

Appendix 1**National Microbiology Framework Agreement
Order Form – C148916****FROM**

Authority:	UK Health Security Agency
Invoice address:	UKHSA ACCOUNTS PAYABLE TEAM MANOR FARM ROAD PORTON DOWN SALISBURY SP4 0JG United Kingdom Email: [REDACTED]
Contract Manager:	Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]
Secondary Contact: eg. business operational contact, project manager	N/A
Procurement lead	Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]
Name and address for notices:	Name: [REDACTED] Address: UK Health Security Agency, Nobel House, 17 Smith Square, London, SW1P 3HX
Internal reference (if applicable):	To be quoted on all correspondence relating to this Order Form: Contract Code: C148916 (This must be visible in the Order Form) Pipeline Code: [REDACTED] Atamis Project Code: N/A

TO

Supplier:	Illumina Cambridge Ltd. Company No: 03625145 Registered Address: 19 Granta Park
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National Microbiology Framework Schedule 7 - Ordering Procedure, Award Criteria and Order Form

	Great Abington Cambridge Cambridgeshire CB21 6DF
Contract Manager:	Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]
Secondary Contact:	Name: A [REDACTED] [REDACTED] E-mail: [REDACTED]
Account Manager:	Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]
Name and address for notices:	Name: Illumina Cambridge Ltd. Address: 19 Granta Park Great Abington Cambridge Cambridgeshire CB21 6DF

Applicable terms and conditions

The following terms and conditions are applicable to the Contract for this Order:

Appendix A	Call-off Terms and Conditions for the Supply of Goods and the Provision of Services	Applicable to this Contract
Appendix B	Optional Additional Call-off Terms and Conditions for Installation and Commissioning Services	<input type="checkbox"/> (only applicable if this box is checked)
Appendix C	Optional Additional Call-off Terms and Conditions for Maintenance Services	<input type="checkbox"/> (only applicable if this box is checked)
Appendix D	Optional Additional Call-off Terms and Conditions for Bespoke Research, Development and Manufacturing Requirements	<input type="checkbox"/> (only applicable if this box is checked and to the extent the applicable terms are included in Annex A (Order Specific Key Provisions))
Appendix E	Optional Additional Call-off Terms and Conditions for Reagent Rental	<input type="checkbox"/> (only applicable if this box is checked)
Appendix F	Optional Additional Call-off Terms and Conditions for Managed Equipment Services	<input type="checkbox"/> (only applicable if this box is checked)
Appendix G	Optional Additional Call-off Terms and Conditions for Clinical Laboratory Diagnostic Testing Services	<input type="checkbox"/> (only applicable if this box is checked and to the extent the applicable terms are included in Annex A (Order Specific Key Provisions))
Appendix H	Further Optional Additional Call-off Terms and Conditions	(only applicable if one or more boxes are checked)
	Each of the following clauses in Appendix H is only applicable to this Contract if the relevant box is checked:	
	1. TUPE applies at the commencement of the provision of Services	
	2. TUPE on exit	
	3. Different levels and/or types of insurance	
	4. Induction training for Services	
	5. Further Authority obligations	

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6.	Assignment of Intellectual Property Rights in deliverables, materials and outputs of the Services	<input type="checkbox"/>		
7.	Inclusion of a Change Control Process	<input type="checkbox"/>		
8.	Authority step-in rights	<input type="checkbox"/>		
9.	Guarantee	<input type="checkbox"/>		
10.	Termination for convenience	<input checked="" type="checkbox"/>		
11.	Pre-Acquisition Questionnaire	<input type="checkbox"/>		
12.	Time of the essence (Goods)	<input type="checkbox"/>		
13.	Time of the essence (Services)	<input type="checkbox"/>		
14.	Specific time periods for inspection	<input type="checkbox"/>		
15.	Specific time periods for rights and remedies under Clause 3.6 of Schedule 2 of Appendix A	<input type="checkbox"/>		
16.	Right to terminate following a specified number of material breaches	<input type="checkbox"/>		
17.	Expert Determination	<input type="checkbox"/>		
18.	Consigned Goods	<input type="checkbox"/>		
19.	Improving visibility of Sub-contract opportunities available to Small and Medium Size Enterprises and Voluntary, Community and Social Enterprises	<input type="checkbox"/>		
20.	Management Charges and Information	<input type="checkbox"/>		
21.	COVID-19 related enhanced business continuity provisions	<input type="checkbox"/>		
22.	Buffer stock requirements	<input type="checkbox"/>		
23.	Modern slavery	<input checked="" type="checkbox"/>		
The additional Order Specific Key Provisions set out at Annex A (Order Specific Key Provisions) to this Order Form shall also apply to this Contract.				<input type="checkbox"/> (only applicable if this box is checked)

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1. CONTRACT DETAILS**(1.1) Commencement Date:**

The date this Order Form is signed by both Parties (Authority and Supplier).

(1.2) Services Commencement Date (if applicable):

The date this Order Form is signed by both Parties (Authority and Supplier).

(1.3) Contract Price ((i) breakdown and (ii) payment profile):

£437,080.00 ex VAT.

Instrument Type	Serial Number	Service Contract Description	Start Date	End Date	Pro Rata Subtotal £
Colindale					
NovaSeq6000	A01417	NovaSeq 6000 Silver Support Plan	01/04/2023	31/03/2024	
NovaSeq6000	A01321	NovaSeq 6000 Silver Support Plan			
NextSeq1000	VL00114	NextSeq 1000 Silver Support Plan	18/03/2023	31/03/2024	
NextSeq1000	VL00115	NextSeq 1000 Silver Support Plan	18/03/2023	31/03/2024	
NextSeq500	NS500628	NextSeq 500 Silver Support Plan	21/03/2023	31/03/2024	
NextSeq550	NB552083	NextSeq 550 Silver Support Plan	21/03/2023	31/03/2024	
NextSeq550	NB552079	NextSeq 550 Silver Support Plan	21/03/2023	31/03/2024	
MiSeq	M03912	MiSeq Silver Support Plan	21/03/2023	31/03/2024	
MiSeq	M01760	MiSeq Silver Support Plan	21/03/2023	31/03/2024	
Porton Down					
NextSeq1000	VL00188	NextSeq 1000 Silver Support Plan	01/04/2023	31/03/2024	
MiSeq	M03697	MiSeq Silver Support Plan	01/04/2023	31/03/2024	
Birmingham					
NextSeq1000	VL00163	NextSeq 1000 Silver Support Plan	01/04/2023	31/03/2024	
MiniSeq	MN01572	MiniSeq Silver Support Plan	01/04/2023	31/03/2024	
MiSeq	M03656	MiSeq Silver Support Plan	01/04/2023	31/03/2024	
MiSeq	M01740	MiSeq Silver Support Plan	30/05/2023	31/03/2024	
MiSeq	M03225	MiSeq Silver Support Plan	30/05/2023	31/03/2024	
MiSeq	M03368	MiSeq Silver Support Plan	30/05/2023	31/03/2024	
MiSeq	M03594	MiSeq Silver Support Plan	30/05/2023	31/03/2024	
Manchester					
NextSeq1000	VL00161	NextSeq 1000 Silver Support Plan	01/04/2023	31/03/2024	
MiniSeq	MN01728	MiniSeq Silver Support Plan	01/04/2023	31/03/2024	

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NextSeq550	NB552678	NextSeq 550 Silver Support Plan	16/11/2022	31/03/2024	
MiSeq	M01481	MiSeq Silver Support Plan	21/03/2023	31/03/2024	
Leeds					
NextSeq1000	VL00165	NextSeq 1000 Silver Support Plan	01/04/2023	31/03/2024	
MiSeq	M01763	MiSeq Silver Support Plan	01/04/2023	31/03/2024	
MiniSeq	MN01685	MiniSeq Silver Support Plan	01/04/2023	31/03/2024	
Bristol					
NextSeq1000	VL00156	NextSeq 1000 Silver Support Plan	01/04/2023	31/03/2024	
MiSeq	M03605	MiSeq Silver Support Plan	01/04/2023	31/03/2024	
MiniSeq	MN01720	MiniSeq Silver Support Plan	01/04/2023	31/03/2024	
Cambridge					
MiSeq	M03949	MiSeq Silver Support Plan			
MiniSeq	MN01686	MiniSeq Silver Support Plan	24/02/2023	31/03/2024	

Note: The maintenance and servicing contracts are not being renewed for the below machines listed in the table above:

Instrument Type	Serial Number	Service Contract Description
NovaSeq6000	A01321	NovaSeq 6000 Silver Support Plan
MiSeq	M03949	MiSeq Silver Support Plan

(1.4) Term of Contract:

Contract end date: 31/03/2024

(1.5) Term extension options:

Not applicable.

2. GOODS AND/OR SERVICES REQUIREMENTS**(2.1) Description of the Goods / Services:**

Services: Maintenance and support for UKHSA's inventory of Illumina sequencing machines as listed in section (1.3).

(2.2) Premises and Location(s) at which the Goods / Services are to be delivered / provided:

UKHSA Colindale
UKHSA Porton Down

UKHSA Birmingham
UKHSA Manchester
UKHSA Leeds
UKHSA Bristol
UKHSA Cambridge

(2.3) Key personnel of the Supplier to be involved in the Goods / Services:

Name: [REDACTED]

Phone: [REDACTED]

E-mail: [REDACTED]

(2.4) Performance standards:

The services shall be supplied as stated in Appendix A 'Service Information and Pricing' and 'Scope and Performance'. A maintenance schedule will be supplied for each machine, which is to be followed by a maintenance report.

(2.5) Quality standards:

As stated in Appendix A 'Service Information and Pricing' and 'Scope and Performance'.

(2.6) Contract monitoring arrangements:

The Authority's Contract Manager (or their delegate) and Supplier's Contract Manager shall meet monthly (or such other frequency as reasonably requested by the Authority) to discuss the Supplier's performance and other matters connected to the delivery of the Contract.

(2.7) Management information and meetings:

Contract management meeting will be set up to monitor the following:

- Delivery of the KPIs covering on time and in full
- Issues – including quality and performance
- Invoicing
- Any other relevant business related to the scope of the Services.

3. CONFIDENTIAL INFORMATION (if applicable)**(3.1) The following information shall be deemed Confidential Information:**

Not applicable.

(3.2) Duration that the information shall be deemed Confidential Information:

Not applicable.

4. DATA PROCESSING (if applicable)

(4.1) Personal Data to be processed by the Supplier:
In accordance with the Data Protection Protocol.

Not applicable.

5. LEASE / LICENSE (if applicable)

(5.1) The Authority is granting the following lease or licence to the Supplier:

Not applicable.

For and on behalf of the Authority

DocuSigned by:

[Redacted Signature]

Full Name: [Redacted]

Job Title/Role: Associate Commercial Specialist

Date Signed: 20/03/23

For and on behalf of the Supplier

DocuSigned by:

[Redacted Signature]

Full Name: [Redacted]

Job Title/Role: [Redacted]

Date Signed: 16th March 2023

Annex A

Order Specific Key Provisions

1. Introduction

- 1.1 This Annex A includes any supplemental requirements and any other relevant details, information, provisions and terms, forming part of this Order Form, as envisaged by the Framework Agreement, the Ordering Procedure, the other parts of this Order Form, the Call-Off Term and Conditions for the Supply of Goods and the Provision of Services and/or as required by the Authority (as applicable to this Contract and to the extent not addressed elsewhere as part of this Order Form). For the avoidance of doubt, any further annexes, appendices, schedules or other documents referred to in this Annex A shall be deemed part of this Annex A and part of this Order Form.

Service Information and Pricing:



Quotation Number: [redacted]
Quotation Date: Jan 30 2023
Expiration Date: Mar 1 2023
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Illumina Cambridge Ltd
19 Granta Park
Great Abington
Cambridge
Cambridgeshire
CB21 6DF
United Kingdom
Hereinafter referred to as "Illumina"

CUSTOMER INFORMATION

Company Name	UK Health Security Agency - Colindale UKHSA Central Warehouse, 61 Colindale Avenue London, United Kingdom NW9 3EQ
Account Number	[redacted]
Contact	[redacted]
Billing Entity	UK Health Security Agency
Ship To	UK Health Security Agency - Colindale 61 Colindale Avenue London, United Kingdom
Ultimate Consignee	UK Health Security Agency - Colindale United Kingdom

HOW TO ORDER

Purchase this quotation on MyIllumina

Simply find the quote in your list or enter the quote number in the quote field and add to cart.

Unable to complete this transaction? Provide your purchase order and a copy of the quotation to Customer Care at

Tel: [redacted]
Fax: [redacted]

Need to register? Create an account at [redacted]

Illumina Representative:

[redacted]
[redacted]

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Cambridge, CB21 6DF United Kingdom VAT [redacted] Company Registration No. [redacted]
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Quotation Number: [REDACTED]

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PRODUCT AND PRICING

Catalog Number	Item Description	List Price (GBP)	Discount	Discounted Price (GBP)	Units	Term (Year s)	Subtotal (GBP)
20013968	<p>NextSeq 5000 Silver Support Plan</p> <p>Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failure; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies.</p> <p>Asset Number: A01417</p> <p>Contract Term: 12.00 months</p> <p>Billing Frequency: In-Full</p> <p>Advance Invoicing</p> <p>Contract Start Date: April 1, 2023</p> <p>Contract End Date: March 31, 2024</p>	[REDACTED]	[REDACTED]	[REDACTED]	1	1.00	[REDACTED]
20040648	<p>NextSeq 1000 Silver Support Plan</p> <p>Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failure; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies.</p> <p>Asset Number: V100114</p> <p>Contract Term: 12.50 months</p>	[REDACTED]	[REDACTED]	[REDACTED]	1	[REDACTED]	[REDACTED]

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	Billing Frequency: In-Full Advance Invoicing Contract Start Date: March 18, 2023 Contract End Date: March 31, 2024						
20040648	NextSeq 1000 Silver Support Plan: Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: V100115 Contract Term: 11.50 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: March 18, 2023 Contract End Date: March 31, 2024	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
20019988	NextSeq 500 Silver Support Plan: Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: N5500628 Contract Term: 11.40 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: March 21, 2023 Contract End Date:	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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	March 31, 2024						
20019867	<p>NextSeq 550 Silver Support Plan</p> <p>Includes full coverage for parts, labor, and travel; flaggent replacement upon HW failure; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies.</p> <p>Asset Number: N8552063</p> <p>Contract Term: 12.40 months</p> <p>Billing Frequency: In-Full</p> <p>Advance Invoicing</p> <p>Contract Start Date: March 21, 2023</p> <p>Contract End Date: March 31, 2024</p>						
20019867	<p>NextSeq 550 Silver Support Plan</p> <p>Includes full coverage for parts, labor, and travel; flaggent replacement upon HW failure; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies.</p> <p>Asset Number: N8552079</p> <p>Contract Term: 12.40 months</p> <p>Billing Frequency: In-Full</p> <p>Advance Invoicing</p> <p>Contract Start Date: March 21, 2023</p> <p>Contract End Date: March 31, 2024</p>						

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2001983	<p>HiSeq Silver Support Plan</p> <p>Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*;</p> <p>control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available.</p> <p>This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies.</p> <p>Asset Number: M00912</p> <p>Contract Term: 12.40 months</p> <p>Billing Frequency: In-Full</p> <p>Advance Invoicing</p> <p>Contract Start Date: March 21, 2023</p> <p>Contract End Date: March 31, 2024</p>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2001983	<p>HiSeq Silver Support Plan</p> <p>Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*;</p> <p>control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available.</p> <p>This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies.</p> <p>Asset Number: M01760</p> <p>Contract Term: 12.40 months</p> <p>Billing Frequency: In-Full</p> <p>Advance Invoicing</p> <p>Contract Start Date: March 21, 2023</p> <p>Contract End Date: March 31, 2024</p>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
20040648	<p>NextSeq 1000 Silver Support Plan</p> <p>Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day</p>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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Company Registration Nr.: [REDACTED]

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	on-site response target*; control SW and FW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: V100188 Contract Term: 12.00 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: April 1, 2023 Contract End Date: March 31, 2024						
20019883	MBSeq Silver Support Plan includes full coverage for parts, labor, and travel; Reagent replacement upon RW failure(s); 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and FW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: M02697 Contract Term: 12.00 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: April 1, 2023 Contract End Date: March 31, 2024	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
20040548	NextSeq 1000 Silver Support Plan includes full coverage for parts, labor, and travel; Reagent replacement upon RW failure(s); 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and FW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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	service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: V100163 Contract Term: 12.00 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: April 1, 2023 Contract End Date: March 31, 2024						
20019863	MSeg Silver Support Plan includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 11x5; 2 business day on-site response target*; control SW and FW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: M05656 Contract Term: 12.00 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: April 1, 2023 Contract End Date: March 31, 2024	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
20019863	MSeg Silver Support Plan includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 11x5; 2 business day on-site response target*; control SW and FW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: M01740 Contract Term: 12.10 months	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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	Billing Frequency: In-Full Advance Invoicing Contract Start Date: May 30, 2023 Contract End Date: March 31, 2024						
20019983	MBSeq Silver Support Plan Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on- site applications support; discounts on advanced training; remote monitoring available. This is the most popular full- service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: M03225 Contract Term: 30.10 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: May 30, 2023 Contract End Date: March 31, 2024	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
20019983	MBSeq Silver Support Plan Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on- site applications support; discounts on advanced training; remote monitoring available. This is the most popular full- service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: M03368 Contract Term: 30.10 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: May 30, 2023 Contract End Date: March 31, 2024	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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20029983	<p>MiniSeq Silver Support Plan</p> <p>Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies.</p> <p>Asset Number: M03594</p> <p>Contract Term: 10.10 months</p> <p>Billing Frequency: In-Full</p> <p>Advance Invoicing</p> <p>Contract Start Date: May 30, 2023</p> <p>Contract End Date: March 31, 2024</p>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
20040648	<p>NextSeq 1000 Silver Support Plan</p> <p>Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies.</p> <p>Asset Number: V100181</p> <p>Contract Term: 12.00 months</p> <p>Billing Frequency: In-Full</p> <p>Advance Invoicing</p> <p>Contract Start Date: April 1, 2023</p> <p>Contract End Date: March 31, 2024</p>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
20029982	<p>MiniSeq Silver Support Plan</p> <p>Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day</p>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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	on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: MN01728 Contract Term: 32.00 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: April 1, 2023 Contract End Date: March 31, 2024						
20019987	NextSeq 550 Silver Support Plan Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: HB552678 Contract Term: 36.50 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: November 16, 2022 Contract End Date: March 31, 2024	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
20019983	M5eq Silver Support Plan Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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	service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: M01481 Contract Term: 12.00 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: March 21, 2023 Contract End Date: March 31, 2024						
20040543	NextSeq 1000 Silver Support Plan Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failure; 1 PM; Remote Technical Support 24x7; 2 business day on-site response target* control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: V100185 Contract Term: 12.00 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: April 1, 2023 Contract End Date: March 31, 2024						
20019883	NextSeq Silver Support Plan Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failure; 1 PM; Remote Technical Support 24x7; 2 business day on-site response target* control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: M01763						

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	Contract Term: 12.00 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: April 1, 2023 Contract End Date: March 31, 2024						
20039662	MiniSeq Silver Support Plan Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failure; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: MN01683 Contract Term: 12.00 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: April 1, 2023 Contract End Date: March 31, 2024						
20040648	NanSeq 1000 Silver Support Plan Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failure; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full-service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: V100156 Contract Term: 12.00 months Billing Frequency: In-Full Advance Invoicing Contract Start Date: April 1, 2023 Contract End Date:						

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20039982	MindSeq Silver Support Plan: Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full- service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: MN01586 Contract Term: 12.00 months. Billing Frequency: In-Full Advance Invoicing Contract Start Date: February 24, 2023 Contract End Date: March 31, 2024	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
20039982	MindSeq Silver Support Plan: Includes full coverage for parts, labor, and travel; Reagent replacement upon HW failures; 1 PM; Remote Technical Support 18x5; 2 business day on-site response target*; control SW and HW updates; on-site applications support; discounts on advanced training; remote monitoring available. This is the most popular full- service plan balancing performance, productivity, and cost to deliver confidence and peace of mind. *select geographies. Asset Number: MN01572 Contract Term: 12.00 months. Billing Frequency: In-Full Advance Invoicing Contract Start Date: April 1, 2023 Contract End Date: March 31, 2024	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Subtotal							417,079.79
Estimated VAT							[REDACTED]
Final Investment (GBP)							[REDACTED]

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Unless otherwise indicated, prices stated are exclusive of any applicable Value Added Tax or other sales tax. The breakdown of any applicable VAT payable with your order is indicated on the invoice you will receive on supply/with the goods. VAT, where it is legally appropriate for us to do so, will be applied to your order and will appear on the paper invoice. VAT will be payable at the applicable rate and may vary from country to country.

Inco Terms: DDP: Delivered Duty Paid

Payment Terms: Net 30 Days

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SHIP SCHEDULE POLICY

In cases where this Quotation does not include a pre-defined ship schedule, the following ship hold terms shall apply:

- All orders requiring more than one delivery should have a defined ship schedule indicating quantity, product catalog numbers and shipment dates. Delay in providing a Ship Schedule may result in additional processing time.
- First ship date must be no later than three months from order placement date.
- The entire order must be shipped complete within 6 months of order placement, unless outlined by contract provisions.
- Amendments to the Ship Schedule should be requested at least 14 days prior to the scheduled shipment date. Note that country specific terms will take governance.
- Illumina may be able to accommodate requests for ship schedule modifications due to unforeseen circumstances to support our customers. Confirmation will be subject to approval and may impact lead time for delivery.
- Any exceptions to the Ship Schedule terms must be agreed to in writing by Illumina.
- If Customer cannot take shipment in accordance with these terms, Illumina reserves the right to cancel the order in its entirety or impose a fee for cancellation or shipment deferral.
- Illumina reserves the right to amend the lead time necessary to initiate the first shipment (which may be longer than the lead time quoted at the time of order placement).

Illumina does not supply plastics such as microplates or pipette tips for use in the listed assays and these are not included in the consumables pricing provided; however, as a result of the highly multiplexed nature of all assays, plastics alone contribute minimally to the final cost.

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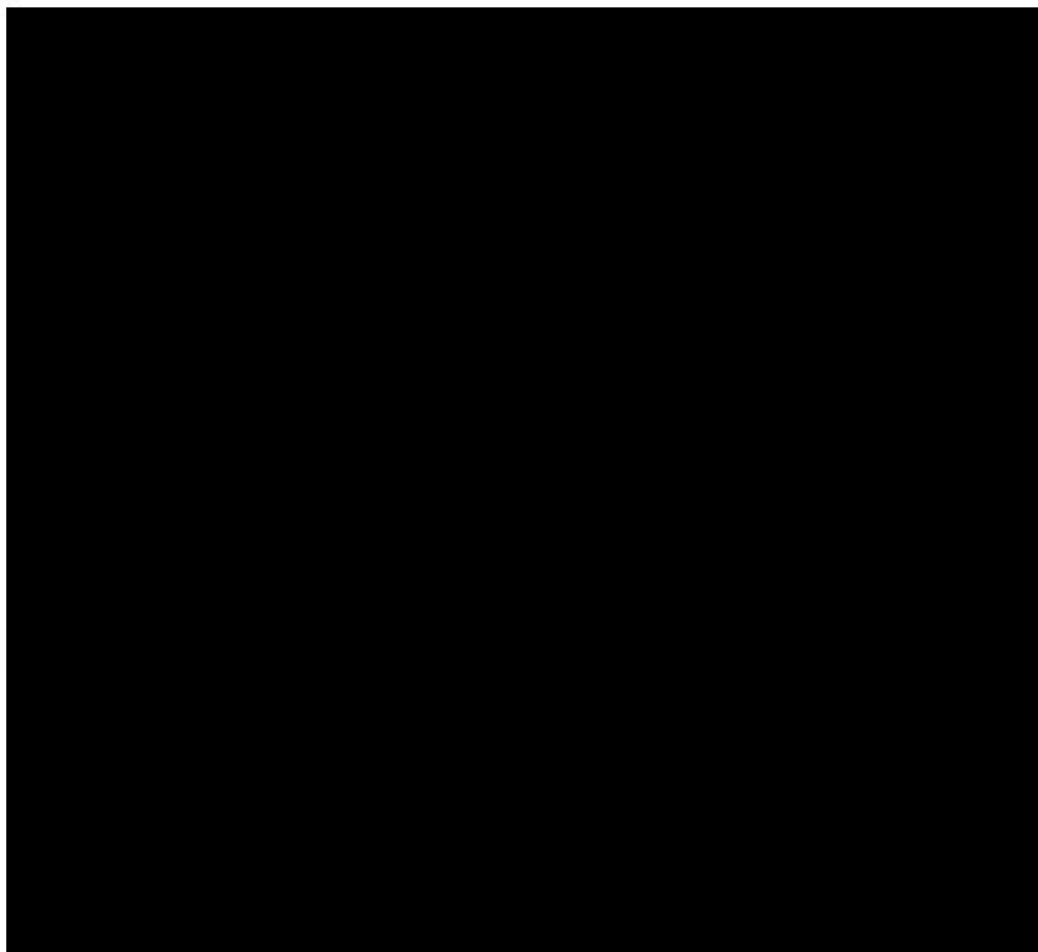
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Terms & Conditions



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Scope and Performance:**1. Overview****1.1. Illumina Product Support Services**

This document provides descriptions of Illumina's Product Support Service Plans. For more detailed information on Illumina Product Support Service Plans, go to [Illumina Product Services](#).

1.2. Services Summary

Illumina Product Support Services provides access to a team of experts and a range of technical resources for the supported instrumentation. By combining these Illumina resources with the Customer's entitlements to technical support, Illumina delivers support and co-ordinates maintenance and support activities needed to troubleshoot and address issues.

	Base Warranty	Bronze	Silver	Gold
Term	12 months	12 months	12 months	12 months
Replacement Parts	Y	Y	Y	Y
Labor & Travel	Y	Y	Y	Y
Phone Support	5 x 8	5 x 8	5 x 18	5 x 24
Replacement Reagents for Instrument Failure	Y	N	Y	Y
Targeted Onsite Response (Business Days)	5	3	2	NBD*
Preventative Maintenance Included	N	N	1	1
Qualification: OQ Add-On	N	N	N	Y
Control HW/SW Updates	Y	Y	Y	Y
HW & SW Upgrades	N	N	N	N
Application Support on Illumina Library	Y	Y	Y	Y
Application Support on non-Illumina Library	N	N	N	N
Library Prep Training	Discounts Available			
Ancillary Equipment Support	N	N	N	N
Remote Support Monitoring Available (Proactive)	Y	Y	Y	Y

* Next Business Day



1.3. Illumina Branded Service

Illumina Product Support Services is an Illumina Branded Service and applies exclusively to Illumina branded instrumentation. This document provides descriptions of Illumina's Product Support Service Plans applicable to customers purchasing services directly from Illumina. For more detailed information on Illumina Product Support Service Plans, go to the Illumina Product Services website located at <https://www.illumina.com/services/instrument-services-training/product-support-services.html>.

2. Illumina Standard Warranty

An Illumina standard instrument warranty is provided with new instrument purchases and entitles the customer to the following:

- 2.1 **Term:** Illumina standard warranty is provided for a twelve (12) month period after instrument shipment date, unless the hardware includes seller provided installation in which case the warranty period begins on the date of installation or 30 days after the date the hardware was delivered, whichever occurs first.
- 2.2 **Technical Support:** Illumina Technical Support access eight (8) hours per day, five (5) days per week (standard business week) to assist by telephone, web case submission and online tools.
All requests for service must be made through Illumina's Technical Support organization ("Technical Support").
- 2.3 **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.
- 2.4 **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.
- 2.5 **Onsite Response:** Five (5) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.
- 2.6 **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.



- 2.7 **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.

3. **Illumina Product Support Service Plans**

A Product Support Service Plan covers its associated instrument and is purchased for a minimum of twelve (12) month duration. For each instrument, any of the following Service and Support tiers may be available for purchase:

3.1. **Bronze**

Illumina Product Support Services in the Bronze tier entitles customer to the following:

- 3.1.1. **Term:** Product Support Service Bronze plans are purchased for a minimum of a twelve (12) month term.
- 3.1.2. **Technical Support:** Illumina Technical Support access eight (8) hours per day, five (5) days per week (standard business week) to assist by telephone, web case submission and online tools.
All requests for service must be made through Illumina's Technical Support organization ("Technical Support")
- 3.1.3. **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.
- 3.1.4. **Onsite Response:** Three (3) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time..
- 3.1.5. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.
- 3.1.6. **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.

3.2. **Silver**

Illumina Product Service and Support in the Silver tier entitles customer to the following:



- 3.2.1. **Term:** Product Support Service Silver plans are purchased for a minimum of a twelve (12) month term.
- 3.2.2. **Technical Support:** Illumina Technical Support access eighteen (18) hours per day, five (5) days per week (standard business week) to assist by telephone, web case submission and online tools.
All requests for service must be made through Illumina's Technical Support organization ("Technical Support")
- 3.2.3. **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.
- 3.2.4. **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.
- 3.2.5. **Onsite Response:** Two (2) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.
- 3.2.6. **Preventative Maintenance:** Illumina to provide annual Preventative Maintenance service to include labor, travel and replacement of all parts included in the PM Kit; component inspections; subsystem maintenance; system requalification; and a PM Certification document.
Annual Preventative Maintenance visits are only included with service contract that has been purchased for one entire calendar year (i.e. 365 days). In the event that a service contract is purchased for less than a calendar year, a Preventative Maintenance visit will have to be purchased separately if needed.
- 3.2.7. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.
- 3.2.8. **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.
Silver support cases are prioritized over those associated with the Bronze tier.



3.3. Gold

Illumina Product Service and Support in the Gold tier entitles customer to the following:

3.3.1. **Term:** Product Support Service Gold plans are purchased for a minimum of a twelve (12) month term.

3.3.2. **Technical Support:** Illumina Technical Support access twenty-four (24) hours per day, five (5) days per week to assist by telephone, web case submission and online tools.

All requests for service must be made through Illumina's Technical Support organization ("Technical Support")

3.3.3. **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.

3.3.4. **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.

3.3.5. **Onsite Response:** Next Business Day (NBD) Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.

3.3.6. **Preventative Maintenance:** Illumina to provide annual Preventative Maintenance service to include labor, travel and replacement of all parts included in the PM Kit; component inspections; subsystem maintenance; system requalification; and a PM Certification document.

Annual Preventative Maintenance visits are only included with service contract that has been purchased for one entire calendar year (i.e., 365 days). In the event that a service contract is purchased for less than a calendar year, a Preventative Maintenance visit will have to be purchased separately if needed.

3.3.7. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.

3.3.8. **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.



3.3.9. **Operational Qualification (OQ) Add-On:** For the duration of the service contract Illumina shall perform an Operational Qualification after a Preventative Maintenance (PM) or a Qualified Repair. Examples of Qualified Repairs include but are not limited to:

- Chiller operation, inspection and maintenance
- Air Filter Inspections, Vacuum System inspection and maintenance
- Imaging Module inspection and maintenance
- Laser power monitoring and camera alignment
- Flow Cell Center Line Test
- Fluidics Module Requalification including pump and valve operations
- Lane-to-Lane Variability Test
- PC Functional Test

Gold support cases are prioritized over those associated with the Silver and Bronze tiers.

3.4. **Dedicated On-Site**

Illumina Product Service and Support in the Dedicated On-Site tier entitles customer to the following:

3.4.1. **Term:** Product Support Service Dedicated Onsite plans are purchased for a minimum of a twenty-four (24) month term, 3-month lead time from PO receipt required.

3.4.2. **Technical Support:** Illumina Technical Support access twenty-four (24) hours per day, five (5) days per week to assist by telephone, web case submission and online tools.

All requests for service must be made through Illumina's Technical Support organization ("Technical Support").

3.4.3. **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.

Requires Parts-Only plans for all covered instruments per site.

3.4.4. **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.



- 3.4.5. **Onsite Response:** Immediate Business Day Onsite response Monday through Friday, 8am-5pm local time. Response provided by dedicated full-time onsite Field Service Engineer.
- 3.4.6. **Preventative Maintenance:** Illumina to provide annual Preventative Maintenance service to include labor, travel and replacement of all parts included in the PM Kit; component inspections; subsystem maintenance; system requalification; and a PM Certification document.
- Annual Preventative Maintenance visits are only included with service contract that has been purchased for one entire calendar year (i.e. 365 days). In the event that a service contract is purchased for less than a calendar year, a Preventative Maintenance visit will have to be purchased separately if needed.
- 3.4.7. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.
- 3.4.8. **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.

4. Advanced Exchange

Available only on select Illumina instrumentation and in select geographies as determined by Illumina. Illumina Product Service and Support in the Advance Exchange tier entitles customer to the following:

- 4.1.1. **Term:** Product Support Service Advance Exchange plans are purchased for a minimum of a twelve (12) month term.
- 4.1.2. **Technical Support:** Illumina Technical Support access eight (8) hours per day, five (5) days per week (standard business week) to assist by telephone, web case submission and online tools.
- All requests for service must be made through Illumina's Technical Support organization ("Technical Support")
- 4.1.3. **Advanced Exchange:** Illumina will provide refurbished instrument to replace Covered Hardware deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Replacement unit is permanent, defective instrument will not be returned to the customer.
- 4.1.4. **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.



4.1.5. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.

4.1.6. **Applications Support:** Illumina to provide access to FAS remote support to troubleshoot and repair Illumina applications.

5. Appendix

5.1. Optional Service Offers

Optional supplemental service products that may be purchased in conjunction with a Product Support Services Bronze, Silver, or Gold plan. Add-Ons are not available as a stand-alone product. Add-Ons must be purchased simultaneously with and run concurrently with Product Support Services Bronze, Silver, or Gold plans.

5.1.1. Reagent Replacement Add-On

Illumina Product Service and Support Reagent Replacement Add-On entitles customer to reagent replacement of Illumina-branded reagents in the event of a lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical support personnel based on its professional judgement for the duration of the existing Illumina Product Support Service Plan. Available with Bronze service plans only.

Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.

5.1.1.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

5.1.2. Operational Qualification (OQ) Add-On

Illumina shall perform an Operational Qualification after a Preventative Maintenance (PM) or a Qualified Repair. Examples of Qualified Repairs include but are not limited to:

- Chiller operation, inspection and maintenance
- Air Filter Inspections, Vacuum System inspection and maintenance
- Imaging Module inspection and maintenance
- Laser power monitoring and camera alignment
- Flow Cell Center Line Test
- Fluidics Module Requalification including pump and valve operations
- Lane-to-Lane Variability Test
- PC Functional Test

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5.1.2.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

5.1.3. **One (1) Day Response Add-On**

Illumina Product Support Services One (1) Day Response Add-On entitles the customer to a one (1)-Day Response for the duration of the existing Illumina Product Support Services contract.

5.1.3.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

5.1.3.2. **Onsite Response:** Next Business Day (NBD) Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.

5.1.4. **Two (2) Day Response Add-On**

Illumina Product Support Services Two (2) Day Response Add-On entitles the customer to a two (2)-Day Response for the duration of the existing Illumina Product Support Services contract.

5.1.4.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

5.1.4.2. **Onsite Response**

Two (2) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time

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