



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**

Scottish Fire and Rescue Service

**Billing address**

REDACTED

**Customer representative name**

REDACTED

**Customer representative contact details**

REDACTED

#### Supplier details

**Supplier name**

European Electronique Limited

**Supplier address**

REDACTED

**Supplier representative name**

REDACTED

**Supplier representative contact details**

REDACTED

**Order reference number**

REDACTED



## 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 checked="" 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

CCIS18A68

#### Call Off Commencement Date

10/12/2018

#### Call Off Contract Period (Term)

Four (4) years to commence Monday 10th December 2018 and expire Friday 9th December 2022.

#### Call Off Initial Period

Four (4) years

#### Call Off Extension Period (Optional)

None

#### 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

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. THE REQUIREMENT

- 1.1 The Contract is for a solution for a new Secure Web Gateway (SWG) to replace the existing proxy. The Contract will be for a period of four (4) years, with no option to extend.
- 1.2 The SWG solution will be required to support a minimum of eight thousand (8,000) federated Office 365 users with a minimum of two thousand (2,000) concurrent connections from the current metrics.
- 1.3 European Electronique will supply, carry out installation and migration of SWGs at the Datacentres (Johnstone and Edinburgh). In addition, proxy rule optimization is necessary in order to achieve better utilization and productivity.

##### 1.4 THE SOLUTION

- 1.5 European Electronique shall provide a SWG proxy solution that filters unwanted software/malware from user-initiated Web/Internet traffic and enforces corporate and regulatory policy compliance.
- 1.6 The SWG proxy solution must include the following:
  - 1.6.1 Integration and support for the SFRS Office 365 and Office 2013 solution;
  - 1.6.2 Support and integration with Microsoft Active Directory;
  - 1.6.3 A single Management Console with granular administration;
  - 1.6.4 Detailed and granular reporting capabilities;
  - 1.6.5 Content caching and traffic optimization;
  - 1.6.6 SSL/encrypted traffic inspection;
  - 1.6.7 Zero-day threat protection;
  - 1.6.8 Support for WCCP;
  - 1.6.9 DLP (Data Loss Prevention) integration via ICAP.
- 1.7 The solution must be one (1) dedicated virtual appliance (with support for both Microsoft Hyper-V 2012R2 and above, and VMware ESXi Version 6.0 and above hypervisors). SWGs configured in an Active/Active configuration at the two (2) ICT Datacentres detailed in 6.2 above and with support for a vendor hosted cloud hybrid deployment.
- 1.8 Reports must be available on an ad-hoc basis for investigations detailing web usage and browsing histories. These reports should be configurable by users, department and date ranges etc.
- 1.9 European Electronique will be responsible for migration from the existing Microsoft Forefront TMG solution to the proposed design.



- 1.10 European Electronique will work with the Authority on all steps of the review, design and implementation of the new solution.
- 1.11 European Electronique will be responsible for ensuring the full interoperability with current infrastructure of a DMZ controlled by Cisco ASR firewalls and Microsoft Active Directory at 2008 R2 functional level and to solve any interoperability or related problems.
- 1.12 INSTALLATION AND TESTING**
- 1.13 European Electronique shall be responsible for the installation, testing and commissioning of the SWG solution overseen by Customer's ICT department. This solution must meet the minimum of the following tasks:
  - 1.13.1 Delivery and installation of equipment required to meet the defined scope of work;
  - 1.13.2 High Level Design per location/deployment;
  - 1.13.3 Low Level Design per location/deployment;
  - 1.13.4 Enterprise deployment planning;
  - 1.13.5 Implementation engineering;
  - 1.13.6 Configuration guidance on the installation and configuration of new equipment;
  - 1.13.7 Knowledge transfer and mentoring (provided via ad-hoc sessions reviewing all activities, best practices and lessons learned);
  - 1.13.8 Site acceptance testing document for the deployment, which must include failover drill testing.
- 1.14 During the installation and implementation phase, the Authority requires operational capability to maintain with minimal disruption to the normal running of existing services and systems.
- 1.15 European Electronique shall confirm that once the preparation work is completed, the new proxies will go live with no more than a maximum one (1) hour of downtime. If it is not completed within one (1) hour, the Authority requires rollback.
- 1.16 Functional and user acceptance tests are required to assure the products are installed properly according to the requirements. These tests will be carried out and validated with the Authority's ICT.
- 1.17 GUIDES AND TRAINING**
- 1.18 As part of the system, documentation will be provided for the system as installed and commissioned. This documentation will be provided in printed and electronic format, and will include:
  - 1.18.1 Installation instructions; (Word & PDF)
  - 1.18.2 Detailed description of the software functionality including appropriate user guides; (Word & PDF)
  - 1.18.3 A network architecture diagram (Visio & PDF format);
  - 1.18.4 Contact details and escalation points;
- 1.19 On completion of installation and testing, the provider must hand over of a document with a full breakdown of system work.



- 1.20 European Electronique is to provide training to ensure that key ICT staff are suitably trained via shadowing and knowledge transfer.
- 1.21 After care**
- 1.22 European Electronique shall be required to attend a follow-up site visit thirty (30) days after installation for additional questions, discovered issues, etc.
- 1.23 European Electronique shall be required to attend one pre-installation meeting before each project starts at each Operational control centre for confidential technical requirement collection (Locations detailed with Section 21). Implementation plan and project schedule should be provided.
- 1.24 Provide pre-installation checklist, technical advice and assistance in site preparation services.
- 1.25 At least one month of nursing period for configuration review, fine-tuning and customising our own rules set, post implementation.
- 1.26 European Electronique shall be required to appoint a Project Manager to act as a single point of contact to ensure that all the requirements of the Contract are met and that the required service provision is delivered to the satisfaction of the Authority by the required deadline of 31<sup>st</sup> January 2019.
- 1.27 Project/Contract Manager**
- 1.28 The Project Manager shall have PRINCE2 certification, or similar; and experience of:
  - 1.28.1 Management of a similar sized contract;
  - 1.28.2 Implementation and delivery of contract roll-out;
  - 1.28.3 The Project Manager will be required to meet with the Contract Administrator on a half yearly, or as appropriate, basis as part of the agreed contract management regime.
- 1.29 The Project Manager shall be required to provide the following:
  - 1.29.1 Advance notification of a minimum of thirty (30) days prior notice agreement of any changes to licencing terms or functionality changes;
  - 1.29.2 Standard project lifecycle reports and plans, such as; weekly highlight reports including, but not limited to: current project status, completed tasks, remaining tasks and running totals of number of resource days used, until project closure. The Authority will provide a template for highlight reports.
  - 1.29.3 Identification of risks or issues that may impact on agreed project tolerances, such as costs or timescales.
  - 1.29.4 General support and escalation.
- 1.30 SUPPORT AND MAINTENANCE**
- 1.31 The Support and Maintenance package must be inclusive of the following:
  - 1.31.1 Support to be provided via telephone, email and Web Portal available Monday to Friday 0900 – 1700, including bank holidays. 24/7, 365 days a year, out of hours support is required for business critical incidents (Priority 1 & 2) impacting on web services.



- 1.31.2 Acknowledgement of telephone / email enquiries within twenty-four (24) hours (NEXT BUSINESS DAY);
- 1.31.3 The provider shall be required to ensure that any issues are fully resolved within twenty-four (24) (NEXT BUSINESS DAY);
- 1.32 European Electronique will supply software maintenance agreements and warranty for the period of the contract.
- 1.33 The software maintenance must allow for future major upgrades, patches and updates of the appliance's operating system.
- 1.34 A support agreement will allow the Customer to access to report cases of errors directly to engineering staff, and to have access to engineers when the service is not working as expected.
- 1.35 European Electronique is to detail their escalation process, should an incident, problem or issue not be resolved within the agreed timescales, or if it is danger of breaching said timescales.

## 2. KEY MILESTONES

- 2.1 European Electronique should note the following project milestones that the Customer will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Signed Contract Agreement	One (1) working day of Contract Award
2	Initial engagement workshop with key project stakeholders to define key requirements	Within week one (1) of Contract Award
3	Deep dive sessions to review existing Web Proxy solution, processes and requirements (Information gathering)	Within week two (2) of Contract Award
4	Design submitted for approval to the Authority project team	Within week four (4) of Contract Award
5	Design deployed	By week six (6) of Contract Award
6	Pre-installation Meeting	During weeks six (6) to ten (10) of Contract Award
7	Implementation of the Proxy	During weeks six (6) to ten (10) of Contract Award
8	Functional Acceptance Testing & User Acceptance Testing	By week ten (10) of Contract Award



9	Business As Usual Transition – Including support and finalising of knowledge transfer	Within ten (10) – thirteen (13) of Contract Award
10	Project Sign off (handover of remaining documentation, designs and FAQs.	Within fourteen (14) of Contract Award
11	Project Completion	Latest of 28th February 2019

### 3. SERVICE LEVELS AND PERFORMANCE

3.1 The Customer will measure the quality of the European Electronique's delivery by:

#### 3.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	Full delivery of the requirement to be completed by 28th February 2018	100%
2	Delivery Timescales	Final design to be submitted within four weeks of Contract Award	98%
3	Service Delivery	The new Proxy should go live with a maximum one (1) hour of downtime	100%
4	Service Delivery	All issues must be dealt with in twenty-four (24) hours (NEXT BUSINESS DAY)	100%
5	Service Delivery	Support to be provided via telephone, email and Web Portal available Monday to Friday 09:00am – 17:00pm, including bank holidays. 24/7, 365 days a year, out of hours support is required for business critical incidents (Priority 1 & 2) impacting on web services.	98%
6	Service Delivery	Acknowledgement of all telephone / email enquiries must be provided within twenty-four (24) hours (NEXT BUSINESS DAY)	98%
7	Service Delivery	All upgrades, updates and patches to be provided for the software.	98%

3.2 Where a potential provider fails against the service levels 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**

Not Applicable

**Location/Site(s) for Delivery**

The location of the Services will be carried out at the following addresses:

REDACTED

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

10/12/2018

**Software**

**Supplier Software**

Not Applicable

**Third Party Software**

REDACTED

**Maintenance Agreement**

REDACTED

**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)**

List below

Any Intellectual Property Rights (IPR) will be owned by the Authority.

**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? ☐

## Section D

### Supplier response

Suppliers - use this section to provide any details that may be relevant in the fulfilment of the Customer Order

REDACTED



Crown  
Commercial  
Service

**Total contract value**

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	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