

# PROCURE IT VERSION 3.2

## MODULE ORDER FORM

### MODULE 2 - HARDWARE MAINTENANCE AND SUPPORT SERVICES

#### Box 1 Right to Suspend

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
<b>Right to suspend (clause 2.3)</b>	
Specify the consequences if the Customer exercises its right to suspend the Hardware Maintenance and Support Services during the Contract Period in accordance with clause 2.2, if the consequences are any different to those stated in clause 2.3(a).	Consequences are as stated in clause 2.3(a).

#### Box 2 Details of Hardware Maintenance and Support Services

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
<b>Scope (clause 3.1)</b>	
<p>Specify the Hardware Maintenance and Support Services which are to be provided, including:</p> <ul style="list-style-type: none"> <li>(a) the Contract Period (12 months from AAD of the relevant Hardware by default);</li> <li>(b) the Hardware and related Machine Code that is to be the subject of the Hardware Maintenance and Support Services;  [E.g. The model and serial number of Hardware; the version of Machine Code; etc.]</li> <li>(c) the details relating to any of the following Services that the Contractor is to provide: <ul style="list-style-type: none"> <li>(i) Remedial Maintenance;</li> <li>(ii) Preventative Maintenance;</li> </ul> </li> </ul>	As agreed between the parties pursuant to a Change Request.

<ul style="list-style-type: none"> <li>(iii) Help Desk Services, including the hours of operation; and</li> <li>(iv) any ancillary services;</li> <li>(d) any applicable Service Levels;</li> <li>(e) the particulars of any access to the Site or the Deliverables, on-site storage of parts and equipment or other resources that may be needed in connection with the Services;</li> <li>(f) the Price and any expenses or other charges that apply for each Service; and</li> <li>(g) if the Services are to be provided by the Contractor as a Reseller, set out details of: <ul style="list-style-type: none"> <li>(i) the manufacturer's support and maintenance services that the Contractor will co-ordinate and manage; and</li> <li>(ii) any value added services that the Reseller will provide.</li> </ul> </li> </ul>	
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### Box 3 Price Reduction for Overlapping Warranty and Maintenance

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
<b>Scope (clause 3.4)</b>	
<p>Specify if the amount by which the Price for Hardware Maintenance and Support Services is reduced because of any overlapping Warranty Period.</p> <p>If this Box is not completed the reduction is 35% of the Contract Price for the first year.</p>	<p>Not applicable – Price for Hardware Maintenance and Support Services is specified on a fixed basis.</p>

**Box 4 Ancillary Services**

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
<b>Ancillary Services (clause 3.30)</b>	
<p>Specify if other services are to be provided after the Commencement Date of the Contract, including the Prices and when payment is due.</p> <p>[E.g. This may include training services and consulting services needed to implement installation of patches, fixes and updates; installation of additional hardware and/or software; and other additional services under clause 3.30.]</p>	As agreed between the parties pursuant to a Change Request.

**Box 5 Business Models of the Reseller**

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
<b>Reseller Provision (clause 4.1)</b>	
<p>Are any of the Deliverables being provided by the Contractor in the capacity as a Reseller?</p> <p>If yes:</p> <p>(a) specify if the Hardware Maintenance and Support Services are supplied by the Contractor who is acting as Reseller as Facilitator.</p> <p>[Note: Reseller as Facilitator means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 4.1(a).]</p>	As agreed between the parties pursuant to a Change Request.
<b>OR</b>	
<p>(b) specify if the Hardware Maintenance and Support Services are supplied by the Contractor who is acting as Reseller with Pass Through Warranties.</p> <p>[Note: Reseller with Pass Through Warranties means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 4.1(b).]</p>	As agreed between the parties pursuant to a Change Request.

**Box 6 Value Added Services**

<b>Details to be included from Module 1</b>	<b>Order Details agreed by the Contractor and the Customer</b>
<b>Acquisition through a Reseller (clause 4.3)</b>	
Specify the details of any value added services the Contractor is to provide, the Prices and when payment is due.	As agreed between the parties pursuant to a Change Request.