



Crown
Commercial
Service

G-CLOUD 8 CALL-OFF CONTRACT

Part A - Order Form

Buyer	Department For Work and Pensions
Service reference	<u>762452320633731238812162829043</u>
Supplier	MongoDB Limited
Call-Off Contract ref.	N/A
Call-Off Contract title	MongoDB Professional Services
G-Cloud Framework No.	GCloud 8
Call-Off Contract description	MongoDB Professional Services – Dedicated Consulting Engineer – 25 Days
Start date	3-4-2017
End date	2-4-2018
Call-Off Contract value	£53,750
Charging method	Electronic Invoice
Purchase order No.	████

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This Order Form is issued in accordance with the G-Cloud 8 Framework Agreement (RM1557viii).

This Order Form may be used by Buyers to specify their G-Cloud service requirements when placing an Order.

The Order Form cannot be used to alter existing terms or add any supplementary terms that materially change the Deliverables offered by the Supplier and defined in the Tender documents, such as the Service Definition and the Supplier Terms.

There are terms within the Call-Off Contract that may be defined in the Order Form. These are identified in the contract with the use of square brackets e.g. “[this is a term you can alter]”.

Project reference: UCP
Buyer reference: Department for Work and Pensions (DWP)

Order date: 31/3/2017
Purchase order: [REDACTED]

From: the Buyer
[REDACTED]

To: the Supplier
MongoDB Limited
Phone - [REDACTED]
Supplier's address:
[REDACTED]
Company number: [REDACTED]

Together: the "Parties"

Principle contact details

For the Buyer:	Name & title:	[REDACTED]
	Email:	[REDACTED]
	Phone:	[REDACTED]
For the supplier	Name & title:	[REDACTED]
	Email:	[REDACTED]
	Phone:	[REDACTED]

Call-off contract term

Commencement date: This Call-Off Contract commences on 3 April 2017 and is valid for 12 months.

Termination: In accordance with Call-Off Contract clause 23 the notice period required for Termination is at least 90 working days from the date of written notice for disputed sums or at least 30 days from the date of written notice for termination without cause.

Buyer contractual details

This Order is for the G-Cloud Services outlined below. It is acknowledged by the Parties that the volume of the G-Cloud Services utilized by Buyer may vary from time to time during the course of this Call-Off Contract, subject always to the terms of the Call-Off Contract.

G-Cloud 8 Lot This Call-Off Contract is for the provision of Services under
LOT 4 Specialist Cloud Services

G-Cloud 8 services required: The Services to be provided by the Supplier under the above Lot are listed in Schedule 1 and outlined below:

MongoDB Professional Services - Consultant Day - 25 days of Consulting by MongoDB's Subject Matter Experts

Additional Services: Not Applicable

Location: The Services will be delivered to Universal Credit Project, DWP,
[REDACTED]

Quality standards: Not Applicable

Technical standards Not Applicable

On-boarding	Not Applicable
Off-boarding	Not Applicable
Limit on supplier's liability:	In accordance with Call-Off Contract clause 31.5, the Limit on supplier's liability for direct loss, destruction, corruption, degradation or damage to the Buyer Data or the Buyer Personal Data or any copy of such Buyer Data is the value of this Call-Off Contract
Insurance:	In accordance with Call-Off Contract clause 10, the insurance(s) required will be: <ul style="list-style-type: none"> - A minimum insurance period of 6 years following the expiration or earlier termination of this Call-Off Contract - Professional indemnity insurance cover to be held by the Supplier and by any agent, Sub-Contractor or consultant involved in the supply of the G-Cloud Services. This professional indemnity insurance cover will have a minimum limit of indemnity of £1,000,000 for each individual claim or such higher limit as the Buyer may reasonably require (and as required by Law) - Employers' liability insurance with a minimum limit of £1,000,000 or such higher minimum limit as required by Law from time to time.
Buyer's Responsibilities	Not Applicable
Buyer's equipment	Not Applicable
Supplier's information	
Commercially sensitive information:	Not Applicable
Subcontractors / Partners:	Not Applicable

Call-Off Contract Charges and payment

The Call-Off Contract charges and payment details are below. See Schedule 2 for a full breakdown.

Payment method (GPC or BACS):	The method of payment for this Call-Off Contract is BACS
Payment profile:	The Supplier shall issue one electronic invoice for the full amount. The customer shall pay the supplier within thirty (30) calendar days of receipt of a valid invoice
Invoice details:	In accordance with Call-Off Contract clause 8, the Buyer will pay the Supplier within 30 calendar days of receipt of a valid invoice.
Who and where to send invoices to:	Invoices shall be sent to [REDACTED]
Invoice information required – eg PO, project ref, etc.	All invoices must include [REDACTED]
Invoice frequency	Invoice will be sent to the Buyer for the full amount at the beginning of the Call-off Contract
Call-Off Contract value:	The value of this Call-Off Contract is £53,750
Call-Off Contract Charges:	[REDACTED]

Additional Buyer terms

Performance of the service and deliverables This Call-Off Contract will include the following implementation plan and milestones:

Proposed agenda:

- Work with the senior UC team to understand the recent reliability issues and to capture detailed data and metrics for review by the MongoDB consulting and global support team
- Root cause analysis of problems
- Understand UC key project milestones and deliverables
- Work with the UC senior team to discuss required changes to alleviate current “Fires” and create a plan to implement required changes
- Document UCFS RTO/RPO requirements and implement Backup and PIT Recovery best practices
- Implement MongoDB Ops Manager monitoring to capture real time operational metrics
- Operational Playbook, i.e.
 - How to log a support ticket,
 - What numbers to call to speak with our proactive support team
 - How to use Ops Manager to capture diagnosis information
- Training needs analysis for core team

Collaboration agreement The Buyer does not require the Supplier to enter into a Collaboration Agreement.

Warranties, representations Not Used

Supplemental requirements in addition to the call-off terms Not Used

Buyer specific amendments to/refinements Not Used

**of the Call-Off
Contract terms**

**Public Services
Network (PSN)** • Not Used

Formation of Contract

- 1.1 By signing and returning this Order Form (Part A), the Supplier agrees to enter into a Call-Off Contract with the Buyer.
- 1.2 The parties agree that they have read the Order Form (Part A) and the Call-Off Contract terms and by signing below agree to be bound by this Call-Off Contract.
- 1.3 In accordance with the Buying process set out in the Framework Agreement, this Call-Off Contract will be formed when the Buyer acknowledges the receipt of the signed copy of the Order Form from the Supplier.
- 1.4 The terms and conditions of the Call-Off Contract and Order Form will supersede those of the Supplier Terms and Conditions.

2. Background to the agreement

- (A) The Supplier is a provider of G-Cloud Services and undertook to provide such Services under the terms set out in Framework Agreement number RM1557viii (the "Framework Agreement").
- (B) The Buyer served an Order Form for Services to the Supplier.

SIGNED:

	Supplier:	Buyer:
Name:	[REDACTED]	[REDACTED]
Title:	[REDACTED]	[REDACTED]
Signature:	<u> X </u>	<u> X </u>
Date:	Click here to enter a date.	Click here to enter a date.