**SERVICE REQUEST FORM**

**Ambulance Radio Programme Call-Off Agreement**

**Service Request XXXX**

1. On 2 February 2017 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 XXXX.
2. The Customer wishes to commission and/or decommission Services as specified in this Service Request.
3. 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.
4. 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:

|  |  |  |
| --- | --- | --- |
|  | **Customer name and contact details** | Ambulance Radio Programme, contracting on behalf of the Department of Health and Social Care  XXXXXXXXXXXXXX  XXXXXXXXXXXXXX  Purchase Order Number: Customer to provide its Purchase Order number within 14 days of signature of this Service Request by the Supplier |

**Section 2: Services**

* 1. The Services are set out in Annex 1(Services) to this Service Request.

**Section 3: Outline Implementation Activities**

|  |  |  |
| --- | --- | --- |
|  | **Implementation Activities** | None. |

|  |  |  |
| --- | --- | --- |
|  | **Delay Payments** | Not applicable. |

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

|  |  |  |
| --- | --- | --- |
|  | **List of assets** | Not applicable. |

**Section 5: Customer Responsibilities**

|  |  |  |
| --- | --- | --- |
|  | **Customer Responsibilities** | None in addition to those specified in Appendix 2 to the Call Off Order Form. |

**Section 6: Staff Transfer**

|  |  |  |
| --- | --- | --- |
|  | **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). |

**Section 7: Special Conditions**

|  |  |  |
| --- | --- | --- |
|  | **Special Conditions** | **Interpretation**   * 1. The following provisions are “Special Conditions” and in the event of any conflict:      1. these Special Conditions shall take precedence over any other provisions of the Call-Off Agreement or Standard Terms; and      2. between the provisions in this Section 7 (Special Conditions) and the provisions of any Annex to this Service Request, the provisions in this Section 7 (Special Conditions) shall take precedence.   **Background**   * 1. The Customer has previously procured from the Supplier: * XXXXXXXXXXXXXXXXXXXXXXXXXX   1. The Customer wishes to renew and to continue to receive the services described in conditions 7.2 and 7.3 in accordance with the terms of this Service Request.   **Scope of this Service Request**   * 1. The Customer has requested, and the Supplier has agreed to continue to provide:   2. XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXand 015 as a consequence of entry into this Service Request.   **Continuation of use of the Inter DC WAN cabling in place.**  XXXXXXXXXXXXXXXXXXXXXXXXXXXX  **Power Limitations**   * 1. XXXXXXXXXXXXXXXXXX   2. The Customer further:      1. agrees to notify the Supplier immediately it becomes aware that its power requirement may or has exceeded the current limitations specified in condition 7.8.1 and/or 7.8.2;      2. acknowledges and agrees that in order to accommodate power in excess of the limits in conditions 7.8.1 and/or 7.8.2 the Customer will require, at the Customer’s cost, additional electrical infrastructure (for example, three-phase power cables/tap-offs); and      3. acknowledges and agrees that the Supplier shall not be responsible for any service level default, KPI or similar breach as a result of loss of power which occurs as a consequence (direct, or indirect) of power consumption in excess of the limitations specified in conditions 7.8.1 and/or 7.8.2.   **Charges**  **XXXXXXXXXXXXXXXXXXXXXXXXXXX**  **XXXXXXXXXXXXXXXXXXXXXXXXXXXXX**  **Framework Authority Fee**   * 1. The Customer acknowledges that it is liable to pay the “Framework Fee” (as defined in Clause 7 of the Memorandum of Agreement made between (i) the Customer and (ii) the Minister for the Cabinet Office) to the Framework Authority, at the prevailing rate (being 2.0% of the annual rent such rent being the annual Charges for the Cabinet Space) at the date of this Service Request.   2. The Customer acknowledges and agrees that the Framework Fee in respect of the Cabinet Space is separate and in addition to any Charges payable to the Supplier. The Customer further agrees to:      1. notify the Framework Authority of its addressee for receipt of requests for payment of the Framework Fee;      2. XXXXXXXXXXXXXXXXXXXXXXXXXXXXX |

**Section 8: Signature**

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

|  |
| --- |
| **Signature** |
| **Print Name** |
| **Title** |
| **Date** |

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

|  |  |
| --- | --- |
| **Signature** |  |
| **Print Name** |  |
| **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** |
| XXXXXX | þ | XXXXXXX | XXXXXXX | þ Official | See condition 7.5.6 |

**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**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Inter Data Centre WAN Usage - Single route services using shortest route  Please specify the circuit and XXXXXXXXXX  • 48 months  • 60 months | **Circuit Type** | **Single or Dual port presentation** | **Committed Service Period (month(s))** | **Service Commission Date** |
| XXXXXXXXXXXXXXX | Dual | 60 | See condition 7.5.6 |

**Annex 2: Lead Times**

| **Type of Commissioned Facility** | **Capacity / Additional Service to be commissioned / decommissioned** | **Commissioning Lead Time** | **Decommissioning Lead Time** |
| --- | --- | --- | --- |
| Floor Space | ≤ 109 kW | 1 month | 1 month |
| >109kW but ≤545kW per Relevant Data Centre | 3 months per Relevant Data Centre | 3 months per Relevant Data Centre |
| >545 kW per Relevant Data Centre | 6 months per Relevant Data Centre | 6 months per Relevant Data Centre |
| Cabinet Space | ≤109 kW | 1 month | 1 month |
| >109kW but ≤545kW per Relevant Data Centre | 3 months per Relevant Data Centre | 3 months per Relevant Data Centre |
| >545 kW per Relevant Data Centre | 6 months per Relevant Data Centre | 6 months per Relevant Data Centre |
| Dedicated Data Hall | < 200 kW per Relevant Data Centre at SECRET & TOP SECRET | 6 months per Relevant Data Centre | 6 months per Relevant Data Centre |
| 500 kW per Relevant Data Centre and above at OFFICIAL | 6 months per Relevant Data Centre | 6 months per Relevant Data Centre |
| Structured Cabling Service - Backbone Cabling | As set out in Part 3 of Annex 1 | 2 months | Not Applicable |
| Structured Cabling Service - Horizontal Cabling | As set out in Part 3 of Annex 1 | 1 month | Not Applicable |
| Static Transfer Switches | As set out in Part 3 of Annex 1 | 1 month | Not Applicable |
| Additional Power Cables | As set out in Part 3 of Annex 1 | 1 month | Not Applicable |
| Power Strips | As set out in Part 3 of Annex 1 | 1 month | Not Applicable |
| Intelligent Hands | As set out in Part 3 of Annex 1 | 1 month | Not Applicable |
| Floor Strengthening  (NOTE: In association with a Dedicated Data Room for SECRET and TOP SECRET) | As set out in Part 3 of Annex 1 | 6 months per Relevant Data Centre | 6 months per Relevant Data Centre |
| Inter Data Centre WAN Usage - Single route ethernet services | As set out in Part 3 of Annex 1 | 1 month | The period on and from the effective decommissioning date to the last day of the Committed Service Period. |
| Inter Data Centre WAN Usage - Single route fibre channel services | As set out in Part 3 of Annex 1 | 2 month | The period on and from the effective decommissioning date to the last day of the Committed Service Period. |
| Inter Data Centre WAN Usage - Diverse ethernet services | As set out in Part 3 of Annex 1 | 1 month | The period on and from the effective decommissioning date to the last day of the Committed Service Period. |
| Inter Data Centre WAN Usage - Diverse fibre channel services | As set out in Part 3 of Annex 1 | 2 month | The period on and from the effective decommissioning date to the last day of the Committed Service Period. |

**Annex 3: Charges Illustration**