

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE:	AGEMCSU/TRANS/25/1959
DESCRIPTION:	Provision of AIO Touchscreen PCs
THE BUYER:	NHS England on behalf of NHS Arden and Greater East Midlands Commissioning Support Unit
BUYER ADDRESS	Cardinal Square, 10 Nottingham Road, Derby DE1 3QT
THE SUPPLIER:	Insight Direct (UK) Limited
SUPPLIER ADDRESS:	1 st Floor, 1 St Paul's Place, Sheffield, S1 2JX
REGISTRATION NUMBER:	02579852
SUPPLIER REFERENCE:	19982

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 24/04/2025.

It's issued under the Framework Contract with the reference number RM6098 for the provision of Technology Products and Associated Services.

CALL-OFF LOT(S):

Lot 1: Hardware and Software and Associated Services

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing, we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1(Definitions and Interpretation) RM6098
- 3 The following Schedules in equal order of precedence:
 - Joint Schedules for RM6098
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 10 (Rectification Plan)
 - Call-Off Schedules for AGEMCSU/TRANS/25/1959
 - CCS Core Terms (version 3.0.6)

- 4 Joint Schedule 5 (Corporate Social Responsibility) RM6098 No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

CALL-OFF START DATE:	08/05/2025
CALL-OFF EXPIRY DATE:	07/05/2026
CALL-OFF INITIAL PERIOD:	12 months
CALL-OFF OPTIONAL EXTENSION:	12 months (07/05/2027)
PERIOD	

CALL-OFF DELIVERABLES

NHS Arden & Greater East Midlands Commissioning Support Unit has the requirements as set out below.

Overview:

This requirement is for a 1+1 year contract with a maximum spend £199,999, which may or may not be reached during the life of this contract. As it stands, we do not have a requirement at this moment in time, but we plan to call off as/when required over the coming weeks/months/year for BAU replacements and/or estates/project work etc. Units are likely to be called off individually rather than as a project.

Requirements:

1. SystmOne Patient Check-in solution, to include a Dell AIO 24" touchscreen (with the following spec: i5 processor, 256GB SSD, wifi enabled) which is either wall mounted, desk mounted or floor mounted
2. SystmOne Call Board Solution, to include a Dell Micro PC (with the following spec: i5 processor, 256GB SSD, wifi enabled) with a 43" TV screen, including a resource catalogue for gaining video/media content to be displayed.
3. Supplier needs to have the ability to install in any part of AGEM CSU estate (throughout the UK) – may be one installation, may be various within the same day (as far North as Lincs, as far South as Hampshire).
4. Supplier will need to procure, image machines, deliver, install (including cabling/trunking & power work if required) and then provide ongoing support and maintenance the required solution.
5. All suppliers need to be able to install and administrator SystmOne as well as provide training and assistance in configuration to the end users
6. Supplier must provide full support of the system, not just the application therefore remote monitoring and management for a 1-, 3- and 5-year duration, to include but not limited to:
 - ☐ Patch Management
 - ☐ End Device Management
 - ☐ Anti-virus
 - ☐ Encryption
 - ☐ Next Business Day Hardware Warranty
7. Provide a call logging facility which is available 24/7 and have remote/field engineering support for all elements of the solution (not just the software) available to be deployed to GP surgeries to remediate issues
8. The supplier would need to provide and support training and administration of the SystmOne clinical application, including running training sessions for users who require

additional support. This should include a populated knowledge base which the end user can access.

9. The supplier is to provide an up to date resource catalogue which has media (images and videos) available for the end user to download and display (only applicable on the call board solution).
10. To be a fully independent solution, with no reliance/involvement from the customers ICT support department.
11. There should be no further costs expected during installation (all charges to be included in the proposal) and once the device is installed, no further costs are expected to the end user or the CSU for as long as a support/warranty plan is in place (with the exception of support/warranty renewals).

Please provide a pricing matrix which includes the following:

1 x SystemOne Patient Check-in Solution

- With a 1 year support/warranty plan
- With a 3 year support/warranty plan
- With a 5 year support/warranty plan
- Wall mounted installation
- Desk mounted installation
- Floor standing installation

1 x SystemOne Call Board solution

- With a 1 year support/warranty plan (wall mounted installation included within price)
- With a 3 year support/warranty plan (wall mounted installation included within price)
- With a 5 year support/warranty plan (wall mounted installation included within price)

LOCATION FOR DELIVERY

To be confirmed

DATES FOR DELIVERY OF THE DELIVERABLES

To be called-off as and when required within a 12-month period.

TESTING OF DELIVERABLES

None

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 12 months.

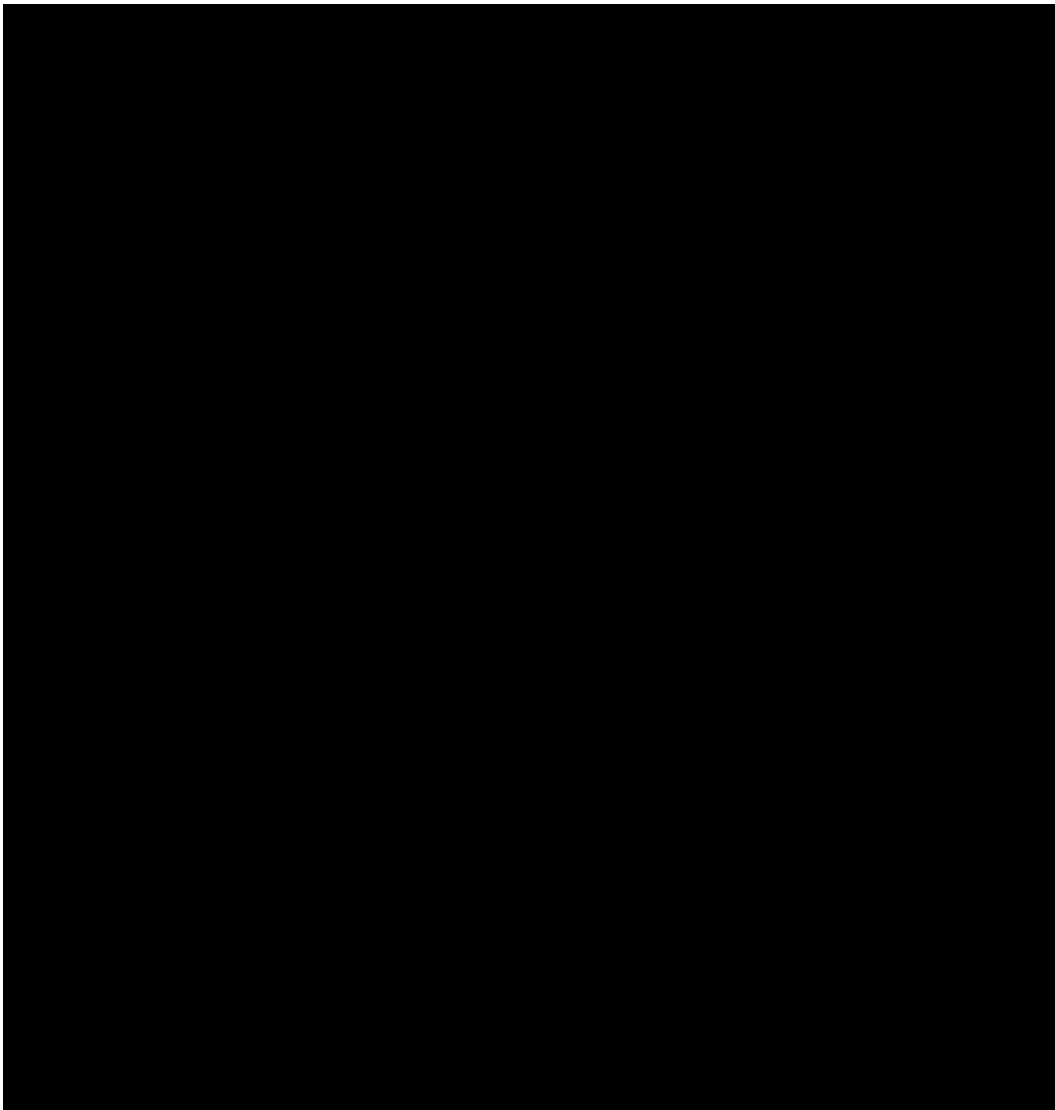
MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is approximately £199,999.00 excluding VAT (maximum spend over full contract period).

CALL-OFF CHARGES

Option A: the Charges for the Deliverables



The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

Invoices will be raised by the provider and invoices paid in arrears, no later than 30 days from the date of invoice.

Payment made by BACS.

BUYER'S INVOICE ADDRESS:

NHS Arden and GEM CSU

0DE PAYABLES M405

PO BOX 312

Leeds

LS11 1HP

Invoices: sbs.apinvoicing@nhs.net

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]
[REDACTED]

BUYER'S ENVIRONMENTAL POLICY

<https://www.ardengemcsu.nhs.uk/>

BUYER'S SECURITY POLICY

<https://www.ardengemcsu.nhs.uk/>

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]
[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]
[REDACTED]
[REDACTED]

PROGRESS REPORT FREQUENCY

Not Applicable

PROGRESS MEETING FREQUENCY

Not Applicable

KEY STAFF

Not Applicable

KEY SUBCONTRACTOR(S)

[REDACTED]

[REDACTED]

COMMERCIALLY SENSITIVE INFORMATION

Not Applicable

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

Not Applicable

For and on behalf of the Supplier:

[REDACTED]

[REDACTED]

Date: 27/05/2025

For and on behalf of Buyer:

[REDACTED]

Date: 27/05/2025

