Order Form

Framework agreement reference:

Date of order	[ ]	**Order Number**	[ ] To be quoted on all correspondence relating to this Order

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**

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	[ ] **"Guarantor"**
Parent Company address	[ ]
Account Manager	**Name:** [ ] **Address:** [ ] **Phone:** [ ] **e-mail:** [ ] **Fax:** [ ]]

1. TERM
(1.1) Commencement Date

[redacted]

26 /03/2024

(1.2) Expiry Date

The Contract shall expire on the date which is **25/03/2027**,**36** Months after the Commencement Date.

2. GOODS AND SERVICES REQUIREMENTS

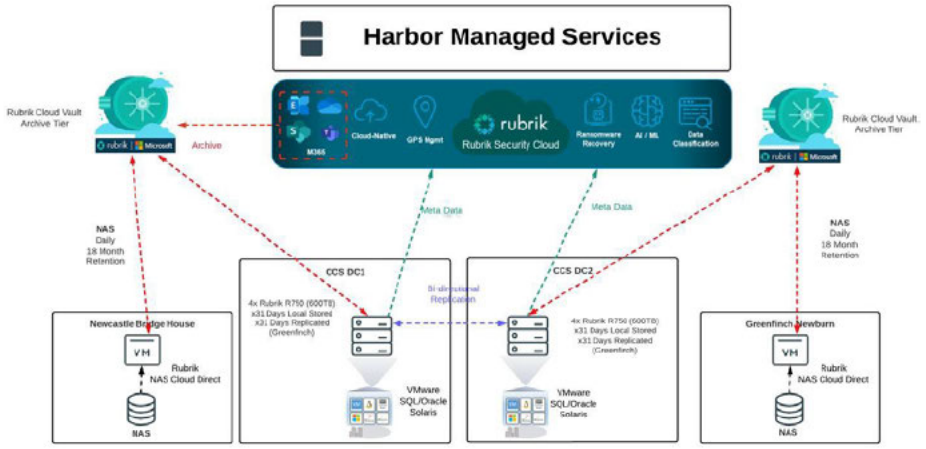
(2.1) Goods and/or Services

Harbor and Softcat are proposing a fully managed backup service that is based on Rubrik technology. This will provide an immutable copy of NHS BSA's data as well as cyber recovery capabilities within the backup environment should the first lines of defence such as end point and core infrastructures security be breached.

We are proposing to place Rubrik appliances in NHS BSA primary Data Centre locations and Rubrik NAS Cloud Direct virtual machines with Newcastle and Greenfinch.

- CCS DC1: 4x Rubrik (Dell) 150TB nodes – Total 600TB usable capacity
- CCS DC2 : 4x Rubrik (Dell) 150TB nodes – Total 600TB usable capacity

- Newcastle: 1 x Rubrik NAS Cloud Direct VM - indexed and data stored in Rubrik Cloud Vault
- Greenfinch: 1 x Rubrik NAS Cloud Direct VM - indexed and data stored in Rubrik Cloud Vault



These appliances will be built as two clusters and will be connected to 10gb fiber networking to create efficient erasure coded data protection devices that will provision secure storage for immutable backups. Working in line with NHS BSA's requirement, the appliances will be set to communicate with the on-premises VMware, SQL Database, Solaris servers and appropriate SLAs created and assigned to the objects to be protected. The SLA's will be set with frequency of backups to be taken, retention of backup, and location of copy or copies of the backup data. NAS data from Newcastle and Greenfinch will be protected by the Rubrik NAS Cloud Direct VM where all data in indexed and data is stored with Rubrik Cloud Vault.

Both on-premises clusters will be sending a replica of the data to the opposite Rubrik cluster, to provide a second copy of all data with fast restore options. Long term monthly restore points will be stored in Rubrik Cloud Vault (RCV) to provide a third logically air-gapped copy. RCV has been co-engineered with Microsoft to provide a fully managed service that enables organizations to have completely isolated, immutable copies of their data archived off-site to support recovery from cyber-attacks and natural disasters.

The backups of NHS BSA's M365 environment will also be completed using Rubrik, by storing backup copies of your assets outside of the M365 environment, it is quick and easy to recover data from deletion, corruption or ransomware attacks. Proactive data protection and high-speed search and discovery across M365 and other data repositories simplifies regulatory compliance. Harbor uses native M365 journaling policies to build a defensible, compliant copy for data preservation. Automate the retention of important data so that you keep all the data you need. The backup process utilizes space efficient data movement and data storage approaches with compression and deduplication at source and target entities with discrete data copies held outside the production M365 environment. As well as providing historic recovery points the service provides a degree of air-gapping and service resilience. Data always remains available and in its smallest footprint. Any data transfers are deltas which reduces infrastructure overheads for efficiency.

All data will be encrypted in flight and in rest to ensure all security policies are adhered to and are fully compliant with regulatory requirements.

Harbor's 24x7x365 Global Service Operation Centre is on hand to monitor, manage and facilitate the recovery of data in the event of loss or a ransomware attack. This gives NHS BSA the peace of mind that data protection and recovery experts will form part of your data recovery team. Allowing NHS BSA's IT team to concentrate on other areas within any remediation.

All services that are required for supporting and maintaining the proposed solution are built out with full resilience in mind. Any services that we use are audited and conform to our security standards as set out in our ISO27001 compliance.

Provision of Harbor Professional Services to implement 2 Rubrik clusters across 2 sites with archive to Rubrik Cloud Vault and deploy M365 protection to NHS BSA tenant is detailed in the Statement of Works (SoW) as set out in the attachment at Annex A.

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

[redacted]

from the Supplier.

Service Profile - [N/A]

Minimum Order Value	**£2,327,251.28 ex. VAT**

Optional Services
N/A

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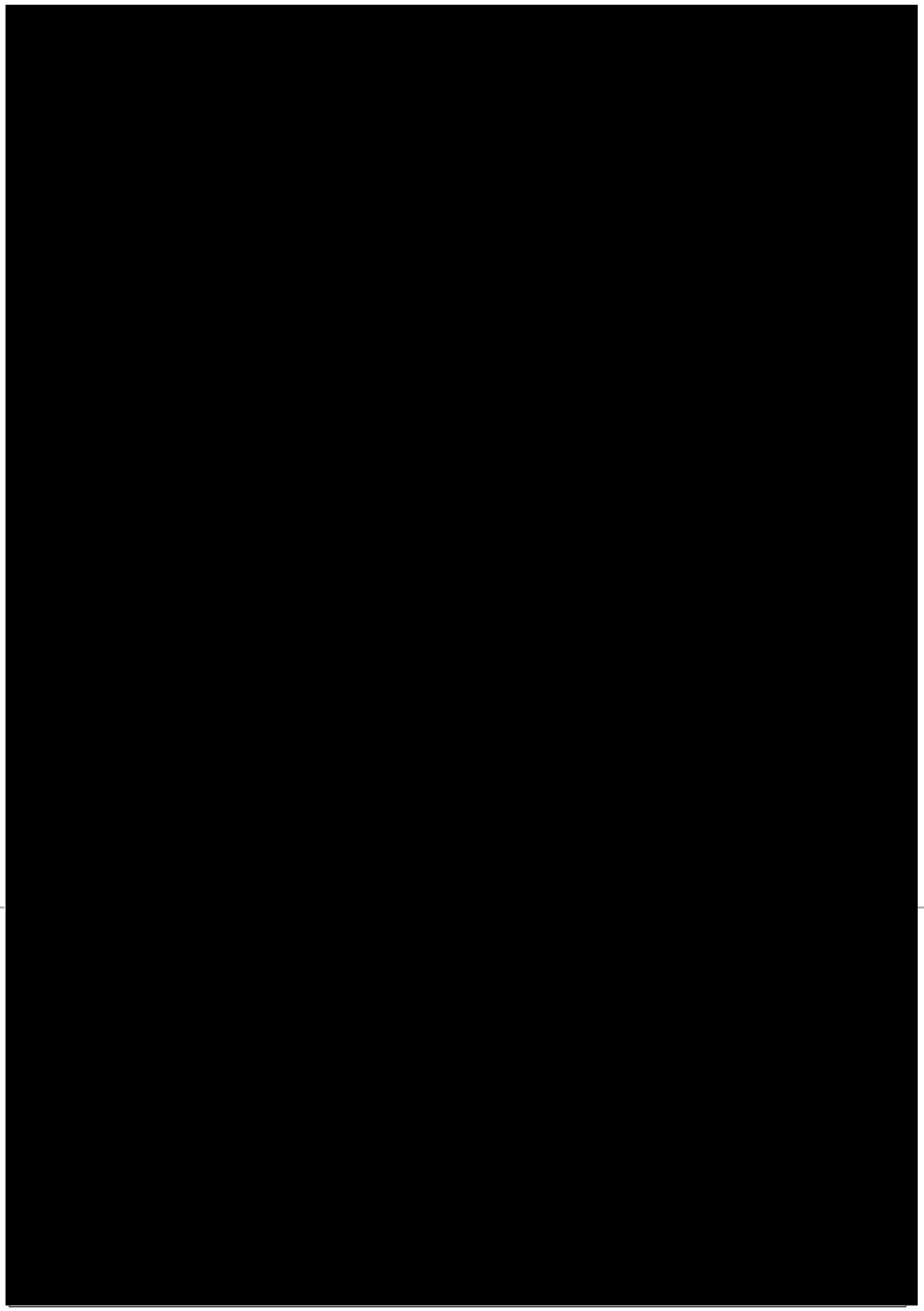

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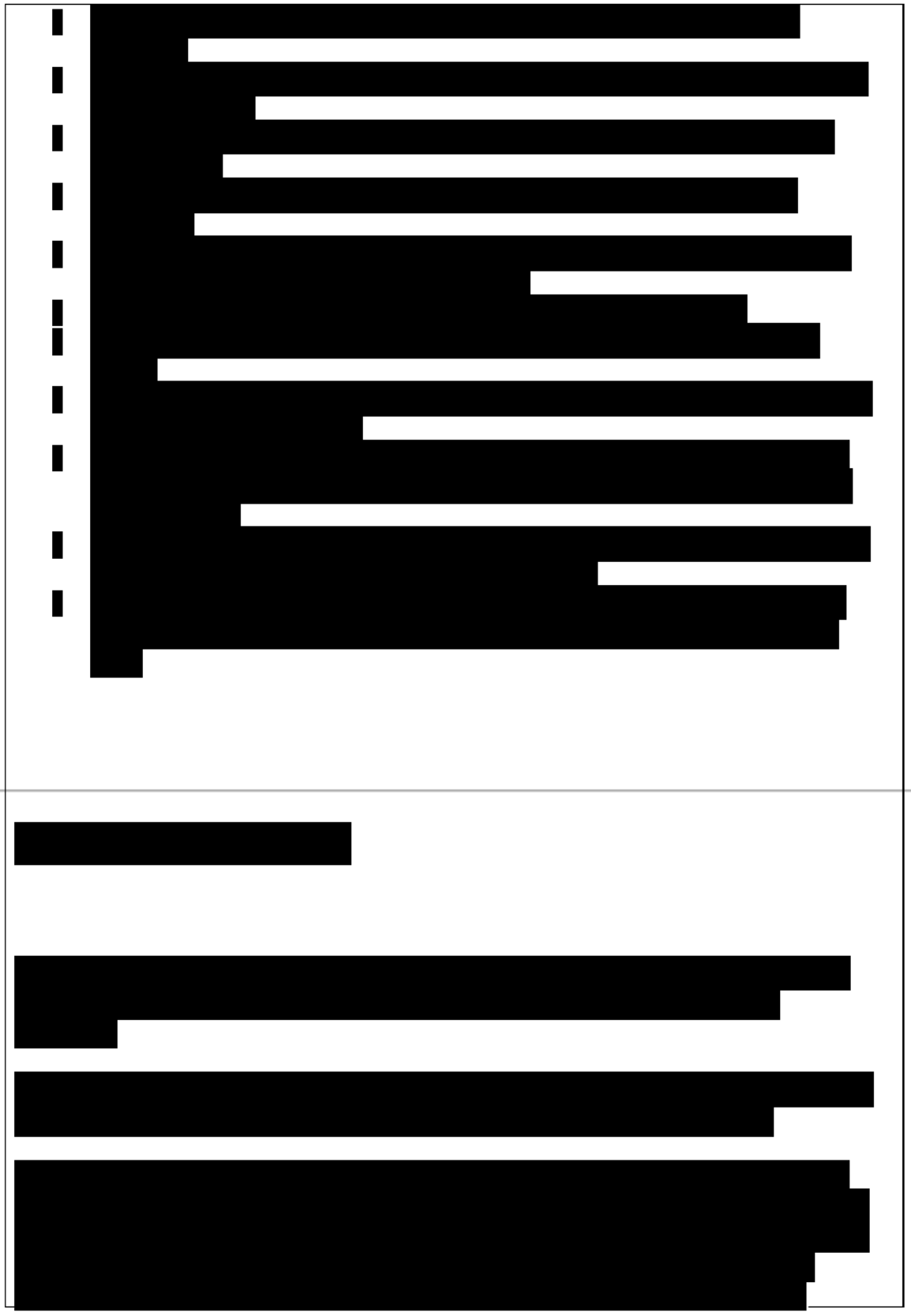

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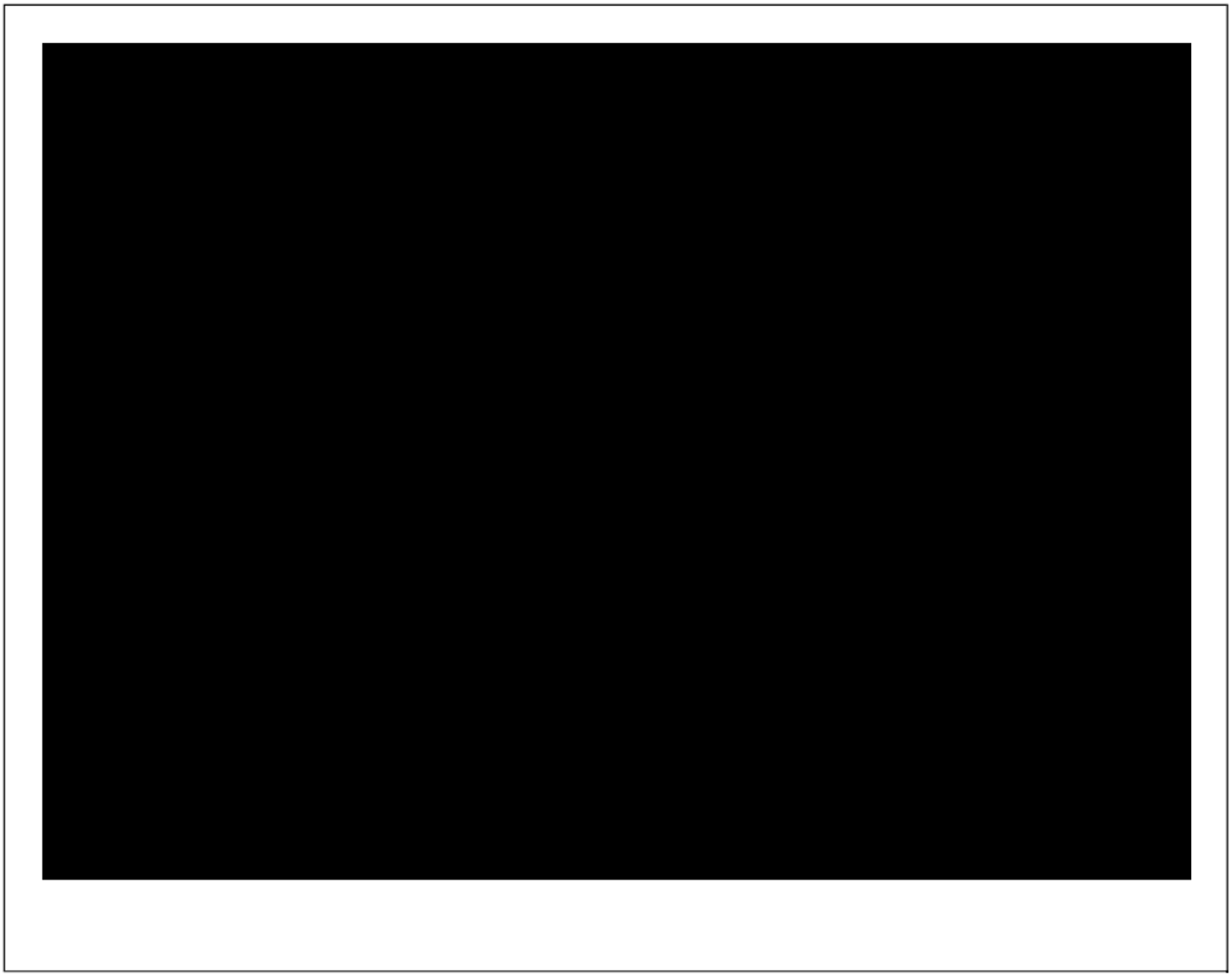

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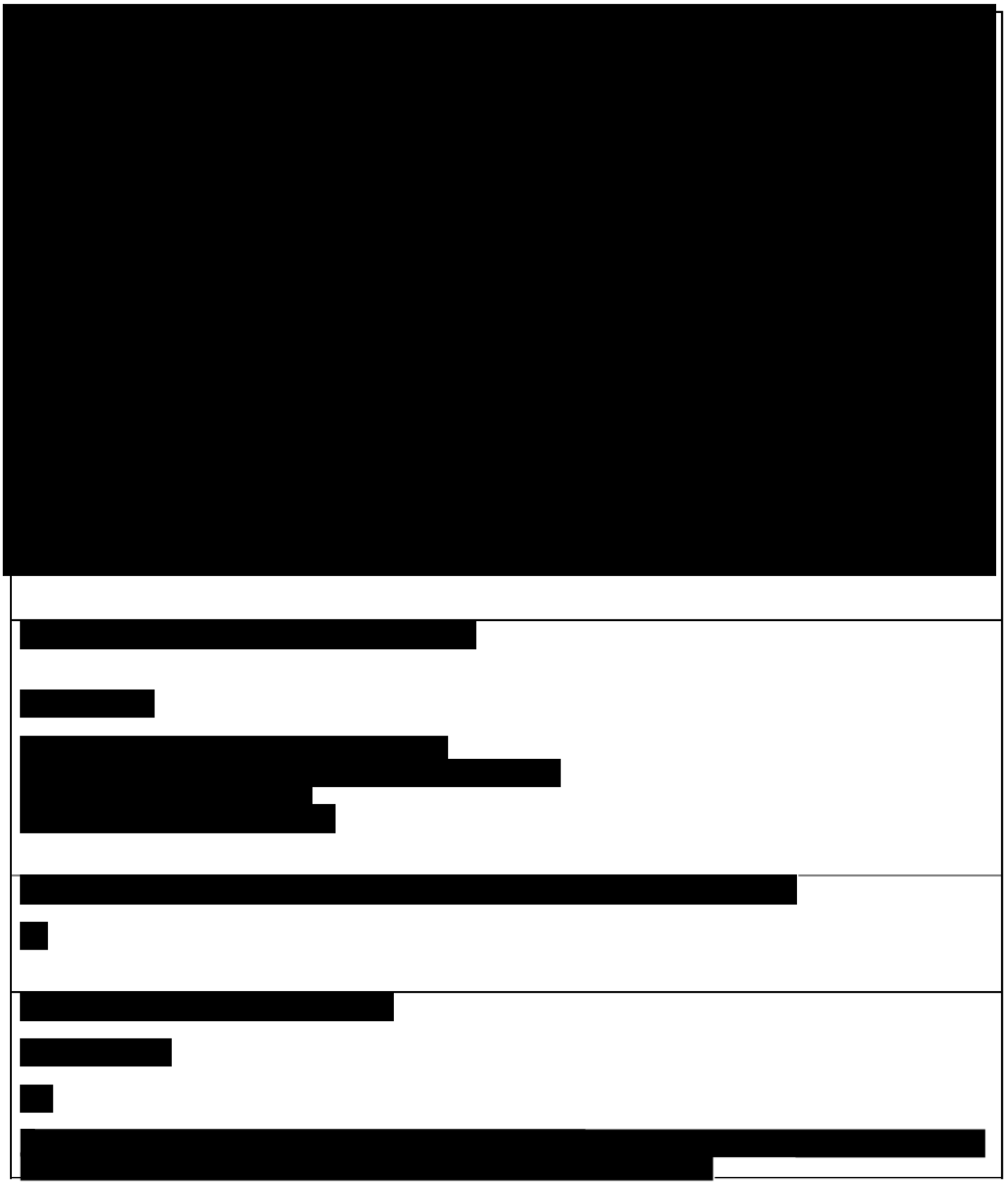

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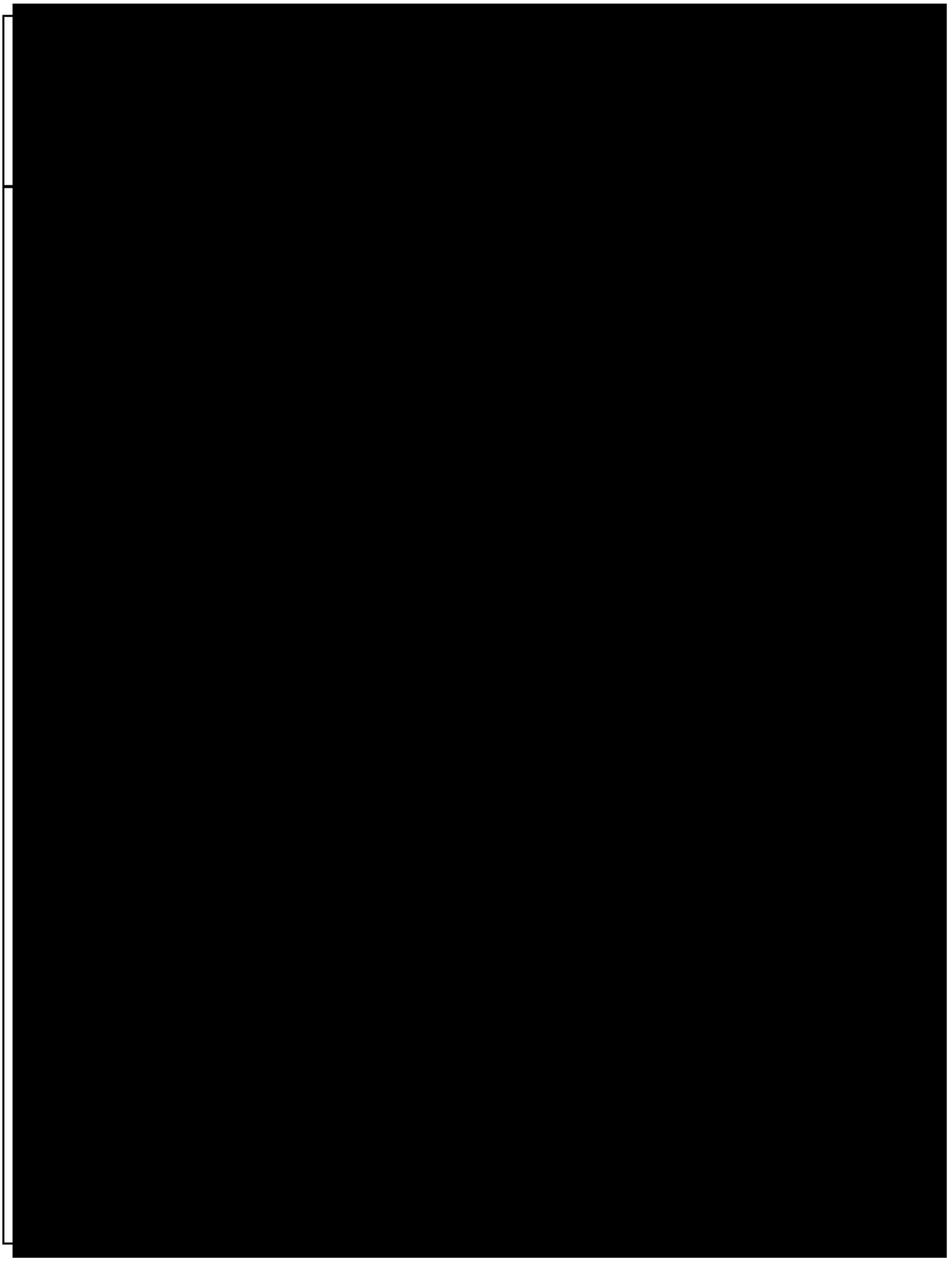

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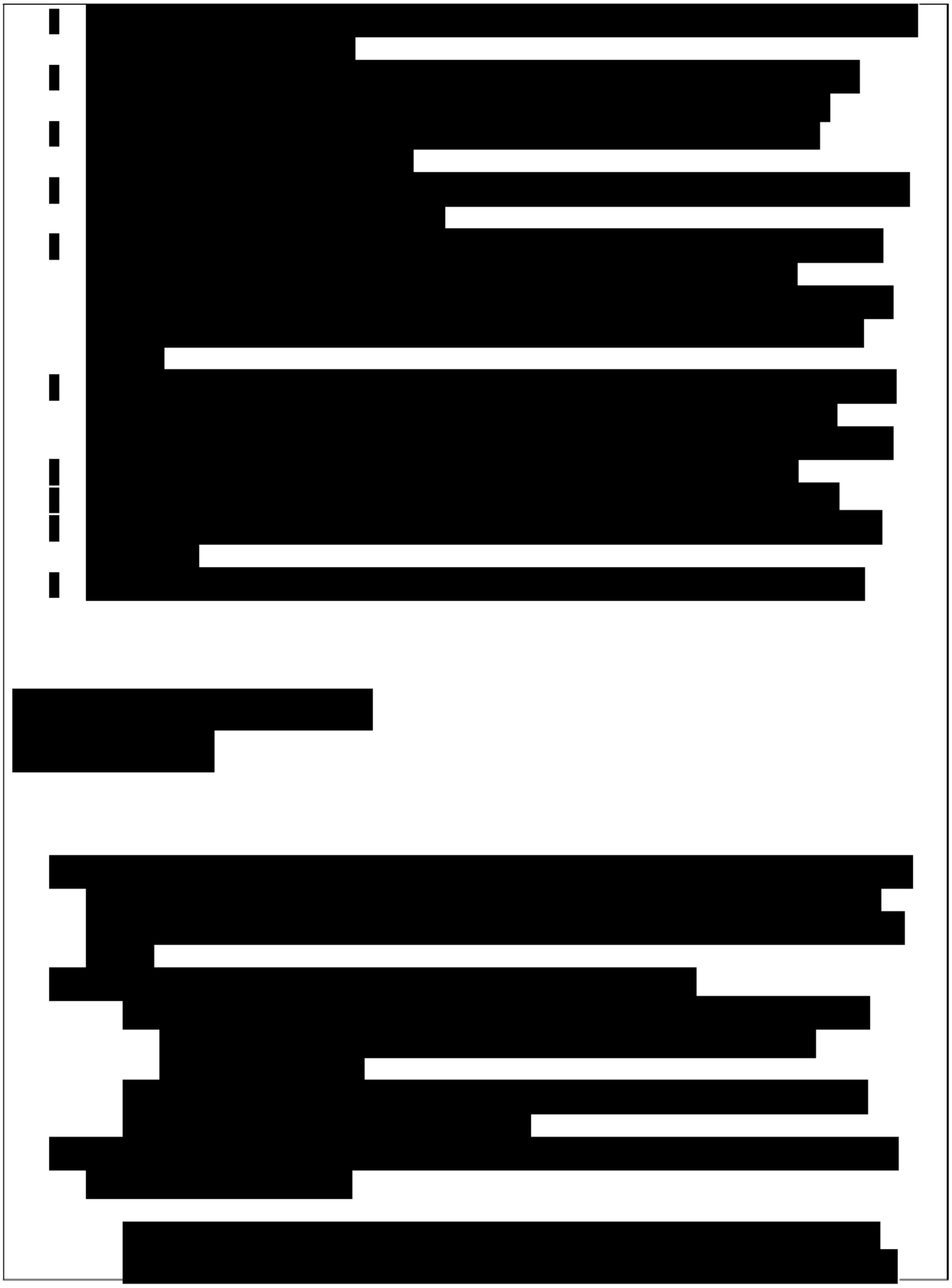

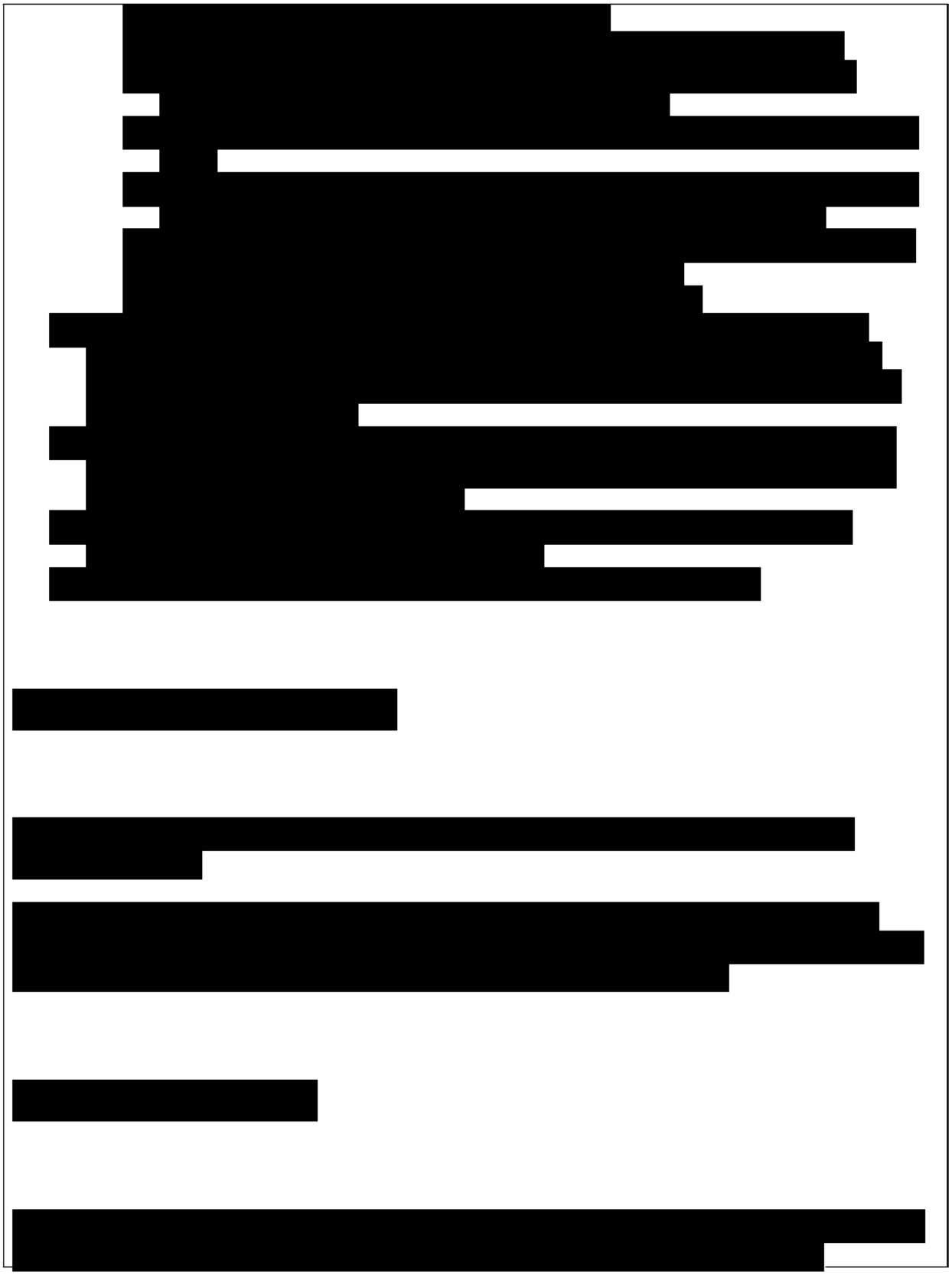

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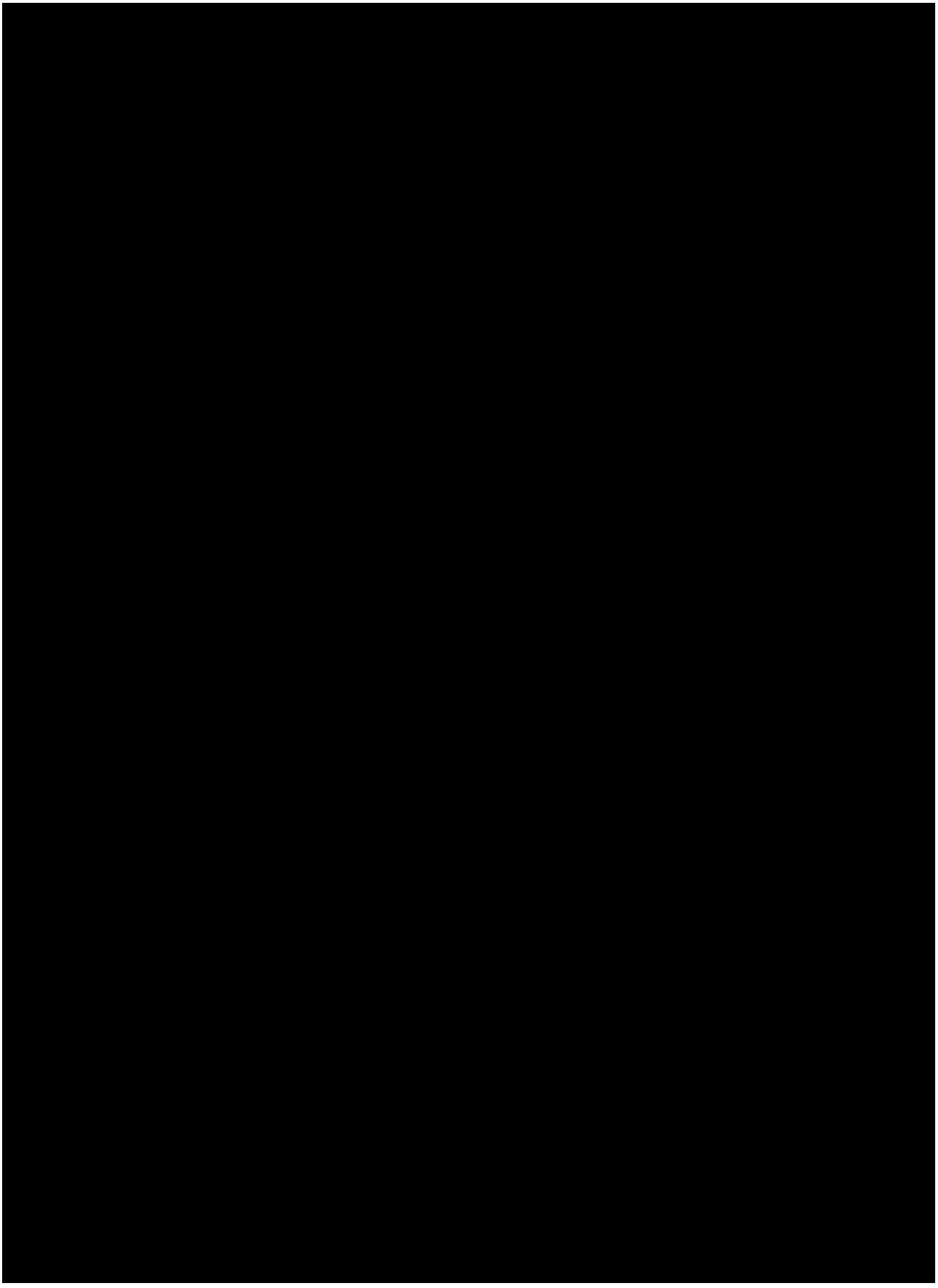

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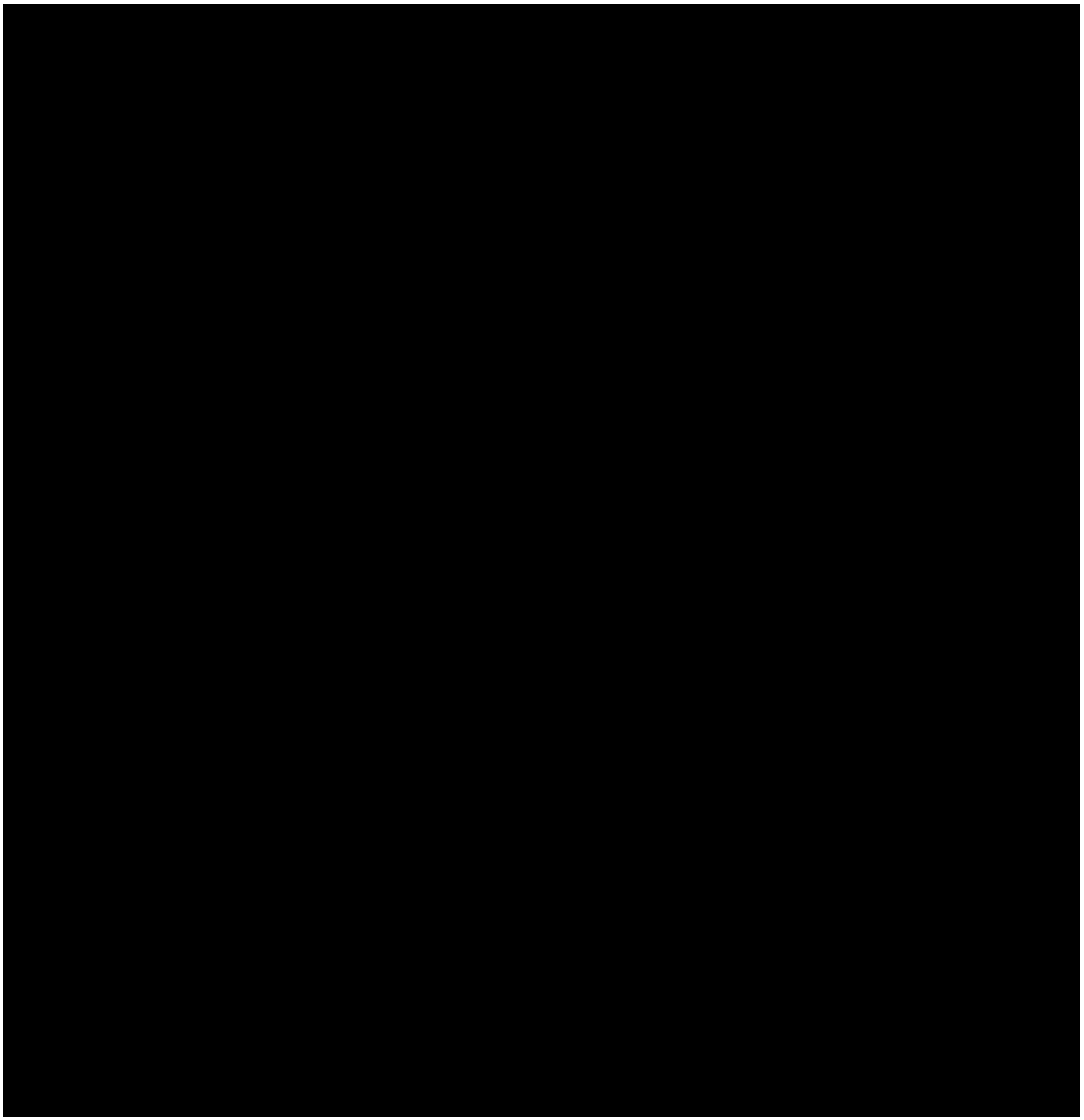

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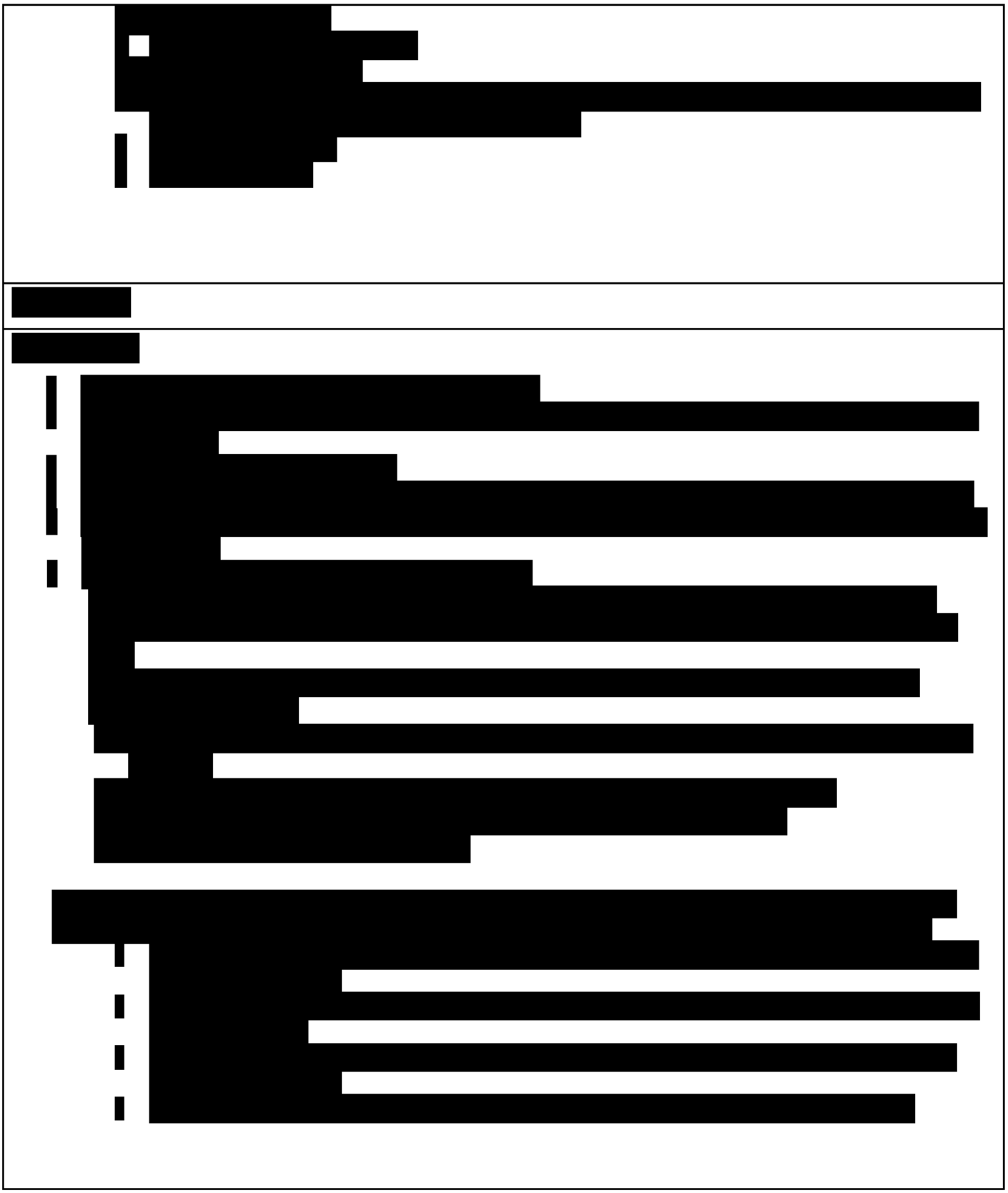

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