



Crown  
Commercial  
Service

## Technology Products 2 Agreement RM3733

### 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 (MOD)

**Billing address**

Via CP&F

**Customer representative name**

REDACTED

**Customer representative contact details**

REDACTED

**Supplier details**

**Supplier name**

Centerprise International Limited

**Supplier address**

Supplier's registered address

REDACTED

**Supplier representative name**

REDACTED

**Supplier representative contact details**

REDACTED

**Order reference number**

To be confirmed



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

### Customer project reference

CCSO19A89

### Call Off Commencement Date

Wednesday 27<sup>th</sup> November 2019

### Call Off Contract Period (Term)

The Contract will be for a 36 month period with no option to extend. This contract will therefore expire on Monday 28<sup>th</sup> November 2022.

### Call Off Initial Period

Not Applicable

### Call Off Extension Period (Optional)

Not Applicable

### Specific Standards or compliance requirements

The specification for the required goods are outlined within Attachment 3 – Statement of Requirements.



**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*

The Authority requires the Supplier to provide the following Licences, Support and Hardware as listed below:

QTY	Description	Part Number	Manufacturer	Service Duration (months)
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED

**CONTINUOUS IMPROVEMENT**

The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

**STAFF AND CUSTOMER SERVICE**

The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

**SERVICE LEVELS AND PERFORMANCE**

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

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	Provision of Licences / Support within week 1 of Contract Award	100%
2	Delivery Timescales	Provision of Hardware within 4 weeks of Contract Award	100%



3	Response Times	Response resolution to queries and issues raised within 24 hours	100%
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Where the Supplier fails at any of the above KPI's, 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 services from the next ranked Supplier identified during the procurement event.

### SECURITY AND CONFIDENTIALITY REQUIREMENTS

Assets will operate at Official.

This Statement of Requirements and the results/deliverables of the Contract will be Official, and are in accordance with the Technology Products 2 Framework Agreement conditions, full information can be found under Clause 2.1.7.

For the purposes of this requirement the most recent versions of the DEFCON and DEFFORMS of pages 65 and 66 of the Alternative and Additional Terms and Conditions will apply to this contract.

### PAYMENT AND INVOICING

Payment will be made via CP&F.

Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

### CONTRACT MANAGEMENT

Contract management duties will not be undertaken by the Authority.

### Warranty Period, if applicable

Not Applicable

### Location/Site(s) for Delivery

The location of the Services will be carried out at:

**REDACTED**

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

**Tuesday 26<sup>th</sup> November 2019**

1.1 The following Contract milestones/deliverables shall apply:



Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Provision of Licences / Support	Within week 1 of Contract Award
2	Provision of Hardware	Within 4 weeks of Contract Award

**Software**

**Supplier Software**

Not Applicable

**Third Party Software**

Not Applicable

**Maintenance Agreement**

Not Applicable

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

**Alternative Clauses**

**Additional Clauses**

Tick one box below as applicable

**Optional Clauses**

Tick any applicable boxes below

Scots Law Or	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>

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**

Non-Crown Bodies

Non-FOIA Public Bodies

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)**

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)**

**The total contract value will be £380,630.00 excluding VAT.**

**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 (£)**

£380,630.00 excluding VAT.

[Click here to enter text.](#)

## 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**

All pricing information, excluding the overall contract value, shall be considered to be classified as Commercially Sensitive Information.

## **SUPPLIER'S PROPOSAL**

**REDACTED**

**Total contract value:**

£380,630.00 excluding VAT.



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**SUPPLIER'S PRICING SCHEDULE**

The following charges shall apply for the purposes of this contractual requirement:

**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	<b>REDACTED</b>
Job role/title	<b>REDACTED</b>
Signature	<b>REDACTED</b>
Date	Wednesday 27 <sup>th</sup> November 2019

**For and on behalf of the Customer**

Name	<b>REDACTED</b>
Job role/title	<b>REDACTED</b>
Signature	<b>REDACTED</b>
Date	Wednesday 27 <sup>th</sup> November 2019