

Award Form

This Award Form creates this Contract. It summarises the main features of the procurement and includes the Buyer and the Supplier's contact details.

1. Buyer	The Secretary of State for the Home Department (the Buyer). Its offices are on 2 Marsham Street London SW1P 4DF
2. Supplier	<p>Name: Softcat plc</p> <p>Address: Solar House, Fieldhouse Lane, Marlow, SL7 1LW</p> <p>Registration number: 02174990</p> <p>SID4GOV ID: N/A</p>
3. Contract	This Contract between the Buyer and the Supplier is for the supply of Deliverables, being hardware support for IT network and infrastructure - see Schedule 2 (Specification) for full details.
4. Contract reference	Buyer reference: contract_15537
5. Buyer Cause	<p>Any material breach of the following specific list of Buyer responsibilities/obligations:</p> <ul style="list-style-type: none"> <i>The Buyer shall be responsible for the installation of replacement device(s) where possible, but without limitation, an approved Vendor Engineer may be required to achieve the installation.</i> <i>The Buyer is responsible for the granting of access to the relevant Buyer site, and ensuring any incidents relating to any assets that are covered for support and or maintenance under this Contract are reported promptly to the Supplier (following the process below) to ensure swift resolution by either the Supplier or the applicable Vendor TAC team (where applicable). Incidents shall be reported by the Buyer to the Supplier for the duration of the Contract.</i> <i>The Buyer shall report incidents to the Supplier via telephone or Web Portal, where the Supplier shall ensure that the availability of its telephone line and Web portal matches that of the TSSL for the asset to which an incident applies. The Buyer shall stipulate the Severity level of the</i>

		<p><i>incident when reporting incidents to the Supplier following the criteria in the Severity Level table in Schedule 10 (Service Levels). The Buyer shall report all TAC incident numbers to the Supplier via telephone or web portal, where an incident has been raised directly to a vendor TAC team to ensure the Supplier has a record of all outstanding incidents and or vendor queries available.</i></p> <p>And the Buyer shall have no obligation to perform any obligations placed on it in Schedule 2 (Specification) or Schedule 4 (Tender) unless they are specifically identified above.</p>
6.	Collaborative working principles	<p>The Collaborative Working Principles apply to this Contract.</p> <p>See Clause 3.1.3 for further details.</p>
7.	Financial Transparency Objectives	<p>The Financial Transparency Objectives do not apply to this Contract.</p> <p>See Clause 6.3 for further details.</p>
8.	Start Date	1 st February 2025
9.	Expiry Date	31 st January 2026
10.	Extension Period	Not applicable.
11.	Ending this Contract without a reason	<p>The Buyer shall be able to terminate this Contract in accordance with Clause 14.3.</p> <p>Where the Buyer terminates this Contract under Clause 14.3, pre-payment of Charges by the Buyer for provision of either one of the two Tier Support Service Levels (TSSLs) or Direct Manufacturer support shall be treated as reasonable committed and unavoidable losses that are subject to Clause 14.6.3 (b).</p>
12.	Incorporated Terms (together these documents form the " this Contract ")	<p>The following documents are incorporated into this Contract. Where numbers are missing we are not using these Schedules. If there is any conflict, the following order of precedence applies:</p> <ul style="list-style-type: none"> (a) This Award Form (b) Any Special Terms (see Section 13 (Special Terms) in this Award Form) (c) Not used (d) Core Terms

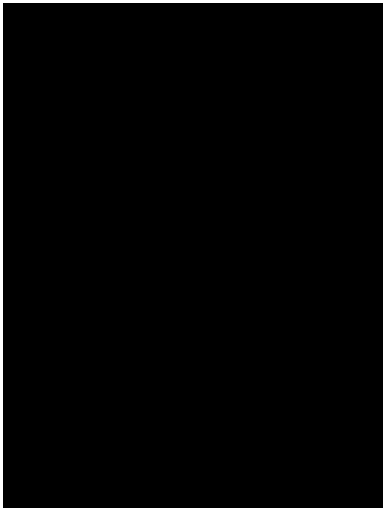

		<ul style="list-style-type: none"> (e) Schedule 1 (Definitions) (f) Schedule 6 (Transparency Reports) (g) Schedule 20 (Processing Data) (h) The following Schedules (in equal order of precedence): <ul style="list-style-type: none"> (i) Schedule 2 (Specification) (ii) Schedule 3 (Charges) (iii) Schedule 5 (Commercially Sensitive Information) (iv) Schedule 7 (Staff Transfer) (v) Schedule 9 (Installation Works) (vi) The terms of any third party service level agreement (SLA) in relation to the hardware support for IT network and infrastructure (vii) Schedule 10 (Service Levels) (viii) Schedule 13 (Contract Management) (ix) Schedule 14 (Business Continuity and Disaster Recovery) (x) Schedule 16 (Security) (xi) Schedule 19 (Cyber Essentials Scheme) (xii) Schedule 21 (Variation Form) (xiii) Schedule 22 (Insurance Requirements) (xiv) Schedule 25 (Rectification Plan) (xv) Schedule 26 (Sustainability) (xvi) Schedule 28 (ICT Services) (xvii) Schedule 30 (Exit Management) (xviii) Schedule 36 (Intellectual Property Rights) (xix) Schedule 37 (Corporate Resolution Planning Information) (i) NOT USED.
13.	Special Terms	N/A
14.	Buyer's Environmental Policy	Not applicable
15.	Social Value Commitment	The Supplier agrees, in providing the Deliverables and performing its obligations under this Contract, to deliver the Social Value outcomes in Schedule 2 (Specification) and report

		on the Social Value KPIs as required by Schedule 10 (Service Levels).
16.	Buyer's Security Requirements and Security and ICT Policy	<p>Security Requirements: as set out in Schedule 16 (Security).</p> <p>Security Policy: [Insert details [Document name] [version] [date] [available online at:]] [Guidance: this is relevant for supplier vetting (see clause 7.1.2 of the Core Terms, and the Security Schedule, if used (see Schedule 16). Delete or mark as "Not Used" if not relevant.)]</p> <p>For the purposes of Schedule 16 (Security) the Buyer does not require a bespoke ISMS</p> <p>For the purposes of Schedule 16 (Security) the Supplier is required to comply with the Security Policy.</p> <p>For the purposes of Supplier Staff vetting, the Supplier is required to comply with the Security Policy.</p> <p>ICT Policy: [Insert details [Document name] [version] [date] [available online at:]] [Guidance: this is relevant for the Security Schedule, if used (see Schedule 16), and the ICT Schedule, if used (see Schedule 28). Delete or mark as "Not Used" if not relevant.]</p> <p>For the purposes of Schedule 16 (Security) the Supplier [is/is not] required to comply with the ICT Policy.</p> <p>For the purposes of Schedule 28 (ICT) Supplier [is/is not] required to comply with the ICT Policy.</p>
17.	Charges	<p>Supplier shall issue electronic invoices upfront in advance.</p> <p>Indexation is not applicable</p> <p>Details in Schedule 3 (Charges)</p>
18.	Estimated Year 1 Charges	£1,241,121.40 ex. VAT
19.	Reimbursable expenses	None unless otherwise mutually agreed.
20.	Payment method	<p>The Supplier shall send invoices to HOSupplierInvoices@homeoffice.gov.uk</p> <p>The Supplier may submit invoices in hard copy via post to the address below, however this will significantly delay the processing of the payment to the supplier.</p> <p>Home Office Shared Service Centre HO Box 5015 Newport, Gwent NP20 9BB United Kingdom</p> <p>Tel: 08450 100125</p> <p>Fax: 01633 581514</p>

		The Buyer shall pay by BACS.
21.	Service Levels	<p>Service Credits are not applicable.</p> <p>The Service Period is 1 Month except where otherwise stated</p> <p>A Critical Service Level Failure will be deemed to have occurred if the performance of the Services falls below the same Service Failure Threshold, or below the same substantially equivalent threshold that may be available in any third party service level agreement (SLA) in relation to the hardware support for IT network and infrastructure, on three (3) occasions in any six (6) consecutive Service Periods.</p>
22.	Liability	<p>In accordance with Clause 15.1 each Party's total aggregate liability in each Contract Year under this Contract (whether in tort, contract or otherwise) is no more than the greater of £2 million or 150% of the Estimated Yearly Charges.</p> <p>In accordance with Clause 15.5, the Supplier's total aggregate liability in each Contract Year under Clause 18.8.5 is no more than the Data Protection Liability cap, being £10 million.</p>
23.	Cyber Essentials Certification	Cyber Essentials Scheme Plus Certificate (or equivalent). Details in Schedule 19 (Cyber Essentials Scheme).
24.	Progress Meetings and Progress Reports	<p>The Supplier shall remotely attend Progress Meetings with the Buyer every month unless otherwise agreed.</p> <p>The Supplier shall provide the Buyer with Progress Reports every month unless otherwise agreed.</p>
25.	Guarantor	Not applicable.
26.	Virtual Library	<p>In accordance with Paragraph 2.2. of Schedule 30 (Exit Management)</p> <ul style="list-style-type: none"> the period in which the Supplier must create and maintain the Virtual Library, is as set out in that Paragraph; and the Supplier shall update the Virtual Library every 3 months.
27.	Supplier's Contract Manager	<p>██████████</p> <p>████████████████████</p> <p>████████████████████</p> <p>██████████</p>

28.	Supplier Authorised Representative	<div>██████████</div> <div>██████████████████</div> <div>██████████████</div>
29.	Supplier Compliance Officer	<div>██████████████</div>
30.	Supplier Data Protection Officer	<div>██████████████████████████</div>
31.	Supplier Marketing Contact	<div>██████████████████████████</div>
32.	Key Subcontractors	Not used.
33.	Buyer Authorised Representative	<div>██████████</div> <div>██████████████</div> <div>████████████████████</div> <div>████████████████████</div>

For and on behalf of the Supplier:	For and on behalf of the Buyer
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Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:	31 st January 2025	Date:	31 st January 2025