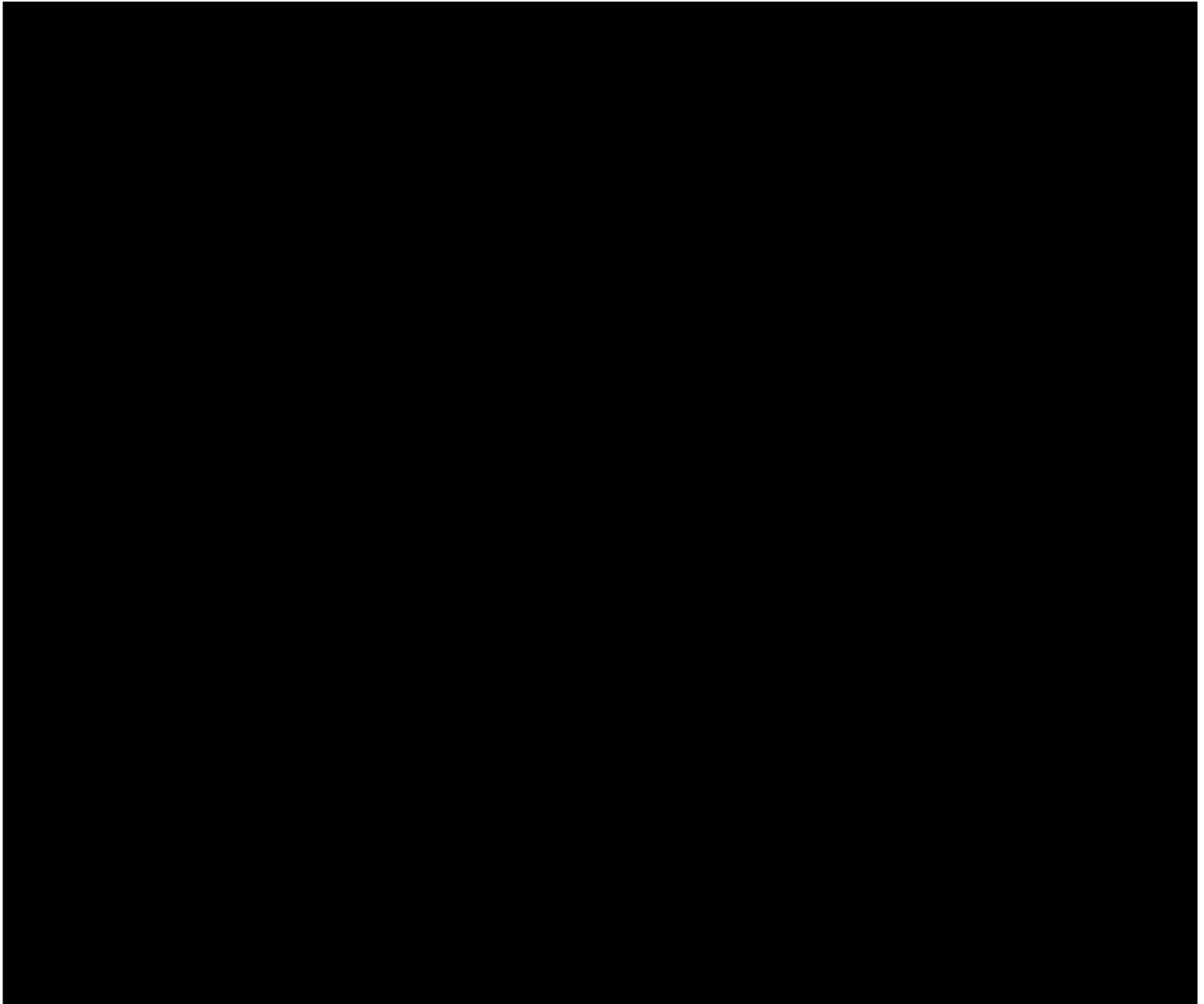




iomart Order Form

Quote name:	NHS BSA Full Platform Renewal 2024
Quote reference:	SFA-23-17221
Quote date:	15/12/2023
Valid from:	15/12/2023
Valid to:	15/1/2024
Effective Date:	Date this Order Form is signed by you, the Customer
Initial term:	12 Months
Start Date of Initial term	6 th January 2024
Customer registered name:	NHS Business Services Authority
Customer registered number:	-
Customer registered office:	Stella House, Goldcrest Way Newburn Riverside Newcastle upon Tyne NE15 8NY
Primary contact:	[REDACTED]
Phone number:	-
Email address:	[REDACTED]
PO Reference (where applicable):	
Framework (where applicable):	

Charges Schedule



Service Schedule

iomart will continue to provide the following service to NHS BSA. The services provided are listed below and in the investment schedule above;

- 1 x Single site Dedicated Private Cloud Platform
- Dell EMC Storage
- Dell EMC Avamar Backup
- DDoS Protection
- URL Monitoring

iomart's responsibilities are outlined below;

- Private Cloud and Data Centre Infrastructure & Network
- Storage Layer
- DDoS Protection
- Windows, Trend & VMWare Licences
- Power and Cooling

The customer's responsibilities are as follows;

- Dell EMC Avamar Backup Policies
- Keeping authorised user lists updated via the control panel

iomart will continue to provide a single site high-availability private cloud platform to host NHS BSA's production workloads. The platform has been architected to ensure there are no single points of failure, it features a fully dedicated private cloud platform built upon VMware vSphere and is underpinned by fully encrypted storage, delivered using Dell EMC Shared SAN.

This platform's is in an iomart Tier 3 data centre and comprises a pair of Barracuda F280C firewalls securing two dedicated M640 Blade ESXi host servers. Each is fitted with dual Xeon Silver 4208 CPU's (8c 2.1GHz base, turbo 3.2GHz) and 64GB RAM. Storage is being delivered using shared Dell EMC Shared SAN. A resilient 1Gbit internet uplink is provided, with CDR of 100Mb/s included.

This combination of services (the platform) will be used to address and meet the compliance requirements for providing a Hosting Environment with following attributes:

- ☐ High Availability
 - Of the hosting hardware and virtual machines
- ☐ Security
 - DDoS Prevention
- ☐ Resilience
 - Workload balancing across the dual hosts
- ☐ Backup as a Service (BaaS)
 - Granular backup and restore of any/all virtual machines
 - Ability to Restore to alternative platform in the event of platform outage or more serious disaster event

Additional information

1. Whilst every care is taken to ensure that the contents of this quotation are accurate and realistic, the solution proposed, and any pricing presented is subject to iomart technical approval and rackspace availability, if relevant, at time of placing order.
2. Unless specifically referenced in this Order Form, migration services, including, but not limited to, data transfer, configuration and physical relocation, (whether at the commencement or the termination of the Services) shall not be covered by this Order Form and shall not be included in the Services to be provided under this Order Form. Such migration services are subject to an additional charge and additional Order Form or addendum.
3. First payment (Set-Up Charges) will be invoiced upon signature of this Order Form.
4. Any other Non-Recurring Charges identified to deliver the service will be invoiced upon completion of installation or delivery.
5. Monthly Recurring Charges will be invoiced monthly in advance.
6. The quotation is provided subject to Errors and Omissions Excepted (E&OE)
7. All prices exclude VAT and other applicable taxes

Terms and Conditions *(only those listed below apply to this Order Form)*

- Terms and Conditions V2.0 SEP2023
- MSA Schedule 1 (Managed Hosting) V1.0
- Appendix to Schedule 1 (Managed Hosting SLA) V1.2
- MSA Schedule 5 (Acceptable Use Policy)
- Exit Plan Schedule v1.2

All above documents (other than your Statement of Work) are available at <https://www.iomart.com/iomart-legal-documents-rjkse2023/>

Sign-Off



I acknowledge I have read and understood this Order Form, the iomart Terms and Conditions, and any other Schedules or Appendices listed above, all of which form the Agreement between us and hereby order the Services detailed. I confirm I am duly authorised to place this order for and on behalf of the Customer.

Customer Authorised Signatory

Name:

Title:

Signature:

Date:

iomart Hosting Limited Authorised Signatory

Name:

Title:

Signature:

Date: