any applicable Milestone Payments and/or discount(s), but excluding VAT) and payment terms/profile including method of payment (e.g. Government Procurement Card (GPC) or BACS)

The Payment of £13,489.22 (excluding VAT) will be paid in full upon satisfactory delivery of the requirement.

Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.



Before payment can be considered, each invoice must include a detailed elemental breakdown of the goods delivered and the associated costs.

Each invoice **MUST** state a valid purchase order number as issued by the Customer

Is a Financed Purchase Agreement being used?

Tick as required

If so, append to Call Off Schedule 2 as Annex A

Estimated Year 1 Call Off Contract Charges (£)

£13,489.22 excluding VAT

Section D Supplier response

Suppliers - use this section to provide any details that may be relevant in the fulfilment of the Customer Order

Commercially Sensitive information

N/A

Total contract value £13,489.22

Please see Annex B for Supplier's Response

Product Description	SKU	Renewal Term	Quantity	Price Per Unit (ex VAT)	Total Price (exc VAT)
SolarWinds IP Address Manager IPX (unlimited IPs) - Annual Maintenance Renewal	60199	Twelve Month (12) renewal Commencing 1st April 2019	1	REDACTED	REDACTED
SolarWinds Network Configuration Manager DL500 (up to 500 nodes) - Annual Maintenance Renewal	60204	Twelve Month (12) renewal Commencing 1st April 2019	1	REDACTED	REDACTED
SolarWinds User Device Tracker UT25000 (up to 25000 ports) - Annual Maintenance Renewal	60388	Twelve Month (12) renewal Commencing 1st April 2019	1	REDACTED	REDACTED



SolarWinds Engineer's Toolset Per Seat License - Annual Maintenance Renewal	60182	Twelve Month (12) renewal Commencing 1st April 2019	1	REDACTED	REDACTED
SolarWinds Network Performance Monitor SLX (unlimited elements-Standard Polling Throughput) - Annual Maintenance Renewal	60213	Twelve Month (12) renewal Commencing 1st April 2019	1	REDACTED	REDACTED
SolarWinds Server & Application Monitor AL300 (up to 300 monitors) - Annual Maintenance Renewal	60222	Twelve Month (12) renewal Commencing 1st April 2019	1	REDACTED	REDACTED
SolarWinds VoIP and Network Quality Manager IP SLA 25, IP Phone 1500 (up to 25 IP SLA source devices, 1500 IP phones) - Annual Maintenance Renewal	60192	Twelve Month (12) renewal Commencing 1st April 2019	1	REDACTED	REDACTED
SolarWinds NetFlow Traffic Analyzer Module for SolarWinds Network Performance Monitor SLX - Annual Maintenance Renewal	60218	Twelve Month (12) renewal Commencing 1st April 2019	1	REDACTED	REDACTED
Total Price (exc VAT)					£13,489.22



Section E Call Off Contract award

This Call Off Contract is awarded in accordance with the provisions of the Technology Products 2 Framework Agreement RM3733.

The Supplier shall supply the Goods and/or 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.

SIGNATURES

For and on behalf of the Supplier

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	REDACTED

For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	REDACTED



Annex A – Solarwinds Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects

Description	Details
Subject matter of the processing	REDACTED
Duration of the processing	REDACTED
Nature and purposes of the processing	REDACTED
Type of Personal Data	REDACTED
Categories of Data Subject	REDACTED
Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	REDACTED



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Annex B – Supplier’s Response

REDACTED