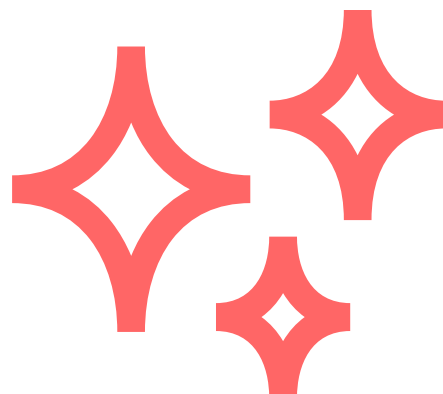




NHS Business Services Authority Sales Order Form

Private Cloud Platform Renewal

iOmart



15th November 2022

Order Reference: SFA-22-12281

Customer:

NHS Business Services Authority
Stella House, Goldcrest Way
Newburn Riverside
Newcastle upon Tyne
NE15 8NY

Customer Primary Contact:

Name: [REDACTED]

Phone: [REDACTED]

Mobile: [REDACTED]

Service	Specification	Quantity	Unit Monthly	Setup Charge	Monthly Charges
[REDACTED]					
				Monthly Recurring Charges	£2,750.00
				Non Recurring Charges	-

Effective Date	Period of Contract	Start Date
1 st December 2022	12 Months	6 th January 2022

Sales Order Notes

1. Pricing is valid for 14 days from date of this proposal.
2. Pricing is exclusive of VAT.
3. Subject to iomart's standard Terms and Conditions (see below).
4. Subject to final iomart technical approval and rackspace availability, if relevant, at time of placing order.
5. First payment (Set-up charges) will be invoiced upon order signature.
6. Any other set-up charges identified to deliver the service will be invoiced upon completion of installation or delivery.

7. Monthly recurring service charges will be invoiced monthly in advance.
8. Where applicable, given the unprecedented volatility in the energy market, iomart reserves the right to increase the prices included in this Sales Order Form in the event that the significant increases in the UK electricity prices, which are currently being seen, are sustained. We will not invoke this right before 1 April 2023. In the event of the required price increase we will provide 1-month notice. All other terms and conditions within the contract would remain unchanged.

Terms and Conditions Applied

1. MSA (Framework Agreement) V1.2 JAN2021
2. MSA Schedule 1 (Managed Hosting) V1.0 APR2018
3. Appendix to Schedule 1 (Managed Hosting SLA) V1.2 AUG2018
4. MSA Schedule 5 (Acceptable Use Policy) JUN2018

Sign-Off

I acknowledge I have read and understood this Sales Order Form, the iomart Master Services Agreement Terms, and any other Schedules or Appendices attached, all of which form the contract between us and hereby order the services detailed. I confirm I am duly authorised to place this order for and on behalf of the Customer.

Customer Authorised Signatory

Name:

Title:

Signature:

Date:

iomart Authorised Signatory

Name:

Title:

Signature:

Date:

Service Description

iomart will continue to provide the following service to NHS BSA. The services provided are listed below and in the investment schedule above;

- > 1 x Single site Dedicated Private Cloud Platform
- > Dell EMC Storage
- > Dell EMC Avamar Backup
- > DDoS Protection

iomart's responsibilities are outlined below;

- > Private Cloud and Data Centre Infrastructure & Network
- > Storage Layer
- > DDoS Protection
- > Windows, Trend & VMWare Licences
- > Power and Cooling

The customer's responsibilities are as follows;

- > Dell EMC Avamar Backup Policies
- > Keeping authorised user lists updated via the control panel

iomart will continue to provide a single site high-availability private cloud platform to host NHS BSA's production workloads. The platform has been architected to ensure there are no single points of failure, it features a fully dedicated private cloud platform built upon VMware vSphere and is underpinned by fully encrypted storage, delivered using Dell EMC Shared SAN.

This platform is in an iomart Tier 3 data centre and comprises a pair of Barracuda F280C firewalls securing two dedicated M640 Blade ESXi host servers. Each is fitted with dual Xeon Silver 4208 CPU's (8c 2.1GHz base, turbo 3.2GHz) and 64GB RAM. Storage is being delivered using shared Dell EMC Shared SAN. A resilient 1Gbit internet uplink is provided, with CDR of 100Mb/s included.

This combination of services (the platform) will be used to address and meet the compliance requirements for providing a Hosting Environment with following attributes:

- High Availability
 - Of the hosting hardware and virtual machines
- Security
 - DDoS Prevention
- Resilience
 - Workload balancing across the dual hosts
- Backup as a Service (BaaS)
 - Granular backup and restore of any/all virtual machines
 - Ability to Restore to alternative platform in the event of platform outage or more serious disaster event

Control Panel

iomart primarily deliver access to our Service Desk via our customer Control Panel. This Control Panel is a web-based portal which provides a broad view of information and services surrounding the solution which allows authorised users access to raise support tickets and view scheduled maintenance or monitoring as agreed with iomart. From the Control Panel, it is also possible to check service status, administer user accounts, check billing and payments. It can also be used to make change requests and view historic support tickets giving a complete view of the hosting experience with iomart.

The screenshot displays the 'iomart' account settings interface. The left sidebar contains navigation links for Account, Racks, Servers, Network Devices, Cloud Servers, Mail, Desktops, Backup, and Support. The main content area is divided into several sections:

- Account Summary:** Includes links for Account Summary, Payment Methods, Invoices & Payments, Billing Details, and Users.
- Your Account Manager:** A table with columns for Name, Tel, Email, and Social. The email is registry.team@iomart.com.
- Payment Summary:** A table with columns for Account Balance, Unpaid Invoices, Account Overdue Since, and Latest Payment Due. The account balance is £1,000.
- Support tickets awaiting your response:** A table with columns for Created, Ticket Ref, and Subject. It states 'There are currently no tickets to display.'
- Racks:** A table with columns for Name, Type, Location, Power used this month, CO2 emissions, Predicted Power Usage, Usage view (last 7 days), and Current Power Usage. It shows one rack: DC1 Demo R1, which is a RHEL 7.3 RACK in DC Demo, using 0 power.
- Servers:** A table with columns for Name, Host Ref, Type, IP Address, Rack, Btu used this month, and Predicted Btu usage. It lists several servers including DC3 854-4C-431-01, DC3 Shared Firewall Primary, DC3 Shared Firewall Secondary, Demo Application Server, and Demo Database Server.

Access to the Control Panel is managed by the customer, therefore it is important that user accounts for each of the nominated individuals within the customer organisation are created for employees who will need access to the support team and to create tickets or to liaise with iomart.

Support Services

Service Level Agreement (SLA)

SLA Element	Description	Target
Network Availability	The iomart core network and related infrastructure and covers your data as it traverses our network	100%
Power Availability	The iomart core power availability and related infrastructure	100%
Support	This governs our service promise to the customer in terms of how we respond to issues and cases raised into our operational teams	100%

Ticketing

iomart provides customers with a web-based Control Panel, which provides a broad view of information and services surrounding their solution which allows authorised users to create and manage the contracted services.

Customers can contact iomart by using either the Control Panel or via telephone with the details below:

Contact Point	Details
Opening Hours	24x7x365
Control Panel	https://controlpanel.iomarthosting.com/login
Telephone	0370 757 5760

Support Request (SLA)

All support requests are fielded 24x7x52 and iomart will respond immediately to initiate support on both monitoring alarms and customer initiated requests via a blend of two lines of skilled engineers which also covers on-site engineering teams who provide remote hands support in our Data Centres.

Our SLA for customers to obtain access to a qualified engineer for a critical issue response is within 15 minutes of notification regardless of time of day. In the event of a critical monitoring alarm, iomart will inform the customer immediately.

Any incident is logged in our service desk system to record and track activity, ownership and resolution. The response process categorises incidents and provides input to resolution activities so the relevant engineers will be mobilised to resolve according to the nature of the incident, or to a specific customer support protocol which may be in place for that event. Accordingly, support teams have access to relevant customer and technical information, including technical wikis and a configuration management database (CMDB) that may be needed to help resolve an incident.

Due to the nature of the scope of services provided and as incidents incurred can be the result of a number of undetermined factors iomart cannot offer any substantive resolution times. iomart's approach to incident management is to identify the severity of the issue, identify the route cause and allocate appropriate resources accordingly to rectify the issue as expediently as possible.

Through the course of individual incidents, iomart will provide on-going updates in alignment with the SLAs outlined in order to ensure that customers have to the extent possible at the time, a full understanding of the issue at hand and the activities that iomart are undertaking to provide a remedy.

All resolutions are logged and reported to the customer. Where incidents are diagnosed at the 'service-side' layer, or otherwise outside iomart's scope of service, iomart will notify the customer or instigate agreed protocols for resolution as required.

General support categories and their expected response are as follows:

Support Response to	Available	Technical Response	Response Updates
Severity 1 Critical Service Incident	24x7x365	Within 15 minutes	30 minutes
Severity 2 Critical Service Incident	24x7x365	Within 15 minutes	60 minutes
Severity 3 Non-Critical Service Incident	24x7x365	Within 1 hour	4 hours
Severity 4 Minor Support Request	24x7x365	Within 2 hours	24 hours
<p>Critical Service Incident can be defined as a support response to a systems failure or exception which prevents hosting services being available (Severity 1) or seriously impaired (Severity 2) and therefore requires urgent maintenance or the possibility of instigating failover services.</p> <p>Non-Critical Service Incident can be defined as a support response to a systems issue or exception which does not prevent services being available or seriously impaired but where the continued presence of the issue results in customer dissatisfaction. Normally a work-around exists and therefore requires assessment and possible maintenance but does not need urgent attention.</p> <p>Minor Support can be defined as a support response to an issue of minor significance or variation from the contracted service.</p>			