

**RM6098 Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
Crown Copyright 2018

## **Framework Schedule 6 (Order Form Template and Call-Off Schedules)**

### **Order Form**

CALL-OFF REFERENCE: **CH-1484 – Service Now Licences**  
THE BUYER: **Companies House**

BUYER ADDRESS: Crown Way Cardiff. CH14 3UZ

THE SUPPLIER: **PHOENIX SOFTWARE LIMITED**

SUPPLIER ADDRESS: Bytes House, Randalls Way Leatherhead KT22 7TW

REGISTRATION NUMBER: 02548628

DUNS NUMBER: 763/488/178

SID4GOV ID: 02548628

This Order Form, when completed and executed by both Parties, forms a Call-Off Contract. A Call-Off Contract can be completed and executed using an equivalent document or electronic purchase order system.

If an electronic purchasing system is used instead of signing as a hard-copy, text below must be copied into the electronic order form starting from 'APPLICABLE FRAMEWORK CONTRACT' and up to, but not including, the Signature block

It is essential that if you, as the Buyer, add to or amend any aspect of any Call-Off Schedule, then you must send the updated Schedule with the Order Form to the Supplier

#### **APPLICABLE FRAMEWORK CONTRACT**

This Order Form is for the provision of the Call-Off Deliverables and dated **21<sup>st</sup> December 2023.**

It's issued under the Framework Contract with the reference number **RM6098 for the provision of Technology Products & Associated Service (TEPAS) 2.**

#### **CALL-OFF LOT(S):**

Lot 3 Software

Framework Ref: RM6098  
Project Version: v2.0  
Model Version: v3.8

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**CALL-OFF INCORPORATED TERMS**

The following documents are incorporated into this Call-Off Contract. Where numbers are missing, we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1 (Definitions and Interpretation) RM6098
3. Framework Special Terms
4. The following Schedules in equal order of precedence:

- **Joint Schedules for RM6098**

- Joint Schedule 2 (Variation Form)
- Joint Schedule 3 (Insurance Requirements)
- Joint Schedule 9 (Minimum Standards of Reliability)
- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)
- Joint Schedule 12 (Supply Chain Visibility)

- **Call-Off Schedules for RM6098**

- Call-Off Schedule 5 (Pricing Details)
- Call-Off Schedule 6 (ICT Services) including Annexes A to E
- Call-Off Schedule 7 (Key Supplier Staff)
- Call-Off-Schedule-8-Business-Continuity-and-Disaster-Recovery
- Call-Off-Schedule-10-Exit-Management
- Call-Off-Schedule-14-Service-Levels

5. CCS Core Terms (version 3.0.11) as amended by the Framework Award Form
6. Joint Schedule 5 (Corporate Social Responsibility) RM6098

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

**CALL-OFF SPECIAL TERMS**

The following Special Terms are incorporated into this Call-Off Contract:

None

**CALL-OFF START DATE:** 31/12/2023

**CALL-OFF EXPIRY DATE:** 30/12/2026

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CALL-OFF INITIAL PERIOD: Three Years (36 months)

**CALL-OFF DELIVERABLES**

Option A

ITMS Standard (licence)

License types	Type	State date	End date	Units
ServiceNow Agile Team PROD12492	Module	31/12/2023	30/12/2026	1
Service Now Grandfathered PROD11655	Custom Tables	31/12/2023	30/12/2026	18
ServiceNow IT Operations Management Visibility PROD14997	Subscription Unit	31/12/2023	30/12/2026	800
ServiceNow Integration Hub Starter PROD19392	Transaction	31/12/2023	30/12/2026	1
ServiceNow IT Management Standard PROD17243	Fulfiller user	31/12/2023	30/12/2026	399
ServiceNow Impact Transition PROD16380	Success	31/12/2023	30/12/2026	1

ITMS Standard (licence)	Annual value	3-year value
STD Licence	£322,527.25	£967,581.75

**LOCATION FOR DELIVERY**

On-premises

Crown Way  
Maindy  
Cardiff  
CF14 3UZ

**DATES FOR DELIVERY**

Option A: Commencement date details - Contract Term - 31/12/2023 to 30/12/2026

**WARRANTY PERIOD**

Framework Ref: RM6098  
Project Version: v2.0  
Model Version: v3.8

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The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be minimum warranty period. Minimum is 90 days

**MAXIMUM LIABILITY**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£322,527.25**. Estimated Charges in the first 12 months of the Contract.

**CALL-OFF CHARGES**

Option B: See details in Call-Off Schedule 5 (Pricing Details)

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.

**REIMBURSABLE EXPENSES**

None

**PAYMENT METHOD**

Annual invoices in advance via BACS payment.

**BUYER'S INVOICE ADDRESS:**

Accounts Payable

[accountspayable@companieshouse.gov.uk](mailto:accountspayable@companieshouse.gov.uk)

Crown Way

Maindy

Cardiff

CF14 3UZ

**BUYER'S AUTHORISED REPRESENTATIVE**

Leanne Peter

**Lead Specialist Infrastructure Engineer**

[lpeters@companieshouse.gov.uk](mailto:lpeters@companieshouse.gov.uk)

Crown Way

Maindy

Cardiff

CF14 3UZ

**BUYER'S ENVIRONMENTAL POLICY**

Companies House environmental policy - GOV.UK ([www.gov.uk](http://www.gov.uk))

Framework Ref: RM6098

Project Version: v2.0

Model Version: v3.8

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<https://www.gov.uk/government/publications/companies-house-environmental-policy/companies-house-environmental-policy>

Environmental Management System (EMS) certification of registration

[https://assets.publishing.service.gov.uk/media/6408ad178fa8f527ff6b434d/EMS\\_Registration\\_Certificate\\_-\\_expires\\_28\\_Oct\\_2028.pdf](https://assets.publishing.service.gov.uk/media/6408ad178fa8f527ff6b434d/EMS_Registration_Certificate_-_expires_28_Oct_2028.pdf)

**BUYER'S SECURITY POLICY**

Information security and assurance

Companies House information security and assurance - GOV.UK ([www.gov.uk](http://www.gov.uk))

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

Keith Martin

Sales Director

[Keith-Martin@phoenixs.co.uk](mailto:Keith-Martin@phoenixs.co.uk)

Blenheim House, York Road, Pocklington, York, YO42 1NS

**SUPPLIER'S CONTRACT MANAGER**

Liam Serginson

Account Manager

[Liam-Serginson@phoenixs.co.uk](mailto:Liam-Serginson@phoenixs.co.uk)

Blenheim House, York Road, Pocklington, York, YO42 1NS

**PROGRESS REPORT FREQUENCY**

Monthly Reports - Available within 10 working days of the commencement of each quarter

**PROGRESS MEETING FREQUENCY**

Monthly review on the first Working Day of each quarter (with minutes 7 calendar days after the review).

**KEY STAFF**

Leanne Johnson & Mark Brinsford

**Lead Specialist Infrastructure Engineer**

[lpeters@companieshouse.gov.uk](mailto:lpeters@companieshouse.gov.uk)

**Principle Specialist Infrastructure Engineer**

[mbrinsford@companieshouse.gov.uk](mailto:mbrinsford@companieshouse.gov.uk)

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For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	<i>Keith Martin</i>	Signature:	<i>Rhian Hughes</i>
Name:	Keith Martin	Name:	Rhian Hughes
Role:	Sales Director	Role:	Head of Commercial
Date:	12/22/2023	Date:	12/22/2023

Use Authorization



ServiceNow UK Ltd.  
1 Bridge Street  
Staines-upon-Thames  
TW18 4TW  
United Kingdom

Use Authorization Number
UAN1676867-5

Customer Address:

Customer Name	Companies House
Address	Crown Way
Suite	
City	Cardiff
State/Province	South Glamorgan
Zip/Postal Code	CF14 3UZ
Country	United Kingdom
Website	http://www.companieshouse.gov.uk/
Business Contact	Leanne Peters
Title	Mrs
Phone	+4429 20 380 986
E-Mail	lpeters@companieshouse.gov.uk

ServiceNow Partner Program Authorized Reseller ("Participant" or "Reseller")

Participant Name	Phoenix Software Limited
Order Number #	ORD1676867-5
Level1 Support Provider	ServiceNow

Product Code	Subscription Product Name	Type	Units	Subscription Term	Start Date	End Date
PROD17243	ServiceNow® IT Service Management Standard	Fulfiller User	399	36 Months	31 Dec 2023	30 Dec 2026
PROD19392	ServiceNow® Integration Hub Starter	Transactions	1	36 Months	31 Dec 2023	30 Dec 2026
PROD11655	ServiceNow® Grandfathered Custom Tables	Custom Tables	18	36 Months	31 Dec 2023	30 Dec 2026
PROD12492	ServiceNow® Agile Team	Module	1	36 Months	31 Dec 2023	30 Dec 2026
PROD14997	ServiceNow® IT Operations Management Visibility	Subscription Unit	800	36 Months	31 Dec 2023	30 Dec 2026
PROD16380	ServiceNow® Impact Transition	Success	1	36 Months	31 Dec 2023	30 Dec 2026

Hosting Details:

ServiceNow # of Instances:	1 Production 4TB Storage Limit, 2 Non Production 4TB Storage Limit		
Instance Names:	companieshouse, companieshousedev, companieshousetest		
Customer ServiceNow Admin:	Leanne Peters	E-mail:	lpeters@companieshouse.gov.uk
Data Center Region:	United Kingdom		

Terms and Conditions

Customer's use rights to the Subscription Products listed above as purchased from the ServiceNow authorized reseller referenced above ("Participant") are governed by a contract consisting of the terms and conditions of this Use Authorization and the Ordering Agreement WHICH IS INCORPORATED INTO THE CONTRACT BY THIS REFERENCE and is located at <https://www.servicenow.com/upgrade-schedules.html> (collectively, "Agreement"). Customer may request printed copies of this document by emailing ServiceNow at [legal.request@servicenow.com](mailto:legal.request@servicenow.com). All initially capitalized terms not defined in this Use Authorization are defined elsewhere in the Agreement with the term "Customer" referring to the counter-party to ServiceNow or Customer in the Ordering Agreement. If this Use Authorization conflicts with the other documents comprising the Agreement, this Use Authorization will control.

### **Term Notes**

ServiceNow shall provide Support according to the Customer Support Addendum as set forth on <https://www.servicenow.com/upgrade-schedules.html>, provided, however, that solely for the Subscription Term set forth herein, ServiceNow shall provide the incident priority, target response times, and target level of effort, as apply to Customer for the Subscription Term immediately preceding the Subscription Term set forth herein.

ServiceNow will provide Updates according to the Upgrade Policy as set forth on [www.servicenow.com/upgrade-schedules.html](https://www.servicenow.com/upgrade-schedules.html).

### **Product Overview**

Documentation (sometimes referred to as Product Overview) refers to the system requirements and technical functionality for the supported version(s) of the applicable Subscription Service as described in the then-current product documentation at <https://docs.servicenow.com>.



## ServiceNow® Order Form - Product and Use Definitions

**USER TYPE DEFINITIONS**

**"User"** means any employee or contractor of Customer or Customer Affiliate that is assigned a unique username and password and has a user profile in the Subscription Service designated as "active". Only Users may be given access to the subscription service by Customer. A use right may not be shared or transferred. Customer shall not use the subscription service in a manner that circumvents usage restrictions.

**"Approver User"** is any User performing any of the functions set forth in the table below for an Approver User. An Approver User may only perform the functions set forth in the table below for an Approver User.

**"Requester User"** is any User that performs only the functions set forth in the table below for a Requester User.

**"End User"** has the same use rights as **"Requester User."**

**"Fulfiller User"** is any User other than an Approver User or Requester User. Without limitation, a Fulfiller User is any User that performs any function other than an Approver User function or Requester User function, including those set forth in the table below for a Fulfiller User.

**"Process User"** has the same use rights as **"Fulfiller User."**

FUNCTION / USE RIGHTS AUTHORIZED	USER TYPES		
	REQUESTER	APPROVER	FULLFILLER
Create its own request	included	included	included
View its own request	included	included	included
Modify its own request	included	included	included
Search the Service Catalog	included	included	included
Search the Knowledge Base	included	included	included
Access public pages	included	included	included
Take surveys	included	included	included
Set its own notification preferences	included	included	included
View assets assigned to user	included	included	included
Access and post to Live Feed	included	included	included
Initiate Chat sessions	included	included	included
Participate in a Watch List	included	included	included
View a report published to them	included	included	included
Approve requests by email that are routed to user	-	included	included
Approve requests routed to user via system	-	included	included
Create any record	-	-	included
Delete any record	-	-	included
Modify any record	-	-	included
Drill through any report	-	-	included
Create any report	-	-	included
Delete any report	-	-	included
Modify any report	-	-	included
Perform development activities	-	-	included (see below)
Perform administrative activities	-	-	included

**CUSTOM TABLE CREATION AND INSTALLATION**

Customer may create or install Custom Tables in a non-production instance. The creation or installation of Custom Tables in a production instance requires either the purchase of the Now Platform App Engine product or an express Custom Table entitlement that is granted with the purchase of another product.

A "Custom Table" is any non-ServiceNow provided table created or installed by or on behalf of Customer on the ServiceNow Platform and used for any purpose, including the creation of a custom application, unless such table is specifically exempt. A list of exempt ServiceNow provided tables and Custom Table use rights are as set forth in the Custom Table Guide on <https://www.servicenow.com/upgrade-schedules.html> and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at [legal.request@servicenow.com](mailto:legal.request@servicenow.com).

SUBSCRIPTION PRODUCTS	
Subscription Product Code/Name	Included ServiceNow Applications and Use Rights
PROD17243 ServiceNow® IT Service Management Standard	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Digital Portfolio Management and Universal Request</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. Usage is limited by the number of purchased Fulfiller Users.</p> <p>Universal Request use rights apply only to IT Service Management Standard applications and App Engine Starter 25 Custom Tables</p> <p>App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.</p> <p>The following Application(s) became available according to the release indicated below. San Diego - Digital Portfolio Management</p>
PROD19392 ServiceNow® Integration Hub Starter	<p>Integration Hub Starter includes entitlement for up to 100,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund).</p> <p>Integration Hub Starter includes Protocols and Spokes as set forth in the Integration Hub Overview on <a href="http://www.servicenow.com/products/entitlements-packages.html">www.servicenow.com/products/entitlements-packages.html</a>, which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at <a href="mailto:legal.request@servicenow.com">legal.request@servicenow.com</a>.</p> <p>An Integration Hub Transaction is defined as any outbound call originating from Integration Hub, FlowDesigner, Remote Tables and/or Orchestration. This includes any operation, action, orchestration from Integration Hub, Remote Tables or Orchestration resulting in an outbound call.</p> <p>Additional annual Transactions require the purchase of a separate Integration Hub package.</p>
PROD11655 ServiceNow® Grandfathered Custom Tables	<p>Usage is limited to the number of Grandfathered Custom Tables.</p> <p>Grandfathered Custom Tables are the Custom Tables created, installed or granted at the time of Customer's initial order of the Grandfathered Custom Tables Subscription Product.</p> <p>All Users are granted Unrestricted User use rights for Grandfathered Custom Tables. An Unrestricted User may perform any or all functions for all User Types above.</p> <p>Customer is granted use of Mobile Studio with Grandfathered Custom Tables</p> <p>Grandfathered Custom Tables may not be transferred, reused, or otherwise classified as another Custom Table type. If a Grandfathered Custom Table is deleted no other Custom Table may be classified as a Grandfathered Custom Table to take its place.</p>
PROD12492 ServiceNow® Agile Team	<p>Included Applications: Agile Development and Test Management</p> <p>All Users may use the above applications.</p>
PROD14997 ServiceNow® IT Operations Management Visibility	<p>Included Applications: ITOM Visibility</p> <p>Includes entitlement for up to the number of Subscription Units purchased.</p> <p>A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on</p>

	<p><a href="http://www.servicenow.com/products/entitlements-packages.html">www.servicenow.com/products/entitlements-packages.html</a> and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at <a href="mailto:legal.request@servicenow.com">legal.request@servicenow.com</a>.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".</p>
PROD16380 ServiceNow® Impact Transition	<p>To aid existing ServiceNow customers in transitioning to ServiceNow's updated customer support model, solely during the Subscription Term and subject to the conditions set forth herein, ServiceNow shall provide the incident priority, target response times, and target level of effort, as apply to Customer for the Subscription Term immediately preceding the Subscription Term set forth herein.</p>

ACKNOWLEDGED AND AGREED:

Customer: Companies House

ServiceNow UK Ltd.

Signature:

Rhian Hughes

Name:

Rhian Hughes

Title:

Companies House Head of Commercial

Date:

12/22/2023

Signature:

Keith Martin

Name:

Keith Martin

Title:

Sales Director

Date:

12/22/2023

QUOTATION FOR

Bradley Jones  
Companies House  
Finance Dept  
Crown Way  
Cardiff  
CF14 3UZ  
UK

Account Manager : Liam Serginson  
Telephone : (+44) 1904 928220  
Email : Liam-Serginson@phoenixs.co.uk



Phoenix Software Ltd  
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t: 01904 562200  
f: 01904 562266  
e: info@phoenixs.co.uk  
w: www.phoenixs.co.uk

QUOTATION

QUOTE REF: 01366401  
DATE : 24/11/2023  
VALID UNTIL : 22/12/2023  
  
CUSTOMER EMAIL : bjones2@companieshouse.gov.uk

Additional Information

All prices are exclusive of VAT and are subject to change without notice.

Goods ordered in error may be returnable subject to availability of a refund from the Manufacturer - in such instances Phoenix reserve the right to deduct a handling fee if this is applied by the Manufacturer.

For any Training requirements related to this Software, please contact your Phoenix account manager who will be able to advise you on suitable training courses around the country and offer competitive quotes.

PHOENIX PART NO	VENDOR PART NO	PRODUCT	QTY	UNIT PRICE	TOTAL PRICE
01427427	PROD17243	ServiceNow® IT Service - 1 Year - Licence Year 1	399	£596.75	£238,103.25
01419007	PROD19392	ServiceNow® Integration Hub Starter - Licence Year 1	1		
01427434	PROD11655	ServiceNow® Grandfathered Custom Tables - 1 Year - Licence Year 1	18		
01427433	PROD12492	ServiceNow® Agile Team - 1 Year - Licence Year 1	1		
01431198	PROD14997	ServiceNow® IT Operations Management Visibility - 1 Year - Licence Year 1	800	£105.53	£84,424.00
01427432	PROD16380	ServiceNow® Impact Transition - 1 Year - Licence Year 1	1		
Although every attempt has been made to ensure the accuracy of the above quotation, the Company cannot be held responsible for any advice it provides and as such is not liable for any damages caused by the customer's reliance upon the advice.				TOTAL (Excl. VAT)	cont...



QUOTATION FOR

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Companies House  
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UK

Account Manager : Liam Serginson  
Telephone : (+44) 1904 928220  
Email : Liam-Serginson@phoenixs.co.uk



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w: www.phoenixs.co.uk

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01427427	PROD17243	ServiceNow® IT Service - 1 Year - Licence Year 2	399	£596.75	£238,103.25
01419007	PROD19392	ServiceNow® Integration Hub Starter - Licence Year 2	1		
01427434	PROD11655	ServiceNow® Grandfathered Custom Tables - 1 Year - Licence Year 2	18		
01427433	PROD12492	ServiceNow® Agile Team - 1 Year - Licence Year 2	1		
01431198	PROD14997	ServiceNow® IT Operations Management Visibility - 1 Year - Licence Year 2	800	£105.53	£84,424.00
01427432	PROD16380	ServiceNow® Impact Transition - 1 Year - Licence Year 2	1		
Although every attempt has been made to ensure the accuracy of the above quotation, the Company cannot be held responsible for any advice it provides and as such is not liable for any damages caused by the customer's reliance upon the advice.				TOTAL (Excl. VAT)	cont...



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PHOENIX PART NO	VENDOR PART NO	PRODUCT	QTY	UNIT PRICE	TOTAL PRICE
01427427	PROD17243	ServiceNow® IT Service - 1 Year - Licence Year 3	399	£596.75	£238,103.25
01419007	PROD19392	ServiceNow® Integration Hub Starter - Licence Year 3	1		
01427434	PROD11655	ServiceNow® Grandfathered Custom Tables - 1 Year - Licence Year 3	18		
01427433	PROD12492	ServiceNow® Agile Team - 1 Year - Licence Year 3	1		
01431198	PROD14997	ServiceNow® IT Operations Management Visibility - 1 Year - Licence Year 3	800	£105.53	£84,424.00
01427432	PROD16380	ServiceNow® Impact Transition - 1 Year - Licence Year 3	1		
Although every attempt has been made to ensure the accuracy of the above quotation, the Company cannot be held responsible for any advice it provides and as such is not liable for any damages caused by the customer's reliance upon the advice.				TOTAL (Excl. VAT)	cont...



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PHOENIX PART NO	VENDOR PART NO	PRODUCT	QTY	UNIT PRICE	TOTAL PRICE
		ServiceNow ITSM Standard Tender Bid - 3 Year  Contract Term - 31/12/2023 to 30/12/2026 Billed Annually			
Although every attempt has been made to ensure the accuracy of the above quotation, the Company cannot be held responsible for any advice it provides and as such is not liable for any damages caused by the customer's reliance upon the advice.				TOTAL (Excl. VAT)	£967,581.75

