

Appendix 1**National Microbiology Framework Agreement
Order Form – C268096****FROM**

Authority:	UK Health Security Agency
Invoice address:	UKHSA ACCOUNTS PAYABLE TEAM MANOR FARM ROAD PORTON DOWN SALISBURY SP4 0JG United Kingdom Email: [REDACTED]
Contract Manager:	[REDACTED] [REDACTED] [REDACTED]
Secondary Contact: eg. business operational contact, project manager	N/A
Procurement lead	[REDACTED]
Name and address for notices:	Name: [REDACTED] Address: UK Health Security Agency, 10 South Colonnade. London. E14 4PU.
Internal reference (if applicable):	To be quoted on all correspondence relating to this Order Form: Contract Code: C268096

TO

Supplier:	Illumina Cambridge Ltd. Company No: 03625145 Registered Address: 19 Granta Park
------------------	------------------------------------------------------------------------------------------------------

National Microbiology Framework Schedule 7 - Ordering Procedure, Award Criteria and Order Form

	Great Abington Cambridge Cambridgeshire CB21 6DF
Contract Manager:	Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]
Secondary Contact:	Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]
Account Manager:	Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]
Name and address for notices:	Name: Illumina Cambridge Ltd. Address: 19 Granta Park Great Abington Cambridge Cambridgeshire CB21 6DF

Applicable terms and conditions

The following terms and conditions are applicable to the Contract for this Order:

Appendix A	Call-off Terms and Conditions for the Supply of Goods and the Provision of Services	Applicable to this Contract
Appendix B	Optional Additional Call-off Terms and Conditions for Installation and Commissioning Services	<input type="checkbox"/> (only applicable if this box is checked)
Appendix C	Optional Additional Call-off Terms and Conditions for Maintenance Services	<input type="checkbox"/> (only applicable if this box is checked)
Appendix D	Optional Additional Call-off Terms and Conditions for Bespoke Research, Development and Manufacturing Requirements	<input type="checkbox"/> (only applicable if this box is checked and to the extent the applicable terms are included in Annex A (Order Specific Key Provisions))
Appendix E	Optional Additional Call-off Terms and Conditions for Reagent Rental	<input type="checkbox"/> (only applicable if this box is checked)
Appendix F	Optional Additional Call-off Terms and Conditions for Managed Equipment Services	<input type="checkbox"/> (only applicable if this box is checked)
Appendix G	Optional Additional Call-off Terms and Conditions for Clinical Laboratory Diagnostic Testing Services	<input type="checkbox"/> (only applicable if this box is checked and to the extent the applicable terms are included in Annex A (Order Specific Key Provisions))
Appendix H	Further Optional Additional Call-off Terms and Conditions Each of the following clauses in Appendix H is only applicable to this Contract if the relevant box is checked:	(only applicable if one or more boxes are checked)
	1. TUPE applies at the commencement of the provision of Services	
	2. TUPE on exit	
	3. Different levels and/or types of insurance	
	4. Induction training for Services	
	5. Further Authority obligations	

National Microbiology Framework Schedule 7 - Ordering Procedure, Award Criteria and Order Form

	6. Assignment of Intellectual Property Rights in deliverables, materials and outputs of the Services	<input type="checkbox"/>	
	7. Inclusion of a Change Control Process	<input type="checkbox"/>	
	8. Authority step-in rights	<input type="checkbox"/>	
	9. Guarantee	<input type="checkbox"/>	
	10. Termination for convenience	<input checked="" type="checkbox"/>	
	11. Pre-Acquisition Questionnaire	<input type="checkbox"/>	
	12. Time of the essence (Goods)	<input type="checkbox"/>	
	13. Time of the essence (Services)	<input type="checkbox"/>	
	14. Specific time periods for inspection	<input type="checkbox"/>	
	15. Specific time periods for rights and remedies under Clause 3.6 of Schedule 2 of Appendix A	<input type="checkbox"/>	
	16. Right to terminate following a specified number of material breaches	<input type="checkbox"/>	
	17. Expert Determination	<input type="checkbox"/>	
	18. Consigned Goods	<input type="checkbox"/>	
	19. Improving visibility of Sub-contract opportunities available to Small and Medium Size Enterprises and Voluntary, Community and Social Enterprises	<input type="checkbox"/>	
	20. Management Charges and Information	<input type="checkbox"/>	
	21. COVID-19 related enhanced business continuity provisions	<input type="checkbox"/>	
	22. Buffer stock requirements	<input type="checkbox"/>	
	23. Modern slavery	<input checked="" type="checkbox"/>	
The additional Order Specific Key Provisions set out at Annex A (Order Specific Key Provisions) to this Order Form shall also apply to this Contract.		<input type="checkbox"/> (only applicable if this box is checked)	

1. CONTRACT DETAILS**(1.1) Commencement Date:**

The date this Order Form is signed by both Parties (Authority and Supplier).

(1.2) Services Commencement Date (if applicable):

The date this Order Form is signed by both Parties (Authority and Supplier).

(1.3) Contract Price ((i) breakdown and (ii) payment profile):

The Contract Price shall be £862,028.00 (eight hundred and sixty-two thousand and twenty-eight pounds) only (excluding VAT).

Instrument Type	Serial Number	Service Contract Description	Start Date	End Date	2023/24 List Prices	UKHSA Annual Rate £	ProRota Subtotal £	
Colindale								
NovaSeq6000	A01417	NovaSeq 6000 Silver Support Plan	01/04/2024	31/03/2026				Connected
NovaSeq6000	A01321	NovaSeq 6000 Silver Support Plan						Mothballed
NextSeq1000	VL00114	NextSeq 1000 Silver Support Plan	01/04/2024	31/03/2026				Connected
NextSeq1000	VL00115	NextSeq 1000 Silver Support Plan	01/04/2024	31/03/2026				Connected
NextSeq500	NS500628	NextSeq 500 Silver Support Plan	01/04/2024	31/03/2026				Connected
NextSeq550	NB552083	NextSeq 550 Silver Support Plan	01/04/2024	31/03/2026				Connected
NextSeq550	NB552079	NextSeq 550 Silver Support Plan	01/04/2024	31/03/2026				Connected
MiSeq	M03912	MiSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
MiSeq	M01760	MiSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
MiSeq	M01763	MiSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
MiniSeq	MN01685	MiniSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
Porton Down								
NextSeq1000	VL00188	NextSeq 1000 Silver Support Plan	01/04/2024	31/03/2026				Connected
MiSeq	M03697	MiSeq Silver Support Plan	01/04/2024	31/03/2026				
Birmingham								
NextSeq1000	VL00163	NextSeq 1000 Silver Support Plan	01/04/2024	31/03/2026				Connected
MiniSeq	MN01572	MiniSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
MiSeq	M03656	MiSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
MiSeq	M01740	MiSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
MiSeq	M03225	MiSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
MiSeq	M03368	MiSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
MiSeq	M03594	MiSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
Manchester								
NextSeq1000	VL00161	NextSeq 1000 Silver Support Plan	01/04/2024	31/03/2026				Connected
MiniSeq	MN01728	MiniSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
NextSeq550	NB552678	NextSeq 550 Silver Support Plan	01/04/2024	31/03/2026				Mothballed
MiSeq	M01481	MiSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
Leeds								
NextSeq1000	VL00165	NextSeq 1000 Silver Support Plan	01/04/2024	31/03/2026				Connected
Bristol								
NextSeq1000	VL00156	NextSeq 1000 Silver Support Plan	01/04/2024	31/03/2026				Connected
MiSeq	M03605	MiSeq Silver Support Plan	01/04/2024	31/03/2026				Connected
MiniSeq	MN01720	MiniSeq Silver Support Plan	01/04/2024	31/03/2026	Connected			
Cambridge								
MiSeq	M03949	MiSeq Silver Support Plan			Mothballed			
MiniSeq	MN01686	MiniSeq Silver Support Plan	01/04/2024	31/03/2026	Mothballed			

(1.4) Term of Contract:

The Term Expiry Date shall be 31/03/2026, unless it is otherwise extended or terminated in accordance with the terms and conditions of the Contract.

The Authority may terminate the Contract for convenience at any time pursuant to clause 10 (Termination for convenience) of Appendix H (Further Optional Additional Call-off Terms and Conditions) of this Contract provided the Authority gives the Supplier not less than 3 (three) months written notice.

(1.5) Term extension options:

Not applicable.

2. GOODS AND/OR SERVICES REQUIREMENTS**(2.1) Description of the Goods / Services:**

Services: Maintenance and support for UKHSA's inventory of Illumina sequencing machines as listed in section (1.3).

(2.2) Premises and Location(s) at which the Goods / Services are to be delivered / provided:

UKHSA Colindale
UKHSA Porton Down

UKHSA Birmingham
 UKHSA Manchester
 UKHSA Leeds
 UKHSA Bristol
 UKHSA Cambridge

(2.3) Key personnel of the Supplier to be involved in the Goods / Services:

Name: [REDACTED]
 Phone: [REDACTED]
 E-mail: [REDACTED]

(2.4) Performance standards:

The services shall be supplied as stated in Appendix A 'Service Information and Pricing' and 'Scope and Performance'. A maintenance schedule will be supplied for each machine, which is to be followed by a maintenance report.

(2.5) Quality standards:

As stated in Appendix A 'Service Information and Pricing' and 'Scope and Performance'.

(2.6) Contract monitoring arrangements:

The Authority's Contract Manager (or their delegate) and Supplier's Contract Manager shall meet monthly (or such other frequency as reasonably requested by the Authority) to discuss the Supplier's performance and other matters connected to the delivery of the Contract.

(2.7) Management information and meetings:

Contract management meeting will be set up to monitor the following:

- Delivery of the KPIs covering on time and in full
- Issues – including quality and performance
- Invoicing
- Any other relevant business related to the scope of the Services.

3. CONFIDENTIAL INFORMATION (if applicable)

(3.1) The following information shall be deemed Confidential Information:

Not applicable.

(3.2) Duration that the information shall be deemed Confidential Information:

Not applicable.

4. DATA PROCESSING (if applicable)

(4.1) Personal Data to be processed by the Supplier:

In accordance with the Data Protection Protocol.

Not applicable.

5. LEASE / LICENSE (if applicable)

(5.1) The Authority is granting the following lease or licence to the Supplier:

Not applicable.

For and on behalf of the Authority

For and on behalf of the Supplier

Full Name: [Redacted]

Full Name: [Redacted]

Job Title/Role: [Redacted]

Job Title/Role: [Redacted]

Date Signed: 30/04/24

Date Signed: 29 April 2024

Annex A

Order Specific Key Provisions

1. Introduction

- 1.1 This Annex A includes any supplemental requirements and any other relevant details, information, provisions and terms, forming part of this Order Form, as envisaged by the Framework Agreement, the Ordering Procedure, the other parts of this Order Form, the Call-Off Term and Conditions for the Supply of Goods and the Provision of Services and/or as required by the Authority (as applicable to this Contract and to the extent not addressed elsewhere as part of this Order Form). For the avoidance of doubt, any further annexes, appendices, schedules or other documents referred to in this Annex A shall be deemed part of this Annex A and part of this Order Form.

Scope and Performance:**1. Overview****1.1. Illumina Product Support Services**

This document provides descriptions of Illumina's Product Support Service Plans. For more detailed information on Illumina Product Support Service Plans, go to [Illumina Product Services](#).

1.2. Services Summary

Illumina Product Support Services provides access to a team of experts and a range of technical resources for the supported instrumentation. By combining these Illumina resources with the Customer's entitlements to technical support, Illumina delivers support and co-ordinates maintenance and support activities needed to troubleshoot and address issues.

	Base Warranty	Bronze	Silver	Gold
Term	12 months	12 months	12 months	12 months
Replacement Parts	Y	Y	Y	Y
Labor & Travel	Y	Y	Y	Y
Phone Support	5 x 8	5 x 8	5 x 18	5 x 24
Replacement Reagents for Instrument Failure	Y	N	Y	Y
Targeted Onsite Response (Business Days)	5	3	2	NBD*
Preventative Maintenance Included	N	N	1	1
Qualification: OQ Add-On	N	N	N	Y
Control HW/SW Updates	Y	Y	Y	Y
HW & SW Upgrades	N	N	N	N
Application Support on Illumina Library	Y	Y	Y	Y
Application Support on non-Illumina Library	N	N	N	N
Library Prep Training	Discounts Available			
Ancillary Equipment Support	N	N	N	N
Remote Support Monitoring Available (Proactive)	Y	Y	Y	Y

* Next Business Day



1.3. Illumina Branded Service

Illumina Product Support Services is an Illumina Branded Service and applies exclusively to Illumina branded instrumentation. This document provides descriptions of Illumina's Product Support Service Plans applicable to customers purchasing services directly from Illumina. For more detailed information on Illumina Product Support Service Plans, go to the Illumina Product Services website located at <https://www.illumina.com/services/instrument-services-training/product-support-services.html>.

2. Illumina Standard Warranty

An Illumina standard instrument warranty is provided with new instrument purchases and entitles the customer to the following:

- 2.1 **Term:** Illumina standard warranty is provided for a twelve (12) month period after instrument shipment date, unless the hardware includes seller provided installation in which case the warranty period begins on the date of installation or 30 days after the date the hardware was delivered, whichever occurs first.
- 2.2 **Technical Support:** Illumina Technical Support access eight (8) hours per day, five (5) days per week (standard business week) to assist by telephone, web case submission and online tools.
All requests for service must be made through Illumina's Technical Support organization ("Technical Support").
- 2.3 **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.
- 2.4 **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.
- 2.5 **Onsite Response:** Five (5) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.
- 2.6 **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.



- 2.7 **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.

3. **Illumina Product Support Service Plans**

A Product Support Service Plan covers its associated instrument and is purchased for a minimum of twelve (12) month duration. For each instrument, any of the following Service and Support tiers may be available for purchase:

3.1. **Bronze**

Illumina Product Support Services in the Bronze tier entitles customer to the following:

- 3.1.1. **Term:** Product Support Service Bronze plans are purchased for a minimum of a twelve (12) month term.
- 3.1.2. **Technical Support:** Illumina Technical Support access eight (8) hours per day, five (5) days per week (standard business week) to assist by telephone, web case submission and online tools.
All requests for service must be made through Illumina's Technical Support organization ("Technical Support")
- 3.1.3. **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.
- 3.1.4. **Onsite Response:** Three (3) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.
- 3.1.5. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.
- 3.1.6. **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.

3.2. **Silver**

Illumina Product Service and Support in the Silver tier entitles customer to the following:



- 3.2.1. **Term:** Product Support Service Silver plans are purchased for a minimum of a twelve (12) month term.
- 3.2.2. **Technical Support:** Illumina Technical Support access eighteen (18) hours per day, five (5) days per week (standard business week) to assist by telephone, web case submission and online tools.
All requests for service must be made through Illumina's Technical Support organization ("Technical Support")
- 3.2.3. **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.
- 3.2.4. **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.
- 3.2.5. **Onsite Response:** Two (2) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.
- 3.2.6. **Preventative Maintenance:** Illumina to provide annual Preventative Maintenance service to include labor, travel and replacement of all parts included in the PM Kit; component inspections; subsystem maintenance; system requalification; and a PM Certification document.
Annual Preventative Maintenance visits are only included with service contract that has been purchased for one entire calendar year (i.e. 365 days). In the event that a service contract is purchased for less than a calendar year, a Preventative Maintenance visit will have to be purchased separately if needed.
- 3.2.7. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.
- 3.2.8. **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.
Silver support cases are prioritized over those associated with the Bronze tier.



3.3. Gold

Illumina Product Service and Support in the Gold tier entitles customer to the following:

3.3.1. **Term:** Product Support Service Gold plans are purchased for a minimum of a twelve (12) month term.

3.3.2. **Technical Support:** Illumina Technical Support access twenty-four (24) hours per day, five (5) days per week to assist by telephone, web case submission and online tools.

All requests for service must be made through Illumina's Technical Support organization ("Technical Support")

3.3.3. **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.

3.3.4. **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.

3.3.5. **Onsite Response:** Next Business Day (NBD) Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.

3.3.6. **Preventative Maintenance:** Illumina to provide annual Preventative Maintenance service to include labor, travel and replacement of all parts included in the PM Kit; component inspections; subsystem maintenance; system requalification; and a PM Certification document.

Annual Preventative Maintenance visits are only included with service contract that has been purchased for one entire calendar year (i.e. 365 days). In the event that a service contract is purchased for less than a calendar year, a Preventative Maintenance visit will have to be purchased separately if needed.

3.3.7. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.

3.3.8. **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.



3.3.9. **Operational Qualification (OQ) Add-On:** For the duration of the service contract Illumina shall perform an Operational Qualification after a Preventative Maintenance (PM) or a Qualified Repair. Examples of Qualified Repairs include but are not limited to:

- Chiller operation, inspection and maintenance
- Air Filter inspections, Vacuum System inspection and maintenance
- Imaging Module inspection and maintenance
- Laser power monitoring and camera alignment
- Flow Cell Center Line Test
- Fluidics Module Requalification including pump and valve operations
- Lane-to-Lane Variability Test
- PC Functional Test

Gold support cases are prioritized over those associated with the Silver and Bronze tiers.

3.4. **Dedicated On-Site**
Illumina Product Service and Support in the Dedicated On-Site tier entitles customer to the following:

3.4.1. **Term:** Product Support Service Dedicated Onsite plans are purchased for a minimum of a twenty-four (24) month term, 3-month lead time from PO receipt required.

3.4.2. **Technical Support:** Illumina Technical Support access twenty-four (24) hours per day, five (5) days per week to assist by telephone, web case submission and online tools.

All requests for service must be made through Illumina's Technical Support organization ("Technical Support").

3.4.3. **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.

Requires Parts-Only plans for all covered instruments per site.

3.4.4. **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.



3.4.5. Onsite Response: Immediate Business Day Onsite response Monday through Friday, 8am-5pm local time. Response provided by dedicated full-time onsite Field Service Engineer.

3.4.6. Preventative Maintenance: Illumina to provide annual Preventative Maintenance service to include labor, travel and replacement of all parts included in the PM Kit; component inspections; subsystem maintenance; system requalification; and a PM Certification document.

Annual Preventative Maintenance visits are only included with service contract that has been purchased for one entire calendar year (i.e. 365 days). In the event that a service contract is purchased for less than a calendar year, a Preventative Maintenance visit will have to be purchased separately if needed.

3.4.7. Hardware and Software Updates: Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.

3.4.8. Applications Support: Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.

4. Advanced Exchange

Available only on select Illumina instrumentation and in select geographies as determined by Illumina. Illumina Product Service and Support in the Advance Exchange tier entitles customer to the following:

4.1.1. Term: Product Support Service Advance Exchange plans are purchased for a minimum of a twelve (12) month term.

4.1.2. Technical Support: Illumina Technical Support access eight (8) hours per day, five (5) days per week (standard business week) to assist by telephone; web case submission and online tools.
All requests for service must be made through Illumina's Technical Support organization ("Technical Support")

4.1.3. Advanced Exchange: Illumina will provide refurbished instrument to replace Covered Hardware deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Replacement unit is permanent, defective instrument will not be returned to the customer.

4.1.4. Reagent Replacement: Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples; or reimbursement of costs associated with the hardware failure, including costs related to lost samples.



4.1.5. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.

4.1.6. **Applications Support:** Illumina to provide access to FAS remote support to troubleshoot and repair Illumina applications.

5. Appendix

5.1. Optional Service Offers

Optional supplemental service products that may be purchased in conjunction with a Product Support Services Bronze, Silver, or Gold plan. Add-Ons are not available as a stand-alone product. Add-Ons must be purchased simultaneously with and run concurrently with Product Support Services Bronze, Silver, or Gold plans.

5.1.1. Reagent Replacement Add-On

Illumina Product Service and Support Reagent Replacement Add-On entitles customer to reagent replacement of Illumina-branded reagents in the event of a lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical support personnel based on its professional judgement for the duration of the existing Illumina Product Support Service Plan. Available with Bronze service plans only.

Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.

5.1.1.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

5.1.2. Operational Qualification (OQ) Add-On

Illumina shall perform an Operational Qualification after a Preventative Maintenance (PM) or a Qualified Repair. Examples of Qualified Repairs include but are not limited to:

- Chiller operation, inspection and maintenance
- Air Filter Inspections, Vacuum System inspection and maintenance
- Imaging Module inspection and maintenance
- Laser power monitoring and camera alignment
- Flow Cell Center Line Test
- Fluidics Module Requalification including pump and valve operations
- Lane-to-Lane Variability Test
- PC Functional Test

National Microbiology Framework Schedule 7 - Ordering Procedure, Award Criteria and Order Form

5.1.2.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

5.1.3. One (1) Day Response Add-On

Illumina Product Support Services One (1) Day Response Add-On entitles the customer to a one (1)-Day Response for the duration of the existing Illumina Product Support Services contract.

5.1.3.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

5.1.3.2. **Onsite Response:** Next Business Day (NBD) Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.

5.1.4. Two (2) Day Response Add-On

Illumina Product Support Services Two (2) Day Response Add-On entitles the customer to a two (2)-Day Response for the duration of the existing Illumina Product Support Services contract.

5.1.4.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

5.1.4.2. Onsite Response

Two (2) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time

www.illumina.com

For Research Use Only. Not for use in diagnostic procedures.

© 2011 Illumina, Inc. All rights reserved.



Key Performance Indicators:

The Authority reserves the right to terminate this Contract by issuing a Termination Notice to the other Party if such other Party repeatedly fails to meet the below key performance requirements:

1. Delivery of the Services on the due date.
2. Quantity of the delivery of the Services correct against the specifications as set out in the contract.
3. Timely and accurate administration (including booking/amending maintenance times and orders and invoices, delivery advice notes and labels and management information) being in accordance with the requirements of this Contract.
4. The supplier shall ensure that the Goods shall perform to the standards detailed within the Contract once maintenance and repair work has been completed.
5. Customer service- the supplier should respond to all queries submitted via email within 24 hours.
6. Continuous Improvement- the supplier will attend meetings with the contract manager, as required, to discuss any areas where improvements can be made.
7. Downtime – down time of the equipment should not exceed a maximum of 1 week
8. Call-out – a representative will attend site within 72 hours of the initial call.
9. Repair – repairs to be carried out on site should not exceed 1 week