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

**Order Form**

CALL-OFF REFERENCE: BMC TrueSight Renewal 2021 - 2022

THE BUYER: Home Office, Hendon Data Centre

BUYER ADDRESS Hendon Data Centre, Peel Estate, Aerodrome Road, London NW9 5JE

THE SUPPLIER: Computacenter (UK) Limited

SUPPLIER ADDRESS:Hatfield Avenue, Hatfield, Hertfordshire, AL10 9TW

REGISTRATION NUMBER:

DUNS NUMBER:

SID4GOV ID:

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 09/03/2021.

It’s issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

CALL-OFF LOT:

* Lot 3 Software & Associated Services

CALL-OFF INCORPORATED TERMS

The following documents are **i**ncorporated 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 2 (Variation Form)
  + Joint Schedule 3 (Insurance Requirements)
  + Joint Schedule 4 (Commercially Sensitive Information)
* Call-Off Schedules for **BMC TrueSight Renewal 2021 - 2022**

* + Call-Off Schedule 6 (ICT Services)
  + Call-Off Schedule 14 (Service Levels)
  + Call-Off Schedule 23 (Optional Provisions) Part A

1. CCS Core Terms (version 3.0.6)
2. Joint Schedule 5 (Corporate Social Responsibility) RM6068
3. 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: 1st April 2021

CALL-OFF EXPIRY DATE: 31st March 2022

CALL-OFF INITIAL PERIOD: 1 (one) Year

CALL-OFF OPTIONAL EXTENSION 1 (one) Year

PERIOD

CALL-OFF DELIVERABLES

**KTSL Support Contract for the following requirements:**

## The Authority is seeking the provision for the annual renewal of the maintenance and support package for their Service Management tool. The Authority wishes to select the **KTSL support service** to fulfil these requirements;

|  |  |
| --- | --- |
| Quantity | Description |
| 105 | BMC TrueSight App & DB Analyzer (Per Managed Asset – Server Endpoint) |
| 137 | BMC TrueSight Event Manager (Per Managed Asset – Server Endpoint) |
| 1 | BMC TrueSight Operations Management – Base Licenses (Per Enterprise) |
| 105 | BMC TrueSight Server Analyzer (Per Managed Asset – Server Endpoint) |
| 1 | BMC TrueSight Capacity Optimisation Base License (Per Enterprise) |
| 70 | BMC TrueSight Capacity Optimiser for Server – Plus (Per Managed Asset – Server Endpoint) |

## As part of the support and maintenance renewal, the Authority also require the following;

### One (1) Annual Health Check;

### Critical offsite coverage (at least 1 per year);

### Extended hours for planned maintenance (at least 1 per year); and

### New releases and upgrades for Service Assurance Software.

## Names of personnel and proof of their security clearances, specifically SC and NPPV to be provided on contract commencement.

## All support and maintenance detailed in 3.1 and 3.2 is required for a period of 1 year from 1st April 2021 to 31st March 2022

## All quotations are to be sourced from Lot 3 – Software and Associated Services under the CCS Technology Products and Associated Services framework agreement (RM6068).

### Telephone technical support and advice for BMC Remedy queries and issues. This to be available 08:00hrs to 18:00hrs; Monday to Friday (excluding Public holidays). Responses are required within the targets shown in the SLA’s.

### Remote access to the servers hosting BMC Remedy is not available for support purposes. However, the Authority does accept the use of products such as WebEx, by the support company, to desktops hosting the BMC Remedy User Tool, to augment the telephone support.

### A defined escalation procedure for Critical and High Priority issues in line with the required SLAs .

### A minimum of two Service Review meetings per year at the PNCO site with a nominated account manager.

### Free provision of updates and upgrades for all BMC Remedy software.

### Extended hours For Planned Maintenance (1 per year).

### One (1) day’s use of a technical consultant on site at HDC to provide training and guidance on Remedy configuration.

## An option to extend the contract by up to 12 months (one year) may be taken up by the Authority.

## **Service Levels and Performance**

## The Authority will measure the quality of the Supplier’s delivery by:

## 

|  |  |  |
| --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description |
| 1 | Delivery Timescales | Delivery of the support and maintenance to be in place within two weeks of Contract Award; |
| 2 | Service Delivery | Access to 24 x 7 website, phone and email support throughout the duration of the twelve (12) month Contract term; |
| 3 | Service Delivery | The Authority to receive all software support, including maintenance releases and major upgrades throughout the twelve (12) month contract; |
| 4 | Service Delivery | The Authority to receive the following support levels outlined below based on the severity of the issue;**S1;** Critical Service Impact – 1 Clock Hour;**S2;** Significant Service or Implementation Impact – 4 Business Hours;**S3;** Moderate Service Impact – 8 Business Hours and;**S4;** No Service Impact – 12 Business Hours. |

LOCATION FOR DELIVERY

### Hendon Data Centre Peel Estate Aerodrome Road London NW9 5JE

DATES FOR DELIVERY OF THE DELIVERABLES

1st April 2021

TESTING OF DELIVERABLES

None

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be the duration of any guarantee or warranty period the Supplier has received from the third party manufacturer or supplier in this case twelve months.

MAXIMUM LIABILITY

Each Party's total aggregate liability in each Contract Year under this Call-Off Contract (whether in tort, contract or otherwise) is no more than the lower of £5 million or 125% of the Estimated Yearly Charges.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is£81,631.69 Excl VAT. Estimated Charges in the first 12 months of the Contract.

CALL-OFF CHARGES

£81,631.69 Excl VAT 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

Method of payment: BACS

The Supplier shall invoice the Customer for Goods on despatch as per Supplier’s quotation BACS payment method on presentation of valid invoices with Authorities Purchase Order number. Before payment can be considered, each invoice MUST state a valid PO a number as issued by the Authority.

Payment will be made 30 days following receipt of a correctly submitted invoice. The Authority will raise a purchase order on award of the contract.

BUYER’S INVOICE ADDRESS:

Home Office Shared Service Centre

HO Box 5015

Newport

Gwent NP20 9BB

BUYER’S AUTHORISED REPRESENTATIVE

Steve Butler

Assistant Commercial Manager

Stephencharles.butler1@homeoffice.gov.uk

Home Office Commercial Directorate  
Southern House

Wellesley Grove

Croydon CR0 1XG

SUPPLIER’S AUTHORISED REPRESENTATIVE

SUPPLIER’S CONTRACT MANAGER

PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month

PROGRESS MEETING FREQUENCY

Quarterly on the first Working Day of each quarter

KEY STAFF

N/A

KEY SUBCONTRACTOR(S)

N/A

COMMERCIALLY SENSITIVE INFORMATION

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

Not applicable

|  |  |  |  |
| --- | --- | --- | --- |
| **For and on behalf of the Supplier:** | | **For and on behalf of the Buyer:** | |
| Signature: |  | Signature: | Steve Butler |
| Name: |  | Name: | Steve Butler |
| Role: |  | Role: | Commercial Lead |
| Date: |  | Date: | 25/03/2021 |