

ORDER FORM

This Order Form incorporates by reference and is governed by the terms and conditions of either 1) the Master Agreement between Parties or, if no Master Agreement exists, 2) the appropriate online terms available at <https://mitratech.com/legalnotice/entity-and-subsiaries/> ('Agreement') between Mitratech Holdings, Inc. or one of its subsidiaries as listed at <https://mitratech.com/legal-notice/entity-and-subsiaries/> ('Mitratech') and SCC - Department for Work & Pensions ('Client') and is effective as of the date of last signature below ('Effective Date').

CLIENT		MITRATECH	
Signature	Redacted under PCR 2015 – Reg.108(b): personal data.	Signature	Redacted under PCR 2015 – Reg.108(b): personal data.
Name		Name	
Title	Commercial Specialist	Title	General Counsel
Date	November 28, 2025	Date	November 25, 2025

Unless subsequently signed by Mitratech, the terms set forth herein will not be valid and will have no meaning if this Order Form is executed by Client after December 12, 2025.

1. SALES DETAILS

a) Initial Term Start Date: (If no date is listed, the Start Date is the Effective Date of the Order Form)	28 November 2025
b) Initial Term Length (months):	24
c) Payment Terms:	Net 30
d) Billing Frequency:	Annual
e) Currency:	GBP
f) First 12 Months' Subscription Fees: (If the Initial Term is less than 12 months, the Subscription Fees will be pro-rated based on the First 12 Months' amount)	75,000.00
g) One-time Fees (if applicable):	0.00
h) Increase During Initial Term:	REDACTED PCR 2015 – Reg.21: commercially sensitive information

2. SOFTWARE AND INVOICING DETAILS

Product	Product Code	Quantity and Metric
Advance License On Prem	SW-SUBS-ADV-MRC-OP	200
Advance Sandbox Server - On Prem	SW-SUBS-HDADRSS-OP	1
Advance Production Server - On Prem	SW-SUBS-HDAPS-OP	1

- a) The Initial Term and any Renewal Term are non-cancelable, subject to termination for cause rights as set forth in the Agreement.
- b) Annually, Mitratech may modify the Subscription Fees upon providing Client an electronic price quotation in advance of the price modification taking effect. The annual price increase for the Initial Term is outlined in Section 1 above.
- c) The invoice for the first installment of Subscription Fees will be submitted shortly after the execution of this Order Form and payment will be due in accordance with the payment terms in Section 1 above. After the first installment, Subscription Fees are due by the start of the period to which they apply.
- d) Payment of Subscription Fees provides Client with software access and associated maintenance services for the period corresponding to those fees.
- e) Invoice for the One-Time Fees will be submitted shortly before Start Date, and payment will be due in accordance with the payment terms set forth in the Agreement. The Initial Term and any Renewal Term applies to Products only and does not apply to implementation for which a One-Time Fee is paid.
- f) In its sole discretion, Mitratech may prorate Subscription Fees so that all Subscription Fees for all software are renewable on the same date, even if the subscriptions were not ordered on the same date.
- g) Client shall be granted access to the HOTDOCS Classic Desktop ("Classic Software") at no additional charge during the first 9-months of the New Term. The sole purpose of this free access to the Classic Software is to enable Client to migrate the Classic Software to the Advance Hosted Application. Upon the expiration of the nine (9) month period described in the first sentence of this Section, Client's access to the Classic Software under this Section shall cease.
- h) During the New Term of this Order Form only, the client may exercise a one-year extension beyond the 24-month period at a "REDACTED PCR 2015 – Reg.21: commercially sensitive information " increase of year two pricing. To exercise this option, Customer must provide Mitratech with ninety (90) days' prior written notice before the end of Year 2 of the New Term. If this option is not exercised in strict compliance with the notice requirement, the option shall automatically expire and be permanently forfeited. Nothing in this Order Form, or any associated documentation, shall obligate Mitratech to provide any future discounts, reduced fees, or financial concessions upon renewal or at any other time.

3. CONTACT INFO

a) **Billing Contact:** **REQUIRED

Name:
Billing Address**:
AP Email**:
Supplier Portal. Does Client require use of a Supplier portal? Yes or No: No If Yes:
Purchase Order. Does Client require a purchase order for this order? Yes or No: Yes If Yes: If Client requires a purchase order and fails to issue a purchase order in a timely manner, the payment terms shall be adjusted so that payment becomes due as if the purchase order was timely. A purchase order issued more than three (3) business days after the signing of an Order Form will not be deemed timely.

b) **Technical Contact** for delivery of initial credentials:

Name:
Email:

Phone:	
c) Primary User / Client Contact:	
Name:	
Email:	
Phone:	
<p>d) Support Contacts. The Mitratech Client Support Center is available for use by two (2) support contacts that have successfully completed Mitratech’s standard training course. Client may change these contacts to other qualified personnel by promptly delivering to Mitratech the names of the new contacts. The Subscription Fees are related to the number of contacts; access to support by any additional contacts could be subject to additional Subscription Fees. The initial support contacts of Client are:</p>	
Name:	Name:
Title:	Title:
Phone:	Phone:
Email:	Email:

4. LEGAL TERMS

Subscription Fees: Subscription Fees shall include, by definition, Maintenance Fees for products with a separate Maintenance Fee

Use Rights: Client is granted the right to use the Software to manage up to the quantity set forth above. Additional subscriptions or licenses must be purchased by Client in the event such licensed quantity is exceeded by Client. The cost for these additional licenses will be at Mitratech’s then-current fees, unless the parties have negotiated alternative pricing. There shall be no fees adjustments or refunds for any decreases in quantity. Fees are based on quantity purchased, not usage.

Self-Certification for On-Premise Products: Without prejudice to Mitratech’s audit rights pursuant to the Agreement, Client will, upon Mitratech’s reasonable request made no more than twice per year, document and certify that use of the Software and Maintenance Services is in full conformity with the use rights granted hereunder. This clause does not apply to Mitratech-hosted products hosted to the extent Mitratech can validate usage compliance on its own.

Usage Verification for Hosted Products: Client acknowledges and agrees that Mitratech will periodically check the system to validate any license or subscription quantities specified herein have not been exceeded by Client.

Privacy Policy: Mitratech holds responsibilities for protecting the privacy of sensitive data, including any personal information being maintained, against threats posed by unauthorized access or misuse. Mitratech’s privacy policy can be found at <https://mitratech.com/privacy-policy/>

5. PRODUCT DEFINITIONS Product Definitions

Official

If there are no product definitions associated with this Order Form, this table will appear blank.

Official