



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>



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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

Driver and Vehicle Licensing Agency

Billing address

Your organisation's billing address - please ensure you include a postcode
Shared Services Arvato, 5 Sandringham Park, Swansea Vale, Swansea SA7 0EA.

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 Ltd

Supplier address

Supplier's registered address

SBL,
East Moor House,
Green Park Business Centre,
Goose Lane,
Sutton-on-the-Forest,
York,
North Yorkshire,
YO61 1ET
United Kingdom

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



Section B Overview of the requirement

Framework Lot under which this Order is being placed

Tick one box below as applicable

- | | |
|---|-------------------------------------|
| 1. HARDWARE | <input checked="" 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

CCIS17B03

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

1st July 2017

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

The contact operates for the period 1st July 2017 to 13th July 2018, with no options for extensions.

Call Off Initial Period Months
Approx. 12.5 months.

Call Off Extension Period (Optional) Months
N/A

Specific Standards or compliance requirements

Include any conformance or compliance requirements with which the Goods and/or Services must meet

N/A



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

1. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 1.1 DVLA currently have Tufin T1100XL appliance and associated software. The current support contracts expire on 30th June 2017 and 13th July 2017. This requirement is to make both contracts co-terminus for a further 12 months to 13th July 2018.

2. DEFINITIONS

Expression or Acronym	Definition
DVLA	Means Driver and Vehicle Licensing Agency.

3. SCOPE OF REQUIREMENT

- 3.1 This requirement is for the renewal of Tufin hardware and software support for a period ending on 13th July 2018 as detailed in section 6.

4. THE REQUIREMENT

Product Code	Product Description	Quantity	Start Date	End Date
TUF-HW-WTY-1YR	T-Series appliance warranty 1 year Advanced replacement program for T1100	1	01/07/17	13/07/18
TF-SECTRK-FW-CLS-STD-SUPP	Renewal Standard Support for SecureTrack per Firewall Cluster (Check Point, Cisco, Juniper Networks, Fortinet, Palo Alto Networks)	18	14/07/17	13/07/18
TF-SECTRK-FW-MOD-STD-SUPP	Renewal Standard Support for SecureTrack per Single Firewall (Check Point, Cisco, Juniper Networks, Fortinet, Palo Alto Networks)	6	14/07/17	13/07/18
TF-SECTRK-SVR-STD-SUPP	Renewal Standard Support for SecureTrack Server base component (one per installation, centralized or distributed)	1	14/07/17	13/07/18



TF- SECTRK- CP-MDS- STD-SUPP	Renewal Standard Support for SecureTrack per Check Point Provider-1 MDS Server (all NGX versions, for MDS-level tracking)	1	14/07/17	13/07/18
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5. KEY MILESTONES

5.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Call-off agreement signed	Within 1 week of contract award
2	Ability to commence hardware and software support from 1 st July 2017 and 14 th July 2017 respectively – and to co-terminate support on 13 th July 2018.	By 1 st July 2017

6. AUTHORITY'S RESPONSIBILITIES

6.1 Not applicable.

7. REPORTING

7.1 The Authority requires the provision of Monthly Service Level Performance Measurement and Reporting for all calls raised requesting technical advice/ assistance. Reports shall be produced on a monthly basis detailing all calls logged, response times and actions, noting any outstanding items.

8. VOLUMES

8.1 Not applicable.

9. CONTINUOUS IMPROVEMENT

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

9.2 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

10. SUSTAINABILITY

10.1 The DVLA require the Supplier to confirm their understanding and acceptance of each point S1 – S5 and supply information if it has been requested.

S.1 - The DVLA is committed to sustainability and as such the Supplier should consider this as part of their submission.

The DVLA requires the Supplier to:



- Comply with the DVLA's Environmental Policy (see **Annex A**);
- Where appropriate, assist the DVLA in achieving its Greening Government Commitments as detailed on www.gov.uk i.e. Reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced;
- Be able to evidence continual environmental improvements in their own organisation (ideally through an accredited EMS, i.e. ISO 14001, Green Dragon etc);
- Ensure its own supply chain does not have a negative environmental or social impact;
- Where required, be able to provide data on carbon emissions related to the products / services being supplied.
- The supplier must ensure that it complies with the relevant Government Buying Standard (GBS).

S.2 - The Supplier shall assist the DVLA in achieving these key initiatives throughout the period of the contract.

S.3 - The Supplier shall provide their sustainability or environmental policy.

S.4 - The DVLA requires details on the carbon emissions for the transportation of the Consumables / Parts to the DVLA sites.

S.5 - The DVLA requires details of the country of origin of any equipment / parts / operating consumables used.

11. QUALITY

11.1 Not applicable

12. PRICE

12.1 Prices are to be submitted via the e-Sourcing Suite using Appendix E excluding VAT.

Prices should be firm and final, encompassing all associated costs with the full term of the contract award.

13. STAFF AND CUSTOMER SERVICE

13.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Tufin Support & Maintenance Contract in order to consistently deliver a quality service to all Parties.

13.2 Potential Provider's staff assigned to the Tufin Support & Maintenance Contract shall have the relevant qualifications and experience to deliver the Contract.

13.3 The Potential Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

14. SERVICE LEVELS AND PERFORMANCE

14.1 The Authority will measure the quality of the Supplier's delivery by measuring performance as detailed below:



KPI/SLA	Service Area	KPI/SLA description	Target
#1	Software support	Standard Support Monday – Friday 09:00hrs – 17:00hrs (local time) Call handling and problem resolution as well as Call Classification and Call Escalation. Support Requests and further communication to be responded to within one (1) business day based on the office hours of the Tufin Technologies regional technical support centre closest to DVLA Swansea and resolution take place during same office hours.	98%
#2	Tufin T-1100 Hardware Warranty	Next Business Day (NBD) Advanced Replacement Service To include the option for DVLA to keep faulty hard drives.	98%

15. SECURITY REQUIREMENTS

15.1 Please see **Annex B** – DVLA Guidance: Offshoring Personal Data. (This includes DVLA configuration data).

16. INTELLECTUAL PROPERTY RIGHTS (IPR)

16.1 Not applicable

17. PAYMENT

17.1 DVLA invoicing procedures are detailed in **Annex C** – DVLA Invoicing Procedures.

17.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

18. ADDITIONAL INFORMATION

18.1 Procurement Fraud.

18.2 The DVLA adopts zero tolerance approach to procurement fraud/bribery. Please see the DVLA Procurement Counter Fraud/Bribery statement in **Annex D**.

18.3 Health and Safety

18.4 The DVLA requires contractors to fully comply with DVLA's Health and Safety Policy (**Annex E**) and follow all applicable UK and EU Health and Safety Legislation, Acts, Orders, Regulations and Approved Codes of Practices, at all times.

18.5 Armed Forces Covenant



18.6 The Armed Forces Covenant is a public sector pledge from Government, businesses, charities and organisations to demonstrate their support for the armed forces community. Detailed in **Annex F**.

19. LOCATION

19.1 The location of the Services will be carried out at various DVLA sites in the Swansea Area.

Warranty Period, if applicable

Location/Site(s) for Delivery

The location of the Services will be carried out at various DVLA sites in the Swansea Area

Dates for Delivery of the Goods and/or the Services

1st July 2017

Software List product details under each relevant heading below

Supplier Software

As per Appendix B - Statement of Requirements .

Third Party Software

As per Appendix B - Statement of Requirements

Include license or link in Call Off Schedule 3

Maintenance Agreement

As per Appendix B - Statement of Requirements.

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

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



Items licensed by the Customer to the Supplier (including any Customer Software, Customer Background IPR and Customer Data)

List below

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)

£10,566.24

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

£10,566.24

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

[Click here to enter text.](#)

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



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	30 th June 2017

For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	3rd July 2017