



Crown
Commercial
Service

**Technology Products 2 Agreement RM3733
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 supply the Goods and/or 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 post running a Further Competition Procedure under the Technology Products 2 Framework Agreement ref. RM3733.

The Call Off Terms, referred to throughout this document, are available from the Crown Commercial Service website at <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3733>



Section A General information

This Order Form is issued in accordance with the provisions of the Technology Products 2 Framework Agreement RM3733.

Customer details

Customer organisation name

Department for Education (DfE)

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

Computacenter (UK) Ltd

Supplier address

Supplier's registered address

REDACTED

Supplier representative name

The name of the Supplier point of contact for this Order

REDACTED

Supplier representative contact details

Email and telephone contact details of the supplier's representative

REDACTED

Order reference number

A unique number provided by the supplier at the time of quote

REDACTED



Section B Overview of the requirement

Framework Lot under which this Order is being placed

Tick one box below as applicable

- | | |
|---|-------------------------------------|
| 1. HARDWARE | <input type="checkbox"/> |
| 2. SOFTWARE | <input checked="" type="checkbox"/> |
| 3. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS | <input type="checkbox"/> |
| 4. INFORMATION ASSURED PRODUCTS | <input type="checkbox"/> |
| 5. VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM) | <input type="checkbox"/> |

Customer project reference

Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management

CCTS18A45

Call Off Commencement Date

The Call Off Commencement Date is 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

31/07/2018

Call Off Contract Period (Term)

A period in Months which does not exceed 60 Months (5 years) - **leave blank if this is a simple transactional Goods purchase**. Where established as an initial and extension period complete the fields below

Call Off Initial Period

One (1) Year

Call Off Extension Period (Optional)

None

Specific Standards or compliance requirements

Include any conformance or compliance requirements with which the Goods and/or Services must meet

The specification for this requirement is outlined within the Appendix B – Statement of Requirements. The Customer's populated Schedule 5 in line with GDPR can be found under Annex A - Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects. By signing this Contract the Supplier has accepted the Customer's completed Annex A.



Section C Customer Core Goods and/or Services Requirements

Please provide details of all Goods and/or Services required (including any items which are considered business critical) including the locations where the supplier will be required to deliver the service/s Ordered.

Goods and/or Services

To include where relevant Packing/Packaging

1.1 Suppliers are asked to provide prices for the following:

REDACTED

1.2 The Authority require, as a minimum,

- Global, 24x7 support for Severity 1 issues
- Fast response times for critical issues

| Target Response Times | |
|-----------------------|---|
| Critical (Severity 1) | Thirty (30) minutes or less: 24hrs x7 days per week |
| Major (Severity 2) | Four (4) business hours |
| Minor (Severity 3) | Eight (8) business hours |
| Cosmetic (Severity 4) | Twelve (12) business hours |

- Unlimited number of support requests
- Remote Support
- Online access to documentation and technical resources, knowledge base, discussion forums
- Online access to product updates and upgrades.

2. KEY MILESTONES

2.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

| Milestone | Description | Timeframe |
|-----------|--|-------------------------------|
| 1 | Implementation of support and maintenance renewal for VMware | By 31 st July 2018 |



3. SERVICE LEVELS AND PERFORMANCE

3.1 The Authority will measure the quality of the Supplier's delivery by:

| KPI/SLA | Service Area | KPI/SLA description |
|---------|------------------|--|
| 1 | Service Delivery | Global, 24hrs x7 days per week support for Severity 1 Critical issues |
| 2 | Service Delivery | Target Response time of thirty (30) minutes or less: 24hrs x7 days per week for Severity 1 Critical issues |

3.2 Where a supplier fails the above KPIs the Authority will, in the first instance, seek a mutually agreeable resolution with the supplier. However, if this is not possible, the Authority reserves the right to cancel the agreement and seek alternative supply from the next ranked potential provider identified during the procurement event.

REDACTED

Warranty Period, if applicable

Not Applicable

Location/Site(s) for Delivery

REDACTED

Dates for Delivery of the Goods and/or the Services

31/07/2018

Software List product details under each relevant heading below

Supplier Software

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Third Party Software

VMWare licences as detailed under Goods and/or Services.

Maintenance Agreement

As outlined in Goods and Services Section



Include license or link in Call Off
Schedule 3

Include terms or link in Call Off
Schedule 3

Additional Clauses (see Annex 3 of Framework Schedule 4) Tick as required

Alternative Clauses

Scots Law Or

Northern Ireland Law

Non-Crown Bodies

Non-FOIA Public Bodies

Additional Clauses

Tick one box below as applicable

A: Termed Delivery – Goods

B: Complex Delivery – Solutions (includes Termed Delivery – Goods)

NB Both of the above options require an Implementation Plan which should be appended to this Order Form

Optional Clauses

Tick any applicable boxes below

C: Due Diligence

D: Call Off Guarantee

E: NHS Coding Requirements

F: Continuous Improvement & Benchmarking

G: Customer Premises

H: Customer Property

I: MOD Additional Clauses

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

List below

Not Applicable.

Call Off Contract 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)

REDACTED

Is a Financed Purchase Agreement being used?

Tick as required

If so, append to Call Off Schedule 2 as Annex A

Estimated Year 1 Call Off Contract Charges (£)

For Orders with a defined Call Off Contract Period

REDACTED

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
Not Applicable.

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

REDACTED

REDACTED



Section E Call Off Contract award

This Call Off Contract is awarded in accordance with the provisions of the Technology Products 2 Framework Agreement RM3733.

The Supplier shall supply the Goods and/or 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 |