

# **Order Form**

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

Date of	TBC	Order Number	TBC
order			

#### FROM

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

## TO

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

## **GUARANTEE**

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:

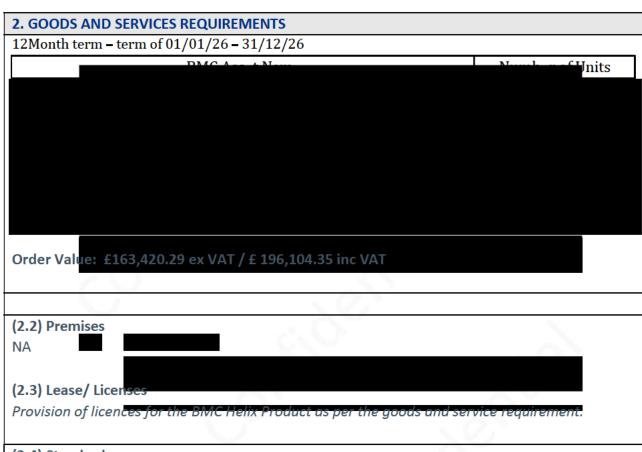
[Parent Company	N/A
Parent Company	N/A
address	

Account Manager N/A

## 1. TERM

Commencement Date: 01/01/2026

Expiry Date: 31/12/2026



### (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.

- 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);

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

### 3. SUPPLIER SOLUTION

(3.1) Supplier Solution

Provision of the BMC Helix product in line with the following licence requirements.

(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 reloant?
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 DEDECORAGE	ICE OLIALITY
4. PERFORMAN	
(4.1) Key Perfor	mance Indicators
Technical supp	ort response targets
7	
Incident severit	ty-level descriptions
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(4.2) Service Lev	vels and Service Credits
N/A	
<sup>*</sup>	



6. SUPPLEMENTAL AND/OR A	ADDITIONAL CLAUSES	
(6.1) Supplemental requireme	ents	
N/A	4.0	

All invoices should include the supplier specific reference

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	31st March 2025
Date	51 Water 2023