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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
Billing address [REDACTED]
Customer representative name [REDACTED]
Customer representative contact details [REDACTED]
Supplier details
Supplier name Software Box Limited.
Supplier address [REDACTED]
Supplier representative name [REDACTED]
Supplier representative contact details [REDACTED]
Order reference number [REDACTED]



Section B Overview of the requirement

Framework Lot under which this Order is being placed

- | | |
|---|-------------------------------------|
| 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

CCSO18B40

Call Off Commencement Date

01/04/2019

Call Off Contract Period (Term)

The Contract will be for an initial eleven (11) month term expiring on the 28th February 2020. There will be an option to extend by a further eleven (11) month term.

Call Off Initial Period Months

Eleven (11) Months

Call Off Extension Period (Optional) Months

Eleven (11) Months.

Specific Standards or compliance requirements

The specification for this requirement is outlined within Section C – Customer Core Goods and/or Services Requirements.



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

Supplier is to provide new Licences of BMC Remedy Service Desk and BMC Remedy Service Optimization Licences as well as One (1) Years Support and Maintenance direct from the Vendor.

Quantity	Product
35	BMC Remedy Service Optimization User Licences, including eleven (11) months Support & Maintenance.
35	BMC Remedy Service Desk User Licences, including eleven (11) months Support & Maintenance.

The Support-ID for the support and maintenance is **[REDACTED]**.

Supplier is to ensure provision of the appropriate Support and Maintenance package from the Vendor to suite the below response times:

Severity	Description	Timeframe
[REDACTED]	[REDACTED]	[REDACTED]

The Supplier to ensure the Customer is to have access to 24 x 7 website, phone and email support within the Support and Maintenance package from the vendor.

Key Milestones and deliverables:

Milestone	Description	Timeframe
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Service Levels and Performance:



KPI/SLA	Service Area	KPI/SLA description	Target
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Warranty Period, if applicable

N/A

Location/Site(s) for Delivery

To be delivered electronically to [REDACTED]

Dates for Delivery of the Goods and/or the Services

Within [REDACTED]of Contract Award

Software

Supplier Software

Thirty-Five(35) BMC Remedy
Service Optimisation User
Licences

Thirty-Five (35) BMC Remedy
Service Desk User Licences

Third Party Software

To be confirmed upon contract
award..

Maintenance Agreement

Twelve (12) months Support &
Maintenance, in line with
Section C of this Contract.

Additional Clauses (see Annex 3 of Framework Schedule 4)

Alternative Clauses

Scots Law
Or

Northern Ireland Law

Non-Crown Bodies

Additional Clauses

A: Termed Delivery – Goods

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

**NB Both of the above options
require an Implementation Plan**

Optional Clauses

C: Due Diligence

D: Call Off Guarantee

E: NHS Coding
Requirements



Non-FOIA Public Bodies	<input type="checkbox"/>	which should be appended to this Order Form	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)
N/A

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)

Initial Period Pricing:
 Thirty-Five (35) BMC Remedy Service Desk User Licences including eleven (11) months Support & Maintenance - [REDACTED]
 Thirty-Five (35) BMC Remedy Service Optimization User Licences including eleven (11) months Support & Maintenance - [REDACTED]
 Co-Termed Continuous Support - [REDACTED]
 Total Initial Period - £27,938.00

Extension Period Pricing:
 Thirty-Five (35) BMC Remedy Service Desk User Licence provision for twelve (12) months Support & Maintenance - [REDACTED]
 Thirty-Five (35) BMC Remedy Service Optimization User Licences provision for twelve (12) months Support & Maintenance - [REDACTED]
 Total Extension Period - £5,085.00

Is a Financed Purchase Agreement being used?

Estimated Year 1 Call Off Contract Charges (£) £27,938.00 exc VAT

Section D Supplier response

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

[REDACTED]

Total contract value including Indicative Extension Period Pricing
£33,023.00 exc 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]
Job role/title	[REDACTED]
Signature	[REDACTED]
Date	[REDACTED]

For and on behalf of the Customer

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



ANNEX A – Call-Off Schedule 5

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

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