

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE:	AGEMCSU/TRANS/23/1497
THE BUYER:	NHS Arden & Greater East Midlands Commissioning Support Unit
BUYER ADDRESS	The Castle, Ground Floor, Castle Avenue, Winchester, Hampshire, SO23 8UJ
THE SUPPLIER:	Softcat PLC
SUPPLIER ADDRESS:	Solar House, Fieldhouse Lane, Marlow, Buckinghamshire, United Kingdom, SL7 1LW
REGISTRATION NUMBER:	02174990
DUNS NUMBER:	N/A
SID4GOV ID:	N/A

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 17th April 2023. It's issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

CALL-OFF LOT(S):

Lot 2 Hardware & Associated Services Framework

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1(Definitions and Interpretation) RM6068
- 3 The following Schedules in equal order of precedence:
 - Joint Schedules for RM6068
 - Joint Schedule 4 (Commercially Sensitive Information)

- Call-Off Schedules

- o Call-Off Schedule 5 (Pricing Details)
- o Call-Off Schedule 20 (Call-Off Specification)

4 CCS Core Terms (version 3.0.6)

5 Joint Schedule 5 (Corporate Social Responsibility) RM6068

6 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

7 Annexes A to E Call-Off Schedule 6 (ICT Services)

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

The following Special Terms are incorporated into this Call-Off Contract:

None

CALL-OFF START DATE: 01/04/2023

CALL-OFF EXPIRY DATE: 01/07/2023

CALL-OFF INITIAL PERIOD: 3 months

CALL-OFF OPTIONAL EXTENSION

PERIOD N/A

CALL-OFF DELIVERABLES

NHS Hampshire & Isle of Wight Integrated Care Board is seeking a server and storage vendors to identify potential options for replacement of the below hardware items that are now approaching the end of their service life.

Currently used for dense virtualisation using Microsoft Hyper-V failover clustering, a renewed platform will provide a base on which to run critical infrastructure services for primary care systems throughout Hampshire and the Isle of Wight.

Details on the existing hardware, as well the requirements for the accompanying service are included.

Existing Platform Hardware Specifications

Framework Schedule 6

- Two, dual socket 1U rack mounted servers, each with the following specification:
- Two x Intel E5-2683V3 processors,
- 512 GB RAM,
- Four x 10GbE Ethernet interfaces,
- Four x 1Gb Ethernet interfaces,
- Two x 8Gbps dual-port Fibre Channel Host Bus Adapters,
- Dual power supplies,
- Fully redundant cooling,
- Out of band management controller, including full remote video redirection capability via HTTPS.
- Microsoft Windows Server 2012 R2 Datacenter Edition.

Each server connected by redundant Fibre channel to a Storage Array, SAN, with the following specification:

- Fully resilient design, with redundant components throughout,
- Current disk complement:
- 38 x 900GB 2.5" 10000rpm SAS disk,
- 39 x 4TB 3.5" 7200rpm Nearline SAS,
- 3 x 400GB 2.5" SSD (used to cache frequent read operations)
- FC / iSCSI Connectivity.

In addition to the above a centralised management instance, supplied by the current vendor, is also used for complete management of the above hardware allowing unified management of updates, performance, power consumption, thresholds, and events.

Any proposed solution should include modern replacements for all the above items with a focus of redundant design maximising uptime in the event component failure, reducing environmental impact with lower power consumption and whilst offering improved thermal efficiency.

Given the needs of IT service provision continue to evolve and are likely to change throughout the expected 5-year lifecycle, any proposed solution should be capable of being readily expanded, and any response should detail how this is to be achieved.

Guideline Requirements

- Compute resources to support, with high performance, maximum availability, and rapid recovery approx. 90 x Hyper-V Microsoft Windows Server 2016 (or later) Operating System Virtual machines, each with an average of 16GB RAM allocated and 200GB of high-speed storage.

- Fully redundant high-performance storage of 10 TB for the storage of application data.
- Additional fully redundant storage capacity for 54TB of generalised backup data, with sufficient available free space to meet Microsoft Data Protection Manager processing requirements.

Vendor support requirements:

- As any new hardware procured following this engagement will be deployed to a secure location, the vendor must understand that they will be unable to attend site (under any circumstance) to carry out any installation, maintenance or troubleshooting activity; this must be completed in coordination with the ICB's support partner who will need to be fully supported remotely. Please confirm full support will be given.
- 5 years of full support and in-warranty replacement for all hardware, including a 24x7x365 incident response with 4hr Service Level Agreement – delivery of any required replacement parts as required to the ICB's support partner in Ringwood Hampshire within that 4hr SLA.
- Hard disk retention – ICB will dispose of any failed hard disks (or other storage media) via its own approved destruction process, as a result no failed parts will be returned to the vendor.
- Commitment to provide both firmware and software updates as needed to maintain the security, compatibility, and performance of the supplied products for the full 5-year support agreement. Beyond providing updated software or firmware, vendor service to include providing support, troubleshooting and analysis of performance and security issues to a defined SLA maximising the ICB's ROI on any purchase for the duration of the lifecycle.
- Willingness to undertake knowledge transfer on any supplied product and ad-hoc advice/support throughout the full 5-year term.
- Provide root cause analysis and reporting in the event significant failure, or series of failures.
- Provide a full breakdown of your proposed solution to include a complete list of constituent component parts and the specification of each. This will need to include your proposed storage layout including any details on suggested RAID groups.
- Provide a full cable plan.

LOCATION FOR DELIVERY

DATES FOR DELIVERY OF THE DELIVERABLES

01/04/2023

TESTING OF DELIVERABLES

None

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 5 years.

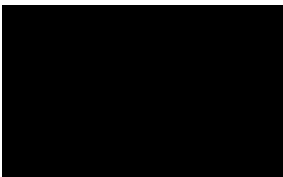
MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is
£141,836.20

CALL-OFF CHARGES

Option A: The Charges for the Deliverables



The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

Invoices will be raised by the provider and invoices paid in arrears, no later than 30 days from the date of invoice.

Payment made by BACS.

BUYER'S INVOICE ADDRESS:

NHS HAMPSHIRE AND ISLE OF WIGHT ICB

QRL PAYABLES M855

PO Box 312

LEEDS

LS11 1HP

Invoices can be emailed to: sbs.apinvoicing@nhs.net

BUYER'S AUTHORISED REPRESENTATIVE





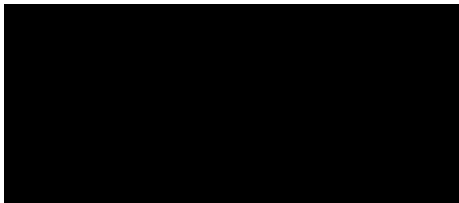
BUYER'S ENVIRONMENTAL POLICY

[Search \(hampshiresouthamptonandisleofwightccg.nhs.uk\)](http://hampshiresouthamptonandisleofwightccg.nhs.uk)

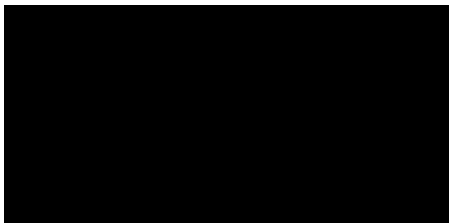
BUYER'S SECURITY POLICY

[Search \(hampshiresouthamptonandisleofwightccg.nhs.uk\)](http://hampshiresouthamptonandisleofwightccg.nhs.uk)

SUPPLIER'S AUTHORISED REPRESENTATIVE



SUPPLIER'S CONTRACT MANAGER



PROGRESS REPORT FREQUENCY

Not applicable.

PROGRESS MEETING FREQUENCY

Not applicable.

KEY STAFF

Not applicable.

KEY SUBCONTRACTOR(S)

Not applicable.

COMMERCIALLY SENSITIVE INFORMATION

Not applicable

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable.

GUARANTEE

Not applicable.

SOCIAL VALUE COMMITMENT

Not applicable

