



Crown
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**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 Home Office
Billing address REDACTED
Customer representative name REDACTED
Customer representative contact details REDACTED
Supplier details
Supplier name European Electronique
Supplier address Forward House Oakfields Industrial Estate Eynsham Oxfordshire OX29 4TT
Supplier representative name REDACTED
Supplier representative contact details REDACTED
Order reference number TBC



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 type="checkbox"/> |
| 3. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS | <input checked="" type="checkbox"/> |
| 4. INFORMATION ASSURED PRODUCTS | <input type="checkbox"/> |
| 5. VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM) | <input type="checkbox"/> |

Customer project reference

TBC

Call Off Commencement Date

25th July 2019

Call Off Contract Period (Term)

The Contract will commence upon Contract Award and expire in May 2020

Call Off Initial Period Months
N/A

Call Off Extension Period (Optional) Months
N/A

Specific Standards or compliance requirements

The Customer operates from a secure location therefore all Supplier personnel required to attend the Customers sites must hold a minimum security clearance level of SC.



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

- 1.1 The scope of this contract extends to the provision of hardware and software support and maintenance only. The support and maintenance is to be carried out directly by the Vendor HP.
- 1.2 The scope of this requirement does not extend to the provision of any hardware or software.
- 1.3 The Customer require the provision of the hardware and software support and maintenance identified within table one.

Table 1 - Support and Maintenance Required - REDACTED

- 1.4 The support and maintenance must be inclusive of the following;
 - 1.4.1 24 hours, 7 days cover inclusive of Public / Bank Holidays.
 - 1.4.2 4 hour response time from receipt of call.
 - 1.4.3 Onsite support within the above response time.
 - 1.4.4 All parts and materials covered under the support and maintenance.
 - 1.4.5 Hardware diagnostic and replacements.
- 1.5 The Customer requires, in addition to the renewal of the support and maintenance identified within Table 1:
 - 1.5.1 3 days additional support for health checks.
 - 1.5.2 24/7 (inclusive of public/bank holidays) support and maintenance on hardware and software;
 - 1.5.3 24/7 (inclusive of public/bank holidays support) hardware diagnostic, replacements and support cover for hardware;
 - 1.5.4 4 hour onsite response time from receipt of call, provided by the vendor;
 - 1.5.5 This support needs to be provided by the vendor by an SC cleared engineer with HOE master ASE accreditation.



- 1.6 The Support and Maintenance identified within Table 1 is required for Hardware across two Customer sites: Hendon and Disaster Recovery site within 15 miles of Hendon.
- 1.6.1 There are 2 Drive Arrays: one at Hendon and 1 at the Authority’s DR site.
 - 1.6.2 56 FC drives at each site
 - 1.6.3 24 SSD drives at each site (number has increased since initial purchase).
 - 1.6.4 3PAR StoreServ. Details as follows: REDACTED
- 1.7 The support and maintenance under this Contract will cover the Customers existing SAN hardware and software only. The Customers existing SAN hardware and software have been identified within Table 2 and 3. There is no requirement to support any additional hardware or software above what has been identified within Table 2 and 3.

Table 2 – Customer Existing SAN Hardware REDACTED

Table 3 – Customer Existing SAN Software REDACTED

Quantity	Part no.	Software Licences
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SERVICE LEVELS AND PERFORMANCE

The Customer will measure the quality of the Supplier’s delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Service Delivery	Successful delivery of the support and maintenance within 1 week of Contract Award.	100%
2	Service Delivery	4 hour onsite response time from receipt of call, provided by the vendor;	100%
3	Service Delivery	24/7 (inclusive of public/bank holidays support) hardware diagnostic, replacements and support cover for hardware;	100%



4	Service Delivery	24/7 (inclusive of public/bank holidays) support and maintenance on hardware and software;	100%
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Where the Supplier fails at any of the above KPIs, the Customer will, in the first instance, seek a mutually agreeable resolution with the Supplier. However, if this is not possible, the Customer reserves the right to cancel the agreement and seek alternative services from the next ranked Supplier identified during the procurement event.

Warranty Period, if applicable

N/A

Location/Site(s) for Delivery

REDACTED

Dates for Delivery of the Goods and/or the Services

Within 1 week of Contract Award

Software List product details under each relevant heading below

Supplier Software

N/A

Third Party Software

N/A

Include license or link in Call Off Schedule 3

Maintenance Agreement

N/A

Include terms or link in Call Off Schedule 3

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

Alternative Clauses

Scots Law
Or

Northern Ireland Law

Non-Crown Bodies

Additional Clauses

Tick one box below as applicable

A: Termed Delivery – Goods

B: Complex Delivery – Solutions (includes Termed Delivery – Goods)

NB Both of the above options require an Implementation Plan

Optional Clauses

Tick any applicable boxes below

C: Due Diligence

D: Call Off Guarantee

E: NHS Coding Requirements



Non-FOIA Public Bodies	<input type="checkbox"/>	which should be appended to this Order Form	F: Continuous Improvement & Benchmarking	<input type="checkbox"/>
			G: Customer Premises	<input type="checkbox"/>
			H: Customer Property	<input type="checkbox"/>
			I: MOD Additional Clauses	<input type="checkbox"/>

Items licensed by the Customer to the Supplier (including any Customer Software, Customer Background IPR and Customer Data)
List below
[Click here to enter text.](#)

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)
BACS

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 (£) 43,728.84
For Orders with a defined Call Off Contract Period

Section D Supplier response

Commercially Sensitive information

Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract

To be completed by the Supplier

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



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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	
Job role/title	
Signature	
Date	

For and on behalf of the Customer

Name	
Job role/title	
Signature	
Date	



SCHEDULE OF PROCESSING, PERSONAL DATA AND DATA SUBJECTS

Description	Details
Subject matter of the processing	Not Applicable
Duration of the processing	Not Applicable
Nature and purposes of the processing	Not Applicable
Type of Personal Data	Not Applicable
Categories of Data Subject	Not Applicable
Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	Not Applicable