



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

Driver and Vehicle Licensing Agency (DVLA)

Billing address

REDACTED

Customer representative name

REDACTED

Customer representative contact details

Email: REDACTED Telephone: REDACTED

Supplier details

Supplier name

Centerprise International Ltd

Supplier address

REDACTED

Supplier representative name

REDACTED

Supplier representative contact details

Email: REDACTED Telephone: REDACTED

Order reference number

REDACTED



Section B

Overview of the requirement

Framework Lot under which this Order is being placed

- | | |
|---|-------------------------------------|
| 1. HARDWARE | <input type="checkbox"/> |
| 2. SOFTWARE | <input type="checkbox"/> |
| 3. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS | <input checked="" type="checkbox"/> |
| 4. INFORMATION ASSURED PRODUCTS | <input type="checkbox"/> |
| 5. VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM) | <input type="checkbox"/> |

Customer project reference

CCIH18A69

Call Off Commencement Date

The Contract shall commence upon the date of the final signature on the Contract Order Form and will be for a three (3) year term to cover the required support provision. There will be no options to extend the Contract.

Call Off Contract Period (Term)

Three (3) years to cover support and maintenance. There is no option to extend.

Call Off Initial Period Months

Three (3) years

Call Off Extension Period (Optional) Months

There is no option to extend.

Specific Standards or compliance requirements

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

Goods and/or Services *To include where relevant Packing/Packaging*

The following Goods and Services are to be provided under this Contract:

Product	Product Code	Description	Quantity	Cost per Product (£)	TOTAL COST (£)
Juniper SRX320	SRX320	SRX320 (Hardware only, require SRX300-JSB or SRX300-JSE to complete the system) with 8GE (w 2x SFP), 4G RAM, 8G Flash and 2x MPIM slots. Includes external power supply and cable. RMK not included	2	REDAC TED	REDAC TED
	SVC-COR-SRX320JSB	Juniper Care Core Support for SRX320-JSB (Three (3) years)	2	REDAC TED	REDAC TED
	SVC-ND-SRX320HW	Juniper Care Next Day Support for SRX320 (Three (3) years)	2	REDAC TED	REDAC TED
Juniper SRX-MP-1VDSL2-R	SRX-MP-1VDSL2-R	RoHS compliant 1 port VDSL2, MPIM form factor supported on SRX300 and SRX550	2	REDAC TED	REDAC TED
Juniper SRX-SFP-1GE-LX	SRX-SFP-1GE-LX	Small Form Factor Pluggable 1000Base-LX Gigabit Ethernet Optic Module	2	REDAC TED	REDAC TED
Juniper SRX320-JSB	SRX320-JSB	SRX320 Junos Software Base with Firewall, NAT, IPSec, Routing, MPLS and Switching Services (must order SRX320 to complete the system)	2	REDAC TED	REDAC TED
Juniper 3400 Switches	EX3400-48P	Access Switches	4	REDAC TED	REDAC TED
	SVC-ND-EX34-48P	3400 Support (Three (3) Years Support)	4	REDAC TED	REDAC TED
SRX-SFP-10GE-SR	SRX-SFP-10GE-SR	Small Form Factor Pluggable 10 Gigabit Ethernet (SFP+) SR Optics	8	REDAC TED	REDAC TED
Tufin TF-SECTRK-FW-MO	TF-SECTRK-FW-MO	SecureTrack per Single Firewall (Check Point, Cisco, Juniper Networks, Fortinet, Palo Alto Networks, Stonesoft)	2	REDAC TED	REDAC TED



	TF- SECTRK- FW-MOD -STD- SUPP	Standard Support for SecureTrack per Single Firewall (Check Point, Cisco, Juniper Networks, Fortinet, Palo Alto Networks) (Three (3) Years Support)	2	REDAC TED	REDAC TED
TOTAL CONTRACT COST (£)					REDAC TED

Key Milestones

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

Milestone	Description	Timeframe
1	Call-off agreement signed	Within three (3) working days of contract award
2	Winning Bidder will have the underpinned contract with the main supplier signed.	Within one (1) week of signing the contract with the Authority, following conclusion of this tendering exercise.
3	Delivery timescales	Within one (1) month of Contract Award.

Service Levels and Performance

The Authority will measure the quality of the Provider's delivery by monitoring the service levels as detailed in the following:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Provision of Hardware and Software within one (1) month of Contract Award)	100%
2	Support	Provide Twenty-four (24) hours, Seven (7) Days per week (24x7) desk cover for raising calls.	100%
3	Hardware	Provide hardware part(s) to site within four (4) hours of call where part is identified.	100%
4	Software	Known Software bug hot-fixes to be supplied within four (4) hours of issue being logged.	100%



5	4 th line specialist Hardware/Software Support	Unknown Software/Hardware issues to have 4 th line specialist assigned from Juniper within four (4) hours of issue being logged.	100%
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Warranty Period, if applicable

For the duration of the Contract.

Location/Site(s) for Delivery

REDACTED.

Dates for Delivery of the Goods and/or the Services

Within one (1) month of contract award.

Software

Supplier Software

N/A

Third Party Software

Are those listed under Section C Goods and Services to be Provided.

Maintenance Agreement

N/A

Additional Clauses (see Annex 3 of Framework Schedule 4)

Alternative Clauses

Scots Law
Or

☐

Northern Ireland Law

☐

Non-Crown Bodies

☐

Non-FOIA Public
Bodies

☐

Additional Clauses

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

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)

None.



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)

£20,133.58 (excluding VAT) for the Three (3) Year Term REDACTED

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 (£)

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
REDACTED

Total contract value

£20,133.58 (Excluding VAT).

The full pricing breakdown of the Goods and Services to be provided can be found under Section C of this Contract Order Form.



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



Annex A – Call-Off Schedule 5 Schedule of Processing, Personal Data and Data Subjects

Description	Details
Subject matter of the processing	REDACTED
Duration of the processing	REDACTED
Nature and purposes of the processing	REDACTED
Type of Personal Data	REDACTED
Categories of Data Subject	REDACTED
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	REDACTED