

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

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

Framework Start Date: 10 August 2020

Framework Max End Date: 09 August 2024

Maximum Call Off Duration: 5 years with an option to extend for a further 24 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: SBS/19/AB/WAB/9411 **SBS24-026 Cisco Unified Call Manager Flexplan Subscription**

Insight Reference: 18169

Period of the Service Level Agreement (SLA)	Effective Date	07/07/2024
	Expiry Date	06/07/2025
Completion Date (if applicable)	Date	N/A



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

Extension expiry date	N/A
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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	Insight Direct (UK) Limited
Name of Supplier Authorised Signatory	
Job Title of Supplier Authorised Signatory	Public Sector Business Development Director
Address of Supplier	1st Floor, 1 St Paul's Place, Sheffield City Centre, Sheffield S1 2JX
Signature of Authorised Signatory	
Date of Signature	Sep 25, 2024

Customer SLA Signature panel

The “Customer”	
Name of Customer	North of England Care System Support (NECS)
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	9 ^h October 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 Insight Direct (UK) Limited and North of England Care System Support (NECS) for the provision of Cisco Unified Call Manager Flexplan Subscription. 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 Cisco Unified Call Manager Flexplan Subscription to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for the Cisco Unified Call Manager Flexplan Subscription 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	Account Manager	Lead Architect (Networks)
Email		
Phone	N/A	01642 746962

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

Cisco Unified Call Manager Flexplan subscription for on-premises Cisco Unified Call Manager platform.

b) Price/Rates

Quotation for :	NHS Shared Business Services / NECS
Account Manager :	
Framework :	SBS24-026 OAR
Date :	4 July 2024



Part No.	Description	QTY	Unit Price	Total
	Cisco Unified Call Manager Flex			£29,179.50

*Order Totals:	£29,179.50
Delivery:	
Order & Delivery Total:	£29,179.50
Plus VAT at 20%:	£5,835.90
Grand Total:	£35,015.40

c) Total Value of Call-Off

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

Total for units:

£29,179.50 ex VAT

£35,015.40 inc VAT

Individual unit price: ex VAT

d) Business Hours

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

24x7 service required.

e) Delivery Location

N/A

f) Invoicing Methods

Invoice sent to: OAR Payables – M265, P O Box 312, Leeds, LS11 1HP.

Supplier must invoice to match the PO format and value.

All invoices should include the supplier specific reference.

g) Reporting

N/A

h) Interoperability

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

N/A

i) Response Timescales

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

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 Cisco brand via re-seller Insight Direct (UK) Limited.

NECS are buying the services from Insight Direct (UK) Limited with Cisco as a sub-contractor to them.

c) Implementation and Exit Plan

N/A

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 7 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:

N/A

i) Key Performance Measures

[Redacted content]

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

N/A

a) Variation to Standard Specification

Please list any agreed variations to the specification of requirements

N/A

b) Other Specific Requirements

Please list any agreed other agreed requirements

N/A

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Final Audit Report

2024-09-25

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