



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

Joint Forces Command

#### Billing address

Your organisation's billing address - please ensure you include a postcode  
Via CP&F

#### 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 Limited

#### Supplier address

Supplier's registered address  
Software Box Limited. East Moor House, Green Park Business Centre York YO61 1ET

#### 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  
CCSO18A97 SMITS



## 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

CCSO18A97 (RCA129130)

### 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

09/08/2018

### 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

Thirteen (13) Months concluding on the 28th of September 2019

**Call Off Initial Period** Months

Thirteen (13) 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 'Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects'. By signing this Contract the Supplier has accepted the Customer's completed schedule.



## 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*

Please see Annex A for all goods supplied as part of this Contract. A breakdown of all costs has been identified under Section D of this Order Form, as well as any additional products listed within the final price schedule.

- 1.1 The Potential Providers should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Implementation of licences support and maintenance where previous cover has expired;	Within five (5) days of receipt of purchase order.
2	Implementation of licences/support and maintenance where renewal is due at future date;	Upon date of renewal.

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

KPI/SLA	Service Area	KPI/SLA Description	Target
1	Service Delivery	All licences support and maintenance to be implemented/renewed in line with the dates listed in Annex A – Requirement Specification;	100%
2	Service Delivery	Potential Providers are to adhere to each of the SLA's offered under the required support and maintenance packages;	100%
3	Service Delivery – Riverbed, BMC and SAP products	Access to 24 x 7 website, phone and email support throughout the duration of the twelve (12) month contract term;	100%
4	Service Delivery –	Access to phone and email support during the hours of Monday to Friday	100%



	Deep Secure products	08:30 – 17:30, excluding Bank and Public Holidays.	
5	Service Delivery – Riverbed and BMC products	The Authority to receive all software support, including maintenance releases and major upgrades throughout the life span of the twelve (12) month contract.	100%

1.3 Where the Successful Supplier fails at any of the above KPI's, 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 during the procurement event.

**Warranty Period, if applicable**

Not Applicable

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

REDACTED

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

Within five (5) days of receipt of purchase order.

**Software** List product details under each relevant heading below

**Supplier Software**

Please refer to Annex A – Requirement Specification

**Third Party Software**

Not Applicable

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**

Scots Law Or

Northern Ireland Law

Non-Crown 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**

**Optional Clauses**

Tick any applicable boxes below

C: Due Diligence

D: Call Off Guarantee

E: NHS Coding Requirements



Non-FOIA Public Bodies	<input type="checkbox"/>	<b>which should be appended to this Order Form</b>	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  
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)**  
£452,857.61

**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 (£)** £452,857.61  
For Orders with a defined Call Off Contract Period

## 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

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**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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£452,857.61

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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
Job role/title	REDACTED
Signature	REDACTED
Date	9 / 8 / 2018

#### For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	9 / 8 / 2018



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

Description	Details
Subject matter of the processing	N/A
Duration of the processing	N/A
Nature and purposes of the processing	N/A
Type of Personal Data	N/A
Categories of Data Subject	N/A
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	N/A