



NHS BSA Drug Tariff Support, Maintenance and Hosting 2024-26- Customer Care Order – No: 2024-2026

Client: NHS BSA

Contact: [REDACTED]

[REDACTED]
Stella House, Goldcrest Way, Newburn
Riverside
Newcastle upon Tyne, NE15 8NY
[REDACTED]

Contact: [REDACTED]

June 13, 2024

This Customer Care Order (the "Order") is an attachment to the Master Service Agreement between NHS BSA, National Health Service Business Services Authority ("NHS BSA") and Mekon Ltd. Part of Contiem Group ("Contiem"). Any changes made to this Customer Care Order shall be issued via an amendment.

Customer Care provides general consulting and professional services to clients in support of implemented Mekon products and software code developed in support of the product implementation.

Period of Performance

Customer Care hours will expire one year from 07/07/24, with an option to extend to two years. NHS BSA must inform Contiem before 07/07/2025 if they wish to extend this agreement up to 07/07/26.

Price

Please find our costs for the renewal of the FrameMaker support & maintenance, DITAweb licencing and hosting of the Drug Tariff solution for the next two years below.

Year One costs are due by 7th July 2024 and Year Two are due by 7th July 2025. Year Two is optional and NHS BSA should confirm before 7th July 2025 if they want to activate the offer.

NHS BSA may choose to upgrade the solution to support WCAG 2.2 within the timescale of this agreement. Due to the enhanced and potentially more complex solution and possible extra costs to support and maintain the solution, Mekon reserves the right to propose new costs for supporting the enhanced solution. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Description	Price per annum	Quantity	Total
Customer Care Support for the NHS BSA Drug Tariff Solution, period 07/7/2024 – 06/07/2026: This contract provides: <ul style="list-style-type: none"> • Support questions by email or phone relating to the currently implemented solution during the support year. • Development support for the fixing of non-conformities (bugs) in the currently implemented solution (including new functionality introduced during the year). • Support for the Drug Tariff Solution covering: 4 x Adobe FrameMaker 	[REDACTED]	[REDACTED]	[REDACTED]
DITAwed Licencing One licence of DITAwed dynamic delivery of NHS Drug Tariff DITAwed Server Hosting NHS Drug Tariff hosted on a DITAwed server cluster with failover and backup recovery Renewal period is 07/07/2024-06/07/2026	[REDACTED]	[REDACTED]	[REDACTED]
2-year total			[REDACTED]
Optional Call-off Customer Care Additional resources for support and development of any kind can be purchased on a T&M basis	[REDACTED]	[REDACTED]	[REDACTED]

*Excluding chargeable consultant expenses and delivery unless otherwise stated.

*Excluding VAT

Assumptions

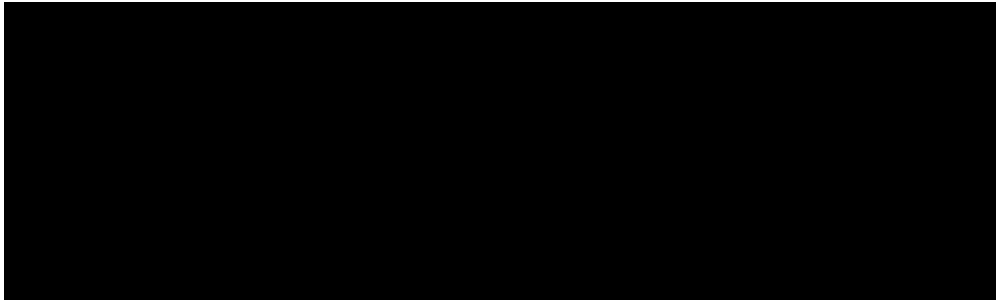
- Support for more complex customizations and configurations that exceed fifteen hours are addressed by separate, defined Statement of Work.



- Unused hours expire at the end of the performance period.

This Agreement has been signed by the Parties below:

Signed for and on behalf of NHS BUSINESS SERVICES AUTHORITY by:



Signed for and on behalf of Mekon Limited by:

