

## Link 3: IT Hardware and Services (Digital Workplace: Hardware) Order Form (Service Level Agreement)

### Framework details

**Framework Reference:** SBS10044

Framework Start Date: 01 March 2021

Framework Max End Date: 29 February 2025

Maximum Call Off Duration: 4 years

NHS SBS Contacts:

Sakir Mahmud 07821 844119

[sakir.mahmud@nhs.net](mailto:sakir.mahmud@nhs.net)

[nsbs.digital@nhs.net](mailto: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: **SBS10044 - OPP-3834371**

Period of the Service Level Agreement (SLA)	Effective Date	01/09/2023
	Expiry Date	31/08/2025
Completion Date (if applicable)	Date	N/A

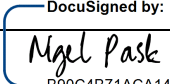
This SLA allows for the trust to extend until the following date:

Extension expiry date	31/08/2027
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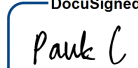
Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the supplier's services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry 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	<b>Specialist Computer Centres PLC</b>
Name of Supplier Authorised Signatory	<b>Nigel Pask</b>
Job Title of Supplier Authorised Signatory	<b>Group Assurance &amp; CISO Director</b>
Address of Supplier	James House, Warwick Road, Birmingham, B11 2LE
Signature of Authorised Signatory	DocuSigned by:  B90C4B71ACA14AA...
Date of Signature	04-10-23

### Customer SLA Signature panel

The "Customer"	
Name of Customer	<b>Sussex Partnership NHS Foundation Trust "Customer"</b>
Name of Customer Authorised Signatory	<b>Paul Colbran</b>
Job Title of Customer Authorised Signatory	Deputy Chief Digital Information officer
Address of Customer	<b>Arundel Road, Worthing, West Sussex BN13 3EP</b>
Signature of Customer Authorised Signatory	DocuSigned by:  9201408E215D431...
Date of Signature	<b>(dd/mm/yyyy) 04/10/23</b>

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 **Specialist Computer Centres PLC** and **Sussex Partnership NHS Foundation Trust** for the provision of **Link 3: IT Hardware and Services (Digital Workplace: Hardware)**. 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 AI Software in Neuroscience for Stroke Decision Making Support as 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 3: IT Hardware and Services (Digital Workplace: Hardware)** to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for the **Link 3: IT Hardware and Services (Digital Workplace: Hardware)** 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	Gil Bailey	Lauren Dawkins
Title		
Email	Gil.Bailey.@spft.nhs.uk	<a href="mailto:lauren.dawkins@scc.com">lauren.dawkins@scc.com</a>
Phone		

## 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

#### Contract

The contract will be let on the Terms and Conditions of the NHS SBS Digital Workplace: Hardware (Link 3: IT Hardware and Services) Framework Agreement.

#### 2. Contract Duration

Start Date: 01/06/2023

End Date: 31/05/2025

Optional Extensions: two 12 months extension

#### 3. Contract Scope

The successful Supplier is to provide Sussex Partnership NHS Foundation Trust with a punch out catalogue solution to order IT Equipment listed, but not limited to in the Specification, with staff home delivery capability, order tracking, and catalogue management.



Specification - SPFT  
IT Equipment.xlsx



Quality & Social  
Value Questions - SPF

### b) Price/Rates



Appendix C - SCC  
Response - Pricing Sci

### c) Total Value of Call-Off

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

**£300,000.00 (£150,000.00 per year)**

**d) Business Hours**

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

Normal working hours

**e) Delivery Location**

The products / services will be delivered to Trust Headquarters and Trust Employee home addresses.

**f) Invoicing Methods**

Invoicing terms shall be: Annually in advance

The Buyer will pay the supplier within 30 days of receipt of a valid invoice

**g) Reporting**



Quality & Social  
Value Questions - SPF

**h) Interoperability**

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

DTAC Compliance

**i) Response Timescales**

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

As per SCC response to Quality & Social Value Questions

## 6. Supply Terms and Performance

### j) Supplementary Conditions of Contract

The terms of the Link 3: IT Hardware and Services (Digital Workplace: Hardware) 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:

**Detailed in SCC response to Quality & Social Value Questions**

### 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.

### l) Implementation and Exit Plan

Implementation:

- Web Catalogue to be rolled out as a backup ordering system
- Punch out catalogue to be implemented working collaboratively with Oracle SBS and SPFT internal digital team.

Deliverables as mentioned in the SCC response to Quality & Social Value Questions

Termination of convenience with 30 day notice by either the buyer or supplier

Exit Porcess: Supplier to assist in data repatriation required for smooth contract termination.

### m) Complaints/Escalation Procedure

The standard procedure is detailed below

**Detailed in SCC response to Quality & Social Value Questions**

### 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 [enter text] consecutive days.

**p) Insurance**

The insurance policy for the framework required is detailed below

N/A

**q) Buyers Responsibilities**

Please list the areas that the buyer is responsible for:

N/A

**r) Key Performance Measures**

Detailed in SCC response to Quality & Social Value Questions

**s) Audit Process**

Please detail any Customer audit requirements

Detailed in SCC response to Quality & Social Value Questions

**7. Other Requirements**

Please include any additional requirements that are not outlined above

**a) Variation to Standard Specification**

Please list any agreed variations to the specification of requirements



**b) Other Specific Requirements**

Please list any agreed other agreed requirements



Sussex Partnership  
NHS Foundation Trust