

**Link: IT Solutions 2 (Digital Workplace Solutions)
Order Form (SLA)**

Framework Reference: SBS/19/AB/WAB/9411

Framework Start Date: 01/04/2024

Framework Max End Date: 31/03/2025

Maximum Call Off Duration: 12 months

NHS SBS Contacts:
nsbs.digital@nhs.net

Service level agreement details

This Service Level Agreement (SLA) is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement and any agreed Supplementary Agreements.

Supplier Specific Reference: **(SB523-246) NECS Check Point Security Systems Renewal Doc1849515321**

Period of the Service Level Agreement (SLA)	Effective Date	01/04/2024
	Expiry Date	31/03/2025
Completion Date (if applicable)	Date	Not Applicable

This SLA allows for the Customer to extend until the following date:

Extension expiry date	Not Applicable
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Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the Customer continues to access the Supplier's services, the Terms and Conditions of the Framework Agreement and any agreed Supplementary Agreements shall apply on a rolling basis until the overarching Framework Agreement expiry date.

Completion date is not the date by which all obligations under the SLA have to be discharged, but the date by which 'practical completion' must be certified.

Supplier SLA Signature panel

The "Supplier"	
Name of Supplier	Softcat plc
Name of Supplier Authorised Signatory	██████████
Job Title of Supplier Authorised Signatory	Partner Alliance Account Manager
Address of Supplier	Softcat plc, Fieldhouse Lane, Marlow, Bucks, SL7 1LW
Signature of Authorised Signatory	██
Date of Signature	(11/03/2024)

Customer SLA Signature panel

The "Customer"	
Name of Customer	North of England CSU
Name of Customer Authorised Signatory	██████████
Job Title of Customer Authorised Signatory	Business Information Services Director
Address of Customer	John Snow House, Durham University Science Park, Durham, DH1 3YG
Signature of Customer Authorised Signatory	████████████████████
Date of Signature	01/03/2024

This service level agreement shall remain in force regardless of any change of organisational structure to the above named authority and shall be applicable to any successor organisations as agreed by both parties.

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Softcat Plc and North of England CSU for the provision of **Link: IT Solutions 2**. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all good and services associated with Link: IT Solutions 2 as they are mutually understood by the primary stakeholders.

The Framework terms and conditions (including the specification of goods and/or service) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

By signing this SLA, the supplier confirms that they were successfully awarded onto this framework agreement for the relevant lot(s).

For the purposes of this framework agreement, any references to "Order Form" within the framework terms and conditions shall be interpreted as the "Service Level Agreement".

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent **Link: IT Solutions 2** to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for the **Link: IT Solutions 2** provision between the Supplier and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

3. Contract Managers

The primary Contract Managers from the Supplier and the Customer will be responsible for the day-to-date management of the Agreement and the delivery of the service.

Primary Contact Details:

	Supplier	Customer
Name	██████████	██████████
Title	Partner Alliance Account Manager	ICT Operations Manager (Networks)
Email	██████████	██████████
Phone	██████████	██████████

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed.

5. Service Requirements

a) Goods and/or Services Provided

Please detail the goods and/or services that will be provided by the Supplier to the Customer

Part Number	Description	Qty

b) Price/Rates

Part Number	Description	Qty	Unit Price
TOTAL PRICE (ex VAT)			165,517.55

c) Total Value of Call-Off

Please note that this value is an estimate and therefore is no guarantee to the Supply of Volume

£165,517.55 (Excluding VAT)

d) Business Hours

Suppliers are required to provide and operate a single point of contact through which the Customer can contact the Supplier

Supplier standard office hours & contact details

Standard office hours are 8am to 6pm Monday to Friday and the single point of contact for this contract would be account manager – Support would continue to be delivered via the Pentasec Support portal (<https://portal.pentasec.net>) and telephone line (+44 1733 889 409)

e) Delivery Location

Appleton House, Lanchester Road, Durham, DH1 5XZ

Expected delivery before 15/03/2024. The Supplier shall use all reasonable endeavours to meet the expected delivery date.

f) Invoicing Methods

Invoices sent to: OAR Payables – M265, P O Box 312, Leeds, LS11 1HP (Customer Address)

Invoices sent to Softcat – SPTinvoicing@softcat.com

Supplier must invoice to match the PO format and value.

All invoices should include the supplier specific reference.

g) Reporting

Not Applicable

h) Interoperability

Please list any Approved Organisation equipment or solutions that will require interoperability:

Not Applicable

i) Response Timescales

Please list expected timescales for response/delivery of Goods and/or Services:

Support Service	Premium
Check Point PRO Availability	Yes
Basic SLA	7 x 24 Every Day
Check Point Engineer On Site for Critical SRs	No
TAC Access	
Support Focal Point	Technical Support Engineer
Unlimited Service Requests	Yes
Committed Response time to Severity-1 issues*	30 Minutes
Committed Response time to Severity 2,3 & 4 issues*	Sev 2 – 2 Hours
Sev 3 & 4 – 4 Hours	Sev 3 & 4 – 4 Hours
Allowed number of designated support contact per account	10
Support Tools	
Latest Hot Fixes & Service Packs	Yes
Major Upgrades & Enhancements	Yes
Access to Check Point Products Forums	Full Access
Access to Online Support Knowledgebase	Expert
Hardware Support	
Return Material Authorization (RMA) determination	TAC
RMA Shipment Method	Next Flight Out / Express Delivery (when applicable) or Same Business Day Shipment3
Onsite RMA Shipment Method (must be purchased in addition to the regular program SLA)	7 x 24 x 4H Delivery and basic installation of replacement hardware by a certified engineer2

6. Supply Terms and Performance**a) Supplementary Conditions of Contract**

The terms of the NHS SBS Link: IT Solutions 2 Framework Agreement will supplement and complement the terms of any Supplementary Conditions of Contract. However, in the event of any conflict or discrepancy between the terms of a Supplementary Conditions of Contract and the terms of the Framework Agreement the terms of the relevant Supplementary Conditions of Contract will prevail, in the order it is listed below:

There are currently no supplementary conditions to consider

b) Sub-contracting (if applicable)

Subcontracting of services by Suppliers is allowed, both to Framework suppliers and to non-Framework suppliers. Any Supplier sub-contracting will be fully responsible for ensuring standards are maintained in line with the framework and this SLA.

Services are provided under the Pentasec brand via re-seller Softcat PLC, NECS are buying the services from Softcat PLC with Pentasec as a sub-contractor to them.

c) Implementation and Exit Plan

Not Applicable

d) Complaints/Escalation Procedure

The standard procedure is detailed below

In the first instance, the Customer and Supplier should work together and attempt to resolve any issues locally. Should this approach fail to result in a satisfactory outcome for the Customer, parties should refer to the Clause 22 Dispute Resolution of the Framework Call Off Terms & Conditions.

e) Termination

The standard procedure is detailed below

Persistent failure by the Contractor to meet the agreed service levels as specified within the SLA may lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain levels of service

Prior to termination the complaints and escalation procedure should be followed to attempt to resolve any issue.

f) Force Majeure

This Call-Off Contract is bound by Force Majeure events and may be terminated where a Party is affected by a Force Majeure Event that lasts for more than 90 consecutive days.

g) Insurance

The insurance policy for the contract required is detailed below

Employers liability insurance with a minimum limit of £1,000,000 or any higher minimum limit required by Law

Professional indemnity insurance will have a minimum limit of indemnity of £1,000,000 (and as required by Law). Any other liabilities or insurance requirements

h) Buyers Responsibilities

Please list the areas that the buyer is responsible for:

Not Applicable

i) Key Performance Measures

NECS Staff will regularly review KPIs based on response and resolution times outlined in the terms of the support contract, performance concerns will be raised directly with Pentasec.

Commented [NC1]: For Pentasec's visibility

j) Audit Process

Please detail any Customer audit requirements

Customer does not wish to conduct an onsite audit

7. Other Requirements

Please include any additional requirements that are not outlined above

Not Applicable

a) Variation to Standard Specification

Please list any agreed variations to the specification of requirements



CCN Template.docx

b) Other Specific Requirements

Please list any agreed other agreed requirements

Not Applicable