



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.

# CCTS19A06 - Cryptographic Key Management System

### Customer details -

**Customer organisation name**  
Department for Education

### Billing address

Your organisation's billing address - please ensure you include a postcode  
Email to: REDACTED If unable to send electronically, send to: 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  
Software Box 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



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Not 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

CCTS19A06

### 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

Thursday 4th April 20109

### 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

An initial 12 Months with an option to extend for up to 12 further months.

#### Call Off Initial Period Months

12 months.

#### Call Off Extension Period (Optional)

12 further months between 5<sup>th</sup> April 2020 and 4<sup>th</sup> April 2021.

### Specific Standards or compliance requirements

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

N/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. SCOPE OF REQUIREMENT**

- 1.1 This does not include external certificates.
- 1.2 The solution must be in house for the DfE; not a managed service.
- 1.3 The requirement DOES NOT include the replacement of the CA or issuing servers.
- 1.4 The solution must provide a strong method of authenticating users or systems in accordance with GDS Standards.
- 1.5 The solution must provide the capability to encrypt data that can only be decrypted by someone in possession of the private key.
- 1.6 The solution must provide encryption key length in accordance with GDS standards:  
<https://www.gov.uk/service-manual/service-standard>
- 1.7 The solution must provide encryption key rotation in accordance with GDS standards:  
<https://www.gov.uk/service-manual/service-standard>
- 1.8 The solution must be able to provide certificate issue renewal from Cloud or on Premise Locations.
- 1.9 The solution must be able to provide certificate services in the event of DR or site failure.
- 1.10 The solution should provide assurance that a piece of data such as a document, executable, or script came from a specific source and has not been tampered with since it came from that source.

### **2. THE REQUIREMENT**

- 2.1 The Department for Education requires a Universal Certificate lifecycle Management tool that has FIPS, NIST and GDS compliant methods of encryption and can provide the following:
  - Must be either software or hardware based.
  - Must be managed internally with no external requirements, except for support.



- If the solution is software based, the Operating System platform must be Windows Server 2016 minimum.
- Must be able to discover all (known and unknown) SSL certificates deployed onto the network (local and remote), regardless of CA/vendor.
- Must be able to identify fraudulent/corrupted certs and locate unauthorised “rogue” certificates in use.
- Must be capable of storing collected data and SSL certificate information within a centralised, secure database.
- Must be capable of alerting administrator’s and/or users that certificates are due to expire a minimum of 30 days before expiration.
- REDACTED
- REDACTED
- Must be capable of storing certificates securely.
- Must be capable of transferring certificates securely to end devices within the same network. Must be capable of managing external certificates from external providers. Must be capable of providing secure scheduled backups.
- Must be capable of providing alerts and audit reports for administrators.
- Must be agentless.
- Must be compatible for REDACTED users and end devices, and REDACTED Servers across multiple Server Operating Systems.
- Must be capable of storing Cloud managed application certificates.
- Must provide scalability for end user and device headcounts.
- Must provide SSH Key Management.
- Desirable for external certificates to be produced and administered through the management console (Multi CA Management if possible). Desirable for the solution to integrate with ServiceNow.

### 3. KEY MILESTONES AND DELIVERABLES

3.1 Please identify the key milestones and deliverables that are critical to the fulfilment of the Contract. Please see below example text relating to Key Milestones, please amend as appropriate to ensure that it is relevant to the requirement.

3.2 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
Deliverables agreed.	Engage with contract award winner to discuss deliverables	Within week 1 of contract award
Technical Documentation supplied.	Supply technical documentation on the system and support matrix	Within week 1 of contract award
Implementation Plan	Supply implementation plans on how to implement internally	Within week 2 of contract award



Install and configure	Engage with the Department to install and configure	Within week 4 of contract award
Training	Provide training on how to use the application	Within week 4 of contract award
Health check	Perform health check on the system to ensure full implementation	Within week 6 of contract award
Live Operation	Fully operational with health check completed and Authority to Operate (AtO)	Within week 8 of contract award

#### **4. MANAGEMENT INFORMATION/REPORTING**

- 4.1 The Supplier will provide sufficient details of how support and maintenance of the system will be delivered, complete with regular reporting on support agreements.

#### **5. VOLUMES**

- 5.1 The product needs to be able to manage an annual subscription for REDACTED certificates, with the possibility of upwards scalability.

#### **6. CONTINUOUS IMPROVEMENT**

- 6.1 The Supplier should provide notification of any enhancements, upgrades or security information, such as patches and updates, linked to the system as released.
- 6.2 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 6.3 The Supplier should present new ways of working to the Authority during quarterly Contract review meetings, if any.
- 6.4 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

#### **7. SUSTAINABILITY**

- 7.1 N/A

#### **8. QUALITY**

- 8.1 See requirements.

#### **9. PRICE**

- 9.1 Prices are to be submitted via the e-Sourcing Suite by completing the Attachment 4 – Price Schedule including all expenses but (excluding VAT).



- 9.2 In addition, Potential Providers MUST provide a fully detailed written quotation, listing all license numbers, SKU's, etc., on company headed paper as part of their tender submission.
- 9.3 All costs offered must be in GDP, include all associated expenses and exclude VAT.
- 9.4 In line with the Terms and Conditions of RM3733 Technology Products 2, all prices must remain firm for a period of thirty (30) days following the bid submission deadline.

## 10. STAFF AND CUSTOMER SERVICE

- 10.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 10.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 10.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## 11. SERVICE LEVELS AND PERFORMANCE

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

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery	System is installed, configured and managed in live operation within 8 weeks of award	100%
2	Availability	Certificate renewal, management and issuing	99.9%
3	Supportability	Responses to urgent P1 requests and support calls within 1 hour	100%
4	Supportability	Responses to standard requests and support calls within 3 hours	90%

## 12. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 12.1 BPSS vetting for any on site working.



### **13. PAYMENT AND INVOICING**

- 13.1 The Authority undertakes to pay correctly submitted invoices within 10 days of receipt.
- 13.2 The Authority is obliged to pay invoices within 30 days of receipt from the day of physical or electronic arrival at the nominated address of the Department.
- 13.3 Any correctly submitted invoice that is not paid within 30 days may be subjected to the provisions of the Late Payment of Commercial Debt (Interest) Act 1998.
- 13.4 A correct invoice is one that is:
- 13.4.1 Delivered in timing in accordance with the contract;
  - 13.4.2 For the correct sum in respect of goods/services supplied or delivered to the required quality (or are expected to be at the required quality);
  - 13.4.3 Includes the date supplier name, contract details and bank details;
  - 13.4.4 Quotes the relevant purchase order/contract reference and has been delivered to the nominated address.
- 13.5 If any problems arise, contact the Authority's Contract Manager. The Authority aims to reply to complaints within 10 working days. The Authority shall not be responsible for any delay in payment caused by an incomplete or illegible invoice.
- 13.6 Payment will be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 13.7 Before payment is considered, each invoice must include a detailed elemental breakdown or work completed and the associated costs.
- 13.8 The Supplier shall submit invoices to:
- 13.8.1 REDACTED
  - 13.8.2 REDACTED

### **14. CONTRACT MANAGEMENT**

- 14.1 Attendance at any Contract Review meetings shall be at the Supplier's own expense.

### **15. LOCATION**

- 15.1 The location of the Services will be carried out at Piccadilly Gate, Manchester.



**16. THE SUPPLIER'S RESPONSE TO THE ABOVE STATEMENT OF REQUIREMENTS AND DEPARTMENT FOR EDUCATION'S EVALUATION QUESTIONS IS AS FOLLOWS:**

REDACTED

**Warranty Period, if applicable**

Click here to enter text

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

The Customer's site at Piccadilly Gate, Manchester.

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

System is installed, configured and managed in live operation within 8 weeks of Contract award.

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

**Supplier Software**

ManageEngine Key Manager Plus, a web-based cryptographic key management solution for enterprises by ManageEngine.

**Third Party Software**

ManageEngine Key Manager Plus, a web-based cryptographic key management solution for enterprises by ManageEngine

Include license or link in Call Off Schedule 3

**Maintenance Agreement**

Include terms or link in Call Off Schedule 3

Maintenance is as described in the Customer's Statement of Requirements, above, and the Supplier's response to it, also above.

**Additional Clauses (see Annex 3 of Framework Schedule 4) Tick as required**



Alternative Clauses	Additional Clauses Tick one box below as applicable	Optional Clauses Tick any applicable boxes below
Scots Law Or	A: Termed Delivery – Goods	C: Due Diligence
Northern Ireland Law	B: Complex Delivery – Solutions (includes Termed Delivery – Goods)	D: Call Off Guarantee
Non-Crown Bodies	<b>NB Both of the above options require an Implementation Plan which should be appended to this Order Form</b>	E: NHS Coding Requirements
Non-FOIA Public Bodies		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

As described in the Customer’s Statement of Requirements, above, and the Supplier’s response to it, also above.

**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)**

The items provided under contract are at the following rates (including all expenses but excluding VAT).

**Contract Charge year 1: £37,500.**

**Contract Charge year 2: £37,500** (assuming option to extend the contract by one further year is taken up).

**Optional Charges which may be taken up at the Customer’s discretion:**

- **Installation and configuration of system: £5,800.**
- **Provision of 24/7 Helpdesk facilities: £8,000 per year.**

**Prices / Charges / Rates are held firm for the entire contract duration, including the extension period, if implemented.**



**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

**£37,500 excluding the optional charges indicated above.**

## 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

[Click here to enter text.](#)

### 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

**TOTAL: £96,800.00**



## 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	Strategic Account
Signature	REDACTED
Date	08.04.19

#### For and on behalf of the Customer

Name	REDACTED
Job role/title	Chief Information Security Officer
Signature	REDACTED
Date	05/04/2019