

Order Form - Confidential When Complete

| Call-off Contract Details | |
|--|--|
| Title of Framework Agreement: | Digital Workplace Solutions 2 |
| Framework Agreement Reference: | SBS10515 |
| Lot number: | Not applicable - Framework not divided into lots |
| Call-off procedure used: [Further Competition/Direct Award] | Direct Award |
| Total Call-off Contract Value: | £149,281.92 (exclusive of VAT) or £179,138.30 (inclusive of VAT) |
| Authority Contact Details: | |
| Name: | North of England Care System Support (NECS) |
| Phone Number: | ██████████ |
| Category Generic Email Address: | ██████████@nhs.net |

Order Form Details

This Order Form sets out the agreement between the following Parties and in accordance with the Terms and Conditions of the Framework Agreement and the Call-off Terms and Conditions.

| Period of the Agreement | | | |
|------------------------------------|-----------|--------------|------------|
| Commencement Date: | 1/02/2026 | Expiry Date: | 31/01/2027 |
| Extension Period(s): [Optional] | N/A | | |
| Maximum Permissible Term | 12 months | | |

Unless otherwise agreed by both Parties, this Order Form will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the Approved Organisation continues to access the Supplier's Goods and/or Services, the terms of this Contract shall apply on a rolling basis until the overarching Framework Agreement expiry date.

In circumstances where the Framework Agreement had already expired and the Approved Organisation continues to access the Supplier's Goods and/or Services, then the terms of this Contract shall apply on a rolling basis until the expiry of the Call-off Terms and Conditions' maximum permissible term (as set out above).

Any capitalised terms shall have the meaning given to such terms in the Call-off Terms and Conditions.

Supplier Order Form Signature Panel

| The "Supplier" | |
|---|---|
| Name of Supplier: | Insight Direct (UK) Ltd |
| Name of Supplier Authorised Signatory: | [REDACTED] |
| Job Title of Supplier Authorised Signatory: | Public Sector Business Development [REDACTED] |
| [REDACTED] | [REDACTED] |
| Contact Details Phone Number: | |
| Address of Supplier: | 1st Floor 1 St Paul's Place, Sheffield, England, S1 2JX |

| | | | |
|------------------------------------|------------|--------------------|--------------|
| Signature of Authorised Signatory: | [REDACTED] | Date of Signature: | Dec 24, 2025 |
|------------------------------------|------------|--------------------|--------------|

Approved Organisation Order Form Signature Panel

| The "Approved Organisation" | |
|--|---|
| Name of Approved Organisation: | North of England Care System Support |
| Name of Approved Organisation Authorised Signatory: | [REDACTED] |
| Job Title of Approved Organisation Authorised Signatory: | Business Information Services Director |
| Contact Details Email Address: | [REDACTED] |
| Contact Details Phone Number: | [REDACTED] |
| Address of Approved Organisation: | John Snow House Durham University Science Park, Durham, DH1 3YG |

| | | | |
|--|------------|--------------------|------------------------------|
| Signature of Approved Organisation Authorised Signatory: | [REDACTED] | Date of Signature: | 6 th January 2026 |
|--|------------|--------------------|------------------------------|

Please Note: Each Party's respective Authorised Signatory above shall also be that Party's authorised representative for the purposes of Clause 21.2 of Schedule 2 of the Call-off Terms and Conditions in respect of any variations to the Call-off Contract during its Term.

Subject to the Parties complying with Clause 28 (Assignment, novation and Sub-contracting) of Schedule 2 of the Call-off Terms and Conditions, this Order Form shall remain in force regardless of any change of organisational structure to the above named Approved Organisation or Supplier and shall be applicable to any successor organisations as agreed by both Parties.

As per the Framework Agreement, the Supplier shall forward a copy of the jointly signed Order Form to the Authority by no later than 5 (five) Business Days of it being executed.

| | |
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1. Agreement Overview

This Order Form represents an agreement between the Parties listed above pursuant to the Framework Agreement listed above for the provision of Goods and/or Services as outlined below. This Order Form in conjunction with the Call-off Terms and Conditions outlines the parameters for the provision of Goods and/or Services as they are mutually understood by the Parties.

The Framework Agreement terms and conditions (including the Specification) will apply in all instances, unless specifically agreed otherwise by both Parties within this Order Form.

2. Stakeholders

The primary stakeholders from the Supplier and the Approved Organisation will be responsible for the day-to-day management of the Call-off Terms and Conditions, this Order Form and the delivery of the Goods and/or Services. If different from the Authorised Signatory details listed on page 1 of this Order Form, please provide the names of the Contract Managers associated with this Order Form.

| Supplier Call-off Contract Manager Details: | |
|--|----------------------|
| Supplier Call-off Contract Manager: | ██████████ |
| Supplier Call-off Contract Manager contact details: | ████████████████████ |
| Approved Organisation Contract Manager Details: | |
| Approved Organisation Call-off Contract Manager: | ██████████ |
| Approved Organisation Call-off Contract Manager contact details: | ████████████████████ |

3. Periodic Review

In accordance with Clause 15.1 of the Call-off Terms and Conditions, this Order Form is valid from the Commencement Date outlined herein and is valid until the Expiry Date (as set out above) as agreed. This Order Form should be reviewed as a minimum once per financial year; however, in lieu of a review during any period specified, the current Call-off Terms and Conditions and Order Form will remain in effect.

4. Requirements

A. Services to be Provided

| Requirement | Why | Essential (5) or Desirable (1) |
|---|---|--------------------------------|
| Hosting for 5 x 42U fully managed racks to include physical security, power, aircon, UPS and environmental monitoring | To co-locate NECS "on-prem" infrastructure | Essential |
| 22kWh per month committed power draw | To ensure reliable operation of the equipment | Essential |
| Location must be within the North East of England - defined as post codes: NE, DH, TS, SR or DL and within an hours drive of John Snow House, Durham, DH1 3YG (Pulsant Data Centre) | To allow timely access by NECS engineers involved in changes and/or emergency service restoration | Essential |
| 24x7 access on request | As above point | Essential |
| 24x7 access immediately available | To provide additional flexibility | Desirable |
| Tier 3 category data centre | To ensure NECS' continued compliance with the NHS DSP Toolkit, CE+ and ISO 27001 | Essential |
| 1 year contract | To provide continuity for these critical services | Desirable |
| Fixed price for the contract duration | To provide cost surety | Essential |

NECS have a requirement to continue using the services provided by Pulsant at their Northeast data centre where they provide serviced rackspace hosting for existing "on-prem" infrastructure. Insight Direct UK Limited are the only 3rd party reseller who work directly with Pulsant (as an exclusive affiliate).

B. Goods to be Provided

Please detail the Goods to be provided or include an attachment with full details.

The Supplier is not providing Goods to the Approved Organisation pursuant to this Order Form and the Call-off Terms and Conditions and on that basis the terms in relating to the supply of Goods set out in this Order Form and the Call-off Terms and Conditions shall not apply.

C. Goods Delivery Schedule/Services Implementation Plan

Please provide a delivery schedule/Implementation Plan, where applicable, outlining how and when the Goods and/or Services will be provided by the Supplier to the Approved Organisation or include an attachment with full details.

Not applicable

D. Key Personnel

Pursuant to Clause 5.3 of Schedule 2 of the Call-off Contract please set out key personnel required for the supply of Goods and/or the provision of Services.

Not applicable

E. Sub-contracting and Personnel

Where the Approved Organisation permits sub-contracting of the supply of Goods and/or the provision of Services by Suppliers, the following information is required. If the Supplier Sub-contracts any of its obligations under this Order Form and Call-Off Contract, every act or omission of the Sub-contractor shall for the purposes of this this Order Form and Call-Off Contract be deemed to be the act or omission of the Supplier and the Supplier shall be liable to the Approved Organisation as if such act or omission had been committed or omitted by the Supplier itself.

Pulsant

F. Policies

Please list and provide links to/copies of all policies with which the Supplier is required to comply.

The Tier 3 data centre should comply with the NHS DSP Toolkit, CE+, and ISO 27001.

G. Leases or Licences

Where applicable, please detail any leases or licences to be provided by either Party to the other.

Not applicable

H. Special Terms

The Parties hereby acknowledge that Special Terms:

- may only be proposed for inclusion by the Approved Organisation;
- can be applied solely to enhance or augment existing provisions within the Call-off Terms and Conditions; and
- must not substantially alter or vary the Call-off Terms and Conditions, in order for this Order Form and Call-off Contract to remain compliant with the Public Contracts Regulations 2015.

Please insert any applicable Special Terms below.

| | |
|--|--|
| | |
|--|--|

I. Charges

Standard Supplier pricing and rates (the Contract Price) are included within the Commercial Schedule in and represents the maximum that can be charged. Please detail all discounts, volume arrangements or variations in relation to the standard rates. The Contract Price of the Goods and/or Services are to be included below, or detailed as a separated attachment.

Is the Contract Price agreed to be subject to indexation (see Schedule 12 of the Framework Agreement)?

No

| | |
|------------------|-------------------------------|
| Quotation for : | NECS Pulsant 26/27 |
| Account Manager: | [REDACTED] |
| Framework: | Digital Workplace Solutions 2 |
| Contact: | [REDACTED] |
| Date: | 08 December 2025 |

| Serial | Description | Qty | Unit Price | Total Price |
|--------|---|-----|------------|-------------|
| | 5 Rack Quotation – Power between Racks are Pooled | | | |
| | 1 > Newcastle East, Full Rack, 32 Amp Dual Feed, Power billed separately (Renewal) Standard rack size is 600mm x 1000mm (larger subject to location and availability), including in-rack Power Bar(s). 32 Amp Max continuous draw. Dual feed only provides redundancy and does not double the available power. | 12 | | |
| | 5 > Newcastle East, Full Rack, 32 Amp Dual Feed, Power billed separately Standard rack size is 600mm x 1000mm (larger subject to location and availability), including in-rack Power Bar(s). 32 Amp Max continuous draw. Dual feed only provides redundancy and does not double the available power. | | | |
| | 1 > Newcastle East, kW Committed Power (Replacement) 1 > 8.5 kW - Newcastle East, kW Committed Power Power consumed over Committed will be chargeable at the prevailing 'Overage' rate per kWh. 'Overage' consumption will be rounded up to the nearest 0.1kW per month. | 12 | | |
| | 1 > Newcastle East, kW Committed Power (Replacement) 1 > 8.5 kW - Newcastle East, kW Committed Power Power consumed over Committed will be chargeable at the prevailing 'Overage' rate per kWh. 'Overage' consumption will be rounded up to the nearest 0.1kW per month. | 12 | | |
| | 1 > Newcastle East, kW Committed Power (Replacement) 1 > 4.5 kW - Newcastle East, kW Committed Power Power consumed over Committed will be chargeable at the prevailing 'Overage' rate per kWh. 'Overage' consumption will be rounded up to the nearest 0.1kW per month. | 12 | | |
| | 1 > Newcastle East, kW Committed Power (Replacement) 1 > 4.5 kW - Newcastle East, kW Committed Power Power consumed over Committed will be chargeable at the prevailing 'Overage' rate per kWh. 'Overage' consumption will be rounded up to the nearest 0.1kW per month. | 12 | | |
| | 1 > Newcastle East, kW Committed Power (Replacement) 1 > 4.5 kW - Newcastle East, kW Committed Power Power consumed over Committed will be chargeable at the prevailing 'Overage' rate per kWh. 'Overage' consumption will be rounded up to the nearest 0.1kW per month. | 12 | | |
| | 1 > Cross Connect, Fibre (Renewal) 5 > Cross Connect, Fibre Fibre cross connects between customer racks and third party services, requires completion of the cross connect data from as standard the fibre will be terminated with LC connections at both ends. A End: DETAILS TO BE ENTERED BY PULSANT SALES/SALES OPS/SA TEAM B End: DETAILS TO BE ENTERED BY PULSANT SALES/SALES OPS/SA TEAM This product includes all SFP/SFP+/Optics for connection to Pulsant Equipment, and for connection to the Pulsant Core network. Connection to client racks is not completed as part of this product. A request to re-terminate should be used when ready. | 12 | | |

• PRICES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE
 • INSIGHT STANDARD TERMS AND CONDITIONS APPLY AND ARE AVAILABLE AT: www.insight.com/uk
 • ERRORS AND OMISSIONS EXCEPTED

Quotation by: [REDACTED]
 Tele: [REDACTED]
 Email: [REDACTED]

J. Confidential Information

Please detail all information relevant to this Order Form and the Call-off Terms and Conditions which either Party considers to be treated as Confidential Information.

Not applicable

K. Complaints/Escalation Procedure

As per the Framework Agreement, the Supplier shall inform the Authority of all complaints. Please detail the Approved Organisation's additional requirements regarding complaints.

Not applicable

L. Limit of Liability

Please populate the limit of liability values

The limits of liability set out in Clause 13.2 of Schedule 2 of the Call-Off Terms and Conditions.

M. Management Information (MI)

In addition to the management information required by the Authority under the Framework Agreement, the Supplier shall provide to the Approved Organisation the following Management Information at the frequency outlined.

Not applicable

N. Invoicing

Please detail all specific invoicing requirements here.

Invoice address: NHS North of England CSU [REDACTED] 1HP
Email address: [REDACTED]

Invoices will be paid via BACS.

All invoices must include:

- the Purchase Order number;
- total value excluding Value Added Tax (VAT);
- the VAT percentage;
- the total value including VAT;
- a contact name and telephone number of an appropriate individual in the Supplier's finance department in the event of administrative queries; and
- the banking details for payment to the Supplier via electronic transfer of funds (name and address of bank, sort code, account name and number)

0. Exit Requirements

Please include details of any exit requirements with which the Supplier is required to comply.

The standard exit plan is set out in Clause 15.10 of Schedule 2 of the Call-off Ts and Cs.

P. Termination

Please detail specific termination provisions here.

The standard termination terms are set out in Clause 15 of Schedule 2 of the Call-off Ts and Cs.

6. Other Specific Requirements

Detailed Requirements

Please list all detailed requirements or include an attachment with full details.

None

PLEASE NOTE:

In accordance with Clause 8.4 of Schedule 13 of the Framework Agreement, by no later than five (5) Business Days following the execution of an Order Form by the Approved Organisation and the Supplier, the Supplier shall send a copy of the executed version of the Order Form to the Authority's Contract Manager.

All Goods and/or Services provided by the Supplier without an Approved Organisation's jointly signed Order Form is entirely at the Supplier's risk.

Appendix 1 - Data Protection Protocol

Not applicable - service is infrastructure only

21233 - NHS North of England CSU - Pulsant - NHS SBS2 Order Form v2

Final Audit Report

2025-12-24

| | |
|-----------------|--|
| Created: | 2025-12-23 |
| By: | [REDACTED] |
| Status: | Signed |
| Transaction ID: | CBJCHBCAABAAB4T4bxHqHTuPKIkxnL5IPIJKtTSZ0Md5 |

"21233 - NHS North of England CSU - Pulsant - NHS SBS2 Order Form v2" History

