

**Utilities Management Software, Metering and Ancillary Services Framework RM3800**

**Customer User Agreement Form**

The Utilities Management Software, Metering and Ancillary Services agreement is available to all Central Government departments and Wider Public Sector organisations.

Prior to placing your order, the following information should be completed and provided to Crown Commercial Service prior to any call off of services through this agreement.

Please complete the following information and return this to: [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Contact Details | | | | | | | | | | |
| Contracting authority |  | | | | | | | | |
| Sector | Central Government / Wider Public Sector | | | | | | | | |
| Contact name |  | | | | | | | | |
| Contact number |  | | | | | | | | |
| Contact email address |  | | | | | | | | |
| Customer Call Off Requirements | | | | | | | | | |
| Nature of service requirement |  | | | | | | | | |
| Framework agreement - Lot | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Further Competition / Direct award |  | | | | | | | | |
| Procurement Portal/ Process being used E.g. Bravo, Delta |  | | | | | | | | |
| Supplier(s) invited (if known) |  | | | | | | | | |
| Planned Commencement Date of Procurement |  | | | | | | | | |
| Budget for Procurement |  | | | | | | | | |
| Estimated Contract Value |  | | | | | | | | |
| Duration of Contract |  | | | | | | | | |
| Anticipated Start date of Contract |  | | | | | | | | |
| Anticipated month of first payment to Supplier | MM/YYYY | | | | | | | | |

Upon receipt of the completed form you will be provided with a Customer User Agreement Reference Number. This should be quoted in your documentation when placing an order through the framework with your service provider(s). This should also be quoted to CCS when discussing the Call Off in question. The Customer User Agreement is to be used per procurement, it is not to be used per customer on multiple projects.

|  |  |
| --- | --- |
| Are happy for your project information to be shared with suppliers? | Yes / No |

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| \*Customer User Agreement - Reference Number |  |

**\*to be completed by Crown Commercial Service**