



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**

Ministry of Defence

**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**

REDACTED

#### Supplier details

**Supplier name**

Centerprise International Limited

**Supplier address**

REDACTED

**Supplier representative name**

REDACTED

**Supplier representative contact details**

REDACTED

**Order reference number**

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

To be completed upon Contract Award



## 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

CCSO19B09

#### Call Off Commencement Date

18/12/2019

#### Call Off Contract Period (Term)

The contract term will commence on 18<sup>th</sup> December 2019 and expire on 17<sup>th</sup> June 2021

Call Off Initial Period Months

N/A

Call Off Extension Period (Optional) Months

N/A

#### Specific Standards or compliance requirements

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

Not Applicable



## 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

**Sophos Endpoint Protection Advanced Client Licences as outlined in the Attachment 3 – Statement of Requirements**

#### THE REQUIREMENT

- 1.1 Potential Suppliers are required to provide pricing for the software goods detailed below.
  - 1.1.1 Lot 2 – One off purchase of the following;
    - 1.1.1.1 Quantity REDACTED Sophos Endpoint Protection Advanced client licences to be valid from the date of contract award until 10 June 2021.
    - 1.1.1.2 All licences shall be delivered within 5 days of Contract Award and all licences will expire on 10<sup>th</sup> June 2021.

#### KEY MILESTONES AND DELIVERABLES

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

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Contract Order Form signed.	Within two (2) days of Contract Award notification issued via the eSourcing Portal.
2	Delivery of all the required software licences, to the Customer's required location.	Within five (5) days of Contract Award..

All Goods provided must be suitably packaged to avoid damage in transit. The Authority shall only accept delivery of Goods supplied in sealed manufacturers' packaging, free from damage, containing the required parts in full working order.

The Authority will not accept re-furnished Goods, which is outlined within the Terms and Conditions of RM3733 Technology Products 2 Framework.

Potential Suppliers are reminded to provide Technical Specification Data sheets for the Goods they are supplying.



## SERVICE LEVELS AND PERFORMANCE

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery	All Goods to be delivered securely via email and free from damage or defects.	100%
2	Delivery Timescales	All Goods to be delivered within the pre-agreed timescales between the Supplier and the Authority.	100%
3	Warranty Period	All issues raised following delivery of the goods to be resolved in line with the relevant manufacturer's warranty SLAs.	100%

### Warranty Period, if applicable

All issues raised following delivery of the goods to be resolved in line with the relevant manufacturer's warranty SLAs.

### Location/Site(s) for Delivery

REDACTED

### Dates for Delivery of the Goods and/or the Services

Within 5 days of Contract Award

**Software** List product details under each relevant heading below

#### Supplier Software

N/A

#### Third Party Software

Sophos Endpoint Protection  
Advanced Client Licences

#### Maintenance Agreement

N/A

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

#### Alternative Clauses

Scots Law  
Or

☐

#### Additional Clauses

Tick one box below as applicable

A: Termed Delivery – Goods

☐

#### Optional Clauses

Tick any applicable boxes below

C: Due Diligence

☐



Northern Ireland Law	<input type="checkbox"/>	B: Complex Delivery – Solutions (includes Termed Delivery – Goods)	<input type="checkbox"/>	D: Call Off Guarantee	<input type="checkbox"/>
Non-Crown Bodies	<input type="checkbox"/>	<b>NB Both of the above options require an Implementation Plan which should be appended to this Order Form</b>		E: NHS Coding Requirements	<input type="checkbox"/>
Non-FOIA Public Bodies	<input type="checkbox"/>			F: Continuous Improvement & Benchmarking	<input type="checkbox"/>
				G: Customer Premises	<input type="checkbox"/>
				H: Customer Property	<input type="checkbox"/>
				I: MOD Additional Clauses	<input type="checkbox"/>

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

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)**

£48,169.35

**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 (£)**

N/A

## 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

Centerprise (CI) confirm that we can meet the requested timescales for delivering the required licences. We have already liaised with Sophos and made them aware of the urgency.

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Contract Order Form signed.	Within two (2) days of Contract Award notification



		issued via the eSourcing Portal.
2	Delivery of all the required software licences, to the Customer's required location.	Within five (5) days of Contract Award..

Centerprise will sign the contract order form within 24 hours, well within the required timeframe of 2 days. Centerprise have already created the Sophos code on our internal systems to ensure the licences can be ordered within 24 hours (excluding weekends) of receiving signed order form and CP&F order. We order direct with Sophos, and they have confirmed upon receiving a PO from Centerprise they can issue with licences within 48 hours, but they would aim for with 24 hours. Therefore we will deliver the licences within 3 working days, within the 5 working days required. Centerprise will deliver REDACTED Sophos endpoint protection licences valid until the 10th June 2021

Start and End Dates: 30/10/2019 - 10/06/2021 (Replacing existing License L0007436118 for 2109 EPA2 12/12/2018 29/10/2019)

Ci operates a robust Risk Management Framework that forms part of our Corporate Risk Management Strategy. The Risk Management Framework is designed to ensure that the strategic and operational risks associated with pursuing the Company's aims, objectives and responsibilities are proactively evaluated and controlled. The Framework is directed by the Ci Quality Committee with representation from the Executive Board of Directors (Board). Identified risks are assigned a Risk Owner and a Risk Manager. For the purpose of this project, risks shall be managed through a Failure Mode Effect Analysis (FMEA) Risk Register, which shall form part of the Quality Assurance Plan and shall be managed by the nominated project manager. Example draft Quality Assurance Plans and FMEA are available if required.

We do not foresee any significant risks in delivering the order within the timeframe.

We have sufficient credit limit with Sophos to cover the order.

There is no stock constraints as we are delivering licences.

We have the email address from the Tenders documentation of where to send the licences to. We would like to highlight however the importance of ensuring the CP&F order is processed and approved quickly as often there is delays. Ci will agree the delivery time with the Authority and will keep you up to date throughout the order process and delivery. We will do this by written confirmation, which keeps an audit trail, and if necessary will call you if we develop any concerns or to advise on any potential changes that have been previously unforeseen.

The CI Account Manager will be REDACTED and will be the single point of contact within CI for all related matters, including contract management or dispute resolution. REDACTED will be supported in his role by a multi-disciplinary team comprising resources from the following functional areas: Business & Commercial Management, Sales Support, Procurement, Finance, Quality Management, Project Management and Service Delivery. CI's Defence team has a wealth of experience having overseen numerous large deployments to MOD customers. We deliver ~5,000



items annually and in 2017 and 2018, 99% of orders were delivered on time. This is measured and verified as part of our ISO 9001:2015 accreditation.

REDACTED is supported directly by REDACTED, Defence Project Co-ordinator, who works in conjunction with our Project Managers (PM's) supporting the delivery of this requirement. Our PM's are PRINCE2 qualified and utilise the methodology. The Critical Path Method is applied in the planning process within the activity of scheduling. The Critical Path Method helps to prioritise activities and resource allocation. Projects are managed in accordance with a Project Plan that clearly details key milestones. This will be available at Contract Award should the Authority require visibility. In the event REDACTED is unable to resolve a notified dispute, REDACTED would be involved. As Director, Defence and Security, REDACTED is a member of the Senior Management Team and empowered to act swiftly in dispute resolution to the satisfaction of the customer.

Key personnel include: • CI dedicated POC: REDACTED, Defence Account Manager REDACTED  
Subsequent escalation would be through the following individuals: • REDACTED

Immediate points of escalation within the key suppliers are as follows: REDACTED – Sophos Account Manager – Public Sector South & West.

If an issue were considered to require independent assessment and advice, the Quality Manager (QM) within CI, REDACTED, would be informed and would assume the role of 'customer friend' to test the company's position on the issue. The QM would conduct his review in accordance with our formal process for managing customer complaints, which adheres to ISO 10002:2014. This review includes engaging with suppliers as and when required. If deemed appropriate by the QM the issue would be escalated to the Board for a definitive and decisive decision.

PRICING:

REDACTED

#### **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

£48,169.35





## 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	

##### For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	