



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

The Driver and Vehicle Licencing Agency (DVLA)

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

None provided.



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 checked="" 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

CCIH18A50

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

27/06/2018

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

Three (3) year period: 27/06/2018 to 26/06/2021

Call Off Extension Period (Optional)

No extensions available.

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

To include where relevant Packing/Packaging

- 1.1 The requirement is for the provision and delivery of servers and components with an uplifted three (3) year warranty.
- 1.2 The contract period will be for three (3) years.
 - 1.2.1 There are no extension options as part of this contract.
- 1.3 Potential providers must provide pricing on the following items identified in the Table below:

REDACTED

2. KEY MILESTONES

- 2.1 The Potential 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 one (1) working day of Contract Award
2	Delivery of goods free from damage	Within three (3) weeks of Contract Award
3	Commencement of warranty on goods	On satisfactory delivery of the goods

3. SERVICE LEVELS AND PERFORMANCE

- 3.1 The following Support Service Level Agreements (SLAs) apply and the following will be used as Key Performance Indicators (KPIs) for the contract term:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Goods to be delivered free from damage within three (3) weeks of Contract Award	100%
2	Warranty	ProSupport Plus 24/7 and 4hr Mission Critical with the option for Authority to keep faulty hard drives (Data Protection – Keep Your Hard Drive).	100%



3.2 Where a potential provider fails the against the KPI's listed above, the Authority will, in the first instance, seek a mutually agreeable resolution with the Potential Provider. 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
Extended warranty three (3) year period.

Location/Site(s) for Delivery
REDACTED

Dates for Delivery of the Goods and/or the Services

Within three (3) weeks of contract award

Software List product details under each relevant heading below

Supplier Software

Not Applicable.

Third Party Software

Dell PowerEdge R740 Server and Support.

Include license or link in Call Off Schedule 3

Maintenance Agreement

Dell Server R Series 1U/2U;

Three (3) year basic warranty inclusive of Next Business Day as a minimum;

Three (3) year ProSupport Plus and four (4) hour Mission Critical response;

Three (3) year Data Protection – Keep Your Hard Drive.

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



<p>Non-FOIA Public Bodies</p>	<p><input type="checkbox"/> which should be appended to this Order Form</p>	<p>F: Continuous Improvement & Benchmarking <input type="checkbox"/></p> <p>G: Customer Premises <input type="checkbox"/></p> <p>H: Customer Property <input type="checkbox"/></p> <p>I: MOD Additional Clauses <input type="checkbox"/></p>
-------------------------------	---	--

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
None.

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	26.06.2018

For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	26.06.2018