

OFFICIAL

SERVICE REQUEST FORM

Department for Work and Pensions Call-Off Agreement

Service Request No. 207 (REDACTED – FOI Section 43)

- A. On 16th March 2015 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.001.
- 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.

Section 1: Customer

This Service Request is issued by the following Customer:

1.	Customer name and contact details	Department for Work and Pensions (“DWP”) FOA: REDACTED – FOI Section 40 Data Centre Operations, Infrastructure Services, 2nd Floor Wellesley House, 30 Wellington Road North, Stockport SK4 1LS E: REDACTED – FOI Section 40 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	None.

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

4.	List of assets	None.
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Section 5: Customer Responsibilities

5.	Customer Responsibilities	As specified in 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

7.	Special Conditions	<p>Interpretation</p> <p>7.1 The following are “Special Conditions” which shall in the event of any conflict:</p> <p>7.1.1 take precedence over any other provisions of the Call-Off Agreement or Standard Terms; and</p> <p>7.1.2 between the provisions in this Section 7 (Special Conditions) and the provisions of Annex 3 to this Service Request the provision in this Section 7 (Special Conditions) shall take precedence.</p> <p>Scope of this Service Request</p> <p>7.2 The Customer currently occupies four 760kW Dedicated Data Halls procured under Service Requests REDACTED – FOI Section 43, the Committed Service Period for which will expire on 31 May 2021 and which the Customer wishes to continue to occupy and use..</p> <p>7.3 Accordingly and subject to conditions 7.4, the Customer has requested and the Supplier has agreed to continue to provide:</p> <p>7.3.1 four (4) 760 kW Dedicated Data Halls (known as REDACTED – FOI Section 43), REDACTED – FOI Section 43;</p> <p>7.3.2 with a Service Commission Date of 1 June 2021; and</p> <p>7.3.3 for a 60 month Committed Service Period from the Service Commission Date pursuant to condition 7.3.2 ending 31 May 2026,</p> <p>as further specified in Part 1 of Annex 1.</p> <p>7.4 The physical Dedicated Data Halls assigned to and occupied by the Customer under this Service Request shall not change from those assigned and physically occupied under Service Requests REDACTED – FOI Section 43 as consequence of entry into this Service Request.</p> <p>Charges</p> <p>7.5 The Charges (exclusive of VAT) for the Dedicated Data Halls referred to in condition 7.3 are detailed in Annex 3 of this Service Request.</p> <p>7.6 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>7.7 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>7.8 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>
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		<p>7.9 The Customer acknowledges that the Supplier will invoice the Customer for the Dedicated Data Halls on or after the Service Commission Date specified in condition 7.3.2 in accordance with Schedule 3.1 (Charges and Invoicing) of the Standard Terms.</p> <p>Framework Authority Fee</p> <p>7.10 The Customer acknowledges that it is liable to pay the “Initial Framework Costs” (as defined in the Memorandum of Agreement dated 16th March 2015 and made between (i) the Customer and (ii) the Minister for the Cabinet Office) to the Framework Authority, at the prevailing rate (being REDACTED – FOI Section 43 - of the annual rent (such rent being the annual Charges for the Cabinet Space, Floor Space or the Dedicated Data Hall Space as the case may be) at the date of this Service Request).</p> <p>7.11 The Customer acknowledges and agrees that the Initial Framework Costs in respect of the Dedicated Data Halls is separate and in addition to any Charges payable to the Supplier. The Customer further agrees to:</p> <p>7.11.1 notify the Framework Authority of its addressee for receipt of requests for payment of the Initial Framework Costs;</p> <p>7.11.2 promptly raise its purchase order for the Initial Framework Costs and forward the same to the Framework Authority (via email to: REDACTED – FOI Section 40) following signature of this Service Request by the Supplier; and</p> <p>7.11.3 make payment of the Initial Framework Costs to the Framework Authority promptly upon receiving the Framework Authority's invoice for the same.</p>
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Section 8: Signature

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

Signature	REDACTED – FOI Section 40
Print Name	REDACTED – FOI Section 40
Title	Digital Commercial Deputy Director
Date	20 th April 2021

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

Signature	REDACTED – FOI Section 40
Print Name	REDACTED – FOI Section 40
Title	
Date	

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 type="checkbox"/> Official	
Cabinet Space				<input type="checkbox"/> Official	
Dedicated Data Hall Space	✓	two (2) 760kW Dedicated Data Halls REDACTED – FOI Section 43	See condition 7.3.3	<input checked="" type="checkbox"/> Official	See condition 7.3.2
	✓	two (2) 760kW Dedicated Data Halls REDACTED – FOI Section 43	See condition 7.3.3	<input checked="" type="checkbox"/> Official	See condition 7.3.2
				<input type="checkbox"/> Secret <input type="checkbox"/> Top Secret	

Part 2: Data Centre Services are required to be decommissioned for the following Commissioned Facilities.

Not used.

Part 3: The following Additional Services are required to be provided

Not used.

Annex 2: Lead Times

Not used.

Annex 3: Charges REDACTED – FOI Section 43