

## Order Form

Framework agreement reference: **SBS / 19 / AB / WAB / 9411**

<b>Date of order</b>		<b>Order Number</b>	<b>DDaT23483</b> To be quoted on all correspondence relating to this Order
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### FROM

<b>Customer</b>	<b>UK Research and Innovation (UKRI)</b>	<b>"Customer"</b>
Customer's Address	UK Research and Innovation (UKRI) Polaris House North Star Avenue Swindon Wiltshire SN2 1FL	
Invoice Address	UK Research and Innovation (UKRI) Polaris House North Star Avenue Swindon Wiltshire SN2 1FL	
Contact Ref:	<b>Name:</b> [REDACTED] <b>Address:</b> UK Research and Innovation (UKRI) Polaris House North Star Avenue Swindon Wiltshire SN2 1FL <b>Phone:</b> [REDACTED] <b>e-mail:</b> [REDACTED]	

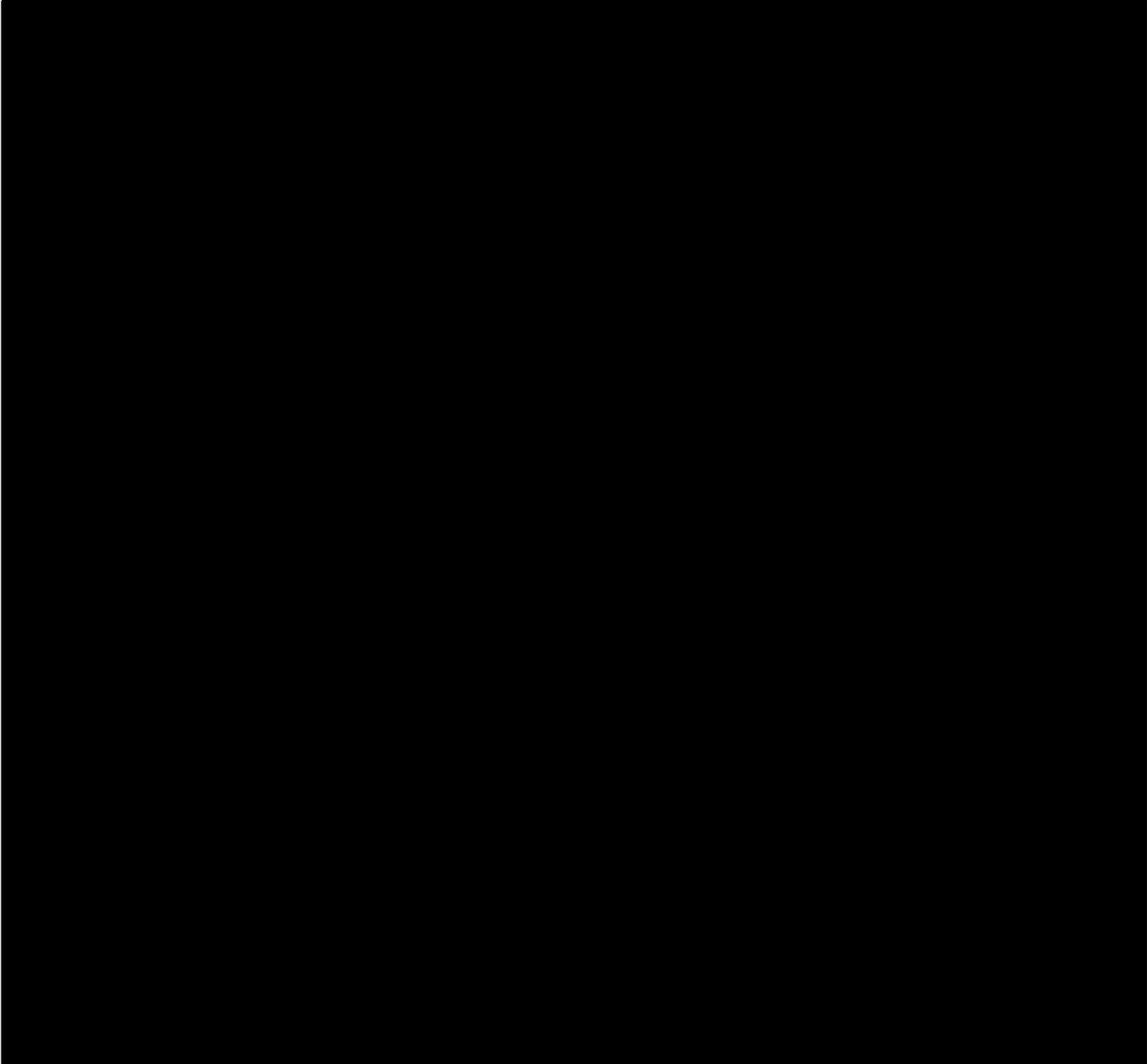
### TO

<b>Supplier</b>	<b>Trustco PLC</b>	<b>"Supplier"</b>
Supplier's Address	Trustco PLC Office Unit, 366 Kingsway, Hove, East Sussex, BN3 4QT	
Account Manager	<b>Name:</b> [REDACTED] <b>Address:</b> Office Unit, 366 Kingsway, Hove, East Sussex, BN3 4QT <b>Phone:</b> N/A <b>e-mail:</b> [REDACTED]	

**GUARANTEE**

Guarantee to be provided	<b>No</b>
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<b>1. TERM</b>
<b>(1.1) Commencement Date</b> This contract will commence on Friday 29 <sup>th</sup> September 2023
<b>(1.2) Expiry Date</b> The Contract shall expire on: Thursday 28 <sup>th</sup> September 2028.

<b>2. GOODS AND SERVICES REQUIREMENTS</b>
<b>(2.1) Goods and Services</b>  Goods –  
The Customer agrees to purchase all of its requirements for the Goods or equivalent goods from the Supplier. <b>The overall value of the contract shall not exceed £236,672.71 excluding VAT.</b>
<b>2.2) Premises</b> UK Research and Innovation (UKRI) Polaris House North Star Avenue Swindon Wiltshire SN2 1FL
<b>(2.3) Lease/ Licenses</b> None
<b>(2.4) Standards</b> N/A

<p><b>(2.5) Security Requirements</b></p> <p><b>Security Policy</b> Not applicable</p> <p><b>Additional Security Requirements</b> Not applicable</p> <p><b>Processing personal data under or in connection with this contract</b> Not applicable</p>
<p><b>(2.6) Exit Plan (where required)</b> Not applicable</p>
<p><b>(2.7) Environmental Plan</b> Not applicable</p>

<p><b>3. SUPPLIER SOLUTION</b></p>
<p><b>(3.1) Supplier Solution</b> Not applicable.</p>
<p><b>(3.2) Account structure including Key Personnel</b></p> <p>Key Personnel:</p> <p>Customer:</p> <p><b>Name:</b> [REDACTED]</p> <p><b>e-mail:</b> [REDACTED]</p> <p>Supplier:</p> <p><b>Name:</b> [REDACTED]</p> <p><b>e-mail:</b> [REDACTED]</p>
<p><b>(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods</b> Not applicable.</p>
<p><b>(3.4) Outline Security Management Plan</b> Not applicable.</p>
<p><b>(3.5) Relevant Convictions</b> Not applicable.</p>
<p><b>(3.6) Implementation Plan</b> Not applicable</p>

<p><b>4. PERFORMANCE QUALITY</b></p>										
<p><b>(4.1) Key Performance Indicators</b></p> <p>Resource utilisation reporting the delivery of the hardware, and installation of the hardware working in conjunction with third party software.</p>										
<p><b>(4.2) Service Levels and Service Credits</b></p> <p>When providing the Goods and/or Services, the Supplier shall as a minimum ensure that it achieves the following service levels:</p>										
<table border="1"> <thead> <tr> <th>Service Level</th> <th>Description</th> <th>Service Credit Calculation</th> <th>Critical Failure</th> <th>Service</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Service Level	Description	Service Credit Calculation	Critical Failure	Service					
Service Level	Description	Service Credit Calculation	Critical Failure	Service						

<p>If the level of performance of the Supplier during the Contract Period:</p> <ul style="list-style-type: none"> <li>(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</li> <li>(ii) constitutes a Critical Service Failure, the Customer shall be entitled to terminate this Contract.</li> </ul> <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>			

<p><b>5. PRICE AND PAYMENT</b></p> <p><b>(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))</b></p>
<p><b>(5.2) Invoicing and Payment</b></p> <p>The Supplier shall issue invoices upon successful delivery of the goods. 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.</p> <p>Please ensure that the Purchase Order number is quoted on all invoicing. Invoices to be submitted to: UK Research and Innovation (UKRI), Polaris House, Swindon, Wiltshire, SN2 1FL. Emails sent to: [REDACTED] and [REDACTED]</p>

<p><b>6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES</b></p> <p><b>(6.1) Supplemental requirements</b> Not applicable.</p>
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**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 Services and by signing below agree to be bound by the terms of this Contract.

**For and on behalf of Trustco PLC Corporation Ltd:**

Name and Title	[REDACTED]
Signature	[REDACTED]
Date	[REDACTED]

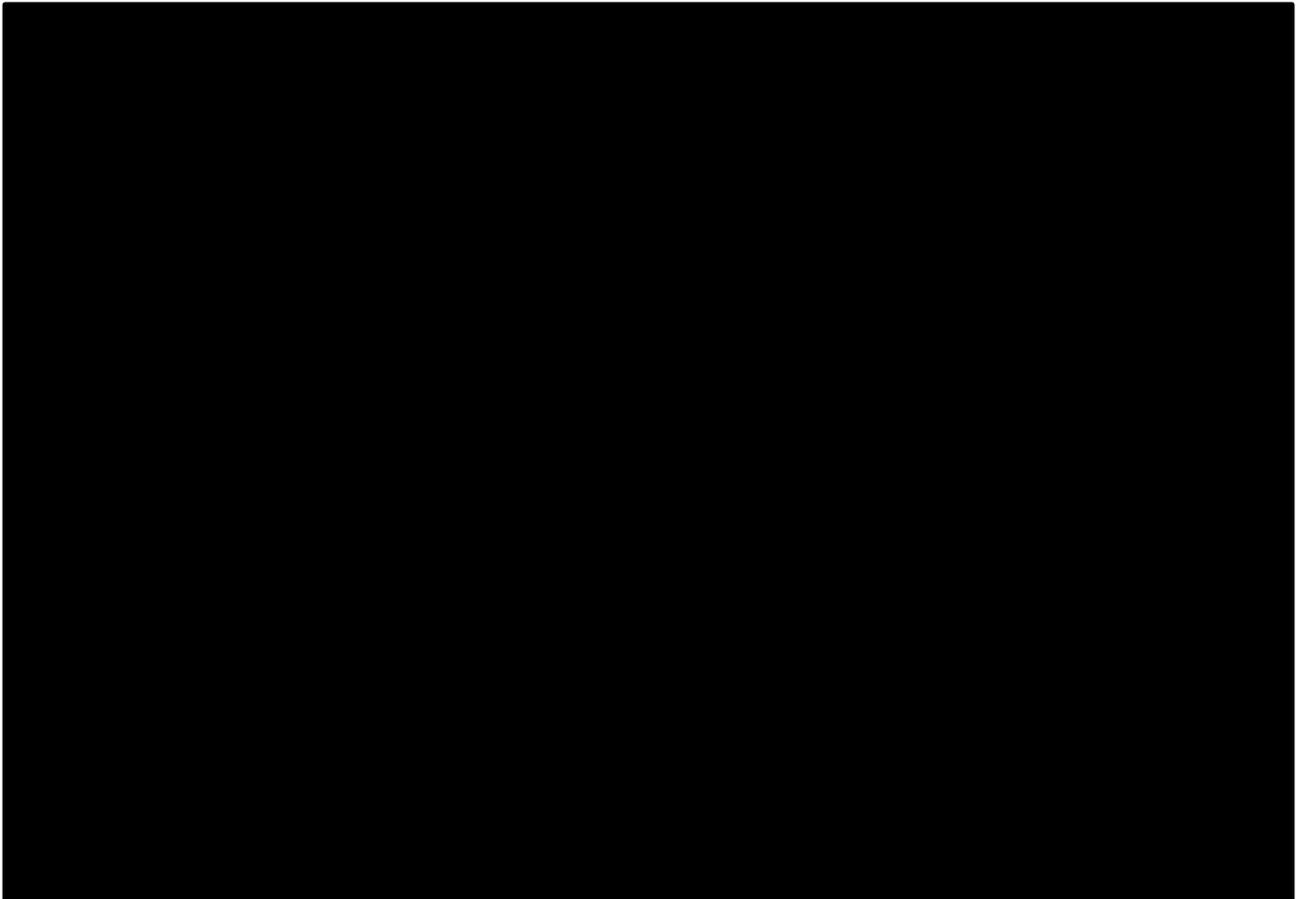
**For and on behalf of UK Research and Innovation (UKRI):**

Name and Title	[REDACTED]
Signature	[REDACTED]
Date	[REDACTED]

**Annex A: Brief**

**Scope of Goods**

The Supplier shall provide the required goods in line with Quotation below:



Total Inc VAT

£284,007.25

