



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

Disclosure and Barring Service (DBS)

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
Insight Direct (UK) 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
CCZN18A07



Section B Overview of the requirement

Framework Lot under which this Order is being placed

Tick one box below as applicable

- | | |
|---|-------------------------------------|
| 1. HARDWARE | <input checked="" type="checkbox"/> |
| 2. SOFTWARE | <input 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

CCZN18A07

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

11/06/2018

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

Call Off Initial Period

Twenty (27) Month period (three (3) months installation and twenty four (24) months support and maintenance).

Call Off Extension Period (Optional)

Twelve (12) months.

Specific Standards or compliance requirements

Include any conformance or compliance requirements with which the Goods and/or Services must meet
Not Applicable.



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

REDACTED

Service Levels and Performance

KPI/SLA	Service Area	KPI/SLA description	Target
1	Implementation	The Potential Provider shall ensure that the progress plans indicated in 9. Above are provided by 1800 hours on the Friday of each week during the contract period, excluding Bank Holidays, in which case they must be provided on the last working day.	100% Service Credit – A maximum of 5% for each milestone payment shall be at risk for each failure. Each working day over the agreed milestone date shall account for 0.5% of the milestone payment.
2	Maintenance	The Potential Provider shall respond to all incidents within 48 hours of notification from the Authority. (Monday-Friday excluding Bank Holidays)	98% within 48 hours and 100% within 72 hours.
3	Maintenance	The Potential Provider shall ensure all faults are repaired within 5 working	98% within 5 working days and 100% within 10 working days.



		days of notification by the Authority (unless otherwise agreed in writing).	
4	Replacement	The Potential Provider shall ensure that all replacements under warranty/guarantee are completed within 5 working days of notification by the Authority.	98% within 5 working days and 100% within 10 working days.
5	Availability	The Potential Provider shall ensure that the system is available for use by the Authority Monday-Friday 09:00-17:00.	99% availability during required hours

Warranty Period, if applicable

There is a maximum of five (5) years warranty period on the goods for this requirement.
 43” – Non Touch Screen Displays : 3 Years Advanced Replacement
 Wall Mount for screens for the 43” screens above: 5 Years Advanced Replacement
 Ceiling Mount for the for the 43” screens above: 5 Years Advanced Replacement
 40” Touch Screen Displays: 3 Years Advanced Replacement
 Wall Mount for the 40” Touch Screens: 5 Years Advanced Replacement
 Wifi Enabled Signage Player: 12 Month return to base
 HDMI Cable Connections: Lifetime Warranty

Location/Site(s) for Delivery

REDACTED

Dates for Delivery of the Goods and/or the Services

Within five (5) working days of the Contract Commencement date the installation is to commence.



Software List product details under each relevant heading below

Supplier Software

Third Party Software

Maintenance Agreement

SaaS Set Up for Display

Two (2) years plus One (1) additional extension option.

HD Player Software

Include terms or link in Call Off Schedule 3

Cloud Account SaaS Set Up

Include license or link in Call Off Schedule 3

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

Alternative Clauses

Additional Clauses

Optional Clauses

Tick one box below as applicable

Tick any applicable boxes below

Scots Law
Or

A: Termed Delivery – Goods

C: Due Diligence

Northern Ireland Law

B: Complex Delivery – Solutions
(includes Termed Delivery – Goods)

D: Call Off Guarantee

Non-Crown Bodies

**NB Both of the above options
require an Implementation Plan
which should be appended to this
Order Form**

E: NHS Coding
Requirements

Non-FOIA Public
Bodies

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)

£82,015.28 excluding VAT for the twenty seven (27) month term contract. (3 months for installation of goods).

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

£82,015.28 excluding VAT for the twenty seven (27) months term contract. (3 months for installation of goods).

REDACTED.

One (1) year extension option

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	7 th June 2018
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For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	8 th June 2018