

Order Form

Framework agreement reference: SBS/19/AB/WAB/9411

Date of order	22/01/2024	Order Number	7F-2023-I182
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FROM

Customer	Bedfordshire, Hertfordshire and Cambridgeshire Constabularies		
Customer's Address	Hertfordshire Police Stanborough road Welwyn Garden City AL8 6XF		
Invoice Address	Hertfordshire Police Stanborough road Welwyn Garden City AL8 6XF		
Contact Ref:	Name: Andy White Address: Cambridgeshire Constabulary, Huntingdon, PE29 6NP Phone: 01480 425788 e-mail: andy.white@cambs.police.uk Fax: []		

TO

Supplier	Getech Ltd	"Supplier"
Supplier's Address	53/ 57 Knightsdale Road, Ipswich. IP1 4 JQ	
Account Manager	Name: Geraldine Day Address: As above Phone: 01473 243417 e-mail: tpas@getech.co.uk Fax: N/A	

GUARANTEE

Guarantee to be provided	No
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Where a guarantee is to be provided then this Contract is conditional upon the provision of a Guarantee to the Customer from the Guarantor in respect of the Supplier. Details of the Guarantor (if any) are set out below:

1. TERM
(1.1) Commencement Date: 01/02/2024
(1.2) Expiry Date: The Contract shall expire on 31/01/2026 which is 24 Months after the Commencement Date

2. GOODS AND SERVICES REQUIREMENTS

(2.1) Goods and/or Services

Goods – N/A

Service Profile - Bedfordshire, Hertfordshire and Cambridgeshire Constabularies ICT Department have a requirement for their current Dell SC Compellent Storage. The support is at the end of its initial support phase as of the 1st of February for two Constabulary sites we have across Cambridgeshire and Hertfordshire. This is a critical piece of infrastructure with a circa of 700 servers that host critical systems, along with storage for databases and our respective north and south Hyper-V and VMWare virtualisation fleet. This requirement is to extend the support from the 1st of February 2024-31st January 2026. The support continues with Dell as per previous support agreements – all contact would be direct with Dell including existing telephone numbers/ contacts and it should include access to all the latest firmware updates, bug patch updates as in line with the guidelines until EOSS, pro-disk support and an onsite engineer as and when required.

Kit List and Serial Numbers:

Line	Product & SLA	Service Tag	Manufacturer Part Number	Qty	Delivery to Force
1	2Yr ProSupport for Software, Live Volume License (includes RIRA Async Sync License) (Non-Essential)		822-24996	1	Cambridgeshire
2	2Yr ProSupport and 4hr Mission Critical	GWJQ2T2	732-71536	1	Cambridgeshire
3	2Yr ProSupport for Software, Storage Optimization Bundle License (Non-Essential)		822-24991	1	Cambridgeshire
4	2Yr ProSupport and 4hr Mission Critical	GWJQ2T2	732-65464	1	Cambridgeshire

5	2Yr ProSupport and 4hr Mission Critical	HVFRSC3	732-65464	1	Cambridgeshire
6	2Yr ProSupport and 4hr Mission Critical	GWJM2T2	732-70473	1	Cambridgeshire
7	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive	HVFRSC3	7 33-10350	1	Cambridgeshire
8	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive	GWJM2T2	733-10350	1	Cambridgeshire
9	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive	GWJQ2T2	733-10350	1	Cambridgeshire
10	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive	GWJQ2T2	733-10350	1	Cambridgeshire
11	2Yr ProSupport and 4hr Mission Critical	G00Q5B3	732-65464	1	Hertfordshire
12	2Yr ProSupport and 4hr Mission Critical	G WHT2T2	732-65464	1	Hertfordshire
13	2Yr ProSupport and 4hr Mission Critical	BZGL5B3	732-70473	1	Hertfordshire
14	2Yr ProSupport and 4hr Mission Critical	GWGQ2T2	732-71536	1	Hertfordshire
15	2Yr ProSupport for Software, Storage Optimization Bundle License (Non- Essential)	GWGQ2T2	822-24991	1	Hertfordshire
16	2Yr ProSupport for Software, Live Volume License (includes RIRA Async Sync License) (Non- Essential)		822-24996	1	Hertfordshire

17	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive	G00Q5B3	733-10350	1	Hertfordshire
18	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive	GWHT2T2	733-10350	1	Hertfordshire
19	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive	BZGL5B3	733-10350	1	Hertfordshire
20	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive	GWGQ2T2	733-10350	1	Hertfordshire

Minimum Order Value

(2.2) Premises

Across police premises in Hertfordshire and Cambridgeshire

(2.3) Lease/ Licenses

[N/A]

(2.4) Standards

[N/A]

[Guidance note: Insert details of any particular standards that will apply to the provision of the Goods and/or Services. Insert details of additional standards above. If none then insert "n/a".]

(2.5) Security Requirements

Security Policy

[N/A]

Additional Security Requirements

<p>[N/A]</p> <p><i>[Guidance: Include any information regarding Security Requirements that are appropriate to the Customer or the location where the Services are being provided. Consider if there are any other specific security requirements relating to the Customer and include details.]</i></p> <p>Processing personal data under or in connection with this contract</p> <p>NO</p>
<p>(2.6) Exit Plan (where required)</p> <p>NO</p> <p><i>[Guidance: Customer to consider whether an Exit Plan is required for the Services.]</i></p>
<p>(2.7) Environmental Plan</p> <p>N/A</p>

<p>3. SUPPLIER SOLUTION</p>
<p>(3.1) Supplier Solution</p> <p>N/A</p>
<p>(3.2) Account structure including Key Personnel</p> <p>[n/a]</p> <p>Key Personnel: [n/a]</p> <p><i>[Guidance: Insert details of the Supplier's account structure. Also, if there are any Key Personnel who you require to be involved in the ongoing relationship with the Supplier then insert details. Insert "n/a" if not relevant.]</i></p>
<p>(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods</p> <p>[]</p> <p><i>[Guidance: Insert details of any Sub-contractors being used by the Supplier]</i></p>
<p>(3.4) Outline Security Management Plan</p>

As set out below:

[]

[Guidance: As part of the ordering process, Customers should require the Supplier to provide an outline plan and policy and include this in the Order Form in this paragraph 3.4.]

(3.5) Relevant Convictions

A Relevant Conviction is a Conviction that is relevant to the nature of the Services to be provided ***[Guidance: You may wish to specify a particular conviction(s) e.g. involving dishonesty, violence, sexual offence]***

(3.6) Implementation Plan

[Implementation phase and associated implementation plan]

4. PERFORMANCE QUALITY

(4.1) Key Performance Indicators

KPI	Description	Frequency of Measurement	Target Performance Indicator
1	Support requests are acknowledged by a team member within 24 hours Monday-Friday	Monthly	98%
2	General support requests are responded to within 48 hours Monday-Friday, with a solution or next steps	Monthly	96%
3	4 Hour Mission Critical requests are responded to within four hours for rapid resolution for onsite parts and or labour	Monthly	98%
4	Engineers are available to support on site within 2 working days of requested general support	Quarterly	95%
5	Any complaints or dissatisfaction raised by the service users will be responded to within 2 working days of receiving the complaint	Quarterly	95%

5. PRICE AND PAYMENT

(5.1) Contract Price payable by the Customer in accordance with the commercial schedule set out in the framework agreement (including applicable discount but excluding VAT), payment profile and method of payment (e.g. Government Procurement Card (GPC) or BACS))

Dell Enterprise

Vendor Reference: 3400004649200.1

PART NUMBER	Getech SKU	DESCRIPTION			UNIT CUSTOMER PRICE GBP	QTY	CUSTOMER PRICE * QTY GBP
733-10350_3400004649200.1_1	0	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive Service Tag:G00Q5B3 Date: 01/02/2024 31/01/2026					
733-10350_3400004649200.1_2	0	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive Service Tag:GWHT2T2					

		Date: 01/02/2024 31/01/2026					
733- 10350_3400004649200. 1_3	0	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive Service Tag:BZGL5B3 Date: 01/02/2024 31/01/2026					
733- 10350_3400004649200. 1_4	0	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive Service Tag:GWGQ2T2 Date: 01/02/2024 31/01/2026					

Dell Enterprise

Vendor Reference: 3400004649160.1

PART NUMBER	Getech SKU	DESCRIPTION			UNIT CUSTOME R PRICE GBP	QT Y	CUSTOME R PRICE * QTY GBP
732- 65464_3400004649160. 1_1	0	2Yr ProSupport and 4hr Mission Critical Service Tag:G00Q5B3 Date: 01/02/2024 31/01/2026					
732- 65464_3400004649160. 1_2	0	2Yr ProSupport and 4hr Mission Critical Service Tag:GWHT2T2 Date: 01/02/2024 31/01/2026					
732- 70473_3400004649160. 1_3	0	2Yr ProSupport and 4hr Mission Critical Service Tag:BZGL5B3 Date: 01/02/2024 31/01/2026					
732- 71536_3400004649160. 1_4	0	2Yr ProSupport and 4hr Mission Critical Service Tag:GWGQ2T2 Date: 01/02/2024 31/01/2026					
822- 24991_3400004649160. 1_5	0	2Yr ProSupport for Software, Storage Optimization Bundle License (Non- Essential) Service Tag:GWGQ2T2 Date: 01/02/2024 31/01/2026					
822- 24996_3400004649160. 1_6	0	2Yr ProSupport for Software, Live Volume License (includes RIRA Async Sync License) (Non-Essential) Service					

		Tag:GWGQ2T2 Date: 01/02/2024 31/01/2026					
76,965.00							
Dell Enterprise Vendor Reference: 3400004648957.1							
PART NUMBER	Getech SKU	DESCRIPTION			UNIT CUSTOMER PRICE GBP	QTY	CUSTOMER PRICE * QTY GBP
733-10350_3400004648957.1_1	0	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive Service Tag:GWJQ2T2 Date: 01/02/2024 31/01/2026				1	
733-10350_3400004648957.1_2	0	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive Service Tag:GWJM2T2 Date: 01/02/2024 31/01/2026				1	
733-10350_3400004648957.1_3	0	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive Service Tag:HVFRC3 Date: 01/02/2024 31/01/2026				1	
733-10350_3400004648957.1_4	0	Dell Compellent: 2Yr Data Protection - Keep Your Hard Drive Service Tag:CZGL5B3 Date: 01/02/2024 31/01/2026				1	
Dell Enterprise Vendor Reference: 3400004648822.1							
PART NUMBER	Getech SKU	DESCRIPTION			UNIT CUSTOMER PRICE GBP	QTY	CUSTOMER PRICE * QTY GBP
732-71536_3400004648822.1_1	0	2Yr ProSupport and 4hr Mission Critical Service Tag:GWJQ2T2 Date: 01/02/2024 31/01/2026				1	
822-24991_3400004648822.1_2	0	2Yr ProSupport for Software, Storage Optimization Bundle License (Non-				1	

822-24996_3400004648822.1_3	0	Essential) Service Tag:GWJQ2T2 Date: 01/02/2024 31/01/2026 2Yr ProSupport for Software, Live Volume License (includes RIRA Async Sync License) (Non-Essential) Service Tag:GWJQ2T2 Date: 01/02/2024 31/01/2026						
732-65464_3400004648822.1_4	0	2Yr ProSupport and 4hr Mission Critical Service Tag:HVFRSC3 Date: 01/02/2024 31/01/2026						
732-65464_3400004648822.1_5	0	2Yr ProSupport and 4hr Mission Critical Service Tag:GWJM2T2 Date: 01/02/2024 31/01/2026						
732-70473_3400004648822.1_6	0	2Yr ProSupport and 4hr Mission Critical Service Tag:CZGL5B3 Date: 01/02/2024 31/01/2026						

Total Customer Price

Total Customer price incl.
freight charges

**TOTAL CUSTOMER
PRICE incl. freight
charges.**



GETECHLTD_Geraldin
eDay_Cambridgeshire

(5.2) Invoicing and Payment

The Supplier shall issue the invoices monthly in arrears. The Customer shall pay the Supplier within [thirty (30) days] of receipt of a Valid Invoice, submitted in accordance with this paragraph 5.2, the payment profile set out in paragraph 5.1 above and the provisions of the Contract.

6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES

(6.1) Supplemental requirements

N/A

BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES to enter a legally binding contract with the Customer to provide the Goods and/or Services. The Parties hereby acknowledge and agree that they have read the NHS Conditions of Contract for purchase of goods and/or Services and by signing below agree to be bound by the terms of this Contract.

For and on behalf of the Supplier:

Name and Title	
Signature	
Date	

For and on behalf of the Customer:

Name and Title	
Signature	
Date	