

ORDER: [REDACTED]

This Order is attached to and made a part of the Master SaaS Agreement dated [REDACTED] by and between Verint Systems UK Ltd ("Verint") and NHS Business Services Authority ("Customer"). The effective date of this document shall be the date of the last signatory ("Effective Date").

**1. SAAS ACCESS RIGHTS AND INITIAL SAAS ACCESS FEES:**

Item #	Description	Gross Unit Cost	Net Unit Cost	Term (Months)	Units	UOM	Sell Price
93-531-508 7	Verint Workforce Management - SaaS	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Named Employee	[REDACTED]
89-180-871 6	Verint Operations Manager - SaaS	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Named Employee	[REDACTED]
							[REDACTED]
							[REDACTED]
The Access Term for the above SaaS Services is for the number of months set forth in the table above commencing on the Effective Date of this Order and is non-cancellable. [REDACTED]							
[REDACTED]							
[REDACTED]							
[REDACTED]							
[REDACTED]							
[REDACTED]							
[REDACTED]							
[REDACTED]							
[REDACTED]							

**2. TOTAL FEES FOR THIS ORDER:**

[REDACTED]

**3. INVOICING AND PAYMENT TERMS:** All invoices will be paid by Customer in accordance with the Agreement, and invoices will be issued as follows:

**SAAS ACCESS FEES:** The total initial SaaS Access Fee will be invoiced on a pro rata annual basis. The first invoice shall be on or soon after the Effective Date of this Order and each following invoice will be issued on the date sixty (60) days prior to each anniversary of the Effective Date of this Order through the Access Term.

**4. DEFINITIONS AND THIRD PARTY APPLICATIONS:** The following definition(s) apply to this Order, and specify the type and manner in which each applicable product above is licensed for use hereunder in accordance with the terms and conditions of the Agreement:

Verint Operations Manager - SaaS Is comprised of Application Visualizer, Performance Management and these Operations Manager Capabilities: Time Tracking & Planning, Operations Visualizer Productivity Metrics, Operational Efficiency & Effectiveness Management, Back Office Forecaster, Work Position & Backlog Management, Work Item Optimization, and Quality Management

"Named Employee" means any person whose identification is recorded for use by the Software and/or Program for any purpose. A Named Employee license is personal to the individual to which the license is assigned and may not be used by any other individual. Personnel who have reached and/or passed their end date in the system are not considered Named Employees. A Named Employee license assigned to an individual may not be re-assigned on a temporary basis nor may individuals be rotated in and out of active use.

The Customer acknowledges that Verint's Software is a commercial off the shelf product and that no acceptance criteria shall be imposed by Licensee in connection with the Software.

Use of all third party applications provided by Verint is expressly limited to use in conjunction with the Products (i.e. may not be used independent of the Products).

**5. ADMINISTRATIVE:**

Address Type	Reference	Contact Name	Email	Phone	Address
Install	3 Year SaaS				
Billing					
Shipping					



6. **ACKNOWLEDGEMENT:** This Order may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.

IN WITNESS WHEREOF, Customer and Verint have caused this document to be executed by their duly authorized representatives as of the respective dates below.

ACCEPTED:  
**VERINT SYSTEMS UK LTD**

ACCEPTED:  
**NHS BUSINESS SERVICES AUTHORITY**

\_\_\_\_\_  
Authorized Representative

\_\_\_\_\_  
Authorized Representative

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**THE TERMS, CONDITIONS, AND FEES CONTAINED IN THIS ORDER ARE VALID PROVIDED IT IS EXECUTED  
BY CUSTOMER/AFFILIATE AND RECEIVED BY VERINT ON OR BEFORE JUNE 30, 2023.**