**SERVICE REQUEST FORM**

**Order Form No. 193 (MOD Contract) Call-Off Agreement**

**Service Request No. 001**

1. On 01/11/2020 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.**193**
2. The Customer wishes to commission and/or decommission Services as specified in this Service Request.
3. 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.
4. 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:

|  |  |  |
| --- | --- | --- |
|  | **Customer name and contact details** | **Redacted** |

**Section 2: Services**

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

**Section 3: Outline Implementation Activities**

|  |  |  |
| --- | --- | --- |
|  | **Implementation Activities** | Not applicable. |

|  |  |  |
| --- | --- | --- |
|  | **Delay Payments** | Not applicable. |

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

|  |  |  |
| --- | --- | --- |
|  | **List of assets** | Not applicable. |

**Section 5: Customer Responsibilities**

|  |  |  |
| --- | --- | --- |
| 1.
 | **Customer Responsibilities** | None. |

**Section 6: Staff Transfer**

|  |  |  |
| --- | --- | --- |
|  | **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).  |

**Section 7: Special Conditions**

|  |  |  |
| --- | --- | --- |
|  | **Special Conditions** | **Interpretation** * 1. The following provisions are “Special Conditions” and in the event of any conflict:
		1. these Special Conditions shall take precedence over any other provisions of the Call-Off Agreement or Standard Terms; and
		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

**Scope of this Service Request*** 1. The Customer has requested and the Supplier has agreed to provide:
		1. **REDACTED**;
		2. with a Service Commission Date being the next Working Day following the Supplier’s last countersignature of this Service Request; and
		3. for a Committed Service Period of 60 months from the Service Commission Date pursuant to condition 7.2.2,

as further specified in Part 1 of Annex 1.* 1. The Customer’s requirements for further fit-out, cabling and other requirements will follow under future Service Requests.

**Charges*** 1. The Charges (exclusive of VAT) for the Dedicated Data Hall referred to in condition 7.2 are detailed in Annex 3 of this Service Request.
	2. 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.
	3. 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 Committed Service Period and as a result the Customer may be liable to pay additional costs.
	4. 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.
	5. The Customer acknowledges that the Supplier will invoice the Customer for the Cabinet Space on or after the Service Commission Date specified in condition 7.2.5 in accordance with Schedule 3.1 (Charges and Invoicing) of the Standard Terms.

**Framework Authority Fee*** 1. The Customer acknowledges that it is liable to pay the “Initial Framework Costs” (as defined in the Memorandum of Agreement dated 23 July 2015 and made between (i) the Ministry of Defence 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).
	2. The Customer acknowledges and agrees that the Initial Framework Costs in respect of the Cabinet Space is separate and in addition to any Charges payable to the Supplier. The Customer further agrees to:
		1. notify the Framework Authority of its addressee for receipt of requests for payment of the Initial Framework Costs;
		2. promptly raise its purchase order for the Initial Framework Costs and forward the same to the Framework Authority (via email to: saurav.sarkar@crowncommercial.gov.uk) following signature of this Service Request by the Supplier; and
		3. make payment of the Initial Framework Costs to the Framework Authority promptly upon receiving the Framework Authority’s invoice for the same.
 |

**Section 8: Signature**

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

|  |  |
| --- | --- |
| **Signature** | **REDACTED** |
| **Print Name** | **REDACTED** |
| **Title** | **REDACTED** |
| **Date** | **REDACTED** |

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

|  |  |  |
| --- | --- | --- |
| **Signature** | **REDACTED** |  |
| **Print Name** | **REDACTED** |  |
| **Title** | **REDACTED** |  |
| **Date** | **REDACTED** |  |

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**  |
| Floor Space  |  |  | 🞏 1 month🞏 6 months🞏 12 months🞏 24 months🞏 36 months🞏 48 months🞏 60 months | 🞏 Official |  |
| Cabinet Space  |  |  | 🞏 1 month🞏 6 months🞏 12 months🞏 24 months🞏 36 months🞏 48 months🞏60 months | 🞏 Official |  |
| Dedicated Data Hall Space |  |  | 🞏 12 months🞏 24 months🞏 36 months🞏 48 months🞏 60 months | 🞏 Official |  |
| 🗹 | **REDACTED** | 🞏 24 months🞏 36 months🞏 48 months🗹 60 months | **REDACTED** | See condition 7.2.2 |

**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**

| **Type of Commissioned Facility** | **Capacity / Additional Service to be commissioned / decommissioned** | **Commissioning Lead Time**  | **Decommissioning Lead Time**  |
| --- | --- | --- | --- |
| Floor Space  | ≤ 109 kW | 1 month | 1 month |
| >109kW but ≤545kW per Relevant Data Centre  | 3 months per Relevant Data Centre | 3 months per Relevant Data Centre |
| >545 kW per Relevant Data Centre | 6 months per Relevant Data Centre | 6 months per Relevant Data Centre |
| Cabinet Space  | ≤109 kW | 1 month | 1 month |
| >109kW but ≤545kW per Relevant Data Centre | 3 months per Relevant Data Centre | 3 months per Relevant Data Centre |
| >545 kW per Relevant Data Centre | 6 months per Relevant Data Centre | 6 months per Relevant Data Centre |
| Dedicated Data Hall | < 200 kW per Relevant Data Centre at SECRET & TOP SECRET | 6 months per Relevant Data Centre | 6 months per Relevant Data Centre |
| 500 kW per Relevant Data Centre and above at OFFICIAL | 6 months per Relevant Data Centre | 6 months per Relevant Data Centre |
| Structured Cabling Service - Backbone Cabling  | As set out in Part 3 of Annex 1 | 2 months | Not Applicable |
| Structured Cabling Service - Horizontal Cabling  | As set out in Part 3 of Annex 1 | 1 month | Not Applicable |
| Static Transfer Switches  | As set out in Part 3 of Annex 1 | 1 month | Not Applicable |
| Additional Power Cables | As set out in Part 3 of Annex 1 | 1 month | Not Applicable |
| Power Strips | As set out in Part 3 of Annex 1 | 1 month | Not Applicable |
| Intelligent Hands | As set out in Part 3 of Annex 1 | 1 month | Not Applicable |
| Floor Strengthening (NOTE: In association with a Dedicated Data Room for SECRET and TOP SECRET) | As set out in Part 3 of Annex 1 | 6 months per Relevant Data Centre | 6 months per Relevant Data Centre |
| Inter Data Centre WAN Usage - Single route ethernet services  | As set out in Part 3 of Annex 1 | 1 month | The period on and from the effective decommissioning date to the last day of the Committed Service Period. |
| Inter Data Centre WAN Usage - Single route fibre channel services | As set out in Part 3 of Annex 1 | 2 month | The period on and from the effective decommissioning date to the last day of the Committed Service Period. |
| Inter Data Centre WAN Usage - Diverse ethernet services  | As set out in Part 3 of Annex 1 | 1 month | The period on and from the effective decommissioning date to the last day of the Committed Service Period. |
| Inter Data Centre WAN Usage - Diverse fibre channel services | As set out in Part 3 of Annex 1 | 2 month | The period on and from the effective decommissioning date to the last day of the Committed Service Period. |

**Annex 3: Part A - Illustration of Charges**

**REDACTED**

**Annex 3: Part B - Illustration of Power Charges**

**REDACTED**