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Crown
Commercial
Service

Home Office

- and -

Quotium Technologies Ltd

CONTRACT
relating to
RM5291 SO8741
Provision of Qtest Renewal

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THIS CONTRACT is made on the 19th day of March 2015

BETWEEN

- (1) Home Office of Home Office Technology, REDACT, REDACT, REDACT, REDACT (the “**CUSTOMER**”); and
- (2) Quotium Technologies Ltd a company registered in the United Kingdom under company number REDACT and whose registered office is at REDACT, REDACT, REDACT, REDACT, REDACT (the “**CONTRACTOR**”).

WHEREAS

- a) The Lords Commissioners of Her Majesty’s Treasury as represented by Crown Commercial Service being a separate trading fund of Her Majesty’s Treasury without separate legal personality (the “**AUTHORITY**”) selected service providers, including the **CONTRACTOR**, to provide provision of maintenance renewal contract.
- b) The **CONTRACTOR** undertook to provide the same on the terms set out in a framework agreement number N/A dated N/A (the “**Framework Agreement**”).
- c) The **AUTHORITY** established a set of framework agreements, including the Framework Agreement, in consultation with and for the benefit of public sector bodies. The **AUTHORITY** has overall responsibility for management of those framework agreements.
- d) The **AUTHORITY** and the **CONTRACTOR** agree that public sector bodies within the UK may enter into contracts under the Framework Agreement.
- e) The **CUSTOMER** is granted rights by the **AUTHORITY** in accordance with the Contracts (Rights of Third Parties) Act 1999 to enter into a contract under the Framework Agreement pursuant to an Order served by the **CUSTOMER** on the **CONTRACTOR**.
- f) The **CUSTOMER** served an Order for the provision of maintenance renewal contract on the **CONTRACTOR** on Friday 13th March 2015.
- g) The **CONTRACTOR** confirmed its agreement to the terms of the Order and its acceptance of the Order and hereby duly executes this Contract.
- h) The terms of this Contract replace the terms of any documentation leading to the execution of this Contract.
- i) This Contract has been awarded following evaluations as per the advertised criteria at Schedule One (1);
- j) The Authority selected the Service Provider to enter a contract to provide the services as requested within the specification at Schedule Two (2) to be delivered as per the proposal submitted at Schedule Three (3), in line with the price schedule at Schedule Four (4);

IT IS AGREED AS FOLLOWS:

The CCS Terms and Conditions as outlined in Appendix 1 – CCS T&Cs for Services.

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Signed for and on behalf of the Authority:

By:
Name:
Title:
Date:

Signed for and on behalf of the Supplier:

By:
Name:
Title:
Date:

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Schedule One (1)

Evaluation Criteria

N/A

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Schedule Two (2)

APPENDIX B
SERVICE DESCRIPTION

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1. INTRODUCTION

- 1.1 The General Register Office (GRO) at Southport is now part of the Home Office and is responsible for Civil Registration in England and Wales.
- 1.2 Home Office Technology provide an onsite technical support to GRO.

2. PURPOSE

- 2.1 The purpose is to procure a 12 month support and maintenance agreement.
- 2.2 There must be the provision which allows access to 1st line support from the Quotium office in London. Additionally the contract must allow for bespoke application support direct from the developers at the Quotium Headquarters in France.
- 2.3 This support is required during any extended test period and must be available 08:00 – 18:00 Monday to Friday.
- 2.4 Hand in Hand with support there is a maintenance element to the contract which allows HOT (Home Office Technology) (GRO) to receive the latest upgrades to the Qtest application.

3. BACKGROUND TO THE AUTHORITY

- 3.1 In 2004 GRO in conjunction with ONS conducted a review of Non-Functional testing tools that would provide a platform for performance testing. This discipline of testing is required during the development and maintenance of any medium to large scale application to ensure usability for the customer. Additionally the requirement to facilitate internal testing assurance arose in 2005.
- 3.2 Since 2005, GRO has invested significant time and effort to fully train a small team of specialist test analysts in the Qtest product. Through this investment GRO can bring to bear specialist testing techniques on multiple projects and applications. The tool provides cost effective and efficient delivery to time sensitive project time lines.

4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 4.1 This is a request to renew the support and maintenance licence, for the 2 installations of Qtest allowing for the continued delivery of this key requirement.
- 4.2 The Qtest product is set up to complete non-functional testing on key systems on behalf of GRO.
- 4.3 The 2 installations must be in place by 18th March 2015, installation will be completed by the customer.

5. SCOPE OF REQUIREMENT

- 5.1 QTest license
- 5.2 All Features including:
 - 5.2.1 10 collectors
 - 5.2.2 License Server
 - 5.2.3 5000 vu

6. SERVICE LEVELS AND PERFORMANCE

- 6.1 The Authority will measure the quality of the Supplier's delivery by:
 - 6.1.1 Support and maintenance agreement to be in place by 18th March 2015.

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6.1.2 Provision which allows access to 1st line support from the Quotium office in London. Additionally the contract must allow for bespoke application support direct from the developers at the Quotium Headquarters in France.

6.1.3 Support is required during any extended test period and is available 8am – 18:00 Monday to Friday. Hand in Hand with support there is a maintenance element to the contract which allows HOT (GRO) to receive the latest upgrades to the Qtest application.

7. PAYMENT AND INVOICING

7.1 In order to achieve complete automation of the Procure to Pay process, payment can only be made for services rendered, interim payments will not be considered. Suppliers should take this into consideration when outlining their costs and payment terms.

7.2 Payment will be made upon successful delivery of the services required.

7.3 Each invoice **MUST** state a valid purchase order number as issued by the Contracting Authority.

7.4 Each invoice should list an elemental breakdown of services supplied.

7.5 Payment will be made 30 days following receipt of a correctly submitted invoice.

7.6 It is expected that the winning bidder will provide e-invoicing where invoices anticipated per month are greater than 10. The winning bidder will also be required to provide an electronic catalogue to support e-invoicing/regular requirements where applicable.

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

REDACT

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

Home Office Shared Service Centre

REDACT

REDACT

REDACT

REDACT

Tel: REDACT

Email: REDACT

8. LOCATION

8.1 The location of the Services will be carried out at:

REDACT,

REDACT

REDACT

REDACT

8.2 Contact details will be provided upon award of contract.

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Schedule Three (3)
Service Delivery Proposal

Please see Appendix B Statement of Requirements for full details.

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Schedule Four (4)
Contract Pricing Matrix

As per the quote received on 16th March 2015

REDACT