

Order Form

Framework agreement reference:

Date of order	21/01/2022	Order Number	TBC To be quoted on all correspondence relating to this Order
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FROM

Customer	Manchester University NHS Foundation Trust "Customer"
Customer's Address	Cobbett House, Manchester Royal Infirmary, Oxford Rd, Manchester M13 9WL, UK
Invoice Address	Accounts Payable – Central Invoices Finance and Procurement Business Unit Trafford General Hospital Davyhulme M41 5SL Email Invoices to: accounts.payable@mft.nhs.uk
Contact Ref:	Name: Kathryn Mitchell Address: Cobbett House, Manchester Royal Infirmary, Oxford Rd, Manchester M13 9WL, UK e-mail: kathryn.mitchell@mft.nhs.uk

TO

Supplier	Ambinet Software Ltd "Supplier"
Supplier's Address	50 Midland Street, Birmingham, B9 4DG
Account Manager	Name: <input type="checkbox"/> James Maybury] Address: <input type="checkbox"/> 50 Midland Street, Birmingham, B9 4DG] Phone: <input type="checkbox"/> 0333 577 7779] e-mail: <input type="checkbox"/> James@ambinetsoftware.com] Fax: <input type="checkbox"/> None]

GUARANTEE

Guarantee to be provided	Yes / 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	<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**
☐ 21 January 2022
(1.2) Expiry Date
 20th January 2025 with option to extend for a period of 2 x 12 months
2. GOODS AND SERVICES REQUIREMENTS**(2.1) Goods and/or Services****Goods - Digital Auditing Solution – AUDITOR**

Digital cleaning audit software solution that allows you to conduct audits through the tablet.

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

Service Profile -
 The provision of **Auditor** – NHS Cleaning Audits Solution, providing independent Auditing and Reporting for all Manchester Associated Sites including:

- 6 Additional Hospital Sites
- 85 Community Sites

No user licenses required - Single one of purchase with unlimited users.

The implementation includes

- Setup, test, and deployment of online solution
- Setup, test, and deployment of Auditing Tablet Hardware
- Data entry including Sites, Functional Areas, Rooms, Elements and Users
- Provision of Secure Cloud Servers
- Complete auditor site setup and import
- Tablet setup, Test and Delivery
- Auditor training and Support
- Provision of 10 Auditing Tablets
- System Purchase and Deployment - £12,500.00
- Maintenance per year - £3,500.00 x 3years
- 10 Additional Tablets £2,750.00

Minimum Order Value **£ 18,750.00 (First Year)**

Optional ServicesCollection recycling and Paper catalogue Secure Collection **(2.2) Premises**

MFT & Communities

(2.3) Lease/ Licenses

The system is provided on a zero-license policy, so that only a one-off purchase is required with unlimited licenses for the given sites – There are no separate user licenses required

(2.4) Standards

☐ The following quality assurance standards shall apply, as appropriate, to the manufacture, supply and/or installation of the Goods and/or the provision of the Services: ISO 9126 - Part 1 for Quality modelling, ISO 9241 - 11 for user goals and effectiveness

(2.5) Security Requirements**Security Policy**

Information
☐ Security Policy.docx]

Additional Security Requirements☐ None]**Processing personal data under or in connection with this contract**[YES] OR ☒ NO**(2.6) Exit Plan (where required)**[YES] OR ☒ NO

[Guidance: Customer to consider whether an Exit Plan is required for the Services.]

(2.7) Environmental Plan[YES] OR ☒ NO

[Guidance: If required by the Customer, the Supplier shall create an environmental plan appropriate to this Contract.]

3. SUPPLIER SOLUTION**(3.1) Supplier Solution**

[☐ Digital Auditing Solution - **AUDITOR**]

Digital cleaning audit software solution that allows you to conduct audits through the tablet. The services include the provision of Hardware

- Cloud Servers
- Auditing tablets
- User support for all operational aspects as required
- Setup of Site data, Audit Data and Users
- Update of the system (FOC) when new functionality is implemented in the system
- Implementation of additional reports as new reports become available

(3.2) Account structure including Key Personnel

[☐ James Maybury – MFT Account Manager for Auditor Software]

Key Personnel: [☐]

[Guidance: Insert details of the Supplier's account structure. Also if there are any Key Personnel who you require to be involved in the ongoing relationship with the Supplier then insert details. Insert "n/a" if not relevant.]

James Maybury

07722 153 084

james@ambinetsoftware.com

Ammo Devsi

07722 153 085

ammo@ambinetsoftware.com

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

[☐ N/A]

[Guidance: Insert details of any Sub-contractors being used by the Supplier]

(3.4) Outline Security Management Plan

As set out below:

1	Trust's confirmation for the solution deployment - begins the process
2	Confirm quantity of Tablets to order with rugged cases for both applications
3	Setup secure hosting server for online applications Auditor
3	Receive site and user data from the Trust for Auditor data setup
4	Receive ward, user, and menu data from the Trust for Maple data setup
5	Auditor data import and setup as follows: <ul style="list-style-type: none"> • Auditor sites, functional areas, and rooms • Audit elements and room links • User setup and individual Login Pins
6	Internal security and operational tests for tablets and online control panels

7	Delivery of Tablets and system mobilisation
8	Training and support
9	Data backup is standard practice for all deployed applications and carried out at 3pm and 11 pm everyday throughout the year. Backup data is held on a separate storage and available 24 hours.
10	We can confirm that along with our hosting partner IOMART PLC who are one of the largest Data Service and Hosting Providers in the UK, (Data Centres Based in the UK) - the NCSC guidelines are always followed
11	We can confirm that updated security protocols will be implemented should the scope of the data change
12	The Auditor Solution to be delivered (Product Name AU21 - Version 9.5.1) is fully compliant with the National Cleanliness Standards - 2021

[☐]

[Guidance: As part of the ordering process, Customers should require the Supplier to provide an outline plan and policy and include this in the Order Form in this paragraph 3.4.]

(3.5) Relevant Convictions

A Relevant Conviction is a Conviction that is relevant to the nature of the Services to be provided [

None

(3.6) Implementation Plan

Single phase installation and once implemented it will be supported throughout the contract

Implementation Pathway

- Purchase Order received
- Purchase of Hardware Cloud Services and Server Setup
- SQL database license acquired and SQL server instance setup
- Purchase of Tablets – Verification setup and test
- Load site data and Audit elements

Auditor - Site input data

The site data required for the system is shown - A sample Excel file is attached

- Site name
- Functional area
- Ward name (if different from functional area)
- Room number
- Room name
- Risk category

Auditor - Supervisor's data

The supervisor data required for the system is shown - This is essentially the functional area manager

- Supervisory area
- Area manager forename
- Area manager surname
- Area manager email address

Auditor - User data

The user's data required for the system is shown - These are the users who will be auditing

- User forename
- User surname
- User email address

FirstName	Sur Name	User Pin	User Type	User Email
Name 1	Surname 1	1001	Admin	an.auditor@trustname.nhs.net

Auditor training

Training is provided on site in a collective fashion where possible. A detailed one to one training for the application champion is also conducted so that an in-house support contact is available. The training is carried out in a real-life environment with the teams using the Tablets to conduct audits

Auditor training covers:

- Using the Tablet
- Auditing
- Taking evidence
- Suspending and resuming audits
- Downloading audit history
- Updating element in a room using the app
- Uploading audits
- Wi-Fi Connectivity
- Using the admin control panel
- Searching and viewing audits

- Reporting
- Using the setup facility

Working Hours

Standard office hours & contact details 08:30 – 17:30

James Maybury - 07722 153 084

Out of hours contact details

Terry Abbas – 07957 576 283

Tel: 0333 577 7779

Out of hours arrangement

Email and Call:


support@ambinetsoftware.com

Tel: 0333 577 7779

[Implementation phase and associated implementation plan]

4. PERFORMANCE QUALITY**(4.1) Key Performance Indicators**[☐ N/A]**(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:

Service Level	Description	Service Credit Calculation	Critical Service Failure
1	Cloud Services - up time 99% Ensuring the online system is always consistently available for reporting on Audits – non-Critical as restoration can be managed within 1 hour	1-month free Maintenance	None
2	Any critical software system issue reported which impacts on daily auditing routines that is not resolved by our engineering team within 24 hours of the issue being reported by email to be able to resume auditing operations	1-month free Maintenance	None
3	In addition to the above please see SLA embedded  This Service Level Agreement.doc		

If the level of performance of the Supplier during the Contract Period:

- (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
- (ii) constitutes a Critical Service Failure, the Customer shall be entitled to terminate this Contract.

[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.]

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))

• [System Purchase and Deployment -	£12,500.00
• 10 Additional Tablets	£2,750.00
• Maintenance per Year 1	£3,500.00
• Maintenance per Year 2	£3,500.00
• Maintenance per Year 3	£3,500.00
• Total Contract Cost	£25,750.00]

[Guidance: Insert details of any specific price arrangements.]

(5.2) Invoicing and Payment

The Supplier shall issue invoices [yearly] in arrears. 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.

Invoices will be issued via email to the standard accounts email address provided by the customer and based on a valid purchase order. A relevant P.O number will be stated on all invoices and must be paid within our standard terms – 30 days or at the next standard payment cycle, if greater than 30 days

[Guidance: Also include any specific arrangements relating to method of payment.]

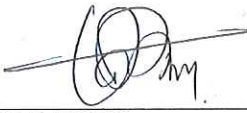
6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES

(6.1) Supplemental requirements

[☐ N/A]

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.

For and on behalf of the Supplier:

Name and Title	Terry Abbas
Signature	
Date	21/01/2022

For and on behalf of the Customer:

Name and Title	MICHAEL BERNARD
Signature	ACTING GROUP DIRECTOR OF ESTATE & FACILITIES
Date	24/1/22

