



**National Further Competition 53:
NFC53 CLEP Standard Hardware Competition
Technology Products Framework Agreement (RM1054) Lot 1**

Annex D - Call-Off Form



Crown
Commercial
Service

PART 1 – TECHNOLOGY PRODUCT ORDER FORM

SECTION A

This Call-Off 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 Call-Off Form and the Call Off Terms (together referred to as the Call-Off Contract as result of NFC53 CLEP Standard Hardware Competition.

DATE 07/11/2016

ORDER NUMBER Individual Purchase Orders will be provided for each call off

FROM Norfolk Constabulary
Falconers Chase
Wymondham
NR18 0WW
&
Suffolk Constabulary
Portal Avenue
Martlesham Heath
Ipswich
IP5 3QS



Crown
Commercial
Service

TO "SUPPLIER"

Main Contact	Richard Hodgkins	Client Director UK Police	richard.hodgkins2@insight.com	07949 022 990	
Account Manager	Nick Burke	Account Executive UK	nick.burke@insight.com	07432 642 298	
Invoice/ Finance/ Payment Contact	Angela Turner	Credit Controller	angela.turner@insight.com	0544 692 726	Insight Direct (UK) Ltd, Insight Campus, Tern Street, Sheffield, S9 2EU

This will be collected from Suppliers as part of NFC53 ITT Annex L Bidder Call-Off Order Form Data Template
SECTION B

1. TERM

1.1 Call Off Commencement Date:

18th October 2016

1.2 Call Off Expiry Date:

End date of Call-Off initial Period 17th October 2017; or

When all Goods and Services have been accepted and paid for. Where Warranty with the Supplier is selected, the End date shall be when the Warranty expires.

End date of Call-Off Extension Period

Optional 12 month extension – end date 17th October 2018

2. CUSTOMER CORE GOODS AND/OR SERVICES REQUIREMENTS

2.1 Goods and/or Services required (including any items which are considered business critical)

Goods that are deemed business critical will be detailed in the Customer Implementation Plan



**Crown
Commercial
Service**

Please note that all Customers maximum potential volumes at product level will be subject to plus 50% tolerance above their stated maximum volumes. Customers will only be able to buy up to and including Maximum Volume plus tolerance per product.

Customer Organisation Name	Basket	Product	Operating System Variance	Screen Downgrade	Mouse	Keyboard	Warranty Variance	Retain Hard drive
Norfolk & Suffolk Police	A Dell	Desktop Dell Medium	No Variance	Mini	Mouse No Upgrade	keyboard No Upgrade	3 years NBD Onsite	Yes

Table A – above contains details of the Customer's requirements

Customer Organisation Name	Basket	Product	Variance extra information
Norfolk & Suffolk Police	A Dell	Desktop Dell Medium	None



Crown
Commercial
Service

Table B – above contains details of the Customer's variance to specifications

Customer Organisation Name	Basket	Product	Minimum Committed Volume	Maximum Potential Volume	Forecast Volume Year 1	Forecast Year 2	Customer Product maximum volume	
Norfolk & Suffolk Police	A Dell	Desktop Dell Medium						
Total								

Table C – above contains details of the Customer's committed volumes and maximum volumes



Optional requirements that do not form part of the eAuction but should be priced
Customers may have requirements for Bidders to store devices for call-off as defined in Customer purchase order or online order form

Storage Costs	Reseller Part Number / SKU Please insert the part number or SKU for each service	Base price per unit This is the basic cost of the service before any mark-up is applied	Mark-up applied This must be equal to or lower than that quoted in your FWA	Unit Price for storage per pallet Auto calculation of base price + percentage mark up applied
Bonded storage per week p	Insight			
Bonded storage per month	Insight			
Non bonded storage per we	Insight			
Non bonded storage per mc	Insight			

Table D – above contains details of Optional Storage Costs

2.2 Packing/Packaging

Where delivery disposal of packing services are requested by the Customer at point of Order, the Supplier shall remove and dispose of all packaging (including pallets) at point of delivery (without lift)

2.3 Warranty Period (Goods only)

As per NFC53 ITT Annex E Statement of Requirements and as detailed in Table A Section 2.1

And or
As detailed in the Customer catalogue order or purchase order

2.4 Location/Sites of Delivery

As detailed in NFC53 ITT Annex H Summary of Implementation Plans or as detailed in the Customer catalogue order or purchase order and as detailed in Table E Section 2.6

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

As detailed in Customer Implementation Plan see NFC53 ITT Annex H Summary of Implementation Plans for details or as detailed in individual purchase orders, and as detailed in Table E Section 2.6

2.6 Implementation Plan

As detailed in NFC53 ITT Annex H Summary of Implementation Plans or as detailed in the Customer catalogue order or purchase order

Delivery Date required Customer to enter preferred Delivery Date for each drop	Delivery Time Window Customer to enter time of day for Delivery e.g. between 08:00 and 17:00 hours	Products to be Delivered per Delivery Date Customer to detail products required for each Delivery Date	Volumes to be Delivered per Delivery Date Customer must indicate unit/quantity of units products to be Delivered per transportation	Bidder to notify Customer Delivery Contact of Delivery Date six days in advance Customer to enter number days in advance of the Delivery Date and the bidder needs to notify Customer of the Delivery	Delivery Location and as detailed in the Call off Form Customer to enter Delivery location including post code	Delivery Contact Bidder to enter Delivery contact details phone, telephone and email address	Customer Delivery Instructions Customer to enter any special Delivery instructions, any restrictions that the Delivery staff need to follow and any loading/unloading instructions of vehicle etc	Catalogue Order	Customer	Basket A Deal
[Redacted content]										

Table E – above contains details of the Customers initial Implementation Plan

2.7 Standards and Quality

No additional Standards required

2.8 Service Levels and Service Credits

As per NFC53 ITT Annex K SLA

2.9 Performance Monitoring

As per NFC53 ITT Annex J – Customer Special Terms Version 2 for details of NFC53 CLEP Contract Management performance reporting requirements.

2.10 Security Requirements (including details of Security Policy and outline Security Management Plan)

None unless otherwise specified on individual purchase orders.

2.11 Software

Where Third Party Software is included as standard on a device and the Customer requests, the Supplier must provide the licence.

2.12 Customer Complaints Handling Escalation Path

MR LEN MATTHEWS, HEAD OF PROCUREMENT, JOINT SUFFOLK AND NORFOLK CONSTABULARY
2ND STAGE ESCALATION TO NFC53 CLEP CONTRACT MANAGEMENT BOARD

3. SUPPLIER'S INFORMATION

3.1 Commercially Sensitive Information

[REDACTED]

3.2 Termination on Customer Cause for Failure to Pay



Crown
Commercial
Service

Payment is due on presentation of invoice unless credit terms have been agreed in writing with Insight. Insight shall invoice Customer: on acceptance of the Customer's order in respect of software; on shipment in respect of hardware; on completion of professional services or monthly in arrears in respect of recurring services unless otherwise agreed in writing and in advance in respect of maintenance and support services. If payment is not made on the due date, Insight will be entitled to charge interest daily on the outstanding balance at the statutory rate and in any event an administration fee in the sum of £50 shall be applied to each overdue invoice.

3.3 Supplier Complaints Handling Escalation Path

All escalations, compliments and complaints should follow the below path: Escalation Point 1. Richard Hodgkins, Client Director Police & Crime, richard.hodgkins2@insight.com 07940 022 950 Escalation Point 2. Lee Gale, Senior Sales Manager Police & Crime, lee.gale@insight.com 07415 875505 Escalation Point 3. Jon Lang, Head of Public Sector jon.lang@insight.com 07711 015791

4. CUSTOMER RESPONSIBILITIES

4.1 Customer Responsibilities

NONE OVER AND ABOVE WHAT IS REQUIRED IN THE CONTRACT.

5. CALL-OFF CONTRACT CHARGES AND PAYMENT

5.1 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)

The maximum Contract Charges payable are as specified in the Suppliers final post eAuction bid sheet multiplied by the required volume as per each individual purchase order.



Crown
Commercial
Service

Customer Organisation Name	Basket	Product	Minimum Committed Volume	Maximum Potential Volume	Forecast Volume Year 1	Forecast Year 2	Customer Product maximum volume	Original Manufacturer Part Number/SKU	Retailer Manufacturer Name and Part Number / SKU	Model	Device Price	Warranty	Operating System	Fee: Auction Pricing Device plus Services

Table F – above contains details of cost per product

Customer Organisation Name	Basket	Product	Customer Minimum Committed Volume	Customer Maximum Potential Volume	Customer Forecast Volume Year 1	Customer Forecast Volume Year 2	Customer Product Maximum volume	Post-auction Pricing, Device plus Services	Competition Results Customer Committed Volume Costs	Competition Results Customer Maximum Volume Costs	Competition Results Forecast Year 1 Costs	Competition Results Forecast Year 2 Costs	Competition Results Overall Customer Forecast Costs	Competition Results Overall Maximum Volume Costs

Table G – above contains details of costs for volume options



Product Note that the specifications of all products are outlined in Annex E Statement of Requirements Basket E	Original Manufacturer Part Number/SKU Please insert the OEM standard part number or SKU for each product	Reseller Part Number / SKU Please insert the Reseller part number or SKU for each product	Product/Service name and model Please insert the Product/Service name and model you are proposing to meet the Standard Core Technical Specification	Unit Price Per Unit rounded to 2 decimal places	Volume	Costs
Dell Desktop Medium Specification Form Factor Mini	Dell OptiPlex 3040	MSDT1	Dell OptiPlex 3040			
Warranty Upgrade 3 years next business day on site with retain hard drive	Dell 3 year basic warranty with KYHD	MSDT3	Dell 3 year basic warranty with KYHD			
Total						

Table H – above contains a breakdown of the unit costs per product

SECTION C

6. CUSTOMER OTHER CONTRACTUAL REQUIREMENTS

6.1 Call Off Guarantor

N/A

6.2 Limitations on Liability

N/A

6.3 Insurance

As per Framework minimum levels unless otherwise specified in NFC53 ITT Annex J Customer Special Terms Version 2.0

6.4 Termination without cause

N/A



Crown
Commercial
Service

7. ADDITIONAL AND/OR ALTERNATIVE CLAUSES

7.1 Supplemental requirements to the Call-Off Terms

Please see NFC53 ITT Annex J – Customer Special Terms Version 2.0

7.2 Amendments to/refinements of the Call-Off Terms

Please see NFC53 ITT Annex J – Customer Special Terms Version 2.0

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

Please see NFC53 ITT Annex J – Customer Special Terms Version 2.0



Crown
Commercial
Service

8. FORMATION OF CALL OFF CONTRACT

- 8.1** 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.
- 8.2** 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.
- 8.3** 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	Guy Beaudin, Public Sector Business Development Director
Signature	<i>Guy Beaudin</i>
Date	04 November 2016

For and on behalf of the Customer:

Name and Title	<i>Len Matthews Head of Procurement</i>
Signature	<i>[Signature]</i>
Date	<i>08/11/2016</i>



ITT Annex J Special Terms



NFC53 ITT Annex
Customer Special

ITT Annex K SLA



NFC53 ITT Annex
SI A v2 Review

Order Form Table Data



NFC53 Basket #
Norfolk Suffolk Dn