

Link: IT Solutions 2 (Digital Workplace Solutions) Order Form (Service Level Agreement)

Framework details

Framework Reference: SBS/19/AB/WAB/9411

Framework Start Date: 10 August 2020

Framework Max End Date: 09 August 2025

Maximum Call Off Duration: 5 years with an option to extend for a further 24 months

NHS SBS Contacts:

nsbs.digital@nhs.net

Service level agreement details

This Service Level Agreement (SLA) is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement and any agreed Supplementary Agreements.

Supplier Specific Reference: SBS/19/AB/WAB/9411 / 20

Call-Off Contract/Order form reference: DDaT24022 - Unified Communications Support Services

Period of the Service Level Agreement (SLA)	Effective Date	Monday 3 rd March 2025
	Expiry Date	Monday 2 nd March 2026
Completion Date (if applicable)	Date	N/A

This SLA allows for the trust to extend until the following date:

Extension expiry date	Tuesday 2 nd March 2027
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Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the supplier's services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry date.

Completion date is not the date by which all obligations under the SLA have to be discharged, but the date by which 'practical completion' must be certified.

Supplier SLA Signature panel

The "Supplier"	
Name of Supplier	Softcat plc
Name of Supplier Authorised Signatory	REDACTED
Job Title of Supplier Authorised Signatory	HE and Research Account Director, Deputy Team Leader
Address of Supplier	Building Five Universal Square, Devonshire Street North, Manchester M12 6JH
Signature of Authorised Signatory	
Date of Signature	

Customer SLA Signature panel

The "Customer"	
Name of Customer	UK Shared Business Services - UKSBS
Name of Customer Authorised Signatory	REDACTED

Job Title of Customer Authorised Signatory	Head of SlaM – Service Integration and Management
Address of Customer	Polaris House, North Star Avenue, Swindon, SN2 1FL
Signature of Customer Authorised Signatory	
Date of Signature	

This service level agreement shall remain in force regardless of any change of organisational structure to the above-named authority and shall be applicable to any successor organisations as agreed by both parties.

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("**SLA**" or "**Agreement**") between **Softcat plc** and **UK Shared Business Services - UKSBS** for the provision of **Link: IT Solutions 2 (Digital Workplace Solutions)**). This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all goods and services associated with **Link: IT Solutions 2 (Digital Workplace Solutions)** as they are mutually understood by the primary stakeholders.

The Framework terms and conditions (including the specification of goods and/or service) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

By signing this SLA, the supplier confirms that they were successfully awarded onto this framework agreement for the relevant lot(s).

For the purposes of this framework agreement, any references to "Order Form" within the framework terms and conditions shall be interpreted as the "Service Level Agreement".

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent **Link: IT Solutions 2 (Digital Workplace Solutions)** to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for the **Link: IT Solutions 2 (Digital Workplace Solutions)** provision between the Supplier and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise, and measurable description of service provision to the customer.

3. Contract Managers

The primary Contract Managers from the Supplier and the Customer will be responsible for the day-to-date management of the Agreement and the delivery of the service.

Primary Contact Details:

	Supplier	Customer
Name	REDACTED	REDACTED

Title	HE and Research Account Director, Deputy Team Leader	Supplier Relationship Manager
Email	REDACTED	REDACTED
Phone	0117 332 3036	REDACTED

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed.

5. Service Requirements

a) Goods and/or Services Provided

Please detail the goods and/or services that will be provided by the Supplier to the Customer

Provide support, support updates to the system, support system issues and tickets raised by staff on errors for the **Unified Communications Telephony System, thought a partnership supplier.**

Including staff training around the workings of the IPFX/Call Cabinet system.

Also provide technical ServiceDesk support services for the above-named products to maintain high availability for telephony services across UK Shared Business Services for a number of functions including:" Business telephony, Reception Attendant Console operators, Contact Centre features functions and reporting, Call Recording and associated applications & managing Licensing of all products and services.

Levels of support required

Level 1 support – Filters Help Desk calls and provides basic support and troubleshooting, such as password resets, new user setup, break/fix instructions, ticket routing and escalation to Level 2 and Level 3 support. May also escalate to other suppliers support or call for outside vendor maintenance as needed. A Level 1 tech gathers and analyses information about the user's issue and determines the best way to resolve their problem. Level 1 may also provide support for identified Level 2 and Level 3 issues where configuration solutions have already been documented.

Level 2 support – Level 2 generally handles more advanced configuration or support issues, performs debugging troubleshooting, configuration issues, troubleshooting, software installations / version issues, hardware repair (including in-house repair or coordinating break fix services). They handle escalated issues that Level 1 support is not equipped to handle. Level 2 will sometimes escalate to Level 3, depending on the issue and the complexity of application. Depending on the Help Desk organisation, a level 2 tech may either 1) be limited to only solving known issues and escalate new issues to level 3; or 2) be authorised to research and implement fixes for new issues and only escalate to Level 3, if it is out of their skill set or ability to solve.

Level 3 support – Advanced Troubleshooting, configuration, administration, best practice recommendations and repair for other infrastructure issues. Besides always having the ability to deploy solutions to new problems, a Level 3 tech usually has the most expertise in a company and is the go-to person for solving difficult issues. A Level 3 tech uses their experience of the application or system to provide advanced problem solving, identifying bugs and vendor recommendations. If required, a Level 3 tech is able to escalate an issue to the software or hardware vendor ensuring that all the necessary troubleshooting steps and processes have been validated and attempted before getting to this point.

Priority levels given to support calls

Priority Level 1

Network, Contact Centre or Phone System down Critical issue with severe impact to Customers' business operation. Company business operations are proceeding but production and/or profitability will be severely affected within several days. System is down. Customer has problems with the delivery of calls, or any voicemail application critical to daily business operations is not responding. This Customer will take precedence over all other pending support.

Response time 30 minutes

Priority Level 2

Network, Contact Centre or Phone System severely degraded Time sensitive issue with negative impact to Customers' business operation. Significant aspects of Company business are still proceeding but issue may affect long-term productivity. A major feature is operational but unstable or unreliable. Intermediate fault finding, which is not critical to the Customers daily business operations.

Response time 30 minutes

Priority Level 3

Network, Contact Centre or Phone System performance degraded An issue with insignificant impact to Customers' business operation. Most operations remain functional with little impact over time. A major feature requires Enhancements or fixes that are targeted for updates but do not result in loss of functionality. Minor fault finding to the System, which are not critical to the Customers daily business operations.

Response time 4 hours

Priority Level 4

Technical Enquiry Information or assistance is required on application capabilities or documentation. There is clearly little or no impact to the customer's operation. Issue requires no further action beyond possibly follow-up.

Response time 1 working day

The service will run from 1st March 2025 – 28th February 2026

b) Price/Rates

Description	Quantity	Unit Price	VAT	Amount GBP
Amtech Business Solutions UC Support Services. UK SBS For period 1/3/2025 to 28/2/2026	1.00	29,059.64	20%	29,059.64

c) Total Value of Call-Off

Please note that this value is an estimate and therefore is no guarantee to the Supply of Volume

The total value of the call-off contract shall not exceed **£29,059.64 excluding VAT.**

d) Business Hours

Suppliers are required to provide and operate a single point of contact through which the Customer can contact the Supplier.

Please detail here:

Supplier standard office hours - 08:30 – 17:30 Monday to Friday

Supplier out of hours contact details - 0330 6600 845 (ServiceDesk) and REDACTED

Out of hours arrangement - Amtech have engineers on call 24x7. Escalation point – REDACTED

REDACTED REDACTED

e) Delivery Location

The products / services will be delivered at the following location:

Polaris House,
North Star Avenue,
Swindon,
SN2 1FL

f) Invoicing Methods

The payment method for this Call-Off Contract is BACS upon receipt of a valid invoice.

The supplier shall issue invoices annually in advance. The Customer shall pay the Supplier within thirty (30) days of receipt of a valid invoice. All invoices must include a valid PO number and reference number DDaT24022.

Invoices will be sent to finance@uksbs.co.uk

g) Reporting

Not applicable.

h) Interoperability

Please list any Participating Authority equipment or solutions that will require interoperability:

Not applicable.

i) Response Timescales

Please list expected timescales for response/delivery of Goods and/or Services:

Priority levels given to support calls

Priority Level 1

Network, Contact Centre or Phone System down

Critical issue with severe impact to Customers' business operation. Company business operations are proceeding but production and/or profitability will be severely affected within several days. System is down. Customer has problems with the delivery of calls, or any voicemail application critical to daily business operations is not responding. This Customer will take precedence over all other pending support.

Response time 30 minutes

Priority Level 2

Network, Contact Centre or Phone System severely degraded.

Time sensitive issue with negative impact to Customers' business operation. Significant aspects of Company business are still proceeding but issue may affect long-term productivity. A major feature is operational but unstable or unreliable. Intermediate fault finding, which is not critical to the Customers daily business operations.

Response time 30 minutes

Priority Level 3

Network, Contact Centre or Phone System performance degraded

An issue with insignificant impact to Customers' business operation. Most operations remain functional with little impact over time. A major feature requires Enhancements or fixes that are targeted for updates but do not result in loss of functionality. Minor fault finding to the System, which are not critical to the Customers daily business operations.

Response time 4 hours

Priority Level 4

Technical Enquiry

Information or assistance is required on application capabilities or documentation. There is clearly little or no impact to the customer's operation. Issue requires no further action beyond possibly follow-up.

Response time 1 working day

6. Supply Terms and Performance

j) Supplementary Conditions of Contract

The terms of the **Link: IT Solutions 2 (Digital Workplace Solutions)** Framework Agreement will supplement and complement the terms of any Supplementary Conditions of Contract. However, in the event of any conflict or discrepancy between the terms of a Supplementary Conditions of Contract and the terms of the Framework Agreement the terms of the relevant Supplementary Conditions of Contract will prevail, in the order it is listed below:

Not applicable.

k) Sub-contracting (if applicable)

Subcontracting of services by Suppliers is allowed, both to Framework suppliers and to non-Framework suppliers. Any Supplier sub-contracting will be fully responsible for ensuring standards are maintained in line with the framework and this SLA.

Amtech Business Solutions Limited
Oxford House
12-20 Oxford Street
Newbury
RG14 1JB

l) Implementation and Exit Plan

As per the frameworks Terms and Conditions termination clause.

m) Complaints/Escalation Procedure

The standard procedure is detailed below.

In the first instance, the Customer and Supplier should work together and attempt to resolve any issues locally. Should this approach fail to result in a satisfactory outcome for the Customer, parties should refer to the Clause 22 Dispute Resolution of the Framework Call Off Terms & Conditions.

n) Termination

The standard procedure is detailed below.

Persistent failure by the Contractor to meet the agreed service levels as specified within the SLA may lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain levels of service.

Prior to termination the complaints and escalation procedure should be followed to attempt to resolve any issue.

o) Force Majeure

This Call-Off Contract is bound by Force Majeure events and may be terminated where a Party is affected by a Force Majeure Event that lasts for more than 30 consecutive days.

p) Insurance

The insurance policy for the framework required is detailed below.

Subject to Clauses 14.2 and 14.3 of this Schedule 2 of these Call-off Terms and Conditions and unless otherwise confirmed in writing by the Authority, as a minimum level of protection, the Supplier shall put in place and/or maintain in force at its own cost with a reputable commercial insurer, insurance arrangements in respect of employer's liability, public liability, product liability and professional indemnity in accordance with Good Industry Practice with the minimum cover per claim of the greater of five million pounds (£5,000,000) or any sum as required by Law unless otherwise agreed with the Authority in writing. These requirements shall not apply to the extent that the Supplier is a member and maintains membership of each of the indemnity schemes run by the NHS Litigation Authority.

q) Buyers Responsibilities

Please list the areas that the buyer is responsible for:

Not applicable.

r) Key Performance Measures

Any changes to requirements outlined in the Framework Agreement Specification (e.g. changes to information requested, changes to frequency of MI reporting, changes to metrics) should be detailed here:

Not applicable.

s) Audit Process

Please detail any Customer audit requirements

Not applicable.

7. Other Requirements

Please include any additional requirements that are not outlined above.

Not applicable.

a) Variation to Standard Specification

Please list any agreed variations to the specification of requirements

Not applicable.

b) Other Specific Requirements

Please list any agreed other agreed requirements

Not applicable.