



Crown
Commercial
Service

**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>



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

Her Majesty's Passport Office (HMPO)

Billing address

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

Customer representative name

The name of your point of contact for this Order
REDACTED

Customer representative contact details

Email and telephone contact details for the Customer's representative
REDACTED

Supplier details

Supplier name

The Supplier organisation name, as it appears in the Framework Agreement
Comparex UK Ltd

Supplier address

Supplier's registered address
REDACTED

Supplier representative name

The name of the Supplier point of contact for this Order
REDACTED

Supplier representative contact details

Email and telephone contact details of the supplier's representative
REDACTED

Order reference number

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



Section B Overview of the requirement

Framework Lot under which this Order is being placed

Tick one box below as applicable

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

CCSO18B07

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

23/12/2018

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

Call Off Initial Period

Twelve (12) months

Call Off Extension Period (Optional)

Twelve (12) months

Specific Standards or compliance requirements

Include any conformance or compliance requirements with which the Goods and/or Services must meet

The specification for this requirement is outlined within the Appendix B – Statement of Requirements. The Customer's populated Schedule 5 in line with GDPR can be found under Annex A - Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects. By signing this Contract the Supplier has accepted the Customer's completed Annex A.



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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

1.1 The Contract will be for twelve (12) months, with the option of a further twelve (12) month extension period, subject to Customers approvals.

1.2 The Suppliers was asked to provide pricing for the following products:

ITEM NO.	DESCRIPTION	LICENCE KEY	CURRENT CONTRACT NO.	CONTRACT PERIOD	QUANTITY OF LICENCES
1	VSPHERE 6 STANDARD	MM42L-6W1E1-28R82-0H9HP-3JWQ5	460413698	23.12.2018 22.12.2019	1
2	VSPHERE 6 ENTERPRISE	510A0-0XHE7-P828E-000U6-84535	45843049	23.12.2018 22.12.2019	2
3	VCENTER SERVER 6 FOUNDATION	55414-49J8H-J8092-0K980-C4T0H	45843049	23.12.2018 22.12.2019	1
4	VCENTER SERVER 6 STANDARD	HN09L-DC01N-68393-0092K-A4GK0	45843049	23.12.2018 22.12.2019	1
5	VCENTER SERVER 6 STANDARD	JJ0A1-FC14K-28R92-0238H-1NGH4	424448161	23.12.2018 22.12.2019	1
6	VSPHERE 6 STANDARD	4N023-2WH93-P8V8E-06A8P-A1ZM4	424448161	23.12.2018 22.12.2019	10
7	VSPHERE 6 STANDARD	110CK-6WK0H-K8J85-0C9AM-1NU0H	424448161	23.12.2018 22.12.2019	2



8	VCENTER SERVER 4 FOUNDATION	1J6C0-0CL1H-J8U32-0L926-3HM5H	41439690	23.12.2018 22.12.2019	-	1
9	VSPHERE 4 STANDARD	0J691-4J142-J8R34-0TCAP-14V74	41439690	23.12.2018 22.12.2019	-	2
10	VSPHERE 6 STANDARD	0H4CH-2W282-28R88-0D9HK-8T2HM	41439690	23.12.2018 22.12.2019	-	8
11	VSPHERE 6 ENTERPRISE	4103K-4XK85-68J8T-0K12H-1DUJH	41439690	23.12.2018 22.12.2019	-	4
12	VSPHERE 6 STANDARD	JJ0CL-6WL5J-28J8D-02CU6-2E764	41439690	23.12.2018 22.12.2019	-	2
13	VCENTER SERVER 6 STANDARD	H00AH-8C15P-68A9A-09306-38Q21	41439690	23.12.2018 22.12.2019	-	1
14	VCENTER SERVER 6 STANDARD	M002K-8CL84-28392-0RCH0-35NK5	41439690	23.12.2018 22.12.2019	-	1
15	VCENTER SITE RECOVER MANAGER 6 ENTERPRISE	L1004-0E340-N8U9R-0L08M-31ZM4	41439690	23.12.2018 22.12.2019	-	20
16	VSPHERE 6 ENTERPRISE	154CH-0XK4Q-6828H-0L8U6-11X15	41439690	23.12.2018 22.12.2019	-	4
17	VSPHERE 6 STANDARD	J5606-0WL42-18189-07C8P-3E3MM	41439690	23.12.2018 22.12.2019	-	8



18	VSPHERE 6 STANDARD	HH291-6W212-P8H8R-043K2-24700	41439690	23.12.2018 22.12.2019	-	12
19	VSPHERE 6 STANDARD	H4097-8WH90-28A8J-019K2-8WZPM	41439690	23.12.2018 22.12.2019	-	4
20	VSPHERE 6 STANDARD	H4415-DW052-P8C84-0L9K6-9TG6H	41439690	23.12.2018 22.12.2019	-	2
21	VSPHERE 6 STANDARD	J0206-2W381-28185-0338H-3RK74	41439690	23.12.2018 22.12.2019	-	2
22	VCENTER SERVER 6 STANDARD	0123N-2C10P-58293-0KCHM-24EJM	448635747	02.03.2019 22.12.2019	-	1
23	VSPHERE 6 STANDARD	10433-6WL93-K818D-028KK-09ZP0	448635747	02.03.2019 22.12.2019	-	2
24	VSPHERE 6 STANDARD	0543L-6WLOJ-68C85-090UM-8RJ71	448635747	02.03.2019 22.12.2019	-	2

1.3 Potential provider support required:

1.3.1 In the event of calls not resolved with VMWare, the potential provider will act on behalf of the Authority to resolve any issues within agreed timescale.

1.4 The VSphere support required for this Contract is the Basic/Product Support.

1.4.1 The Technical support is required for twenty-four/seven (24/7) hours and accessible globally.



1.4.2 A knowledge base with case studies, reference architectures via the VSphere Customer Portal.

1.4.3 Potential providers will be asked to detail their support in the Appendix E and as part of their quality submission.

1.5 The Authority requires all patches, upgrades and updates to be supplied for the lifetime of the Contract.

2. KEY MILESTONES

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

Milestone	Description	Timeframe
1	Signed Contract Agreement	Within one (1) working day of Contract Award
2	Renewal of the VMWare Licences & Support	23 rd December 2018

3. SERVICE LEVELS AND PERFORMANCE

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

3.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	The Licences and Support are to be renewed on 23 rd December 2018	100%
2	Support	Technical Support available twenty-four/seven (24/7) hours a day.	98%



3	Updates and Upgrades	All updates and upgrades are to be supplied for the life of the Contract.	100%
4	Issue resolution	Any Contractual are to be resolved within 24 - 48 hours.	99%

3.2 Where a potential provider fails against the KPI listed above, the Authority will, in the first instance, seek a mutually agreeable resolution with the potential provider. However, if this is not possible, the Authority reserves the right to cancel this agreement and seek alternative supply from the next ranked potential provider identified during the procurement event



Warranty Period, if applicable

Not Applicable.

Location/Site(s) for Delivery

REDACTED

Dates for Delivery of the Goods and/or the Services

23/12/2018

Software List product details under each relevant heading below

Supplier Software

Third Party Software

Maintenance Agreement

As outlined in Goods & Services Section.

As outlined in Goods & Services Section.

Include license or link in Call Off Schedule 3

Include terms or link in Call Off Schedule 3

Additional Clauses (see Annex 3 of Framework Schedule 4) Tick as required

Alternative Clauses

Additional Clauses

Optional Clauses

Tick one box below as applicable

Tick any applicable boxes below

Scots Law Or

Northern Ireland Law

Non-Crown Bodies

Non-FOIA Public Bodies

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

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

Not Applicable.

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)



REDACTED

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 (£)

For Orders with a defined Call Off Contract Period

REDACTED

Section D 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

Not Applicable.

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

REDACTED



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	REDACTED

For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	REDACTED