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SERVICE REQUEST FORM

Medicines and Healthcare Products Regulatory Agency Call-Off Agreement

Service Request No. 006

- A. On 12 June 2017 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. **068**.
- 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	Medicines and Healthcare Products Regulatory Agency (MHRA) Ground Floor 10 South Colonnade Canary Wharf London E14 4PU FAO: REDACTED 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
3.	Delay Payments	Not applicable

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

4.	List of assets	Not applicable
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Section 5: Customer Responsibilities

5.	Customer Responsibilities	Nothing in addition to those set out 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

<div>7.</div>	<div>Special Conditions</div>	<div><div>Interpretation</div><div>7.1</div><div>The following provisions are “Special Conditions” and in the event of any conflict:</div><div>7.1.1</div><div>these Special Conditions shall take precedence over any other provisions of the Call-Off Agreement or Standard Terms; and</div><div>7.1.2</div><div>between the provisions in this Section 7 (Special Conditions) and the provisions of any Annex to this Service Request, the provisions in this Section 7 (Special Conditions) shall take precedence.</div><div>Scope of this Service Request</div><div>7.2</div><div>The Customer has requested and the Supplier has agreed to:</div><div>REDACTED</div><div>together the “Cabinet and Floor Space Fit-out” all at the Supplier’s Cody Park facility and as further specified in Part 1 and Part 3 of Annex 1 and Annex 3 to this Service Request.</div><div>Power limitation for Customer Cabinets</div><div>7.3</div><div>The Customer acknowledges that the:</div><div>REDACTED</div></div>
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		<p>REDACTED</p> <p>REDACTED</p> <p>Charges</p> <p>7.6 The Charges (exclusive of VAT) for the Cabinet and Floor Space Fit-out referred to in condition 7.2 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 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 Cabinet and Floor Space Fit-out on or after the Service Commission Date specified in condition 7.2.6 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 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 and Floor Space) 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 and Floor 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>
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		<p>7.12.2 promptly raise its purchase order for the Framework Fee and forward the same to the Framework Authority (via email to: REDACTED @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> <p>Title & Ownership</p> <p>7.13 For the avoidance of doubt and unless otherwise specified in this Service Request:</p> <p>7.13.1 the Cabinets and associated equipment supplied and installed under condition 7.2.1 of this Service Request shall remain Supplier Equipment;</p> <p>7.13.2 the equipment described in conditions 7.2.2 and 7.2.3 shall upon payment of the Charges in full without set-off, deduction or counterclaim become Customer Equipment; and</p> <p>7.13.3 the equipment described in condition 7.2.5 of this Service Request shall remain Supplier Equipment.</p>
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Section 8: SignatureSIGNED for and on behalf of the **Customer**:

Signature	REDACTED
Print Name	
Title	
Date	19 May 2022

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

Signature	REDACTED	REDACTED
Print Name		
Title		
Date	20 May 2022	20 May 2022

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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 checked="" type="checkbox"/>	REDACTED	<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 checked="" type="checkbox"/> 60 months	<input checked="" type="checkbox"/> Official	See condition 7.2.6
Cabinet Space	<input checked="" type="checkbox"/>		<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 checked="" type="checkbox"/> 60 months	<input checked="" type="checkbox"/> Official	See condition 7.2.6

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
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)	REDACTED	
	32A Single Phase with Commando Connection (IE 60309)		
	32A Three Phase with Commando Connection (IEC 60309)		See condition 7.2.6

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Annex 2: Lead Times

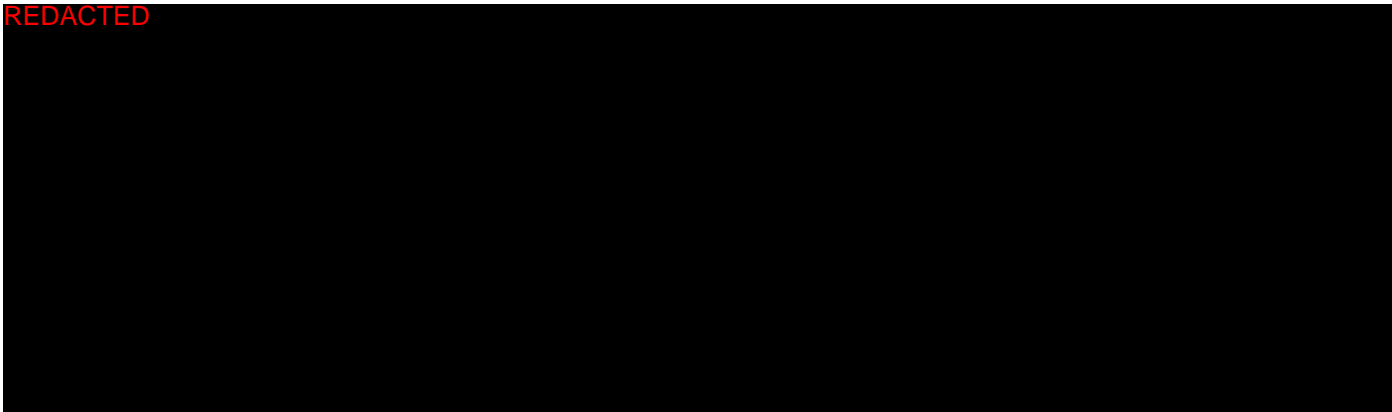
Type of Commissioned Facility	Capacity / Additional Service to be commissioned / decommissioned	Commissioning Lead Time	Decommissioning Lead Time
Floor Space	REDACTED		
Cabinet Space			
Dedicated Data Hall			
Structured Cabling Service - Backbone Cabling			
Structured Cabling Service - Horizontal Cabling			
Static Transfer Switches			
Additional Power Cables			
Power Strips			
Intelligent Hands			

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Type of Commissioned Facility	Capacity / Additional Service to be commissioned / decommissioned	Commissioning Lead Time	Decommissioning Lead Time
Floor Strengthening (NOTE: In association with a Dedicated Data Room for SECRET and TOP SECRET)	REDACTED		
Inter Data Centre WAN Usage - Single route ethernet services			
Inter Data Centre WAN Usage - Single route fibre channel services			
Inter Data Centre WAN Usage - Diverse ethernet services			
Inter Data Centre WAN Usage - Diverse fibre channel services			

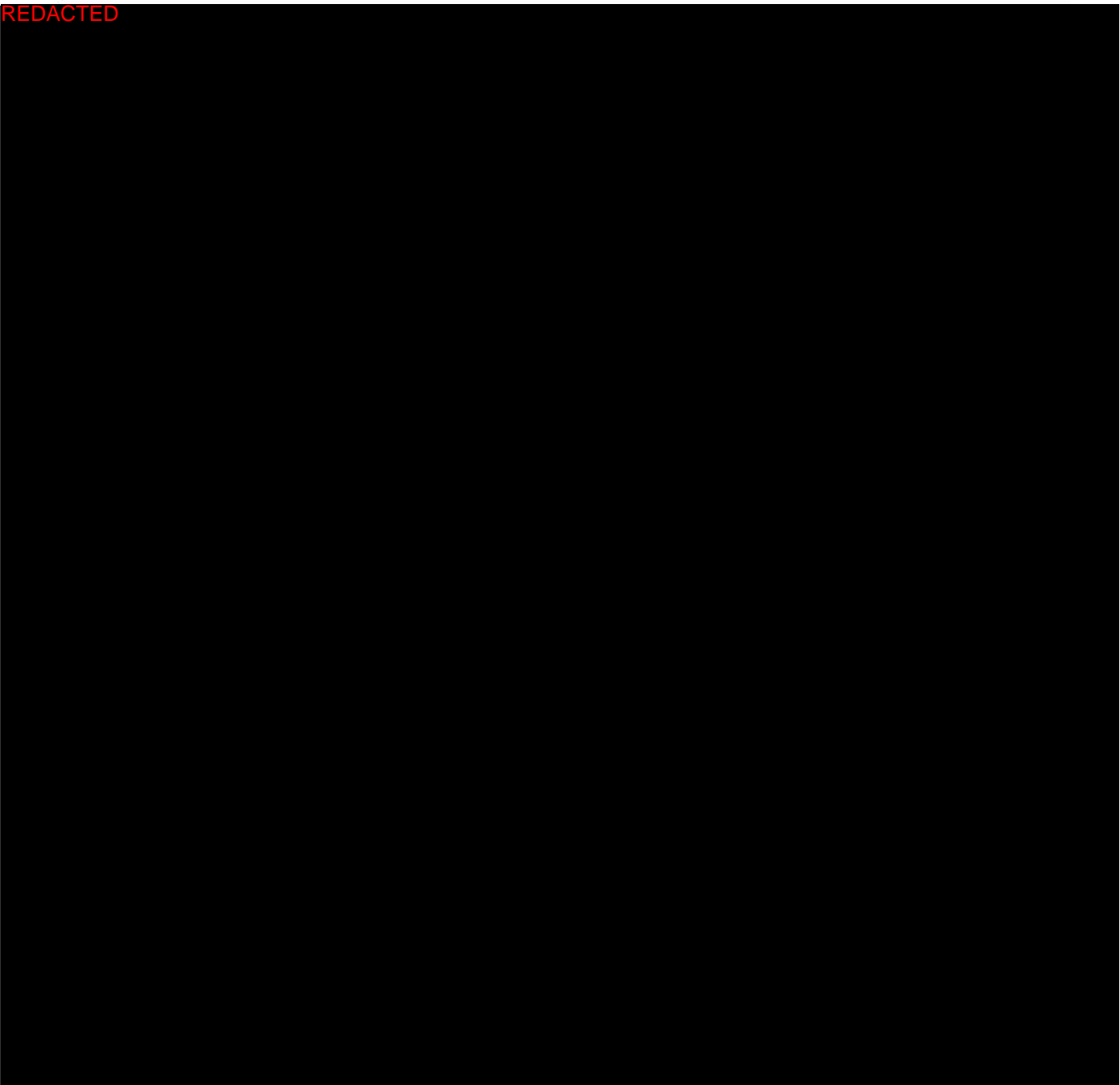
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REDACTED



Index	Month	Month	Fit Out Works (£)	Rent (£)	Rebate (£)	Power (£) - estimate only	Sub-Total (£)	Framework Fee (£)	Total (£)
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REDACTED



Totals (£, excluding VAT)

33,319.75	312,488.24	-	12,499.58	174,039.00	507,347.41	7,499.72	514,847.13
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Annex 3: Part B – Supporting Detail

REDACTED



REDACTED



Term

60

£174,039.00

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REDACTED



33,319.75