



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.

<b>Customer details</b>
<b>Customer organisation name</b> Navy Command, part of the Ministry of Defence
<b>Billing address</b> Via CP&F
<b>Customer representative name</b> REDACTED
<b>Customer representative contact details</b> REDACTED
<b>Supplier details</b>
<b>Supplier name</b> CDW Limited
<b>Supplier address</b> REDACTED
<b>Supplier representative name</b> REDACTED
<b>Supplier representative contact details</b> REDACTED
<b>Order reference number</b> 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

CCSO19B10

### Call Off Commencement Date

04/12/2019

### Call Off Contract Period (Term)

Forty (40) Months

### Call Off Initial Period

Forty (40) Months

### Call Off Extension Period (Optional)

Not Applicable.

### Specific Standards or compliance requirements

See Call-Off Schedule 5 of the 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 Ministry of Defence requires CDW Limited to deliver the following as part of the Contract:

Product Description	Term	Quantity
ANTYCIP STK Pro Licences and Support	1 <sup>st</sup> April 2020 – 31 <sup>st</sup> March 2023	8 Users

The Licences and Support are required for 3 years, for use by Navy Command submarines from the 1<sup>st</sup> April 2020. The Customer require the delivery of the licenses no later than the 4<sup>th</sup> of December 2019 for preparation of deployment.

The Support element of the requirement must include the following as a minimum:

Technical Support: from 8am to 6pm (GMT), Monday through Friday, ANTYCIP Simulation or AGI technical support staff available via telephone or email;

Product Updates: All major products shipped and minor upgrades available on request or via the web. Upgrades provided at no additional charge.

Software transfers: Software covered under the Support and Upgrade programme may be transferred from one machine to another up to 3 times per calendar year.

### KEY MILESTONES AND DELIVERABLES

The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Successful Delivery of the Products.	No later than 6 <sup>th</sup> December 2019
2	Commencement of the License and Support Term.	No later than 1 <sup>st</sup> April 2020



## SERVICE LEVELS AND PERFORMANCE

The Customer will measure the quality of the CDW Limited's delivery against the following:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	Successful delivery of the licenses and support to the Authority no later than the 6 <sup>th</sup> of December 2019.	100%
2	Delivery Timescales	Successful activation of the licences and support no later than the 1 <sup>st</sup> of April 2020.	100%
3	Support Provision	Technical Support: from 8am to 6pm (UK), Monday through Friday, Antycip Simulation or AGI technical support staff available via telephone or email	100%
4	Support Provision	Software covered under the Support and Upgrade programme may be transferred from one machine to another up to 3 times per calendar year.	100%

Where the CDW Limited fails these KPIs the Customer will, in the first instance, seek a mutually agreeable resolution with the CDW Limited in line with the terms and conditions of the Framework. However, if this is not possible, the Customer 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**

06/12/2019

**Software**

**Supplier Software**

N/A

**Third Party Software**

AGI ANTYCIP

**Maintenance Agreement**

N/A



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

Alternative Clauses	Additional Clauses	Optional Clauses
Scots Law Or <input type="checkbox"/>	A: Termed Delivery – Goods <input type="checkbox"/>	C: Due Diligence <input type="checkbox"/>
Northern Ireland Law <input type="checkbox"/>	B: Complex Delivery – Solutions (includes Termed Delivery – Goods) <input type="checkbox"/>	D: Call Off Guarantee <input type="checkbox"/>
Non-Crown Bodies <input type="checkbox"/>	<b>NB Both of the above options require an Implementation Plan which should be appended to this Order Form</b>	E: NHS Coding Requirements <input type="checkbox"/>
Non-FOIA Public Bodies <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)**

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?**

**Estimated Year 1 Call Off Contract Charges (£)** **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

#### CDW Limited bid response:

Confirmation Statement: REDACTED

Performance: CIPS recommend regular (or by real time alert) monitoring of key suppliers credit ratings with a recognised external agency. The MoD aspiration to appoint a single partner spanning a range of elements suggests including these approaches is critical to the medium and longer term success of the new partnership. Alongside top line detail from credit agencies CDW recommend requesting potential partners to share supply chain credit limits and financial accounts for the last 3 years. CDW's supply chain management expertise, vendor and distributor relationships and aligned account management will ensure on time and in full delivery of the renewal software licences and support.

Antycip UK Maintenance & Support will be provided from 8am to 6pm (UK), Monday through Friday, Antycip Simulation or AGI technical support staff are available via phone and email. Email: The most efficient means of non-urgent support is to send email to Technical Support at REDACTED Phone: REDACTED between 8am and 6pm, Monday through Friday.

Product Updates: All major upgrades are shipped and minor upgrades are available by request or via the web (www.agi.com). Upgrades are provided at no additional charge.

Software Transfers: Software covered under the Support and Upgrade program may be transferred from one machine to another up to three times per calendar year.

Support and Upgrade Agreements must be renewed annually for ongoing access to technical services and software upgrades. If the Agreement is not renewed annually, all the rights and privileges associated with it will lapse.

Escalation Process CDW has a defined process for escalating issues relating to account management or general service provision. REDACTED

FINAL ESCALATION: will be made to CDW's UK Managing Director REDACTED

### Total contract value

#### Cost Breakdown (excluding VAT):

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