



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

Home Office (HO)

#### Billing address

Your organisation's billing address - please ensure you include a postcode

REDACTED

#### Customer representative name

The name of your point of contact for this Order

REDACTED

#### Customer representative contact details

Email and telephone contact details for the Customer's representative

REDACTED

REDACTED

### Supplier details

#### Supplier name

The Supplier organisation name, as it appears in the Framework Agreement

Insight Direct (UK) Ltd

#### Supplier address

Supplier's registered address

REDACTED

#### Supplier representative name

The name of the Supplier point of contact for this Order

REDACTED

#### Supplier representative contact details

Email and telephone contact details of the supplier's representative

REDACTED

#### Order reference number

A unique number provided by the supplier at the time of quote

N/A



## Section B Overview of the requirement

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

Tick one box below as applicable

- |   |                                     |
|---|-------------------------------------|
| 1. HARDWARE                                       | <input checked="" type="checkbox"/> |
| 2. SOFTWARE                                       | <input 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

Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management

CCIH18A05

### Call Off Commencement Date

The Call Off Commencement Date is the date on which the Call Off Contract is formed – this should be the date of the last signature on Section E of this Order Form

23<sup>rd</sup> March 2018

### Call Off Contract Period (Term)

A period in Months which does not exceed 60 Months (5 years) - **leave blank if this is a simple transactional Goods purchase**. Where established as an initial and extension period complete the fields below

The contract will be for a three (3) year term, with the option to extend in yearly increments up to a maximum term of five (5) years (3 +1+1).

*NB. The annual software licence payments within this contract are for a three (3) year period, payable on an annual basis for years two and three; these software licences are not included as part of the optional Support & Maintenance contract extensions.*

**Call Off Initial Period** Months

Thirty-six (36) months

**Call Off Extension Period (Optional)** Months

Twelve (12) months + Twelve (12) months

### Specific Standards or compliance requirements

Include any conformance or compliance requirements with which the Goods and/or Services must meet

The supplied equipment must also be able to support the security protocol WPA2- Enterprise using PEAP-MSCHAPv2 (often abbreviated to just PEAP).



## 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

All the Goods and Services to be provided, including Supply & Installation, Software Renewals and Support & Maintenance Contract, are all of those as detailed within Annex A which accompanies this Contract Order Form.

REDACTED

*NB. This Contract acknowledges the requirement for one (1) of the two (2) Sheffield site digital screens to be ceiling mounted (suspended from a pole coming down through the ceiling) instead of a wall mount, as confirmed in Bid Clarification No.4.*

REDACTED

REDACTED

*The full Bid Clarification Questions & Responses are attached as Annex B.*

REDACTED

Tender Response – Annex C

REDACTED

### SERVICE LEVELS AND PERFORMANCE

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

KPI/SLA	Service Area	KPI/SLA description	Target
1	Support and Maintenance	The Potential Provider shall ensure telephone Service Desk cover for raising calls 0900 to 1700 hours, Monday to Friday (excluding weekends and bank holidays).	99%
2	Support and Maintenance	The Potential Provider shall ensure an engineer is on site within 24 working hours of call received.	99%
3	Support and Maintenance	Should the fault not be remediable at the engineer's initial inspection, the Potential Provider shall ensure all faults are repaired within five (5)	98% within 5 working days, 100% within



		working days of notification by the Authority (unless otherwise agreed in writing).	10 working days
4	Replacement	The Potential Provider shall ensure that all replacements under warranty/guarantee are completed within five (5) working days of notification by the Authority	98% within 5 working days, 100% within 10 working days

**Warranty Period, if applicable**

The Warranty details are all of those as detailed within Annex A which accompanies this Contract Order Form.

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

- REDACTED

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

Complete and successful delivery and installation of the Digital Screens and all associated equipment at all Authority sites.	Within one (1) month of Contract Award
Handover Package, including training and instructions to be provided.	At time of completed installation.
Commencement of Support and Maintenance contract	With effect from point when screens are installed and go into live operation.

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

**Supplier Software**

Those as detailed within Annex A which accompanies this Contract Order Form.

**Third Party Software**

Those as detailed within Annex A which accompanies this Contract Order Form.

Scala License Agreement (EMEA) (Annex D)

**Maintenance Agreement**

Those as detailed within Annex A which accompanies this Contract Maintenance & Support Schedule – see Questionnaire 5 – Support & Maintenance Contract – Service Delivery of the Tender Response Annex C. *See also Bid Clarification*



Scala License  
Agreement (EMEA) F

No.9 as detailed in Goods & Services Section of this Contract Order Form.

**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	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>

A: Termed Delivery – Goods

C: Due Diligence

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)**

List below - 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)**

Including additional screens (45 total)	Year 1 Costs	Year 2 Costs	Year 3 Costs	1st -Year Extension S&M £	2nd Year Extension S&M £
Supply & Installation	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
Dedicated SaaS CMS	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
Support & Maintenance	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
Software Licence renewals	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
<b>Net Total Annual Costs</b>	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
<b>Gross Total Annual Costs</b>	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
<b>Total Three (3) Year Contract Value:</b>	<b>£148,066.68</b>				



### Payment Milestones

- REDACTED
- REDACTED
- REDACTED

#### 1.1 Payment

REDACTED

**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

REDACTED

## 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

Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract  
Technical solution and contract price

### Total contract value

Please provide the total contract value (for the Call Off Initial Period) as detailed in your response to the Customer's statement of requirements

£148,066.68



## 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	
Job role/title	
Signature	
Date	

#### For and on behalf of the Customer

Name	
Job role/title	
Signature	
Date	