



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

Joint Forces Command, part of the Ministry of Defence

Billing address

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

[REDACTED TEXT]

Customer representative name

The name of your point of contact for this Order

[REDACTED TEXT]

Customer representative contact details

Email and telephone contact details for the Customer's representative

[REDACTED TEXT]

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 TEXT]

Supplier representative name

The name of the Supplier point of contact for this Order

[REDACTED TEXT]

Supplier representative contact details

Email and telephone contact details of the supplier's representative

[REDACTED TEXT]

Order reference number

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

[REDACTED TEXT]



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

CCSO18B35

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

26th October 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 Term will be for fourteen (14) months, commencing on Contract Award and conclude on the 14th of December 2019. The products identified within Section 6 – The Requirement will have a renewal term of twelve (12) months with various commencement dates throughout the Contract Term

Call Off Initial Period Months

Fourteen (14) Months

Call Off Extension Period (Optional) Months

Not Applicable

Specific Standards or compliance requirements

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

The 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

The scope of this Contract extends to the renewal of software support and subscriptions of the products identified within Section 6 – The Requirement.

The Contract Term will be for fourteen (14) months, commencing on Contract Award and conclude on the 14th of December 2018. The products identified within Section 6 – The Requirement will have a renewal term of twelve (12) months with various commencement dates throughout the Contract Term.

1.1 The Authority require the renewal of the following products for a twelve (12) month term;

Product	Quantity	Renewal Term
Becrypt Disk Protect Enhanced Support and Subscription	1234 (Per Device)	Twelve (12) Months 1 st December 2018 – 30 th November 2019
Deepsecure mailguards co-termed instances 24 Support and Subscription	24 (Instances)	Twelve (12) Months 15 th December 2018 – 14 th December 2019
Digilink Revelation Offline Client Support and Subscription	6821 (Per Device)	Twelve (12) Months 1 st November 2018 – 31 st October 2019
Sophos Endpoint Protection Support and Subscription Licence No L0003300676	5000 (Per Device)	Twelve (12) Months 12 th November 2018 – 11 th November 2019
Sophos Endpoint Protection Support and Subscription Licence No L0003300675	5000 (Per Device)	Twelve (12) Months 12 th November 2018 – 11 th November 2019

1.2 As part of the software support and subscriptions, the Authority required the following support provisions for all products identified within Table 1;



- 1.2.1 Unlimited number of support requests to be accessed via telephone, twenty-four (24) hours, seven (7) days a week for the duration of the Contract;
 - 1.2.2 Remote Support available twenty-four (24) hours, seven (7) days a week for the duration of the Contract;
 - 1.2.3 Online access to documentation and technical resources and knowledge base and;
 - 1.2.4 Product updates and upgrades are required to be provided and completed by the Vendor throughout the Contract Term.
- 1.3 All support provision identified within sections 1.2.1 to 1.2.4 must be supplied directly by the Vendor and no third parties.
- 1.4 No alternative products will be accepted.
- 1.5 As part of tender submissions, Potential Providers are required to provide a PDF quotation, outlining all costs associated with this Contract.
- 1.6 The Authority will measure the quality of the Supplier's delivery by:

1.6.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	All support and subscriptions to be renewed in line with the timescales identified within Section 7 – Key Milestones;	100%
2	Service Delivery	Unlimited number of support requests to be accessed via telephone, twenty-four (24) hours, seven (7) days a week for the duration of the Contract;	100%
3	Support Provision	Remote Support available twenty-four (24) hours, seven (7) days a week for the duration of the Contract;	100%
4	Support Provision	Online access to documentation and technical resources and knowledge base;	100%
5	Support Provision	Product updates and upgrades are required to be provided and completed by the Vendor throughout the Contract Term.	100%

- 1.7 Where a Supplier fails at any of the above KPI/SLAs 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

[REDACTED TEXT]

Dates for Delivery of the Goods and/or the Services

Becrypt Disk Protect Enhanced Support and Subscription	1 st December 2018 – 30 th November 2019
Deepsecure mailguards co-termed instances 24 Support and Subscription	15 th December 2018 – 14 th December 2019
Digilink Revelation Offline Client Support and Subscription	1 st November 2018 – 31 st October 2019
Sophos Endpoint Protection Support and Subscription	12 th November 2018 – 11 th November 2019

Software List product details under each relevant heading below

Supplier Software

Not Applicable

Third Party Software

Becrypt
Deepsecure
Digilink
Sophos

Include license or link in Call Off Schedule 3

Maintenance Agreement

Not Applicable

Include 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 Law Or	<input type="checkbox"/>	A: Termed Delivery – Goods	<input type="checkbox"/>	C: Due Diligence	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>	B: Complex Delivery – Solutions (includes Termed Delivery – Goods)	<input type="checkbox"/>	D: Call Off Guarantee	<input type="checkbox"/>
Non-Crown Bodies	<input type="checkbox"/>	NB Both of the above options require an Implementation Plan which should be appended to this Order Form		E: NHS Coding Requirements	<input type="checkbox"/>
Non-FOIA Public Bodies	<input type="checkbox"/>			F: Continuous Improvement & Benchmarking	<input type="checkbox"/>
				G: Customer Premises	<input type="checkbox"/>
				H: Customer Property	<input type="checkbox"/>
				I: MOD Additional Clauses	<input checked="" type="checkbox"/>

Items licensed by the Customer to the Supplier (including any Customer Software, Customer Background IPR and Customer Data)

List below

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)

[REDACTED TEXT]

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 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

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



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£663,793.72

[REDACTED TEXT]



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]



Annex A

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

Description	Details
Subject matter of the processing	[REDACTED TEXT]
Duration of the processing	[REDACTED TEXT]
Nature and purposes of the processing	[REDACTED TEXT]
Type of Personal Data	[REDACTED TEXT]
Categories of Data Subject	[REDACTED TEXT]
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 TEXT]