



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 Headquarters

#### 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  
Software Box

#### Supplier address

Supplier's registered address  
SBL, East Moor House, Green Park Business Centre, Goose Lane, Sutton on the Forest YO61  
1ET

#### 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

CCTS19A08

### 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

01/04/2019

### 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

12 Months

**Call Off Initial Period** Months

12 Months

**Call Off Extension Period (Optional)** Months

Not applicable

### Specific Standards or compliance requirements

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

As per the Terms and Conditions of RM3733 Technology Products 2 Item C Section 5.0 Standards and Quality. The Customer has populated Schedule 5 in line with GDPR and this can be found under Annex A – Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects.

By signing this Contract the Supplier accepts the Customers Completed Schedule 5 document.



## 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
20,000	Annual software subscription support for McAfee Endpoint Protection

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

Severity	Description	Timeframe
S1	Critical Service Impact	One (1) Clock Hour
S2	Significant Service or Implementation Impact	Four (4) Business Hours
S3	Moderate Service Impact	Eight (8) Business Hours
S4	No Service Impact	Twelve (12) Business Hours

The Supplier to ensure the Buyer 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
1	Delivery of Licences	Within 4 weeks of Contract Award
2	Delivery of Support & Maintenance	Ongoing for 12 months following delivery
3	Delivery of any additional licences	Within 4 weeks of the Authority's notification to the Supplier.

### Service Levels and Performance:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	All licences and support to be renewed as outlined in Section, Key Milestones	100%
2	Service Delivery	Continued and uninterrupted support	100%



		provision for the duration of the contract term.	
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**Warranty Period, if applicable**

Not applicable

**Location/Site(s) for Delivery**

REDACTED

**Dates for Delivery of the Goods and/or the Services**

01/04/2019

**Software** List product details under each relevant heading below

**Supplier Software**

Not applicable

**Third Party Software**

MCAFEE ENDPOINT PROTECTION

Include license or link in Call Off Schedule 3

**Maintenance Agreement**

MCAFEE ENDPOINT PROTECTION

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

Click here to enter text.



**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)**

[Click here to enter text.](#)

**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 (£)**

£194,700.00.

For Orders with a defined Call Off Contract Period

## 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

REDACTED

### 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 £194,700.00



## 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	
Job role/title	
Signature	
Date	

#### For and on behalf of the Customer

Name	
Job role/title	
Signature	
Date	



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	<i>Not applicable, no personal data will be processed.</i>
Duration of the processing	<i>Not applicable, no personal data will be processed.</i>
Nature and purposes of the processing	<i>Not applicable, no personal data will be processed.</i>
Type of Personal Data	<i>Not applicable, no personal data will be processed.</i>
Categories of Data Subject	<i>Not applicable, no personal data will be processed.</i>
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	<i>Not applicable, no personal data will be processed.</i>