

# Order Form

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

Date of order	TBC	Order Number	TBC
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## FROM

Customer	NHS North of England Commissioning Support Unit (NECS) (Hosted by NHS England)
Customer's Address	John Snow House Durham University Science Park Durham DH1 3YG
Invoice Address	OAR Payables – M265, P O Box 312, Leeds, LS11 1HP
Contact Ref:	██████████ – ICT Senior Operations Manager John Snow House, Durham University Science Park, Durham, DH1 3YG ██████████ ████████████████████

## TO

Supplier	TeT Limited
Supplier's Address	Unit D9, Friarsgate Business Park, 7 Whitby Avenue, Park Royal, NW10 7SE
Account Manager	Name: ██████████ Address: Unit D9, Friarsgate Business Park, 7 Whitby Avenue, Park Royal, NW10 7SE Phone: ██████████ E-Mail: ██████████ Fax: N/A

## GUARANTEE

Guarantee to be provided	No
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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	N/A
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[illegible]

[illegible]

NECS does not require license support for these devices as these are currently covered under our Datacentre EA.

The hardware is running in ACI mode.

NECS will not consider Partner Shared Support options.

The support contract must be backed off to Cisco

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

#### **(2.2) Premises**

The Hardware is installed in NECS Datacentres as below:

[REDACTED]

#### **(2.3) Lease/ Licenses**

NA

#### **(2.4) Standards**

Suppliers of products or services should have the following accreditations or be able to demonstrate that their company operates systems/processes equivalent to such standards. Bidders should supply copies of their accreditation certificates or evidence of their equivalent operating systems.

- BS EN ISO 9001 - For Quality Management.
- ISO 14001 - Environmental Management Systems.
- ISO 27001 - Information security, cybersecurity and privacy protection



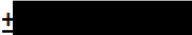

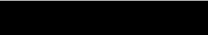

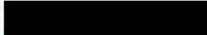
Please note the following Brand Protection text that any supplier MUST adhere to.

“The supplier guarantees that any product that they intend to deliver to NECS (North of England Care Support);

Is new, sourced directly from manufacturer or its authorised resellers

Is sold by manufacturer or with its consent within the European Economic Area

<p>Is eligible for manufacturer's warranty</p> <p>Is eligible for manufacturer's support and services in accordance with manufacturer policies</p> <p>Is reported back to manufacturer as sold to NECS (North of England Care System)</p> <p>In case any supplied product does not fulfil any of the obligations above, the supplier is in breach of contract with the customer/buyer.</p> <p>Customer/buyer reserves the right to check the origin of the supplied products on receipt."</p>
<p><b>(2.5) Security Requirements</b></p> <p><b>Security Policy</b> N/A</p> <p><b>Additional Security Requirements</b> ISO27001</p> <p><b>Processing personal data under or in connection with this contract</b> N/A</p>
<p><b>(2.6) Exit Plan (where required)</b> N/A</p>
<p><b>(2.7) Environmental Plan</b> N/A</p>

<p><b>3. SUPPLIER SOLUTION</b></p> <p>Cisco Smartnet Total Care support contract for the below hardware.  Start Date: 11/05/2025  End Date: 10/05/2028  SLA: SNTC 8x5xNBD</p>
<p><b>(3.2) Account structure including Key Personnel</b></p> <p>  Account Manager       </p>
<p><b>(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods</b></p>

N/A
<b>(3.4) Outline Security Management Plan</b>
N/A
<b>(3.5) Relevant Convictions</b>
N/A
<b>(3.6) Implementation Plan</b>
N/A

<b>4. PERFORMANCE QUALITY</b>
<b>(4.1) Key Performance Indicators</b> Valid support contract number to be provided no later than 10 May 2025 (on receipt of an accepted order from the Customer).
<b>(4.2) Service Levels and Service Credits</b> N/A

<b>5. PRICE AND PAYMENT</b>



TET Limited  
Unit 6, Brent Trade Park,  
390 North Circular Road  
Wembley, London  
NW10 0JF  
UK

Telephone: 020-7553-9950  
Facsimile: 020-7553-3887  
Web: www.tet.co.uk  
E-Mail: sales@tet.co.uk

# QUOTE

## TET Limited T/A Trans European Technology

To: [REDACTED]  
NHS North of England CSU  
OAR PAYABLES M265  
PHOENIX HOUSE, TOPCLIFFE LANE  
WAKEFIELD  
WF3 1WE

Quote Number: 347542

Quote Date: 24/03/2025

Your Reference No: Cisco Renewal

Phone No: 0191 301 1300

Fax No:

Quantity	Description	Unit Price	Total Price
[REDACTED]			
Total for Products and Services (GBP£):			£52,025.32
Prices exclude VAT and are valid for 7 days from the date above			
E & OE			



### (5.2) Invoicing and Payment

Invoice sent to: OAR Payables – M265, P O Box 312, Leeds, LS11 1HP.

NECS expects to be invoiced for 12 months period at a time.

Supplier must invoice to match the PO format and value.

All invoices should include the supplier specific reference

## 6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES

### (6.1) Supplemental requirements


N/A

BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES to enter a legally binding contract with the Customer to provide the Goods and/or Services. The Parties hereby acknowledge and agree that they have read the **NHS Conditions of Contract for purchase of goods and/or Services** and by signing below agree to be bound by the terms of this Contract.

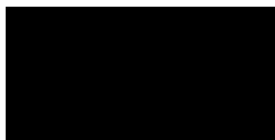
For and on behalf of the Supplier:

Name and Title	[REDACTED], Account Manager
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Signature	
Date	15/04/2025

**For and on behalf of the Customer:**

Name and Title	Interim Business Information Director
Signature	
Date	17/04/2025