

SPOKE SOFTWARE AND CONNECTIVITY MAINTENANCE PRODUCT SCHEDULE

TERMS

This Product Schedule (and the products and solutions detailed herein) is subject to the terms and conditions set out in LCC1090 Universal Master Service Agreement (**MSA**), available at <https://www.optum.co.uk/contracts-repository> (save where the relevant Supplier quote which references this Product Schedule specifies that any alternative or bespoke terms apply in respect of this Product Schedule), and it forms part of the relevant Agreement.

1 SERVICE INTRODUCTION

The purpose of the Spoke Software (the “**Software**”) and Connectivity Maintenance is to provide a managed solution which covers specific aspects of the relevant spoke software and hardware.

2 CONNECTIVITY MAINTENANCE LEVELS

2.1 Software Only

The Software provides the following:

- Patch storage and distribution: The Software downloads the latest EMIS Web release, and this will then be proliferated to all client/end user machines at the site (provided they have been configured correctly to receive such patches).
- Business Continuity: If there is a HSCN link or hosted system failure, the Software database provides a read only two-week summary of patients who have booked appointments at the GP Practice.
- Document Caching: The Software caches documents locally on an encrypted database to improve the performance of EMIS Web when viewing patient attachments.
- Care Record Cache: The Software provides a 7-day lookahead.

2.2 Hardware and Software Product & Service Offering:

Where the Customer purchases Connectivity Maintenance services, it will receive the Software services outlined at paragraph 2.1 together with the following Connectivity Maintenance core components:

- Spoke Server Hardware – as per customer facing IF2255 specification - where the Customer purchases Spoke Server hardware through the Supplier then the Supplier will supply, maintain & support that hardware. If the Customer procures Spoke Server hardware from a third-party hardware supplier, then this hardware will not be covered under this Connectivity Maintenance Service. It is advised that any Customer looking at a potential bespoke offering for 3rd party supplier hardware cover, please discuss with a Supplier Sales Account Director.
- Supplier Software Distribution System (SDS)
- EMIS Web Business Continuity (BC) tool software updates
- Spoke Server remote maintenance
- Windows software update services & associated security protocols
- Antivirus software
- Spoke Server event management
- Spoke User Administration
- Service Desk agent telephone support
- Service Desk online chat support

2.3 Enhanced Offerings:

Further to the core products & services, the Supplier provides enhanced levels of additional Services within the Connectivity Maintenance Service offering.

- **Connectivity Maintenance Lite**; includes all the core products and is recommended for sites with 25 or fewer end clients.
- **Connectivity Maintenance Standard**; includes all the core products together with a UPS (Uninterruptible Power Supply).
- **Connectivity Maintenance Premium**; includes all the core products together with a UPS and the RDX Backup Device within the server.

Each offering also has potential different additional options as set out in the below table:

	Connectivity Maintenance Lite (Branch sites only)	Connectivity Maintenance Standard	Connectivity Maintenance Premium
Onsite fault repair scope	Spoke Sever	Spoke Server & UPS	Spoke Server, UPS Backup attached storage
Loan Equipment for Spoke/UPS/Backup	POA	POA	✓
Local Domain Controller inc. user service request	POA	POA	POA

The Supplier will maintain the below key services in respect to any of the Hardware and Software products detailed in Section 2.2:

- Operating System updates
 - Patches and feature updates from Microsoft
 - .NET updates as per the Supplier recommended specification level
- SQL database updates
- Data restoration – dependent on backup service purchased
- Server Security – Windows updates
- Antivirus Software - CrowdStrike on the server only.
- The Supplier Spoke Software
 - Business Continuity
 - Document Cache
 - Patch Storage and Distribution
 - Care Record Look Ahead Cache
- Back Up service (depending on package)

Hardware will be supported as per hardware manufacturer recommendations and specifications and/or for up to five years from initial commissioning/installation.

Microsoft Operating System will be updated to a minimum of N-2 (i.e., within 2 minor versions of the latest release of the relevant OS).

Once an OS reaches end of life, a new OS will need to be purchased (at the Customer's cost) and any existing hardware must reach the minimum specifications recommended in respect of that new OS otherwise it will also need to be replaced at cost to the Customer.

3 Service Definitions:

3.1 Support for Customer provided Spoke Server

The Supplier will provide the following services in relation to the Software:

- Remote support.
- Field engineering work or visits where a remote fix is unable to be applied.

Where a fix relates to something outside , where hardware is not supplied by the Supplier charges may apply at the current day rate.

3.2 Supplier Spoke Server: remote maintenance

The Supplier will deploy a cloud-based monitoring, access control, and central management solution.

Where a device cannot be accessed remotely, the Supplier Engineer with appropriate training will attend site to diagnose and try to resolve issues (please note that this is only applicable for customers buying a connectivity maintenance offering).

Service Desk Support

The Supplier will provide a dedicated instance of ServiceNow (referred to as the Supplier Help Centre) to provide a multi-channel technical support service desk offering:

- Live Chat and Telephone support 08.00 -18.00 Monday to Friday (excluding any public holidays)
- Email and the Supplier Help Centre Portal 24x7x365 (note that cases are picked up only during the Supplier 's normal working hours)

The Supplier will provide a dedicated handbook, known as the Way of Working handbook, which includes:

- How to interact and engage with the Supplier 's support team, and how to manage, and review your cases.
- Details of the SLAs (Service Level Agreements) escalation process, including timeframes and how to access appropriate training material.
- Details of how to keep up to date with the latest news and communications and how to provide feedback on your experiences via our Customer Satisfaction Survey (CSAT).

Any requests which fall outside of those within the Domain Controller (where purchased) area will be subject to analysis and will be chargeable (this will be charged on a 'Price on Application' basis after the Supplier has captured and assessed the initial requirements).

3.3 Domain Controller

Where the Customer selects for a spoke to be used as a Domain Controller, the service desk will perform the following Windows account management services:

- Creation of New User Accounts
- Amendment of User Accounts
- Removal of Redundant Accounts
- Access to Shared Network Resources

The Supplier will not charge per request or limit the number of requests which can be logged. All other account management services are the responsibility of the Customer.

3.4 Windows Software Update Services (WSUS) for Spoke Server

In terms of providing Windows software update services:

- The Supplier will authorise Windows updates which will then be deployed by its central management solution.
- Where patches are updated directly from Microsoft, the process will be managed by the Supplier support staff.

3.5 Spoke Server Event Management

The Supplier operates a proactive and pre-emptive incident management approach, via event management utilising our dedicated spoke server monitoring tools.

The Supplier Platform Team are responsible for monitoring the Supplier supplied Spoke Servers and taking corrective actions. Actions which may be taken (and which may be invisible from the end user/Customer's perspective) include:

- Spoke Server functioning as reasonably expected. i.e., check-ins on the specified databases, namely: document cache; spoke cache; local cache; care record lookahead; business continuity & last call date. This includes both from a proactive monitoring perspective and reasonable efforts to fix where required.
- Synchronisation with remote spoke server central management tool e.g., Datto
- Synchronisation errors with the Supplier Spoke Software
- Business Continuity issues through triage & fix to ensure it is working as it should.
- Document, Spoke & Local Cache issues
- Hard drive errors & Low Disk Space alerts
- UPS failures or alerts (where purchased)
- Backup alerts (where purchased)
- Anti-Virus updates (where purchased)

Where any alerts or issues which are within the scope of the service cannot be resolved remotely a work order / task is logged for one of our Supplier Engineers to attend site.

3.6 The Supplier Software Distribution System (SDS) installed

The Supplier will:

- Utilise a bespoke transport mechanism to distribute and install the Supplier patches and update facilities.
- Install an inventory tool allowing the Supplier to record hardware details e.g., hard drive size, amount of RAM and Windows version. This allows the Service Desk and Administration departments to offer a more complete and quicker service.

3.7 Spoke Server Backup Service – Only with Connectivity Maintenance Premium Service Level

This service excludes cost for Software purchase or annual licence and renewal fees (or equivalent).

The Supplier backup is useful for organisations that operate Spoke Servers as Domain Controllers and/or require a Local Document Store. Back-up solutions used by the Supplier may include Symantec, Crowdstrike or Veritas BackupExec (encrypted solution) but the Supplier may change this for an alternative solution at any time and at its discretion. The backup log file will be monitored by the Supplier's Technical Platforms support team.

3.7.1 Using the Supplier backup solution

The Supplier recommend the use of the Supplier backup solution. If the Customer opts to take the Supplier backup solution, then this will include:

- A nightly backup of the Customer's entire spoke server will be performed automatically.
- Any backup failures will be reported automatically directly back to the Supplier.
- The Supplier will provide an encrypted backup solution.
- The Supplier can provide a temporary encrypted network backup to a suitable device onsite in the event of a hardware/software failure.

3.7.2 Monitoring of the Supplier backup

Through monitoring by the Supplier's Support Platforms Team, where connectivity allows and a backup failure is found/reported, the Supplier Service Desk will undertake remote diagnostic services. They will use backup device manufacturer approved tools to interrogate backup hardware and analyse cause of failure.

In the case of hardware failure, a Supplier Field Engineer will carry out repairs using required replacement parts.

Remotely instigated test backups will be carried out as required during diagnosis and, if required, a network backup to a suitable device within the Customer's location will be configured until such time as the backup is functioning again.

3.7.3 Restoration of the Supplier backup

If a customer experiences recurrent backup failures, the Supplier employs a 'Continuity of Support' protocol. This process facilitates investigations into such recurrent backup failures by allowing one of the Supplier support consultants to take ownership of a customer's issue, thereby maintaining a focused approach to the status of the issue, and a clear Customer / support link.

4 SLAS FOR CONNECTIVITY MAINTENANCE SERVICE LEVELS & ONSITE ENGINEER

Service Level Agreement Matrix accounting for Severity Levels (as detailed in the Ways of Working Handbook) are detailed below. The Supplier will in respect of each incident (and acting reasonably) determine the appropriate priority level:

Priority Level	Resolution (where remote resolution is possible)	Response (on-site)	Resolution (on-site – excluding data recovery)
P1/Critical (Only for Domain Controller)	4 Working Hours	4 Standard Maintenance Hours*	8 Standard Maintenance Hours
P2/High (Example: Local Server Failure)	8 Working Hours	8 Standard Maintenance Hours*	8 Standard Maintenance Hours
P3/ Medium (Example: Hard Disk Error)	16 Working Hours	16 Standard Maintenance Hours	8 Standard Maintenance Hours
P4/Low (Example Display Fault)	32 Working Hours	5 Working Days	8 Standard Maintenance Hours
P5 (requests)	64 Working hours	10 Working Days	8 Standard Maintenance Hours

4.1 Onsite fault repair scope

Complete parts and labour cover is provided for repair of the Spoke Server in the Lite, Standard & Premium offerings and UPS only in the Connectivity Maintenance Standard and Premium offerings, as in Section 2.3 applicable to what is purchased.

All our Supplier Field Engineers are trained internally and by manufacturers, which allows us to undertake warranty repairs with no additional charge to the Customer.

As part of the onsite Server install and/or issue resolution process, the Field Engineers, before their arrival at site, are sent an electronic work order task from Supplier Help Centre, with details of the required task(s). Upon arrival, introductions will be made, an explanation will be given as to what works will be undertaken, including details of any expected impact on the end users, and the Customer will provide the necessary access.

Once the work has been completed, the Supplier Field Engineer will update the work order task on the Supplier Help Centre, and whilst a first-time fix is undertaken in most cases, there may be times where additional work will be required; this will be logged as a follow up task on the Supplier Help Centre.

Once all work is completed an outcome report will be uploaded to the Supplier Help Centre which the Customer can access at their convenience.

The Customer cannot use the Service as an upgrade path for old equipment. If the Supplier determines that any equipment is deemed to be "beyond economic repair" and/or out of manufacturer's warranty, then the Supplier will diagnose, quote & (if the quote is accepted) attempt to repair. The Supplier may at its discretion, replace any defective item with one of similar specification, but it is for the customer to accept said quote prior to any repair taking place.

Our logistical services department will provide the replacement parts where required, these will be either sent from the Supplier or direct from an approved supplier. Where kit is shipped to site and proven to have been sent out, where this is misplaced / lost then replacement of subsequent kit and/or engineer revisit will be chargeable to the Customer.

The Supplier will provide on-site service, remote telephone support and fault diagnosis, unit exchange or return to workshop repair facilities, as it considers appropriate.

In the event of a failure of maintained hardware a full repair will constitute:

- Replacement of any defective hardware using suitable replacement parts. Replaced parts will become the property of the Supplier.
- Reloading of the Operating System.
- Reloading of the Standard Applications.
- Re-establishment of the Network Connection.

Where only the EMIS Web Software offering is purchased the Supplier will not attend remote/onsite for anything hardware related.

Where hardware has not been supplied by the Supplier, parts will be replaced without additional charge only if they are covered by an appropriate manufacturer's warranty. If no warranty exists, then the Supplier reserve the right to charge for any parts & Field Engineer time on site to facilitate a full repair.

Where the Local Server has been configured as a Virtual Server by a third party, the Customer MUST provide communication channel/contacts to the Supplier. This is so necessary discussions can take place regarding the Supplier software on a Virtual Server, that requires any intervention to any given the Supplier software issue.

5 LOAN EQUIPMENT FOR SPOKE/UPS/BACKUP

Where a Field Engineer cannot repair the equipment onsite, Loan Equipment of similar specification or higher, may be provided subject to availability and only as an interim measure. This service is provided only as part of the Connectivity Maintenance Premium service.

6 EMIS WEB SPOKE SOFTWARE

As part of Connectivity Maintenance agreements only, the Supplier will undertake the provision, monitoring, diagnosis, and resolution of issues with the following databases:

- Patch storage and distribution: The spoke will download the latest EMIS Web software release from the Supplier, and this will then be proliferated to all client/end user machines at the site.
- Business Continuity: In the event of an HSCN link or hosted system failure, the database provides a read only two-week summary of patients who have appointments booked at the GP Practice.
- Document Caching: Designed database to help improve the performance of EMIS Web when viewing patient attachments. The attachments are cached locally on an encrypted database and accessed when required.
- Care Record Cache: Care Record Caching looks ahead at the next day's appointments and downloads the relevant patient data overnight. This is then retrieved at the appropriate time from the Spoke as opposed to the data centre.

Software only (as per section 2.1) excludes this provision, monitoring and diagnosis services.

7 ANTIVIRUS SERVICE

The Supplier will install an industry standard Anti-Virus software, which will auto-renew annually.

It is recommended that the Customer monitors the Anti-Virus renewal centrally e.g., through a Microsoft Defender script. The Customer acknowledges that use of any anti-virus solution will be subject to any end user licence terms imposed by the relevant third-party licensor and that whilst the Supplier will use an industry standard solution, no anti-virus solution is guaranteed to protect against all viruses and similar malware. The anti-virus software is provided on an 'as is' basis without any warranty or representation as to its efficacy.

Without prejudice to the generality of the terms above, the Customer acknowledges, understands and agrees that the Supplier (and any of its third-party licensors) does not guarantee or warrant that any Anti-Virus software it provides will find, locate or discover all of the Customer's system threats, vulnerabilities, malware, and malicious software.

8 REPORTING

The Customer will receive a monthly automated report around its spoke servers' health. If the Customer requires any ad-hoc reports (as detailed below) then it should request this via its Account Director. Should any meetings be required to discuss reports in more detail, the Customer will contact its Account Director who will advise on resource/date & time and associated cost for this extended service.

	Software Only	Connectivity Maintenance Lite	Connectivity Maintenance	Connectivity Maintenance Premium
Incident Case summary past quarter	N/A	Ad hoc on request	Ad hoc on request	Ad hoc on request
Backup status	N/A	N/A	N/A	Ad hoc on request
Spoke Server Health Check (sync) status	Monthly Automated Report	Monthly Automated Report	Monthly Automated Report	Monthly Automated Report

9 PRICING

Product Code ID	Product Name	Cost	Payment Terms
EMCONM2/PRM	Connectivity Maintenance Premium	£1022.84 per annum	30 days from date of invoice
EMCONMSTD	Connectivity Maintenance Standard	£735.41 per annum	30 days from date of invoice
EMCONM3/LTE	Connectivity Maintenance Lite (recommended for branch/local sites)	£448.91per annum	30 days from date of invoice
EMCONMSW	Software Support Only	£265.65 per annum	30 days from date of invoice
TBC	Antivirus: Server Only	£137.37 per annum per device	30 days from date of invoice
TBC	Microsoft Licence following EOL (End of Life)	TBC	TBC
TBC	Symantec Backup Exec Licence	TBC	TBC
TBC	Field Engineer Rates (if deemed chargeable)	£375 half day rate £595 full day rate	30 days from date of invoice

10 GLOSSARY OF TERMS

Term	Definition
Crowdstrike Anti-Virus	Crowdstrike Antivirus is a centrally managed software solution that protects against virus threats & malware. Through procurement of an Antivirus Llicence the software can be installed on to a Server and through monitoring can check for any deployed & run issues, as well as ensuring the programs are sequentially updated (licence dependent)
Failure	Is the inability of a piece of equipment or a system to meet its intended function.
Health and Social Care Network (HSCN)	The Health and Social Care Network is a standards-based network that replaced the N3 network in the National Health Service in England.
Local Document Store	Either Domain Controller or Local File Storage on the server i.e., home drives

RDX Backup Device	Fast disc-based backup & recovery solution.
Spoke Server	Hardware which has either been purchased by the Customer from the Supplier or where the Customer has bought one of the connectivity maintenance packages and the Supplier have agreed that the Customer's hardware is in-line with its minimum specification
Standard Maintenance Hours (onsite)	Mon – Friday 9am – 5pm excluding weekends & public holidays (unless requested in advance and availability confirmed for weekend work)
Uninterruptible Power Supply (UPS)	An uninterruptible power supply or uninterruptible power source is an electrical apparatus that provides emergency power to a load when the input power source or mains power fails.
Virtual Server (VS)	Server operating systems running in a virtual hardware environment such as VMWARE, Hyper-V, or Cloud Hosted Environments.
Working Hours	Mon – Friday 8am – 6pm excluding weekends & public holidays (remote only)
Work Order Task	Is a planned maintenance or an install task, scheduled and assigned usually to a Field Engineer.

11 SUPPORTING INFORMATION

Help Centre - IF2255 EMIS Web Hardware/Software Requirements

12 ADDITIONAL TERMS

This section details any further additional terms which apply (as referred to in clause 8 of the MSA) in addition to the General Terms.

Any defined terms used in this Product Schedule will have the meanings attributed to them under the MSA (save here defined herein).

The Supplier reserves the right to update the terms of this Product Schedule (including, any additional terms) from time to time in accordance with clause 23 of the MSA.