



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 Crown Commercial Service
Billing address REDACTED INFORMATION
Customer representative name REDACTED INFORMATION
Customer representative contact details REDACTED INFORMATION
Supplier details
Supplier name European Electronique Ltd
Supplier address REDACTED INFORMATION
Supplier representative name REDACTED INFORMATION
Supplier representative contact details REDACTED INFORMATION
Order reference number A unique number provided by the supplier at the time of quote CCSO19B29



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

CCSO19B29

Call Off Commencement Date

17/01/2020

Call Off Contract Period (Term)

Up to twenty four (24) months (1 +1)

Call Off Initial Period Months

Twelve (12) months

Call Off Extension Period (Optional) Months

Twelve (12) months

Specific Standards or compliance requirements

Not Applicable



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

1. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 1.1 This is a requirement for twelve (12) months support and maintenance for a number of Checkpoint hardware firewall appliances and agreements, with the option of a further twelve (12) extension.
- 1.2 This requirement is needed to ensure business critical infrastructure is covered for licences, support and maintenance.

2. DEFINITIONS

Expression or Acronym	Definition
CPCES	Check Point Collaborative Enterprise Support
CPSB	Check Point Security Blade
NGFW	Next Generation FireWall

3. SCOPE OF REQUIREMENT

- 3.1 The Customer has a requirement that extends to the following provisions:
 - 3.1.1 Renewal of the maintenance and support agreements for the following products on Checkpoint Account Number 5598366:
 - 3.1.1.1 CPCES-CO-STANDARD x1
 - 3.1.1.2 CPCES-CO-PREMIUM-ONSITE-ADD x 3
 - 3.1.1.3 CPSB-NGFW-4600-1Y x1
 - 3.1.1.4 CPSB-NGFW-4400-1Y x2
 - 3.1.2 Electronic Delivery of the maintenance and support contracts via the vendor's Portal. Copies of the contracts shall also be delivered by email to the Customer, as they will not have access to the vendors' portal.
- 3.2 The following is outside of scope of the requirement
 - 3.2.1 Installation and configuration



3.2.2 Bespoke Support is out of scope; the required vendor support is the standard level associated with each product

4. THE REQUIREMENT

4.1 The Supplier is required to provide support to take effect from 17th January 2020 for a twelve (12) month term to cover all of the required licence terms.

4.2 This is a requirement for twelve (12) months support and maintenance for a number of Checkpoint hardware firewall appliances and agreements, with the option of a further twelve (12) extension.

4.3 Please note, alternative licences and support will not be accepted by the Customer.

4.4 All support associated with the products shall be provided directly by the Vendor(s).

4.4.1 Suppliers are required to confirm the product support details including Service Level Agreements (SLA) within their bid response.

4.5 Table 1: Checkpoint Firewalls Maintenance & Support

4.5.1 Required Level of Cover: Collaborative Enterprise Support - Premium 24x7

Item No	Product	Required Support Dates	Account Number
1	CPCES-CO-STANDARD x1	12 month term from 1 January 2020	REDACTED INFORMATION
2	CPCES-CO-PREMIUM-ONSITE-ADD x 3		
3	CPSB-NGFW-4600-1Y x1		
4	CPSB-NGFW-4400-1Y x2		

4.6 Support Requirements

4.6.1 The Customer requires all product updates, upgrades and replacements to be received directly from the vendors during the Contract Term.

4.6.2 The Customer requires product support directly from the vendors via the internet or telephone.

4.6.3 The appliances are hosted at the following sites:-



4.6.4 LIVERPOOL OFFICE (1x CPSM-P1003, 1x CPAP-SG4600-NGFW (S/N 1249B00301), 1x CPAP-SG4400-NGFW (S/N 1341B04181), 2x NGFW Blade Subscription Software)

REDACTED INFORMATION

4.6.5 NORWICH OFFICE (1x CPAP-SG4400-NGFW (S/N 1328B01852), 1x NGFW Blade Subscription Software)

REDACTED INFORMATION

5. KEY MILESTONES AND DELIVERABLES

5.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Supplier will return signed Contract Order Form	Within One (1) day of Contract Award.
2	Delivery and Renewal of product Support	Within Five (5) Working Days of Contract Award
3	Customer will receive Supplier's invoice(s)	Within Ten (10) Working Days of Delivery of support confirmation

6. MANAGEMENT INFORMATION/REPORTING

6.1 The Supplier must inform the Customer of any possible issues within the supply chain throughout the Contract as and when they occur, within forty-eight (48) hours of the Supplier being made aware themselves.

7. VOLUMES

7.1 The volumes for this requirement are outlined in Section 4 – The Requirement.

8. CONTINUOUS IMPROVEMENT

8.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract Duration.

8.2 Changes to the way in which the Services are to be delivered must be brought to the Customers attention and agreed prior to any changes being implemented.

9. SUSTAINABILITY

9.1 Not applicable.



10. QUALITY

10.1 Quality shall comply with those set out in the Call Off Terms and Conditions of RM3733 Technology Products 2.

11. STAFF AND CUSTOMER SERVICE

11.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

11.2 The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

11.3 The Supplier shall ensure that staff understand the Customer’s vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

12. SERVICE LEVELS AND PERFORMANCE

12.1 The required service levels and/or KPIs are shown below.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	Delivery Timescales are to be made in Line with the Contract Milestones outlined in Section 5.	100%
2	Service Delivery	All products, upgrades and patches to be received during the contract terms of the licences.	100%
3	Service Delivery	All critical Support calls and email acknowledged and resolved same day of raising by the Vendor(s)	98%
4	Service Delivery	All escalated issues will be resolved by the Vendor(s) within twenty-four (24) to forty-eight (48) hours.	98%
5	Service Delivery	Product Support shall be delivered in accordance with the vendors agreed Service Levels for each product	98%

12.2 The Customer agrees to work with the Supplier to resolve service failure issues. Where the Supplier falls against the KPI’s listed above, the Customer will in the first instance, seek a mutually agreeable solution with the Supplier. However, it will remain the Supplier’s sole responsibility to resolve any such service failures.

12.3 Any required Dispute Resolution shall be carried out in accordance with the procedures set out in the RM3733 Framework and Call-Off Terms & Conditions.

13. SECURITY AND CONFIDENTIALITY REQUIREMENTS



13.1 Not Applicable

14. PAYMENT AND INVOICING

14.1 Invoice for the full term must be submitted within ten working days of Supplier confirmation that product support is in place.

14.2 Payment will only be made following satisfactory delivery of pre-agreed certified products and deliverables

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

14.4 Invoices must be submitted to: REDACTED INFORMATION

15. CONTRACT MANAGEMENT

15.1 Contract Management is outlined above within Section 4 – The Requirement and will be measured and monitored in line with the Key Milestones and SLAs as outlined in this Statement of Requirements.

16. LOCATION

16.1 The email contact details are REDACTED INFORMATION

16.2 Electronic Delivery of the various Licence renewals shall be via the vendor’s Portal. Copies of the licences shall also be delivered by email to the Customer, as they will not have access to the vendors’ portal.

Warranty Period, if applicable
Not Applicable

Location/Site(s) for Delivery
Electronic Delivery of the various Licence renewals shall be via the vendor’s Portal. Copies of the licences shall also be delivered by email to the Customer, as they will not have access to the vendors’ portal.

Dates for Delivery of the Goods and/or the Services

24/01/2020

Software List product details under each relevant heading below

Supplier Software

As set out in Section C- Goods and/or Services – Section 4 The Requirement

Third Party Software

Not Applicable

Maintenance Agreement

As set out in Section C – Goods and/or Services – Section 4 The Requirement



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 Northern Ireland Law	A: Termed Delivery – Goods B: Complex Delivery – Solutions (includes Termed Delivery – Goods)	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
Non-Crown Bodies Non-FOIA Public Bodies	<input type="checkbox"/> A <input type="checkbox"/> B NB Both of the above options require an Implementation Plan which should be appended to this Order Form	<input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> G <input type="checkbox"/> H <input type="checkbox"/> I

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)

The Supplier is required to provide and invoice for year one (12 months) costs of REDACTED INFORMATION within ten (10) working days of delivery of the requirement. The invoice will be paid by BACS in full within 30 days of its receipt. If the optional second year is required the overall indicative price for the maximum two year contract will be £30,498.08. The option to extend the contract for a second year is at the Customer’s discretion.

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 INFORMATION

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
Not Applicable

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

REDACTED INFORMATION

Section D – Supplier Technical Response

REDACTED INFORMATION



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 INFORMATION
Job role/title	
Signature	
Date	

For and on behalf of the Customer

Name	REDACTED INFORMATION
Job role/title	
Signature	
Date	