



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

REDACTED (part of the Ministry of Defence)

Billing address

REDACTED To initiate payment, paper invoices must be sent to this address, and headed 'For the attention of Officer REDACTED.

Customer representative name

REDACTED

Customer representative contact details

T: REDACTED Mobile: REDACTED REDACTED

Supplier details

Supplier name

Centerprise International

Supplier address

REDACTED

Supplier representative name

REDACTED

Supplier representative contact details

DD: REDACTED | M: REDACTED 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 type="checkbox"/> |
| 3. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS | <input type="checkbox"/> |
| 4. INFORMATION ASSURED PRODUCTS | <input checked="" type="checkbox"/> |
| 5. VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM) | <input type="checkbox"/> |

Customer project reference
CCIH20A16

Call Off Commencement Date
25/03/2020

Call Off Contract Period (Term)
Three years

Call Off Initial Period
Three Years

Call Off Extension Period (Optional)
N/A

Specific Standards or compliance requirements
N/A



Section C

Customer Core Goods and/or Services Requirements

The Framework Agreement, Order Form and Call-Off Terms shall take precedence over any tender made by the Supplier in connection to this Order Form in the event of any conflict between these said documents.

Goods and/or Services

REDACTED COMMERCIAL SENSITIVE

The Supplier shall provide Delivery and Full on-site network installation of the above goods.

The Supplier shall provide a three-year extended warranty and technical support on all components, as detailed below:

Technical support via either phone or email during normal business hours (0900-1630 hrs) during weekdays only, not including UK Bank Holidays.

If the issue is covered by the warranty and not resolved remotely, a technician and/or replacement part will be dispatched to the Authority's premises within 2 days of completion.

If the system encounters an issue covered by the warranty, which cannot be resolved, the Supplier will provide a convenient way to return the system to a certified repair facility and return the repaired device. In the event of the computer being beyond economical repair the computer shall be returned to the Authority for the hard drive to be erased.

Warranty Period

Three years, as detailed above.

Location/Site(s) for Delivery

The Authority's premises are at REDACTED This is the location to which the goods will be delivered and installed, replacement parts will be sent to, and technicians will be dispatched to (as necessary). The Remote Technical Support Service will be carried out at the Supplier's chosen premises.

Dates for Delivery of the Goods and/or the Services

Within one week of the Delivery Location being re-opened for business. (The Delivery Location is currently closed due to the Covid-19 pandemic. It is not known when it will be re-opened).

Software

Supplier Software

N/A

Third Party Software

N/A

Maintenance Agreement

N/A

Additional Clauses (see Annex 3 of Framework Schedule 4)

Alternative Clauses

Scots Law

☐

Additional Clauses

A: Termed Delivery – Goods

☐

Optional Clauses

C: Due Diligence

☐



Or				
Northern Ireland Law	<input type="checkbox"/>	B: Complex Delivery – Solutions (includes Termed Delivery – Goods)	<input type="checkbox"/>	
Non-Crown Bodies	<input type="checkbox"/>	NB Both of the above options require an Implementation Plan which should be appended to this Order Form	D: Call Off Guarantee	<input type="checkbox"/>
Non-FOIA Public Bodies	<input type="checkbox"/>		E: NHS Coding Requirements	<input type="checkbox"/>
			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)
£47,041.07 (excluding VAT but including all other costs related to Contract delivery). Payments against all invoices will be made via the Customer's electronic payment system (CP&F). Invoices shall be submitted to: REDACTED To initiate payment, paper invoices must be sent to this address, and headed 'For the attention of REDACTED '.

Is a Financed Purchase Agreement being used? ☐

Estimated Year 1 Call Off Contract Charges (£) N/A

1. PURPOSE

- 1.1 The Authority for this requirement is the REDACTED as a part of the Ministry of Defence (MOD).
- 1.2 REDACTED

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 REDACTED

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The current workstations are over four years old and unable to meet the demands of current software usage, especially slow network speed running larger 4K video



projects and 360° video for VR. Valuable resources are being wasted on processing and render times (especially 3D and video editing) due to very slow, random, sequential, sustained read/write speeds and demanding CPU operations.

- 3.2 The Authority is responsible for creating a high percentage of Classroom Training content, Pre-Course and Review based assessment content. Many of the training modules are produced as Blended Learning/Distance Learning output for the RSA for access via the Defence Learning Environment (DLE) with almost 200 lessons already created. This training is delivered online resulting in less need for instructors to visit other units, reduced training course length which provides efficiencies and cost savings to Land Forces. e.g. Reduced student nights out of bed (NOOB).
- 3.3 The Authority's training packages utilise high resolution 4k HD video, 360° video, quality graphics and images that enhance both learning and knowledge retention in an accessible and flexible way. The training packages are available to a distributed audience (including Reservists) and give instructors the time and capability to reach a larger training base and provide wider technical SME support.

4. DEFINITIONS

Expression or Acronym	Definition
RSA	Royal School of Artillery
TIC	Training Innovation Centre
TEL	Technology Enhanced Learning
BL	Blended Learning
LWC	REDACTED
DLE	Defence Learning Environment

5. SCOPE OF REQUIREMENT

- 5.1 REDACTED.
- 5.2 The Authority requires the supply of all workstations to be procured on a single purchase basis.
- 5.3 The Authority also requires the sole supplier to provide a 3-year extended warranty for all workstations. See Section 6.4 for details.
- 5.4 There is no requirement for training.

6. THE REQUIREMENT

- 6.1 The Authority requires Workstations, as detailed below.
- 6.2 REDACTED
- 6.2.1 REDACTED



- 6.2.2 REDACTED
- 6.2.3 REDACTED
- 6.2.4 REDACTED
- 6.2.5 REDACTED
- 6.2.6 REDACTED
- 6.2.7 REDACTED
- 6.2.8 REDACTED
- 6.2.9 REDACTED
- 6.2.10 REDACTED
- 6.2.11 Delivery and full on-site network installation.
- 6.2.12 3-year extended warranty (as per Section 6.4, below).

6.3 Workstations as specified below;

- 6.3.1 REDACTED
- 6.3.2 REDACTED
- 6.3.3 REDACTED
- 6.3.4 REDACTED
- 6.3.5 REDACTED
- 6.3.6 REDACTED
- 6.3.7 REDACTED
- 6.3.8 REDACTED
- 6.3.9 REDACTED
- 6.3.10 Delivery and Full on-site network installation.
- 6.3.11 3-year extended warranty (as per Section 6.4, below).

6.4 The Supplier shall provide a three-year extended warranty on all components specifically described on the invoice:

- 6.4.1 Technical support via either phone or email during normal business hours (0900-1630 hrs) during weekdays only, not including UK Bank Holidays.



- 6.4.2 If the issue is covered by the warranty and not resolved remotely, a technician and/or replacement part will be dispatched to the Authority's premises within 2 days of completion.
- 6.4.3 If the system encounters an issue covered by the warranty, which cannot be resolved, the Supplier will provide a convenient way to return the system to a certified repair facility and return the repaired device. In the event of the computer being beyond economical repair the computer shall be returned to the Authority for the hard drive to be erased.

7. KEY MILESTONES AND DELIVERABLES

7.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Delivery and installation of work stations as specified in Section 6.2	Within one week of the Delivery Location being re-opened for business.
2	Delivery and installation of work stations as specified in Section 6.3	Within one week of the Delivery Location being re-opened for business.
3	Three-year extended warranty for all work stations as specified in Section 6.4	From installation for the duration of the three-year Contract
4	Three-year technical support	From installation for the duration of the three-year Contract

8. MANAGEMENT INFORMATION/REPORTING

- 8.1 The Authority requires annual meetings over the three-year period with the contractor to review performance.

9. VOLUMES

- 9.1 REDACTED Multimedia PC Workstations are required.

10. CONTINUOUS IMPROVEMENT

- 10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 The Supplier should present new ways of working to the Authority during annual Contract review meetings.



- 10.3 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.

11. SUSTAINABILITY

- 11.1 N/A

12. QUALITY

- 12.1 See Attachment 5d - Quality Assurance checklist.

13. PRICE

- 13.1 Invoice breakdown is anticipated to be in two parts: cost for REDACTED PC workstations (Video/3D) and cost for s REDACTED PC Workstations (Graphics).
- 13.2 Prices are to be submitted via the e-Sourcing Suite in Attachment 4 – Price Schedule (excluding VAT and including all other expenses relating to Contract delivery).

14. STAFF AND CUSTOMER SERVICE

- 14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.3 The Supplier 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.

15. SERVICE LEVELS AND PERFORMANCE

- 15.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Technician and/or replacement part for the PC workstations to arrive at the Authority's premises within 3 working days from all orders/requests issued during normal business hours (weekdays, 9:00-16:30).	100%
2	Technical Support (during three year extended warranty)	Emails to be replied to within three (3) hours, and phone calls to be returned within one (1) hour during normal business hours (weekdays, 9:00-16:30).	100%



- 15.2 If the Supplier fails at the above KPI, the Customer, in the first instance, will seek a mutually agreeable resolution with the Supplier. However, if this is not possible, the Customer reserves the right to terminate the Contract, in line with the Attachment 5a - Terms and Conditions.

16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 16.1 For the delivery of PCs, the Supplier staff names, vehicle details and a contact number (mobile phone) are to be notified to the Authority's representative who will arrange site access and escort.
- 16.2 Supplier staff will require to bring a photographic form of identification i.e. photo driving licence or passport.
- 16.3 Any technician requiring access to the site for any subsequent maintenance or warranty repairs will require the following security clearance: Counter Terrorist Check (CTC) level; to enable unescorted access.

17. PAYMENT AND INVOICING

- 17.1 Payments against all invoices will be made via the MOD electronic payment system. Invoice breakdown is anticipated to be in two parts: REDACTED
- 17.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 17.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 17.4 Invoices should be submitted to:

REDACTED
- 17.5 To initiate payment, paper invoices must be sent to the address shown at Section 12.3 and headed 'For the attention of Officer Commanding REDACTED
- 17.6 Tenderers must note that use of the Contracting, Purchasing and Finance CP&F electronic procurement tool is a mandatory requirement for any resultant contract awarded following this Tender. By submitting this Tender, you agree to electronic payment. Please feel free to consult the service provider on connectivity options. Failure to accept electronic payment will result in your Tender being non-compliant.

18. CONTRACT MANAGEMENT

- 18.1 The Authority requires annual meetings over the three-year period with the contractor to review performance.
- 18.2 Attendance at Contract Review meetings shall be at the Supplier's own expense.



19. LOCATION

- 19.1 The Remote Technical Support Service will be carried out at the Supplier's chosen premises.
- 19.2 The Authority's premises are at REDACTED. This is the location to which the goods will be delivered and installed, replacement parts will be sent to, and technicians will be dispatched to (as necessary).

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

N/A

Total contract value

£47,041.07 (excluding VAT, but including all other costs related to Contract delivery).



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	

For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	