

PROCURE IT VERSION 3.2

MODULE ORDER FORM

MODULE 5 – SOFTWARE SUPPORT SERVICES

Box 1 Designated Equipment

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.1)	
Specify the Hardware platform/operating system combination upon which the Supported Software is installed. [Note: Specify the type and version number of the operating system and capacity/model of the Hardware.]	See the Module 14 Order Form and Technical Design Document (as defined in Module 14).

Box 2 Developed Software

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.2)	
Specify which of the following categories of software applies to which of each of the items of Developed Software: (a) an adaptation, translation or derivative of the Licensed Software; or (b) software that has been newly created by the Contractor under Module 4, or any other Module; or [Note: For example “Payroll application developed under Module 4”.] (c) other software, including software that is already owned by or licensed to the Customer or Open Source Software. [Note: The definition of Developed Software does not include Licensed Software.]	Not applicable

Box 3 Installed on Contractor Equipment

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.6)	
Specify if the Supported Software is to be installed on equipment which is owned or controlled by the Contractor.	

Box 4 Prices of Software Support Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.13)	
Specify the fees payable for supplying the Software Support Services, and when they are due. [E.g. This may be on a monthly, quarterly or yearly basis or any other term that is agreed by parties.]	

Box 5 Period of Software Support Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Support Period (clause 2.2)	
Specify the Contract Period during which the Software Support Services will be provided.	Software Support Services will be required throughout the Contract Period as specified in the General Order Form.
If this Box is not completed and the Contract Period is not specified on the General Order Form, the Software Support Services will be deemed to start on the AAD of the relevant Supported Software, and continue until terminated by either Party giving the other 30 days	

notice in writing.

Box 6 Extension of Contract Notification

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Support Period (clause 2.3)	
<p>Specify</p> <ul style="list-style-type: none"> (a) the number of days written notice prior to the end of each current Contract Period that the Contractor must give of the Price; (b) payment arrangements; and (c) whether the Contract Period will be extended under this Customer Contract, or whether a new Customer Contract will be entered into, after the end of the current Contract Period. <p>If no period is specified in this Box, the period is 30 days.</p>	

Box 7 Details of Software Support Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Scope (clause 3.1)	
<p>Specify the details of Software Support Services, including:</p> <ul style="list-style-type: none"> (a) the Contract Period [Note: the default period is 12 months from AAD]; (b) the Supported Software that is to be the subject of the Software Support Services, being: <ul style="list-style-type: none"> (i) Licensed Software; and (ii) details of any Developed Software; (c) whether the Licensed Software is a First Release, or whether the First Release of the New Release of any Licensed Software will be provided as part of the Software Support Services; 	<p>The Contract Period for the Software Support Services is the Contract Period as specified in the General Order Form, and the Software Support Services are as set out in Attachment 1 to the Module 14 Order Form.</p>

(d) the details relating to any of the following Services that the Contractor is to provide:

(i) Help Desk Services, including the hours of operation; and

(ii) whether the Customer is entitled to receive Updates and/or New Releases if and when they become available from the Contractor during the Contract Period, for:

(A) the Licensed Software; and

(B) any Developed Software; and

(iii) any ancillary services;

(e) any applicable Service Levels;

(f) the particulars of any access to the Site and the Supported Software, including VPN access to the Supported Software required by the Contractor to effectively perform the Software Support Services; and

(g) the Price and any expenses or other charges that apply for each Service.

[Note: Each of the items above should be fully detailed in this Box.

The version numbers of each item of Support Software should be included.

If the Software Support Services are described in another document, such as the Contractor's Software Support policies, this document should be cross-referenced in this Box.]

Box 8 Period of Support for each Release

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Updates and New Releases (clause 3.20(b))	
Specify the period for which the Contractor will continue to offer standard support for each release.	The Contract Period as specified in the General Order Form.
If this Box is not completed the period is 18 months from the date of general release of the New Release.	

Box 9 Transition out Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Scope (clause 3.14)	
Specify if transition out services are to be provided.	Transition Out Services are to be provided.
Specify the details of the transition out services, dates, Price for such transition out services, and when payment is due.	

Box 10 Business Models of the Reseller

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Reseller Provision of Software Support Services (clause 4.1)	
<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 Software 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>	No

OR	
<p>(b) specify if the Software 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>	

Box 11 Value Added Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Acquisition through a Reseller (clause 4.3)	
Specify the details of any value added services the Contractor is to provide, the Prices and when payment is due.	Not applicable.

Box 12 Ancillary Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Ancillary Services (clause 5.1)	
Specify if other services are to be provided during the Contract Period.	
Specify the details of these other services, the Prices and when payment is due. [E.g. Ancillary services may include the consulting services needed to implement Updates or New Releases or training services.]	

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