

## Framework Schedule 6 (Order Form Template and Call-Off Schedules)

### Order Form

CALL-OFF REFERENCE:	AGEMCSU/TRANS/23/1496
THE BUYER:	NHS Hampshire, and Isle of Wight Integrated Care Board
BUYER ADDRESS	The Castle, Ground Floor, Castle Avenue, Winchester, Hampshire, SO23 8UJ
THE SUPPLIER:	European Electronique Limited
SUPPLIER ADDRESS:	Forward House, Oakfields Industrial Estate, Eynsham, Oxfordshire, OX29 4TT
REGISTRATION NUMBER:	1704440
DUNS NUMBER:	293084044
SID4GOV ID:	N/A

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 23<sup>rd</sup> March 2023. It's issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

### CALL-OFF LOT(S):

Lot-3 – Software and Associated Services Framework

### CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1(Definitions and Interpretation) RM6068
- 3 The following Schedules in equal order of precedence:
  - Joint Schedules for RM6068
    - Joint Schedule 2 (Variation Form)

## Framework Schedule 6

- Joint Schedule 3 (Insurance Requirements)
  - Joint Schedule 4 (Commercially Sensitive Information)
  - Joint Schedule 6 (Key Subcontractors)
  - Joint Schedule 10 (Rectification Plan)
  - Call-Off Schedules
    - Call-Off Schedule 5 (Pricing Details)
    - Call-Off Schedule 7 (Key Supplier Staff)
    - Call-Off Schedule 20 (Call-Off Specification)
- 4 CCS Core Terms (version 3.0.6)
  - 5 Joint Schedule 5 (Corporate Social Responsibility) RM6068
  - 6 [Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.]
  - 7 Annexes A to E Call-Off Schedule 6 (ICT Services)

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

## CALL-OFF SPECIAL TERMS

The following Special Terms are incorporated into this Call-Off Contract:

None

CALL-OFF START DATE: 23/03/2023

CALL-OFF EXPIRY DATE: 22/03/2026

CALL-OFF INITIAL PERIOD: 3 years

CALL-OFF: OPTIONAL EXTENSION

PERIOD: None

## CALL-OFF DELIVERABLES

### Product Requirements

- Ability to combine three aspects of contextual based access rights for USB storage devices in any combination: User's identity (MS Active Directory), the Client Device (Windows 10/11 PC or Laptop) and a specific identifier (e.g., serial number) on the USB device itself.
- Ability to set policies based on groups imported from MS Active Directory or set on an individual basis.

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- Native reporting with scope to push syslog to SIEM for greater customisation. Native reporting to include Connected, Disconnected, Blocked, Unblocked, Offline Temporary Password Used.
- Devices unlock via one-time temporary password.
- Fully support for encrypted devices e.g., FIPS 140-2 hardware or MS BitLocker and the ability to enforce by policy the use of such encrypted media only.
- Ability to deploy as a Virtual appliance (to the ICB data centre), deploy to cloud Azure/AWS, or consume as a SaaS service.
- Full Compatibility with Windows 10/11 Enterprise Edition.

### Vendor support requirements:

- Willingness to support and provide such information as necessary to enable the ICB to complete a satisfactory Data Privacy Impact Assessment. This will require the vendor to provide details on their security practices and assurances on the security of their products and services.
- Commitment to provide software updates as needed to maintain the security, compatibility, and performance of the supplied products for the full contract period. Beyond providing updated software, vendor service to include providing support, troubleshooting and analysis of performance and security issues to a defined SLA maximising the ICB's ROI on any purchase for the duration of the contract.
- Willingness to undertake knowledge transfer on any supplied product and ad-hoc advice/support throughout the full contract term.
- Provide root cause analysis and reporting in the event significant failure, or series of failures.
- Full support including a 24x7x365 incident response according to the table below. Confirmation to be provided in proposed Service Level Agreement by bidder.

### Service Level Agreement

Call resolution All service requests resolved within agreed timescales – dependent on priority	Priority 1 (< 3 hours)	95%
	Priority 2 (< 8 working hours)	90%
	Priority 3 (< 3 working days)	90%
	Priority 4 (< 5 working days)	85%
	Priority 5 (< 10 working days)	85%

**Table 1 Incident Severity Definitions**

Severity	Definition
1	Has a major impact on patient care or service to patients, multiple staff unable to work, e.g., Whole system down or other that stops clinicians accessing the clinical systems, total loss of service to all staff, security incident involving patient records, or IT virus outbreak. Excludes the failure of a clinical server that requires a full restore by the clinical provider.
2	Has a moderate adverse impact on the delivery of patient care to a significant number of patients, e.g., data entry, referrals (unless no alternative for urgent referrals), appointments, branch connection link to main site, no antivirus software installed or significant portion of the network
3	Has a moderate adverse impact on the provision of the service to a small number of practice users, e.g., DAT file out of date by 11 days, loss of access to some support system printing facilities PC and / or printer faults resulting in impaired usage
4	Has a minor adverse impact on the provision of the service to a small number of practice users, e.g., Slow system operation, minor application errors.
5	Has no significant adverse impact on the provision of the service. Able to carry on working with no inconvenience e.g., Requests for installations, new users and other ad-hoc work requests.

**Installation requirements:**

Software will need to be installed within 4 months of award. Please confirm that this lead time can be met.

**LOCATION FOR DELIVERY**

**[Buyer guidance:** Insert location for delivery]

**DATES FOR DELIVERY OF THE DELIVERABLES**

Delivery date details

## **TESTING OF DELIVERABLES**

None

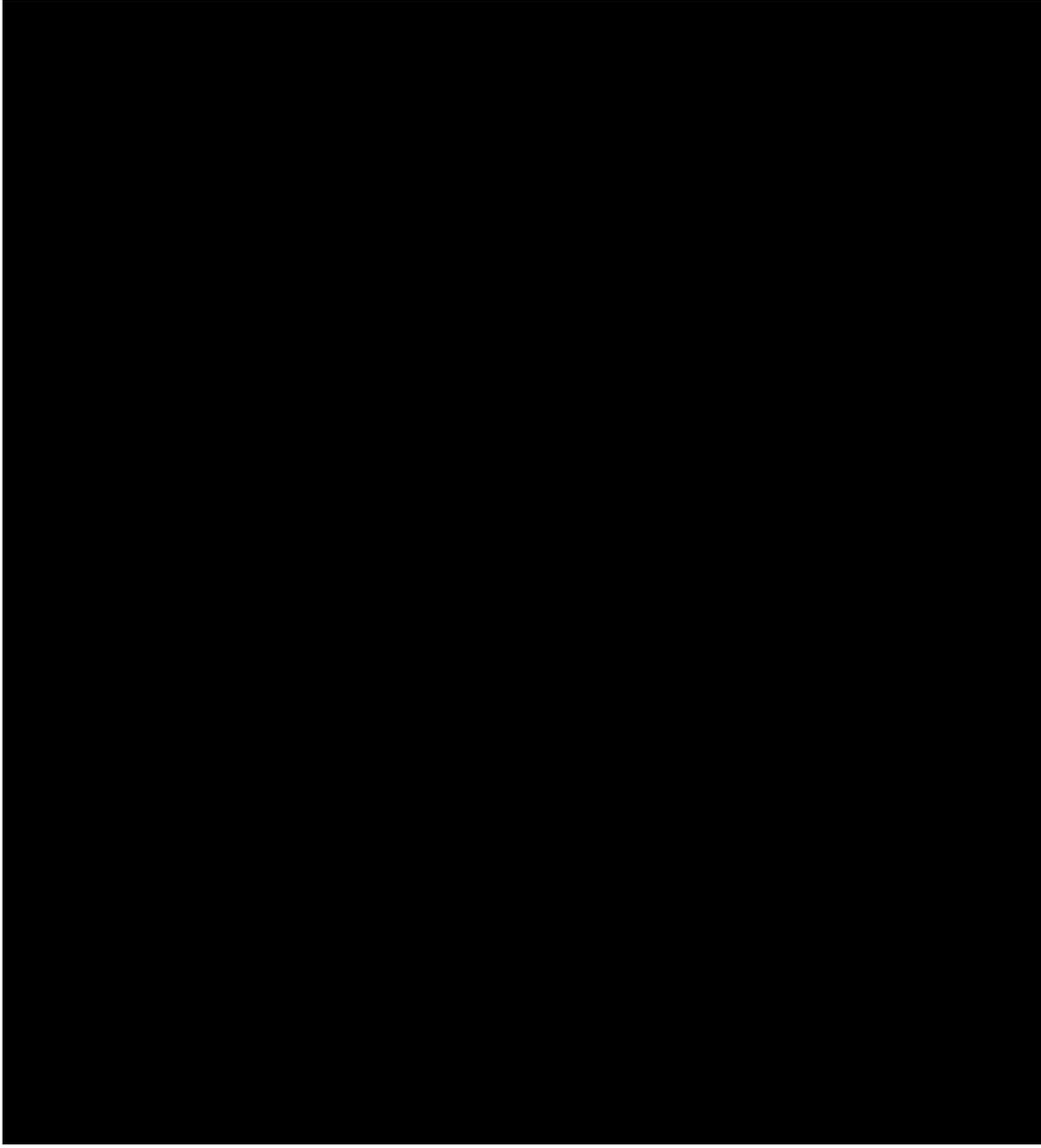
## **WARRANTY PERIOD**

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 5 years.

## **MAXIMUM LIABILITY**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is  
£89,400.00



The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of a Specific Change in Law or Benchmarking using Call-Off Schedule 16 (Benchmarking) where this is used.

**REIMBURSABLE EXPENSES**

None

**PAYMENT METHOD**

Payment terms for this contract will be made monthly. Invoices will be raised by the provider and invoices paid in arrears, no later than 30 days from the date of invoice.

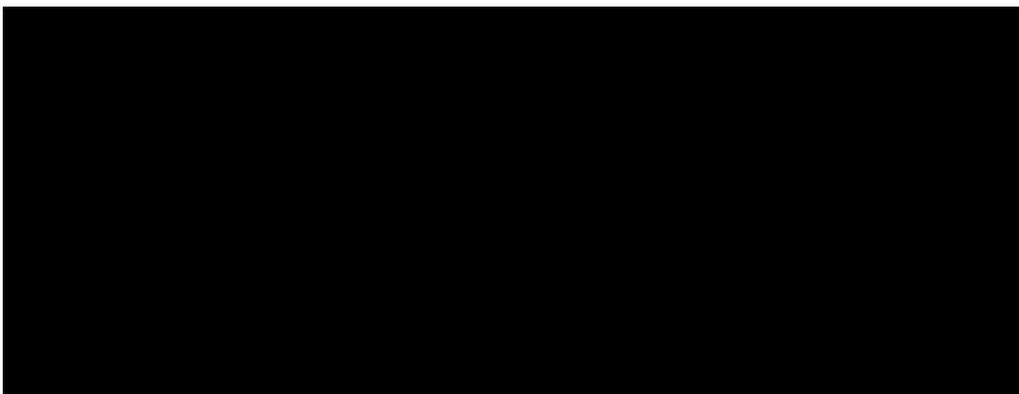
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Payment made by BACS.

**BUYER'S INVOICE ADDRESS:**

NHS HAMPSHIRE AND ISLE OF WIGHT ICB  
QRL PAYABLES M855  
PO Box 312  
LEEDS  
LS11 1HP

**BUYER'S AUTHORISED REPRESENTATIVE**



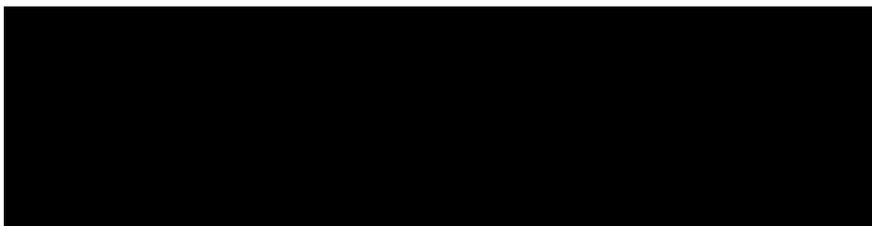
**BUYER'S ENVIRONMENTAL POLICY**

[www.hantsiowhealthandcare.org.uk](http://www.hantsiowhealthandcare.org.uk)

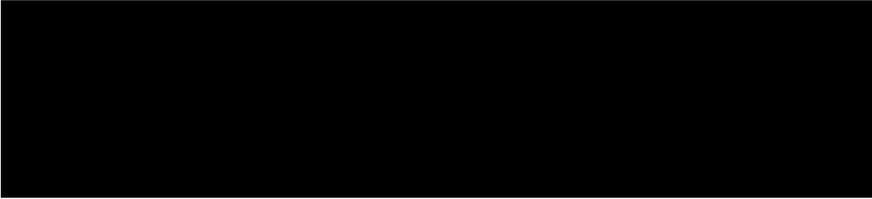
**BUYER'S SECURITY POLICY**

[www.hantsiowhealthandcare.org.uk](http://www.hantsiowhealthandcare.org.uk)

**SUPPLIER'S AUTHORISED REPRESENTATIVE**



## SUPPLIER'S CONTRACT MANAGER



### PROGRESS REPORT FREQUENCY

[Insert report frequency:]

### PROGRESS MEETING FREQUENCY

[Insert meeting frequency:]

### KEY STAFF

N/A

### KEY SUBCONTRACTOR(S)

IT-B

### COMMERCIALLY SENSITIVE INFORMATION

None

### SERVICE CREDITS

Not applicable

### ADDITIONAL INSURANCES

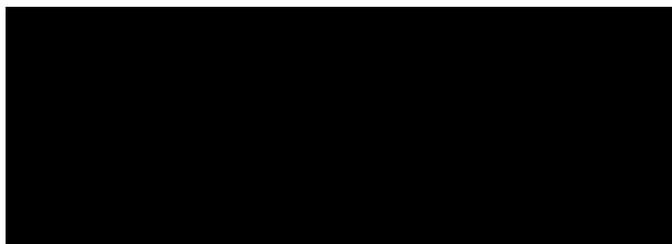
Not applicable

### GUARANTEE

Not applicable

## **SOCIAL VALUE COMMITMENT**

**N/A**



For and on behalf of Buyer:

