



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>



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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

Ministry of Defence

Billing address

Your organisation's billing address - please ensure you include a postcode
Via CP&F

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

T: **REDACTED**

E: **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

T: **REDACTED**

E: **REDACTED**



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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

RCA 128423 – (CCSO18A36) - Renewal of Red Hat support

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

23rd February 2018 to 8th June 2019

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

Approx. 15.5 Months

Call Off Initial Period Months

Call Off Extension Period (Optional) Months

Approx. 15.5 Months

N/A

Specific Standards or compliance requirements

Support must be supplied by the manufacturer direct – not an intermediate supplier.



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. PURPOSE

1.1 IAS uses three Red Hat products as part of its Army Hosting Environment (AHE). These products require annual licensing and are listed below:

- 32 x Red Hat Enterprise Linux
- 32 x Red Hat Resilient Storage
- 5 x 100 nodes Ansible Tower

These products require re-licensing for another year.

1.2 The MoD may be referred to as “the Authority” hereafter.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

Army Headquarters is responsible for overseeing all non-DII ICS procurements for the Army.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

3.1 These software components are key to the delivery of the Oracle environment in the AHE. There are 34 applications currently deployed to this environment. They include:

- Army Data Warehouse (ADW)
- Wounded and Injured Servicemen Management Information System (WISMIS)
- Payment Processing System (part of the RAPS system)
- Operational Deployment Record (ODR)

Without renewed licensing, the environment would not be compliant with JSP604 and would be un-accredited. The environment and the applications hosted on it would be terminated at the expiry date of the license.

4. DEFINITIONS

Expression or Acronym	Definition
IAS	Information Application Services



SAM	Software and Application Monitoring
SOR	Statement of Requirement

5. SCOPE OF REQUIREMENT

5.1 Renewal of Red Hat software licenses to support AHE. This is an enduring requirement.

6. THE REQUIREMENT

6.1 The Army HQ require the following BOM to support their AHE Red Hat requirement.

6.2 The following items are required:

SKU #	Part Description	Expiry Date	Qty
RH00002	Red Hat Enterprise Linux for Virtual Data Centres, Standard	23 Feb 2018	32
RH00060	Resilient Storage for Unlimited Guests, Standard	31 Mar 2018	32
n/a	Ansible Tower by Red Hat, Standard –100 managed nodes	8 Jun 2018	5

6.3 Support for the above is required from listed expiry date until 8 Jun 2019 (i.e. renewal from 23 Feb 2018 for first product, but making all license expiry dates co-terminus, expiring 8 Jun 2019).

6.4 Support must be supplied by the manufacturer direct – not an intermediate supplier.

6.5 SUPPORT AND MAINTENANCE

6.6 Support for the above is required from listed expiry date until 8 Jun 2019 (i.e. renewal from 23 Feb 2018 for first product, but making all license expiry dates co-terminus, expiring 8 Jun 2019).

6.7 Support must be supplied by the manufacturer direct – not an intermediate supplier.

6.8 INSTALLATION, CONFIGURATION, COMMISSIONING AND TESTING:

6.9 Installation not required.



7. KEY MILESTONES

- 7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Delivery of licenses	Within week 1 of Contract Award

8. AUTHORITY'S RESPONSIBILITIES

9. REPORTING

- 9.1 NA – No reports required.

10. VOLUMES

- 10.1 Volumes are as described in Section 6.

11. CONTINUOUS IMPROVEMENT

- 11.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 11.2 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.

12. SUSTAINABILITY

- 12.1 Not applicable.

13. QUALITY

- 13.1 Not applicable.

14. PRICE

- 14.1 Prices are to be submitted via Appendix E – Pricing Schedule, excluding VAT. This should be uploaded to the e-Sourcing Suite as requested and should be supported by a letter headed quotation showing a complete breakdown of each bid.
- 14.2 In line with the Terms and Conditions of RM3733 Technology Products 2, all prices must remain valid for a period of thirty (30) days following the bid submission deadline.

15. STAFF AND CUSTOMER SERVICE

- 15.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.
- 15.2 Potential Provider's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.
- 15.3 The Potential Provider 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.

16. SERVICE LEVELS AND PERFORMANCE



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

16.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Delivery of the support upon installation	100%

17. SECURITY REQUIREMENTS

17.1 None

18. INTELLECTUAL PROPERTY RIGHTS (IPR)

18.1 Not applicable.

19. PAYMENT

19.1 Payment will be made via CP&F. The winning supplier must have signed up to the terms within DEFFORM 30 (Electronic Transactions Agreement) and be fully set-up on EXOSTAR.

19.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

19.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

20. ADDITIONAL INFORMATION

21. LOCATION

21.1 The Delivery address will be.

REDACTED

21.2 Email address for licences and queries about this SOR:

REDACTED

Warranty Period, if applicable

23rd February 2018 to 8th June 2019

Location/Site(s) for Delivery

The Delivery address will be.

REDACTED



Dates for Delivery of the Goods and/or the Service

Backdated to 23rd February 2018

Software List product details under each relevant heading below

Supplier Software

N/A

Third Party Software

As described in Customer Core Goods and/or Services Requirements, above.

Maintenance Agreement

As described in Customer Core Goods and/or Services Requirements, above.

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)

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

£115,532.31 including all expenses but 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

[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

£115,532.31 including all expenses but excluding VAT.



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