



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 Ministry of Defence

Billing address

Your organisation's billing address - please ensure you include a postcode
DBS, Walker House, Exchange Flags, Liverpool, L2 3YL

Customer representative name

The name of your point of contact for this Order
Lucy Ashton

Customer representative contact details

Email and telephone contact details for the Customer's representative
Lucy.ashton106@mod.gov.uk REDACTED

Supplier details

Supplier name

The Supplier organisation name, as it appears in the Framework Agreement
Probrand Limited

Supplier address

Supplier's registered address
37-55 Camden Street, Birmingham, B1 3BP

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
700031293



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

700031293

Call Off Commencement Date

01/02/2020

Call Off Contract Period (Term)

12 Months

Call Off Initial Period

12 Months

Call Off Extension Period (Optional)

N/A

Specific Standards or compliance requirements

Include any conformance or compliance requirements with which the Goods and/or Services must meet

N/A

Additional MOD Terms and Conditions

The terms and conditions for the Technology Products 2 Framework applies with the following addition of MOD DEFCONS:

DEFCON 522, Edition 11/17, 'Payment and Recovery of Sums Due'

DEFCON 531, Edition 11/14, 'Disclosure of Information'



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

Statement of Requirement for Remedy Software Licence Support
REDACTED

Part Code	Product Description	Quantity
Contract 47449	Renewal of MOD BMC Remedy Contract Support & Maintenance	
LAV36.0.0.00	BMC Atrium Service Level Management - User License Add-on	30
LAW42.0.0.00	BMC Change Management - Floating User License Add-on	90
LAV33.0.0.00	BMC Change Management - User License Add-on	5
LPU93.0.0.00	BMC Remedy IT Service Management Suite	1
LAW41.0.0.00	BMC Service Desk - Floating User License Add-on	250
LAV34.0.0.00	BMC Service Desk - User License Add-on	258
Support	<ul style="list-style-type: none"> • Incident Resolution via telephone, email and web access for Remedy Administrators (24x7) • 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) • Monthly Service Reviews 	

Warranty Period, if applicable



N/A

Location/Site(s) for Delivery

REDACTED, Defence Business Services, Abbey Wood North New Road Stoke Gifford, Bristol BS34 8QW

Dates for Delivery of the Goods and/or the Services

01/02/2020

Software List product details under each relevant heading below

Supplier Software

N/A

Third Party Software

N/A

Maintenance Agreement

N/A

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

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)



Firm Price (ex VAT) £199,435.72

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

£199,435.72



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
REDACTED

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

DBS 703 Remedy – Licence and Support & Maintenance Renewal

£199,435.72 Total Firm Price for 1 Year



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	16.01.20

For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	20 January 2020