

Order Form

Framework agreement reference: SBS10256

Date of order		Order Number	
---------------	--	--------------	--

Customer	NHS England on behalf of NHS Midlands & Lancashire Commissioning Support Unit "Customer"
Customer's Address	NHS Midlands & Lancashire CSU Bennett House 2nd Floor East Town Road Hanley Stoke on Trent ST1 2QB
Invoice Address	NHS Midlands & Lancashire CSU OCX Payable M385 PO Box 312 LEEDS sbs.apinvoicing@nhs.net
Contact Ref:	Name: [REDACTED] Address: Bennett House (Headquarters) NHS Midlands and Lancashire 2nd Floor East Town Road Hanley Stoke on Trent ST1 2QB Phone: [REDACTED] e-mail: [REDACTED]

TO

Supplier	ANS LTD "Supplier"
Supplier's Address	ANS LTD, 1 Archway, Birley Fields, Manchester, England
Account Manager	Name: [REDACTED] Address: ANS LTD, 1 Archway, Birley Fields, Manchester, England

	Phone:	
	e-mail:	
	SBS Framework Supplier	

GUARANTEE

Guarantee to be provided	No
--------------------------	----

Where a guarantee is to be provided then this Contract is conditional upon the provision of a Guarantee to the Customer from the Guarantor in respect of the Supplier. Details of the Guarantor (if any) are set out below:

[Parent Company	[]	"Guarantor"
Parent Company address	[]	
Account Manager	Name: [] Address: [] Phone: [] e-mail: [] Fax: []	

1. TERM
(1.1) Commencement Date 04.01.2025 <i>[Guidance: Insert the date on which the Contract is to take effect.]</i>
(1.2) Expiry Date The Contract shall expire on the date which is 03.01.2026 12 Months after the Commencement Date.

2. GOODS AND SERVICES REQUIREMENTS

(2.1) Goods and/or Services

Goods - [VPC Cloud Services – Servers]

VPC Summary and Costs

Region and zone – Manchester

Networking 1 – Subnet 10.0.0.0/24

Advanced networking	No
Load balancer	No
Backup gateway	Yes
NAT-overload	No
Router Throughput	100Mb

Storage

Private image storage	0GB
-----------------------	-----

Instances

Client Server A

Assigned to	Network 1
Resource tier	High CPU
Image	Plesk for Ubuntu – Web Host Edition
Volume group	None
Logic Monitor	Yes
vCPU	10
Sockets	10
Core per socket	1
RAM	40
HDD	300gb@2500IOPS
Floating IP	Yes
VM Level Backup	Yes
ANS Secure Back Up	No
Encryption enabled	No
Antivirus protection	Yes

Client server C

Assigned to	Network 1
Resource tier	High CPU
Image	Plesk for Ubuntu – Web Host Edition
Volume group	None
Logic Monitor	Yes

vCPU	10
Sockets	10
Core per socket	1
RAM	40
HDD	300gb@2500IOPS
Floating IP	Yes
VM Level Backup	Yes
ANS Secure Back Up	No
Encryption enabled	No
Antivirus protection	Yes

Support

Support package Yes

Total monthly



The Customer agrees to purchase all of its requirements for the Goods or equivalent goods from the Supplier.

VPC Cloud Services – SBS Framework Supplier

Technical assessment has been under

Service Profile

1. Operational Services

1.1 Service Description

Normal Business Hours = 9:00 -17:30, Monday to Friday (excluding bank holidays)

Working Day – 8.5 Normal Business Hours

24 x7 = 24 hours a day, 7 days a week. The full-service description can be found here which includes all necessary information.

[FORM-ANS-SDD-eCloud-Virtual-Private-Cloud-Business.pdf](#)

1.2 Incident Management

Incident Management for software issues is used for initial response and triage of the software issue and its impact. Resolution of the Incident may be a Request for Change to roll back another Change, a Software Defect Problem record being raised or a New Feature Request Problem being

raised.

Incident Management information including Incident Priority tables and Incident Response and Escalation tables can be found in the service description document.

[FORM-ANS-SDD-eCloud-Virtual-Private-Cloud-Business.pdf](#)

For an Incident, "Response" is the time from when the ticket is first logged within the ANS ITSM Tool to the time that the Supplier responds with a suitably qualified Employed person whether via an email, GLASS Portal update, telephone call or in person. For detailed process flow see the current Managed Services Handbook. Support to provide a resolution shall be provided within Service Hours from the time of Response until the Incident has been resolved. From the time of Response until resolution, updates shall be provided to the Named Contacts and/or Escalation Contacts by email or GLASS Portal updates at such frequencies as set out in the table above.

1.3 Change Management Change Management is used to reconfigure the Business Application, not develop new functionality. All Changes require a Request for Change (RFC) form to be completed on the Suppliers GLASS Portal and submitted detailing the required Change. The Supplier will reject unapproved or incomplete RFC forms. Changes will follow the Change Management Process as defined in the ANS Managed Services Handbook. It should be noted that Emergency Changes will only be carried out in the event of a P1 scenario (either pro-active or reactive) and/or a major Security Incident where the Supplier deems appropriate.

2. Service Levels, Key Performance Indicators and Service Credits

[FORM-ANS-SDD-eCloud-Virtual-Private-Cloud-Business.pdf](#)

Service Credits are calculated as a percentage of the monthly Base Charge and in any event, shall not exceed 10% of the monthly Base Charge in the month that the Service Credit arose. Where a Service Credit is due it shall not accumulate with any other Service Credit and only one Service Credit can be offered within the monthly period.

3. Exclusions The following are listed as exclusions, but this list shall not be considered complete or exhaustive and the Terms and Conditions should be consulted. a. Technical Advice to any persons not listed as a Named Contact b. Failure to meet SLA due to D365 Provider outages c. Failure to meet SLA due to lack of DR services due to application design (All Applications are designed as resilient as per Microsoft recommended designs but may not be agreed by the Customer) d. Project Changes are excluded from the service and will be subject to Additional Service Charges. These Changes are recorded within the Supplier ITSM Tool for Informational and approval purposes only. e. Emergency Changes that are not a direct output of a Priority 1 incident may be subject to Additional Service Charges e.g. New Requirement within the Application f. Any

remediation resulting from any customer made changes not previously approved via ANS CAB unless agreed as part of Functional Engineer hours g. Rework to agreed changes will be outside of SLA, unless taken as part of functional engineers' hours h. Velocity i.e. under SLA cannot roll over or accumulate past any calendar month under any circumstances. (see Velocity definition below) i. Any 3rd party integrated applications not supported by Microsoft j. Bug fixes on bespoke development not approved via ANS CAB k. Data processing and data entry l. Customer ADO Management and underlying code m. Proactive monitoring of the D365CE Power Platform n. The Supplier will be exempt from Service Level Failure in the event the Customer fails to support the Supplier in the development, approval and prioritisation of the backlog.

4. Service Credits constitute Customer's sole financial remedy for Supplier's failure to meet the SLA.

Minimum Order Value

£ 20,998.66

Optional Services

Collection and recycling	N/A
Paper catalogue	N/A
Secure Collection	N/A

<p>(2.2) Premises</p> <p>[n/a]</p> <p><i>[Guidance: Insert details of any Premises where the Goods and/or Services are to be provided. It is not mandatory to include details. If none then insert "n/a".]</i></p>
<p>(2.3) Lease/ Licenses</p> <p>[n/a]</p> <p><i>[Guidance: Insert details of or reference to any lease or licence being granted by the Participating Authority to the Supplier to enable it to provide the Services]</i></p>
<p>(2.4) Standards</p> <p>[n/a]</p> <p><i>[Guidance note: Insert details of any particular standards that will apply to the provision of the Goods and/or Services. Insert details of additional standards above. If none then insert "n/a".]</i></p>
<p>(2.5) Security Requirements</p> <p>Security Policy</p>

[n/a] Certificates and compliance information is found here

[Our Certifications & Industry Compliance | ANS](#)



ISO 27018:2019 International Standard for Information Security Systems

Approval Number ISO/IEC 27018 - 00033658

ISO 27018 certification ensures that personal data is processed securely. ISO 27018 is a security standard. This standard was created in 2014 as an addendum to ISO/IEC 27001, the first international code of practice for cloud privacy. This standard helps cloud service providers like ANS who process personally identifiable information (PII) to assess risk and implement controls for protecting PII.

[View Certification →](#)



Cyber Essentials

This government-endorsed standard demonstrates that we have implemented the essential security requirements for protecting your data, and that of your client's, against unskilled internet-based cyber attackers.

[View certification →](#)



Cyber Essentials +

This enhanced government-endorsed standard demonstrates that we have implemented the essential plus security requirements for protecting your data, and that of your client's, against unskilled internet-based cyber attackers.

[View certification →](#)



HM Government
G-Cloud
Supplier

G-Cloud 13

ANS are government-approved suppliers through the G-Cloud 13 framework, enabling public sector departments to purchase our OJEU compliant hosting solutions with ease, speed and confidence.

[View all frameworks →](#)

Additional Security Requirements

[n/a]

[Guidance: Include any information regarding Security Requirements that are appropriate to the Customer or the location where the Services are being provided. Consider if there are any other specific security requirements relating to the Customer and include details.]

Processing personal data under or in connection with this contract

NO

(2.6) Exit Plan (where required)

[n/a]

[Guidance: Customer to consider whether an Exit Plan is required for the Services.]

(2.7) Environmental Plan

[n/a]

However, the supplier does have the below certificates.



ISO 14001:2015 International Standard for Environmental Management Systems

Approval Number: ISO14001 – 00035690

ANS is committed to including environmental considerations in our business activities. To reinforce this commitment, ANS is compliant with ISO 14001: 2015, which operates across the business. ANS is committed to the continuous improvement of its environmental performance by establishing and reviewing environmental objectives for all areas of the company.

[View Certification →](#)



Carbon Footprint Standard (PAS 2060)

We are certified by Carbon Footprint, we offset our market- based emissions for 2023 and use 100% renewable energy. Our mission is to become a carbon hosting provider that sustains the environment for further generations.

[Learn more →](#)

[Guidance: If required by the Customer, the Supplier shall create an environmental plan appropriate to this Contract.]

3. SUPPLIER SOLUTION

(3.1) Supplier Solution

VPC Summary and Costs

Region and zone – Manchester

Networking 1 – Subnet 10.0.0.0/24

Advanced networking	No
Load balancer	No
Backup gateway	Yes
NAT-overload	No
Router Throughput	100Mb

Storage

Private image storage	0GB
-----------------------	-----

Instances

Client Server A

Assigned to	Network 1
Resource tier	High CPU
Image	Plesk for Ubuntu – Web Host Edition

Volume group	None
Logic Monitor	Yes
vCPU	10
Sockets	10
Core per socket	1
RAM	40
HDD	300gb@2500IOPS
Floating IP	Yes
VM Level Backup	Yes
ANS Secure Back Up	No
Encryption enabled	No
Antivirus protection	Yes

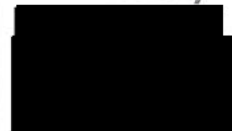
Client server C

Assigned to	Network 1
Resource tier	High CPU
Image	Plesk for Ubuntu – Web Host Edition
Volume group	None
Logic Monitor	Yes
vCPU	10
Sockets	10
Core per socket	1
RAM	40
HDD	300gb@2500IOPS
Floating IP	Yes
VM Level Backup	Yes
ANS Secure Back Up	No
Encryption enabled	No
Antivirus protection	Yes

Support

Support package Yes

Total monthly



[Guidance: If there are particular aspects of the Goods and/or Services that have been

offered by the Supplier that you wish to record in the contract then these should be set out here.]

(3.2) Account structure including Key Personnel

Key Personnel:

[REDACTED]

Invoice queries - queries@ans.co.uk

Invoice and finance named contact - [REDACTED]

[Guidance: Insert details of the Supplier's account structure. Also, if there are any Key Personnel who you require to be involved in the ongoing relationship with the Supplier then insert details. Insert "n/a" if not relevant.]

(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods

[NA]

[Guidance: Insert details of any Sub-contractors being used by the Supplier]

(3.4) Outline Security Management Plan

As set out below:

The plan sits with in the service profile, and this provides a full breakdown.

The policy is available here - [POL-ANS-Security-Policy-1.pdf](#)

[Guidance: As part of the ordering process, Customers should require the Supplier to provide an outline plan and policy and include this in the Order Form in this paragraph 3.4.]

(3.5) Relevant Convictions

N/A

A Relevant Conviction is a Conviction that is relevant to the nature of the Services to be provided [*Guidance: You may wish to specify a particular conviction(s) e.g. involving dishonesty, violence, sexual offence*]

(3.6) Implementation Plan

The current goods and services are already in place, this was contracted directly with ANS and we are now moving onto SBS. Therefore, there is no implementation plan as there is no changes to existing services or set up.

[Implementation phase and associated implementation plan]

4. PERFORMANCE QUALITY

(4.1) Key Performance Indicators

Response times to incidents can be found in service description which includes indicant priority tables, response and escalation table.

[FORM-ANS-SDD-eCloud-Virtual-Private-Cloud-Business.pdf](#)

SLAs are monitored monthly with regular communication taking place between the CSU (customer) and ANS (supplier). Quarterly meetings have also been scheduled to review and monitor performance further. GLASS ANS dashboard is also monitored daily to review incidents and requests and allows for monitoring of response times. A robust process is also in place to ensure compliance of Service Levels and the above information in the earlier section outlines Service Credits and where these are applicable in the event of Supplier's failure to meet the SLA.

[Guidance: Insert details of any specific KPI's applicable to the Supplier here.]

(4.2) Service Levels and Service Credits

This has already been outlined in the service profile section.

[FORM-ANS-SDD-eCloud-Virtual-Private-Cloud-Business.pdf](#)

5. PRICE AND PAYMENT

(5.1) Contract Price payable by the Customer in accordance with the commercial schedule set out in the framework agreement (including applicable discount but excluding VAT), payment profile and method of payment (e.g. Government Procurement Card (GPC) or BACS))

Duplicated from services section.

VPC Summary and Costs

Region and zone – Manchester

Networking 1 – Subnet 10.0.0.0/24

Advanced networking	No
Load balancer	No
Backup gateway	Yes
NAT-overload	No
Router Throughput	100Mb

Storage

Private image storage	0GB
-----------------------	-----

Instances

Client Server A

Assigned to	Network 1
Resource tier	High CPU
Image	Plesk for Ubuntu – Web Host Edition
Volume group	None
Logic Monitor	Yes
vCPU	10
Sockets	10
Core per socket	1
RAM	40
HDD	300gb@2500IOPS
Floating IP	Yes
VM Level Backup	Yes
ANS Secure Back Up	No
Encryption enabled	No
Antivirus protection	Yes

Client server C

Assigned to	Network 1
Resource tier	High CPU
Image	Plesk for Ubuntu – Web Host Edition
Volume group	None
Logic Monitor	Yes
vCPU	10
Sockets	10
Core per socket	1
RAM	40
HDD	300gb@2500IOPS
Floating IP	Yes
VM Level Backup	Yes
ANS Secure Back Up	No
Encryption enabled	No
Antivirus protection	Yes

Support

Support package Yes

Total monthly



NHS Midlands 12
month renewal.pdf

The minimum contract value is **£20,998.66**

The maximum value for the contract is £[REDACTED] Monthly invoicing for [REDACTED] remains the same, the maximum value allows some flexibility for domain renewals and PAY G support if required.

[Guidance: Insert details of any specific price arrangements.]

(5.2) Invoicing and Payment

The Supplier shall issue invoices monthly in arrears. The Customer shall pay the Supplier within [thirty (30) days] of receipt of a Valid Invoice, submitted in accordance with this paragraph 5.2, the payment profile set out in paragraph 5.1 above and the provisions of the Contract.

[Guidance: Also include any specific arrangements relating to method of payment.]

6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES

(6.1) Supplemental requirements

Notwithstanding anything stated in the SBS Core Terms to the contrary but subject always to clauses 13.1 and 13.3 of the SBS Core Terms, the Supplier's total liability under this Order Form shall be limited to 125% of the total fees payable under this Order Form.

[N/A]

BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES to enter a legally binding contract with the Customer to provide the Goods and/or Services. The Parties hereby acknowledge and agree that they have read the NHS Conditions of Contract for purchase of goods and/or Services and by signing below agree to be bound by the terms of this Contract.

For and on behalf of the Supplier:

Name and Title	
Signature	
Date	16/12/24

For and on behalf of the Customer:

Name and Title	
Signature	
Date	16/12/24