

**Order Form Number: 2020-1**  
**PVAI Release 1**

This Order Form Number: 2020-1 (“**Order**”) forms part of, and is subject to the terms and conditions of, that certain PVAI Subscription Agreement by and between Genpact (UK) Limited (“**Supplier**”) and Medicines and Healthcare products Regulatory Agency (“**the Authority**”) dated September 7, 2020 (“**Agreement**”). All capitalized terms used herein, but not defined, in this Order will have the meanings ascribed to them in the Agreement. This Order covers the Authority’s use of the Supplier Technology described below in a production environment. The implementation and configuration of the Supplier Technology is addressed in a separate Statement of Work 2020-1 between the Parties.

Order Effective Date: September 14, 2020

Order Number: 2020-1

**Bill to:**

Medicines and Healthcare products  
Regulatory Agency

Attn:

10 South Colonnade, Canary Wharf, London,  
E14 4PU

### Order Details:

**Service / Supplier Technology Description:** Supplier's [REDACTED] service, "PVAI", for the Authority Release 1 ("Release 1") as set forth in Implementation SOW 2020-1. Release 1 will be deployed in [REDACTED], as set forth in Implementation SOW 2020-1. [REDACTED]

**Initial Term:** From the initial deployment of Release 1, [REDACTED] into the production environment (“Go-Live”) until termination of the Subscription Agreement.

**Go-Live Delay:**

**Number of Authorized Users:**

**Annual Subscription Fees:**

[REDACTED]

[REDACTED]

The Authority shall reimburse Supplier for all reasonable and necessary out-of-pocket (OOP) costs and travel and expenses (T&E) incurred in connection with the provision of the Service and/or the performance of the services provided that such costs have been approved in writing by the Authority.

**Additional Order Terms:**

During the Subscription Term, Supplier will make the Service available to the Authority and perform in accordance with the service levels described in Appendix A (Service Catalog and Service Levels). The Parties will mutually agree upon an ongoing governance framework for the Service during the implementation project as defined in Implementation SOW 2020-1.

[REDACTED]

AGREED:

**The Medicines and Healthcare products Regulatory Agency**

**Genpact (UK) Limited**

[REDACTED]

**Order Number: 2020-1**  
**Appendix A – Service Catalog and Service Levels**

Supplier will provide the following services under Order Number 2020-1, during the Order term:

1. [REDACTED]

[REDACTED]

**1. Provision of Release 1 Solution**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2. [REDACTED]

**b. Disaster Recovery**

[REDACTED]

[REDACTED]

[REDACTED]

2. Incident Management

[REDACTED]

[REDACTED]

[REDACTED]

b. Access to Support

[REDACTED]

[REDACTED]

[REDACTED]

**3. Remediation / Failure to Meet Agreed Service Levels.**

[REDACTED]

**4. Change Requests**

A Change Request will be required for any change to the configuration or scope of the Release 1 Solution,

[REDACTED]

**5. Service Management**

[REDACTED]

**a. Software Releases**

[REDACTED]

**6. Maintenance Environments**

[REDACTED]