

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE:	SR893910553 - Full Service Now License Renewal
THE BUYER:	HMRC
BUYER ADDRESS	100 Parliament Street, London, SW1A 2BQ
THE SUPPLIER:	boxxe Limited
SUPPLIER ADDRESS:	[REDACTED]
REGISTRATION NUMBER:	[REDACTED]
DUNS NUMBER:	[REDACTED]
SID4GOV ID:	[REDACTED]

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables

It's issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

CALL-OFF LOT(S):

- Lot 3 Software & Associated Services

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions and Interpretation) RM6068
- 3 The following Schedules in equal order of precedence:
 - Joint Schedules for RM6068
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)

Framework Schedule 6

- [Joint Schedule 9 (Minimum Standards of Reliability)]
- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)
- Call-Off Schedules for SR893910553
 - [Call-Off Schedule 1 (Transparency Reports)]
 - [Call-Off Schedule 3 (Continuous Improvement)]
 - [Call-Off Schedule 6 (ICT Services)]
 - [Call-Off Schedule 7 (Key Supplier Staff)]
 - [Call-Off Schedule 8 (Business Continuity & Disaster Recovery) Part B]
 - [Call-Off Schedule 9 (Security) Part B]
 - [Call-Off Schedule 10 (Exit Management) Part B]
 - [Call-Off Schedule 16 (Benchmarking)]
 - [Call-Off Schedule 20 (Call-Off Specification)]

4 CCS Core Terms (version 3.0.6)

5 Joint Schedule 5 (Corporate Social Responsibility) RM6068

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

The following Special Terms are incorporated into this Call-Off Contract:



5. HMRC
Mandatory Terms.doc

CALL-OFF START DATE: 12-08-2022
CALL-OFF EXPIRY DATE: 12-08-2025
CALL-OFF INITIAL PERIOD: 3 years
CALL-OFF OPTIONAL EXTENSION12 months and 8 months
PERIOD

CALL-OFF DELIVERABLES

Product Code	Subscription Product Name	Type	Units
PROD12818	Security Operations Standard- SIR	Devices	80000
PROD01623	Performance Analytics For Security Operations	Application	1
PROD14995	ITOM Operator Pro	Subscription Unit	10640
PROD11482	Integration Hub Enterprise	Transactions	1
PROD14999	ITOM optimisation	Subscription Unit	2000
PROD13612	Additional Non-prod instance	Uk DC	2
PROD11415	Integration Hub starter	Transactions	1
PROD08358	Database encryption	N/A	1
PROD08359	Database encryption	Additional SubProd	2
PROD17147	Customer Service Management Enterprise With App Engine 1000 v6	Fulfiller	4307
PROD15028	Business Stakeholder v3	business Stakeholder User	14000
PROD12011	ITBM Pro	ITBM User	405
PROD17238	HRSD Enterprise v4	HR User	76000
PROD11370	Employee Document Management v2	Application	1
PROD12490	Integrated Risk Management Pro	IRM Operator	22
PROD15338	AI Search Starter	Documents	1

Learning Credits	Units
ServiceNow® Learning Credits	560,800

LOCATION FOR DELIVERY

[REDACTED]

DATES FOR DELIVERY OF THE DELIVERABLES

12th August 2022 – 12th August 2025

[REDACTED]

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 90 days.

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.
The Estimated Year 1 Charges used to calculate liability in the first Contract Year is
[REDACTED]

CALL-OFF CHARGES

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Total Contract Value - [REDACTED]

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.

REIMBURSABLE EXPENSES

[REDACTED]

PAYMENT METHOD

To facilitate payment, the Supplier shall use an electronic transaction system chosen by the Buyer and shall:

- 1. Register for the SAP Ariba electronic transaction system in accordance with the instructions of the Buyer;
- 2. allow the electronic transmission of purchase orders and submitting of electronic invoices via the electronic transaction system.

BUYER'S INVOICE ADDRESS:

HMRC
100 Parliament Street,
London,
SW1A 2BQ

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

KEY STAFF

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

KEY SUBCONTRACTOR(S)

[REDACTED]

COMMERCIALLY SENSITIVE INFORMATION

[REDACTED]

SERVICE CREDITS

[REDACTED]

ADDITIONAL INSURANCES

[REDACTED]

GUARANTEE

[REDACTED]

For and on behalf of the Supplier:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

For and on behalf of Buyer:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]