



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**

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

Software Box 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



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**Order reference number**

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



## 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

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

CCSO19A53

#### 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

1<sup>st</sup> day of April 2018 (due to re-instatement of the Authority's existing Reflections licences)

#### 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

1<sup>st</sup> day of April 2018 (due to re-instatement of the Authority's existing Reflections licences) to 31<sup>st</sup> August 2022.

**Call Off Initial Period** Months  
52 months

**Call Off Extension Period (Optional)** Months  
No option to extend.

#### Specific Standards or compliance requirements

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

N/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*

#### 1. SCOPE OF REQUIREMENT

- 1.1 The requirement consists of renewing REDACTED Reflections Desktop licences that the Authority had in operation; or replacing the licences anew – subject to this not being significantly more expensive.
- 1.2 The licences must remain valid for a period of three years.

#### 2. THE REQUIREMENT

- 2.1 See 1.1, above.

#### 3. KEY MILESTONES AND DELIVERABLES

- 3.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Renewal or Replacement of, the Authority's REDACTED Reflections Desktop licences	Within week 1 of Contract Award, subject to receipt of a purchase order from the Authority.

#### 4. VOLUMES

- 4.1 The volume of licences is REDACTED

#### 5. CONTINUOUS IMPROVEMENT

- 5.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 5.2 The Supplier should present new ways of working to the Authority during any Contract review meetings that may be held during the contract period.



- 5.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## 6. STAFF AND CUSTOMER SERVICE

- 6.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 6.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 6.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## 7. SERVICE LEVELS AND PERFORMANCE

- 7.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery	Renewal or Replacement of, the Authority's REDACTED Reflections Desktop licences	Within week 1 of Contract Award, subject to receipt of a purchase order from the Authority.
2	Service Provision	The Supplier must notify the Authority of any software upgrades / updates, patches or fixes issued by the licence vendor, so the Authority can update its licences.	To notify the Authority within one working day of the issue of any software upgrades / updates, patches or fixes.

Where the Successful Supplier fails at any of the above KPIs, the Authority will, in the first instance, seek a mutually agreeable resolution with the Supplier. However, if this is not possible, the Authority reserves the right to cancel the agreement and



seek alternative services from the next ranked potential provider identified during the procurement event.

## **8. SECURITY AND CONFIDENTIALITY REQUIREMENTS**

8.1 No specific Security or Confidentiality aspects apply.

## **9. PAYMENT AND INVOICING**

9.1 It is expected the Supplier will invoice for the three year licence period in advance.

9.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

9.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

9.4 Invoices should be submitted to: REDACTED details of which will be issued to the winning bidder.

9.5 Payment shall be made within calendar 30 days upon receipt of correctly submitted invoice as detailed above.

## **10. CONTRACT MANAGEMENT**

10.1 Attendance at any Contract Review meetings shall be at the Supplier's own expense. And the Authority is responsible for contract management.

## **11. LOCATION**

11.1 REDACTED

### **Warranty Period, if applicable**

As in Goods / Services, above.

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

As in Goods / Services, above.

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



Licences to be re-instated within one week of contract award.

**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**

As in Goods / Services, above.

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

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)**

Total contract value is £125,000 including all expenses but excluding VAT.

Price is comprised as follows:





**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 (£)**

[Click here to enter text.](#)

£125,000

## 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

£125,000.00



## 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	
Signature	REDACTED
Date	

##### For and on behalf of the Customer

Name	REDACTED
Job role/title	Deployed Log IS Team Leader
Signature	REDACTED
Date	27/08/2019