**Template 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 provide the 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 ordering Services under the Technology Expense Management 2 Framework Agreement ref. RM3802 in accordance with the provisions of Framework Schedule 5.

The Call Off Terms, referred to throughout this document, are available from the Crown Commercial Service website <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3802>

### Section A

**General information**

This Order Form is issued in accordance with the provisions of the Technology Expense Management Framework Agreement RM3802.

**Customer details**

**Customer organisation name**

Click here to enter text.

**Billing address**

Your organisation’s billing address - please ensure you include a postcode Click here to enter text.

**Customer representative name**

The name of your point of contact for this Order Click here to enter text.

**Customer representative contact details**

Email and telephone contact details for the Customer’s representative

Click here to enter text.

**Supplier details**

**Supplier name;** *The Supplier organisation name, as it appears in the Framework Agreement*:

Calero Software Limited

**Supplier address;** *Supplier’s registered address*:

4th floor, 40 Torphichen Street, Edinburgh, EH3 8JB

**Supplier representative name**

The name of the Supplier point of contact for this Order Click here to enter text.

**Supplier representative contact details**

Email and telephone contact details of the supplier’s representative

Click here to enter text.

**Order reference number**

A unique number provided by the supplier at the time of the Call Off Contract is formed. Click here to enter text.

### Section B

**Overview of the requirement**

|  |  |
| --- | --- |
| **Customer project reference**Please provide a project reference, this will be used in management information provided by suppliers to assist the Authority with framework management | **Call Off Commencement Date**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 |
| Click here to enter text. | Click here to enter a date. |

|  |
| --- |
| **Call Off Contract Period (Term)** |
| **Call Off Initial Period** Months Click here to enter text. | **Call Off Extension Period (Optional)** Months Click here to enter text. |

|  |
| --- |
| **Customer’s ICT and Security Policy***Where the supplier is required to comply with the Customer’s ICT Policy and Security Policy then append to this Order Form as a clearly marked document.* |
| **Security Management Plan***Where the Supplier is required to provide the Customer with the Security Management Plan then append to this Order Form as a clearly marked document.* |

 **Section C**

**Customer Core Services Requirements**

Please provide details of all Services required including the locations where the Supplier is required to provide the Services Ordered**.**

|  |
| --- |
| **Services***List below or append as a clearly marked document to confirm the Services which the Supplier shall provide to the Customer (which could include the Customer’s requirement)*Click here to enter text |

|  |
| --- |
| **Location/Site(s) for provision of the Services**Click here to enter text |

|  |
| --- |
| **Additional Clauses** *(see Call Off Schedule 7)*Those additional Clauses selected below shall be incorporated into this Call Off Contract |
| **Optional Clauses**Can be selected to apply to any Order*Tick any applicable boxes below* |
| Security Measures |
| NHS Additional Clauses |
| MoD Additional Clauses |
| **Alternative Clauses**To replace default English & Welsh Law, Crown Body and FOIA subject base Call Off Clauses*Tick any applicable boxes below* |
| Scots Law |
| Northern Ireland Law |
| Non – Crown Bodies |
| Non – FOIA Public Bodies |

|  |
| --- |
| **Licensed Software** Where Software owned by a party other than the Customer is used in the delivery of the Services list product details under each relevant heading below**Supplier Software Third Party Software**Click here to enter text. Click here to enter text.Include license or link to the applicable license terms |
| **Customer Property**Items licensed by the Customer to the Supplier (including any Customer Software, Customer Assets, Customer System, Customer Background IPR and Customer Data)*List below if applicable (see Call Off Clause 19)*Click here to enter text. |
| **Call Off Contract Charges and Payment Profile**Include 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)*List below or append as a clearly marked document (see Call Off Schedule 3)*Click here to enter text. |
| **Undisputed Sums Limit (£)***Insert right (see Call Off Clause 35.1.1)* | Click here to enter text. |
| **Delay Period Limit (calendar days)***Insert right (see Call Off Clause 5.4.1(b)(ii))* | Click here to enter text. |
| **BCDR**Disaster Period (calendar days) *(See Schedule 28 for further detail)* |

|  |  |
| --- | --- |
| **Point of failure** | **Recovery time** |
| SQL Database | Less than 1 hour |
| Portal | Less than 30 minutes |
| Internet connectivity | Under 5 minutes |
| Lync/Exchange  | Within 4 hours |

 |
| **Key Personnel & Customer Responsibilities** *(see Call Off Clause 15)**List below or append as a clearly marked document to include Key Roles* |
| **Key Personnel***List below or append as a clearly marked document to include Key Roles* | **Customer Responsibilities***List below or append as a clearly marked document* |
| Click here to enter text. | Click here to enter text. |

|  |
| --- |
| **Service Levels and Service Credits** *(see Part A of Call Off Schedule 6)* |
| **Service Levels***The Service Levels are as specified in Framework Schedule 26* |
| **Service Levels and Service Credits Table**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Level Performance Criterion** | **Key Indicator** | **Service Level Performance Measure** | **Service Level Threshold** | **Service Credit for each Service Period** |
| Availability of the TEM System. | Customer Satisfaction | ≥ 99% during Service Hours in any Service Period |  | The number of Service Days and Service Hours in a given month is calculated to establish the 99% threshold. E.g. September 2017 has 21 working days, so210 hours (10 hour working day). 99% of 210 hours is 207 hours 54 mins.Service Credits will be applied as a Service Day rate up to the 10 Service Hours below the threshold. E.g. if the System is not available for 1minute below the threshold, 1 day rate of Service Credit will be applied. For 10 hours 1 minute, 2 day rates of Service Credit will be applied.Each Day Rate Service Credit will be worked out as the total TEM charge divided by the number of Service Days rounded to 2 decimal places e.g. rounded £1000 TEM charge/21 Service Days = £47.62 day rate Service Credit.For Gainshare model the principle of total TEM charge divided by Service Days applies. However, the TEM charge will be calculated on agreed savings for the month in question. |

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| **Service Credit Cap***Agree and specify the Service Credit Cap in the marked areas below*In the period from the Call Off Commencement Date to the end of the first Call Off Contract Year **[xxx]%** of the Charges paid and payable; andDuring the remainder of the Call Off Contract Period **[xxx]%** of the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the period of twelve (12) Months immediately preceding the Month in respect of which Service Credits are accrued. |

### 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.Click here to enter text. |

###  Section E

**Call Off Contract award**

This Call Off Contract is awarded in accordance with the provisions of the Technology Expense Management 2 Framework Agreement ref. RM3802.

The Supplier shall provide the 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 |  |