



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

Ministry of Defence

Billing address

REDACTED INFORMATION

Customer representative name

REDACTED INFORMATION

Customer representative contact details

REDACTED INFORMATION

Supplier details

Supplier name

Software Box Limited

Supplier address

REDACTED INFORMATION

Supplier representative name

REDACTED INFORMATION

Supplier representative contact details

REDACTED INFORMATION

Order reference number

REDACTED INFORMATION



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

CCSO19A32

Call Off Commencement Date

31/07/2019

Call Off Contract Period (Term)

Call Off Initial Period

For Autodesk requirements only, the contract shall be for a one year period. For the Dolphin Magnifier software requirements only the contract shall be for thirty-six months.

Call Off Extension Period (Optional)

Not Applicable



Specific Standards or compliance requirements

No specific Quality Management System requirements are defined. This does not relieve the Supplier of providing conforming products under this contract. No Deliverable Quality Plan is required reference DEFCON602B 12/06. Concessions shall be managed in accordance with Def Stand. 05-061 Part 1, Issue 6 – Quality Assurance Procedural Requirements – Concessions. The following Defence Standard is mandated for all MOD contracts 05-135 - Avoidance of counterfeit material.



Section C
Customer Core Goods and/or Services Requirements

Goods and/or Services

To include where relevant Packing/Packaging

THE REQUIREMENT

The requirement is extend the following provisions:

Renew existing maintenance contracts for five COTS applications:

AutoDesk AutoCAD

AutoDesk AutoCAD Architectural

AutoDesk AutoCAD Lite (Lt)

Dolphin SuperNova Magnifier & Speech

Dolphin SuperNova Magnifier & Screen Reader

The Licence keys in Table 1 (below) are Enterprise and represent the current, total licence holding for each of these applications for which maintenance renewals are required

The scope of this requirement does not extend to the following provisions:

Installation undertaken by the Supplier and;

Third party support from the Supplier. Any support is required directly from the Vendor only under their respective maintenance offerings.

The Supplier shall provide the Customer with the following licencing provisions as listed in Table 1 below:



Item Number	Product Name	Requirement Description	Existing Licence	Renewal Term
1.	AutoDesk AutoCAD	AutoCAD Web Support Renewal Product Type: Maintenance Plan License Type: Renewal Term: Annual	REDACTED INFORMATION	One (1) year term commencing 31 st July 2019
2.	AutoDesk AutoCAD Architectural	AutoCAD Architecture Web Support Renewal Product Type: Maintenance Plan License Type: Renewal Term: Annual	REDACTED INFORMATION	One (1) year term commencing 31 st July 2019
3.	AutoDesk AutoCAD Lite	AutoCAD LT Web Support Renewal Product Type: Maintenance Plan License Type: Renewal Term: Annual	REDACTED INFORMATION	One (1) year term commencing 31 st July 2019
4.	Dolphin SuperNova Magnifier & Speech	Software Maintenance Agreement	REDACTED INFORMATION	36 Months Upgrades from Date of Purchase
5.	Dolphin SuperNova Magnifier & Screen Reader	Software Maintenance Agreement	REDACTED INFORMATION	36 Months Upgrades from Date of Purchase

The existing licences/agreements allow network activation via a single activation key; the renewed maintenance contracts must facilitate continued network activation of the products via single activation key or code.

All licences to be Perpetual.

The Supplier is required to provide evidence of new agreement details to MOD once procurement has completed. This should contain licence agreement details, licence numbers and maintenance expiry dates. Electronic delivery of these items is acceptable.

The Supplier shall provide detail to the Customer on how to access software downloads throughout the duration of the Contract.

KEY MILESTONES AND DELIVERABLES



The following Contract milestones/deliverables shall apply:

Milestone Deliverable	Description	Timeframe or Delivery Date
1	Successful implementation of all the Support and Maintenance renewal Contracts;	Within week 1 of Contract Award
2	Detail to be provided to the Customer on how to access appropriate software downloads throughout the duration of the Contract.	Throughout the duration of the Contract

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 Customer's vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

SECURITY AND CONFIDENTIALITY REQUIREMENTS

The Supplier will to comply with the General Data Protection Regulation (GDPR) 2018 and all other applicable and appropriate laws of England and Wales. The Supplier shall have in place appropriate and up-to-date data security protocols, which are compliant with the Customer's standards.

CONTRACT MANAGEMENT

Contract management activities shall be undertaken by the Customer in partnership with the Supplier.

A formal Contract Management Plan shall be established to provide the key components of a management and operations plan for this Contract.

Warranty Period

Not Applicable

Location/Site(s) for Delivery

REDACTED INFORMATION



Dates for Delivery of the Goods and/or the Services

31/07/2019

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

Alternative Clauses	Additional Clauses	Optional Clauses
	Tick one box below as applicable	Tick any applicable boxes below
Scots Law Or	A: Termed Delivery – Goods	C: Due Diligence
Northern Ireland Law	B: Complex Delivery – Solutions (includes Termed Delivery – Goods)	D: Call Off Guarantee
Non-Crown Bodies	NB Both of the above options require an Implementation Plan which should be appended to this Order Form	E: NHS Coding Requirements
Non-FOIA Public Bodies		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)

The items licensed by the Customer to the Supplier are listed below:

AutoDesk AutoCAD, AutoDesk AutoCAD Architectural, AutoDesk AutoCAD Lite, Dolphin SuperNova Magnifier & Speech and Dolphin SuperNova Magnifier & Screen Reader.

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 overall contract value for this requirement shall be £73,371.64 (excluding VAT) via a BACS payment method.



Section D Supplier Response

Statement of Requirement Review

The purpose of this procurement is for the renewal of existing software for AutoCAD and Dolphin Supernova.

For this requirement, we have undertaken our bid review process, which has included the key vendors as well as SBL in-house lifelines. SBL is happy to confirm that our bid response will meet the requirements, as defined by the provided Attachment 3 – Statement of Requirement (SoR).

Service Delivery and Approach

Following review of the documents, SBL have highlighted below how we would look to achieve the required milestones

Confirmation of your ability to deliver all the required licenses;

SBL can confirm we can meet the requirements as stated in the Statement of Requirements Document. SBL hold contact with the supplier Cadline and Dolphin Computer Access in this requirement. SBL would return signed call off agreement within the same date of issue. SBL would then work with the suppliers once an order was placed, information on all the dates would be communicated and support renewed by the required dates. SBL would keep copies of all communication to confirm dates are correct also maintaining evidence of this, which would then be provided to the customer

All Support and Maintenance renewal contracts (and the facilities to access them) will be in place at the time of supplying you with the specific software license certificates, which, as described above, will be within 72 hours of an order being placed on SBL

Point of Contact throughout the process of Order being placed through to delivery

REDACTED INFORMATION
REDACTED INFORMATION

Autodesk Renewal Policy - Maintenance Plans:

New releases of your software (normally released March / April time)
Product enhancements
Previous versions of your software (current plus 3 previous)
Home Use Rights / Global Travel Rights
Technical support (online only)
Cloud credits purchased on that contract / Entitled cloud services



The default delivery method is by Electronic Download (ELD)
SBL would also like to point out that Autodesk have a strict renewal process - ALL customers must confirm their renewal prior to their contract expiry date i.e. the last day we can process an order is by Friday 26th July 2019.

Risks and Mitigations

We have considered the risk and also identified proposed mitigations that we will put in place and the impact we believe these will have. Where applicable we have evidenced information supplied by key elements of this supply chain, incorporated their mitigations and provided supporting contact details.

- **Risk 1 – Delivery not achieved in timescale**
- **Risk 1 Mitigation – SBL would be in contact with the supplier to confirm delivery dates within 2 hours of an order being placed, this is then followed up with each supplier to make sure dates are met on a daily basis**
- **Risk 2 Non Delivery**
- **Risk 2 Mitigation – SBL would double check all contact details from the customers side when an order is placed, when the support is activated by the supplier, SBL would contact the customer to make sure this had been delivered. This would help prevent any unnecessary delays**

TOTAL CONTRACT VALUE AND PAYMENT

The Contract value for this contractual requirement shall be £73,371.64.

Full details of the contract charges are listed below:

REDACTED INFORMATION

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.

Payment will be made via CP&F.

Payment will be made 30 working days following receipt of a correctly submitted invoice as specified above.



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	REDACTED INFORMATION
Signature	REDACTED INFORMATION
Date	

For and on behalf of the Customer

Name	REDACTED INFORMATION
Job role/title	REDACTED INFORMATION
Signature	REDACTED INFORMATION
Date	