

## Order Form

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

<b>Date of order</b>	<b>22/05/2023</b>	<b>Order Number</b>	<b>DDaT23025 :</b> To be quoted on all correspondence relating to this order.
----------------------	-------------------	---------------------	--

### FROM

Customer	<b>UK Shared Business Services LTD (UKSBS)</b>	<b>"Customer"</b>
Customer's Address	Polaris House, N Star Ave, Swindon SN2 1FL	
Invoice Address	Polaris House, N Star Ave, Swindon SN2 1FL	
Contact Ref:	<b>Name:</b> [REDACTED] <b>e-mail:</b> [REDACTED]	

### TO

Supplier	<b>Trustco PLC</b>	<b>"Supplier"</b>
Supplier's Address	Office Unit, 366 Kingsway,, Hove, BN3 4AT	
Account Manager	[REDACTED]	

<b>1. TERM</b>
<b>(1.1) Commencement Date</b>  This contract will commence on 1 <sup>st</sup> June 2023
<b>(1.2) Expiry Date</b>  The Contract shall expire on 31 <sup>st</sup> May 2025 (per quote)

**DDaT23025**

2. GOODS AND SERVICES REQUIREMENTS

.1) Goods and/or Services

1 Proposal

1 2 Year NetApp Support Renewal for UK Shared Business Services

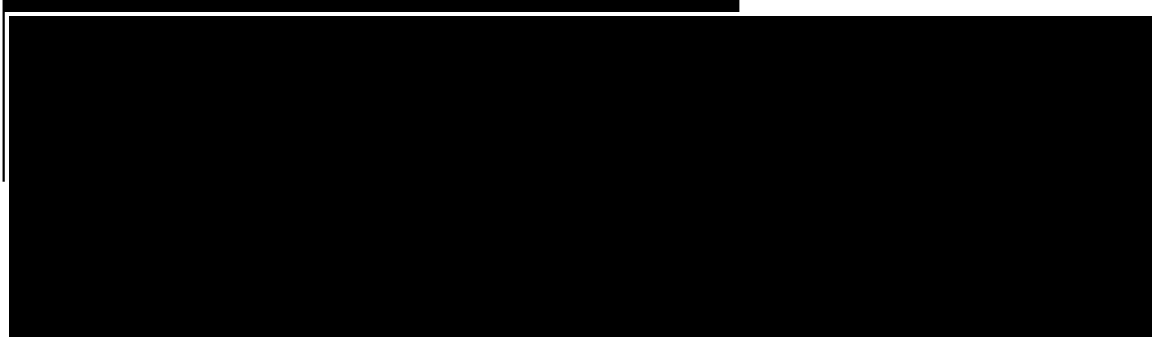
	Item Description
	AFF-A300 HA Controller including : - SW, Trusted Platform Module Enabled
1.1	- SW, Data at Rest Encryption Enabled - 1 x DS224C 12 x 7.6TB SSD Shelf - 1 x DS224C 24 x 7.6TB SSD Shelf

Service Address : Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1FF

2 DR - RAL Didcot

	Item Description
	AFF-A300 24x3.8TB On-Board SSDs : - SW, Trusted Platform Module Enabled
2.1	- SW, Data at Rest Encryption Enabled

Service Address : c/o Rutherford Appleton Laboratory, Harwell Campus, Didcot, Oxfordshire, OX11 0QX



3 2 Year Active Support (1st June 2023 to 31st May 2025)

	Item Description
	NetApp Active Support - 2 HA Pairs - Proactive Event Monitoring - Service Estate Register
3.1	- Remote Annual Upgrade Service - Monthly Reporting - Quarterly Service Review
3.2	Consumable Units - Year 1 - 1st June 2023 to 31st May 2024
3.3	Consumable Units - Year 2 - 1st June 2024 to 31st May 2025

Group Total

	<b>Total</b>	£150,761.90
	VAT @ 20.0%	£30,152.38
	<b>Total Inc VAT</b>	<b>£180,914.28</b>

The Customer agrees to purchase all of its requirements for the Goods or equivalent goods from the Supplier.

## Service Profile

as per quote

## 1 Proposal

## 1 2 Year NetApp Support Renewal for UK Shared Business Services

	Item Description
1.1	AFF-A300 HA Controller including : - SW, Trusted Platform Module Enabled - SW, Data at Rest Encryption Enabled - 1 x DS224C 12 x 7.6TB SSD Shelf - 1 x DS224C 24 x 7.6TB SSD Shelf

Service Address : Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1FF

## 2 DR - RAL Didcot

	Item Description
2.1	AFF-A300 24x3.8TB On-Board SSDs : - SW, Trusted Platform Module Enabled - SW, Data at Rest Encryption Enabled

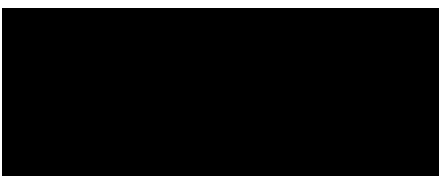
Service Address : c/o Rutherford Appleton Laboratory, Harwell Campus, Didcot, Oxfordshire, OX11 0QX

**3 2 Year Active Support (1st June 2023 to 31st May 2025)**

Item Description	
	NetApp Active Support - 2 HA Pairs
3.1	<ul style="list-style-type: none"> <li>- Proactive Event Monitoring</li> <li>- Service Estate Register</li> <li>- Remote Annual Upgrade Service</li> <li>- Monthly Reporting</li> <li>- Quarterly Service Review</li> </ul>
3.2	Consumable Units - Year 1 - 1st June 2023 to 31st May 2024
3.3	Consumable Units - Year 2 - 1st June 2024 to 31st May 2025

**Total**  
**VAT @ 20.0%**  
**Total Inc VAT**

The latest delivery date will be 01/06/2023	
<b>(2.2) Premises</b>  <i>Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1FF c/o ARK Cody Park South Gate, Old Ively Rd, Farnborough GU14 0LL</i>	
<b>(2.3) Lease/ Licenses</b>  N/A	
<b>(2.4) Standards</b>  N/A	
<b>(2.5) Security Requirements</b>  <b>Security Policy</b>  N/A  <b>Additional Security Requirements</b>  N/A  <b>Processing personal data under or in connection with this contract</b>  No	
<b>(2.6) Exit Plan (where required)</b>  N/A	
<b>(2.7) Environmental Plan</b>  No	

<b>3. SUPPLIER SOLUTION</b>
<b>(3.1) Supplier Solution</b>
<b>(3.2) Account structure including Key Personnel</b> Customer: Name: e mail: Supplier: Name: e mail:

<b>(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods</b>

<div style="background-color: black; width: 150px; height: 20px; margin-bottom: 5px;"></div> Logicalis UK Limited Building 8, Ground Floor Foundation Park Roxborough Way Maidenhead England SL6 3UD			
<b>(3.4) Outline Security Management Plan</b>			
N/A			
<b>(3.5) Relevant Convictions</b>			
N/A			
<b>(3.6) Implementation Plan</b>			
N/A			

4. PERFORMANCE QUALITY			
<b>(4.1) Key Performance Indicators</b>			
N/A			
<b>(4.2) Service Levels and Service Credits</b>			
N/A:			
Service Level	Description	Service Credit Calculation	Critical Service Failure
If the level of performance of the Supplier during the Contract Period: <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>			

5. PRICE AND PAYMENT
<p>The total value of this contract will not exceed £150,761.90 excluding VAT</p>

1 Proposal

1 2 Year NetApp Support Renewal for UK Shared Business Services

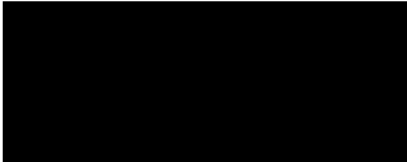
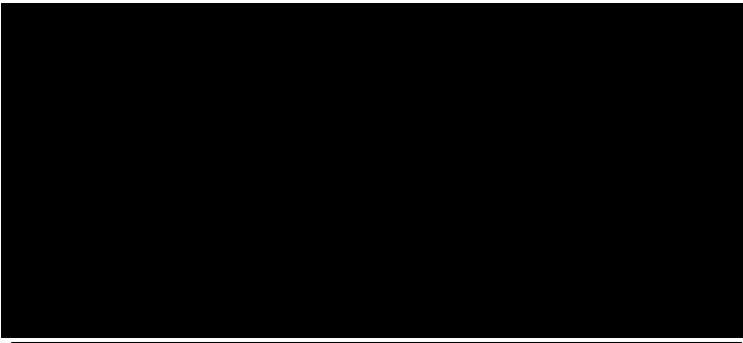
	Item Description
	AFF-A300 HA Controller including : - SW, Trusted Platform Module Enabled
1.1	- SW, Data at Rest Encryption Enabled - 1 x DS224C 12 x 7.6TB SSD Shelf - 1 x DS224C 24 x 7.6TB SSD Shelf

Service Address : Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1FF

2 DR - RAL Didcot

	Item Description
2.1	AFF-A300 24x3.8TB On-Board SSDs : - SW, Trusted Platform Module Enabled - SW, Data at Rest Encryption Enabled

Service Address : c/o Rutherford Appleton Laboratory, Harwell Campus, Didcot, Oxfordshire, OX11 0QX



3 2 Year Active Support (1st June 2023 to 31st May 2025)

	Item Description
	NetApp Active Support - 2 HA Pairs - Proactive Event Monitoring - Service Estate Register
3.1	- Remote Annual Upgrade Service - Monthly Reporting - Quarterly Service Review
3.2	Consumable Units - Year 1 - 1st June 2023 to 31st May 2024
3.3	Consumable Units - Year 2 - 1st June 2024 to 31st May 2025

Total  
VAT @ 20.0%  
Total Inc VAT

<p><b>(5.2) Invoicing and Payment</b></p> <p>The Supplier shall issue invoices in arrears. 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 Shared Business Services, Polaris House, Swindon, Wiltshire, SN2 1FF. Emails sent to: <a href="mailto:finance@uksbs.co.uk">finance@uksbs.co.uk</a>.</p>
---

<p><b>6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES</b></p> <p><b>(6.1) Supplemental requirements</b></p> <p>N/A</p>
--

**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 Trustco PLC**

[Redacted signature area for Trustco PLC]

**Signed for and on behalf of UK Shared Business Services (UK SBS) by its authorised representative**

[Redacted signature area for UK Shared Business Services]



Appendix 1 – Information Security



CYBER  
ESSENTIALS  
PLUS

CERTIFICATE OF ASSURANCE

Trustco Plc

19 New Road Brighton BN1 1UF

COMPLIES WITH THE REQUIREMENTS OF THE CYBER ESSENTIALS PLUS SCHEME

NAME OF ASSESSOR : Kurt Summers

CERTIFICATE NUMBER : 45f26f08-f1e1-47fe-b546-b82f4eb25a90

PROFILE VERSION : 3

SCOPE : Whole organisation

DATE OF CERTIFICATION : 2023-04-20

RECERTIFICATION DUE : 2024-04-20



SCAN THIS QR CODE TO VERIFY THE AUTHENTICITY OF THIS CERTIFICATE

CERTIFICATION MARK

CERTIFICATION BODY

CYBER ESSENTIALS PARTNER







The Certificate certifies that the organisation was assessed as meeting the Cyber Essentials Plus implementation profile and thus that, at the time of testing, the organisation's ICT defences were assessed as satisfactory against commodity based cyber attack. However, this Certificate does not in any way guarantee that the organisation's defences will remain satisfactory against a cyber attack.