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SERVICE REQUEST FORM

Department for Work and Pensions Call-Off Agreement

Service Request No. DWP03 014

- A. On 16 March 2015 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. 001.
- 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.

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Section 1: Customer

This Service Request is issued by the following Customer:

1.	Customer name and contact details	Department for Work and Pensions ("DWP") (FOI Section 40) REDACTED, Technology Re-Hosting Project, Department for Work and Pensions, 1 st Floor, 301 Bridgewater Place, Birchwood Park, Warrington WA3 6XF Purchase Order Number: Customer to provide its Purchase Order number within 14 days of signature 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	None.
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3.	Delay Payments	None.
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Section 4: Indicative list of equipment to be commissioned / decommissioned

4.	List of assets	None.
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Section 5: Customer Responsibilities

5.	Customer Responsibilities	As specified in 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	Dedicated Data Hall Space 7.1 This Service Request is for the provision of a 760kW of Dedicated Data Hall Space as specified in Annex 1. Service Commission Date and Commissioning Lead Times
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		<p>7.2 Notwithstanding the standard Commissioning Lead Times specified in Annex 3 to this Service Request, the Supplier shall as a Special Condition, provide the Dedicated Data Hall Space to the Customer by the Service Commission Date specified in Part 1 of Annex 1 to this Service Request.</p> <p>7.3 The Customer's fit out and other requirements will follow in separate Service Requests.</p> <p>Charges Payable to the Supplier (FOI Section 40) REDACTED</p>
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Section 8: Signature

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

Signature	
Print Name	
Title	
Date	

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

Signature		
Print Name		
Title	Director / CEO	Director / CEO
Date		

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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	-	-	<input type="checkbox"/> 1 month <input type="checkbox"/> 6 months <input type="checkbox"/> 12 months <input type="checkbox"/> 24 months <input type="checkbox"/> 36 months <input type="checkbox"/> 48 months <input type="checkbox"/> 60 months	<input checked="" type="checkbox"/> Official	-
Cabinet Space	-	-	<input type="checkbox"/> 1 month <input type="checkbox"/> 6 months <input type="checkbox"/> 12 months <input type="checkbox"/> 24 months <input type="checkbox"/> 36 months <input type="checkbox"/> 48 months <input type="checkbox"/> 60 months	<input checked="" type="checkbox"/> Official	-
Dedicated Data Hall Space	<input checked="" type="checkbox"/>	760 kW Dedicated Data Hall Space only at the Supplier's Cody Park campus in Farnborough	<input type="checkbox"/> 12 months <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"/> Official	20 May 2016
	-	-	<input type="checkbox"/> 24 months <input type="checkbox"/> 36 months <input type="checkbox"/> 48 months <input type="checkbox"/> 60 months	<input type="checkbox"/> Secret <input type="checkbox"/> Top Secret	-

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

Not used

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

Additional Service	Requirements			Date Additional Service is Required												
<p>Structured Cabling Service - Backbone Cabling (with each termination being a Lucent Connector or equivalent in accordance with Schedule 3.1)</p> <p>Please specify the category and quantity of the structured cabling required.</p> <p>Cables must be purchased in groups of either 6 or 12 pairs.</p>	Specification	Quantity	No. of pairs (6 or 12)	-												
	Cat 5e															
	Length of cable in metres	-	-													
	Cat 5e (shielded cable)															
	Length of cable in metres	-	-													
	Cat 6															
	Length of cable in metres	-	-													
	Cat 6 (shielded cable)															
	Length of cable in metres	-	-													
	Multimode Fibre (50/125 OM4)															
	Length of cable in metres	-	-													
	Singlemode Fibre (9/125 OS1)															
	Length of cable in metres	-	-													

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Additional Service	Requirements			Date Additional Service is Required
<p>Structured Cabling Service - Horizontal Cabling (with each termination being a Lucent Connector or equivalent in accordance with Schedule 3.1)</p> <p>Please specify the category and quantity of the structured cabling required.</p> <p>Cables must be purchased in groups of either 6 or 12 pairs.</p>	Specification and volume band	Quantity	No. of pairs (6 or 12)	-
	Cat 5e			
	Length of cable in metres	-	-	
	Cat 5e (shielded cable)			
	Length of cable in metres	-	-	
	Cat 6			
	Length of cable in metres	-	-	
	Cat 6 (shielded cable)			
	Length of cable in metres	-	-	
	Multimode Fibre (50/125 OM4)			
	Length of cable in metres	-	-	
	Singlemode Fibre (9/125 OS1)			
	Length of cable in metres	-	-	
<p>Static Transfer Switches (rack mountable)</p> <p>Please specify the category and quantity of the static switches required.</p>	Specification		Quantity	-
	12 way - 2 x IEC C13 in, 12 x IEC C13 out		-	
	12 way - 2 x IEC C13 in, 12 x IEC C19 out		-	
	6 way - 2 x IEC C13 in, 6 x UK 3 pin plug out		-	

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Additional Service	Requirements		Date Additional Service is Required
Additional Power Cables Please specify the category and quantity of additional power cables required.	Specification	Quantity (no. of terminations)	-
	16A Single Phase with Commando Connection (IEC 60309)	-	
	32A Single Phase with Commando Connection (IE 60309)	-	
	32A Three Phase with Commando Connection (IEC 60309)	-	
Power Strips Please specify the category and quantity of additional power strips required.	Specification	Quantity	-
	Single phase 24 way	-	
	Three phase 24 way	-	
Intelligent Hands Please specify whether intelligent hands are required.	Intelligent Hands Required	Intelligent Hands Not Required	20 May 2016
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Floor Strengthening	Specification	Quantity (m²)	-

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Additional Service	Requirements			Date Additional Service is Required
	Strengthen Floor Space to Tier 2 requirements	-		
	Strengthen Floor Space to Tier 3 requirements	-		
<p>Inter Data Centre WAN Usage - Single route services using shortest route</p> <p>Please specify the circuit and port type and number of months of WAN usage required.</p> <p>Usage should be specified in increments of either:</p> <ul style="list-style-type: none"> • 1 month • 6 months • 12 months • 24 months • 36 months • 48 months • 60 months 	Circuit Type	Single or Dual port presentation	Committed Service Period (month(s))	-
	500 Mbps ethernet private line/MPLS	Single	-	
	1 Gbps ethernet private line/MPLS	Single	-	
	1 Gbps optical managed wavelength for ethernet	Single	-	
	10 Gbps optical managed wavelength for ethernet	Single	-	
	2 Gbps optical managed wavelength for fibre channel	Single	-	
	4 Gbps optical managed wavelength for fibre channel	Single	-	
	8 Gbps optical managed wavelength for fibre channel	Single	-	
<p>Data Centre WAN Usage - Diverse services using geographically diverse separate fibre routes, data centre entry diversity</p>	Circuit Type	Single or Dual port presentation	Committed Service Period (month(s))	-
	1 Gbps optical	Dual	-	

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Additional Service	Requirements			Date Additional Service is Required
and equipment diversity Please specify the circuit and port type and number of months of WAN usage required. Usage should be specified in increments of either: <ul style="list-style-type: none"> • 1 month • 6 months • 12 months • 24 months • 36 months • 48 months • 60 months 	managed wavelength for ethernet			
	10 Gbps optical managed wavelength for ethernet	Dual	-	
	2 Gbps optical managed wavelength for fibre channel	Dual	-	
	4 Gbps optical managed wavelength for fibre channel	Dual	-	
	8 Gbps optical managed wavelength for fibre channel	Dual	-	

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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
	>109 kW but ≤545 kW 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
	>109 kW but ≤545 kW 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

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Type of Commissioned Facility	Capacity / Additional Service to be commissioned / decommissioned	Commissioning Lead Time	Decommissioning Lead Time
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.