



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

Army Headquarters (HQ), part of the Ministry of Defence (MOD)

Billing address

Via CP&F

Customer representative name

[REDACTED TEXT]

Customer representative contact details

[REDACTED TEXT]

Supplier details

Supplier name

Software Box Ltd

Supplier address

[REDACTED TEXT]

Supplier representative name

[REDACTED TEXT]

Supplier representative contact details

[REDACTED TEXT]

Order reference number

[REDACTED TEXT]



Section B Overview of the requirement

Framework Lot under which this Order is being placed

1. HARDWARE
2. SOFTWARE
3. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS
4. INFORMATION ASSURED PRODUCTS
5. VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM)

Customer project reference

CCZN18A13 (RCA 131644)

Call Off Commencement Date

27/11/2018

Call Off Contract Period (Term)

The Support and Maintenance element of this Contract is for a three (3) year term.

Call Off Extension Period (Optional) Months
Not Applicable.

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.

1.1 The requirement is split up into the following provisions:

1.1.1 Blade Computing Hardware

1.1.2 The Provision of Support for the Hardware.

1.1.3 The Provision of Software and Support

1.2 Installation, Configuration, Commissioning and Testing are out of scope of this Contract.

Product Number	Opt Code	Product Description
863442-B21		HPE ProLiant BL460c Gen10 10Gb_20Gb FlexibleLOM Configure-to-order
875951-L21		HPE BL460c Gen10 Intel Xeon-Gold 6152 (2.1GHz_22-core_135W) FIO P
875951-B21		HPE BL460c Gen10 Intel Xeon-Gold 6152 (2.1GHz_22-core_135W) Proce
875951-B21	0D1	HPE BL460c Gen10 Intel Xeon-Gold 6152 (2.1GHz_22-core_135W) FIO P
815100-B21		HPE 32GB (1x32GB) Dual Rank x4 DDR4-2666 CAS-19-19-19 Registered
815100-B21	0D1	HPE 32GB (1x32GB) Dual Rank x4 DDR4-2666 CAS-19-19-19 Registered
766491-B21		HPE FlexFabric 10Gb 2-port 536FLB FIO Adapter
804367-B21		HPE Smart Array P204i-b SR Gen10 (4 Internal Lanes_1GB Cache) 12G
804367-B21	0D1	HPE Smart Array P204i-b SR Gen10 (4 Internal Lanes_1GB Cache) 12G
875238-B21		HPE 12W Smart Storage Battery (up to 3 Devices) for BladeSystem S
875238-B21	0D1	HPE 12W FIO Smart Storage Battery (up to 3 Devices) for BladeSyst
P8B31A		HPE OneView w_o iLO including 3yr 24x7 Support 1-server FIO LTU
Q7E33A		HPE iLO Advanced Premium Security Edition License with 3yr Support
Q7E33A	0D1	HPE iLO FIO Advanced Premium Security Edition License with 3yr Support
H7J35A3		HPE 3Y Foundation Care 24x7 wDMR SVC
H7J35A3	W4C	HPE BL460c Gen10 Support

2. KEY MILESTONES

Milestone	Description	Timeframe
1	Delivery of items listed in Section 1 - BOM.	Within 2 weeks of Contract Award

3. SERVICE LEVELS AND PERFORMANCE

3.1 The Customer will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery	Delivery of items listed in Section 6 – BOM within 2 weeks of contract	100%



	timescales	award.	
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Warranty Period, if applicable

Not Applicable.

Location/Site(s) for Delivery

[REDACTED TEXT]

Dates for Delivery of the Goods and/or the Services

Within two (2) weeks of Contract Award

Software

Supplier Software

Hewlett-Packard Enterprise
iLO Advanced Premium
Security Edition Licence

Hewlett-Packard Enterprise
iLO FIO Advanced Premium
Security

Third Party Software

Not Applicable.

Maintenance Agreement

Hewlett-Packard Enterprise
3Y Foundation Care 24x7
wDMR SVC

Hewlett-Packard Enterprise
BL460c Gen10 Support

Additional Clauses (see Annex 3 of Framework Schedule 4)

Alternative Clauses

Additional Clauses

Optional Clauses

Scots Law
Or



A: Termed Delivery – Goods



C: Due Diligence



Northern Ireland Law



B: Complex Delivery – Solutions
(includes Termed Delivery – Goods)



D: Call Off Guarantee



Non-Crown Bodies



**NB Both of the above options
require an Implementation Plan
which should be appended to this
Order Form**

E: NHS Coding
Requirements



Non-FOIA Public
Bodies



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)

£222,348.53 for all three (3) years support and maintenance (excluding VAT).

Is a Financed Purchase Agreement being used?

Not Applicable.

Estimated Year 1 Call Off Contract Charges (£)

£222,348.53 – the total Contract value will be paid upfront for this requirement.

Section D Supplier response

Suppliers - use this section to provide any details that may be relevant in the fulfilment of the Customer Order

Ensuring Goods and Services

The Supplier are able to provide assurances for the goods and service being bid for due to the rigour they have built into their sales team, hardware team, and their supply chain relationships. The Supplier has a close working relationship with HPE, which includes relevant accreditations, as well as with many of their trusted UK Tier 1 distribution partners and this requirement has been reviewed by both technical and sales representatives to ensure that the bill of material provided is correct. The Supplier's hardware team have also reviewed the list to provide additional assurance of the ability to supply. The Supplier are not using any additional partners within the provision of this requirement outside of the distributor and vendor. The use of UK Tier 1 distribution also ensures against the provision of fake/grey kit.

Timescales

The end user requires delivery of the items within 1 week of contract award. Having engaged with an authorised UK Tier 1 distributor, the Supplier can't commit to delivering the items within the timeframe, we expect this to be closer to 10-14 working days from point of order. This lead time has been confirmed by HPE. The Supplier will endeavour to reduce this to 10 working days from point of order. To further reduce delays the Supplier



will create the relevant information on their system prior to receipt of the purchase order so that they are able to provide an immediate order into the supply chain, within 1. All items for this requirement will be delivered directly to the named Customer end user in order to reduce the delivery time. Items will be securely delivered in plain packaging; the Supplier uses an approved delivery partner for deliveries to MOD sites.

Risks and Mitigations

The Supplier have checked with HPE and no components for this requirement have any issues such as constraint, which could cause a delay. Due to the lead times provided by the vendor (HPE) for their equipment to be delivered via our selected distributor the 1 week deadline is not realistically achievable (due to manufacturing timescales necessary to ensure the blades are to the exacting build specification and standard) however the Supplier will provide full resource and assistance, as stated above, to expedite and provide the full kit delivery directly to the Customer within optimal timeframes.

The linked risk is that the Supplier can only place orders on the supply chain when an official order is received from the Customer in addition to the signed Contract award order form. To mitigate delay, the Supplier advise that the Customer ensures that an official purchase order is placed as soon as possible upon award of Contract.

The Supplier have a range of quality approved working processes and procedures which are applied to every order, to ensure that what can be done to both reduce delivery time and potential delay is actioned. Where there are potential complications within the supply chain process, we have to build in additional functions to ensure we manage the successful delivery of the Contract. This calls on the Supplier's vendor and distribution relationships as well as internal skills and specialists. Where the Supplier have identified specific issues and risk they have noted these in the risk section and evidenced the mitigations they will enact in order to minimise and manage the risk and, where possible, resolve the risk entirely.

Key Escalation Contacts

There are two approaches the Supplier offer, which work hand-in-hand. There is a full customer service capability offered by the Supplier to all of their customers, and this includes assistance in escalating customer service and/or technical issues and seeking support. The end user can also directly access relevant technical support and issue escalation from the vendor/distributor, as part of their maintenance contract, should this be the preferred route.



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	
Job role/title	
Signature	
Date	

For and on behalf of the Customer

Name	
Job role/title	
Signature	
Date	