



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

Police National Computer Operations, Home Office

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
N/A



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

Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management
CCSO17C68

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
1st January 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
One (1) Year: 1st January 2018 – 31st December 2018

Call Off Initial Period Months

N/A

Call Off Extension Period (Optional) Months

N/A

Specific Standards or compliance requirements

Include any conformance or compliance requirements with which the Goods and/or Services must meet
Not Applicable



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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

Renewal of Remedy Licenses

Product Code	Description	Quantity Required as per Appendix B
SR-LPU93.0.0.00	BMC Remedy IT Service Management Suite	1
SR-LAV36.0.0.00	BMC Atrium Service Level Management - User Add On License	2
SR-LAW40.0.0.00	BMC Remedy Asset Configuration Management - Floating User	2
SR-LAV32.0.0.00	BMC Remedy Asset Configuration Management - User Add-On Lic	4
SR-LAW42.0.0.00	BMC Remedy Change Management - Floating User Add-On License	40
SR-LAV33.0.0.00	BMC Remedy Change Management - User Add - On License	10
SR-LAW41.0.0.00	BMC Remedy Service Desk - Floating User Add-On License	40
SR-LAV34.0.0.00	BMC Remedy Service Desk - User Add-On License	17
SR-LAW44.0.0.00	BMC Remedy Specialist - Floating User Add On License	10

One (1) day's use of a technical consultant on site as per Appendix B

Included - provided by Fusion (Gold BMC Partner and Support Partner)who our BMC primary specialists in the UK <https://www.fusiongbs.com/our-services/software/> and are •BMC Certified Consultants - The Fusion Consultant will be SC cleared and BMC certified on the relevant applications, with a minimum of 4 years' support and development experience

- 24 x 7 Dedicated BMC Support Desk
- 100% Deployment Record (with referenceable customers)
- Experts in complex deployments

<https://marketplace.bmc.com/companies/fusion-global-business-solutions>

Support & Maintenance Package as per Appendix B

Your Contract Includes:

- Incident Resolution via telephone, email and web access for Remedy Administrators (8am to 6pm)
- Advisory Support for Remedy e.g. "how to..." and "how do I..." questions
- New releases and upgrades for your Remedy software (not including installation)
- Remote access for troubleshooting via webex and VPN
- P1 Reporting and Review
- Critical on-site coverage (one per annum)
- Extended hours for planned maintenance (one per annum)
- Solution Health Check and Report (one per annum) --Renewal Period 1st January 2018 to 31st December 2018 - Support Level FasTrack 8am to 6pm - Support Contract ID 406767



Warranty Period, if applicable
12 months

Location/Site(s) for Delivery
Redacted

Dates for Delivery of the Goods and/or the Services
1st January 2018

Software List product details under each relevant heading below

Supplier Software

Not Applicable

Third Party Software

Not Applicable

Include license or link in Call Off
Schedule 3

Maintenance Agreement

Not Applicable

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)

List below

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)

£34,755.67



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

N/A

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

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

£34,755.67



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	
Job role/title	
Signature	
Date	

For and on behalf of the Customer

Name	
Job role/title	
Signature	
Date	