

Order Form

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

Date of order	TBC	Order Number	TBC
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FROM

Customer	NHS North of England Commissioning Support Unit (NECS) (Hosted by NHS England)
Customer's Address	John Snow House Durham University Science Park Durham DH1 3YG
Invoice Address	OAR Payables – M265, P O Box 312, Leeds, LS11 1HP
Contact Ref:	<div>██████████</div> John Snow House, Durham University Science Park, Durham, DH1 3YG <div>██████████</div> <div>██████████</div>

TO

Supplier	Phoenix Software Ltd
Supplier's Address	Blenheim House, York Road, Pocklington, York, YO42 1NS
Account Manager	Name: <div>██████████</div> Address: Phoenix Software, Blenheim House, York Road, Pocklington, York, YO42 1NS Phone: <div>██████████</div> E-Mail: <div>██</div> Fax: n/a

GUARANTEE

Guarantee to be provided	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	N/A
Parent Company address	N/A

Account Manager	N/A
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1. TERM
Commencement Date: 01/01/2026
Expiry Date: 31/12/2026

2. GOODS AND SERVICES REQUIREMENTS	
12Month term – term of 01/01/26 – 31/12/26	
BMC Asset Name	Number of Units
Order Value: £163,420.29 ex VAT / £ 196,104.35 inc VAT	
(2.2) Premises	
NA	
(2.3) Lease/ Licenses	
Provision of licences for the BMC Helix Product as per the goods and service requirement.	
(2.4) Standards	
Suppliers of products or services should have the following accreditations or be able to demonstrate that their company operates systems/processes equivalent to such standards. Bidders should supply copies of their accreditation certificates or evidence of their equivalent operating systems.	
<ul style="list-style-type: none">■ BS EN ISO 9001 - For Quality Management.■ ISO 14001 - Environmental Management Systems.■ ISO 27001 - Information security, cybersecurity and privacy protection	
Please note the following Brand Protection text that any supplier MUST adhere to.	
“The supplier guarantees that any product that they intend to deliver to NECS (North of England Care Support);	

<p>Is new, sourced directly from manufacturer or its authorised resellers</p> <p>Is sold by manufacturer or with its consent within the European Economic Area</p> <p>Is eligible for manufacturer's warranty</p> <p>Is eligible for manufacturer's support and services in accordance with manufacturer policies</p> <p>Is reported back to manufacturer as sold to NECS (North of England Care System)</p> <p>In case any supplied product does not fulfil any of the obligations above, the supplier is in breach of contract with the customer/buyer.</p> <p>Customer/buyer reserves the right to check the origin of the supplied products on receipt."</p>
<p>(2.5) Security Requirements</p> <p>Security Policy</p> <p>Additional Security Requirements</p> <p>ISO27001 [REDACTED]</p> <p>Processing personal data under or in connection with this contract</p> <p>Yes [REDACTED]</p>
<p>(2.6) Exit Plan (where required)</p> <p>N/A _____</p>
<p>(2.7) Environmental Plan</p> <p>N/A</p>

<p>3. SUPPLIER SOLUTION</p>
<p>(3.1) Supplier Solution</p> <p>Provision of the BMC Helix product in line with the following licence requirements.</p> <div style="background-color: black; height: 100px; width: 100%;"></div>

(3.2) Account structure including Key Personnel	
[]	
Key Personnel:	
Account Manager –	
Area Director –	
[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.]	
(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods	
BMC	
(3.4) Outline Security Management Plan	
As set out below:	
[]	
[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 [Guidance: You may wish to specify a particular conviction(s) e.g. involving dishonesty, violence, sexual offence]	
(3.6) Implementation Plan	
Licence key to be provided to NECS.	

4. PERFORMANCE QUALITY

(4.1) Key Performance Indicators

[REDACTED]

Technical support response targets

[REDACTED]

Incident severity-level descriptions

[REDACTED]	
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

(4.2) Service Levels and Service Credits

N/A

5. PRICE AND PAYMENT

Overall Cost (£) (Ex VAT)	£ 163,420.29

(5.2) Invoicing and Payment

Invoice sent to: OAR Payables – M265, P O Box 312, Leeds, LS11 1HP.

NECS expects to be invoiced for 12 months period at a time.

Supplier must invoice to match the PO format and value.

All invoices should include the supplier specific reference

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	- Divisional Sales Manager
Signature	
Date	

For and on behalf of the Customer:

Name and Title	, Business Information Services Director / CTO
Signature	
Date	31 st March 2025