



Crown
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**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 (MoD)
Billing address Payments will be made via CP&F
Customer representative name [REDACTED TEXT]
Customer representative contact details Email: [REDACTED TEXT] Telephone: [REDACTED TEXT]
Supplier details
Supplier name Centerprise International Ltd
Supplier address [REDACTED TEXT]
Supplier representative name [REDACTED TEXT]
Supplier representative contact details Email: [REDACTED TEXT] Telephone: [REDACTED TEXT]
Order reference number [REDACTED TEXT]



Section B Overview of the requirement

Framework Lot under which this Order is being placed

- | | |
|---|-------------------------------------|
| 1. HARDWARE | <input type="checkbox"/> |
| 2. SOFTWARE | <input type="checkbox"/> |
| 3. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS | <input type="checkbox"/> |
| 4. INFORMATION ASSURED PRODUCTS | <input checked="" type="checkbox"/> |
| 5. VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM) | <input type="checkbox"/> |

Customer project reference

CCTS18A86 (RCA131869)

Call Off Commencement Date

01/04/2019

Call Off Contract Period (Term)

The Contract will commence on 1st April 2019 and will expire on 31st March 2020

Call Off Initial Period

The Call off Contract is for a Twelve (12) month term

Call Off Extension Period (Optional)

There is no option to extend this Contract.

Specific Standards or compliance 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

Renewal of SISYS Gold Service Software and Support

1. THE REQUIREMENT

1.1 The Ministry of Defence (MoD) requires the guarantee of continuity of service for the SISYS SAMS systems. As such, there is a need for a Gold Service Support and Maintenance renewal, **to be provided by SISYS through the successful supplier.**

1.1.1 As a current support Contract for the Army, SISYS are aware of the Army holdings. SISYS will provide quotations to resellers.

1.1.2 One (1) year SISYS Gold Service Support and Maintenance renewal.

1.1.3 Contract Period: 01st April 2019 until 31st March 2020.

1.1.4 The 2018/2019 Sites currently covered are **outlined in the Table 1 below (Location/Site(s) for Delivery):**

1.1.4.1 The Authority requires renewal of SISYS Gold Level Support and Maintenance however please note, the number of sites to be covered can fluctuate annually.



- 1.2 Service Levels will be those of the Gold License Support and Maintenance and will be provided direct from SISYS:
- 1.2.1 Full On-Site Hardware and Software Support and Maintenance for SISYS Supplied equipment.
 - 1.2.2 Full Telephone Support Helpdesk – Monday to Friday, 9am until 5pm excluding Bank holidays.
 - 1.2.3 Next Business Day On-Site Response for ‘failure of application critical.’
 - 1.2.4 Three Day On-Site Response for ‘failure of non-application critical.’
 - 1.2.5 Free Software Support and Updates when released.
 - 1.2.6 Priority over non-support Customers.
 - 1.2.7 One Planned Preventative Maintenance visit per annum.
 - 1.2.8 Return to Base for Magicard Rio/Magicard Turbo Printers.
 - 1.2.9 Temporary loan of SISYS Hardware as agreed with the Customer.

2.0 Centerprise International Ltd will deliver against the following Key Milestones and Service Level Agreements (SLA's) for the Contract:

Key Milestones

Milestone	Description	Timeframe
1	Renewal of SISYS Gold Service Support and Maintenance Call-Off Agreement to be in place and signed;	Within one (1) of Contract Award
2	Successful Renewal of the SISYS Gold Service Support and Maintenance by 01 st April 2019;	By 1 st April 2019
3	Adherence to the Gold Service Level Agreements as outlined in Section 6.2;	Throughout the twelve (12) month Contract term between 1 st April 2019 and 31 st March 2020

Service Level Agreement

KPI/SLA	Service Area	KPI/SLA Description	Target
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1	Service Support	Successful Renewal of the SISYS Gold Service Support and Maintenance; Contract period: 1 st April 2019 until March 2020	100%
2	Service Support	Adherence to Service Level Agreements detailed within Section 6.2 of Appendix B; Between 1 st April 2019 until 31 st March 2020.	100%

Where Centerprise fails the KPIs listed above, 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 supply from the next ranked Potential Provider identified during the procurement event.

Warranty Period, if applicable
Not Applicable

Location/Site(s) for Delivery

The 2018/2019 Sites currently covered are outlined in the table below:

The Authority requires renewal of SISYS Gold Level Support and Maintenance however please note, the number of sites to be covered can fluctuate annually.



Table 1

[REDACTED TEXT]

Dates for Delivery of the Goods and/or the Services

01/04/2019

Software N/A

Supplier Software

N/A

Third Party Software

N/A – Support
Maintenance only.

Maintenance Agreement

and As detailed above in goods and
services.

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)

Not Applicable



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)

£224,622.66 (excluding VAT)

Is a Financed Purchase Agreement being used?

Not Applicable

If so, append to Call Off Schedule 2 as Annex A

Estimated Year 1 Call Off Contract Charges (£)

£224,622.66 (excluding VAT)

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

4.1 Please outline how your proposal meets the key milestones and the requirements outlined in the Appendix B – Statement of Requirements. Your response should include:

- The timescales for implementing the required support and maintenance Contract;
- How you will manage the required guarantee of continuity of service for the SISYS SAMS systems;
- Information detailing the Gold Service Support and Maintenance Support/Subscription offerings, including how the key milestones will be met;
- Risk Mitigation for non-delivery and;
- Escalation Processes:

[REDACTED TEXT]

Total contract value

The total value of the Contract is detailed below:

[REDACTED TEXT]

Total Contract Value

£224,622.66 (excluding VAT)



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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 TEXT]
Job role/title	[REDACTED TEXT]
Signature	[REDACTED TEXT]
Date	[REDACTED TEXT]

For and on behalf of the Customer

Name	[REDACTED TEXT]
Job role/title	[REDACTED TEXT]
Signature	[REDACTED TEXT]
Date	[REDACTED TEXT]



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Annex A

Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects

[REDACTED TEXT]