

Order Form

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

Date of order	20/02/2025	Order Number	TBC
---------------	------------	--------------	-----

FROM

Customer	NHS North of England Commissioning Support Unit (NECS) (Hosted by NHS England)
Customer's Address	John Snow House, Durham University Science Park, Durham, DH1 3YG
Invoice Address	OAR Payables – M265, P O Box 312, Leeds, LS11 1HP
Contact Ref:	Name: [REDACTED] Address: John Snow House, Durham University Science Park, Durham, DH1 3YG Phone: n/a E-mail: [REDACTED] Fax: n/a

TO

Supplier	Phoenix Software Ltd
Supplier's Address	Blenheim House, York Road, Pocklington, York, YO42 1NS
Account Manager	Name: [REDACTED] Address: Blenheim House, York Road, Pocklington, York YO42 1NS Phone: [REDACTED] E-mail: [REDACTED] Fax: n/a

GUARANTEE

Guarantee to be provided	No
--------------------------	----

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]	
Parent Company address	
Account Manager	Name: Address: Phone:

	E-mail:
	Fax:

1. TERM

Commencement Date: 06/03/2025

Expiry Date: 06/03/2026

Option to extend 1 x 12 months: 03/03/2027

2. GOODS AND SERVICES REQUIREMENTS

(2.1) Goods and/or Services

NECS requires the costs for the renewal of these licenses as detailed in the table below.

Please provide costs as per the below quantities for 12 months with an additional 12 months.

Description	Qty
Monitor Standard Subscription (SKU-67)	
SQL Clone Subscription (SKU-144)	
SQL Toolbelt Essentials Subscription (SKU-134)	
SQL Toolbelt Essentials Subscription (transition to subscription plan) (SKU-134)	
SQL toolbelt Subscription (transition to subscription plan) (SKU-64)	

Minimum Order Value

£52,935.58

(2.2) Premises

N/A - Activity can be carried out remotely

(2.3) Lease/ Licenses

N/A

(2.4) Standards

Suppliers of products or services should have the following accreditations or be able to demonstrate that their company operates systems/processes equivalent to such standards. Bidders should supply copies of their accreditation certificates or evidence of their equivalent operating systems.

- ISO 27001 Certification – information security management

(2.5) Security Requirements**Security Policy**

N/A

Additional Security Requirements

N/A

Processing personal data under or in connection with this contract

NO

(2.6) Exit Plan (where required)

NO

(2.7) Environmental Plan

NO

4. PERFORMANCE QUALITY

(4.1) Key Performance Indicators

Renewal of Redgate licences and licence keys provided ahead of the associated expiry dates.

(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 Level	Description	Service Credit Calculation	Critical Service Failure
High	Provision of licence keys ahead of expiry dates	N/A	Yes

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

Table 1

Description	Quantity	Total Price (£) (Ex VAT)
Monitor Standard Subscription (SKU-67) (Quantity in Servers)	■	£ [REDACTED]
Clone Subscription (SKU-144) (Quantity in TB)	■	£ [REDACTED]
SQL Toolbelt Essentials Subscription (SKU-134) (Quantity in Users)	■	£ [REDACTED]
SQL Toolbelt Essentials Subscription (transition to subscription plan) (SKU-134) (Quantity in Users)	■	£ [REDACTED]


--

3. SUPPLIER SOLUTION

(3.1) Supplier Solution

N/A

(3.2) Account structure including Key Personnel
--

 Principal Technical Architect, NECS

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

N/A

(3.4) Outline Security Management Plan

As set out below:

N/A

(3.5) Relevant Convictions

N/A

(3.6) Implementation Plan

N/A

SQL toolbelt Subscription (transition to subscription plan) (SKU-64) (Quantity in Users)		£
Overall Bid Price (£) (Ex VAT)		£ 52,935.58



(5.2) Invoicing and Payment

NECS expects to be invoiced for 12 months period at a time. Supplier must invoice to match the PO format and value. All invoices should include the supplier specific reference.

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	██████████ – Healthcare Team Leader
Signature	██████████
Date	25/02/2025

For and on behalf of the Customer:

Name and Title	██████████, Deputy MD, Business Information Services Director, Chief Digital and Information Officer NECS
Signature	██████████
Date	04/03/2025