



**Technology Services 2 Agreement RM3804
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 provide the 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 ordering Services under the Technology Services 2 Framework Agreement ref. RM3804 in accordance with the provisions of Framework Schedule 5.

The Call Off Terms, referred to throughout this document, are available from the Crown Commercial Service website <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3804>

Section A General information

This Order Form is issued in accordance with the provisions of the Technology Services 2 Framework Agreement RM3804.

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 Ltd

Supplier address

REDACTED



Supplier representative name

REDACTED

Supplier representative contact details

REDACTED

Order reference number or the Supplier's Catalogue Service Offer Reference Number

N/A

Section B

Overview of the requirement

Framework Lot under which this Order is being placed		Customer project reference
1. TECHNOLOGY STRATEGY & SERVICES DESIGN	<input type="checkbox"/>	CCSO20A66
2. TRANSITION & TRANSFORMATION	<input type="checkbox"/>	Call Off Commencement Date
3. OPERATIONAL SERVICES		14/09/2020
a: End User Services	<input type="checkbox"/>	
b: Operational Management	<input checked="" type="checkbox"/>	
c: Technical Management	<input type="checkbox"/>	
d: Application and Data Management	<input type="checkbox"/>	
4. PROGRAMMES & LARGE PROJECTS		
a. OFFICIAL	<input type="checkbox"/>	
a. SECRET (& above)	<input type="checkbox"/>	

Call Off Contract Period (Term)

Start Date: 14/09/2020

End Date: 13/09/2021

Call Off Initial Period

12 months

Call Off Extension Period (Optional)

6 months

Minimum Notice Period for exercise of Termination Without Cause 30 days
(Calendar days)

Additional specific standards or compliance requirements

The Authority operates from a secure location therefore any Supplier personnel required to attend the Authority's sites must have a minimum security clearance level of CTC.



Customer's ICT and Security Policy

N/A

Security Management Plan

N/A

Section C Customer Core Services Requirements

Please provide details of all Services required including the locations where the Supplier is required to provide the Services Ordered.

Services

The support and maintenance must be inclusive of the following:

24 hours, 7 days cover inclusive of Public / Bank Holidays.

4 hour response time from receipt of call.

Onsite support within the above response time.

All parts and materials covered under the support and maintenance.

Hardware diagnostic and replacements.

The authority requires, in addition to the renewal of the existing support and maintenance, 4 days onsite support for firmware upgrades, health checks, etc. If the engineer supplied it not familiar with the environment there would be an addition 2 days to familiarise themselves. The engineer provided needs to be SC cleared with HPE master ASE accreditation.

Table of hardware to be covered at each site by new Support and Maintenance Contract:

Quantity	Model #	Hardware Description
Production, including switches and rack:		
1	BW904A	HP 642 1075mm Shock Intelligent Rack
1	E7X65A	HP 3PAR StoreServ 7200c 2N St Cent Base
2	QR486A	HP 3PAR 7000 4-pt 8GB/s FC Adapter
14	E7X49A	HP M6710 1.2TB 6G SAS 10K 2.5in HDD
2	E7W24B	HP M6710 920GB 6G SAS 2.5in MLC 5yr SSD
2	AM868B	HP 8/24 Base 16-ports Enabled SAN Switch
3	QR490A	HP M6710 2.5in 2U SAS Drive Enclosure
42	E7X49A	HP M6710 1.2TB 6G SAS 10K 2.5in HDD
6	E7W24B	HP M6710 920GB 6G SAS 2.5in MLC 5yr SSD
1	TK808A	HP Rack Front Door Cover Kit
24	QK734A	HP Premier Flex LC/LC OM4 2f 5m Cbl
8	QK733A	HP Premier Flex LC/LC OM4 2f 2m Cbl
2	H5M68A	HP 7.3kVA 230V 20out INTL bPDU



1	BW932A	HP 600mm Rack Stabilizer Kit
1	BW932A B01	Include with complete system
1	BW906A	HP 42U 1075mm Side Panel Kit
2	AF534A	HP Intelligent Mod PDU 32a Intl Kit
1	120672-B21	HP 9000 Series Ballast Option Kit

Table of Software to be covered at each site by new Support and Maintenance Contract:

Quantity	Part no.	Software Licences
1	BC767B	HP 3PAR 7200 Reporting Suite LTU
1	BC768B	HP 3PAR 7200 App Suite VMware LTU
48	BC746A	HP 3PAR 7200 OS Suite Drive LTU
1	BC745B	HP 3PAR 7200 OS Suite Base LTU
1	BC747A	HP 3PAR 7200 Replication Suite Base LTU
48	BC748A	HP 3PAR 7200 Replication Suite Drive LTU
1	BC749A	HP 3PAR 7200 Data Opt Suite Base LTU
48	BC750A	HP 3PAR 7200 Data Opt Suite Drive LTU
1	BD362AAE	HP 3PAR StoreServ Mgmt/Core SW E-Media
1	BD363AAE	HP 3PAR 7000/7450 OS Suite E-Media
1	BD372AAE	HP 3PAR App Suite for VMware E-Media
1	BD373AAE	HP 3PAR Reporting Suite EMedia
1	TC472AAE	HP Intelligent Inft Analyzer SW v2 E-LTU

The specific support products relevant to tables 6.2 and 6.3 are as follows. Suppliers are asked to bid to provide these under contract via this tendering exercise CCSO17C93. The below table provides the quantities that are required at each of the two sites (in total, double the quantities listed below are required):

Quantity	Part no.	Description
Hardware and Software Support		
1	H1K92 A3	HP 1Y 4 hr 24x7 Proactive Care SVC
2	H1K92A3 9LJ	HP B-Series 8/8 and 8/24 Switch Support
1	H1K92A3RD0	HP 3PAR 7200 OS Suite Base LTU Supp
1	H1K92A3 RD1	HP 3PAR 7200ReplicationSuiteBaseLTU Supplier
1	H1K92A3RD4	HP 3PAR 7200 Data OptSuite Base LTU Supp
1	H1K92A3RDB	HP 3PAR 7200 Reporting Suite LTU Supp
1	H1K92A3 RDC	HP 3PAR 7200 App Suite LTU Supplier
1	H1K92A3RWG	HP Intelligent Infra Analyzer LTU Sup
48	H1K92A3S6L	HP 3PAR 7200 OS Suite Drive LTU Supp
48	H1K92A3S6M	HP 3PAR 7200 Replic Suite Drive LTU Supp
48	H1K92A3S6N	HP 3PAR 7200 DataOptSuite Drive LTU Supp
24	H1K92A3TGE	HP 3PAR7000 920GB SAS SSD Supp
1	H1K92A3TRE	HP 3PAR StoreServ7200c2NStrgbase HWSupp
4	H1K92A3WSF	HP 3PAR Internal Entitlement Purpose
56	H1K92A3WUT	HP 3PAR 7000 Drives over 1TB Support



3	H1K92A3WUW	HP 3PAR 7000 Drive Enclosure Support
2	H1K92A3WUX	HP 3PAR 7000 Adapter Support
1	AC133A	HP InsideDatacenter XLg Item LogisticSVC
32	AJ716B	HP 8Gb Short Wave B-Series SFP+ 1 Pack

See Annex A – Statement of Requirements and Annex B – Supplier's Proposal for full details.

Sites for provision of the Services REDACTED

Additional Clauses

Applicable Call Off Contract Terms

Optional Clauses

N/A

Additional Clauses and Schedules

A: SERVICES – Mandatory

The following clauses will automatically apply where Lot 3 services are provided (this includes Lot 4a & 4b where Lot 3 services are included).

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C: Call Off Guarantee

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D: Relevant Convictions

☐

A3: Staff Transfer

E: Security Requirements

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A4: Exit Management

A: PROJECTS - Optional

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A1: Testing

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F: Collaboration Agreement

A2: Key Personnel

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G: Security Measures

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B: SERVICES - Optional

Only applies to Lots 3 and 4a and 4b

H: MOD Additional Clauses

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B1: Business Continuity and Disaster Recovery

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B2: Continuous Improvement & Benchmarking

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Alternative Clauses

B3: Supplier Equipment

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B4: Maintenance of the ICT Environment

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B5: Supplier Request for Increase of the Call Off Contract Charges	<input type="checkbox"/>	Scots Law Or	<input type="checkbox"/>
B6: Indexation	<input type="checkbox"/>	Northern Ireland Law	<input type="checkbox"/>
B7: Additional Performance Monitoring Requirements	<input type="checkbox"/>	Non-Crown Bodies	<input type="checkbox"/>
		Non-FOIA Public Bodies	<input type="checkbox"/>

Collaboration Agreement

Organisations required to collaborate (Collaboration Suppliers) N/A	An executed Collaboration Agreement shall be delivered from the Supplier to the Customer within the stated number of Working Days from the Call Off Commencement Date OR An executed Collaboration Agreement from the Supplier has been provided to the Customer and is attached to this Order Form.	N/A <input type="checkbox"/>
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Licensed Software

Supplier Software

N/A

Third Party Software

N/A

Customer Property

Items licensed by the Customer to the Supplier (including any Customer Software, Customer Assets, Customer System, Customer Background IPR and Customer Data)

N/A

Call Off Contract Charges and Payment Profile

Include 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

The total contract value shall be £37,198.40 (excluding VAT and excluding the extension option).

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

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



Each invoice should list an elemental breakdown of services supplied.

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

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.

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

REDACTED

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

REDACTED

Undisputed Sums Limit (£)	N/A
Delay Period Limit (calendar days)	N/A
Estimated Year 1 Call Off Contract Charges (£)	N/A
Enhanced Insurance Cover	
Third Party Public Liability Insurance (£)	N/A
Professional Indemnity Insurance (£)	N/A
Transparency Reports N/A	
Quality Plans (
Time frame for delivery of draft Quality Plans from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)	N/A
Implementation Plan	
Time frame for delivery of a draft Implementation Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)	N/A
BCDR	
An executed BCDR Plan from the Supplier is required prior to entry into the Call Off Contract	<input type="checkbox"/>
OR	
Time frame for delivery of a BCDR Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days)	N/A



Disaster Period (calendar days)		N/A	
GDPR N/A			
Supplier Equipment			
X - Service Failures (number)	N/A	Y – Period (Months)	N/A
Key Personnel & Customer Responsibilities			
Key Personnel		Customer Responsibilities	
REDACTED - HPE Master ASE Certified Engineer		N/A	
Relevant Conviction(s) N/A			
Appointment as Agent			
Specific requirement and its relation to the Services		Other CCS framework agreement(s) to be used	
N/A.		N/A	

SERVICE LEVELS AND SERVICE CREDITS

Service Levels

KPI/SLA	Service Area	KPI/SLA description	Target
1	Service Delivery	24/7 (inclusive of public/bank holidays) support and maintenance on hardware and software	100%
2	Service Delivery	24/7 (inclusive of public/bank holidays support) hardware diagnostic, replacements and support cover for hardware	100%
3	Service Delivery	4 hour onsite response time from receipt of call.	100%

Critical Service Level Failure

N/A

Service Credits

N/A

Service Credit Cap

N/A



**Additional Performance Monitoring Requirements
Technical Board**

N/A

Time frame in which the Technical Board shall be established – from the Call Off Commencement Date (Working Days) N/A

Section D Supplier response

Commercially Sensitive information

N/A

Total contract value

The total contract value shall be £37,198.40 (excluding VAT and excluding the extension option).

REDACTED

Section E Call Off Contract award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 2 Framework Agreement RM3804.

The Supplier shall provide the 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