



Crown  
Commercial  
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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.

<b>Customer details</b>
<b>Customer organisation name</b> Her Majesty's Passport Office
<b>Billing address</b> REDACTED INFORMATION
<b>Customer representative name</b> REDACTED INFORMATION
<b>Customer representative contact details</b> REDACTED INFORMATION
<b>Supplier details</b>
<b>Supplier name</b> COMPAREX UK LTD
<b>Supplier address</b> REDACTED INFORMATION
<b>Supplier representative name</b> REDACTED INFORMATION
<b>Supplier representative contact details</b> REDACTED INFORMATION
<b>Order reference number</b> CCSO19A94



## Section B Overview of the requirement

### Framework Lot under which this Order is being placed

Tick one box below as applicable

- |   |                                     |
|---|-------------------------------------|
| 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

CCSO19A94

### Call Off Commencement Date

03 December 2019

### Call Off Contract Period (Term)

The Initial Contract term will commence Tuesday 3 December 2019 and expire on Sunday 6 December 2020

The optional Contract Extension, if taken up by the Customer, will commence 7 December 2019 and will expire on 6 December 2021.

### Call Off Initial Period

1 Year

### Call Off Extension Period (Optional)

1 Year

### Specific Standards or compliance requirements

Not Applicable



## 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

#### Renewal of RedHat Licenses, Support, and Maintenance

The scope of this requirement extends to the renewal of the following software between the dates of 7th December 2019 to the 6th December 2020:

- The renewal of Red Hat Enterprise Linux Licences for Virtual Datacentres.
- The renewal of the Support and Maintenance agreements for the licences.

The Customer requires an option to extend the Contract for one (1) further year.

The decision on whether or not to take up on the extension option will be made three (3) months before contract expiry.

The scope of this requirement does not extend to:

- The provision, installation, or configuration of software

The Goods the Supplier will provide and deliver are described below in Table 1:

**Table 1**

SKU	Description	Part #	Contract #	Term	Qty
0005050190 RH00002RN	Red Hat Enterprise Linux for Virtual Datacentres, Standard (Unlimited Virtual Guests Per Physical Socket Pair)	MISC-NonPhys-02	11551207	07/12/2019 – 06/12/2020	9
0005050190 RH00002RN	Red Hat Enterprise Linux for Virtual Datacentres, Standard (Unlimited Virtual Guests Per Physical Socket Pair)	MISC-NonPhys-02	11551207	07/12/2019 – 06/12/2020	1

Support and Maintenance will be the standard offering that is provided with the licence agreements.



The support will be provided by RedHat and not from the selected supplier.

The Red Hat licences are inclusive of the below service levels:

Standard Support	
Hours of Coverage	Standard Business Hours
Support Channel	Web and Phone
Number of Cases	Unlimited

Response SLAs	
Severity 1	1 Business Hour
Severity 2	4 Business Hours
Severity 3	1 Business Day
Severity 4	2 Business Day

#### Severity 1 (urgent)

A problem that severely impacts the Customer's use of the software in a production environment (such as loss of production data or in which your production systems are not functioning). The situation halts the Customer's business operations and no procedural workaround exists.

#### Severity 2 (high)

A problem where the software is functioning but the Customer's use in a production environment is severely reduced. The situation is causing a high impact to portions of the Customer's business operations and no procedural workaround exists

#### Severity 3 (medium)

A problem that involves partial, non-critical loss of use of the software in a production environment or development environment. For production environments, there is a medium-to-low impact on the Customer's business, but the Customer's business continues to function, including by using a procedural workaround. For development environments, where the situation is causing the Customer's project to no longer continue or migrate into production.

#### Severity 4 (low)

A general usage question, reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on your business or the performance or functionality of the Customer's system. For development environments, there is a medium-to-low impact on the Customer's business, but the Customer's business continues to function, including by using a procedural workaround.

The current contract will expire on the 6th December 2019. Therefore the vendor must be in the position to offer continuance of support whilst the purchase order is generated and full payment received via the Customer's Adelphi purchasing system.

The Customer requires continuity between the current service and any renewal.

### MANAGEMENT INFORMATION/REPORTING



The Supplier must inform the Customer of any possible issues within the supply chain throughout the Contract as and when they occur.

### CONTINUOUS IMPROVEMENT

The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.

### QUALITY

Quality shall comply with those terms set out in this Contract and in line with the Terms and Conditions of RM3733 Technology Products 2 Item C Section 5.0 Standards and Quality.

### STAFF AND CUSTOMER SERVICE

The Customer requires the Supplier to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.

The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.

The Supplier shall ensure that staff understand the Customer's vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

### SERVICE LEVELS AND PERFORMANCE

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

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	Renewal of all the licences and support and maintenance package by 07 <sup>th</sup> December 2019	100%

The Customer agrees to work with the Supplier to resolve service failure issues. However, it will remain the Supplier's sole responsibility to resolve any such service failures.

### CONTRACT MANAGEMENT

Attendance at Contract Review meetings shall be at the Supplier's own expense.

### Warranty Period, if applicable

N/A

### Location/Site(s) for Delivery

Delivery of licenses will be carried out electronically to [HOITLicensing@homeoffice.gov.uk](mailto:HOITLicensing@homeoffice.gov.uk)



### Dates for Delivery of the Goods and/or the Services

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

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Call-off Agreement signed	Within 5 days of Contract Award or no later than 02/12/2019
2	Commencement of Support (under new Contract)	No later than 07/12/2019
3	Renewal of support confirmed	Within 5 days of Contract Award
4	Delivery of the Redhat Licence Renewals to be received by the Customer.	Within 5 days of Contract Award

### Software

#### Supplier Software

Not Applicable

#### Third Party Software

Red Hat

#### Maintenance Agreement

Not Applicable

### 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 total overall contract value including any extensions (ex VAT) is £41,692.70

*Initial Term: £13,897.60 (Excl VAT)*

*Indicative Extension Price: £27,795.10 (Excl VAT)*

Payment will 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 work completed and the associated costs.

Invoices MUST state valid purchase order number as issued by the Customer.

Each invoice should list a full breakdown of services supplied.

Payment will be made within 30 days following receipt of a correctly submitted invoice.

**Is a Financed Purchase Agreement being used?**

Tick as required

**Year 1 Call Off Contract Charges (£)** £13,897.60 (Excl 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

All Supplier Pricing other than the Total Contract Value

#### Total contract value

The total overall contract value including any extensions (ex VAT) is £41,692.70.

*Breakdown:*

*Initial Term: £13,897.60 (Excl VAT)*

*Indicative Extension Price: £27,795.10 (Excl VAT)*



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REDACTED INFORMATION



**Price Schedule – Initial Contract Term – Confirmed Cost**

<b>Total Costs (£) (Excluding VAT)</b>	<b>£13,897.60</b>
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**Price Schedule - Indicative price for Option to Extend by 1 year.**

<b>Total Indicative Costs (£) (Excluding VAT)</b>	<b>£27,795.10</b>
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## 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 INFORMATION
Job role/title	
Signature	
Date	

#### For and on behalf of the Customer

Name	REDACTED INFORMATION
Job role/title	
Signature	
Date	