



**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**

Department for Education (DfE)

**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

Trustmarque Solutions 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 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

CCTS18A15

### 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

30/04/2018

### 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

Thirteen (13) month period.

#### Call Off Extension Period (Optional)

Option to extend by a further two (2) years.

### 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

The licence requirements are detailed in the below table:

Item No.	SKU	Description	Quantity
1.	BES.GL.SD.AD	Gold Universal Flex Licences	2,613
2.	BES.GL.SD.AD	Gold Universal Flex Licences	1,417

The Authority reserves the right to discuss potentially varying the contract to increase the number of licences by a maximum of 50%.

The first year contract period will be from 29.03.2018 (retrospective start date for the licences) – 30.04.2019 with an option to extend by a further two (2) year period.

The Extension options will be at the discretion of the Authority and subject to internal budgetary approval. The Authority reserve the right not to invoke the extension options.

### 1. SERVICE LEVELS AND PERFORMANCE

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

1.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Renewal of the Licences and Software Support requirement commencing from 1 <sup>st</sup> May 2018;	100%
2	Service Delivery	All product updates and upgrades to be received during the Contract term;	100%
3	Service Delivery	All critical support calls and emails acknowledged and resolved within the hour of raising (24x7)	98%

1.2 Where a Potential Provider fails the KPI 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**

REDACTED

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

30/04/2018

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

**Supplier Software**

To be confirmed on award..

**Third Party Software**

To be confirmed on award.  
Include license or link in Call Off  
Schedule 3

**Maintenance Agreement**

To be confirmed on award.  
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

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 (£)**

For Orders with a defined Call Off Contract Period

First Year: £188,519.50 excluding VAT

## 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

Not Applicable.

### 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

The Customer has financial approval for the first year contract value of £188,519.50 excluding VAT. However, the additional contract extension are subject to their internal budgetary approval.

## 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 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	<b>30/04/18</b>

**For and on behalf of the Customer**

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	<b>30/04/18</b>