

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

## Order Form

CALL-OFF REFERENCE: **C55454**

THE BUYER: Health and Social Care Information Centre (known as NHS Digital)

BUYER ADDRESS 7-8 Wellington Place, Leeds, West Yorkshire, LS1 4AP

THE SUPPLIER: Softcat Plc

SUPPLIER ADDRESS: Solar House, Fieldhouse Lane, Marlow, SL7 1LW

REGISTRATION NUMBER: 02174990

DUNS NUMBER: 397333253

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 21<sup>st</sup> December 2021.

It's issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

### CALL-OFF LOT(S):

- Lot 3 Software & Associated Services

### 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) RM6068
3. The following Schedules in equal order of precedence:
  - Joint Schedules for RM6068
    - Joint Schedule 2 (Variation Form)

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

Crown Copyright 2018

- Joint Schedule 3 (Insurance Requirements)
  - Joint Schedule 4 (Commercially Sensitive Information)
  - Joint Schedule 10 (Rectification Plan)
  - Joint Schedule 11 (Processing Data)
- Call-Off Schedules for C55454
  - Call-Off Schedule 6 (ICT Services)
- 4. CCS Core Terms (version 3.0.6)
- 5. Joint Schedule 5 (Corporate Social Responsibility) RM6068
- 6. Annexes A to E Call-Off Schedule 6 (ICT Services)

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:

#### Special Term 1: **Cyber Security Requirements**

The following wording shall be included as a new Clause 3.4 of the Core Terms of the Call-Off Contract:

The Supplier warrants and represents that it has complied with and throughout the Contract Period will continue to comply with the Cyber Security Requirements. The “**Cyber Security Requirements**” means:

- a) compliance with the data security and protection toolkit (DSP Toolkit), an online self-assessment tool that allows organisations to measure their performance against the National Data Guardian’s 10 data security standards and supports key requirements of the GDPR, which can be accessed from <https://www.dsptoolkit.nhs.uk/>, as may be amended or replaced by the Buyer or the Department of Health and Social Care from time to time;
- b) such requirements as are identified by the Buyer in its Security Policy (if applicable); and
- c) any other cyber security requirements relating to the Services notified to the Supplier by the Buyer from time to time. In the event of new cyber security requirements being identified that are to be factored into the Call-Off Contract, these agreed with the Supplier through a Variation Note;

#### Special Term 2: **Supplier Staff**

The following wording shall be included as a new Clause 7.6 of the Core Terms of the Call-Off Contract:

- 7.6 Notwithstanding that Call-Off Schedule 9 (Security) has not been incorporated into this Order Form under the section headed “CALL-OFF INCORPORATED TERMS”, paragraph 3.4.3 of Part B of Call-Off Schedule 9 (Security) shall apply to this Order Form in any event.

### Special Term 3: **Intellectual Property Rights (IPRs)**

Clause 9.1 of the Core Terms of the Call-Off Contract – Delete this Clause and replace with:

- 9.1. Each Party keeps ownership of its own Existing IPRs. The Supplier gives the Buyer a non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, change and sub-license the Supplier's Existing IPR to enable it to:
- receive and use the Deliverables
  - make use of the deliverables provided by a Replacement Supplier
  - develop and provide products and services to third parties

### Special Term 4: **Execution and Counterparts**

The following wording shall be included as new Clause 36 of the Core Terms of the Call-Off Contract:

#### **36 Execution and Counterparts**

- 36.1 This Call-Off Contract may be executed in any number of counterparts (including by electronic transmission), each of which when executed shall constitute an original but all counterparts together shall constitute one and the same instrument.
- 36.2 Execution of this Call-Off Contract may be carried out in accordance with the Electronic Identification and Trust Services for Electronic Transactions Regulations 2016 (SI 2016/696) and the Electronic Communications Act 2000. In the event each Party agrees to sign this Call-Off Contract by electronic signature (whatever form the electronic signature takes) it is confirmed that this method of signature is as conclusive of each Party's intention to be bound by this Call-Off Contract as if signed by each Party's manuscript signature. In such situation, this Call-Off Contract shall be formed on the date on which both Parties have electronically signed the Call-Off Contract as recorded in the Buyer's electronic contract management system.

### Special Term 5: **Pricing and payments**

A new clause 4.12 shall be added to the Core Terms of the Call-Off Contract:

- 4.12 The Buyer acknowledges and agrees that if a balance remains upon expiration of the Term, the Vendor may request that the Supplier issues a purchase order directly for the remaining balance. The Buyer shall issue the requested purchase order within fifteen (15) days following the request from the Vendor without offset or reduction.

### Special term 6: **Changing the contract**

Framework Ref: RM6068  
Project Version: v0.1  
Model Version: v3.2

A new clause 24.8 shall be added to the Core Terms of the Call-Off Contract:

24.8 Unless otherwise agreed in writing, the Buyer may only increase its use of the Services during the Term and as such the Call-Off Charges may adjust as a result.

CALL-OFF START DATE: **1<sup>st</sup> January 2022**

CALL-OFF EXPIRY DATE: **31<sup>st</sup> December 2024**

CALL-OFF INITIAL PERIOD: **3 Years**

CALL-OFF OPTIONAL EXTENSION **Up to 1 Year – Extension pricing to be agreed between the Parties**

PERIOD

CALL-OFF DELIVERABLES

Summary Description	Term
Trend Phish Insights	
Deep Security - Malware Prevention and Network Security	
Trend Micro Premium Support (for Deep Security)	

LOCATION FOR DELIVERY

Electronic Delivery to [techservices.mgmtoffice@nhs.net](mailto:techservices.mgmtoffice@nhs.net)

DATES FOR DELIVERY OF THE DELIVERABLES

Within one (1) week of the Purchase Order being issued to the Supplier.

TESTING OF DELIVERABLES

None

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be as per the term of the Call-Off Contract.

MAXIMUM LIABILITY

The aggregate liability of either Party for all claims against it whether arising under this Agreement or otherwise in connection with this Agreement shall in no event exceed one million pounds (£1,000,000) or a sum equivalent to one hundred and fifty percent (150%) of the Charges paid and payable in the 12 (twelve) months preceding the claim, whichever is the greater.

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

Crown Copyright 2018

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£669,298.65**

### CALL-OFF CHARGES

Summary Description	Term	Total Cost
Trend Phish Insights		
Deep Security - Malware Prevention and Network Security		
Trend Micro Premium Support (for Deep Security)		

Use of Phish Insight training content is not included in the Charges and usage will incur additional fees at the Vendors then current list prices.

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

None

### PAYMENT METHOD

Payment to be made via BACS following the receipt of a correct and undisputed invoice. Refer to "Buyer's Invoice Address" for instructions regarding invoicing.

### BUYER'S INVOICE ADDRESS:

Any queries regarding outstanding payments should be directed to NHS Digital's Accounts Payable section by email at [financialaccounts@nhs.net](mailto:financialaccounts@nhs.net)

Invoices should clearly quote the Purchase Order number, be addressed to NHS Digital, T56 Payables A125, Phoenix House, Topcliffe Lane, Wakefield, WF3 1WE and be sent as a PDF attachment by email to the following email address; [sbs.apinvoicing@nhs.net](mailto:sbs.apinvoicing@nhs.net) (one invoice per PDF) and emails must not exceed 10Mb and quote, 'T56 Invoice Scanning' in subject line or alternatively invoices can be sent via post to the above address.

### BUYER'S AUTHORISED REPRESENTATIVE

[Redacted]

### SUPPLIER'S AUTHORISED REPRESENTATIVE

[Redacted]

### SUPPLIER'S CONTRACT MANAGER

[Redacted]

Framework Ref: RM6068  
Project Version: v0.1  
Model Version: v3.2



**PROGRESS REPORT FREQUENCY**

Not Applicable

**PROGRESS MEETING FREQUENCY**

Not Applicable

**KEY STAFF**

None

**KEY SUBCONTRACTOR(S)**

Not applicable

**COMMERCIALLY SENSITIVE INFORMATION**

Item(s)	Duration of Confidentiality
Any detail around pricing or commercial models	In perpetuity
Any detail around Softcat facilities, personnel or resources	In perpetuity
Any detail around business processes	In perpetuity
Any detail around business IT systems employed	In perpetuity
Any detail around our named sub-contracting partners	In perpetuity
Any reference to third parties such as clients, vendors and partners	In perpetuity

**SERVICE CREDITS**

Not Applicable



**ADDITIONAL INSURANCES**

Not Applicable

**GUARANTEE**

Not applicable

**SOCIAL VALUE COMMITMENT**

Not applicable

**BUYER CORE GOODS AND/OR SERVICES REQUIREMENTS**

**Goods and/or Services (as per “Call-Off Deliverables”)**

- 1 The following requirements shall take priority above all terms, conditions and specifications set out in this Call-Off Contract (including without limitation any embedded documents and terms), and the Supplier shall ensure that the software licences meet and conform with the following requirements:
  - 1.1 The Buyer shall be entitled, free of charge, to sub licence the software to any contractor and/or sub-contractor of the Buyer who is working towards and/or is providing services to the Buyer.
  - 1.2 The Buyer’s role as national information and technology partner to the NHS and social care bodies involves the Buyer buying services for or on behalf of the NHS and social care entities. Nothing in the licences for any of the software shall have the effect of restricting the Buyer from discharging its role as the national information and technology partner for the health and care system, which includes the ability of the Buyer to offer software and services to the NHS and social care entities. Specifically, any software licensing clause prohibiting ‘white labelling’, ‘provision of outsourcing services’ or similar, shall not be interpreted as prohibiting the Buyer’s services.
  - 1.3 The Buyer shall be entitled to deploy the software at any location from which the Buyer and/or any contractor and/or sub-contractor of the Buyer is undertaking services pursuant to which the software is being licenced.
  - 1.4 Any software licenced to the Buyer on a named users basis shall permit the transfer from one user to another user, free of charge provided that the Supplier is notified of the same (including without limitation to a named user who is a contractor and/or Subcontractor of the Buyer).
  - 1.5 The Supplier shall ensure that the Buyer shall be entitled to assign or novate all or any of the software licences free of charge to any other central government entity, by giving the licensor prior written notice.
  - 1.6 The Supplier shall notify the Buyer in advance if any software or service permits the Supplier or any third party remote access to the software or systems of the Buyer.

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

Crown Copyright 2018

- 1.7 Where the Supplier is responsible for the calculation of the appropriate number of users for software, and it is later shown there is a shortfall of licences, the Supplier shall be responsible for all costs of the Buyer.

For and on behalf of the Supplier:	For and on behalf of the Buyer: