



Technology Services 2 Agreement RM380 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

Her Majesty's Passport Office (HMPO)

Billing address

[REDACTED]

Customer representative name

[REDACTED]

Customer representative contact details

[REDACTED]

Supplier details

Supplier name

Softcat Plc

Supplier address

[REDACTED]



Supplier representative name
[REDACTED]

Supplier representative contact details
[REDACTED]

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

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"/> | CCSO20A40 |
| 2. TRANSITION & TRANSFORMATION <input type="checkbox"/> | Call Off Commencement Date |
| 3. OPERATIONAL SERVICES | 25/06/2020 |
| a: End User Services <input type="checkbox"/> | |
| b: Operational Management c: Technical Management <input checked="" type="checkbox"/> | |
| <input checked="" type="checkbox"/> | |
| d: Application and Data Management <input checked="" type="checkbox"/> | |
| 4. PROGRAMMES & LARGE PROJECTS | |
| a. OFFICIAL <input type="checkbox"/> | |
| a. SECRET (& above) <input type="checkbox"/> | |

Call Off Contract Period (Term)



The Contract shall commence on 25th June 2020 and operate until 24th June 2021. There shall be a (12) twelve-month extension option.

Call Off Extension Period (Optional Twelve (12) months)

Call Off Initial Period

Twelve (12) months

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

Additional specific standards or compliance requirements Not Applicable

Customer's ICT and Security Policy Not Applicable

Security Management Plan

Not Applicable

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

| Total Units | Description | Existing Support number/License | Support Period |
|--|------------------------|---------------------------------|---|
| IBM - Lenovo | | | |
| 20 | IBM x 3550 M4 server | 65Y5225 | 25 th June 2020 – 24 th June 2021 |
| 20 | IBM x 3650 M4 server | 00A4737 | 25 th June 2020 – 24 th June 2021 |
| 3 | IBM Standard 42U racks | 51J8879 | 25 th June 2020 – 24 th June 2021 |
| <ul style="list-style-type: none"> Support required 24 hours a day, 7 days Response time - 4 hours | | | |
| Oracle | | | |



| | | | |
|---|---|--|--|
| 5 | ORACLE Solaris T4- -1 (Prod/Pre-Prod) • Premier Support for Systems • Premier Support for Solaris Cluster Software | B58121 (Q- -PREM- SPRTSYS) Q--PREM- -SPRT--LIC | 25 th June 2020 – 24th June 2021 |
|---|---|--|--|



| | | | |
|--|---|---|---|
| 1 | ORACLE Solaris T4-1 (small) | Q-PREM-SPRT-LIC | 25 th June 2020 – 24 th June 2021 |
| 1 | ORACLE Solaris T4-1 (virtualized) <ul style="list-style-type: none"> Premier Support for Systems Premier Support for Solaris Cluster Software | B58121 (Q-PREM-SPRTSYS) Q-PREM-SPRT-LIC | 25 th June 2020 – 24 th June 2021 |
| Oracle Premier Support gives access to: <ul style="list-style-type: none"> My Oracle Support Oracle security alerts and critical patch updates My Oracle Support Community Oracle Support's learning resources | | | |
| Ventis | | | |
| 14 | Ventis racks 45U SEAC | 51J8879 | 25 th June 2020 – 24 th June 2021 |
| <ul style="list-style-type: none"> Support required 24 hours a day, 7 days a week. Response time – 4 hours | | | |
| Dell - EMC | | | |
| 10 | SAN storage | M-PREHW-012 M-PRESW-E12 M-PREHW-001 WU-PREHW-001 M-PREHWDD-01 M-PRESWDD-01 | 25 th June 2020 – 24 th June 2021 |
| 1.1 | The following features must be included in delivery of Dell/ maintenance: 6.3.1 <u>Global Technical Support</u> 6.3.1.1 Telephone or web interface on a 24x7 basis, to report Equipment or Software problems and provide input for initial assessment Severity Level. 6.3.1.2 Response objectives: | | |



- (a) Severity Level 1: thirty (30) minutes; ; on a 24x7 basis
- (b) Severity Level 2: two (2) hour; ; on a 24x7 basis
- (c) Severity Level 3: three (3) local business hours
- (d) Severity Level 4: eight (8) local business hours

6.3.2 On Site Response for Equipment:

6.3.2.1 Site attendance is required by authorized personnel to resolve the probe

6.3.2.2 Response objectives following time period after EMC deem Onsite Support is necessary:

- (a) Severity Level 1: four (4) hours on a 24x7 basis
- (b) Severity Level 2: Within twelve (12) hours on a 24x7 basis
- (c) Severity Level 3: Next business day, local business hours
- (d) Severity Level 4: Next business day, local business hours

6.3.3 Replacement Parts:

6.3.3.1 Delivery objectives based upon the following time periods after EMC de

replacement part is necessary:

- (a) Severity Level 1: Four (4) hours on a 24x7 basis
- (b) Severity Level 2: Within four (4) hours on a 24x7 basis
- (c) Severity Level 3: Next business day, local business hours
- (d) Severity Level 4: Next business day, local business hours

| Total Units | Description | Existing Support Part number/Licence key | Support Period |
|--------------------|------------------|--|--|
| F5 Networks | | | |
| 12 | F5 Load Balancer | F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--PRE--L3--E F5--SVC--BIG--RMA--3 | f5--bhdu--kyil f5--jvca--lwsj f5--riei--jrlh f5--swut--osjd f5--fdqs--vtlr f5--prfm--cvku f5--ysic--lqcf f5--yswv--wwuk f5--qxvq--onzp f5--kwkp--gjpm f5--zgkx--pwos f5--uvxu--njlh f5--bhdu--kyil |
| | | | 25 th June 2020 – 24 th June 2021 |



Crown
Commercial
Service

| | |
|----------------------|----------------|
| F5--SVC--BIG--RMA--3 | f5--jvca--lwsj |
| F5--SVC--BIG--RMA--3 | f5--riei--jrlh |
| F5--SVC--BIG--RMA--3 | f5--swut--osjd |
| F5--SVC--BIG--RMA--3 | f5--fdqs--vtlr |



| | | | | |
|--|--|--|--|--|
| | | F5-SVC-BIG-RMA-3 F5-SVC-BIG-RMA-3 F5-SVC-BIG-RMA-3 F5-SVC-BIG-RMA-3 F5-SVC-BIG-RMA-3 F5-SVC-BIG-RMA-3 F5-SVC-BIG-RMA-3 F5-SVC-RMA-OPT F5-SVC-RMA-OPT F5-SVC-RMA-OPT F5-SVC-RMA-OPT F5-SVC-RMA-OPT F5-SVC-RMA-OPT F5-SVC-RMA-OPT F5-SVC-RMA-OPT F5-SVC-RMA-OPT F5-SVC-RMA-OPT F5-SVC-RMA-OPT F5-SVC-RMA-OPT | f5-prfm-cvku f5-ysic-lqcf f5-yswv-wwuk f5-qxvq-onzp f5-kwkp-gjpm f5-zgkx-pwos f5-uvxu-njlh f5-bhdu-kyil f5-jvca-lwsi f5-riei-jrlh f5-swut-osjd f5-fdqs-vtlr f5-prfm-cvku f5-ysic-lqcf f5-yswv-wwuk f5-qxvq-onzp f5-kwkp-gjpm f5-zgkx-pwos f5-uvxu-njlh | |
|--|--|--|--|--|

Please note, the current F5 Load Balancer serial numbers are listed above.

Premium Support:

- Support offered 24 hours a day, 7 days a week.
- Remote Support
- On line Support
- Telephone Support
- Software upgrades
- Proactive support for planned maintenance,
- Advance Return Materials Authorization
- Software Upgrade

Juniper

| | | | |
|------------------------------|-----------------------------------|-----------------------|---|
| 44 | Juniper SSG140 Firewall | SVC-SDCE-SSG140-5YR | 25 th June 2020 – 24 th June 2021 |
| 4 | Juniper ISG2000 Firewall | VENDOR SUPPORT | 25 th June 2020 – 24 th June 2021 |
| 8 | Juniper IDP250 | VENDOR SUPPORT | 25 th June 2020 – 24 th June 2021 |
| 2 packs of 50 (Total of 100) | Juniper NSM additional 50 devices | SVC-COR-NSM-A50 - 5YR | 25 th June 2020 – 24 th June 2021 |

Juniper Care Same Day Onsite Support & Juniper Care Core Support to include:

- Unlimited JTAC 24x7



| | | |
|--|--|--|
| | | <ul style="list-style-type: none"> • Software releases • CSC online E--Support • Junos Space Service Now/Service Insight • Same--day advanced replacement parts delivery • Onsite technician Cisco |
|--|--|--|

| | | | |
|----|--------------------------------------|---|---|
| 12 | Cisco Core Switch (MI/CVD & IL3) | 25 th June 2020 – 24 th June 2021 | |
| 8 | Cisco Core Switch (DVA) | 25 th June 2020 – 24 th June 2021 | |
| 20 | Cisco Layer 3 Switch | 25 th June 2020 – 24 th June 2021 | 150 Cisco Edge Switch 25 th June 2020 – 24 th June 2021 |
| 20 | Cisco Tunnel Router | 25 th June 2020 – 24 th June 2021 | |
| 2 | Cisco ISDN Router | 25 th June 2020 – 24 th June 2021 | |
| 4 | Cisco WAN Router (GSI) | 25 th June 2020 – 24 th June 2021 | |
| 8 | Cisco Firewall (ASA 5525) | 25 th June 2020 – 24 th June 2021 | |
| 2 | Cisco Firewall (ASA 5515) | 25 th June 2020 – 24 th June 2021 | |
| 16 | 1000BASE--T SFP | 25 th June 2020 – 24 th June 2021 | |
| 12 | Catalyst 2960S Flex stack | the June 2020 – 24 th June 2021 | |
| | Module | 25 | |
| 12 | Cisco Flex Stack 50cm stacking cable | 25 th June 2020 – 24 th June 2021 | |
| 4 | Cisco Twinging Converter Module | 25 th June 2020 – 24 th June 2021 | |
| 28 | 1000BASE--SX Transceiver Module | 25 th June 2020 – 24 th June 2021 | 4 Cisco 2--port 10/100 Routed--port HWIC L--C3750X--LIC= |
| | | 4481J1FA654 | |
| | | L--C3750X--LIC= | 4 th June 2021 4481JB9C733 |
| | | L--C3750X--LIC= | |
| | | 4481J4C5C1B | |

L--C3750X--LIC=
4481JE4FEA7

Please note, the Authority has supplied the following information to support the Cisco req above:

Product Name: L--C3750X--LIC=

Product Description: Electronic Product Activation Keys for 3750--X Series **Product Authorization Key:** 4481J1FA654

Product Name: L--C3750X--LIC=

Product Description: Electronic Product Activation Keys for 3750--X Series
Product Authorization Key: 4481JB9C733

Product Name: L--C3750X--LIC=

Product Description: Electronic Product Activation Keys for 3750--X Series
Product Authorization Key: 4481J4C5C1B

Product Name: L--C3750X--LIC=

Product Description: Electronic Product Activation Keys for 3750--X Series **Product Authorization Key:** 4481JE4FEA7



- Support required 24 hours a day, 7 days a week.
- Response time – 4 hours

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|--|--|--|--|
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|--|--|--|--|

Additional EMC Products

| | | | |
|---|-----------------------------|--|--|
| 4 | 4 GB 18 FC/4 GE PORT SWITCH | FOX1702G6YJ FOX1702GDPP FOX1702GEWZ FOX1716GV9V | 25 th June 2020 – 24 th June 2021 |
|---|-----------------------------|--|--|

| Quantity | Product | Serial/Part Number | Renewal Term |
|----------|--|--|--|
| 1 | VMware vSphere 5 Enterprise for 1 processor (SKU - VS5-ENT-C) | M10A2-D7J8Q-P8C4C-029HP-AM4PH | 25 th June 2020 – 24 th June 2021 |
| 81 | SYMC NETBACKUP STANDARD CLIENT 7.5 XPLAT 1 SERVER PARTNER ESSENTIAL 12 MONTHS GOV BAND S (Part Number - TWN2XZZ0-EP1 GS) | M7871425139 KRXS-NYTK-PZCP-Z34P-PPPP-C6RN-PP8C-P3PN-CPC4-K | 25 th June 2020 – 24 th June 2021 |
| 6 | SYMC NETBACKUP ENTERPRISE SERVER 7.5 WIN/LNX/SOLX64 1 SERVER TIER 1 PARTNER ESSENTIAL | M3466124549 KRXS-A888-36RR-66O6-CPPP-RUPS-O4C6-PPCP-PPN3-4 | 25 th June 2020 – 24 th June 2021 |



| | | | |
|--------|---|---|--|
| | 12 MONTHS GOV BAND S (Part Number MQPKC1Z0--EP 1GS) | | 25 th June 2020 – 24 th June 2021 |
| 2 1 | SYMC NETBACKUP ENTERPRISE DISK 7.5 XPLAT FRONT END TB PARTNER ESSENTIAL 12 MONTHS GOV BAND S (Part Number K 8SP | M7165524492 KRXS--NSZK--PZCP-- Z3XP--PPPP--PPRP-- PNPW--8PPP--PPC4-- FXZZ0--EP1 GS) | 25 th June 2020 – 24 th June 2021 |
| 2 | Be crypt DISK Protect Enhanced Maintenance | DP--EN--M1--5 | 25 th June 2020 – 24 th June 2021 |

Location/Site(s) for provision of the Services

[REDACTED]

Additional Clauses

Applicable Call Off Contract Terms

Optional Clauses

Additional Clauses and Schedules

Tick any applicable boxes below

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). A3: Staff
Transfer
A4: Exit Management

C: Call Off Guarantee ☐

☐ D: Relevant Convictions ☐

E: Security Requirements ☐

☐

A: PROJECTS - Optional

F: Collaboration Agreement

A1: Testing ☐



A2: Key Personnel

☐

G: Security Measures

☐

B: SERVICES - Optional

Only applies to Lots 3 and 4a and 4b

B1: Business Continuity and Disaster
Recovery

☐

H: MOD Additional Clauses

☐

B2: Continuous Improvement &
Benchmarking

☐

Alternative Clauses

B3: Supplier Equipment

☐

*To replace default English & Welsh Law, Crown
Body and FOIA subject base Call Off Clauses*

B4: Maintenance of the ICT Environment

☐

Tick any applicable boxes below

B5: Supplier Request for Increase of the Call
Off Contract Charges

☐

Scots Law
Or

☐

B6: Indexation

☐

Northern Ireland Law

☐

B7: Additional Performance Monitoring
Requirements

☐

Non--Crown Bodies

☐

Non--FOIA Public Bodies

☐

Collaboration Agreement

**Organisations required
to collaborate Not
Applicable**

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 insert *right* Not
Applicable
OR



An executed Collaboration Agreement from the Supplier has been provided to the Customer and is attached to this Order Form. ☐

Licensed Software

Supplier Software

Not Applicable – Support only

Third Party Software

Not Applicable – Support only

Customer Property

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

Not Applicable

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)

£324,081.61. The Supplier shall receive a payment in full for the total value of the contract.

Undisputed Sums Limit (£)

Insert right (see Call Off Clause 31.1.1)

£0.00

Delay Period Limit (calendar days)

Insert right (see Call Off Clause 5.4.1(b)(ii))

Not Applicable

Estimated Year 1 Call Off Contract Charges (£)

For Call Off Contract Periods of over 12 Months

£324,081.61

Enhanced Insurance Cover

Third Party Public Liability Insurance (£)

Not Applicable

Professional Indemnity Insurance (£)

Not Applicable

Transparency Reports

Not Applicable



Quality Plans

Time frame for delivery of draft Quality Plans from the Supplier to the Customer – from the Call Off Commencement Date (Working Days) Not Applicable

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) Not Applicable

BCDR

An executed BCDR Plan from the Supplier is required prior to entry into the Call Off Contract ☐
OR

Time frame for delivery of a BCDR Plan from the Supplier to the Customer – from the Call Off Commencement Date (Working Days) Not Applicable

Disaster Period (calendar days) Not Applicable

GDPR

Not Applicable

Supplier Equipment

X - Service Failures (number) Not Applicable Y – Period (Months) Not Applicable

Key Personnel & Customer Responsibilities Not Applicable

Key Personnel

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

Not Applicable

Customer Responsibilities

List below or append as a clearly marked document

Not Applicable

**Relevant Conviction(s)**

Where applicable the Customer to include details of Conviction(s) it considers relevant to the nature of the Services.

Not Applicable

Appointment as Agent

Specific requirement and its relation to the Services

Other CCS framework agreement(s) to be used

Not Applicable

Not Applicable

SERVICE LEVELS AND SERVICE CREDITS**Service Levels**

| KPI/SLA | Service Area | KPI/SLA description | Target |
|---------|---------------------|---|--------|
| 1 | Delivery Timescales | Provision of Support and Maintenance to be in place and agreed within one (1) week of Contract Award. | 100% |

Critical Service Level Failure

Not Applicable

Service Credits

Not Applicable

Service Credit Cap

Not Applicable



Additional Performance Monitoring Requirements

Technical Board

Not Applicable

Time frame in which the Technical Board shall be established – from the Call Off Commencement Date (Working Days) Not Applicable

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

Not Applicable

Total contract value

£324,081.61

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 | |
|------|--|



Crown
Commercial
Service

| | |
|----------------|--|
| Job role/title | |
| Signature | |
| Date | |