

Order Form

Framework agreement reference: SBS/19/AB/WAB/9411

Date of order	08/08/2025	Order Number	[REDACTED]
To be quoted on all correspondence relating to this Order			

FROM

Customer	The UK Health Security Agency "Customer"
Customer's Address	[REDACTED]
Invoice Address	UK Health Security Agency [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Contact Ref:	[REDACTED]

TO

Supplier	Softcat Plc "Supplier"
Supplier's Address	[REDACTED]
Account Manager	Name: [REDACTED] Address: [REDACTED] Phone: [REDACTED] e-mail: [REDACTED]

GUARANTEE

Guarantee to be provided	[REDACTED]
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Where a guarantee is to be provided then this Contract is conditional upon the provision of a

Guarantee to the Customer from the Guarantor in respect of the Supplier. Details of the Guarantor (if any) are set out below:

Parent Company		"Guarantor"
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1. TERM	
(1.1) Commencement Date	
	01/09/2025
	<i>[Guidance: Insert the date on which the Contract is to take effect.]</i>
(1.2) Expiry Date	
	The Contract shall expire on the date which is 60 Months after the Commencement Date



2. GOODS AND SERVICES REQUIREMENTS

(2.1) Goods and/or Services

Goods - []

[Guidance: Insert details of the Goods which are the subject of the Contract]

The Customer agrees to purchase all of its requirements for the Goods or equivalent goods from the Supplier.

Service Profile -

Quotation for

BRILLIANCE. TOGETHER.

UK Health Security Agency

Qty	Equipment	Line Price
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[Redacted Table Content]		
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TOTAL (Excluding any applicable taxes, e.g. VAT):	£	41,756.03
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Expected Delivery Address:



Minimum Order Value

£41,756.03 ex VAT/ £50,107.24 inc VAT
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Optional Services

Collection and recycling

Paper catalogue

Secure Collection



[Guidance: Include a description of the core Services which are applicable to the Customer together with any specific Service requirements.]

(2.2) Premises

Expected Delivery Address:



[Guidance: Insert details of any Premises where the Goods and/or Services are to be provided. It is not mandatory to include details. If none then insert "n/a".]

(2.3) Lease/ Licenses

[]

[Guidance: Insert details of or reference to any lease or licence being granted by the Participating Authority to the Supplier to enable it to provide the Services]

(2.4) Standards

[]

[Guidance note: Insert details of any particular standards that will apply to the provision of the Goods and/or Services. Insert details of additional standards above. If none then insert "n/a".]

(2.5) Security Requirements

Security Policy

[]

Additional Security Requirements

[]

[Guidance: Include any information regarding Security Requirements that are appropriate to the Customer or the location where the Services are being provided. Consider if there are any other specific security requirements relating to the Customer and include details.]

Processing personal data under or in connection with this contract

<div>[REDACTED]</div>
<div>(2.6) Exit Plan (where required)</div> <div>[REDACTED]</div>
<div>(2.7) Environmental Plan</div> <div>[REDACTED]</div>

<div>3. SUPPLIER SOLUTION</div>
<div>(3.1) Supplier Solution</div> <div>[REDACTED]</div>
<div>(3.2) Account structure including Key Personnel</div> <div>[REDACTED]</div> <div>[REDACTED]</div>
<div>(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods</div> <div>[REDACTED]</div>
<div>(3.4) Outline Security Management Plan</div> <div>[REDACTED]</div>
<div>(3.5) Relevant Convictions</div> <div>A Relevant Conviction is a Conviction that is relevant to the nature of the Services to be provided</div>
<div>(3.6) Implementation Plan</div> <div>[REDACTED]</div>

4. PERFORMANCE QUALITY

(4.1) Key Performance Indicators

[REDACTED]

(4.2) Service Levels and Service Credits

When providing the Goods and/or Services, the Supplier shall as a minimum ensure that it achieves the following service levels:

Service Level	Description	Service Credit Calculation	Critical Service Failure

If the level of performance of the Supplier during the Contract Period:

- (i) fails to achieve a Service Level in respect of each element of the Service, then the Customer shall be entitled to deduct the Service Credits from the Contract Price; and/or
- (ii) constitutes a Critical Service Failure, the Customer shall be entitled to terminate this Contract.

5. PRICE AND PAYMENT

(5.1) Contract Price payable by the Customer in accordance with the commercial schedule set out in the framework agreement (including applicable discount but excluding VAT), payment profile and method of payment (e.g. Government Procurement Card (GPC) or BACS))

(5.2) Invoicing and Payment

The Supplier shall issue invoice upfront. The Customer shall pay the Supplier within thirty (30) days] of receipt of a Valid Invoice, submitted in accordance with this paragraph 5.2, the payment profile set out in paragraph 5.1 above and the provisions of the Contract.

