

Order Form

Framework agreement reference:

Date of order	26 February 2024	Order Number	W126089
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FROM

Customer	NHS Business Service Authority
Customer's Address	Stella House, Goldcrest Way, Newburn Riverside, Newcastle Upon Tyne, NE15 8NY
Invoice Address	Accounts Payable, 152 Pilgrim Street, Newcastle Upon Tyne, NE1 6SN
Contact Ref:	

TO

Supplier	Softcat PLC	"Supplier"
Supplier's Address	Softcat Plc (Head Office, Fieldhouse Lane, Marlow SL7 1LW	
Account Manager		

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 (Not applicable)	<input type="checkbox"/> "Guarantor"	
Parent Company address	<input type="checkbox"/>	
Account Manager	Name:	<input type="checkbox"/>
	Address:	<input type="checkbox"/>
	Phone:	<input type="checkbox"/>
	e-mail:	<input type="checkbox"/>
	Fax:	<input type="checkbox"/>

1. TERM	
(1.1) Commencement Date	
	28/03/2024
)
	[Guidance: Insert the date on which the Contract is to take effect.]
(1.2) Expiry Date	
	The Contract shall expire on the date which is 27/03/2027 36 Months after the Commencement Date

2. GOODS AND SERVICES REQUIREMENTS	
(2.1) Goods and/or Services	
<ul style="list-style-type: none"> • Jamf Pro for macOS • Jamf Connect (Basic) for macOS 	
The Customer agrees to purchase all of its requirements for the Goods or equivalent goods from the Supplier.	
Service Profile - N/A	Minimum Order Value £ 55,147.50
Optional Services	
Collection and recycling	<input type="checkbox"/>
Paper catalogue	<input type="checkbox"/>
Secure Collection	<input type="checkbox"/>
<p><i>[Guidance: Include a description of the core Services which are applicable to the Customer together with any specific Service requirements.]</i></p>	
(2.2) Premises	
Stella House, Goldcrest Way, Newburn Riverside, Newcastle Upon Tyne, NE15 8NY	
(2.3) Lease/ Licenses	
NA	
<p><i>[Guidance: Insert details of or reference to any lease or licence being granted by the Approved Organisation to the Supplier to enable it to provide the Services]</i></p>	
(2.4) Standards	
NA	
<p><i>[Guidance note: Insert details of any particular standards that will apply to the provision of the Goods and/or Services. Insert details of additional standards above. If none then insert "n/a".]</i></p>	
(2.5) Security Requirements	
Security Policy	
<p>Jamf Security policy as per https://resources.jamf.com/documents/Information_Security_Schedule_(for_trust_center)_V1104_202191.pdf</p>	

Additional Security Requirements n/a Processing personal data under or in connection with this contract NO
(2.6) Exit Plan (where required) NO
(2.7) Environmental Plan [NO]

3. SUPPLIER SOLUTION
(3.1) Supplier Solution Jamf Pro & Jamf Connect <div> Jamf Connect Product Brochure.pdf</div> <div> Jamf Pro Brochure.pdf</div>
(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods NA
(3.4) Outline Security Management Plan As set out below: N/A
(3.5) Relevant Convictions None A Relevant Conviction is a Conviction that is relevant to the nature of the Services to be provided
(3.6) Implementation Plan N/A

4. PERFORMANCE QUALITY
<p>(4.1) Key Performance Indicators</p> <p>N/A</p>
<p>(4.2) Service Levels and Service Credits</p> <p>When providing the Goods and/or Services, the Supplier shall as a minimum ensure that it achieves the following service levels:</p> <p><u>Priority Status of Incident New Case Response Time In Progress Case Response Time</u></p> <p>Low priority 8 hours - 32 Hours Medium priority 4 hours - 24 Hours High priority 2 hours - 12 Hours Urgent priority(Emergency) 1 hour - 4 Hours</p> <ul style="list-style-type: none"> • Priority Statuses <ul style="list-style-type: none"> ○ Low Priority Status means an Incident that does not materially impact functionality. ○ Medium Priority Status means an Incident causing some loss in functionality. ○ High Priority Status means an Incident causing a significant loss in functionality. ○ Urgent (Emergency) Priority Status means an Incident causing a total loss of functionality. • Incidents are resolved when, in Jamf's sole discretion, Jamf has: <ul style="list-style-type: none"> ○ Provided information regarding a reasonable solution or workaround to the Customer.^[SEP] ○ Notified the Customer that the issue will be resolved by upgrading to a newer release. ○ Provided information that isolates the issue to a third-party product. ○ Determined that the issue is an enhancement request or identified product issue. <p>If the level of performance of the Supplier during the Contract Period:</p> <p>(i) fails to achieve a Service Level in respect of each element of the Service, then the Customer shall be entitled to deduct the Service Credits from the Contract Price; and/or</p> <p>(ii) constitutes a Critical Service Failure, the Customer shall be entitled to terminate this Contract.</p> <p><i>[Guidance: It is intended that the definition of critical service failure should link to a specified threshold of service level performance. The intention is to provide certainty over what level of service would trigger a termination right. If you wish to include such a concept then the definition above should be populated with relevant thresholds.]</i></p>

5. PRICE AND PAYMENT

(5.2) Invoicing and Payment

The Supplier shall issue invoices 30 days after contract commencement for the full amount unless another invoicing schedule is agreed. 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

<https://www.jamf.com/trust-center/legal/>

Softcat's Social Value & Modern slavery statements attached below.



Softcat social value statement.docx Softcat_Modern_Slavery_Statement_202:

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.

Signed	For and on behalf of the Supplier	For and on behalf of the Customer