



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

Home Office (HO)

Billing address

Your organisation's billing address - please ensure you include a postcode

REDACTED

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

Phoenix Software Ltd

Supplier address

Supplier's registered address

REDACTED

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

REDACTED



Section B Overview of the requirement

Framework Lot under which this Order is being placed

Tick one box below as applicable

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

Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management

CCSO18A86

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

06/09/2018

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.

Two (2) Years maximum contract period, there will be an initial one (1) year term 06.09.2018 – 05.09.2019, the second year is subject to the Customers budget approval for the period 06.09.2019 – 05.09.2020.

Call Off Initial Period

One (1) Year

Call Off Extension Period (Optional)

One (1) Year

Specific Standards or compliance requirements

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

The specification for this requirement is outlined within the Appendix B – Statement of Requirements. The Customer's populated Schedule 5 in line with GDPR can be found under Annex A - Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects. By signing this Contract the Supplier has accepted the Customer's completed Annex 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

- 1.1 The Contract period is a One (1) Year commencing on the 06.09.2018 with an option to extend for One (1) year to 05.09.2020.
- 1.1.1 The budgetary approval is in place for the first year (06.09.2018 – 05.09.2019), the second year extension option will be subject to the additional approval for this period (06.09.2019 – 05.09.2020).
- 1.2 The requirement is for the maintenance renewal of Tableau Licences, the quantities are detailed in the table below:

Item No.	Description	Licence Number	Quantity
1	Tableau Desktop - Professional User (Maintenance Renewal)	TDEY-DCC6-DD60-2300-D942	16 Users
		TDIR-87EF-8660-A770-26B6	
		TDMI-87FC-57A0-5CAE-03CA	
		TD5X-880E-CE30-5354-5554	



		TDM4-882D-EEF0-AE12-3353	
		TDSZ-D79F-0F20-15B0-EE4E	
		TDFX-D7B4-92F0-7457-EF5C	
		TD4R-D7C9-EFB0-8E15-582F	
		TD8D-D7DF-4C70-8017-56B0	
		TDIQ-D7F4-D040-1EB2-3DD7	
		TDDW-889C-4120-2021-AED8	
		TDVA-88C1-0730-FFF7-3F15	
		TDED-A0B2-9110-84AC-D37E	
		TDZE-A0C8-14E0-EA66-486B	
		TDDC-A0E2-2C90-D829-F69B	
		TDZD-A0F7-B060-567D-4AF8	



		TD6J-3EB6-3D90-759E-A504	
2	Tableau Server – Web Client Interactor (Maintenance Renewal)	TSSX-87C6-A1A0-4792-41CB	10 Users
3	Tableau Server – Web Client Interactor (Maintenance Renewal)	TSLE-881E-D3C0-44CC-A4F5	10 Users
4	Tableau Server – Web Client Interactor (Maintenance Renewal)	TSP5-8795-7F80-6C24-E791	39 Users
5	Tableau Server – Web Client Interactor (Maintenance Renewal)	TSWO-88AE-6990-6AFC-A3A3	21 Users
6	Tableau Server – Core Enterprise (Maintenance Renewal)	TSNK-87AC-3BD0-7746-FB93	8 Users

- 1.5 The Authority requires the following provisions as part of the offering for the licences:
- 1.5.1 Ongoing access to product updates and technical support throughout the contract duration;
 - 1.5.2 The target response times that must be met are:
 - 1.5.2.1 Acknowledgement of cases: four (4) hours;
 - 1.5.2.2 Priority 1: eight (8) hours;
 - 1.5.2.3 Priority 2: forty-eight (48) hours;
 - 1.5.2.4 Priority 3 & 4: seventy-two (72) hours.



1.5.3 Support business hours are 08:00-17:00 Monday to Friday.

2. SERVICE LEVELS AND PERFORMANCE

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

2.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Support and Maintenance support for the Licences to commence on 6th August 2018;	100%
2	Service Delivery	All product updates, upgrades and patches to be accessible during the Contract term;	100%
3	Support	The target response times that should be met as part of the contract are: Acknowledgement of cases: four (4) hours Priority 1: eight (8) hours Priority 2: forty-eight (48) hours Priority 3 & 4: seventy-two (72) hours	100%



- 2.2 Where a Potential Provider fails the against the KPI's listed above, the Authority will, in the first instance, seek a mutually agreeable resolution with the Potential Provider. However, if this is not possible, the Authority reserves the right to cancel the agreement and seek alternative supply from the next ranked Potential Provider identified during the procurement event.



Warranty Period, if applicable

Not Applicable.

Location/Site(s) for Delivery

REDACTED

Dates for Delivery of the Goods and/or the Services

06/09/2018

Software List product details under each relevant heading below

Supplier Software

None.

Third Party Software

Tableau Software

Include license or link in Call Off Schedule 3

Maintenance Agreement

One (1) Year (1+1) Maintenance and Support Agreement.

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

I: MOD Additional Clauses

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

List below

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)

REDACTED

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

REDACTED

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

None

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

REDACTED

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