



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

**Billing address**

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

**Customer representative name**

REDACTED INFORMATION

**Customer representative contact details**

REDACTED INFORMATION

### Supplier details

**Supplier name**

Centerprise International Limited

**Supplier address**

REDACTED INFORMATION

**Supplier representative name**

REDACTED INFORMATION

**Supplier representative contact details**

REDACTED INFORMATION

**Order reference number**

A unique number provided by the supplier at the time of quote  
CCIH19A52



## 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 type="checkbox"/>            |
| 3. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS    | <input type="checkbox"/>            |
| 4. INFORMATION ASSURED PRODUCTS                   | <input checked="" 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  
CCIH19A52

#### Call Off Commencement Date

12<sup>th</sup> March 2020

#### 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  
Twelve (12) months.

#### Call Off Initial Period Months

Twelve (12) Months.

#### Call Off Extension Period (Optional) Months

Not Applicable

#### Specific Standards or compliance requirements

The specification for this requirement is confirmed within this Contract Order Form. By signing this Contract the Supplier has accepted the Customer's completed Call Off Schedule 5 Schedule of Processing, Personal Data Subjects in line with GDPR, which can be found within Attachment 5a RM3733 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

*To include where relevant Packing/Packaging*

#### 1. THE REQUIREMENT

1.1 REDACTED INFORMATION

1.2 REDACTED INFORMATION

1.3 REDACTED INFORMATION

#### 2. CONTINUOUS IMPROVEMENT

2.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract Duration.

2.2 Changes to the way in which the Services are to be delivered must be brought to the Customers attention and agreed prior to any changes being implemented.

#### 3. QUALITY

3.1 Quality shall comply with those terms set out in this ITT and in line with the Terms and Conditions of RM3733 Technology Products 2 Item C Section 5.0 Standards and Quality.

3.2 REDACTED INFORMATION

#### 4. STAFF AND CUSTOMER SERVICE

4.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

4.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

4.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

#### 5. SERVICE LEVELS AND PERFORMANCE

5.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
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1	Delivery Timescales	All items to be securely packaged, delivered free from damage, in accordance with the delivery schedule	100%
2	Response Times	Response resolution to queries and issues raised during the supply and delivery period must be within 24 hours.	100%

- 5.2 Where a Supplier fails these KPIs the Customer will, in the first instance, seek a mutually agreeable resolution with the supplier 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.

## 6. SECURITY AND CONFIDENTIALITY REQUIREMENTS

REDACTED INFORMATION

## 7. PAYMENT AND INVOICING

- 7.1 Payment will be made via CP&F.
- 7.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 7.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## 8. CONTRACT MANAGEMENT

- 8.1 Contract management duties will not be undertaken by the Customer.

### Warranty Period, if applicable

Standard Warranties on all goods are required

### Location/Site(s) for Delivery

REDACTED INFORMATION

### Dates for Delivery of the Goods and/or the Services

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Successful delivery of the Guaranteed Quantity order free from damage.	Within 4 weeks of Contract Award.



2

Customer to receive Suppliers  
invoice(s)

Within Ten (10)  
Working Days of  
Delivery of the  
requirement

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

**Supplier Software**

N/A.

**Third Party Software**

N/A

Include license or link in Call Off  
Schedule 3

**Maintenance Agreement**

N/A

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

☐

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)**

N/A

**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)**

The Customer will receive the Suppliers invoice within ten (10) working days of the successful delivery of the requirement. Payment of the invoice will be made within thirty (30) days of its receipt via the CP&F system.

**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 (£)**

For Orders with a defined Call Off Contract Period

£9,282,297.01 (exc VAT)

**Section D**  
**Supplier response**

REDACTED INFORMATION



### Commercially Sensitive information

Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract

N/A

### 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 INFORMATION

Grand Total

£9,282,297.01





## 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 INFORMATION

Job role/title

Signature

Date

##### For and on behalf of the Customer

Name REDACTED INFORMATION

Job role/title

Signature

Date