Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE:	AGEMCSU/TRANS/25/1968
DESCRIPTION:	Provision of New Relic Monitoring Software Renewal
THE BUYER:	NHS England on behalf of NHS Arden and Greater East Midlands CSU
BUYER ADDRESS	Cardinal Square, 10 Nottingham Road, Derby DE1 3QT
THE SUPPLIER:	Softcat Plc
SUPPLIER ADDRESS:	Solar House, Fieldhouse Lane, Marlow, Buckinghamshire, SL7 1LW
REGISTRATION NUMBER:	02174990

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 28/05/2025

It's issued under the Framework Contract with the reference number RM6098 for the provision of Technology Products and Associated Services.

CALL-OFF LOT(S):

- o   Lot 3: Software

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing, we are not using those schedules. If the documents conflict, the following order of precedence applies:

1   This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.

2   Joint Schedule 1(Definitions and Interpretation) RM6098

3   The following Schedules in equal order of precedence:

- Joint Schedules for RM6098
    - o   Joint Schedule 2 (Variation Form)
    - o   Joint Schedule 4 (Commercially Sensitive Information)
    - o   Joint Schedule 10 (Rectification Plan)

- Call-Off Schedules for AGEMCSU/TRANS/25/1968
- CCS Core Terms (version 3.0.6)

4   Joint Schedule 5 (Corporate Social Responsibility) RM6098 No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

1. The Customer acknowledges that the Call-Off Charges are based on the Customer's actual usage, which is controlled by the Customer. The Customer therefore agrees to pay such Call-Off Charges as the Customer may incur as a result of its actual usage, without the requirement for any additional purchase order, and that such Charges may vary from any estimated Charges included in the Supplier Quotation, based on information provided by the Customer and the Customer's anticipated usage.

2. Usage in excess of the licenced monthly quantities above are consumed in accordance with the Documentation, including the Usage Plan.

3. Notwithstanding any other terms, the Charges are non-cancellable and non-refundable.

4. Customer agrees access to New Relic products provisioned by New Relic are provided to Customer in accordance with and subject to the New Relic Terms of Service located at https://newrelic.com/termsandconditions/terms.

5. Customer agrees access to the New Relic products are provided in accordance with and subject to the Documentation currently located at https://docs.newrelic.com, including the Usage Plan, which includes terms applicable to the Volume Plan Buying Program applicable to Customer's order.

CALL-OFF START DATE:	01/06/2025
CALL-OFF EXPIRY DATE:	31/05/2026
CALL-OFF INITIAL PERIOD:	12 months
CALL-OFF OPTIONAL EXTENSION:	N/A
PERIOD	

CALL-OFF DELIVERABLES

Option A:

PURPOSE

1.1 Arden & GEM Commissioning Support Unit (AGCSU) are seeking to purchase a system stack observability monitoring platform to monitor the Calculating Quality & Reporting Service (CQRS) for the period of 12 months from 1st June 2025 to 31st May 2026. The outline and requirements are detailed below.

2. BACKGROUND TO THE AUTHORITY

2.1 Arden & GEM Commissioning Support Unit (AGCSU) provide business intelligence and data management services to over 40 CCGs, provider trusts, NHS England, local authorities, vanguard sites and Sustainability and Transformation Partnerships. Our broad portfolio of customers includes CCGs, STPs, ICSs, NHS England, local authorities, as well as care providers spanning primary, secondary and community care.

2.2 The Calculating Quality Reporting Service (CQRS) is an approvals, reporting and payments calculation system for GP practices. It helps practices to track, monitor and

declare achievement for the Quality and Outcomes Framework (QOF), Direct Enhanced Services (DES) and Vaccination and Immunisation (V&I) programmes. CQRS collects information from GP practices either:

- automatically from the practice clinical records system through the General Practice Extraction Service (GPES) or

- manually directly into the Calculating Quality Reporting Service

This information is used to help practices track and manage their performance against various targets and enhanced services frameworks set for them by NHS England.

2.3 The CQRS system uses Payara, REL 8.5 Red hat Linux, Java, Middleware, Oracle RDS, AWS managed services, Amazon MQ, Windows server 2019. CQRS is hosted across multiple accounts with Development, Test, Pre-Production and Production environments with an AWS central shared services management account.

3. THE REQUIREMENT

3.1 AGCSU are seeking a stack observability monitoring platform to enable full oversight, insight, visibility and monitoring of the performance metrics of the CQRS system.

The following functionality (or variation on the following functionality) must be included in the Monitoring Software Solution as well as being deployable across multiple environments which will span on-premise infrastructure and multiple cloud environments (AWS, Azure etc), whether IaaS, PaaS, or SaaS:

Synthetics - Synthetic transactions used to automate physical checks that the login page is accessible. Failures must have the ability to trigger alerts and alarms for key stakeholders.

APM - Application Performance Monitoring, monitor which ever application for hidden errors, transaction logs which enable users to view and monitor which pages and transactions within those pages are the least performant.

Browser - View JavaScript errors, distributed tracing, dependencies, and page performance vs back-end performance. Use to optimise the application.

Incident Management - create alarm Policies warning policies and create an automated alerting process which sends emails to the key stakeholders.

Infrastructure monitoring - Integrated with cloud environment shows server performance, including the RDS database, can also show cost of infrastructure and where efficiencies can be made based on performance

Traces - Show in minutiae the segments that make up a transaction, any database calls, available function calls. You can zoom in to fully break down any parts the cause delay which you can then be optimised.

Query builder- using Query Language to create custom charts, graphs, and monitoring charts to check performance

Dashboard- creating a quick view of multiple charts, graphs which can be default/in-built or custom-built using Query Language to give an oversight over performance. Ability to export dashboards as a PDF or MS Word document.

Renewal Date: 1st June 2025 to 31st May 2026

Users: 7 x Full Stack Enterprise Observability Users

Data: Data Standard ingested (EU Data Centre) 3000GB

4. service levels and performance

4.1 The Authority will measure the quality of the Supplier's delivery through contract management meetings (timescales will be determined on commencement of contract)

5. information governance

5.1 The provider must ensure compliance against its duties and obligations under the Data Protection Act (1998) or, from the date it comes into force, the Data Protection Act 2018 and the GDPR, the Law Enforcement Directive (Directive (EU) 2016/680) and the Freedom of Information Act (2000).

LOCATION FOR DELIVERY

Green world Technologies LTD

Unit 1, Cardway Business Park

Alsager

Stoke-On-Trent

ST7 2UX

DATES FOR DELIVERY OF THE DELIVERABLES

N/A

TESTING OF DELIVERABLES

None

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 12 months.

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is approximately £37,005.05 excluding VAT.

CALL-OFF CHARGES

Option A: the Charges for the Deliverables

The Charges will not be impacted by any change to the Framework Prices. The Charges can be changed by agreement in writing between the Buyer and the Supplier because of a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

Invoices will be raised by the provider and invoices paid in arrears, no later than 30 days from the date of invoice.

Payment made by BACS.

BUYER'S INVOICE ADDRESS:

NHS Arden and GEM CSU

0DE PAYABLES M405

PO BOX 312

Leeds

LS11 1HP

Invoices: sbs.apinvoicing@nhs.net

BUYER'S AUTHORISED REPRESENTATIVE

██████████

████████████████████████████████████

██████████████████

BUYER'S ENVIRONMENTAL POLICY

https://www.ardengemcsu.nhs.uk/

BUYER'S SECURITY POLICY

https://www.ardengemcsu.nhs.uk/

SUPPLIER'S AUTHORISED REPRESENTATIVE

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SUPPLIER'S CONTRACT MANAGER

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PROGRESS REPORT FREQUENCY

6

Not Applicable

PROGRESS MEETING FREQUENCY

Not Applicable

KEY STAFF

Not Applicable

KEY SUBCONTRACTOR(S)

Not Applicable

COMMERCIALLY SENSITIVE INFORMATION

Not Applicable

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

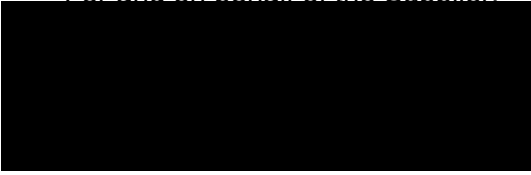Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT
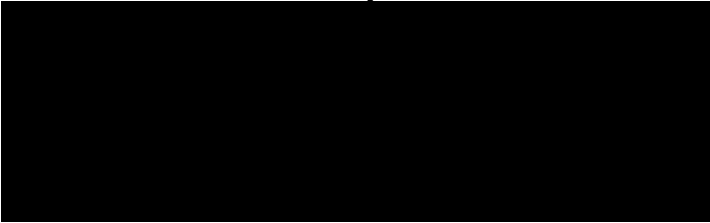
Not applicable

Framework Schedule 6

For and on behalf of the Supplier:

Date: 02/06/2025

For and on behalf of Buyer:

Date: 03/06/2025