

<u>CONTRACT ORDER</u>			
CONTRACT REFERENCE NUMBER:		<i>ecm_64158 - Logistics Planning Tool: Rostering (2022/23)</i>	
DATE:		10th March 2022	
FROM:	Environment Agency	TO:	Insight Direct (UK) Ltd
Horizon House, Deanery Road, Bristol, BS1 5AH		The Technology Building, Insight Campus, Terry Street, Sheffield, S92BU	
Contract Supervisor:			
Job Title:	Procurement Officer	Job Title:	Partner Alliance Manager
Telephone No:		Telephone No:	
E-mail Address:		E-mail Address:	
DELIVERY LOCATION:		INVOICE ADDRESS:	
The Environment Agency Horizon House Deanery Road Bristol BS1 5AH		Procure To Pay (England) Shared Service Connected Ltd Environment Agency Po Box 797 Newport Gwent NP10 8FZ	
SERVICES:			
<p>To continue the provision of the Roster Management Tool known as Care Ware. This includes:</p> <ul style="list-style-type: none"> - License for 6850 users, AMC and Hosting for the Roster Management Tool for the period 1st April 2022 to 30th September 2023. - End date of initial contract period: 30th September 2023. - This contract may be extended by a period of 1 (one) calendar month at a time for a maximum of 6 months. A written notice to the supplier in respect of an extension must be given a minimum of 30 days prior to the end of the contract period - Extensions will be based on the number of users at the time that the extension(s) is requested. - End date of extension periods 31st March 2024 			

SL No #	Renewal Cost for EA for 6850 Users	Monthly Cost for 6850 Users	Total for 18 Months
1	License Cost for 2 years from 1st April 2022 to 30th Sept 2023 For 200 concurrent and 6850 user records on the system		
2	Annual Maintenance and Support Platinum Level Annual Maintenance and Support for UK Environment Agency.		
3	Hosting – UK Data Centre Hosting Services provided to UK Environment Agency by a UK based Service Provider. (2 year cost as our contract with hosting provider has to be 1 or 2 years)		
	Net Total Cost		
	Net Total Price to UK with 5% discount		
CONTRACT PERIOD:			
Commencement Date:	1 st April 2022		
Duration:	18 months		
CONTRACT PRICE EXCLUDING VAT:		CONTRACT PRICE INCLUDING VAT:	
		£150,955.59	

DESCRIPTION OF SERVICES:

A service level of "platinum" shall be in place for this application:

Service Description	Platinum Level
Service support hours	24x7 (Disaster Recovery (DR) from 0800-1730)
Response Time for total service loss	15 minutes
Fix Time for total service loss	3 hours
Availability (on all SLA levels)	99.95% (excluding DR)
Maximum failure frequency	2 events per annum
Disaster recovery time	<24 hours
Performance	All hardware and software will be covered by vendor or third party support agreement. All software will be at vendor supported revision levels

Embedded below is the complete service level agreement (SLA) based on a platinum service level



Insight SLAs.docx

TIMETABLE:

NOT USED

PAYMENT PROFILE, RATES AND CHARGES:

1 payment of £150,955.59 to be made before the 1st April 2022






Enhancements

Should the Environment Agency require the Contractor to carry out enhancements to Care Ware, or other additional work, the Agency shall be charged daily rates which would have to be agreed by both parties in writing first.

Extension

Should the Environment Agency require an extension to this contract, it can be extended on a month by month basis at a rate based on the number of users of the system at the time of the request. The maximum number of extensions permitted is 6 x1 month

AGENCY RESPONSIBILITIES:

NOT USED	
MANAGEMENT INFORMATION:	
NOT USED	
SPECIAL CONDITIONS:	
<p>These Special Conditions together with those included in the Special Conditions for hosting, support and maintenance, software development and software license shall be applicable to this Contract Order together with the Agency General Conditions.</p>	
<div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  General Conditions.doc </div> <div style="text-align: center;">  Special Conditions_ Hosting.DOC </div> <div style="text-align: center;">  Support and Maintenance.doc </div> <div style="text-align: center;">  Special Conditions_ Existing Licence.DOC </div> <div style="text-align: center;">  Special Conditions_ Software Developm </div> </div>	
SIGNATURE:	
Signed on behalf of the Environment Agency:	Signed on behalf of the Contractor:
Authorised Signatory:	Authorised Signatory:
Neil Widdop Category Manager..
Print name:	Print name: [REDACTED]
Job title:	Job title: Public Sector Business Development Director
Date:	Date:
Mar 25, 2022 Xx/xx/2020	Mar 25, 2022


12458 - Customer Contract v3

Final Audit Report


2022-03-25

Created:	2022-03-24
By:	[REDACTED]
Status:	Signed
Transaction ID:	CBJCHBCAABAA0PfMA5sdU9xUbvM2wQhjBJ--nr67oDd9

"12458 - Customer Contract v3" History

 Document created by [REDACTED]


2022-03-24 - 2:46:42 PM GMT

 Document emailed to [REDACTED]


2022-03-24 - 2:48:04 PM GMT

 Email viewed by [REDACTED]

2022-03-24 - 5:09:43 PM GMT- IP address: 104.28.89.75

 Document e-signed by [REDACTED]


Signature Date: 2022-03-25 - 11:10:08 AM GMT - Time Source: server

 Document emailed to [REDACTED] for signature

2022-03-25 - 11:10:10 AM GMT

 Email viewed by [REDACTED]

2022-03-25 - 3:56:41 PM GMT- IP address: 31.221.119.169

 Document e-signed by [REDACTED]

Signature Date: 2022-03-25 - 3:57:26 PM GMT - Time Source: server- IP address: 31.221.119.169

 Agreement completed.

2022-03-25 - 3:57:26 PM GMT