



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 & Services (ISS), Ministry of Defence (MOD)

**Billing address**

Via CP&F 3

**Customer representative name**

REDACTED INFORMATION

**Customer representative contact details**

REDACTED INFORMATION

### Supplier details

**Supplier name**

Software Box Ltd

**Supplier address**

REDACTED INFORMATION

**Supplier representative name**

REDACTED INFORMATION

**Supplier representative contact details**

REDACTED INFORMATION

**Order reference number**

CCSO19A52



## 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

CCSO19A52

### Call Off Commencement Date

The Contract will commence on 17<sup>th</sup> September 2019

### Call Off Contract Period (Term)

The Contract will commence on 17<sup>th</sup> September 2019 and will expire on 30<sup>th</sup> November 2020.

**Call Off Initial Period** Months  
N/A

**Call Off Extension Period (Optional)** Months  
There will be no options to Extend the Contract.

### Specific Standards or compliance requirements

As per Schedule 5 of the Attachment 5a RM3733 Call Off Terms & Conditions.



## Section C Customer Core Goods and/or Services Requirements

### Goods and/or Services

- 1.1 The requirement extends to the following provisions;
- 1.1.1 Renewal of various Licences support terms. The following licence products are in scope:
- 1.1.1.1 Ivanti
  - 1.1.1.2 VMWare
  - 1.1.1.3 CA
  - 1.1.1.4 Citrix
  - 1.1.1.5 ESRI
  - 1.1.1.6 LogRhythm
- 1.1.2 Electronic Delivery of the various Licence renewals via the vendor's Portal. Copies of the licences shall also be delivered by email to the Customer, as they will not have access to the vendors' portal.
- 1.2 The following is outside the scope of the requirement:
- 1.2.1 Installation and configuration;
- 1.2.2 Bespoke Support is out of scope; the required vendor support is the standard level associated with each product.
- 1.3 Please note, alternative licences and support will **not** be accepted by the Contracting Customer.
- 1.4 These specific licences are required is to maintain a 'Golden Image' of compatibility with the Customer's internal support infrastructure and to ensure continued compatibility for the training requirements across multiple site locations.
- 1.5 All support associated with the products shall be provided directly by the Vendor(s).

Item No	Product	Qty	Required Support Dates	Licence ID
1.1	Ivanti Application Control Server Ed Maintenance/Support Classic	856	30 August 2019 to 31 August 2020	Ivanti Customer PO: 97762 Ivanti Order No 0000555064 - Entitlement Account 796432431 - CHGB 30492
1.2	Ivanti Device Control Enterprise Maintenance/Support Classic	16	30 August 2019 to 31 August 2020	Ivanti Customer PO: 97762 Ivanti Order No 0000555065 - CHGB 30492



1.3	Ivanti Application Control Maintenance/Support Classic	16	30 August 2019 to 31 August 2020	Ivanti Customer PO: 97762 Ivanti Order No 0000555066 - CHGB 30492
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Item No	Product	Qty	Required Support Dates	Licence ID
2.1	Production Support/Subscription VMWare vCentre Server 6 Standard for vSphere 6	10	25 September 2019 to 24 September 2020	Mod Account No 598034530 VMWare Instance Nos 154721383 & 154754627
2.2	Production Support/Subscription VMWare vSphere 6 with Operations Management	228	25 September 2019 to 24 September 2020	Mod Account No 796432431 VMWare Instance Nos 175549611, 175549581, 175549610 & 175549580
2.3	VMware vSphere 6 with Operations Management Enterprise Plus for 1 processor	26	12 August 2019 to 11 August 2020	MOD Account No 796432431 VMWare Instance Nos 175549561 & 175549560

Item No	Product	Qty	Required Support Dates	Licence ID
3.1	CA Infrastructure Management	4	02 October 2019 to 01 October 2020	Licence ID 580031

Item No	Product	Qty	Required Support Dates	Licence ID
4.1	Citrix (Production & IT&V) - Citrix XenDesktop Platinum Edition Select Support Renewal - Maintenance Support	430	19 November 2019 to 1 November 2020.	Organisation ID: 50826200
4.2	Citrix (Production & IT&V) Citrix XenDesktop Platinum Edition Select Support Renewal - Maintenance Support	10	19 November 2019 to 18 November 2020.	Organisation ID: 50826200
4.3	Citrix (Production & IT&V) Citrix XenDesktop Platinum Edition Select	10	19 November 2019 to	Organisation ID: 50826200



	Support Renewal - Maintenance Support		18 November 2020.	
4.4	Citrix (TAF 16-613) - FKS Node: Citrix XenDesktop Platinum Edition x 1 Concurrent User licence - Maintenance Support	40	19 November 2019 to 18 November 2020.	Organisation ID: 50826200

Item No	Product	Qty	Required Support Dates	Licence ID
5.1	ESRI ArcGIS Developer Premium Annual Subscription	1	21 September 2019 to 20 September 2020	n/a

## 1.6 Support Requirements

1.6.1 The Customer directly from the vendors during the Contract Term.

1.6.2 The Customer requires product support direct from the vendors via the internet or telephone.

## 2. MANAGEMENT INFORMATION/REPORTING

2.1 The Supplier must inform the Customer of any possible issues within the supply chain throughout the Contract as and when they occur, within forty-eight (48) hours of the Supplier being made aware themselves.

## 3. CONTINUOUS IMPROVEMENT

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

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

## 4. QUALITY

4.1 Quality shall comply with those set out in this Bid Pack and in line with the Call Off Terms and Conditions of RM3733 Technology Products 2 Item C Section 5.0 Standards and Quality.

## 5. STAFF AND CUSTOMER SERVICE

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

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



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

## 6. SERVICE LEVELS AND PERFORMANCE

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

KPI/SLA	Service Area	KPI/SLA Description	Target
1	Delivery Timescales	Delivery Timescales are to be made in Line with the Contract Milestones outlined in Section 7.	100%
2	Service Delivery	All products, upgrades and patches to be received during the contract terms of the licences.	100%
3	Service Delivery	All critical Support calls and emails acknowledged and resolved same day of raising by the Vendor	98%
4	Service Delivery	All escalated issues will be resolved by the Vendor(s) within twenty-four (24) to forty-eight (48) hours.	98%
5	Service Delivery	Product Support shall be delivered in accordance with the vendors’ agreed Service Levels for each product.	98%

6.2 The Customer agrees to work with the Supplier to resolve service failure issues. Where the Supplier falls against the KPI’s listed above, the Customer will in the first instance, seek a mutually agreeable solution with the Supplier. However, it will remain the Supplier’s sole responsibility to resolve any such service failures.

6.3 Any required Dispute Resolution shall be carried out in accordance with the procedures set out in the Attachment 5a RM3733 Terms & Conditions.

## 7. CONTRACT MANAGEMENT

7.1 Contract Management will be measured and monitored in line with the Key Milestones and SLAs and outlined in this Statement of Requirements.

7.2 Attendance at any Contract Review meetings shall be at the Supplier’s own expense.

### Warranty Period, if applicable

N/A

### Location/Site(s) for Delivery

Electronic Delivery of the various License renewals will be via the vendor’s Portal.

Copies of the licenses shall also be delivered by email to:

REDACTED INFORMATION

The licenses will be located within England, Wales or Scotland but excluding Northern Ireland (NI) or the Republic of Ireland (IRL).



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

**KEY MILESTONES AND DELIVERABLES**

The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Supplier to return signed Contract Order Form	Within One (1) day of Contract Award.
2	Delivery and Renewal of Licences Support	Within Five (5) Working Days of Contract Award
3	Customer to receive Suppliers invoice(s)	Within Ten (10) Working Days of Delivery of Licences

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

**Supplier Software**

N/A

**Third Party Software**

Vmware, Ivanti, CA, Citrix, ESRI, LogRhythm

**Maintenance Agreement**

N/A

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

**Alternative Clauses**

Scots Law  
Or

Northern Ireland Law

Non-Crown Bodies

Non-FOIA Public  
Bodies

**Additional Clauses**

Tick one box below as applicable

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**

**Optional Clauses**

Tick any applicable boxes below

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)**



N/A

**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 is £337,162.17 excluding VAT but inclusive of all expenses.

Payment will be made via CP&F Release 3.

A soft copy of all the invoices must also be sent to [ISSDev-ASDT-C4ISR-Apps@mod.gov.uk](mailto:ISSDev-ASDT-C4ISR-Apps@mod.gov.uk).

Payment will be made within thirty (30) days of a correct submitted invoice following satisfactory delivery of pre-agreed certified products and deliverables once the Customer receives electronic email confirmation that all the deliverable licence renewals as described in Section 6 have taken place.

Before payment can be considered, each invoice must include a detailed elemental breakdown of goods delivered and the associated costs, together with the associated PO Number for CP&F.

**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 (£)**

For Orders with a defined Call Off Contract Period

£337,162.17 (Excluding VAT)

## Section D Supplier response

REDACTED INFORMATION



## 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 INFORMATION
Job role/title	
Signature	
Date	

#### For and on behalf of the Customer

Name	REDACTED INFORMATION
Job role/title	
Signature	
Date	