

**FRAMEWORK SCHEDULE 4**

**TECHNOLOGY PRODUCT ORDER FORM AND TECHNOLOGY PRODUCT CALL-OFF  
TERMS**

## PART 1 – TECHNOLOGY PRODUCT ORDER FORM

### SECTION A

This Order Form is issued in accordance with the provisions of the Technology Product Framework Agreement RM 1054. The Supplier agrees to supply the Goods and/or Services specified below on and subject to the Order Form and the Call Off Terms (together referred to as the Call Off Contract).

**DATE** 12/09/2016

**ORDER NUMBER** CCIS16A16

**FROM** (Redacted)

"CUSTOMER" <sup>1</sup>

(Redacted)

(Redacted)

Attention: (Redacted) Email: (Redacted)

**TO** COMPUTACENTER UK LTD

"SUPPLIER" <sup>2</sup>

(Redacted)

(Redacted)

Attention: (Redacted) Email: (Redacted)

### SECTION B

#### 1. TERM

##### 1.1 Call Off Commencement Date:

29/09/2016 <sup>3</sup>

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**1.2 Call Off Expiry Date:**

End date of Call Off Initial Period

**28/09/2019** <sup>4</sup>**End date of Call Off Extension Period**

N/A

**2. CUSTOMER CORE GOODS AND/OR SERVICES REQUIREMENTS****2.1 Goods and/or Services required (including any items which are considered business critical)**3 Year support for the following F5's, details below. Requirement to include ability to go to F5 direct.<sup>5</sup>

Serial Numbers	Contract End Date	Support	Part Number
F5-DGRP-HNMM	28/09/2016	Level 1-3 Premium Service for BIG-IP	F5-SVC-BIG-PRE-LI-3-DNS
		Next Day Hardware Replacement	F5-SVC-BIG-RMA-2
F5-VSYC-RDMO	28/09/2016	Level 1-3 Premium Service for BIG-IP	F5-SVC-BIG-PRE-LI-3-DNS
		Next Day Hardware Replacement	F5-SVC-BIG-RMA-2
F5-OQRG-NDWC	28/09/2016	Level 1-3 Premium Service for BIG-IP	F5-SVC-BIG-PRE-LI-3-DNS
		Next Day Hardware Replacement	F5-SVC-BIG-RMA-2
F5-GYNY-PKZE	28/09/2016	Level 1-3 Premium Service for BIG-IP	F5-SVC-BIG-PRE-LI-3-DNS
		Next Day Hardware Replacement	F5-SVC-BIG-RMA-2
F5-QGIW-ETLU	28/09/2016	Level 1-3 Premium Service for BIG-IP	F5-SVC-BIG-PRE-LI-3-DNS
		Next Day Hardware Replacement	F5-SVC-BIG-RMA-2

**2.2 Packing/Packaging**

N/A

**2.3 Warranty Period (Goods only)**

N/A

**2.4 Location/Sites of Delivery**(Redacted)<sup>6</sup>**2.5 Dates for Delivery of the Goods and/or the Services**

29th September 2016

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## **2.6 Implementation Plan**

**N/A**

## **2.7 Standards and Quality**

**N/A**

## **2.8 Service Levels and Service Credits**

**N/A**

## **2.9 Critical Service Level Failure**

**N/A**

## **2.10 Performance Monitoring**

**N/A**

## **2.11 Security Requirements (including details of Security Policy and outline Security Management Plan)**

**N/A**

## **2.12 Software**

**N/A**

Third party software (if any) shall be licensed subject to the third party licensor's standard licence terms which shall govern the supply, the Customer's use of and obligations relating to the software in their entirety and which shall prevail in the event of any conflict with the terms and conditions of this Call-Off Contract.

## **2.13 Customer Complaints Handling Escalation Path**

**N/A**

# **3. SUPPLIER'S INFORMATION**

## **3.1 Commercially Sensitive Information**

Supplier's pricing and/or any Supplier specific solution(s).

Call-off Term +2 years

## **3.2 Termination on Customer Cause for Failure to Pay**

An amount equal to one (1) month's average Call-Off Contract Charges or equivalent.

## **3.3 Supplier Complaints Handling Escalation Path**

**(Redacted)**

#### **4. CUSTOMER RESPONSIBILITIES**

##### **4.1 Customer Responsibilities**

#### **5. CALL OFF CONTRACT CHARGES AND PAYMENT**

##### **5.1 Call Off Contract Charges payable by the Customer (including any applicable Milestone Payments and/or discount(s), but excluding VAT) and payment terms/profile including method of payment (e.g. Government Procurement Card (GPC) or BACS)**

Refer to Call off Schedule 3: Call off Contract Charges

Annex 2 – Pricing Schedule

The Supplier shall submit invoices directly to the billing address as per the Customer's order.

The Supplier shall invoice the Customer for Goods on despatch and for Services as per Supplier's quotation.

### **SECTION C**

#### **6. CUSTOMER OTHER CONTRACTUAL REQUIREMENTS**

##### **6.1 Call Off Guarantor**

NOT APPLICABLE

##### **6.2 Limitations on Liability**

N/A

##### **6.3 [Insurance]**

N/A

##### **6.4 Termination without cause**

N/A

#### **7. ADDITIONAL AND/OR ALTERNATIVE CLAUSES**

##### **7.1 Supplemental requirements to the Call-Off Terms**

N/A

##### **7.2 Amendments to/refinements of the Call-Off Terms**

N/A

##### **7.3 Alternative and/or Additional Clauses (select from Annex 1 to the Call Off Terms) N/A**

## 8. FORMATION OF CALL OFF CONTRACT

**8.1** BY SIGNING AND RETURNING THIS ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Goods and the Services.

**8.2** The Parties hereby acknowledge and agree that they have read the Order Form and the Call-Off Terms and by signing below agree to be bound by this Call Off Contract.

**8.3** In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Order Form from the Supplier within two (2) Working Days from receipt (the "**Call Off Execution Date**").

### For and on behalf of the Supplier:

Name and Title	<b>(Redacted)</b>
Signature	<b>(Redacted)</b>
Date	26 <sup>th</sup> September 2016

### For and on behalf of the Customer:

Name and Title	<b>(Redacted)</b>
Signature	<b>(Redacted)</b>
Date	29 <sup>th</sup> September 2016

