

Direct Award - Order Form

Framework agreement reference: SBS / 19 / AB / WAB / 9411

Date of order	February 28th, 2025	Quote Ref:	[REDACTED]
		PO Ref:	[REDACTED]

FROM

Customer	UKHSA Health Security Agency "Customer"
Customer's Address	10 South Colonnade London E14 4PU
Invoice Address	[REDACTED]
Contact Ref:	[REDACTED]

TO

Supplier	Phoenix Software "Supplier"
Supplier's Address	Phoenix Software Limited, Blenheim House, York Road, Pocklington, York, YO42 1NS
Account Manager	[REDACTED]

GUARANTEE

Guarantee to be provided	[REDACTED]
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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"	[REDACTED]
Parent Company address	[]		
Account Manager	[REDACTED]		

	Fax: []
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1. TERM**Commencement Date**28th February 2025**(1.2) Expiry Date**

Not applicable

2. GOODS AND SERVICES REQUIREMENTS**(2.1) Goods and/or Services****Goods:**

Item	Quantity	Description

Total cost Ex vat - £284,691.54**(2.1) Lease/ Licenses****(2.2) Premises**

UKHSA Health Security Agency
10 South Colonnade
London
E14 4PU

(2.4) Standards

[REDACTED]
(2.5) Security Requirements Security Policy [REDACTED] Additional Security Requirements [REDACTED]
(2.6) Exit Plan [REDACTED]
(2.7) Environmental Plan [REDACTED]
3. SUPPLIER SOLUTION
(3.1) Supplier Solution [REDACTED]
(3.2) Account structure including Key Personnel [REDACTED] [REDACTED]
(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods [REDACTED]
(3.4) Outline Security Management Plan [REDACTED]
(3.5) Relevant Convictions [REDACTED]
(3.6) Implementation Plan [REDACTED]

4. PERFORMANCE QUALITY				
(4.1) Key Performance Indicators				
[REDACTED]				
(4.2) Service Levels and Service Credits				
[REDACTED]				
Service Level	Description	Service Credit Calculation	Critical Failure	Service
	[REDACTED]			
	[REDACTED]			
	[REDACTED]			
	[REDACTED]			
If the level of performance of the Supplier during the Contract Period:				
(i) fails to achieve a Service Level in respect of each element of the Service, then the Customer shall be entitled to deduct the Service Credits from the Contract Price; and/or				
(ii) constitutes a Critical Service Failure, the Customer shall be entitled to terminate this Contract.				

5. PRICE AND PAYMENT	
(5.1) Contract Price payable by the Customer	
[REDACTED]	
Total cost (ex vat) £284,691.54	[REDACTED]
(5.2) Invoicing and Payment	
[REDACTED]	

6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES	
(6.1) Supplemental requirements	
[REDACTED]	

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 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	

For and on behalf of the Customer:

Name and Title	
Signature	
Date	

Confidential