



CompuCenter
(Redacted)

(Redacted).

(Redacted)

Attn: (Redacted)

(Redacted)

Date: 12th September 2016

Procurement ref: CCIS16A16

Dear Sir/Madam,

Award of contract for the supply of Provision of F5 Support Contract

Following your tender / proposal for the supply of a three (3) year support contract renewal, Level 1-3 Premium Service for BIG-IP including Next Day Hardware Replacement for series of F5's listed in the Appendix B – Statement of Requirements to Her Majesty's Passport Office, we are pleased to award this contract to you.

This letter (Award Letter) and its Annexes set out the terms of the contract between Her Majesty's Passport Office as the Customer and CompuCenter UK Ltd. as the Supplier for the provision of the Services. Unless the context otherwise requires, capitalised expressions used in this Award Letter have the same meanings as in the terms and conditions of contract set out in Annex 1 to this Award Letter (the "**Conditions**"). In the event of any conflict between this Award Letter (and its Annexes) and the Conditions, this Award Letter (and its Annexes) shall prevail. Please do not attach any Supplier terms and conditions to this Award Letter as they will not be accepted by the Customer and may delay the conclusion of the Agreement.

1. For the purposes of the Agreement, the Customer and the Supplier agree as follows:

(Redacted)

1.1. The charges for the Services shall be as set out in Annex 2. The total contract value shall be (Redacted), including all extension options.

1.2. The specification of the Services to be supplied is as set out in Annex 3 and within the Supplier's response at Annex 4. Where there is conflict Annex 3 shall take precedence.

1.3. The Term shall commence on Thursday 29th September 2016 (the "Start Date") and the Expiry Date shall be 28th September 2019

OFFICIAL



1.4. The address for notices of the Parties are:

Customer	Supplier
(Redacted)	CompuCenter (Redacted)

1.5. The following persons are Key Personnel for the purposes of the Agreement:

Name	Title/Role
(Redacted)	Procurement - Customer Lead

1.6. The Customer may require the Supplier to ensure that any person employed in the provision of the Services has undertaken a Disclosure and Barring Service check. The Supplier shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Services, relevant to the work of the Customer, or is of a type otherwise advised by the Customer (each such conviction a “**Relevant Conviction**”), or is found by the Supplier to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Services.

2. Payment

- 2.1. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables
- 2.2. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 2.3. Invoices **MUST** state a valid purchase order number as issued by the Contracting Authority.
- 2.4. Each invoice should list a full breakdown of services supplied.
- 2.5. Payment will be made 30 days following receipt of a correctly submitted invoice.
- 2.6. All electronic invoices should be sent directly to the accounts payables team at:
- 2.7. **(Redacted)**
- 2.8. All paper based invoices should be submitted for the attention of Accounts Payable at the following address(s):
 - 2.8.1. **(Redacted)**
 - 2.8.2. Tel: **(Redacted)**
- 2.9. Email: **(Redacted)**

3. Liaison



For general liaison your contact will continue to be Moira Stratton or, in their absence, Wendy Adam.

We thank you for your co-operation to date, and look forward to forging a successful working relationship resulting in a smooth and successful delivery of the Services. Please confirm your acceptance of the award of this contract by signing and returning the enclosed copy of this letter to Catherine Hacker via the e-Sourcing Suite **within [5]** days from the date of this letter. No other form of acknowledgement will be accepted. Please remember to quote the procurement reference number above in any future communications relating to this contract.

Yours faithfully,

Signed for and on behalf of **Her Majesty's Passport Office** ("the Customer")

Name: (Redacted)

Category Executive

Signature:

(Redacted)

Date: 12th September 2016

We accept the terms set out in this letter and its Annexes, including the Conditions.

Signed for and on behalf of **CompuCenter UK Ltd.**("the Supplier")

Name: (Redacted)

(Redacted)

Signature: (Redacted)

Date: (Redacted)