

**Contract for Supply of Goods and/or Provision of Services with
'Customers International Limited', trading as 'Service Desk Institute'**

For 1673 - Service Desk Certification Programme / Audit (4 CSUs)

Contract being awarded under the NHS Terms and Conditions for the Supply of Goods and the Provision of Services: purchase order version

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/681017/NHS_TERMS_AND_CONDITIONS_FOR_THE_SUPPLY_OF_GOODS_AND_THE_PROVISION_OF_SERVICES_PO_VERSION.docx

The Authority	NHS England on behalf of South, Central and West (SCW) Commissioning Support Unit (CSU), Omega House, Southampton Road, Eastleigh, Hampshire, SO50 5PB on behalf of: <ul style="list-style-type: none">• NHS South, Central and West CSU• Arden & Greater East Midlands (GEM) CSU• Midlands & Lancashire CSU• North of England Care System Support (NECS) CSU
The Supplier	'Customers International Limited', Globe House, Eclipse Park, Sittingbourne Road, Maidstone, Kent, ME14 3EN, Companies House No.02535318, trading as 'Service Desk Institute'
Buyer invoice address	NHS South, Central and West CSU, ODF Payables M425, PO BOX 312, Leeds, LS11 1HP
Date	18/02/2025

This Contract is made on the date set out above subject to the terms set out in the NHS Terms and Conditions for the Supply of Goods and/or the Provision of Services: purchase order version (as per the link above). The Authority and the Supplier undertake to comply with the provisions of the Schedules in the performance of this Contract.

The Supplier shall supply to the Authority, and the Authority shall receive and pay for, the Goods and/or Services on the terms of this Contract.

The Supplier and the Authority hereby agree as follows:

1. The Contract incorporates, and the Supplier agrees to abide by, the following documents:
 - a) The Specification of the Authority's requirements as appended in Appendix 1
 - b) The Contract Price schedule, as appended in Appendix 2
 - c) NHS Terms and Conditions for the Supply of Goods and/or the Provision of Services: purchase order version (as per the link above)
2. The Commencement Date of the Contract shall be 4th February 2025
3. The Term of this Contract shall be **3 years** from the Commencement Date and may not be extended.
4. Whilst this contract supports all 4 NHS CSUs, SCW will be the sole Contracting Authority, and pay all supplier invoices (for all CSUs) **annually following the annual audit / programme delivery**.
5. A purchase order will be raised for the 2025 SCW and NECS CSU programmes once the contract is in place. Annual programme implementation thereafter (for 2026 and 2027 for each CSU) will be based on a **'call-off' approach**, so will only be initiated if the SCW Contract Manager raises

individual POs for each CSU for each year, 3 months before programme start. The SCW Contract Manager will also confirm this to the SDI Contract Manager via email.

6. The Authority may terminate this Contract forthwith by notice in writing to the Supplier at any time on three (3) months' written notice. Such notice shall not be served within **one (1)** year of the Commencement Date.

7. The Services shall be provided by the Supplier at the Premises and Locations listed below which are subject to change:

[REDACTED]

8. The Contract Managers at the commencement of this Contract are:

a) for the Authority:

[REDACTED] Manager, Digital Data & Technology, SCW CSU

b) for the Supplier:

[REDACTED], [REDACTED] Service Desk Institute, [REDACTED]

9. Notices served under this Contract are to be delivered to:

a) for the Authority:

[REDACTED], [REDACTED] of Service Delivery, Digital Data & Technology, SCW CSU

b) for the Supplier:

[REDACTED], [REDACTED] Service Desk Institute, [REDACTED]

10. The Specification and Contract Price is detailed at Appendix 1.

Signed by the authorised representative of THE AUTHORITY

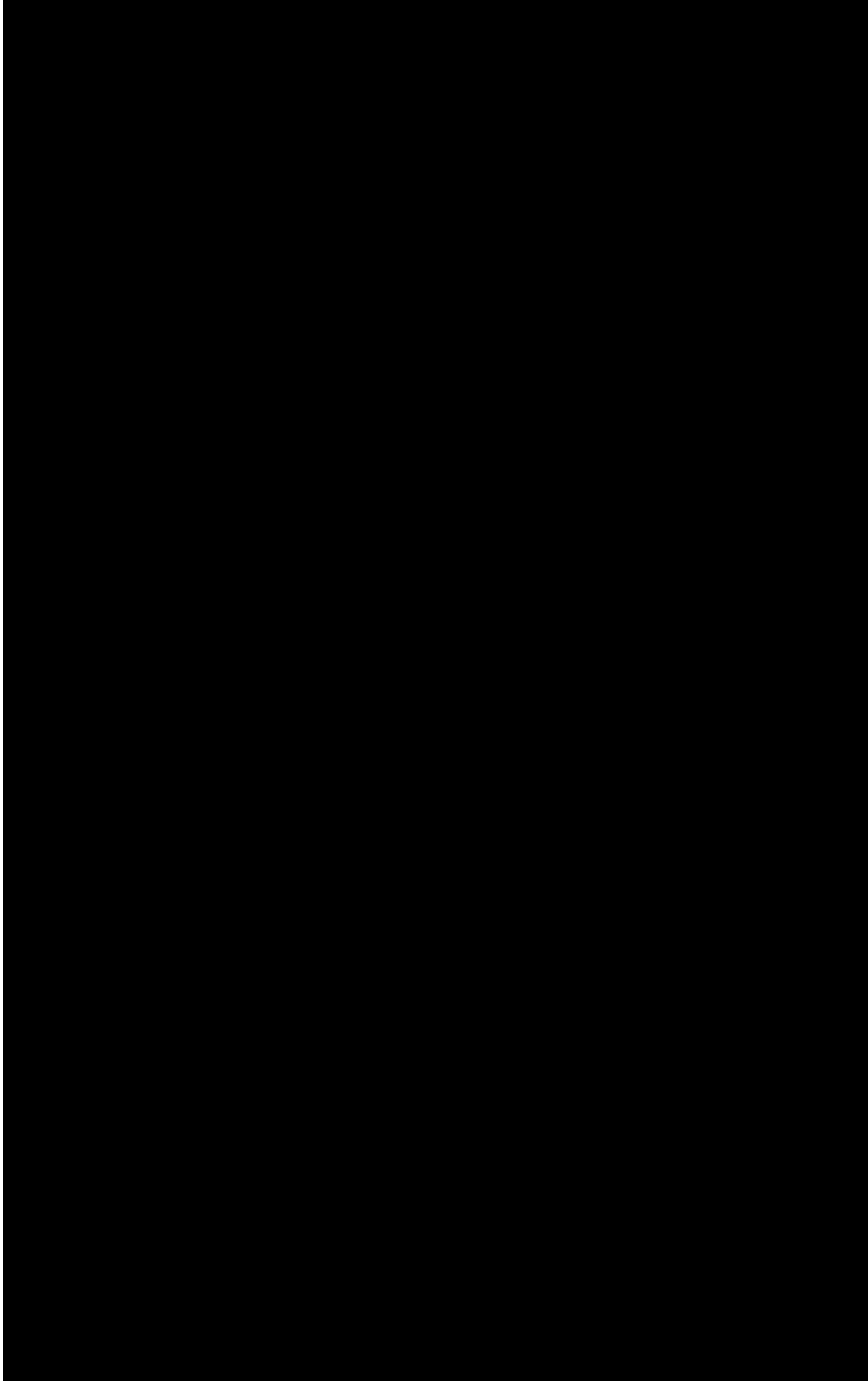
Name:	[REDACTED]	Signature:	[REDACTED]
Position:	Interim Financial Strategy Director	Date:	18/02/25

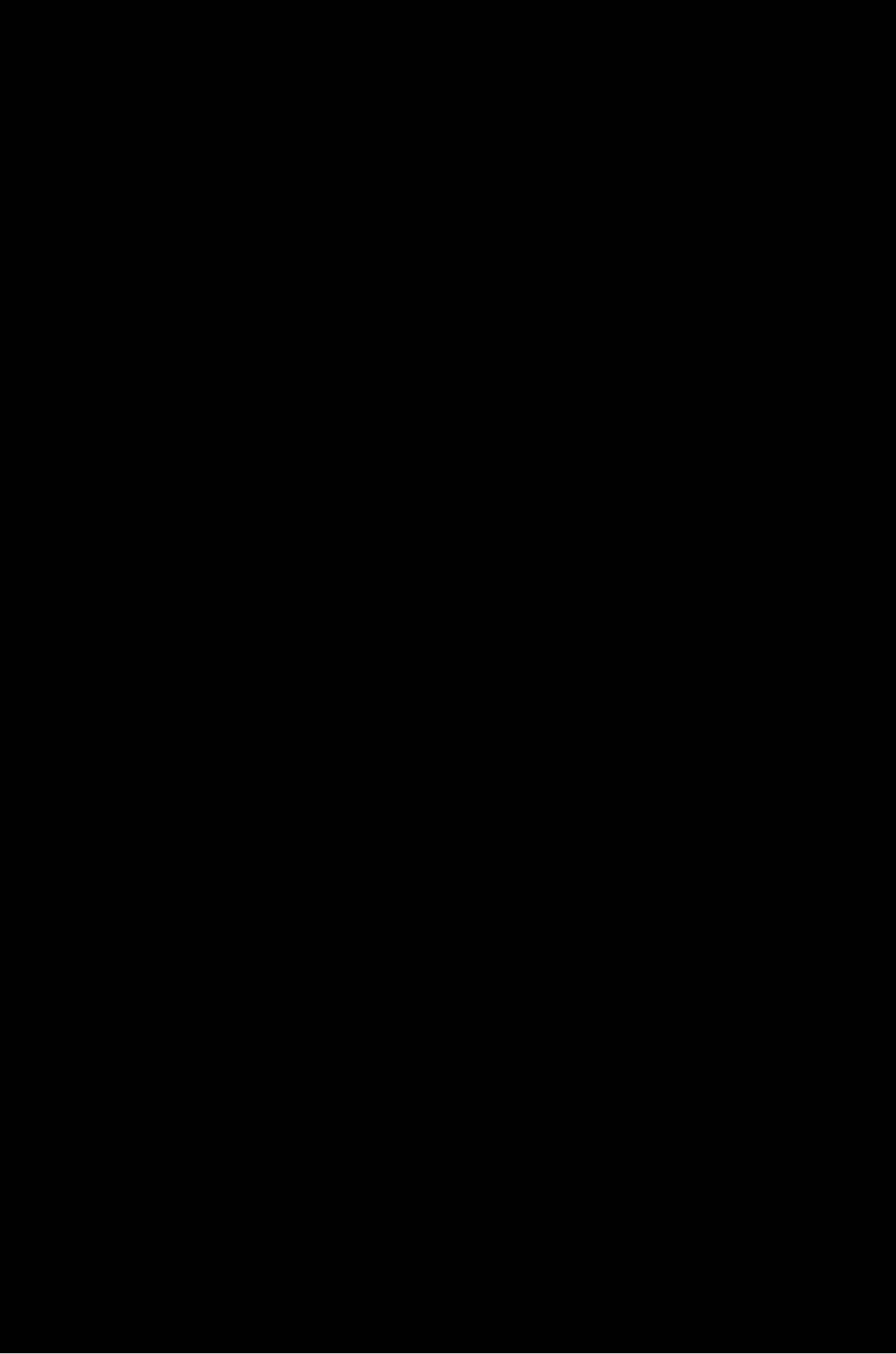
AND

Signed by the authorised representative of THE SUPPLIER

Name:	[REDACTED]	Signature:	[REDACTED]
Position:	CEO	Date:	4 th February 2025

1. *Journal of the American Medical Association*, 2000; 283: 2689-2693.







Summary

This is a summary proposal for Service Desk Institute (SDI) Service Desk Certification (SDC) Surveillance Audits. The Surveillance Audits are quoted at £19,380 incorporating a discretionary discount. All prices exclude VAT and auditor expenses. Further details on each option are listed in this proposal.

Declaration

We believe the information in this proposal to be accurate, relevant and truthful, based on our experience and the information provided to us to date. All information is provided in good faith, in confidence and in the best interests of SDI and our clients. We are happy to discuss and present the proposal in further detail. Please contact David Wright to discuss any questions or further requirements.

Proposal

SDI proposes to conduct the Service Desk Certification (SDC) programme in support of South, Central and West (SCW) CSU, Arden and GEM (AGEM) CSU, Mids and Lancs (ML) CSU and North of England (NECS) CSU's intention to maintain their SDC certified status.

This proposal relates to work as follows

Surveillance Audit version 8 of the global best practice standard.

- 1 x 2-day on-site or virtual surveillance audits.
- 1 x 2 days report writing, verification, evidence review.
- 1 x 1 hour virtual meeting to review the audit report findings.
- 1 hour ad-hoc SDI support, advice and guidance per surveillance audit.

Surveillance Audit version 9 of the global best practice standard.

- 3 x 3-day on-site or virtual surveillance audits.
- 3 x 2 days report writing, verification, evidence review.
- 3 x 1 hour virtual meeting to review the audit report findings.
- 3 x 1 hour ad-hoc SDI support, advice and guidance per surveillance audit.

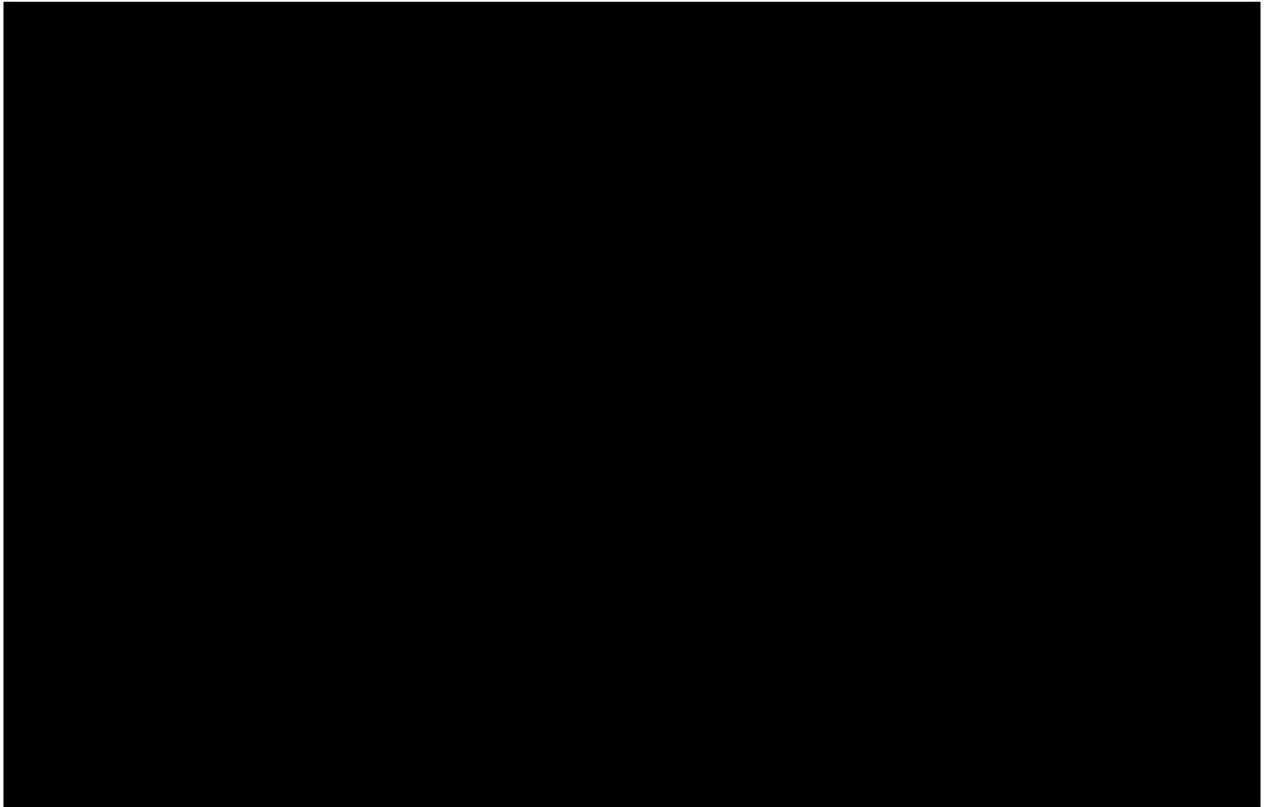
Changes to version 9 of the best practice standard will mean an additional day's audit delivery will be added to the audit process, moving the surveillance audit from a 2 day audit to a 3 day audit. The costs below include that additional day as both organisations move from version 8 to version 9.

Assumptions

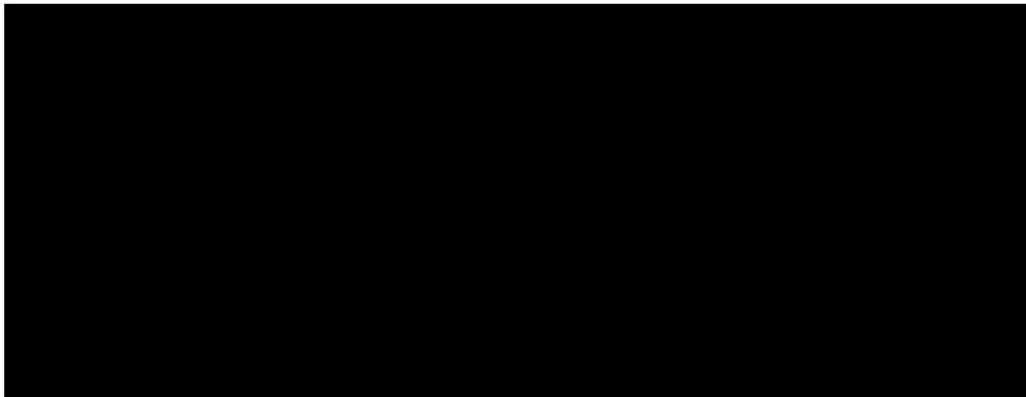
SDI provides the relevant inputs; reports, documentation and facilitation, but requires support and direction from the CSU's about specific operational issues, processes and procedures, corporate guidelines and culture. The SDI auditor also requires ready access to key IT staff, customers and any relevant information required.

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£45,695.00


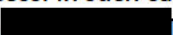


The total maximum cost throughout the duration of the contract is £51,545.00, excluding VAT.



A PO will be raised for the 2025 SCW and NECS CSU programmes once the contract is in place. Annual programme implementation thereafter (for 2026 and 2027 for each CSU) will be based on a 'call-off' approach, so will only be initiated if the SCW Contract Manager raises individual POs for each CSU for each year, 3 months before programme start. The SCW Contract Manager will also confirm this to the SDI Contract Manager via email.

Potential expenses -  = 

Standard procedure is to request virtual surveillance to minimise costs, effectively eliminating the additional  per audit. However, there may be circumstances where the SDI Auditor necessitates a site visit. This could be due to the need for direct interaction with staff and customers as part of the assessment process. In such cases, a face-to-face audit may be required, potentially incurring additional expenses  These potential costs have been factored into financial planning as above.