



Shared Business Services

Order Form

Digital Workplace Solutions Framework agreement reference:

SBS/19/AB/WAB/9411

Date of order		Order Number	To be quoted on all correspondence relating to this Order
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FROM

Customer	NHS England on behalf of South, Central And West Commissioning Support Unit "Customer"		
Customer's Address	Omega House Eastleigh SO50 5PB United Kingdom		
Invoice Address	Hard copies of invoices can be posted to the below invoice address, or electronic copies can be uploaded to Tradeshift (see http://sbs.nhs.uk/supplier-einvoicing for further information). NHS South, Central and West CSU ODF Payables M425 PO BOX 312 Leeds LS11 1HP		
Contact Ref:	Name:	[REDACTED]	
	Address:	Omega House Eastleigh SO50 5PB United Kingdom	
	e-mail:	[REDACTED]	

TO

Supplier	XMA Limited "Supplier"		
Supplier's Address	Wilford Industrial Estate Ruddington Lane Wilford Nottingham NG11 7EP		
Account Manager	Name:	[REDACTED]	
	Address:	WILFORD INDUSTRIAL ESTATE RIUDDINGTON LANE WILFORD NOTTINGHAM NG11 7EP	

	Phone:	
	e-mail:	
	Fax:	NA

GUARANTEE

Guarantee to be provided	No
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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"
Parent Company address	
Account Manager	Name: Address: Phone: e-mail: Fax:

1. TERM
(1.1) Commencement Date 1 st April 2024
(1.2) Expiry Date 31 st March 2025

2. GOODS AND SERVICES REQUIREMENTS	
(2.1) Goods and/or Services	
Service Profile –	
<div>██████████</div> Salesforce licenses and support; bidders should provide quote for each of the below: <ul style="list-style-type: none">• Salesforce license – Enterprise Edition <p>This is a Call Off Contract and no guarantee in minimum spend. Maximum number of licences required will be ██████████ as of Year 1 however should SCW extend the contract it is likely that licences may reduce, and will be confirmed on the anniversary of the Contract start date.</p> Outcomes Subscription and support for the Salesforce license	
Minimum Order Value	£n/a
(2.2) Premises	
(2.3) Lease/ Licenses	
n/a	
(2.4) Standards	
ISO27001	
(2.5) Security Requirements	
SCW Security Policy	



Information Security
Policy v5.0 (Final).pdf

Processing personal data under or in connection with this contract

NO

(2.6) Exit Plan (where required)

NO

(2.7) Environmental Plan

NO

3. SUPPLIER SOLUTION

(3.1) Supplier Solution

- Salesforce license – Enterprise Edition

(3.2) Account structure including Key Personnel

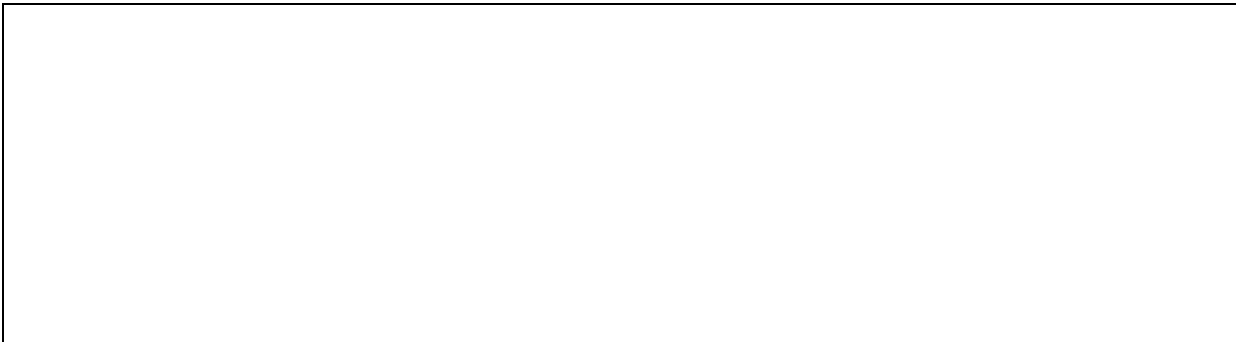
Key Personnel: [REDACTED] – Account Manager

(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods

Salesforce

<p>(3.4) Outline Security Management Plan</p> <p>As set out below:</p> <div style="background-color: black; width: 100px; height: 50px; margin: 10px 0;"></div> <p>All security and licencing terms are included in the SFDC terms of use document here.</p> <p><i>Guidance: As part of the ordering process, Customers should require the Supplier to provide an outline plan and policy and include this in the Order Form in this paragraph 3.4.</i></p>
<p>(3.5) Relevant Convictions</p> <p>Not applicable</p>
<p>(3.6) Implementation Plan</p> <p>n/a</p>

<p>4. PERFORMANCE QUALITY</p>
<p>(4.1) Key Performance Indicators</p> <p>n/a</p>
<p>(4.2) Service Levels and Service Credits</p> <p>n/a</p>
<p>If the level of performance of the Supplier during the Contract Period:</p> <ul style="list-style-type: none"> (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 in accordance with the commercial schedule set out in the framework agreement (including applicable discount but excluding VAT), payment profile and method of payment (BACS)

Contract with a guaranteed minimum spend of £124,186.70 that is non-cancellable and non-refundable in Year one.

Year one Charges will be based on the annual prices illustrated within the suppliers submitted financial template as shown below.

Financial Template	
NHS South, Central and West (SCW) Commissioning Support Unit	
Contract for the provision of	Contract for the Provision of Salesforce licenses
Project no.	1662
Bidder organisational name	XMA Limited

Information to Bidders

Bidders should complete this "Proposal Cost" tab and share it as part of their bid response.

As part of your return in response to the ITT, SCW requests that you give a breakdown of how you expect to allocate the budget between partners/subcontractors (if any) and a breakdown for which deliverable elements you are proposing.

All items / roles / elements must be attributed a value.

All items offered Free of Charge (FOC) must be clearly marked as such - this will allow the Commissioner to clearly recognise competitive nature of your bid.

Please use the comment box at the bottom to explain any assumptions, or provide any points of clarity you wish to inform the commissioner of.

Please provide banded pricing in accordance with the above table.

Please note price evaluation will be completed by totalising each individual position.

Please indicate if VAT is chargeable	Yes
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Total Cost

£124,186.70

Description	
Salesforce license - Enterprise Edition	
Salesforce license - Unlimited Edition	
Salesforce license - Enterprise Edition (restricted use)	
Salesforce license - Unlimited Edition (restricted use)	
TOTAL	

Comments and Points of Clarity
SCW are seeking the pricing on these version of licenses, however SCW will only purchase the one version at its own discretion. For evaluation purpose only, the total of all four licenses will be added up for pricing evaluation. This is a Call Off Contract, with no minimum spend guarantee.

(5.2) Invoicing and Payment

The Supplier shall issue invoices annually. The Customer shall pay the Supplier within thirty (30) days of receipt of a Valid Invoice, submitted in accordance with this paragraph 5.2, the payment profile set out in paragraph 5.1 above and the provisions of the Contract.

Payment is to be made annually upon receipt of a valid invoice at the start of the contract.

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6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES
(6.1) Supplemental requirements
n/a

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/or 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	28/03/24