

FRAMEWORK SCHEDULE 4

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

SO14921 PROVISION OF SDD DRIVES FOR HP 3PAR STORAGE CONTRACT

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 22/12/2015

ORDER NUMBER SO14921

FROM Redacted "CUSTOMER"
Redacted

TO Redacted "SUPPLIER"
Redacted

SECTION B

1. TERM

1.1 Call Off Commencement Date:

22/12/2015

1.2 Call Off Expiry Date:

5 years from installation date.

End date of Call Off Extension Period

Not applicable

2. CUSTOMER CORE GOODS AND/OR SERVICES REQUIREMENTS

2.1 Goods and/or Services required (including any items which are considered business critical)

Please refer to Call Off Schedule 2 (Goods and Services)

2.2 [Packing/Packaging]

Not applicable

2.3 [Warranty Period (Goods only)]

Please refer to Clause **Error! Reference source not found.** of the Call Off Terms

2.4 Location/Sites of Delivery

Redacted

Redacted

2.5 Dates for Delivery of the Goods and/or the Services

Goods and installation to be completed by 2nd week in January. Specific dates tbc between customer and supplier.

2.6 Implementation Plan

Not applicable

2.7 Standards and Quality

Please refer to Clause 8 of the Call Off Terms and the definition of Standards

2.8 Service Levels and Service Credits

Please refer to Call Off Schedule 2 (Goods and Services)

2.9 Critical Service Level Failure

Please refer to Clause **Error! Reference source not found.** and Appendix B to Part A of Call Off Schedule 6

2.10 Performance Monitoring

Please refer to Clause 14 (Performance Monitoring)

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

Please refer to Call Off Schedule 8 (Security Management)

2.12 Software

Not applicable

2.13 Customer Complaints Handling Escalation Path

Redacted

Redacted

E-mail: Redacted

Tel: Redacted

Redacted

Redacted

E-mail: Redacted

Tel: Redacted

3. SUPPLIER'S INFORMATION

3.1 Commercially Sensitive Information

Not applicable

3.2 Termination on Customer Cause for Failure to Pay

Refer to Clause 32.1

3.3 Supplier Complaints Handling Escalation Path

Redacted

Email: Redacted

Tel: 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)

Please refer to Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)

SECTION C

6. CUSTOMER OTHER CONTRACTUAL REQUIREMENTS

6.1 Call Off Guarantor

Not applicable

6.2 Limitations on Liability

Please refer to Clause 26

6.3 Insurance

Please refer to Clause 27

6.4 Termination without cause

Please refer to Clause 31.6

7. ADDITIONAL AND/OR ALTERNATIVE CLAUSES

7.1 Supplemental requirements to the Call-Off Terms

Not applicable

7.2 Amendments to/refinements of the Call-Off Terms

Not applicable

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

Not applicable

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	Redacted
Signature	Redacted
Date	Redacted

For and on behalf of the Customer:

Name and Title	Redacted
Signature	Redacted
Date	Redacted