**FRAMEWORK SCHEDULE 4**

**TECHNOLOGY PRODUCT ORDER FORM AND TECHNOLOGY PRODUCT CALL-OFF TERMS**

Part 1 – TECHNOLOGY PRODUCT Order Form

SECTION A

This Order Form is issued in accordance with the provisions of the Technology Product Framework Agreement RM 1054. The Supplier agrees to supply the Goods and/or Services specified below on and subject to the Order Form and the Call Off Terms (together referred to as the Call Off Contract.

**DATE**  **18 August 2015**

**ORDER NUMBER** 4843-1-ICT-ICT-Contract Support for Secure Area Network (SAN) Storage forCriminal Injuries Compensation Authority’s

**FROM The Ministry of Justice as part of the Crown "CUSTOMER" of 102 Petty France, London SW1H 9AJ**

Contact: xx Redacted xxx

Address: Criminal Injuries Compensation Authority

Alexander Bain House | Atlantic Quay | Glasgow | G2 8JQ

Telephone: xx Redacted xx

Email: xx Redacted xx

**TO**  **Software Box Limited, "SUPPLIER" of East Moor House, Green Park Business Centre, Goose Lane, Sutton on the Forest, York, YO61 1ET. Registered in England No 2109168**

Contact: xx Redacted xx

Address: Software Box Limited, East Moor House, Green Park Business Centre, Goose Lane, Sutton on the Forest, York, YO61 1ET

Telephone: xx Redacted xx

Email: xx Redacted xx

SECTION B

1. TERM
   1. Call Off Commencement Date:
   2. Call Off Expiry Date:

End date of Call Off Initial Period

01/10/2015

End date of Call Off Extension Period

30/09/2018

This Call Off will be for an initial period of 12 months. The Customer reserves the right to extend this contract for a further two years, in 12 monthly increments (1 year, plus one year), without further competition. The maximum possible length of this Call Off is three years.

1. CUSTOMER CORE goods and/or services REQUIREMENTS
   1. Goods and/or Services required (including any items which are considered business critical)

Support for the following provisions;

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Item | Product code | Description | Unit Price | Qty | Total |
| 1 | Xx Redacted xx | Xx Redacted xx | Xx Redacted xx |  | **Xx Redacted xx** |
| 2 | Xx Redacted xx | **Redacted xx** | Xx Redacted xx |  | **Xx Redacted xx** |
| 3 |  | **Xx Redacted xx** | Xx Redacted xx |  | **Xx Redacted xx** |
| 4 |  | **Xx Redacted xx** | Xx Redacted xx |  | **Xx Redacted xx** |
| Total (Ex of VAT) | | | | | Xx Redacted xx |
| 6 | Dell Software |  |  |  |  |
| 7 | Xx Redacted xx | **Xx Redacted xx** | Xx Redacted xx |  | **Xx Redacted xx** |
| 8 |  | **Xx Redacted xx** | **Xx Redacted xx** |  | **Xx Redacted xx** |
| 9 |  | **Xx Redacted xx** | **Xx Redacted xx** |  | **Xx Redacted xx** |
| 10 |  | **Xx Redacted xx** | **Xx Redacted xx** |  | **Xx Redacted xx** |
| 11 |  | **Xx Redacted xx** | **Xx Redacted xx** |  | **Xx Redacted xx** |
| 12 |  | **Xx Redacted xx** | **Xx Redacted xx** |  | **Xx Redacted xx** |
| Total (Ex of VAT) | | | | |  |
| Cumulative total (ex VAT) | | | | | £13,255.78 |

The Supplier shall review and advise on Customers (Criminal Injuries Compensation Authority’s) storage system data capacity and health of the estate.

**Support Response Times**

The Supplier shall provide the services in accordance with Appendix 1.

The support services shall be provided 24X7 + Priority Response as below with a response time within 4 hours.

Xx Redacted xx

* 1. Packing/Packaging

Not Used

* 1. Warranty Period (Goods only)

Not Used

* 1. Location/Sites of Delivery

The Customers CICA SAN hardware is locally-hosted at CICA own premises/datacentre as opposed to third-party/cloud hosted.

* 1. Dates for Delivery of the Goods and/or the Services

The Services shall be provided from 01/10/2015, for an initial period of 12 months. The Customer reserves the right to extend this contract for a further two years, in 12 monthly increments (1 year, plus one year , plus one year), without further competition, under the Terms and Conditions of this Call Off Terms. The maximum possible length of the contract is three years

* 1. Implementation Plan

Not used

* 1. Standards and Quality

Not used

* 1. Service Levels and Service Credits

Not used

* 1. Critical Service Level Failure

Not used

* 1. Performance Monitoring

Not used

* 1. Security Requirements (including details of Security Policy and outline Security Management Plan)

To be provided in line with requirements detailed in Schedule 8 Security management Plan

* 1. Software

Dell Compellent

* 1. Customer Complaints Handling Escalation Path

Supplier Nominated name: MoJ Business Development Manager

Customer Nominated name: Senior Commercial and Commercial Manager

1. SUPPLIER’S INFORMATION
   1. Commercially Sensitive Information

Pricing

* 1. Termination on Customer Cause for Failure to Pay

xx Redacted xx

* 1. Supplier Complaints Handling Escalation Path

Technology and Digital Senior Category Manager xx Redacted xx

Email xx Redacted xx

1. CUSTOMER RESPONSIBILITIES
   1. Customer Responsibilities
2. CALL OFF CONTRACT CHARGES AND PAYMENT
   1. Call Off Contract Charges payable by the Customer (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)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Item | Product code | Description | Unit Price | Qty | Total |
| 1 | Xx Redacted xx | Xx Redacted xx | Xx Redacted xx |  | **Xx Redacted xx** |
| 2 | Xx Redacted xx | **Redacted xx** | Xx Redacted xx |  | **Xx Redacted xx** |
| 3 |  | **Xx Redacted xx** | Xx Redacted xx |  | **Xx Redacted xx** |
| 4 |  | **Xx Redacted xx** | Xx Redacted xx |  | **Xx Redacted xx** |
| Total (Ex of VAT) | | | | | Xx Redacted xx |
| 6 | Dell Software |  |  |  |  |
| 7 | Xx Redacted xx | **Xx Redacted xx** | Xx Redacted xx |  | **Xx Redacted xx** |
| 8 |  | **Xx Redacted xx** | **Xx Redacted xx** |  | **Xx Redacted xx** |
| 9 |  | **Xx Redacted xx** | **Xx Redacted xx** |  | **Xx Redacted xx** |
| 10 |  | **Xx Redacted xx** | **Xx Redacted xx** |  | **Xx Redacted xx** |
| 11 |  | **Xx Redacted xx** | **Xx Redacted xx** |  | **Xx Redacted xx** |
| 12 |  | **Xx Redacted xx** | **Xx Redacted xx** |  | **Xx Redacted xx** |
| Total (Ex of VAT) | | | | |  |
| Cumulative total (ex VAT) | | | | | £13,255.78 |

SECTION C

1. CUSTOMER OTHER CONTRACTUAL REQUIREMENTS
   1. Call Off Guarantor

Not used

* 1. Limitations on Liability

Pursuant to Clause 27 of the Call off Terms

* 1. Insurance

Pursuant to Framework Schedule 14 Insurance

Termination without cause

30 Working days

1. ADDITIONAL AND/OR ALTERNATIVE CLAUSES
   1. Supplemental requirements to the Call-Off Terms

Not Used

* 1. Amendments to/refinements of the Call-Off Terms

Not Used

* 1. Alternative and/or Additional Clauses (select from Annex 1 to the Call Off Terms)

Not Used

1. FORMATION OF CALL OFF CONTRACT
   1. BY SIGNING AND RETURNING THIS ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Goods and the Services.
   2. The Parties hereby acknowledge and agree that they have read the Order Form and the Call-Off Terms and by signing below agree to be bound by this Call Off Contract.
   3. In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Order Form from the Supplier within two (2) Working Days from receipt (the “Call Off Execution Date”).

|  |  |
| --- | --- |
| **For and on behalf of the Supplier:** | |
| Name and Title | xx Redacted xx |
| Signature | xx Redacted xx |
| Date | 25/08/2015 |
| **For and on behalf of the Customer:** | |
| Name and Title | xx Redacted xx |
| Signature | xx Redacted xx |
| Date | 16/09/2015 |