# PICTS Contract Schedule 18 Sub-Contractors

**Document Info**

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| Version | Date | Details of Changes | Author |
|---|---|---|---|
| 0.1 | 26/10/16 | First draft based on conformed OMNI Schedule | Sopra Steria |
| 0.2 | 7/11/16 | Update to include table of suppliers | Sopra Steria |
| 0.3 | 11/11/16 | Finalised for final review | Sopra Steria |
| 1.0 | 14/12/16 | Final version for completion | Sharpe Pritchard |

1. **Details of Sub-Contactors**

1.1 The following table provides details of all of the PROVIDER's key Sub-Contractors, including name, registered address and the context of the service provision to be undertaken by the key Sub-Contractor:

| Sub-Contractor | Registered Address | Contract Name | Service Type |
|---|---|---|---|
| British Telecommunications Limited | 81 Newgate Street, London, EC1A 7AJ | OMNI Core Hosting | Hosting Services |
| Getronics Services UK Limited | 5 Fleet Place, London, EC4M 7RD | OMNI Maintenance Services Agreement | NDC Breakfix Services and LAN Support Services |
| IBM UK Limited | PO Box 41, North Harbour, Portsmouth, PO6 3AU | ServiceSuite Statement of Work for Services Acquired from an IBM Business Partner | Maintenance Services |
| Hewlett Packard Limited | Amen Corner, Bracknell, Berkshire, RG12 1HN | Customer Support Services Agreement | Maintenance Services |
| UKCloud | Hartham Park, Hartham, Wiltshire, SN13 0RP | TBC | Secure Data Centre Hosting and Storage |

1.2 The PROVIDER shall appoint a third party manager who shall have responsibility for measuring the performance of the PROVIDER's Sub-Contractors and for providing that information to the PROVIDER's service operations/service level manager for onward reporting to the AUTHORITY.

1.3 The PROVIDER shall ensure that its Sub-Contractor(s) attend project and partnership boards within the PROVIDER's and PICTS governance when appropriate to the service that they are delivering, or a project in which they are involved, or when required by the AUTHORITY.

1.4 The PROVIDER shall ensure that Users perceive a single Service Desk for PICTS, irrespective of the links that will be in place to connect the PROVIDER's Service Desk with systems operated by its Sub-Contractors. All Sub-Contractors used by the PROVIDER to deliver the Services shall follow the same processes for Incident Management and Problem Management as the PROVIDER.

## 2. Additional Suppliers

2.1 The following table provides a list of additional suppliers that the PROVIDER will use to provide the services indicated. For the avoidance of doubt, where terms within this Agreement are either explicitly or by implication stated to be required to be flowed down to Sub-Contractors, the PROVIDER is not required to flow down such terms to these suppliers.

| **Supplier Name** | **Description of service** |
|---|---|
| Arrow | NTP/QFS - Quota and File Manager software, support and maintenance renewal |
| ASM Technologies | Radia Software support for TR |
| Avnet | Multiple Items including;<br><br>Hardware Maintenance Services – Protectier<br><br>IBM On-site repair for Virtual Tape Library (VTL) related systems<br><br>Software support Services – Protectier for Virtual Tape library (VTL) related systems<br><br>HP Openview Operations (OVO) Agents support and maintenance<br><br>NetApp Filer support for NPS National Share drives<br><br>HP XP Array Manager and Support<br><br>HP XP Thin Provisioning 15TB Block LTU<br>HP 3yr Critical Service XP Thin Provisioning 15TB Block LTU Support<br><br>Hardware, installation and service<br><br>XP Array Manager licenses used to activate an increase in the available disk by 2tb for nDelius in 2012. |
| Azlan | Sopra Steria Enterprise Agreement for vSphere 4 Standard/ vCenter Server 4 Standard/ vSphere 4 Enterprise/ vSphere 4 Standard/ vCenter Server 4 Standard<br><br>Note: Licences to be novated to MoJ on expiry date if required and MoJ to source support from that date. |
| Dell | Purchased for project RFS 130720 to copy NPS data from NDC shared data to NPS shared data area. |
| SIMS Group | Secure hard drive collection and disposal at NDCs |
| Trust Marque Solutions | EventSentry server monitoring |
| Vodafone | Blackberry Service hardware and software support and maintenance.<br><br>*note: charged monthly, includes estimate on variable charge |

## 3. Joining up NOMS

3.1 The PROVIDER shall ensure that its choice of Sub-Contractors does not adversely affect the AUTHORITY's ability to join up NOMS. The PROVIDER shall appoint only Sub-Contractors that support the NOMS ambition to converge its ICT infrastructures and services.