



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

Ministry of Defence (MOD), Army HQ

#### Billing address

Your organisation's billing address - please ensure you include a postcode  
Via CP&F

#### 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 Limited

#### 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  
330 1805 113



## 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  
RCA 128458 (CCSO18A48)

### 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

REDACTED

### 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

REDACTED

### Call Off Initial Period

See Call Off Contract Period above.

### Call Off Extension Period (Optional)

Not Applicable

### 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

The contract is for a (retrospective) one (1) year period for the below HSM Licence Renewals and Support.

Description	Quantity
LUNA SA 1700,PED-AUTH,2 HSMP,CL,SW V5.1,FW6.2.1	2
LICENSE, LUNA SA HSMP UPGRADE 2 TO 5; 5-10; 10-15; 15-20	1
LUNA SX MGMT CONSOLE LICENSE PRODUCTION	1
LUNA SA, ADDITIONAL LIC	2
LUNA SA 1700, REMOTE PED BUNDLE (2 HSMP, CL, SW 5.1, FW 6.2.1, REMOTEPED,20 PED KEYS, BACKUP HSM)	1

Serial numbers of the Products for renewal are 154524, 154709 & FB002838.

#### 1.1 Support (as per the Appendix B Statement of Requirements)

1.1.1 Standard level of support is required.

#### 1.2 Key Milestones

1.3 REDACTED

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

Milestone	Description	Timeframe
1	Renewal of all the Licences/Support detailed in section 6.1	Within one (1) week of contract award

#### 1.5 Service Level Agreements/KPI's

1.6 The Authority will measure the quality of the Supplier's support delivery. The contracted Supplier will be monitored against the SLA requirements outlined within the indicated support package, to include the following:

KPI/SLA	Service Area	KPI/SLA description	Target



1	Delivery Timescales.	Delivery of the requirement within one (1) week of contract award. Support and maintenance to commence upon installation of the Application Software.	100%
2	Support and Maintenance	The provisions of the standard Support and Maintenance inclusive of the Luna Application Software adhered to.	100%

1.7 Where a Supplier fails at any of the above KPIs, the Authority will, in the first instance, seek a mutually agreeable resolution with the Supplier. 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**

Within one (1) week of contract award date.

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

**Supplier Software**

Not Applicable

**Third Party Software**

Not Applicable

**Maintenance Agreement**

Not Applicable

Include license or link in Call Off Schedule 3

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

**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**

**Optional Clauses**

Tick any applicable boxes below

C: Due Diligence

D: Call Off Guarantee

E: NHS Coding  
Requirements



Non-FOIA Public Bodies	<input type="checkbox"/>	<b>which should be appended to this Order Form</b>	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)**  
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 (£)** REDACTED  
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  
Not Applicable

**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



## 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	<b>29.06.2018</b>

#### For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	<b>02.07.2018</b>