

Call Off Form

This Call Off Form, once signed, creates a Call Off Agreement between Supplier and Customer.

1. Key details

1.1	Parties	This Call Off Agreement is made between: <i>[insert Supplier entity details]</i> (“Supplier”) and <i>[insert buying entity details]</i> (“Customer”)
1.2	Term	This Call Off Agreement will commence on the Start Date and continue for <i>[add duration]</i> (the “Term”) unless terminated earlier.
1.3	Effective Date	<i>[add date]</i>
1.4	Expiration Date	<i>[add date]</i>
1.5	Non-exclusive Supplier	Supplier is a non-exclusive provider of the Deliverables and Customer may purchase Deliverables from other suppliers.
1.6	Locations	<i>[add locations]</i>
1.7	Call Off Agreement structure and order of precedence	This Call Off Agreement consists of the documents listed below, which are incorporated by reference. The following order of precedence applies in case of conflict, in descending order: - this Call Off Form, <i>[Note to drafter: name the Special Terms required for this Call Off Agreement]</i>, - Call Off General Terms, - Schedule [x] – Policies and standards, and - any other schedule or documents incorporated by reference. <i>[Note to drafter: define the schedules you need to bring into the Call Off Agreement and refine the order of precedence as desired]</i>
1.8	Supplier’s key contacts	<i>[Insert name]</i> <i>[Insert role]</i> <i>[Insert email address]</i>

		[Insert phone number]
		[Insert name] [Insert role] [Insert email address] [Insert phone number]
1.9	Supplier's address for notices	Postal address: [add address] Email: [add address]
1.10	Customer's key contacts	[Insert name] [Insert role] [Insert email address] [Insert phone number] [Insert name] [Insert role] [Insert email address] [Insert phone number]
1.11	Customer's address for notices	Postal address: [add address] Email: [add address]
1.12	Customer's invoicing address	[add address]

2. Deliverables

[Note to drafter: The sub-sections below are additional fields to be completed for each Deliverable under this Call Off Agreement. Delete sections which are not applicable. For example, if this is an agreement about the purchase of cloud services, retain and fill out the sub-section below labelled "cloud services" and eliminate the other sub-sections]

	Hardware
2.1	Specification and quantity [add details]
2.2	Acceptance criteria [add details]
2.3	Date for delivery [add date]
2.4	Delivery location [add location]

2.5 Installation services [\[add details\]](#)

Cloud services

2.6 Service / System description [\[add details\]](#)

2.7 Usage rights [\[add details e.g. number of licences\]](#)

2.8 Service levels [\[add details\]](#)

2.9 Service credits [\[add details\]](#)

2.10 Maintenance windows [\[add details\]](#)

2.11 Support details [\[add details e.g., how to contact, when available\]](#)

Software licence

2.12 Software specification [\[add details\]](#)

2.13 Documentation [\[add details\]](#)

2.14 Activation codes [\[add details\]](#)

2.15 Number of licences [\[add details\]](#)

2.16 Licence restrictions [\[add details e.g perpetual or term related etc.\]](#)

2.17 Technical assistance [\[add details\]](#)

Software development

2.18 Specifications [\[add details\]](#)

2.19 Format [\[add details\]](#)

2.20 Milestones [add details]

2.21 Acceptance criteria for Deliverables [add details]

2.22 Supplier provided resources [add details]

2.23 Technical assistance [add details e.g. how to contact, when available]



Software maintenance

2.24 Specification/ description of maintenance services [add details]

2.25 Hours of service [add details]

2.26 Service levels [add details]

2.27 Service credits [add details]

2.28 Acceptance criteria for Deliverables [add acceptance criteria e.g. for Updates]

2.29 Supplier provided resources [add details]

2.30 Contacts [add details e.g., who/how to contact]



Professional services

- | | | |
|------|--|---------------|
| 2.31 | Service description/ specifications for the Deliverables | [add details] |
| 2.32 | Milestones | [add details] |
| 2.33 | Acceptance criteria for Deliverables | [add details] |
| 2.34 | Supplier provided resources | [add details] |

[Note to drafter: The following sections are applicable for all types of Deliverable. Fill in as needed.]

3. Charges and invoicing

- | | | |
|-----|------------------------------------|---------------|
| 3.1 | Call-off Charges | [add details] |
| 3.2 | Reimbursable expenses | [add details] |
| 3.3 | Payment method / invoicing process | [add details] |

4. Governance and reporting

- | | | |
|-----|------------------------|---------------|
| 4.1 | Reporting | [add details] |
| 4.2 | Meetings | [add details] |
| 4.3 | Self-audit certificate | [add details] |
| 4.4 | Customer's policies | [add details] |

5. Customer-provided resources

[Note to drafter: Choose one of the two layout options for this section, depending on what needs to be described.]

Option 1: This section can be a structured table]

5.1	[resource category 1]	[description of details]
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5.2	[resource category 2]	[description of details]
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5.3	[resource category 3]	[description of details]
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[Option 2: this section can be a simple list]

- a. ...
- b. ...
- c. ...
- d. ...

6. Special terms

[Note to drafter: Please detail in this section any term amending, substituting or adding to the Call Off General Terms and/or the applicable Special Terms]

6.1	[name]	[add details e.g. Exception to quality assurance (2.2 of Hardware Terms)]
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6.2	[name]	[add details]
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6.3	[name]	[add details]
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7. Signatures

Signed on behalf of the parties: [add Signature block]