



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**

Information Systems and Services (ISS), Ministry of Defence (MOD)

**Billing address**

REDACTED

**Customer representative name**

REDACTED

**Customer representative contact details**

REDACTED

### Supplier details

**Supplier name**

Software Box Ltd

**Supplier address**

REDACTED

**Supplier representative name**

REDACTED

**Supplier representative contact details**

REDACTED

**Order reference number**

CCSO19A24



## Section B Overview of the requirement

### Framework Lot under which this Order is being placed

- |   |                                     |
|---|-------------------------------------|
| 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

CCSO19A24

### Call Off Commencement Date

27/06/2019

### Call Off Contract Period (Term)

12 months – commencing 27th June 2019 and expiring 26th June 2020.

### Call Off Initial Period Months

12 months.

### Call Off Extension Period (Optional) Months

Not Applicable

### Specific Standards or compliance requirements

The specification for this requirement is outlined within Section C of this Contract. By signing this Contract the Supplier has accepted the Customer's completed Call Off Schedule 5 Schedule of Processing, Personal Data Subjects in line with GDPR, which can be found within Attachment 5b RM3733 Terms and Conditions.



## 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

The Contract will be for a twelve (12) month term to cover the duration of the required licences and support. There are no extension options to the Contract

License certificate number	Description	Dates	Quantity
	Trend Micro Deep Security Enterprise with maintenance	To expire one (1) year after delivery.	200
UKSO200945	Renewal of support for existing Trend Micro Anti-Malware licences	Maintenance must expire 31 <sup>st</sup> March 2020.	500

As part of the Maintenance Support for all licences, the Customer requires the following support provisions:

Unlimited number of support requests via telephone, twenty-four (24) hours, seven (7) days a week for the duration of the contract.

Remote support from the software vendor;

Any requests for maintenance support will be responded to within twenty-four (24) hours;

Online access to documentation and technical resources and knowledge base and;

Product updates and upgrades are to be provided throughout the contract term.

The vendor has confirmed that procurement of the new licences must include one (1) year maintenance and support.

### KEY MILESTONES AND DELIVERABLES

The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Delivery Date
1	Call off agreement signed	REDACTED
2	Delivery of 200 perpetual Trend Micro Deep Security licenses with	REDACTED



	maintenance support expiring 31 <sup>st</sup> March 2020.	
3	Renewal of maintenance support for existing 500 Trend Micro Anti-Malware licences, to expire on 31 <sup>st</sup> March 2020.	REDACTED
4	Licence certificates to be sent electronically to the Customer	REDACTED

### SERVICE LEVELS AND PERFORMANCE

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

KPI/SLA	Service Area	KPI/SLA description	Target
1	Contract Placement	Contract Order form signed by the successful Potential Supplier within one working day of contract award.	99%
2	Delivery timescales	Licences are to be delivered in accordance with the Section 7 Key Milestones.	99%

The Customer will work with the Supplier to resolve service failure issues and to seek a mutually agreeable resolution in line with the Terms and Conditions. However, it will remain the Supplier's sole responsibility to resolve any such service failures. If resolution is not possible, the Customer reserves its right under the Contract to initiate the Dispute Resolution procedures set out in Annex 1 of the Attachment 5 RM3733 Call Off Terms & Conditions.

#### Warranty Period, if applicable

Not Applicable.

#### Location/Site(s) for Delivery

REDACTED

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

27/06/2019

#### Software

##### Supplier Software

N/A.

##### Third Party Software

Trend Micro

##### Maintenance Agreement

N/A.

**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"/>	A: Termed Delivery – Goods <input type="checkbox"/>	C: Due Diligence <input type="checkbox"/>
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 checked="" 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)**  
£40,335.00 (excluding VAT)

**Is a Financed Purchase Agreement being used?**

**Estimated Year 1 Call Off Contract Charges (£)** £40,335.00 excluding VAT.

## Section D Supplier response

Suppliers - use this section to provide any details that may be relevant in the fulfilment of the Customer Order

**Total contract value**  
£40,335.00 excluding VAT

REDACTED

### Commercially Sensitive information



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	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	REDACTED

#### For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	REDACTED



**Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects**

Description	Details
Subject matter of the processing	REDACTED
Duration of the processing	REDACTED
Nature and purposes of the processing	REDACTED
Type of Personal Data	REDACTED
Categories of Data Subject	REDACTED
Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	REDACTED