

Schedule 7A**Order Form for Standard Goods and Services – Direct Award****DDaT22249 – LogRhythm Software Licenses and Support**

Call-Off Contract under the HealthTrust Europe LLP Framework Agreement for the provision of Enterprise Level Information Communication Technology (ICT) Solutions for hardware, software, programs, applications, security, computer science, managed services, consultancy, support and associated services – 2019 (reference number: SF050716) dated 27th September 2019.

The Authority	<i>UK Shared Business Services, Polaris House, North Star Avenue, Swindon, SN2 1FL</i>
The Supplier	<i>Insight Direct (UK) Ltd of Technology Building, Insight Campus, Terry Street, Sheffield, S9 2BU</i>
HealthTrust Europe Contract Reference	HTE-005705

The Supplier and the Authority hereby agree as follows:

1. The Authority wishes to enter into a Contract in respect of the Goods and/or Services pursuant to the framework agreement between Health Trust Europe LLP and Supplier dated 27th September 2019 (the “Framework Agreement”).
2. The Contract incorporates, and the Supplier agrees to abide by, the following documents:
 - (a) The Specification of the Authority’s requirements as appended at Appendix 1 overleaf;
 - (b) the Contract Price, as appended at Appendix 2 overleaf; and
 - (c) the Call-Off Terms and Conditions set out at Appendix A to the Framework Agreement (including the front page and all Schedules thereto).
3. Where the Call-Off Terms and Conditions set out at Schedule 1 of Appendix A to the Framework Agreement apply, the Authority acknowledges and agrees to the HealthTrust Europe Key Provisions, in particular as stated below for the avoidance of doubt:
 - (a) In the event that the Authority terminates its agreement with HealthTrust Europe (made pursuant to the provisions of the UHCW Framework) for convenience or otherwise, and such termination takes effect before the end of the Initial Term (as defined in the UHCW Framework) or in the event that the Authority’s agreement with

HealthTrust Europe (made pursuant to the provisions of the UHCW Framework) expires without being renewed on or after such Initial Term, HealthTrust Europe shall notify the Supplier of such termination or expiry in accordance with the provisions of Clause 14 of Schedule 1 of the Framework Agreement ("**Beneficiary Withdrawal Notice**"). Upon receipt of such Beneficiary Withdrawal Notice by the Supplier, the Supplier shall cease to apply for the benefit of the Authority, the Contract Price or any special discounts in relation to such supply which applied solely by reason of the operation of the UHCW Framework and its associated services and/or framework agreements or any contract made between the Authority made pursuant thereto and further the Authority shall no longer be permitted to place Orders or benefit from the Contract Price, save with the prior written consent of HealthTrust Europe.

- (b) The Authority acknowledges and agrees that the Supplier is subject to an activity based income (ABI) management charge in relation to any Orders placed by the Authority under the Framework Agreement.
- (c) The Authority and the Supplier agree that (in addition to the Authority's right to enforce the Contract) HealthTrust Europe may enforce any term of the Contract as principal in respect of ABI and Management Information and as agent on behalf of the Authority in respect of all other terms.

4. The Commencement Date of the Contract shall be 1st September 2022

5. The End Date shall expire on the 31st August 2023

6. Data Protection – Not applicable

7. Time is of the essence as to any delivery dates under this Contract and if the Supplier fails to meet any delivery date this shall be deemed to be a breach incapable of remedy for the purposes of Clause 15.4.(i) of Schedule 2 of the Call-Off Terms and Conditions.

8. For the purposes of Clause 3.2 of Schedule 2, the Authority shall visually inspect the Goods within [insert time period during which any inspection must be carried out] of the date of delivery of the relevant Goods.

9. The payment profile for this Contract shall be **net 30 days**.

10. 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.

11. The provision of Services

(A) The Services Commencement Date shall be 1st September 2022

- (B) The Services shall be provided and Goods delivered by the Supplier at the Premises and Locations listed below:

UK Shared Business Services

Polaris House

Swindon SN2 1FL

*** The following clause is not applicable to this requirement ***

During the Term, if any new product or new technology related to the Goods (each a “**New Technology Product**”) becomes available from the Supplier or any other supplier, and will replace existing Goods pursuant to the Call off Contract for whatever reason, the Supplier shall not be permitted to increase the Contract Price in respect of such product(s). However, in the event that the Participating Authorities are given the option to replace existing Goods supplied pursuant to the call-off Contract with a New Technology Product (i.e. such replacement is not obligatory), the Supplier has the right to increase the Contract Price to reflect that the Participating Authorities have opted to purchase the New Technology Product(s) provided always that such replacement produce and increased price is in accordance with Law. In the case of the latter situation, the Supplier shall provide the Authority and the Participating Authorities with full details of the New Technology Product and the additional costs (if any) associated with such products (applying discounts comparable to those applicable to the existing Goods under the Framework Agreement) in order for the Participating Authorities to make an informed decision as to whether to replace the existing Goods with the New Technology Product(s).

- 12.1 The Supplier shall notify the Authority and the Participating Authorities in writing of such at least thirty (30) days prior to the New Technology Products being made available for purchase through commercial/public release.
- 12.2 During the Term, if the Authority is notified of a New Technology Product pursuant to Clause 16.2 the Authority may request and the Supplier shall agree to supply the New Technology Product solely to the Participating Authority for a period of [insert number] months, prior to such New Technology Product being made available for purchase through commercial/public release.

13 Early Payment Discount

N/A

14 Training/ Support Services/ Help Desk

*** The following clause is not applicable to this requirement***

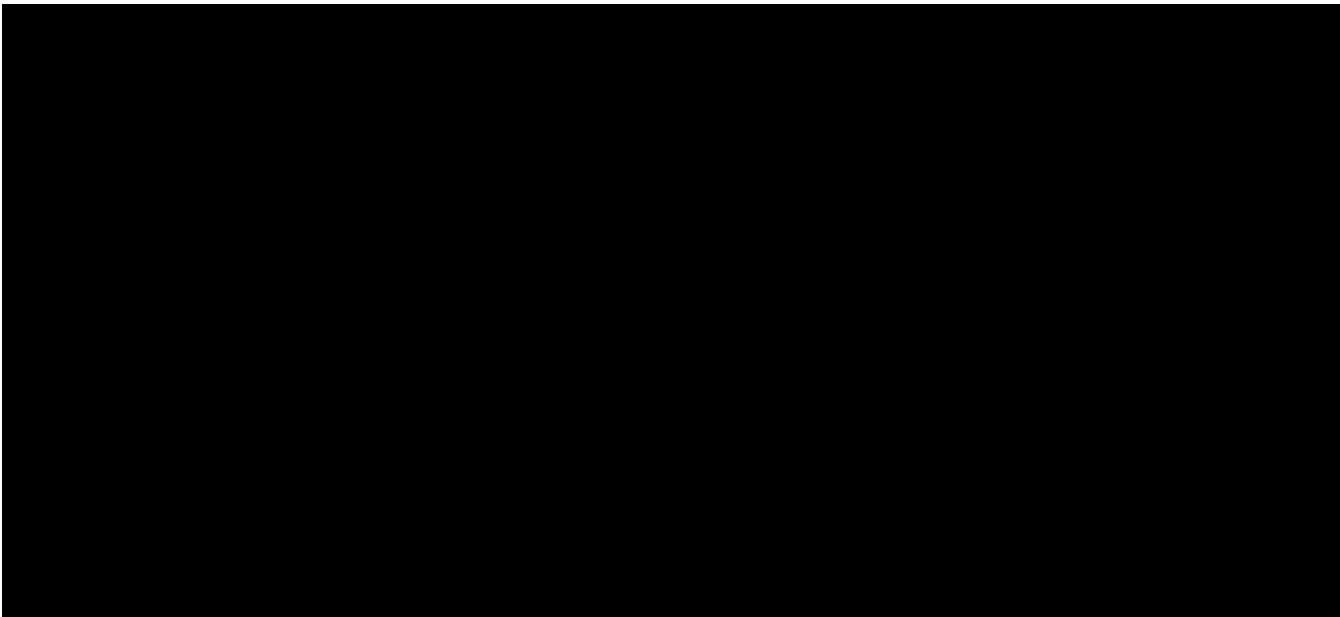
The Supplier shall as soon as reasonably practicable after delivery of the Goods to the Authority, provide a suitably qualified professional to deliver a thorough training programme about the features and benefits of the Goods the Authority. The Supplier shall provide as much training and support to the Authority as the Authority may reasonably require throughout the Term; such training shall be carried out within the Contract Price and any associated costs shall be absorbed in full by the Supplier. The Supplier shall at its own expense provide the Authority with copies of all training materials and resources, such materials to include a suitable "train the trainer" programme with sufficient detail to enable trained clinical staff to train others.

15 Use of Subcontractors – Applicable

The Authority grants permission for the Supplier to Sub-contract **[any of its obligations/ specific obligations]** under this Framework Agreement. This shall not impose any duty on the Authority to enquire as to the competency of any authorised Sub-contractor. The Supplier shall ensure that any authorised Sub-contractor has the appropriate capability and capacity to perform the relevant obligations and that the obligations carried out by such Sub-contractor are fully in accordance with the Framework Agreement.

- (A) The Supplier shall implement the Services in accordance with the Implementation Plan appended at Appendix 4 overleaf.
- (B) The provision of access by the Authority to the Supplier to the Premises and Locations shall be subject to the lease and/or license appended at Appendix 5.
- (C) Any changes to this Contract, including to the Services and Goods , may only be agreed in accordance with the Change Control Process set out in Appendix 3 overleaf.
- (D) Notwithstanding Key Provision 8 of the Call-Off Terms and Conditions, the Parties agree that the commencement of the provision of the Services under this Contract shall give rise to a relevant transfer as defined in TUPE and the provisions of Appendix 8 shall apply to such transfer.
- (E) Should the Authority terminate this Contract in accordance with this Clause, then the Authority shall pay to the Supplier the termination sum calculated in accordance with Appendix 7.
- (F) If the Supplier is unable to provide the Services then the Authority shall be entitled to exercise Step In Rights set out in Appendix 6.

Appendix 2	Contract Price
Appendix 3	Change Control Process
Appendix 4	Implementation Plan
Appendix 5	Lease and/or License to access Premises and Locations
Appendix 6	Step In Rights
Appendix 7	Termination Sum
Appendix 8	Staff Transfer
Appendix 9	Software and End User License Agreement (EULA)
Appendix 10	Key Performance Indicators
Appendix 11	Subcontractors
Appendix 12	ISO Certification



Appendix 1**Authority Specification****CONTRACT DURATION**

The contract will begin on the 1st September 2022 and will expire on 31st August 2023.

REQUIREMENT

The Supplier shall provide UK SBS with the LogRhythm Software Licenses and Support from 01/09/2022 – 30/08/2022, as referenced in Appendix 2

PAYMENT PROFILE

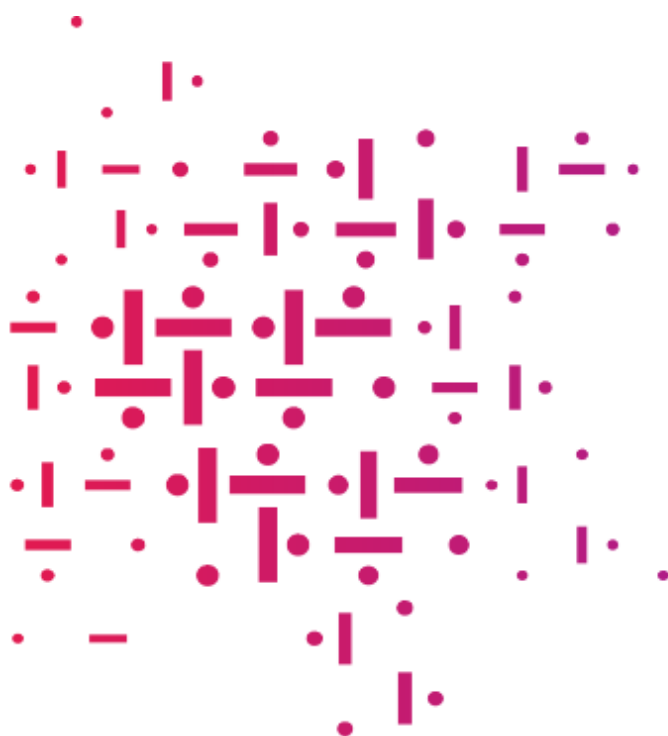
The customer will pay in full within 30 days of receiving valid invoice from supplier.
Invoices to be sent to finance@uksbs.co.uk

INFORMATION SECURITY

In accordance to UK SBS Information Security requirements included in Appendix 12 is a copy of the suppliers ISO27001

Appendix 2**Contract Price****COMMERCIALS**

The total contract value will not exceed £27,940.81 excluding VAT, as per the below breakdown:



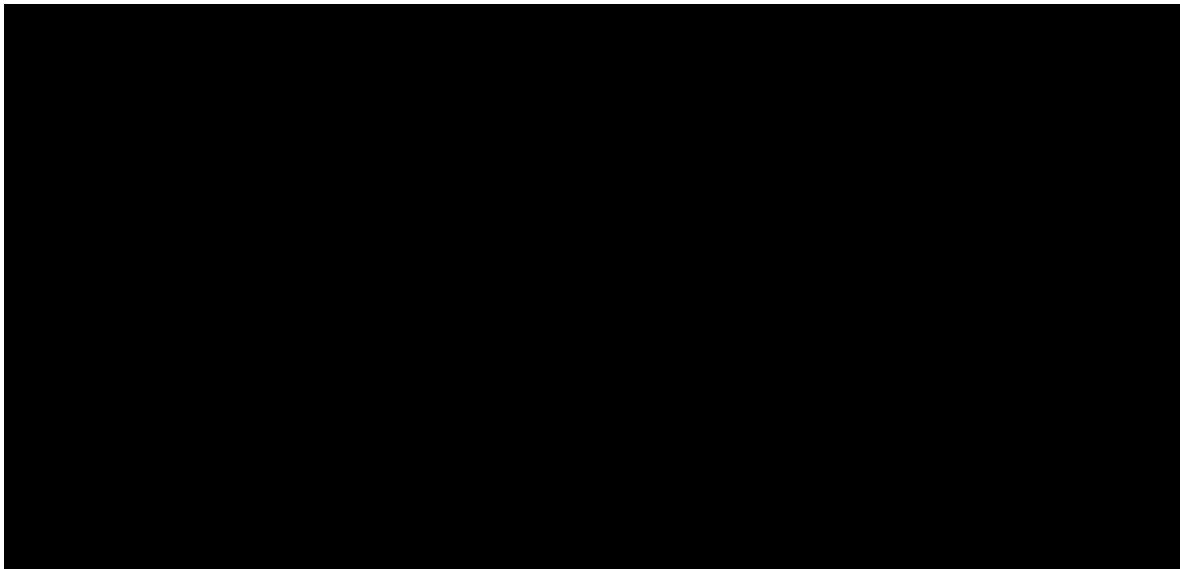
**Insight Direct (UK) Ltd Response to
UKSBS
REF DDaT22249 - Renewal of Prepaid
LogRhythm Standard Maintenance and
Support**

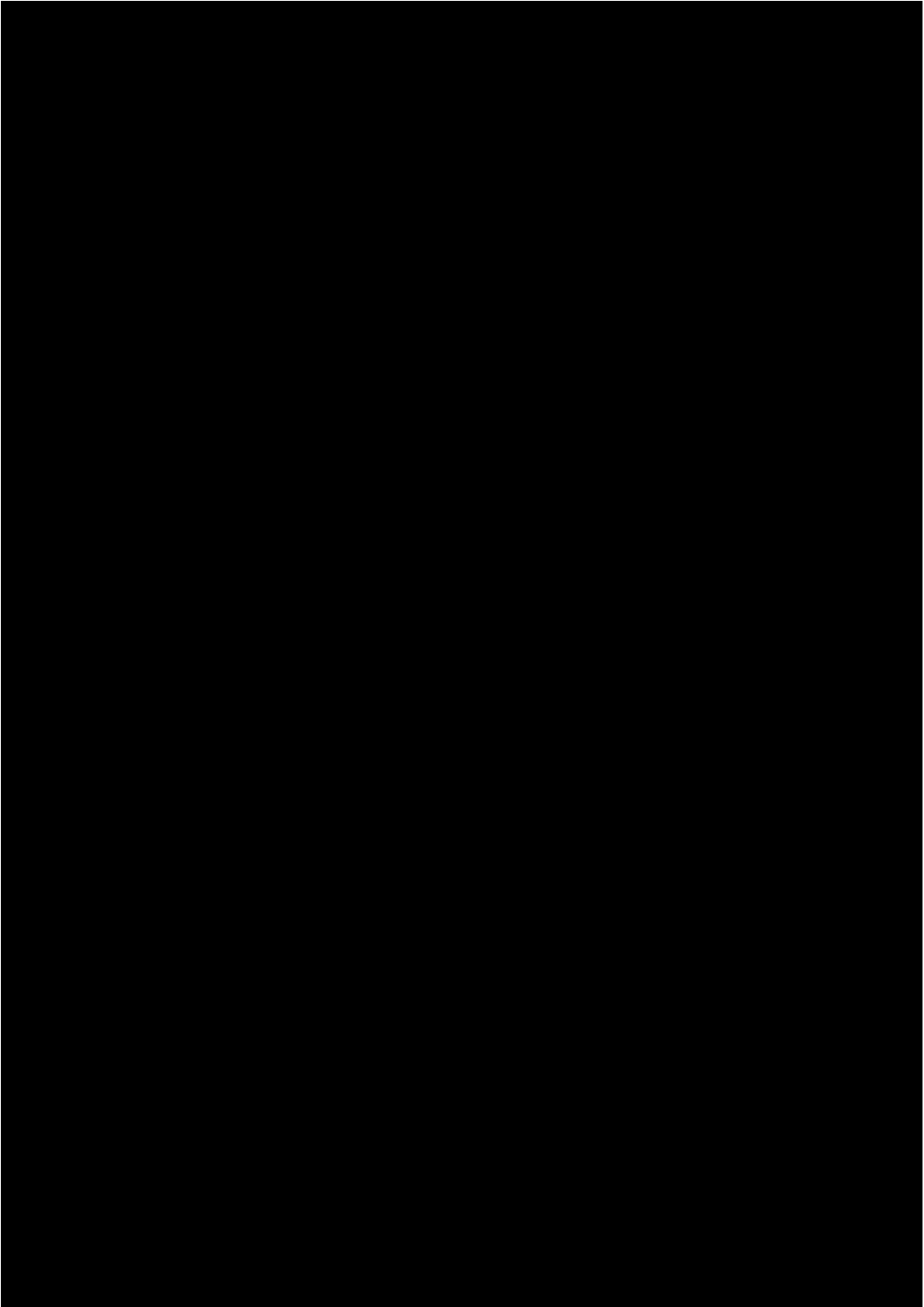
Contents

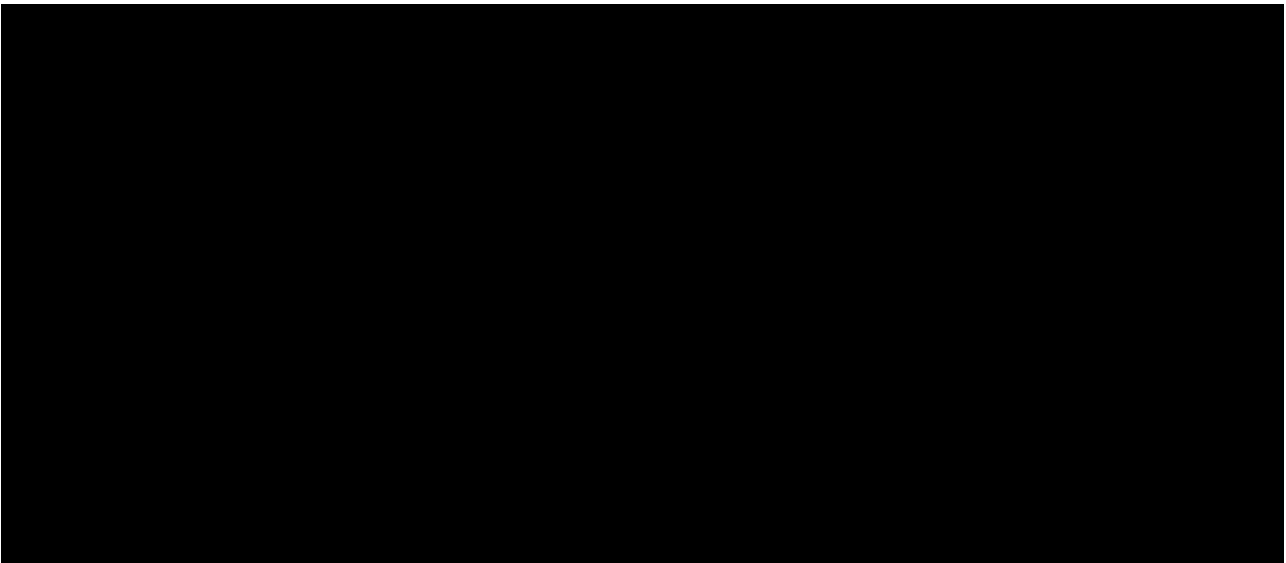
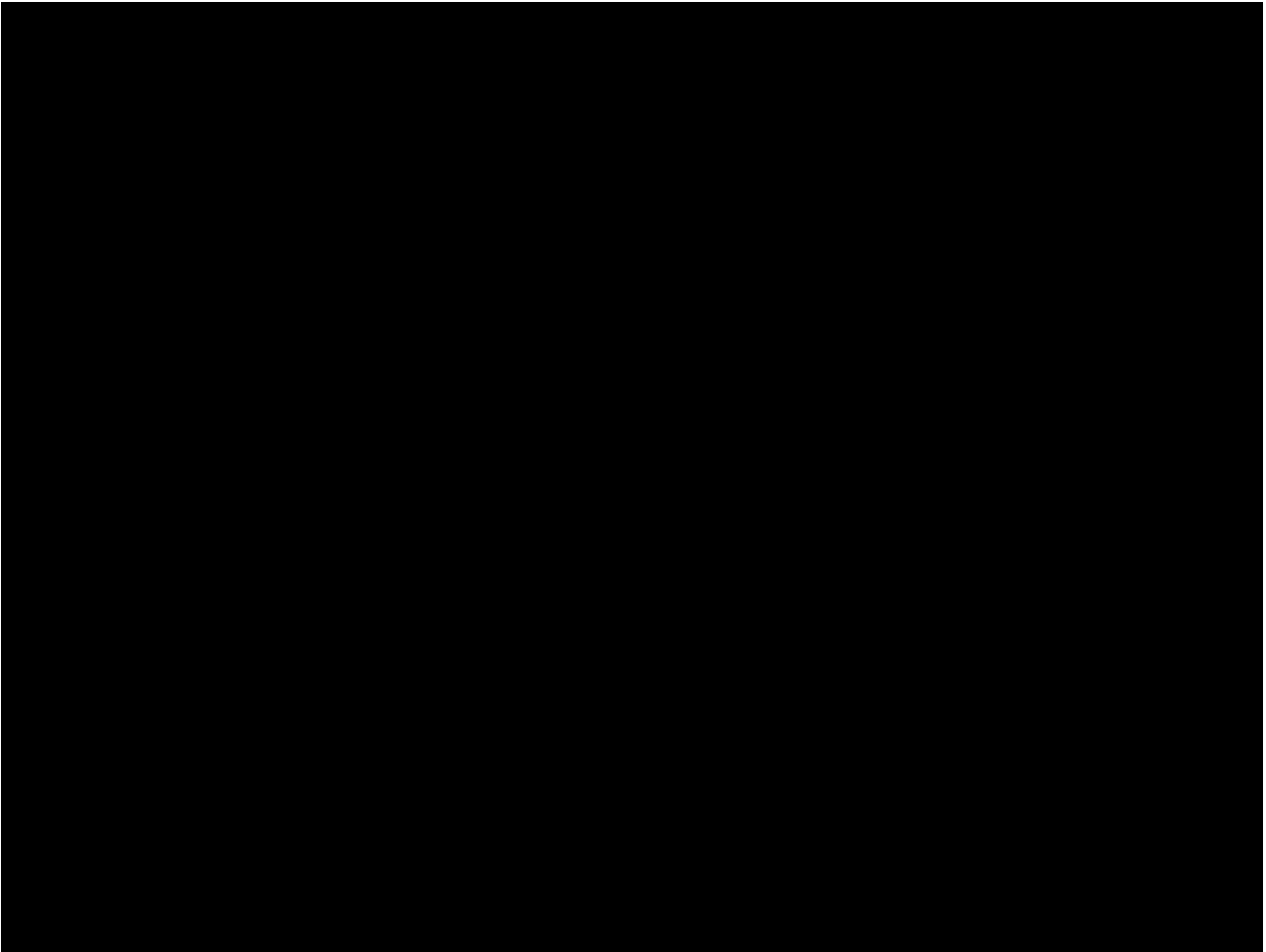
Page #

Contact List	3
1 Insight Introduction.....	4
2 Insight Offer	6

Contact List







Appendix 3

Change Control Process

In this Schedule the following definitions shall apply:

“Authority's Change Manager”	means the person appointed to that position by the Authority from time to time and notified in writing to the Supplier or, if no person is notified, the Authority Representative.
“Change Authorisation Note”	means the form used by the Parties to set out the agreed Contract Change and which shall be substantially in the form of Annex 3 to this Schedule.
“Change Request”	means a written request for a Contract Change which shall be substantially in the form of Annex 1 to this Schedule.
“Contract Change”	means any change to this agreement other than an Operational Change.
“Change Communication”	means any Change Request, Impact Assessment, Change Authorisation Note or other communication sent or required to be sent pursuant to this Schedule
“Supplier's Change Manager”	means the person appointed to that position by the Supplier from time to time and notified in writing to the Authority or, if no person is notified, the Project Manager.
“Fast-track Change”	means any Contract Change which the Parties agree to expedite in accordance with paragraph 7.2 of this Schedule.
“Impact Assessment”	means an assessment of a Change Request substantially in the form of Annex 2 to this Schedule.
“Operational Change”	<p>means any change in the Supplier's operational procedures which in all respects, when implemented:</p> <p>a) will not affect the Contract Price or the Supplier's costs of performing the Services and will not result in any other costs to the Authority; and/or</p> <p>b) may change the way in which the Services are delivered but will not adversely affect the output of the Services or increase the risks in performing or receiving the Services; and/or</p>

	<p>c) will not adversely affect the interfaces or interoperability of the Services with the Authority's hospital information systems; and/or</p> <p>d) will not require a change to the Contract.</p>
"Receiving Party"	means the Party which receives a proposed Contract Change.

1. General Principles of Change Control Procedure

- 1.1 This schedule sets out the procedure for dealing with Contract Changes.
- 1.2 Operational Changes shall be processed in accordance with paragraph 8 below. If either Party is in doubt about whether a change falls within the definition of an Operational Change then it will be processed as a Contract Change.
- 1.3 Under this Change Control Procedure:
 - 1.3.1 either Party may request a Contract Change which they shall initiate by issuing a Change Request in accordance with paragraph 3;
 - 1.3.2 the Supplier will assess and document the potential impact of a proposed Contract Change in accordance with paragraph 4 before the Contract is either approved or implemented;
 - 1.3.3 the Authority shall have the right to request amendments to a Change Request, approve it or reject it in the manner set out in paragraph 5;
 - 1.3.4 the Supplier shall have the right to reject a Change Request solely in the manner set out in paragraph 6;
 - 1.3.5 no proposed Contract Change shall be implemented by the Supplier until such time as a Change Authorisation Note has been signed and issued by the Authority in accordance with paragraph 5.2; and
 - 1.3.6 if the circumstances or nature of a proposed Contract Change mean that it is a Fast-track Change then it shall be processed in accordance with paragraph 7.
- 1.4 To the extent that any Contract Change requires testing and/or a programme for implementation, then the Parties will agree a process for any applicable test procedures in respect of such Contract Changes for the purposes of affected procedures.
- 1.5 Until such time as a Change Authorisation Note has been signed and issued by the Authority in accordance with paragraph 5.2, then
 - 1.5.1 unless the Authority expressly agrees otherwise in writing, the Supplier shall continue to supply the Services in accordance with

the existing terms of the Contract as if the proposed Contract Change did not apply; and

- 2.1.1 any discussions, negotiations or other communications which may take place between the Authority and the Supplier in connection with any proposed Contract Change, including the submission of any Change Communications, shall be without prejudice to each Party's other rights under this Contract.

2. Costs

- 2.1 Subject to Paragraph 2.3 each Party shall bear its own costs in relation to the preparation and agreement of each Change Request and Impact Assessment.
- 2.2 All Contract Changes shall be calculated and charged in accordance with the principles and rates set out in Appendix 2 of the Order Form. The Supplier will only be entitled to increase the Contract Price if it can demonstrate in the Impact Assessment that the proposed Contract Change requires additional resources and that such additional resources are not accounted for within the scope of the Contract Price already payable by the Authority. In any event, any change to the Contract Price resulting from a Contract Change (whether the change will cause an increase or a decrease in the same) will be strictly proportionate to the increase or decrease in the level of resources required for the provision of the Services as amended by the Contract Change.
- 2.3 Both Parties' costs incurred in respect of any use of this Change Control Procedure as a result of any error or default by the Supplier shall be paid for by the Supplier.

3. Change Request

- 3.1 Either Party may issue a Change Request to the other Party at any time during the Contract Period. The Change Request shall be substantially in the form of Annex 1 to this Appendix and must state whether the Party issuing the Change Request considers the proposed Contract Change to be a Fast-track Change.
- 3.2 If the Supplier issued the Change Request, then it shall also provide an Impact Assessment to the Authority as soon as is reasonably practicable but in any event within 10 Business Days of the date of issuing the Change Request.
- 3.3 If the Authority issued the Change Request, then the Supplier shall provide an Impact Assessment to the Authority as soon as is reasonably practicable but in any event within 10 Business Days of the date of receiving the Change Request provided that if the Supplier requires any clarifications in relation to the Change Request before it can deliver the Impact Assessment, then it will promptly notify the Authority and the time period shall be extended by the time taken by the Authority to provide those clarifications. The Authority shall respond to the request for clarifications as soon as is reasonably practicable and the Supplier shall provide the Authority with sufficient information to enable it to understand fully the nature of the request for clarification.

4. Impact Assessment

- 4.1 Each Impact Assessment shall include (without limitation):
- 4.1.1 details of the proposed Contract Change including the reason for the Contract Change; and

4.1.2 details of the impact of the proposed Contract Change on the Services and the Supplier's ability to meet its other obligations under the Contract and any variation to the terms of the Contract that will be required as a result of that impact and including without limitation changes to:

- a) the Specification and Tender Response Document
- b) the Service Levels
- c) other services provided by third party suppliers to the Authority;
- d) other proposed Contract Changes which have yet to be agreed with HTE pursuant to this Change Control Process;
- e) details of the cost of implementing the proposed Contract Change in accordance with Appendix 2 of the Order Form;
- f) details of the ongoing costs required by the proposed Contract Change when implemented, including any increase or decrease in the Contract Price, any alteration in the resources and/or expenditure required by either Party, taking into consideration any other proposed Contract Changes and any alteration to the business practices of either Party;
- g) a timetable for the implementation, together with any proposals for the testing of the Contract Change and the impact on any other proposed Contract Changes;
- h) details of how the proposed Contract Change will ensure compliance with any applicable change in Law; and
- i) such other information as the Authority may reasonably request in (or in response to) the Change Request.

4.2 Subject to the provisions of paragraph 4.3, the Authority shall review the Impact Assessment and, within 15 Business Days of receiving the Impact Assessment, it shall respond to the Supplier in accordance with paragraph 5.

4.3 If the Authority is the Receiving Party and the Authority reasonably considers that it requires further information regarding the proposed Contract Change so that it may properly evaluate the Change Request and the Impact Assessment, then within five Business Days of receiving the Impact Assessment, it shall notify the Supplier of this fact and detail the further information that it requires. The Supplier shall then re- issue the relevant Impact Assessment to the Authority within 10 Business Days of receiving such notification. At the Authority's discretion, the Parties may repeat the process described in this paragraph until the Authority is satisfied that it has sufficient information to properly evaluate the Change Request and Impact Assessment.

5. Authority's Right of Approval

- 5.1 Within 15 Business Days of receiving the Impact Assessment from the Supplier or within 10 Business Days of receiving the further information that it may request pursuant to paragraph 4.3, the Authority shall evaluate the Change Request and the Impact Assessment and shall do one of the following:
- 5.1.1 approve the proposed Contract Change, in which case the Parties shall follow the procedure set out in paragraph 5.2 below;
 - 5.1.2 in its absolute discretion reject the Contract Change, in which case it shall notify the Supplier of the rejection. The Authority shall not reject any proposed Contract Change to the extent that the Contract Change is necessary for the Supplier or the Services to comply with any changes in Law. If the Authority does reject a Contract Change, then it shall explain its reasons in writing to the Supplier as soon as is reasonably practicable following such rejection;
 - 5.1.3 require the Supplier to modify the Change Request and/or Impact Assessment in which event the Supplier shall make such modifications within five Business Days of such request. Subject to paragraph 4.3 above, on receiving the modified Change Request and/or Impact Assessment, the Authority shall approve or reject the proposed Contract Change within 10 Business Days.
- 5.2 If the Authority approves the proposed Contract Change pursuant to paragraph 5.1 and it has not been rejected by the Supplier in accordance with paragraph 6 below, then it shall inform the Supplier and the Supplier shall prepare two copies of a Change Authorisation Note which it shall sign and deliver to the Authority for its signature. Following receipt by the Authority of the Change Authorisation Note, it shall sign both copies and return one copy to the Supplier. On the Authority's signature, the Change Authorisation Note shall constitute a binding variation to the Contract provided that the Change Authorisation Note is signed by:
- 5.2.1 the appropriate person(s) specified in paragraph 9.1 of this Appendix; and
 - 5.2.2 the Authority within 10 Business Days of receiving the Supplier's signed copy.

If the Authority does not sign the Change Authorisation Note within this time period, then the Supplier shall have the right to notify the Authority and if the Authority does not sign the Change Authorisation Note within five Business Days of the date of such notification, then the

Supplier may refer the matter to the Dispute Resolution Procedure.

6. Supplier's Right of Approval

- 6.1 Following an Impact Assessment, if the Supplier reasonably believes that any proposed Contract Change which is requested by the Authority:

- 6.1.1 would materially and adversely affect the risks to the health and safety of any person; or
- 6.1.2 would require the Services to be performed in a way that infringes any Law; or
- 6.1.3 is outside of the Supplier's technical capability where:
 - a) the Supplier can demonstrate to the Authority's reasonable satisfaction that the proposed Contract Change is impossible to implement; and
 - b) the proposed Contract Change is outside the technical scope of the Services as set out in the Specification and Tender Response Document,

then the Supplier shall be entitled to reject the proposed Contract Change and shall notify the Authority of its reasons for doing so within five Business Days after the date on which it is obliged to deliver the Impact Assessment in accordance with paragraph 3.3

7. Fast-Track Changes

- 7.1 The Parties acknowledge that to ensure operational efficiency there may be circumstances where it is desirable to expedite the processes set out above.
- 7.2 If both Parties agree in relation to a proposed Contract Change that:
 - 7.2.1 the Contract Change does not involve any alteration to, or deviation from the contractual principles set out in the Contract; and
 - 7.2.2 the total number of Contract Changes in relation to which this fast track procedure has been applied does not exceed two (2) in any twelve (12) month period (or such higher number as the Parties may from time to time agree in writing); and
 - 7.2.3 the proposed Contract Change is not significant (as determined by the Authority acting reasonably),
 - 7.2.4 then the Parties shall confirm to each other in writing that they shall use the process set out in paragraphs 2, 3, 4, 5 and 6 above but with reduced timescales, such that any period of fifteen (15) Business Days is reduced to five (5) Business Days, any period of ten (10) Business Days is reduced to two (2) Business Days and any period of five (5) Business Days is reduced to one (1) Business Day.
 - 7.2.5 The parameters set out in paragraph 7.2 may be revised from time to time by agreement between the Parties in writing.

8. Operational Change Procedure

- 8.1 Any changes identified by the Supplier to improve operational efficiency of the Services may be implemented by the Supplier without following the Change Control Procedure for proposed Contract Changes provided they do not:

- 8.1.1 have an impact on the Authority;
 - 8.1.2 require a change to the Contract;
 - 8.1.3 have a direct impact on use of the Services; or
 - 8.1.4 involve the Authority in paying any additional charges or other costs.
- 8.2 The Authority may request an Operational Change by submitting a written request for Operational Change ("RFOC") to the Supplier Representative.
- 8.3 The RFOC shall include the following details:
- 8.3.1 the proposed Operational Change; and
 - 8.3.2 time-scale for completion of the Operational Change.
- 8.4 The Supplier shall inform the Authority of any impact on the System or the Services that may arise from the proposed Operational Change.
- 8.5 The Supplier shall complete the Operational Change by the timescale specified for completion of the Operational Change in the RFOC, and shall promptly notify the Authority when the Operational Change is completed.

9. Change Authorisation

- 9.1 Any proposed Contract Change processed in accordance with this schedule will not be authorised and the Supplier shall not implement any proposed Contract Change until the Change Authorisation Note is signed and executed by both parties in accordance with the Authority's Contract Change authorisation and sign off procedure(s), as notified to the Supplier in writing from time to time.

10. Communications

- 10.1 For any Change Communication to be valid under this schedule, it must be sent to either the Authority's Change Manager or the Supplier's Change Manager, as applicable. All Change Communications may be hand delivered or sent by first class post, email or facsimile. Change Communications shall be deemed to have been received at the following times:
- 10.1.1 if hand delivered, then at the time of delivery or, if delivered after 16.00 hours on the next Business Day;
 - 10.1.2 if posted first class from within the UK, at 10.00 hours on the second Business Day after it was put into the post; or
 - 10.1.3 if sent by facsimile or email, then at the expiration of 4 (four) hours after the time of despatch, if despatched before 15.00 hours on any Business Day, and in any other case at 10.00 hours on the next Business Day following the date of despatch.
- 10.2 In proving delivery of a Change Communication, it will be sufficient to prove that delivery was made, or that the envelope containing the Change Communication was properly addressed and posted (by prepaid first class recorded delivery post) or that the facsimile or email was properly addressed and despatched, as the case may be.

Annex 1 ChangeRequest Form

CR No.:	Title:	Type of Change:
Project:		Required by Date:
Action:	Name:	Date:
Raised By:		
Area(s) Impacted (Optional Field):		
Assigned for Impact Assessment By:		
Assigned for Impact Assessment To:		
Supplier Ref. No.:		
Full Description of Requested Contract Change:		
Details of Any Proposed Alternative Scenarios:		
Reasons for and Benefits and Disadvantages of Requested Contract Change:		
Signature of Requesting Change Owner:		
Date of Request:		

ANNEX 2ANNEX 2Impact Assessment Form

CR No.:	Title:	Date Raised:
Project:		Required by Date:
Detailed description of Contract Change for which Impact Assessment is being prepared and details of any related Contract Changes:		
Proposed adjustment to the Charges resulting from the Contract Change:		
Details of proposed on-off additional charges and means for determining these (e.g. Fixed Price or Cost-Plus basis)		
Details of any Proposed Contract amendments:		
Details of any Service Levels affected:		
Details of any Operational Service impact:		
Details of any Interfaces affected:		
Reasons for and Benefits and Disadvantages of Requested Contract Change:		
Signature of Requesting Change Owner:		
Date of Request:		

Annex 3 Change**Authorisation Note**

CR NO.:	TITLE:	DATE RAISED:
PROJECT:	TYPE OF CHANGE:	REQUIRED BY DATE:
<p>DETAILED DESCRIPTION OF CONTRACT CHANGE FOR WHICH IMPACT ASSESSMENT IS BEING PREPARED AND DETAILS OF ANY RELATED CONTRACT CHANGES</p> <p>PROPOSED ADJUSTMENT TO THE CONTRACT PRICE RESULTING FROM THE CONTRACT CHANGE:</p> <p>DETAILS OF PROPOSED ONE-OFF ADDITIONAL CHARGES AND MEANS FOR DETERMINING THESE (E.G. FIXED PRICE OR COST-PLUS BASIS):</p>		
SIGNED ON BEHALF OF AUTHORITY:		SIGNED ON BEHALF OF THE SUPPLIER:
Signature:		Signature:
Name: _____		Name:
Position:		Position
Date: _____		Date:

Appendix 4

Implementation Plan

N/A

Appendix 5

Lease and/or Licence to access Premises and Locations

N/A

Appendix 6

Step In Rights

N/A

Appendix 7

Termination Sum

N/A

Appendix 8

Staff Transfer

N/A

Appendix 9

Software and EULA

N/A

Appendix 10**Key Performance Indicators**

Support level detailed below as outlined by the supplier;

Standard support

Here is what you can expect from this service option:

Contact our support team during standard business hours, Monday–Friday, 7:00 a.m.–6:00 p.m. local time

Access to software updates, including all major and minor releases and LogRhythm Knowledge Base updates

Next business day delivery of replacement hardware in the event of unresolvable equipment issues, during standard support hours

Standard Support Offering

Case Severity	Coverage	ITR
Critical	11x5	4 Hours
High	11x5	8 Hours
Medium	11x5	12 Hours
Low	11x5	16 Hours

Appendix 11

Subcontractors

Subcontractors are permitted within this contract.

Insight Direct UK have agreed to subcontract 100% of the work to AN Security Services LTD, Central 40, Lime Tree Way, Chineham Business Park, Basingstoke RG24 8GU, as detailed in Appendix 2.

Appendix 12

Suppliers ISO27001 Certification

Certificate of Registration



This is to certify that the Information Security Management System of:

Insight Direct (UK) Limited

Technology Buildings, Insight Campus, Terry Street, Sheffield, S9 2BU, United Kingdom

(Central function listed above. See appendix for additional locations)

applicable to:

The supply of computer hardware, peripheral equipment, networking equipment, software, IT supplies and training courses. The configuration, test and repair of supplied computer equipment and the provision of client engineering services and technical support for computer systems and software, in accordance with Statement of Applicability V4 dated 18 March 2021

has been assessed and registered by NQA against the provisions of:

ISO 27001:2013

This registration is subject to the company maintaining an information security management system, to the above standard, which will be monitored by NQA.

Managing Director



Certificate No.	S59
Issue Date:	22 April 2009
Reissued:	23 December 2021
Valid Until:	12 April 2024
EAC Code:	29, 33, 19

Certificate of Registration



Appendix to Certificate Number: S59

Includes Facilities Located at:

Insight Direct (UK) Limited

Certificate No. S59
Technology Buildings, Insight Campus
Terry Street
Sheffield S9 2BU
United Kingdom

The supply of computer hardware, peripheral equipment, networking equipment, software, IT supplies and training courses. The configuration, test and repair of supplied computer equipment and the provision of client engineering services and technical support for computer systems and software, in accordance with Statement of Applicability V4 dated 18 March 2021

Insight Direct (UK) Limited

Certificate No. S59/1
5 Candymill Lane Bothwell Bridge
Business Park
Hamilton ML3 0FD
United Kingdom

Same as System Scope

Insight Direct (UK) Limited

Certificate No. S59/2
Bridle House Bridle Way
Liverpool L30 4UA
United Kingdom

Same as System Scope

Insight Direct (UK) Limited

Certificate No. S59/3
Christchurch House The Embankment
Wellingborough NN8 1LD
United Kingdom

Same as System Scope



Issue Date: 22 April 2009
Reissued: 23 December 2021
Valid Until: 12 April 2024

Certificate of Registration



Appendix to Certificate Number: S59

Includes Facilities Located at:

Insight Direct (UK) Limited

Same as System Scope

Certificate No. S59/4

The Atrium 1 Harefield Road
Uxbridge Middlesex UB8 1PH
United Kingdom

Insight Direct (UK) Limited

Same as System Scope

Certificate No. S59/5

5th Floor Metro Building Trafford Road
Manchester M5 3NN
United Kingdom

Insight Direct (UK) Limited

Same as System Scope

Certificate No. S59/6

Tinsley Park Road
Sheffield S9 5DL
United Kingdom



Issue Date:

22 April 2009

Reissued:

23 December 2021

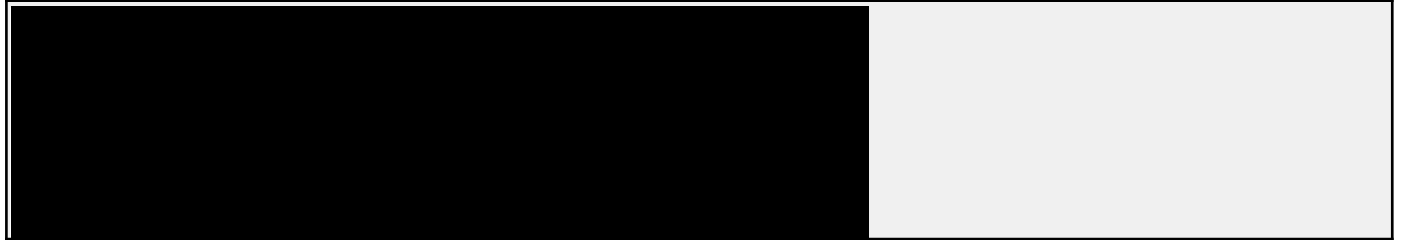
Valid Until:

12 April 2024

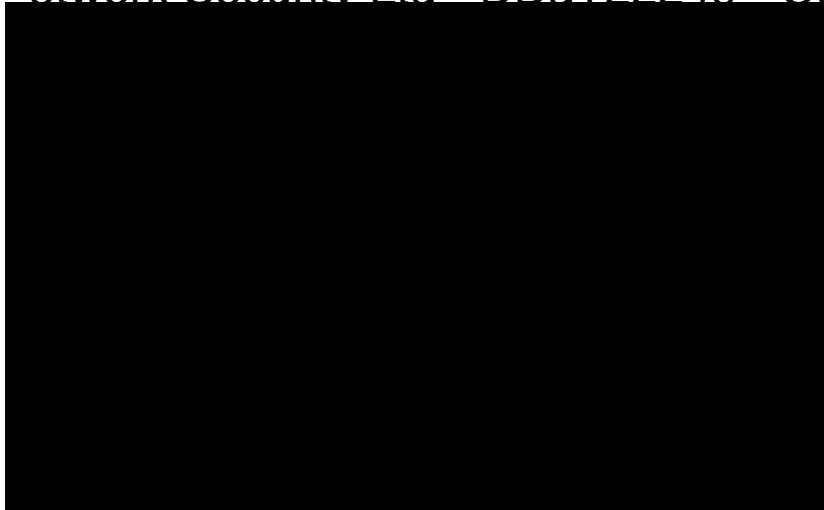
13385 - HTE - UK Shared Business Services Ltd - Advanced Network Security Ltd - DDaT22249 - Customer

Final Audit Report

2022-07-29



"13385 - HTE - UK Shared Business Services Ltd - Advanced Network Security Ltd - DDaT22249 - Customer" History



pm)

or signature

✓ Agreement completed.

2022-07-29 - 3:33:49 PM GMT