



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>

**The Customer must provide a draft Order Form as part of the Further Competition Procedure.**

### 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

The Department for Work and Pensions (DWP)

##### 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 Redacted  
Computacenter (UK) Limited.

#### Supplier address

Supplier's registered address redacted  
**REDACTED**

#### Supplier representative name

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

#### Supplier representative contact details

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

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

A unique number provided by the supplier at the time of the Further Competition Procedure  
Please provide the order reference number, this will be used in management information provided by suppliers to assist  
CCS with framework management. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference  
Number

CVID 200094 – F5 Support and Maintenance Renewal

## Section B Overview of the requirement

#### Framework Lot under which this Order is being placed

*Tick one box below as applicable (unless a cross-Lot Further Competition)*

- |  |                                     |
|--|-------------------------------------|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | <input type="checkbox"/>            |
| 2. TRANSITION & TRANSFORMATION           | <input type="checkbox"/>            |
| 3. OPERATIONAL SERVICES                  |                                     |
| a: End User Services                     | <input checked="" type="checkbox"/> |
| b: Operational Management                | <input 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"/>            |

#### Customer project reference

*Please provide the customer project reference number.*

CVID 200094

#### Call Off Commencement Date

*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*

24<sup>th</sup> November 2020



### Call Off Contract Period (Term)

A period which does not exceed the maximum durations specified per Lot below:

| Lot | Maximum Initial Term – Months (Years) | Extension Options – Months (Years) | Maximum permissible overall duration – Years (composition) |
|-----|---------------------------------------|------------------------------------|--|
| 1   | 24 (2)                                | -                                  | 2  |
| 2   | 36 (3)                                | -                                  | 3  |
| 3   | 60 (5)                                | -                                  | 5  |
| 4   | 60 (5) *                              | 12 + 12 = 24 (1 + 1 = 2)           | 7 (5+1+1) *  |

**Call Off Initial Period** Months  
12 months

**Call Off Extension Period (Optional)** Months  
12 months

**Minimum Notice Period for exercise of Termination Without Cause**  
(Calendar days) *Insert right (see Call Off Clause 30.7)*

The Customer shall not terminate this Call Off without cause.

## 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

**REDACTED**

F5 Support and Maintenance as per the quote provided by the Supplier referenced CVID200094 for the period of 24<sup>th</sup> November 2020 – 23<sup>rd</sup> November 2021.

### Location/Site(s) for provision of the Services

Title to Goods is transferred to the Customer on payment to the Supplier in full (save in respect of software where title to the same shall remain at all times with the relevant licensor).

**Licensed Software** Where Software owned by a party other than the Customer is used in the delivery of the Services list product details under each relevant heading below

#### Supplier Software

NA

#### Third Party Software

As per renewals calendar and/or software quotation request

Third party software (if any) shall be licensed subject to the third party licensor's standard license terms which shall govern the supply, the Customer's use of and obligations relating to the software in their entirety and which shall



prevail in the event of any conflict with the terms and conditions of this Call-Off Contract

**Maintenance Agreement**

As per Supplier's quotation.

Third party services (if any) shall be supplied subject to the applicable third party's standard service terms.

**Customer Property** *(see Call Off Clause 21)*

Items licensed by the Customer to the Supplier (including any Customer Software, Customer Assets, Customer System, Customer Background IPR and Customer Data)  
*List below if applicable*

**Not Applicable**

**Call Off Contract Charges and Payment Profile** *(see Call Off Schedule 2)*

This is a 12-month contract with a one off payment of £485,627.63 excluding VAT.

**Estimated Year 1 Call Off Contract Charges (£)**

£485,627.63 excluding VAT

For Call Off Contract Periods of over 12 Months

**Key Personnel & Customer Responsibilities** *(see Call Off Clause A2)*

*List below or append as a clearly marked document to include Key Roles*

As detailed in the requirements documentation provided by the Customer and the Suppliers terms and conditions in Appendix 1

## 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



Crown  
Commercial  
Service

**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. If a Direct Award, please refer to the Price Card as attached to the Supplier's Catalogue Service Offer.

£485,627.63 plus recoverable VAT = £582,753.16

## Appendix 1 – Vendor Terms and Conditions

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 |



Crown  
Commercial  
Service