

Order Form

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

Date of order	25/07/2025	Order Number	<div></div> To be quoted on all correspondence relating to this Order
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FROM

Customer	The UK Health Security Agency "Customer"		
Customer's Address	<div></div>		
Invoice Address	UK Health Security Agency <div></div> <div></div>		
Contact Ref:	Name: Address: <div></div>	<div></div>	

TO

Supplier	Softcat PLC "Supplier"		
Supplier's Address	<div></div>		
Account Manager	Name: <div></div>	<div></div>	

GUARANTEE

Guarantee to be provided	
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1. TERM

(1.1) Commencement Date

The last signature date

(1.2) Expiry Date

This 2 + 1 year Contract shall expire on the date, which is 24 Months after the Commencement Date, with an option to extend for a further 12 months.

2. GOODS AND SERVICES REQUIREMENTS

(2.1) Goods and/or Services

[REDACTED]

The Customer agrees to purchase all of its requirements for the Goods or equivalent goods from the Supplier.

[REDACTED]

Minimum Order Value for 2 years

£68,455.76 ex VAT

Optional Services with an option to extend for a further 1 year

[REDACTED]

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

(2.2) Premises

[REDACTED]

(2.3) Lease/ Licenses

[REDACTED]

(2.4) Standards

[REDACTED]

(2.5) Security Requirements

Security Policy

[REDACTED]

Additional Security Requirements

[REDACTED]

Processing personal data under or in connection with this contract

[REDACTED]

(2.6) Exit Plan (where required)

[REDACTED]

(2.7) Environmental Plan

[REDACTED]

[Guidance: If required by the Customer, the Supplier shall create an environmental plan

appropriate to this Contract.]

3. SUPPLIER SOLUTION

(3.1) Supplier Solution

[REDACTED]

(3.2) Account structure including Key Personnel

Key Personnel:

[REDACTED]

(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods

[REDACTED]

(3.4) Outline Security Management Plan

[REDACTED]

(3.5) Relevant Convictions

[REDACTED]

(3.6) Implementation Plan

Managed Infrastructure Service:

[REDACTED]

[REDACTED]

4. PERFORMANCE QUALITY

(4.1) Key Performance Indicators

[REDACTED]

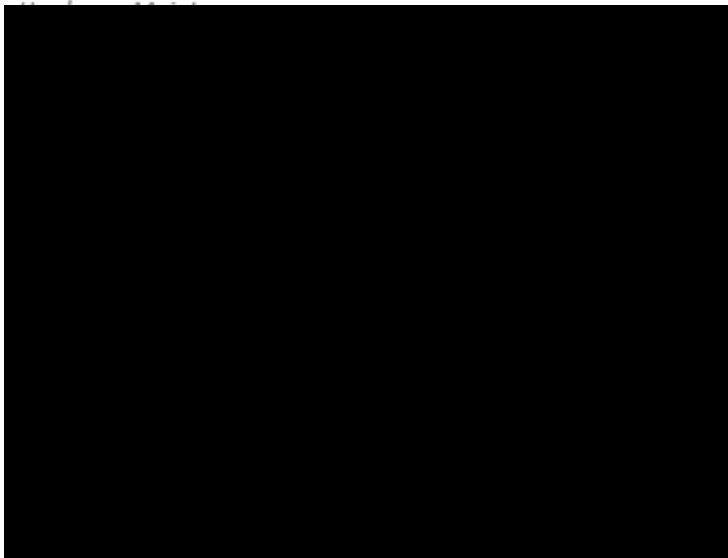
(4.2) Service Levels and Service Credits

When providing the Goods and/or Services, the Supplier shall as a minimum ensure that it achieves the following service levels:

[REDACTED]	
[REDACTED]	
[REDACTED]	[REDACTED]

5. PRICE AND PAYMENT

(5.1) Contract Price payable by the Customer in accordance with the commercial schedule set out in the framework agreement (including applicable discount but excluding VAT), payment profile and method of payment (e.g. Government Procurement Card (GPC) or BACS))



(5.2) Invoicing and Payment

The Supplier shall issue electronic invoices [REDACTED]. The Customer shall pay the Supplier within thirty (30) days of receipt of a Valid Invoice, submitted in accordance with this paragraph 5.2, the payment profile set out in paragraph 5.1 above and the provisions of the Contract.

6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES

(6.1) Supplemental requirements

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- I [REDACTED]
- I [REDACTED]
- I [REDACTED]

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- | Row | Bar Length (approx. % of total width) |
|-----|---------------------------------------|
| 1 | 100% |
| 2 | 95% |
| 3 | 10% |
| 4 | 100% |
| 5 | 40% |
| 6 | 100% |
| 7 | 15% |
| 8 | 100% |
| 9 | 45% |
| 10 | 95% |
| 11 | 25% |

-
- | Age Group | Percentage of Respondents |
|-----------------|---------------------------|
| All respondents | 80% |
| 18-29 | 90% |
| 30-49 | 85% |
| 50-64 | 80% |
| 65+ | 75% |

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:

For and on behalf of the Customer:

Date Signed: 31/07/2025