



Crown
Commercial
Service

**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

Home Office (HO)

Billing address

Your organisation's billing address - please ensure you include a postcode

All electronic invoices should be sent directly to the accounts payables team at:

ap-hold-resolution@homeoffice.gsi.gov.uk

All paper based invoices should be submitted for the attention of Accounts Payable at the following address(s):

Home Office Shared Service Centre, PO Box 5015, Newport, Gwent, NP20 9BB

Tel: 01633 581644

Email: ap-hold-resolution@homeoffice.gsi.gov.uk

Customer representative name

The name of your point of contact for this Order
REDACT

Customer representative contact details

Email and telephone contact details for the Customer's representative
REDACT

Supplier details

Supplier name

The Supplier organisation name, as it appears in the Framework Agreement
Specialist Computer Centres PLC

Supplier address

Supplier's registered address
SCC, James House, Warwick Road, Birmingham, B11 2LE

Supplier representative name

The name of the Supplier point of contact for this Order
REDACT



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Supplier representative contact details

Email and telephone contact details of the supplier's representative
REDACT

Order reference number

A unique number provided by the supplier at the time of quote
OPP-2536436



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

Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management

CCTS18A23

Call Off Commencement Date

The Call Off Commencement Date is the date on which the Call Off Contract is formed – this should be the date of the last signature on Section E of this Order Form

30/06/2018

Call Off Contract Period (Term)

A period in Months which does not exceed 60 Months (5 years) - **leave blank if this is a simple transactional Goods purchase**. Where established as an initial and extension period complete the fields below

Call Off Initial Period Months

Twelve (12) Month Term Commencing 30th June 2018 – 29th June 2019

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 the Appendix B – Statement of Requirements. The Customer's populated Schedule 5 in line with GDPR can be found under Annex A - Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects. By signing this Contract the Supplier has accepted the Customer's 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

Product	Product Code	Description	Term	Qty
SAP Data Services Support & Maintenance	BO-DAT-INT-SUP	To cover ten (10) SAP Business Object Perpetual Licences. To include 24/7 support and be delivered via Telephone, Fax, Email, and Post	30/06/2018 – 29/06/2019	1

1.1 Potential Providers are asked to provide pricing for the renewal period of twelve (12) months, commencing the 30th June 2018 – 29th June 2019.

1.2 The Authority wishes to utilise an extension option within this contract. As such, Potential Providers are further asked to provide firm pricing for the renewal period 30th June 2019 – 29th June 2020.

1.2.1 The Authority is under no obligation to take up the option to extend.

1.2.2 The extension option will be subject to internal budgetary approval from the Authority and is not guaranteed.

To be provided by the Sub-Contractor, Acuma Solutions Limited

SLA

Priority	Definition	Initial Response Time	Maximum Processing Time
1 - Critical	<i>An issue that has very serious consequences for normal business transactions and urgent, business critical work cannot be performed.</i>	<i>1 Hour</i>	<i>24 hours</i>
2 - High	<i>2. An issue which inhibits a user. There is a serious issue within a specific function.</i>	<i>2 Hours</i>	<i>4 days</i>



3 - Medium	<i>An issue which is not seriously affecting a user and which does not require immediate attention.</i>	<i>4 hours</i>	<i>8 days</i>
4 - Low	<i>Cosmetic issues and information only queries and future releases of software.</i>	<i>24 hours</i>	<i>16 days</i>

****N.B Timescales reflect working days (i.e 5 days = 5 working days)**

***** IRT & MRT for "1- Critical" is in real time**

In cases where an error has been identified in the software or a product enhancement is required, the support call will be escalated to the appropriate product supplier. At this point Acuma will become subject to the service level agreements set by the product supplier. However, as Acuma will have completed all of the necessary preliminary work, any delay in resolving your problem will be minimised.

Every effort will be made to contact the person who logged the call to inform them of progress being made however, if a resolution is provided and your contact fails to respond 2 further attempts will be made to check if the resolution has been successful. If we still receive no response the call will then be closed until contact is made with Acuma.

If we are asking for additional information to try to establish the cause of the problem and provide a solution and this information cannot be made available we will make 3 further attempts to gain this information. If no response is received the call will be closed until contact is made with Acuma. For further detail on the SLA defined by product suppliers please refer to the Appendices section.

REDACT

Warranty Period, if applicable

Not Applicable

Location/Site(s) for Delivery

Home Office, 18th Floor, Lunar House, 40 Wellesley Road, Croydon, CR9 2BY.

Dates for Delivery of the Goods and/or the Services

30/06/2018

Software List product details under each relevant heading below

Supplier Software

Not Applicable

Third Party Software

SAP Licence Terms

Include license or link in Call Off

Maintenance Agreement

Not Applicable

Include terms or link in Call Off



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

Alternative Clauses	Additional Clauses Tick one box below as applicable	Optional Clauses Tick any applicable boxes below
Scots Law Or Northern Ireland Law	<input type="checkbox"/> A: Termed Delivery – Goods <input type="checkbox"/> B: Complex Delivery – Solutions (includes Termed Delivery – Goods)	<input type="checkbox"/> C: Due Diligence <input type="checkbox"/> D: Call Off Guarantee
<input type="checkbox"/> Non-Crown Bodies <input type="checkbox"/> Non-FOIA Public Bodies	NB Both of the above options require an Implementation Plan which should be appended to this Order Form	<input type="checkbox"/> E: NHS Coding Requirements <input type="checkbox"/> F: Continuous Improvement & Benchmarking <input type="checkbox"/> G: Customer Premises <input type="checkbox"/> H: Customer Property <input type="checkbox"/> I: MOD Additional Clauses

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

List below
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)

£78,870.60 for year 1 - £78,870.60 for year 2 if taken

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 (£)

For Orders with a defined Call Off Contract Period

£78,870.60 (One (1) Year)

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

Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract Pricing



Total contract value

Please provide the total contract value (for the Call Off Initial Period) as detailed in your response to the Customer's statement of requirements

£157,741.20 (inc optional extension)



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	REDACT
Job role/title	COMMERCIAL DIRECTOR
Signature	REDACT
Date	5 TH JULY 2018

For and on behalf of the Customer

Name	REDACT
Job role/title	SOURCING EXECUTIVE
Signature	REDACT
Date	5 TH JULY 2018