

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

Order Form

CALL-OFF REFERENCE:	AGEMCSU/TRANS/25/1940
DESCRIPTION:	Provision of Verto Renewal
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:	Bytes Software Services Limited
SUPPLIER ADDRESS:	Bytes House, Randalls Way, Leatherhead, Surrey, KT22 7TW
REGISTRATION NUMBER:	(0)1616977
DUNS NUMBER:	225273754
SID4GOV ID:	N/A

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 10/03/2025.

It's issued under the Framework Contract with the reference number RM6098 for the provision of Technology Products & Associated Services 2.

CALL-OFF LOT(S):

- o Lot 3: Software

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
 - o Joint Schedule 4 (Commercially Sensitive Information)
 - o Joint Schedule 6 (Key Subcontractors)
 - o Joint Schedule 10 (Rectification Plan)

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

Crown Copyright 2018

- Call-Off Schedules for Insert Call-Off reference number.
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 7 (Key Supplier Staff)
- 4 CCS Core Terms (version 3.0.6)
- 5 Joint Schedule 5 (Corporate Social Responsibility) RM6098
- 6 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

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

The following Special Terms are incorporated into this Call-Off Contract:

None

CALL-OFF START DATE: 1st April 2025
 CALL-OFF EXPIRY DATE: 31st March 2026
 CALL-OFF INITIAL PERIOD: 12 Months
 CALL-OFF OPTIONAL EXTENSION N/A
 PERIOD

CALL-OFF DELIVERABLES

Option A:

PURPOSE

Renew the support, maintenance, and hosting contract for our existing 300 perpetual Verto pro 365 licences for a 12-month period, extending to March 2026.

Scope of Services

Type of Service: This procurement covers support, maintenance, and hosting of our 300 Verto pro licences and platform.

Funding Source: The expenditure is covered under the Portfolio Management Function (PMF) operational budget.

Intended Users: These services are for CSU staff requiring enterprise tools for portfolio, programme, performance, and project management. The renewal ensures that all current and future users can continue leveraging Verto 365 for task coordination, project oversight, resource allocation, MDT collaboration, time recording, compliance, governance, and programme delivery.

Financial Considerations

Total Cost: The estimated cost for the contract renewal is £37,800.

BACKGROUND TO THE AUTHORITY

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

Crown Copyright 2018

NHS Arden & Greater East Midlands Commissioning Support Unit (Arden & GEM CSU) is a key provider of support services within the NHS. It delivers high-quality business intelligence, digital transformation, procurement, and programme management services to NHS organisations, Integrated Care Systems & Boards, and other public sector bodies.

Arden & GEM CSU plays a critical role in ensuring that NHS services are efficient, cost-effective, and aligned with national healthcare priorities. The organisation provides expert support to help NHS partners deliver improved patient outcomes through effective portfolio, programme, and project management.

Governance Structure

The project will be managed within Arden & GEM CSU's established governance framework, ensuring alignment with NHS England policies and best practices. Key roles and responsibilities include:

Stakeholder**Role and Responsibility**

Portfolio Management Function (PMF) Leadership Accountable for overall project delivery, milestone approvals, risk management, and stakeholder engagement.

Manages technical compatibility, user onboarding, and integration with existing systems

Procurement Team Ensures compliance with NHS procurement policies, contract negotiations, and vendor engagement.

Finance Team Oversees budget allocation, financial monitoring, and VAT recovery.

BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

This requirement is to procure the following:

- **Renewal of the Support Contract for 300 Perpetual Verto pro 365 Licences**
- **A one-year support contract to ensure continued access to technical support, software updates, and maintenance for NHS Arden & GEM CSU's existing Verto 365 licences.**

This procurement is essential to maintaining operational efficiency across project management, governance, collaboration, time recording, quality assurance, compliance, and resource allocation. It aligns with organisational objectives and legal procurement requirements, ensuring continued functionality and scalability of the Verto 365 platform.

Procurement Approach

The procurement process will adhere to NHS England's Standing Financial Instructions (SFIs) and relevant policies to ensure transparency, fairness, and value for money. Key aspects include:

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

Crown Copyright 2018

- Vendor Selection and Competition - A competitive process will be conducted via the Crown Commercial Service (CCS) RM6098 framework to secure third-party support for existing licences.
- Focus on Existing Assets - The competition will ensure that the procurement supports the licences NHS Arden & GEM CSU already holds.
- Subcontracting Arrangements - Any subcontracting agreements will be clearly defined to maintain service quality and meet NHS minimum standards.
- Financial Considerations - One-Year Contract Approach to maintain flexibility during ongoing changes within CSUs and the current operational model.
- Procuring support and maintenance ensures that NHS Arden & GEM CSU continues to utilise its perpetual Verto 365 licences without disruption. Avoiding service interruptions prevents inefficiencies, minimises delays, and reduces the risk of additional costs associated with project delivery failures.

PROCUREMENT SPECIFICATION: VERTO 365 SUPPORT, MAINTENANCE, AND HOSTING**Overview of Requirement**

NHS Arden & GEM CSU seeks to procure a one-year support, maintenance, and hosting contract for its 300 perpetual Verto pro 365 licences. This contract will ensure continued access to technical support, software updates, system maintenance, and scalability to meet organisational demands.

This procurement aligns with NHS England's Standing Financial Instructions (SFIs) and ensures the continued functionality of a critical enterprise platform used for project and programme management, governance, compliance, collaboration, resource allocation, and service transformation.

The successful provider will deliver:

- Technical Support & Maintenance:
- 24/7 access to technical support for issue resolution.
- Software updates, bug fixes, and security patches.
- Performance monitoring and system optimisation.

Hosting & Infrastructure Management:

- Secure hosting on Microsoft Azure with encrypted storage.
- Regular security testing by CREST-accredited providers.
- Network resilience with fast response times (<200ms latency).

Data Backup & Recovery:

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

Crown Copyright 2018

- Nightly backups with a 90-day rolling retention period.
- High-priority data restoration within 4 hours upon request.

User Access & Authentication:

- Compliance with NHS data protection policies and GDPR regulations.

Optional Services

- Additional User Training & Workshops – Beyond standard user support.
- Custom Reporting & Analytics Enhancements.
- Bespoke System Configuration or API Integrations

Compliance & Procurement Process

- Procurement will follow NHS Standing Financial Instructions (SFIs)
- Competition via Crown Commercial Service (CCS) RM6098 Framework
- Any subcontracting must meet NHS minimum service requirements.

TECHNICAL SPECIFICATIONS

Software & Infrastructure

- Cloud-based platform using Microsoft Azure
- Data Encryption at rest and in transit for security compliance.
- Verto 365 runs on:
- Microsoft Windows Server 2022 Datacenter Azure Edition
- Microsoft SQL Server 2019 x64 (Standard Edition) With TDE
- Microsoft SQL Server Reporting Services 2017
- ASP.NET 4.8 (C# Development using Visual Studio 2022)

Data Protection & GDPR Compliance

- ICO-registered Data Controller & Processor compliant with General Data Protection Regulations (GDPR).

Contract Term & Budget

Contract Duration: 12 month Estimated Contract Value: £37,800

KEY MILESTONES & DELIVERABLES

Verto 365 pro to be live from 1st April 2025 to 31st March 2026.

CONTINUOUS IMPROVEMENT

The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

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

Crown Copyright 2018

Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

SUSTAINABILITY

Potential Providers must incorporate sustainability principles into their proposals, ensuring that the procurement of Verto 365 support aligns with AGEM CSU's strategic objectives, delivers measurable efficiencies, and adheres to economic, social, and environmental priorities.

ACCREDITATION

- Cyber Essentials
- Cyber Insurance Certificate
- Information Security Management Certified

SERVICE LEVELS AND PERFORMANCE**Service Levels and Performance Specification**

The Supplier's performance will be measured against defined Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) to ensure the timely and high-quality delivery of support, maintenance, and system availability.

System Upgrades & Change Control

- Product Upgrades: Regular updates include new functionality or compliance-related changes and are covered under the annual support fee.
- Change Control: Requests for new features or enhancements must be submitted with detailed requirements. Bugs will be fixed at no additional cost, while enhancements may be chargeable with customer approval.
- Data Management & Backups
- All customer data is stored with nightly backups retained for 90 days.
- Customers can request a data restoration to any point within the last 90 days.
- Client data can be provided within 7 days in SQL Server backup format.

Service Availability

99.99% uptime guarantee during core business hours (09:00 – 17:30, Mon-Fri).

Data Centre availability is 99.99% 24x7x365.

TERM

12 months

BUDGET

The budget to support the 300 currently held perpetual Verto pro licences is £37,800 per annum.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)
Crown Copyright 2018

LOCATION FOR DELIVERY

Cardinal Square,
10 Nottingham Road,
Derby,
DE1 3QT

DATES FOR DELIVERY OF THE DELIVERABLES

Not applicable

TESTING OF DELIVERABLES

None

WARRANTY PERIOD

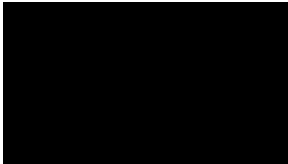
The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 36 months.

MAXIMUM LIABILITY

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is Approximately £36,642.00 excluding VAT.

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

Not applicable

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.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)
Crown Copyright 2018

BUYER'S INVOICE ADDRESS:

NHS Arden and GEM CSU
ODE PAYABLES M405
PO BOX 312
Leeds
LS11 1HP

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

BUYER'S ENVIRONMENTAL POLICY

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

BUYER'S SECURITY POLICY

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

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

PROGRESS REPORT FREQUENCY

N/A

PROGRESS MEETING FREQUENCY

N/A

Framework Schedule 6 (Order Form Template and Call-Off Schedules)
Crown Copyright 2018

KEY STAFF

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

KEY SUBCONTRACTOR(S)

Not applicable

COMMERCIALLY SENSITIVE INFORMATION

Not applicable

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

NA

For and on behalf of the Supplier: Bytes Software Services

[REDACTED]
Signature

Name: [REDACTED]

Role: [REDACTED]

Date: 12th March 2025

For and on behalf of Buyer:

[REDACTED]
Signature:

Name: [REDACTED]

Role: [REDACTED]

Date: 18th March 2025