

# S A M P L E

**Notes: Before completing/amending this Order Form, please read the following notes:**

- a) Neither these notes about the Order Form nor the IT Services Framework Agreement should all be deleted before completing/amending this Order Form.
- b) This Order Form is a part of the IT Services Framework Agreement and should be inserted in the Annex to Schedule 1 of the Framework Agreement.
- c) When the Company submits this Order Form, it will need to take the version of the IT Services Framework Agreement into consultation with the Supplier and submit the Order Form to the Supplier.

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**IT SUPPORT SERVICES**

**S: ORDER FORM**

- 1. This Order Form:
  - 1.1 has been completed by the Company;
  - 1.2 submitted by it to the Supplier in accordance with paragraph 1.1 of the Ordering Procedure. (The Company shall ensure that the IT Services Framework Agreement is attached to this Order Form.)
  - 1.3 is the Company's offer to purchase the Services at the support service level described in paragraph 1.2 of the Ordering Procedure;
  - 1.4 is an offer by the Company to purchase the Services.
- 2. The following are further details of the set of services [comprising] the Services that the Company requires: <<insert detailed description of the elements of and/or set of services that the Company requires>>  
  
The other material details [included in] the Services that the Company requires are as follows: <<insert other material details>>
- 3. [ <sup>1</sup> In addition to the elements of and/or set of services described in paragraph "2" above, the Services include other elements of and/or set of services. The following are further details and/or a further description of the elements of and/or set of services included in the Services that the Company requires: <<insert detailed description of service>>.   
  
The other material details of the elements of and/or set of services described above are as follows: <<insert other material details>> ]
- 4. The Relevant Call Off Terms and Conditions set out in paragraphs 3] OR [4] OR [5] OR [6] of the IT Services Framework Agreement apply to all of the Services covered by this Order Form.
- 5. The Supplier should within [ ] days acknowledge receipt of this Order Form and notify either the Company or the Supplier of its acceptance of this offer or that it declines this offer.
- 6. If and when the Supplier accepts this offer, this Order Form shall be deemed to enter into force and the Supplier shall be bound to provide the Services for the provision of the Services.

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  - 1.1 has been completed by the Company;
  - 1.2 submitted by it to the Supplier in accordance with paragraph 1.1 of the Ordering Procedure. (The Company shall ensure that the IT Services Framework Agreement is attached to this Order Form.)
  - 1.3 is the Company's offer to purchase the Services at the support service level described in paragraph 1.2 of the Ordering Procedure;
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The other material details [included in] the Services that the Company requires are as follows: <<insert other material details>>
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<sup>1</sup> Paragraph 3 should be included to cover any further elements or sets of services in addition to those described in paragraph "2" above, using the same wording as per "3", adding the relevant information.

<sup>2</sup> Amend so that the only Schedule referred to here is the IT Services Framework Agreement. All of the elements and sets of services covered by paragraphs "2", "3" etc above will be purchased using the appropriate set of Terms and the type of service concerned, e.g. software development and licensing, or hardware & software services.

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7. The following details are applicable to the Call Off Framework Agreement. Refer to the Relevant Call Off Terms and Conditions of Clauses 7.4 and 7.6.2 of the

Clause 7.4: In relation to the Company, as Data Controller, and the Supplier, as Data Processor, details of the personal data to be processed by the Supplier, are as follows:

- a) type(s) of personal data
- b) scope of processing
- c) nature of processing
- d) purpose of processing
- e) duration of processing

Clause 7.6.2: In relation to the Company, as Data Controller, and the Supplier, as Data Processor, we agree that the technical and organisational measures to protect the personal data from unauthorised access, loss, destruction or disclosure are as follows:

<<insert details of the technical and organisational measures>>

8. The following Annexes form part of the Agreement:

**Support Services**

<<Insert a complete specification of the Support Services to be provided by the Supplier to the Company. Include any exclusions.>>

**[Specified Equipment]**

[<<Insert a detailed specification of the equipment to be provided (including minimum versions / configurations) by the Supplier.>>]

**Fees and Payment**

<<Insert complete details of the Fees and Payment for the Support Services. Provide details including, but not limited to, the sum of the Fees, the frequency of payments, invoicing methods and terms of payment.>>

**Default Fees**

<<Insert a scale of Default Fees for the Support Services or other calculation method of your choice.>>

[<<Insert details of a further Default Fee for the Support Services to Clause 8.6 if this is to be different to the standard Default Fee.>>]

**Service Levels**

**Issue Levels**

<<Insert a full specification of all Issue Levels and a detailed definition of each.>>

**Performance Monitoring**

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