



**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

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]

Supplier details

Supplier name

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

Centerprise International 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

CCIS17A99



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
CCIS17A99 (RCA120740)

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

01/03/2017

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

One (1) Year

Call Off Initial Period Months

N/A.

Call Off Extension Period (Optional) Months

N/A

Specific Standards or compliance requirements

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

[Click here to enter text.](#)



Crown
Commercial
Service

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

To include where relevant Packing/Packaging



Goods and/or Services

To include where relevant Packing/Packaging

Dell Pro Support including the following Level 4 Essential Support activities to *****

1. Telephone access 24/7/365 to OEM Global Expert Centre staffed by Senior System Engineers for troubleshooting assistance of HW and SW issues
2. Priority access to OEM engineers for on-site dispatch of technician and or service parts to MOD locations for repairs and resolution necessary to remedy a Qualified Incident
3. Onsite troubleshooting available when the OEM has evaluated a problem and determined that field support is necessary for additional diagnosis.
4. Dedicated Technical Account Manager (TAM), providing a single point of contact for issue resolution and monthly reporting/meetings to discuss any issues
5. Monthly Health Check and performance recommendations with as-needed Systems Maintenance by working with the dedicated Technical Account Manager
6. Predictive analysis for issue prevention and optimisation enabled by working with the dedicated Technical Account Manager
7. Support for server applications such as Microsoft Small Business Server and software applications such as V-Sphere, Hyper V and XenServer.
8. Collaborative 3rd party assistance to quickly resolve HW and SW issues
9. Mission Critical 4-hour parts and labour response starting from the moment you log the call with no delays by using a single source maintainer.
10. Priority access to Dells engineers with a dedicated Technical Account Manager to escalate calls when required.



12. Provides direct access to Tech Direct which is a self-service tool that allows you to manage multiple support cases and dispatch parts.
13. Technology Roadmaps of all Products detailing End of Sales and End of Support Dates and emerging technologies within future products.

14. Customer Specific Instructions

15. Patches & Bug Fixes – The Service Provider will supply patches and fixes via CD/DVD and will not automatically download these to the Authority. The Authority will take responsibility for ensuring that these are applied where applicable to the relevant equipment.
16. Return of system components (failure to return) – In the event that system components are replaced, the Service Provider will not insist on Hardware assets being returned to the



Service Provider, provided that the Authority has purchased “Keep your Hard Drive” Option on the applicable hardware.

17. The Service Provider will be required to comply with the following Defence Conditions;

- a. DEFCON 76 Contractor’s Personnel at Government Establishments.

Warranty Period, if applicable

N/A

Location/Site(s) for Delivery

[Redacted]

Dates for Delivery of the Goods and/or the Services

01/07/2017

Software List product details under each relevant heading below

Supplier Software

N/A

Third Party Software

N/A

Include license or link in Call Off Schedule 3

Maintenance Agreement

N/A

Include terms or link in Call Off Schedule 3

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)

List below

[Click here to enter text.](#)

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)

£417,531.76

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

[Click here to enter text.](#)

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

[Click here to enter text.](#)

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

£417,531.76



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	██████