



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

Cabinet Office

Billing address

Redacted text

Customer representative name

Redacted text

Customer representative contact details

Redacted text

Supplier details

Supplier name

XMA Ltd

Supplier address

Redacted text

Supplier representative name

Redacted text

Supplier representative contact details

Redacted text



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

None.

Call Off Commencement Date

04/10/2019

Call Off Contract Period (Term)

Call Off Initial Period

Two (2) Years commencing on Contract Award

Call Off Extension Period (Optional)

One (1) Year

Specific Standards or compliance requirements

The specification for this requirement is outlined within the Statement of Requirements in Section C. 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

1.1 XMA will deliver the following hardware requirements must meet the minimum specifications which are listed in the tables below:

Manufacturer	Model	Specifications	Quantity
Dell	XPS 13 9370	13.3 inch display 1080p, Windows 10 x64, Intel i7 8th Gen, 8Gb RAM, 256 Gb SSD storage, Wireless 80.2.11 g/n/ac, Bluetooth 4.1, Camera with Windows Hello and infrared, TPM 2.0, Internal Battery 52Whr.	500
Dell	XPS 13 9380	13.3 inch display 4K, Windows 10 x64, Intel i7 8th Gen, 8Gb RAM, 256 Gb SSD storage, Wireless 80.2.11 g/n/ac, Bluetooth 4.1, Camera with Windows Hello and infrared, TPM 2.0, Internal Battery 52Whr.	500
HP	x360 G3	13.3 inch display FHD IPS, Windows 10 x64, Intel i5 8th Gen, 8Gb RAM, 256 Gb SSD storage, Wireless 802.11 g/n/ac, Bluetooth, Camera with Windows Hello, TPM 2.0, Internal Battery.	500
Apple	MacBook Air (MacBookAir8,2 Mid-2019)	13.3 inch True Tone Retina Display (2560x1600), macOS Mojave, Intel i5 8th Gen, 8Gb RAM, 256 Gb SSD Storage, Wireless 802.11 g/n/ac, Bluetooth 4.2, Camera, Internal Battery 49.9Whr. MUST BE DEP ENROLLED/ENABLED.	2,500

Windows 10 Laptop Software Requirements

UEM enrolment	Factory images must be set to be used only with Cabinet Office UEM (VMWare WorkSpace One). Should not require Microsoft AutoPilot, Intune or Azure AD.
	Must allow auto-enrolment using the UEM.
OEM Utilities	Not present, with option to remove these upon enrolment.



Applications	No defaults applications to be present on the device (anti-virus, demo, etc.).
UEFI Lockdown	Feature must be available with the UEM.

1.2 The Dell Laptops only one option will be taken not both choices, however the Authority will confirm to XMA which Dell Laptops will be bought after Contract Award.

1.3 XMA must have the ability to provide custom device builds from manufacturers to meet specific requirements such as custom HDD sizes, RAM and processors and removal of components such as fingerprint readers, if required.

1.4 It is important that the laptops have the ability to support a dual screen operation.

1.5 The Authority functions from multiple sites across the UK but will use the ICT department, in Westminster or/and Victoria Street, London as a central point for receiving most deliveries.

1.5.1 In the instance where items need to be despatched elsewhere, XMA will be given adequate delivery information such as site address and contact name for the goods to be delivered to.

1.6 **Current Peripherals**

1.7 Requirements for the peripherals are following: LCD screens with at least high-definition (HD) resolution and USB-C(PD)/DP ports; Bluetooth peripherals such as keyboard, mouse; various cables to connect mentioned peripherals; chargers and power supplies; HID for PN users; docking stations and dongles/adapters; audio/video devices for conferencing and Voice over IP (VoIP).

1.8 **Warranty for goods**

1.8.1 XMA will supply a three (3) year, next business day on-site service warranty to cover the laptops. Providers must state the warranty arrangements of the specified components and any warranty constraints as part of their bid response.

1.8.2 Apple devices must come with AppleCare protection plans.

1.8.3 The Authority reserves the right to potentially extend the warranty period for a further fourth or fifth year.

1.9 **Optional Items**

1.10 The items listed below are an optional requirement for this Contract and therefore a Contract variation will need to be carried out to add these additional items to the Contract value. The maximum variation value will be in line with the PCR regulations.

Accessories – Description
Dell LCD monitor – P2419HC
24 inch LCD monitor with USB-C (video and power delivery)
Display Port (DP), Daisy chaining capability and adjustable stand



USB(C) LAN adapter
USB-C to USB-A adapter
USB-C to USB-C (v.32) cable
USB-C to DP(v1.4) cable
USB-C to USB-B cable
RJ-45 Network cables (Cat6)
Logitech M590
Generic Bluetooth mouse
Generic wired keyboard with adjustable tilt
Kensington SD3500v docking station
USB(C) compatible docking station with dual monitor support in Windows and Mac OS.
Tech Air CaseTAN1204 laptop bag

Network Equipment – Description
Juniper: EX2300 Multi-gigabit Ethernet Switches (and associate modules)
Juniper: EX2300 Ethernet Switches (and associate modules)
Juniper: EX4300 Multi-gigabit Ethernet Switches (and associate modules)
Palo Alto: PA-820 Firewall
Palo Alto: PA-850 Firewall
Palo Alto: PA-3260 Firewall
Palo Alto: Prisma Security Suit
Areohive: AP650 Access Point for Wi-Fi
Areohive: XR200P
Areohive: XR600P

Mobile Devices – Description
Samsung Galaxy (64GB) A40e – Enterprise Edition KME
Apple iPhone 8 64GB – DEP (Device Enrolment Programme) Enrolled

Laptops/Desktop – Description
13" MacBook Pro with Touch Bar 8GB RAM 256GB SSD
13" MacBook Air 8GB RAM 128GB SSD



13" MacBook Air Retina 8GB RAM 128GB SSD
13" MacBook Pro with Touch Bar 16GB RAM 256GB SSD
14" HP Chromebook x260 G1 i5 processor 8GB RAM
Lenovo Tiny M720 Desktop Windows 10 x64, Intel Core i5 (8th Gen), 8GB RAM, 256 GB SSD

1.11 Optional Recycling/Disposal of equipment

- 1.12 The Authority may need XMA to carry out the disposing or recycling of items which are listed in the table below.

Category	Equipment
End User Units	Desktops
	Laptops
	Workstations
	Displays (CRT's and Flat Panel)
Printers	Printers
Mobile devices	Tablets
	Smartphones
	Mobile phones (other than Smartphones)
Servers	Servers - Entry Level
	Servers - Mid Range
	Servers - High End
Storage	Storage - Mid Range
	Storage - High End
Networking Equipment	Network - Entry level
	Network - Mid range
	Network - High end
HDD	Data Wipe fee per HDD (Quote per standalone HDD or per HDD contained in Server or Storage Equipment)

- 1.13 XMA are reminded that the specifications above are the minimum requirements that they must meet.
- 1.14 The Authority does not require any additional software other than the standard that is supplied with any of the equipment detailed above.
- 1.15 As this is a call-off Contract the numbers of equipment cannot be guaranteed. The quantities may be higher or lower than those initially requested.



KEY MILESTONES AND DELIVERABLES

1.16 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	A face-to-face introduction of account management team to the Authority	Within week 1 of Contract Award
2	Confirmation of goods delivery model	Within week 1 - 2 of Contract Award
3	Confirmation of goods receipt	Within week 1 of placing an order for apple mac laptops
4	Confirmation of goods receipt	Within week 2 - 4 of placing an order for windows laptops

SERVICE LEVELS AND PERFORMANCE

1.17 The Authority will measure the quality of the XMA's delivery by:

1.17.1 KPIs will be agreed with XMA but it shall primarily consist of the below;

KPI/SLA	Service Area	KPI/SLA description	Target
1	Fitness for purpose and quality	Build quality DOA (Dead on Arrival) products	99% 1% (or less)
2	Delivery	Ten (10) working days delivery	95%
3	Communications	Response time to queries or quotation requests	Four (4) working hours
4	After Sales	Technical support and fault fix	85% fixed at first attempt, 15% fixed at second attempt
5	Invoicing	Invoice Accuracy	99%

1.18 Where poor Supplier performance requires early termination of the contract, within six (6) months of the Commencement Date the Parties shall develop and agree an exit plan



which shall ensure continuity of the Services on earlier termination of this Contract. The Supplier shall provide the Authority with the first draft of an exit plan within four (4) months of the Commencement Date. The Parties shall review and, as appropriate, update the exit plan on each anniversary of the Commencement Date of this Contract.

Warranty Period, if applicable

Minimum of three (3) years next business day on site, there is an option to extend beyond this however this is not guaranteed.

Location/Site(s) for Delivery

Redacted text

Dates for Delivery of the Goods and/or the Services

First delivery of equipment within two (2) weeks

Software

Supplier Software

Not Applicable.

Third Party Software

Not Applicable.

Maintenance Agreement

Optional disposable as part of the Contract.

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)

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)

Initial Term:

Year 1: £3,488,000

Year 2: £3,488,000

Total for year 1 +2: £6,976,000

Optional year 3: £3,488,000

Total potential Contract Value: £10,464,000

Estimated Year 1 Call Off Contract Charges (£) £3,488,000

For Orders with a defined Call Off Contract Period



Crown
Commercial
Service

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

Not Applicable.

Total contract value: £6,976,000



Crown
Commercial
Service

Year 1: The below is the minimum order quantities expected to be ordered during year 1 of the contract.

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 text
Job role/title	Redacted text
Signature	Redacted text
Date	Redacted text

For and on behalf of the Customer

Name	Redacted text
Job role/title	Redacted text
Signature	Redacted text
Date	Redacted text



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

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