**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**Army Headquarters, part of the Ministry of Defence (MOD) |

|  |
| --- |
| **Billing address**Your organisation’s billing address - please ensure you include a postcodeVia CP&F |

|  |
| --- |
| **Customer representative name**The name of your point of contact for this OrderREDACTED |

|  |
| --- |
| **Customer representative contact details**Email and telephone contact details for the Customer’s representativeREDACTED  |

|  |
| --- |
| **Supplier details** |
| **Supplier name**The Supplier organisation name, as it appears in the Framework AgreementSoftware Box Ltd |

|  |
| --- |
| **Supplier address**Supplier’s registered addressEast Moor House, Green Park Business Center, York, YO61 1ET |

|  |
| --- |
| **Supplier representative name**The name of the Supplier point of contact for this OrderREDACTED |

|  |
| --- |
| **Supplier representative contact details**Email and telephone contact details of the supplier’s representativeREDACTED |

|  |
| --- |
| **Order reference number**A unique number provided by the supplier at the time of quoteREDACTED |

**Section B**

**Overview of the requirement**

|  |
| --- |
| **Framework Lot under which this Order is being placed**Tick one box below as applicable |
| 1. HARDWARE
 |  |
| 1. SOFTWARE
 |  |
| 1. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS
 |  |
| 1. INFORMATION ASSURED PRODUCTS
 |  |
| 1. VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM)
 |  |

|  |
| --- |
| **Customer project reference**Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework managementCCTS18A39 (RCA 129787) |

|  |
| --- |
| **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 Form26/09/2018 |

|  |
| --- |
| **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 periodcomplete the fields belowCommence on final date of signature and will expire 30th March 2019 |
| **Call Off Initial Period** MonthsTwelve (12) month term backdated from 31st March 2018 | **Call Off Extension Period (Optional)** MonthsNot Applicable |

|  |
| --- |
| **Specific Standards or compliance requirements**Include any conformance or compliance requirements with which the Goods and/or Services must meetThe specification of goods is outlined within the Statement of Requirements. The Customer’s populated Schedule 5 in line with GDPR can be found under Annex A – Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects. By signing this Contract the supplier has accepted the Customer’s completed Annex A.  |

**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*

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **Product Specification** | **Quantity** | **Renewal Term** |
| Licence Renewal | HP ALM Site CC Usr SW E-LTU | 12 | 31st March 2018 – 30th March 2019 (retrospective renewal) |
| Licence Renewal | HP QC Add’l Defects Site CC Usr SW E-LTU | 9 | 31st March 2018 – 30th March 2019 (retrospective renewal) |
| Licence Renewal | HP ALM Site 5CC Usr Pk SW E-LTU  | 1 | 31st March 2018 – 30th March 2019 (retrospective renewal) |
| Licence Renewal | HP QTP Seat Usr SW LTU | 3 | 31st March 2018 – 30th March 2019 (retrospective renewal) |
| Licence Renewal | HP FT Seat Usr SW E-LTU | 2 | 31st March 2018 – 30th March 2019 (retrospective renewal) |
| Licence Renewal | HP LR SOA 100-499 VU SW E-LTU | 300 | 31st March 2018 – 30th March 2019 (retrospective renewal) |
| Licence Renewal | HP LR Web/Mmed 100-499 VU SW E-LTU | 300 | 31st March 2018 – 30th March 2019 (retrospective renewal) |
| Licence Renewal | HP LRner Cntlr & Monitors SW E-LTU | 1 | 31st March 2018 – 30th March 2019 (retrospective renewal) |
| Support and Maintenance | Support and Maintenance for agreement number **MOD-HPSW – 1079 5859 8799**(Service Levels identified under Section 6.2) | 1 | 31st March 2018 – 30th March 2019 (retrospective renewal) |

**KEY MILESTONES**

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Description** | **Timeframe** |
| 1 | Successful renewal of all licences; | Within two (2) weeks of Contract Award. |
| 2 | Commencement of Support and Maintenance for the licences; | Within two (2) weeks of Contract Award. |

**SERVICE DELIVERY AND PERFORMANCE**

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Delivery Timescales | Renewal of the licences and all support and maintenance to be in place within two (2) weeks of Contract Award; | 100% |
| 2 | Service Delivery | All business critical incidents to be resolved within two (2) hours. Minor incidents to be resolved within twenty-four (24) hours; | 100% |
| 3 | Support and Maintenance | Access to twenty-four hours’, seven days a week (24x7) website, phone and email support; | 100% |
| 4 | Support and Maintenance | Two (2) hour remote response twenty-four hours’, seven days a week (24x7) | 100% |
| 5 | Support and Maintenance | Software Support, including maintenance releases and major upgrades, throughout the twelve (12) month contract term. | 100% |

 |

|  |
| --- |
| **Warranty Period, if applicable**Not Applicable |

|  |
| --- |
| **Location/Site(s) for Delivery**REDACTED |

|  |
| --- |
| Dates for Delivery of the Goods and/or the ServicesWithin two (2) weeks of Contract Award |
| Software List product details under each relevant heading below |
| Supplier SoftwareHP ALM Site CC Usr SW E-LTUHP QC Add’l Defects Site CC Usr SW E-LTUHP ALM Site 5CC Usr Pk SW E-LTUHP QTP Seat Usr SW LTUHP FT Seat Usr SW E-LTUHP LR SOA 100-499 VU SW E-LTUHP LR Web/Mmed 100-499 VU SW E-LTUHP LRner Cntlr & Monitors SW E-LTU | Third Party SoftwareN/AInclude license or link in Call Off Schedule 3 | Maintenance AgreementSupport and Maintenance for licence file MOD-HPSW – 1079 5859 8799Include terms or link in Call Off Schedule 3 |

|  |
| --- |
| **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 LawOr | [ ]  | 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 | X |

|  |
| --- |
| **Items licensed by the Customer to the Supplier (including any Customer Software, Customer Background IPR and Customer Data)**List belowN/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)**£48,514.02 |
| **Is a Financed Purchase Agreement being used?**N/A | [ ] If so, append to Call Off Schedule 2 as Annex A |
| **Estimated Year 1 Call Off Contract Charges (£)**N/A | 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 ContractTo be completed by the Supplier |

|  |
| --- |
| **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 |

|  |
| --- |
| £48,514.02 |

|  |
| --- |
| 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 | **26/09/2018** |

**For and on behalf of the Customer**

|  |  |
| --- | --- |
| Name | REDACTED |
| Job role/title | REDACTED |
| Signature | REDACTED |
| Date | **26/09/2018** |

**Annex A**

**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 |