



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>



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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

The Driver and Vehicle Licensing Agency

Billing address

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

~~Email: invoices@dtvla.gov.uk~~
~~Postal Address: Shared Services Unit~~
~~5 Sandringham Park~~
~~Swansea Vale~~
~~SA7 8EA~~

Customer representative name

The name of your point of contact for this Order

~~Samuel Martin~~

Customer representative contact details

Email and telephone contact details for the Customer's representative

~~invoices@dtvla.gov.uk~~
~~01792 361002~~

Supplier details

Supplier name

The Supplier organisation name, as it appears in the Framework Agreement
Computacenter (UK) Ltd

Supplier address

Supplier's registered address

~~Watfield Avenue, Watfield, Herts, AL10 9LW~~

Supplier representative name

The name of the Supplier point of contact for this Order

~~Alan Griffin~~

Supplier representative contact details

Email and telephone contact details of the supplier's representative

~~alan.griffin@computacenter.com~~
~~07991 650000~~

Order reference number

A unique number provided by the supplier at the time of quote

8000173572



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

To include where relevant Packing/Packaging

6. THE REQUIREMENT

Renewal of the support and maintenance for EMC VNX storage array is due in February 2018, under the BAU maintenance programme we wish to consolidate our storage requirements. To achieve this we will upgrade our existing storage sub system across all environments replacing it with 2 x Unity machines. We would also like to have our existing kit supported for a period of 12 months. DVLA made an investment in EMC in 2015 where a full product selection was undertaken through PACT therefore it remains our product of choice, it is in line with DVLA strategy and the most cost effective solution. By implementing Unity we will be able to remove IBM SVC which will lead to substantial savings on our IBM ELA agreement.

Appendix B – Statement of Requirements / Bill of Materials



Spreadsheet
embedded in Apper

Product	Description	Unit Cost	Total Cost
EMS Unity 600 and associated software.	Full specification as in Appendix B - Statement of Requirements	£ 344,488.15	£ 688,976.30
Power Path for AIX		£ 7,000.00	£ 14,000.00
Pro-Support Mission Critical S & M*	3 years' support (the Authority pays annually in advance and cannot pay the full 3 years up front).	£ 265,542.33	£ 531,084.66
Pro-Support Mission Critical S & M*	5 years' support (the Authority pays annually in advance and cannot pay the full 3 years up front).	£ 265,542.33	£ 531,084.66
Deployment/configuration Support for the Authority's existing kit	All EMC services to deploy new assets into the environment and configure the new software features	£ 265,542.33	£ 531,084.66
Consultancy Days	9 months' support 10 x consultancy days to be called as required for post installation support, guidance configuration and support.	£ 265,542.33	£ 531,084.66
Full EMC provisioned training - one per array	Please see Append. B - Statement of Requirements, para 6.1	£ 265,542.33	£ 531,084.66



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Section B Overview of the requirement

Framework Lot under which this Order is being placed

Tick one box below as applicable

- | | |
|---|-------------------------------------|
| 1. HARDWARE | <input checked="" type="checkbox"/> |
| 2. SOFTWARE | <input 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

CCZN17A29

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

Wednesday 20th December 2017

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

60 months

Call Off Initial Period Months

60 months

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

N/A



All Hardware to be delivered to DVLA before 19th January 2018 Address to be confirmed.

6.1 Training

The tender should include Dell EMC provisioned training, reflected in the BoM as User subscriptions. There should be one per array. (for your reference this offers 5 training courses to each of the nominated contacts rather than the three shown above so is a more cost effective way of taking the training key milestones

7. KEY MILESTONES

7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Tender to be placed on CCS portal for suppliers to bid (Including clarification period).	12 - 18 Dec 17
2	Evaluation period	18 - 19 Dec 17
3	Award of contract upon satisfactory bid	21 Dec 17
4	Successful supplier to have returned all award documentation to facilitate contract award	22 /Dec 17

8. AUTHORITY'S RESPONSIBILITIES

8.1 The Authority will make available any information the authority deems relevant to bid for the service.

9. REPORTING

9.1 Service Review meetings may be required if deemed necessary/If requested by DVLA

A quarterly review meeting should be held to discuss such things as

- Service Performance and Availability
- Issues encountered
- Service Level Review

This will be discussed at Contract Award

10. VOLUMES

10.1 As per Bill of Materials in Section 6.

11. CONTINUOUS IMPROVEMENT

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

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

12. QUALITY



12.1 N/A

13. PRICE

13.1 The total price of this contract will be based on all costs associated with fulfilling the request outlined in this document.

13.2 Suppliers must provide a firm price for a 3 & 5 year contract.

13.3 Prices should be submitted in GBP and exclude VAT.

14. PRICES ARE TO BE SUBMITTED VIA THE E-SOURCING SUITE AND SHOULD BE FULLY OUTLINED IN A COMPLETED APPENDIX E – PRICING SCHEDULE. THIS SHOULD BE UPLOADED TO THE RELEVANT PRICE QUESTIONNAIRE ON THE E-SOURCING PORTAL. STAFF AND CUSTOMER SERVICE

14.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the SAN Storage Consolidation Contract in order to consistently deliver a quality service to all Parties.

14.2 Potential Provider's staff assigned to the SAN Storage Consolidation Contract shall have the relevant qualifications and experience to deliver the Contract.

14.3 The Potential Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

15. SERVICE LEVELS AND PERFORMANCE

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

15.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Hardware	Standard	as per BOM
2	Software	Standard	as per BOM
3			
4			
5			

16. ADDITIONAL INFORMATION

16.1 N/A

17. LOCATION

17.1 ~~The location of the service will be dictated by the Driver & Vehicle Licensing Agency.~~

Warranty Period, if applicable



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The Warranty Period shall be the duration of any guarantee or warranty period the Supplier has received from the third party manufacturer or supplier

Location/Site(s) for Delivery

Driver & Vehicle Licensing Agency, Longview Road, Swansea, SA6 7JL.

Dates for Delivery of the Goods and/or the Services

Goods to be delivered by the 19th January 2018.

Milestone	Description	Timeframe
1	Call off signed	Within 1 week of contract award
2	Support for Authority's existing kit to be in place	Within 1 week of contract award
3	All hardware to be delivered to the DVLA	On / Before January 19 th 2018.
4	Deployment of the authority's new asserts into the environment and configuration of the new software features	Within 3 weeks of delivery of the hardware to DVLA
5	Provision of 9 months support of the Authorities existing VNX estate whilst migration takes place	Commencing February 2018.

Software List product details under each relevant heading below

Supplier Software

N/A

Third Party Software

Refer to Bill of Materials. Third party software (if any) shall be licensed subject to the third party licensor's standard license terms which shall govern the supply, the Customer's use of and obligations relating to the software in their entirety and which shall prevail in the event of any conflict with the terms and conditions of this Call-Off Contract.

Include license or link in Call Off Schedule 3

Maintenance Agreement

Refer to Bill of Materials. Third party services (if any) shall be supplied subject to the applicable third party's standard service terms.

Include terms or link in Call Off Schedule 3



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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)

List below

N/A

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 Call Off Charges are as per supplier's quotation
- The Supplier shall submit invoices directly to the billing address as per the Customer's order.

The Supplier shall invoice the Customer for Goods on despatch and for Services as per Supplier's quotation.

5 Year Option

£

1,224,079.00

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 (£)

Click here to enter text

£ 1,224,079.00

Section D



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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
Supplier's pricing and/or any Supplier specific solution(s)
Call-Off Term +2

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

£ 1,224,079.00

Plea Termination without Cause

For the purpose of Clause 21.2 of the Call Off Terms 'Termination Without Cause', the customer shall not terminate this Call Off Contract without cause.

EMC Goods and/or Services

- In respect of EMC provided Goods and/or Services, Clauses 15.3.1 d – h (Customer data) shall not apply;
- In respect of EMC provided Goods and/or Services, Clauses 17.6.1 -17.6.4 (Liability) shall not apply;
- In respect of EMC provided Goods and/or Services Clauses 18.1.1 C) ii-iii (Remedies) shall not apply.



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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]
Job role/title	[REDACTED]
Signature	[REDACTED]
Date	24/12/2017

For and on behalf of the Customer

Name	[REDACTED]
Job role/title	[REDACTED]
Signature	[REDACTED]
Date	21/12/17