



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 (JFC), Ministry of Defence (MOD)

Billing address

REDACTED

Customer representative name

REDACTED

Customer representative contact details

REDACTED

Supplier details

Supplier name

Software Box Ltd

Supplier address

REDACTED

Supplier representative name

REDACTED

Supplier representative contact details

REDACTED

Order reference number

N/A



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

CCSO19A23

Call Off Commencement Date

1st July 2019

Call Off Contract Period (Term)

The Contract will commence on 1st July 2019 and the expiry date is the 31st August 2020.

Call Off Initial Period Months

Fifteen (15) Months

Call Off Extension Period (Optional) Months

No Extension Options

Specific Standards or compliance requirements

The specification for this requirement is outlined within Section C of this Contract Order Form. By signing this Contract the Supplier has accepted the Customer's completed Call Off Schedule 5 Schedule of Processing, Personal Data Subjects in line with GDPR, which can be found within Attachment 5b RM3733 Terms and Conditions.



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 requirement is for the renewal of existing licences which are inclusive of support.

The Customer requires the following items identified in Table 1 below:

Table 1:

No	Serial Number / SKU Code	Description	Additional Description	Quantity	Renewal Term
1	CHGB101929	Ivanti Device Control	Ivanti Device Control will be use to enable or disable access to removable media. This access will be granted based on the AD group membership	4173	REDACTED
2	EA-SM-81SP1-WN	Entrust authority security manager for windows (production) 10 8 2 ENT036	A public key infrastructure application used to establish and maintain a trustworthy networking environment by providing key and certificate management services that enable encryption and digital signature capabilities across applications	2	REDACTED
3	EA-SM-PR-60-WN	Entrust authority security manager	A public key infrastructure application used to establish and	4	REDACTED



		proxy (production) 8 6 2 ENT036	maintain a trustworthy networking environment by providing key and certificate management services that enable encryption and digital signature capabilities across applications		
4	EA-SM-PR-60-WN	Entrust authority security manager proxy client (production) 5 2 3 ENT036	A public key infrastructure application used to establish and maintain a trustworthy networking environment by providing key and certificate management services that enable encryption and digital signature capabilities across applications	2	REDACTED
5	WN EA-EW-70-WN	Entrust authority enrolment server for web 7.0 (preprod) 15 10 5 Ent036	A public key infrastructure application used to establish and maintain a trustworthy networking environment by providing key and certificate management services that enable encryption and digital signature	2	REDACTED



			capabilities across applications		
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As part of the support for each product, The Customer requires the following support provisions for both licenses:

Unlimited number of support requests via Telephone, twenty-four (24) hours, seven (7) days a week for the duration of the contract.

Remote support via Telephone, twenty-four (24) hours, seven (7) days a week for the duration of the contract.

The service provider will be expected to respond to or provide a work around for incidents within 1 hour. All periods of time commence from when the service provider first receives notification of a new incident

Online access to documentation and technical resources and knowledge base and. Available twenty-four (24) hours, seven (7) days a week for the duration of the contract.

Product updates and upgrades

KEY MILESTONES AND DELIVERABLES

The Supplier shall note the following project milestones that the Customer will measure the quality of delivery against. The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Call off agreement signed	REDACTED
2	Renewal of the Ivanti licence and support requirement	REDACTED
3	Renewal of the Entrust licence and support requirement	REDACTED
4	Licence certificates to be sent to the Customer	REDACTED

SERVICE LEVELS AND PERFORMANCE

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

KPI/SLA	Service Area	KPI/SLA description	Target



1	Delivery Timescales	Successful renewal of the Ivanti licence and support requirement commencing 1 st July 2019	100%
2	Service Delivery	Successful renewal of the Entrust licence and support requirement commencing 1 st of September 2019	100%
3	Service Delivery	All product updates and upgrades to be received during the contract term	100%
4	Service Delivery	To resolve vendor issues that may impact the delivery of the Contract within one (1) working day	100%

The Customer will work with Software Box Ltd (supplier) to resolve service failure issues and to seek a mutually agreeable resolution in line with the Terms and Conditions. However, it will remain the Supplier's sole responsibility to resolve any such service failures. If resolution is not possible, the Contracting Authority reserves its right under the Contract to initiate the Dispute Resolution procedures set out in Annex 1 of the Attachment 5 RM3733 Call Off Terms & Conditions.

Warranty Period, if applicable

Not Applicable

Location/Site(s) for Delivery

REDACTED

Dates for Delivery of the Goods

Renewal of the Ivanti licence and support requirement	REDACTED
Renewal of the Entrust licence and support requirement	REDACTED
Licence certificates to be sent to the Customer	REDACTED

Software

Supplier Software

N/A

Third Party Software

Maintenance Agreement

N/A



Ivanti Device Control

Entrust Authority Security
Management

Additional Clauses (see Annex 3 of Framework Schedule 4) Tick as required

Alternative Clauses

Scots Law Or

Northern Ireland Law

Non-Crown Bodies

Non-FOIA Public 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
which should be appended to this
Order Form**

Optional Clauses

Tick any applicable boxes below

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

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)

£150,040.00

Is a Financed Purchase Agreement being used?

If so, append to Call Off Schedule 2 as Annex A

Estimated Year 1 Call Off Contract Charges (£)

£150,040.00.

**Section D
Supplier response**



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

Total contract value
£150,040.00 (excluding VAT)

Commercially Sensitive information

REDACTED

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



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