

SERVICE REQUEST FORM

MoD IAS Call-Off Agreement

Service Request No. 002

- A. On 13 September 2016 the Customer entered into a Call-Off Agreement with the Supplier for the provision of the Services in accordance with and subject to the terms and conditions of the Standard Terms as amended and supplemented by the Call-Off Order Form No. **074**.
- B. The Customer wishes to commission and/or decommission Services as specified in this Service Request.
- C. This Service Request incorporates the terms of and is governed by the Call Off-Agreement and sets out the specific terms and conditions whereby the Supplier will provide the Customer with, or decommission, the Services set out in this Service Request.
- D. In this Service Request Form, unless the context otherwise requires, capitalised words shall have the meanings set out in Schedule 1 (Definitions) to the Framework Agreement.

Section 1: Customer

This Service Request is issued by the following Customer:

1.	Customer name and contact details	Ministry of Defence Information Application Services (MoD IAS) Information Application Services (The Army Software House) IDL 405, Headquarters Field Army, Ramillies Building, Marlborough Lines, Monxton Road, Andover, Hampshire. SP11 8HJ FAO: Maj John McManus Email: john.mcmanus140@mod.gov.uk Tel: 0300 151 3928 Purchase Order number: Customer to provide the supplier with its relevant purchase order number within 14 days of countersignature of this Service request by the Supplier.
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Section 2: Services

The Services are set out in Annex 1 (Services) to this Service Request.

Section 3: Outline Implementation Activities

2.	Implementation Activities	N/A
3.	Delay Payments	N/A

Section 4: Indicative list of equipment to be commissioned / decommissioned

4.	List of assets	N/A
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Section 5: Customer Responsibilities

5.	Customer Responsibilities	Nothing further to those specified in Appendix 2 to the Call Off Order Form.
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Section 6: Staff Transfer

6.	Staff Transfer	The Part(s) of Schedule 5.1 (Staff Transfers) set out in the Call Off-Order Form shall apply to this Service Request (unless alternative arrangements are specified in the Special Conditions).
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Section 7: Special Conditions

7.	Special Conditions	<p>Interpretation</p> <p>7.1 The following provisions are “Special Conditions” and in the event of any conflict:</p> <p>7.1.1 these Special Conditions shall take precedence over any other provisions of the Call-Off Agreement or Standard Terms; and</p> <p>7.1.2 between the provisions in this Section 7 (Special Conditions) and the provisions of Annex 3 to this Service Request, the provisions in this Section 7 (Special Conditions) shall take precedence.</p> <p>Background</p> <p>7.2 The Customer has previously procured from the Supplier a Dedicated Data Hall and office space from the Supplier at the Supplier’s Cody Park facility pursuant to Service Request 001.</p> <p>7.3 The Customer wishes to further renew and to continue to receive the services in condition 7.2 in accordance with the terms of this Service Request.</p> <p>Scope of this Service Request</p> <p>7.4 The Customer has requested and the Supplier has agreed to continue to provide:</p> <p>7.4.1 a 100kW Secret Dedicated Data Hall at the Supplier’s Cody Park facility;</p> <p>7.4.2 250 ft² (23 m²) of office space for the Customer’s sole use (the “Client Room”);</p> <p>7.4.3 each with a Service Commission Date of 1 November 2021; and</p> <p>7.4.4 for a Committed Service Period of sixty (60) months from and including the Service Commission Date pursuant to condition 7.4.3,</p> <p>as further specified in Part 1 of Annex 1 and Annex 3 to this Service Request.</p> <p>7.5 The physical Dedicated Data Hall and Client Room assigned to and occupied by the Customer under this Service Request shall not change from that assigned and physically occupied by the Customer under Service Request 001.</p> <p>Charges</p> <p>7.6 The Charges (exclusive of VAT) for the Dedicated Data Hall and Client Room referred to in condition 7.4 are detailed in Annex 3 of this Service Request.</p> <p>7.7 The Customer acknowledges and accepts that Indexation will be calculated and applied to the Charges in accordance with the provisions of paragraph 8 of Schedule 3.2 (Pricing), on the 1st April each year during the Committed Service Period. This may result in the Charges payable being greater than those in Annex 3.</p> <p>7.8 For the avoidance of doubt the Charges provided in Annex 3 relating to Power, if any, are an estimate to illustrate the Power charges the Customer may incur during the Committed Service Period. The Customer acknowledges that the Charges relating to Power may increase or decrease for any given period during the</p>
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		<p>Committed Service Period and as a result the Customer may be liable to pay additional costs.</p> <p>7.9 The Customer acknowledges and agrees the Charges in Annex 3 are only in respect of those activities and services specifically set out in this Service Request.</p> <p>7.10 The Customer acknowledges that the Supplier will invoice the Customer for the Dedicated Data Hall and Client Room on or after the Service Commission Date specified in condition 7.4.3 in accordance with Schedule 3.1 (Charges and Invoicing) of the Standard Terms.</p> <p>Framework Authority Fee</p> <p>7.11 The Customer acknowledges that it is liable to pay the “Framework Fee” (Framework Authority Costs as detailed in clause 7 of the Memorandum of Agreement dated 23 July 2015 and made between (i) the Customer and (ii) the Minister for the Cabinet Office) to the Framework Authority, at the prevailing rate (being 2.5% of the annual rent (such rent being the annual Charges for the Cabinet Space, Floor Space or the Dedicated Data Hall Space as the case may be) at the date of this Service Request)</p> <p>7.12 The Customer acknowledges and agrees that the Framework Fee in respect of the Cabinet Space is separate and in addition to any Charges payable to the Supplier. The Customer further agrees to:</p> <p>7.12.1 notify the Framework Authority of its addressee for receipt of requests for payment of the Framework Fee;</p> <p>7.12.2 promptly raise its purchase order for the Framework Fee and forward the same to the Framework Authority (via email to: saurav.sarkar@crownccommercial.gov.uk) following signature of this Service Request by the Supplier; and</p> <p>7.12.3 make payment of the Framework Fee to the Framework Authority promptly upon receiving the Framework Authority's invoice for the same.</p>
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Section 8: Signature

SIGNED for and on behalf of the **Customer**:

Signature	<i>REDACTED for Data Protection</i>
Print Name	TONI PRINCE MCIPS
Title	Army D Info Commercial SCO
Date	22 Oct 21

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SIGNED for and on behalf of the **Supplier**:

Signature	<i>REDACTED for Data Protection</i>	
Print Name	Simon Burrage	<i>Ian Perryman</i>
Title	Crown Hosting CEO	Director
Date	<i>25 October 2021</i>	<i>25 October 2021</i>

Annex 1 (Services)

Part 1: Data Centre Services are required to be provided for the following Commissioned Facilities.

Type of Commissioned Facility	Tick if required	Capacity to be commissioned	Committed Service Period	Security classification	Service Commission Date
Dedicated Data Hall Space	<input checked="" type="checkbox"/>	100 kW at the Supplier's Cody Park facility	<input type="checkbox"/> 24 months <input type="checkbox"/> 36 months <input type="checkbox"/> 48 months <input checked="" type="checkbox"/> 60 months	<input checked="" type="checkbox"/> Secret <input type="checkbox"/> Top Secret	See condition 7.4.3

Part 2: Data Centre Services are required to be decommissioned for the following Commissioned Facilities

Not used.

Part 3: The following Additional Services are required to be provided

Not used.

Annex 2: Lead Times

Not used.

Annex 3: Charges Illustration

Customer	074	
SRF	002	
Service Commencement Date	01 November 2021	
Term End	31 October 2026	
kW	100.00	
Rate (£, per kW, per annum)	3,062.52	
Rate (£, per kW, per month)	255.21	5 Year Rate
Monthly Rental Charge (£)	25,521.03	
Indexation	Excluded	Actual indexation will be applied in accordance with Schedule 3.2, illustrated at 3% cap
Rebate	4.00%	Applicable to rent charges only
Framework Fee	2.50%	Charged directly by CCS
All figures exclude VAT		

Month	Month	Rent (£)	Rebate (£)	Power (£)	Sub-Total (£)	Framework Fee (£)	Total (£)
1	Nov-21	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
2	Dec-21	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
3	Jan-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
4	Feb-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
5	Mar-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
6	Apr-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
7	May-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
8	Jun-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
9	Jul-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
10	Aug-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
11	Sep-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
12	Oct-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
13	Nov-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
14	Dec-22	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
15	Jan-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
16	Feb-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
17	Mar-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
18	Apr-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
19	May-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
20	Jun-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
21	Jul-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
22	Aug-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
23	Sep-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
24	Oct-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
25	Nov-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
26	Dec-23	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
27	Jan-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
28	Feb-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
29	Mar-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
30	Apr-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
31	May-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
32	Jun-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
33	Jul-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
34	Aug-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
35	Sep-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
36	Oct-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
37	Nov-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
38	Dec-24	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
39	Jan-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
40	Feb-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
41	Mar-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
42	Apr-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
43	May-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
44	Jun-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
45	Jul-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
46	Aug-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
47	Sep-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
48	Oct-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
49	Nov-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
50	Dec-25	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
51	Jan-26	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
52	Feb-26	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
53	Mar-26	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
54	Apr-26	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
55	May-26	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
56	Jun-26	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
57	Jul-26	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
58	Aug-26	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
59	Sep-26	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69
60	Oct-26	25,521.03	(1,020.84)	2,500.00	27,000.19	612.50	27,612.69

Totals (£, excluding VAT and excluding indexation)	1,531,261.75	-61,250.40	150,000.00	1,620,011.35	36,750.00	1,656,761.35
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includes April 21 indexation

indexation not presented

indexation not presented

indexation not presented

indexation not presented

indexation not presented