



Microsoft Enterprise Services Work Order

(For Microsoft Internal Purposes Only)

MSL Number

DEPT-101195

This Work Order consists of the terms and conditions below, and the provisions of the Microsoft Services Agreement (SA) reference **71V00397**, effective as of **1st April 2008** (the "Agreement"), the provisions of the Description of Services applicable to the professional services identified in this Work Order, and any attachments or exhibits referenced in this Work Order, all of which are incorporated herein by this reference. In this Work Order "Customer," "you," or "your" means the undersigned customer or its affiliate and "Microsoft", "we," "us," or "our" means the undersigned Microsoft affiliate.

By signing below the parties acknowledge and agree to be bound to the terms of this Work Order, the Agreement and all other provisions incorporated in them. This Work Order is effective as of the date that Microsoft signs this Work Order. Regardless of any terms and conditions contained in a purchase order, if any, the terms of this Work Order apply.

Customer	Microsoft Affiliate
Name of Customer (please print) Department for Education	Name Microsoft Limited
Signature 	Signature DocuSigned by:  82377D32214F4A0...
Name of person signing (please print) H. WALKER	Name of person signing (please print) Matt Pickard
Title of person signing (please print) Deputy Director	Title of person signing (please print) Services Executive
Signature date 27/2/17	Signature date (effective date) 28-02-17
Name of Customer or its Affiliate that executed the Agreement (if different from Customer above) Department for Children Schools and Families	

Customer invoice information		
Name of Customer Department for Education		Contact name (Receives invoices under this Work Order) Huw Evans
Street address SSCL Accounts Payable Team, Room 6124, Tomlinson House		Contact e-mail address huw.evans@educaiton.gov.uk
City Norcross	State/Province Blackpool	Phone +44 (0) 207 783 8318
Country United Kingdom	Postal code FY5 3TA	Fax

1. Support Services and Fees

1.1 Term.

The Premier support services will commence on **5th March 2017** (the "Support Commencement Date") and will expire on **4th March 2018** (the "Support Expiration Date").

1.2 Description of the Services.

Please refer to the Enterprise Services Description of Services ("Description of Services") published by Microsoft from time to time at www.microsoft.com/en-us/microsoftservices/services_description.aspx. The Description of Services in effect on the effective date of this Work Order will apply to the services specified in this section.

Services by Support Location.

Premier Support for Enterprise	
Country: United Kingdom	Department for Education
Service Delivery Management (SDM):	
Designated Standard SDM - <i>Included</i>	
Designated Extended ADM - <i>Included</i>	
Reactive Services:	
350 hours Problem Resolution Support (PRS)	
1,500 hours Designated Support Engineering Scarce Skills	

Premier Support for Enterprise	Skills Funding Agency
Country: United Kingdom	
Planning:	
2 x Premier Architectural Services - Cloud Development	
Education:	
1 x Workshop - Generic 3 Day - Closed Workshop	
Service Delivery Management (SDM):	
Designated Standard SDM - <i>Included</i>	
Reactive Services:	
100 hours Problem Resolution Support (PRS)	
20 hours Advisory Services	

1.3 Support Services Fees.

The items listed in the table above represent the services that Customer has pre-purchased for use during the term of this Work Order, and applicable fees are shown in the table below. Premier support is a non-refundable, prepaid service. Microsoft must receive Customer purchase order or payment before Microsoft commences or continues, as applicable, provision of Premier support services. If Customer issues a purchase order, Microsoft will invoice Customer, and Customer agrees to pay Microsoft within 30 calendar days of the date of Microsoft invoice. Microsoft reserves the right to adjust Microsoft fees prior to entering into any changes to the Premier support services ordered herein.

Services Summary	Billing Date	Fee
Support Location: United Kingdom	5th March 2017	£730,000
Total Fees (excluding taxes)		£730,000

Pricing for additional hours mid term

Additional Proactive or Advisory Services Hours	£176 - Per hour, with a minimum of 50 hours.
Additional Problem Resolution Support Hours	£176 - Per hour, with a minimum of 50 hours.
Additional Service Delivery Management Hours	£176 - Per hour, with a minimum of 50 hours.
Additional Designated Support Engineering Hours	£233 - Per hour, with a minimum of 50 hours.

1.4 Customer Named Contacts.

Any changes to the named contacts should be submitted to Microsoft Contact.

Department for Education - Name of Customer Support Manager (CSM) Huw Evans		
Street Address London CSF, Sanctuary Building, Great Smith Street		Contact e-mail address huw.evans@education.gov.uk
City Westminster	State/Province London	Phone +44 (0) 207 783 8381
Country United Kingdom	Postal code SW1P 3BT	Fax

Skills Funding Agency - Name of Customer Support Manager (CSM) Paul Cripwell		
Street Address London CSF, Sanctuary Buildings, Great Smith Street		Contact e-mail address Paul.Cripwell@FAST.org.uk
City Westminster	State/Province London	Phone +44 (0) 773 336 1489
Country United Kingdom	Postal code SW1P 3BT	Fax

2 Microsoft Contact

Customer contact for questions and notices about this Work Order.

Microsoft contact name Matt Pickard	
Phone +44 (0) 789 114 6638	Contact e-mail address mapickar@microsoft.com