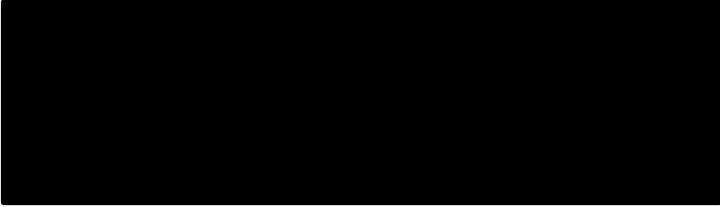


# Order Form

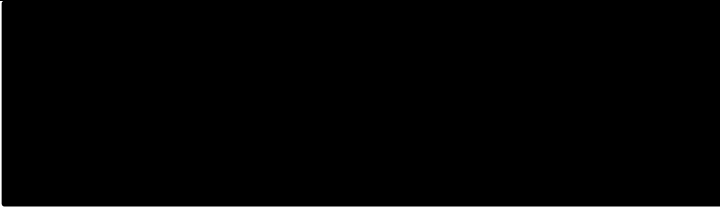
Framework agreement reference: [SBS/19/AB/WAB/9411](#)

Date of order	23/05/2025	Order Number	TBC
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## FROM

Customer	UK Research and Innovation - UKRI - "Customer"		
Customer's Address	Polaris House North Star Avenue Swindon SN2 2FL		
Invoice Address	Polaris House North Star Avenue Swindon SN2 2FL		
Contact Ref:	Name:		
	Address:		
	Phone:		
	e-mail:		
	Fax:		

## TO

Supplier	Phoenix Software Ltd - "Supplier"		
Supplier's Address	Blenheim House York Road Pocklington York YO42 1NS		
Account Manager	Name:		
	Address:		
	Phone:		
	e-mail:		
	Fax:		

## GUARANTEE

Guarantee to be provided	Not applicable.
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**1. TERM**

**(1.1) Commencement Date**

The start date of the contract is **26<sup>th</sup> May 2025**.



**(1.2) Expiry Date**

The Contract shall expire on the date which is **25<sup>th</sup> May 2028**  
36 Months after the Commencement Date.



**2. GOODS AND SERVICES REQUIREMENTS**

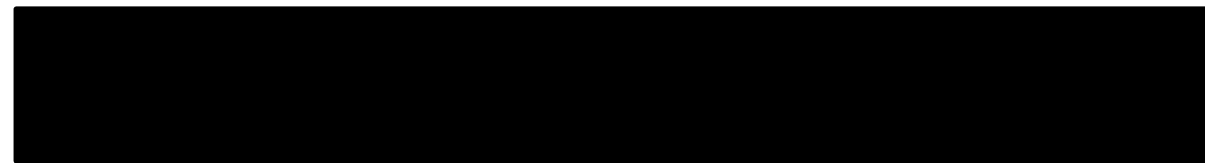
**(2.1) Goods and/or Services**

**Goods** – The goods required for this contract are as per the Managed Service Work order attached below in Annex1.

The Customer agrees to purchase all of its requirements for the Goods or equivalent goods from the Supplier.

**Service Profile** - The goods required for this contract are as per the Managed Service Work order attached below in Annex1.

Estimated Order Value £124,641.00 excluding VAT



Optional Services - N/A

Collection and recycling

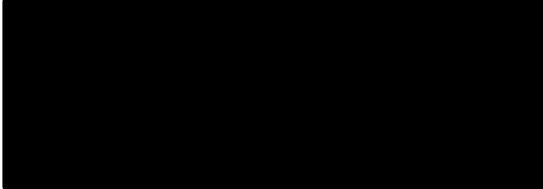
<p>Paper catalogue <input type="checkbox"/></p> <p>Secure Collection <input type="checkbox"/></p>
<p><b>(2.2) Premises</b></p> <p>Polaris House, North Star Avenue, Swindon, SN2 2FL</p> <p><b>(2.3) Lease/ Licenses</b></p> <p>N/A</p>
<p><b>(2.4) Standards</b></p> <p>N/A</p>
<p><b>(2.5) Security Requirements</b></p> <p>Not applicable.</p> <p><b>Processing personal data under or in connection with this contract</b></p> <p>No</p>
<p><b>(2.6) Exit Plan (where required)</b></p> <p>N/A</p>
<p><b>(2.7) Environmental Plan</b></p> <p>N/A</p>
<p><b>3. SUPPLIER SOLUTION</b></p>
<p><b>(3.1) Supplier Solution</b></p>

As per the Managed Service Work order attached in Annex 1 below.

**(3.2) Account structure including Key Personnel**

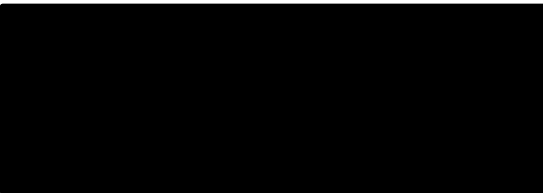
Supplier:

Key Personnel:



Buyer:

Key Personnel:



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

N/A

**(3.4) Outline Security Management Plan**

N/A

**(3.5) Relevant Convictions**

A Relevant Conviction is a Conviction that is relevant to the nature of the Services to be provided

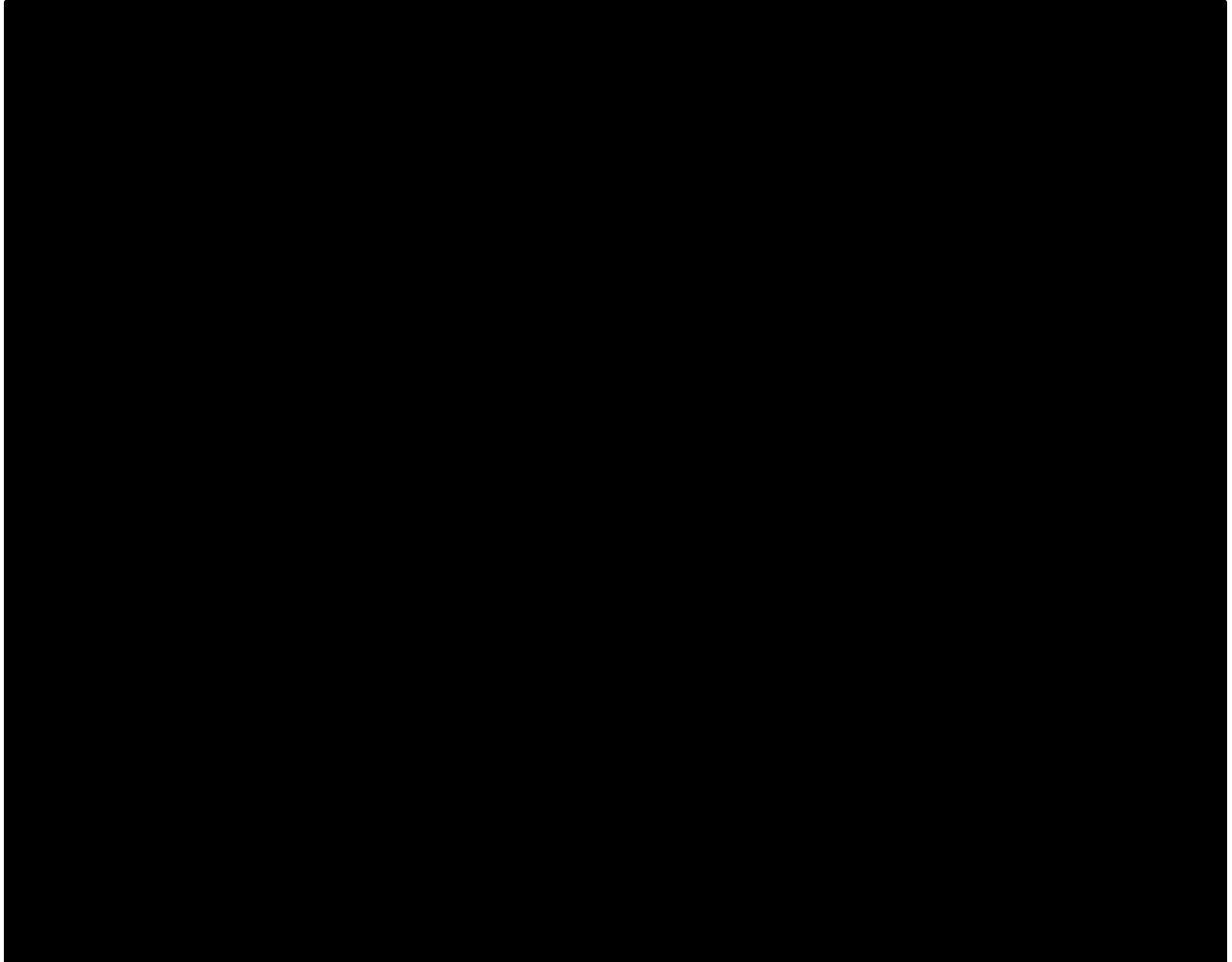
N/A

**(3.6) Implementation Plan**

As per the Managed Support Work Order attached below in Annex 1.

**4. PERFORMANCE QUALITY**

**(4.1) Key Performance Indicators**



**(4.2) Service Levels and Service Credits**

When providing the Goods and/or Services, the Supplier shall as a minimum ensure that it achieves the following service levels:

Service levels are as per the attached Managed Support Work order attached to this order form.

Service Level	Description	Service Credit Calculation	Critical Service Failure

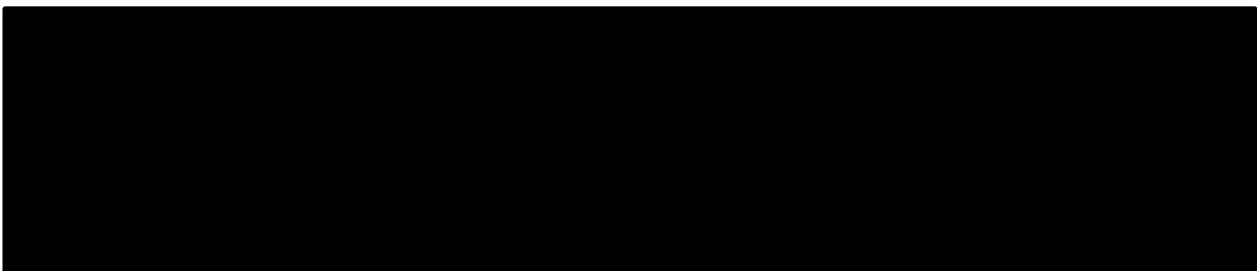
If the level of performance of the Supplier during the Contract Period:

- (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 in accordance with the commercial schedule set out in the framework agreement (including applicable discount but excluding VAT), payment profile and method of payment (e.g. Government Procurement Card (GPC) or BACS))**

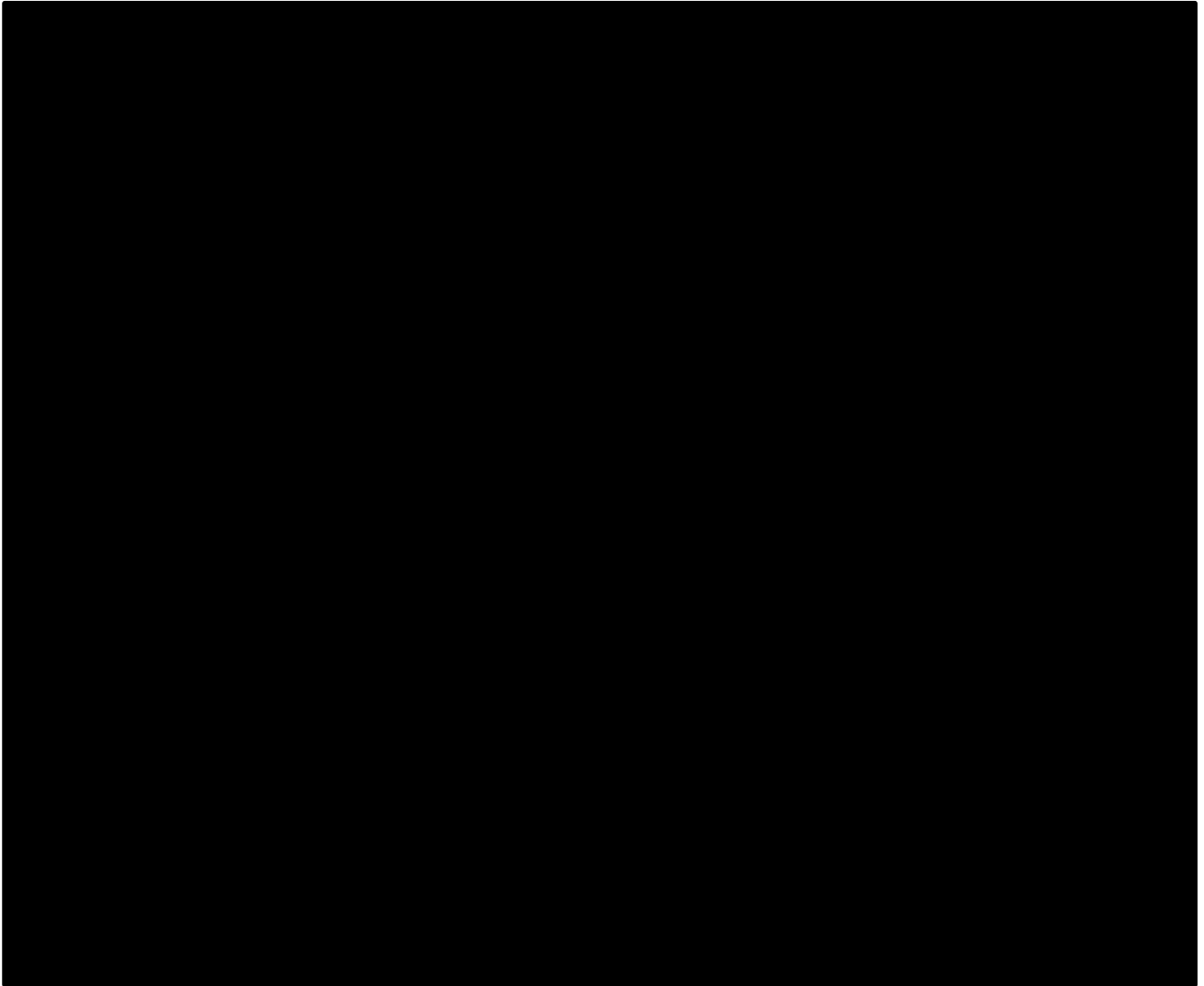
The overall contract value for the 3 years period shall not exceed **£124,641.00 excluding VAT.**



The payment profile for this requirement is **annually in advance.**

The payment method for this contract is **BACS** upon receipt of a valid invoice.

The Supplier will issue electronic invoices annually in advance. The Buyer will pay the Supplier within 30 days of receipt of a valid undisputed invoice.



<b>6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES</b>
(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	[Redacted]
Signature	[Redacted]
Date	23/05/2025

**For and on behalf of the Customer:**

Name and Title	[Redacted]
Signature	[Redacted]
Date	05/23/2025



Annex 1

