

OFFICIAL - SENSITIVE - COMMERCIAL

GP IT Futures Framework Agreement

Schedule 2.3 (Call Off Order Form)

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Schedule 2.3

Call Off Order Form

Call Off Order Form

This Call Off Order Form is used to order services under Lot 1 of the GP IT Futures Framework 1.

It must be completed on the following basis:

- When executing a Direct Award procedure or an On-Catalogue Further Competition Procedure, it must be completed before entering into a Call Off Agreement;
- When executing an Off-Catalogue Further Competition, it must be completed as part of the Further Competition Invitation, noting that only a subset of the Call Off Ordering Party sections can be completed as part of the Further Competition Invitation and with the Supplier sections and Call Off Ordering Party sections that include Supplier specific details being completed with the winning bidder details from their tender.

Call Off Ordering Parties should refer to the Catalogue Buyers Guide (which will be made available via the Catalogue) before executing any procurement procedure as this sets out your options and how to execute them in detail.

The Call Off Order Form consists of the following sections:

Section A – General information

Section B – Details of the requirement

Section C – Milestones, Milestone Achievement Criteria and Implementation Plan requirements

Section D – Supplier response

Section E - Call Off Agreement award

Sections in blue should be completed by the Call Off Ordering Party and sections in light grey should be completed by the Supplier.

Section A

General information

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement.

The Supplier will supply the Services specified in this Call Off Order Form to the Call Off Ordering Party and the Service Recipients on and subject to the terms of this Call Off Order Form and the Call Off Terms (together referred to as the “Call Off Agreement”) for the duration of the Call Off Term.

The Call Off Terms that will apply to the Call Off Agreement are as specified in the Template Call Off Terms Framework Schedule 2.2 (*Call Off Terms*). The Call Off Ordering Party and Supplier details are as set out in the appended order summary sheet (the “**Order Summary**”). An example of an Order Summary is attached at Annex 1.

Call Off Ordering Party details	
Call Off Ordering Party NHS England	
Call Off Ordering Party Representative and relevant details (including for the delivery of notices) Please provide the following details:	
Name of representative:	
Address:	7 - 8 Wellington Place, Leeds, LS1 4AP (For invoices: T56 Payables A125, Phoenix House, Topcliffe Lane, Tingley, WF3 1WE)
Email address:	enquiries@nhsdigital.nhs.uk
Telephone number:	

Supplier details	
Supplier Egton Medical Information Systems Limited	
Supplier Representative and relevant details (including for the delivery of notices) Please provide the following details:	

Section B

Section B.1 Call Off Agreement details

Call Off Commencement Date

The Call Off Commencement Date is the date of signature by the later of the two parties, unless agreed otherwise in writing by the parties and recorded on the relevant section of the Order Summary.

Call Off Agreement Initial Period:	13 months
Call Off Agreement Maximum Period	13 months
Note	The Call Off Ordering Party can give 30 days' notice to terminate

Section B.2 Service Recipients and Order Summary

Details of the Service Recipients and of the order will be as set out in the Order Summary.

Section B.3 Details of the Service Instances required

Not Applicable

Section B.4 Optional requirements

Please answer the questions set out below:

Additional Clause Are "Security measures" required? See Call Off schedule 5.7 (<i>Additional Clauses</i>), paragraph 2.2.1	No
Is the Call Off Ordering Party a Non-Crown Body? See Call Off schedule 5.7 (<i>Additional Clauses</i>), clause 2.1.1	Yes
Is the Call Off Ordering Party a Non-FOIA Public Body? See Call Off schedule 5.7 (<i>Additional Clauses</i>), clause 2.1.2	Yes
Is the processing of Personal Data outside the UK permitted (i.e. in Restricted Countries)? The default is expected to be "No". See Deed of Undertaking for Data Processing. If "Yes" is stated, for each Service Instance listed in section B.3 above please set out the additional jurisdictions the Processing of Personal Data is permitted in below:	No
Catalogue Solution and Service Instance ID	Additional jurisdictions where the Processing of Personal Data is permitted in.

N/A	
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Section B.5 Associated Services

Details of the Associated Services will be as set out in the Order Summary.

For each Associated Service, the acceptance criteria and trigger for the charges to become payable must be set out in the table below. For example, if advice and/or guidance is required on integration of the Catalogue Solution with a new finance system of the Call Off Ordering Party, then the acceptance criteria may be as bulleted below and the trigger for the charges to become payable may be on approval by the Call Off Ordering Party that all acceptance criteria have been satisfied.

- The Service Recipient confirms that it is now able to extract the relevant data from the Catalogue Solution.
- The Service Recipient confirms that it now understands how to transform the extract from the Catalogue Solution into the form required for import into the finance system.

Please complete the below:

Associated Service ID	Applicable to Service Instance ID(s) (Optional)	Number of units ordered	Payment Trigger and Conditions	Specific requirements (including the deliverables / outcomes required)	Do you require the Supplier to describe the solution to the requirements in Section D.2?
N/A					

Section C

Section C.1 Milestones and Milestone Achievement Criteria

Milestones:

The Milestones set out below will apply to all Service Instances.

Milestone ID and title	Milestone Payments scope
M1 (Go Live Milestone)	No payment.
M2 (Service Stable Milestone)	The Periodic Service Charges commence on Achievement of Milestone M1 but are withheld from payment until Milestone M2 is Achieved.

Milestone Achievement Criteria:

Note: Call Off Ordering Parties may amend the table below for a particular Service Instance where appropriate and reasonable to do so. Where more than one set of Milestone Achievement Criteria are specified then the mapping of each set of Milestone Achievement Criteria to the Service Instances listed in the Order Summary must be clearly stated.

Milestone M1: Go Live	
Unique Ref	Acceptance Criteria
M1-1	The Supplier evidences to the Service Recipient's satisfaction that the Catalogue Solution has been configured, as necessary, to meet the Service Recipient's operational requirements.

M1-2	The Supplier evidences to the Service Recipient and Call Off Ordering Party's satisfaction that the Supplier will meet their Call Off Ordering Party related obligations set out within the Service Management Standard.
M1-3	The Supplier evidences to the Call Off Ordering Party's satisfaction that the Supplier has appropriate invoicing arrangements in place.
M1-4	Any commercial issues identified to date are visible to both Parties and an agreement on how they are to be handled has been reached between the Parties.
M1-5	Approval by the Call Off Ordering Party that all Milestone M1 activities have been successfully completed.
Milestone M2: Service Stability	
Unique Ref	Acceptance Criteria
M2-1	The Service Recipient confirms that the Catalogue Solution is functioning in accordance with the Supplier's specification and that its End Users can use the Catalogue Solution effectively.
M2-2	The Supplier evidences to the Service Recipient's and Call Off Ordering Party's satisfaction that all of the requirements of the Data Migration Standard and Catalogue Solution Migration Process applicable to the Supplier have been met and that all of the relevant data has migrated to the Catalogue Solution.
M2-3	The Supplier evidences to the Service Recipient and Call Off Ordering Party's satisfaction that the Supplier is meeting its Call Off Ordering Party service management obligations set out on the "Call Off Ordering Party" tab of appendix 2 of the Service Management Standard, to the extent that the same can be reasonably demonstrated within 10 Working Days of Achievement of Milestone M1.
M2-4	In relation to Type 2 Catalogue Solutions only, the Supplier evidences to the Service Recipient's and Call Off Ordering Party's satisfaction that the Catalogue Solution is meeting the applicable Service Levels.
M2-5	Any commercial issues identified to date are visible to both Parties and an agreement on how they are to be handled has been reached between the Parties.
M2-6	Approval by the Call Off Ordering Party that all Milestone M1 and M2 activities have been successfully completed.

Section C.2 Implementation Plan requirements

Overview Implementation Plan

Where a number of Service Instances will be undergoing implementation planning and/or actual implementation the Call Off Ordering Party may require an Overview Implementation Plan which will set out, as a minimum, the following for each of the Service Instances which have yet to Achieve Milestone M2:

- the Milestone Dates for Milestones M1 and M2;
- the start and end dates for any activity associated with the migration of data from the solutions which the Catalogue Solution is replacing to the Catalogue Solution;
- the start and end dates for the training activity.

Where an Overview Implementation Plan is required, enter the Service Instances you wish it to encompass below, otherwise enter "N/A". Please complete the below as appropriate:

Service Instance

N/A

Implementation Plans

The table below must list the Implementation Plans required and any go live constraints that are applicable. Each Service Instance will have its own Outline Implementation Plan, which may then be developed (if indicated as required in the table below) into a Detailed Implementation Plan. The Service Instance unique IDs to be used in this section are those set out in the Order Summary.

The Outline Implementation Plan(s) should cover:

- each Milestone;
- each Milestone Achievement Criteria;
- each Deliverable that contributes to each Milestone Achievement Criteria; and
- each Call Off Ordering Party and/or Service Recipient responsibility

Please complete the below if required:

Implementation Plan ID and title	Applicable Milestone / Milestone Achievement Criteria	Service Instance unique ID	Go Live date constraints	Is a Detailed Implementation Plan required (Y/N)?
N/A	As set out in section C.1			

Section E

Call Off Agreement Award

Call Off Ordering Party organisation:	see Order Summary
Supplier name:	see Order Summary
Unique Call Off Agreement ID:	see Order Summary

This Call Off Agreement is awarded in accordance with the provisions of the Framework Agreement.

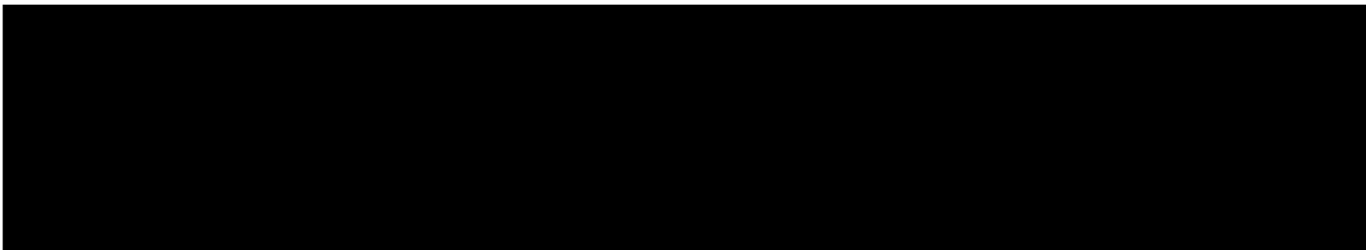
The Supplier will supply the Services specified in this Call Off Order Form to the Call Off Ordering Party and Service Recipients (which may also include the Call-Off Ordering Party) on and subject to the terms of this Call Off Order Form and the Call Off Terms (together referred to as the "Call Off Agreement") for the duration of the Call Off Term.

The Call Off Ordering Party confirms that no amendments other than those identified in sections B of this form have been made to the Template Call Off Terms.

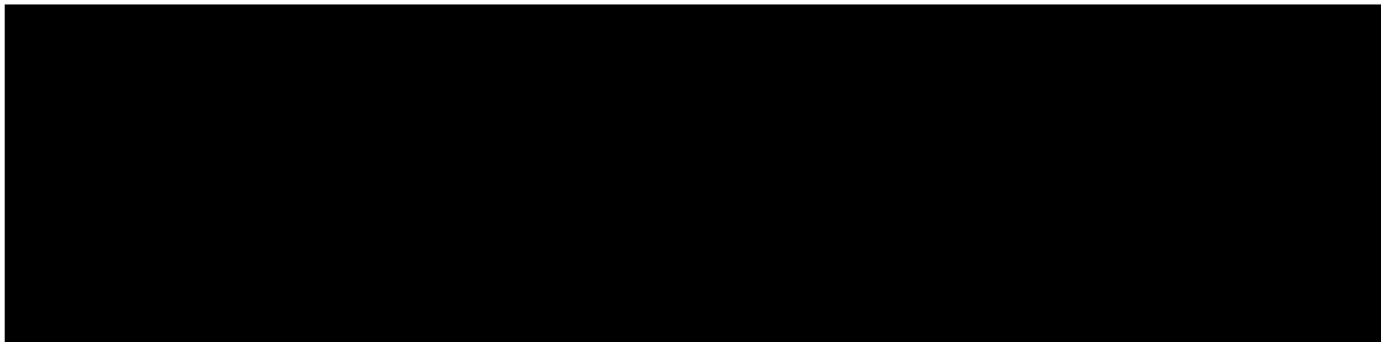
For the Call Off Order Form to take effect, both parties must complete and sign this Call Off Order Form.

SIGNATURES

For and on behalf of the Supplier



For and on behalf of the Call Off Ordering Party (at Call Off Agreement award)



Annex 1: Order Summary

Service Recipients and Requirements (in accordance with Section B.2)

Service Recipient identifier	Service Recipient organisation name and address	Service Recipient requirements (list the Capabilities required and any other specific requirements – if extensive a separate file can be used and the filename referenced here)
XDH	<p>Department of Health and Social Care (DHSC)</p> <p>39 Victoria Street London SW1H 0EU</p>	<p>The Catalogue Solution shall perform the Epics set out in the Capabilities to which it is mapped and shall be architected to prevent data loss.</p> <p>The Catalogue Solution shall be capable of processing [REDACTED] received from NHSE (NHS England) and must route the translated output EDIFACT v3 (PMIP) message for each Pillar 1* and Pillar 2* test result received to the Message Exchange for Social Care and Health (MESH) mailboxes managed and maintained by the Call Off Ordering Party. MESH will then serve these test results into the relevant GP system and Prison Healthcare systems as appropriate.</p> <p>Antibody test results (also called Pillar 3) are no longer part of Covid-19 test results service. However, the Catalogue Solution will be expected to process these test results if they are required in the future. All antibody test results will be required to be processed in the same format as the Pillar 1 and Pillar 2 test results generated in an agreed format as listed in High Level Requirements below.</p> <p>In parallel on receipt of the initial EDIFACT message for each Pillar 1 and Pillar 2* test result sent NHSD, MESH will return an acknowledgement message. [REDACTED]</p> <p>The Supplier shall</p> <ol style="list-style-type: none"> 1. Configure MESH mailboxes for the Catalogue Solution in an optimal way as advised by the NHS England Spine MESH team. 2. Transition the Catalogue Solution to support the required delivery volumes into MESH. 3. Move on to MESH API at a date agreed by both the Supplier and The Call Off Ordering Party 4. Ensure there is appropriate application, interface, and security monitoring of the Catalogue Solution in line with the standards and compliance obligations set out in the Digital Care Services Catalogue Agreement and Ancillary Document - Change Management Process and the Roadmap Content 5. Provide functional and non-functional test reports to NHS England before the implementation of Major changes (as defined in the Digital Care Services Catalogue Agreement and Ancillary Document - Change Management Process and the Roadmap Content. Implementation of such changes/ to be subject to approval of all test reports by NHS England. 6. All Live Service Changes are to adhere to the obligations set out in the Digital Care Services Catalogue Agreement Service Management standard. 7. Add message enrichments as required to differentiate between different result types e.g., self-reported v assisted LFD (Lateral Flow Device) results in the Pillar 2 flow to GP records. <ol style="list-style-type: none"> a. The Supplier may propose additional charges as listed on the Digital Care Services Catalogue to implement message enrichments in advanced to any development. b. The specification for any enrichments will be agreed between the Supplier and NHS England

Regarding the processing of any backlog, the Supplier shall, within the processing capacity constraints of the Catalogue Solution and recognising the capacity requirement of, [REDACTED] test results [REDACTED], process the backlog based on the above prioritisation as soon as is possible.

The Supplier shall on a weekly basis and upon request from the Call Off Ordering Party, promptly provide the Call Off Ordering Party with an up to date data position on:

11. The number of test results processed by day, broken down by live and backlog requests.
12. The number of unprocessed test results, broken down by live and backlog requests.
13. The number and full details of any test results that it has not been possible to deliver to the Foundation System Suppliers.
14. The number and full details of any test results for which MESH acknowledgements were not received and/or not processed.

It is acknowledged by the Call Off Ordering Party that:

- a. all Foundations System Suppliers must provide the Supplier (EMIS) with the following up-to-date information as and when requested:
 - i. Practice Name
 - ii. ODS Code (Practice code for English GP Practices and Prison Healthcare systems)
 - iii. EDI Address (including free part)
 - iv. MESH Address
- b. Where 3rd party supplier, Results Matching Service (RMS) will receive all tests from laboratories throughout the UK and must generate data in an agreed format (ASCII format, unless otherwise agreed by the Supplier). RMS will provide the Patients details for patients in England including:
 - i. NHS Number
 - ii. Practice ODS code of the patients registered GP
 - iii. EDI Address (If applicable)
 - iv. MESH Address (if applicable)
 - v. Test Type (if applicable)
 - vi. Test Kit (if applicable)
- c. Where the 3rd party RMS provides results data to NHSD these will be matched to a patient GP Record, in the NHS Data Processing Services, including any advance tracing as required, these will be sent to the Catalogue Solution Supplier who should process the results to GP system suppliers and practices as set out in B above.

*As set out in the following DoHSC publication: *Coronavirus (COVID-19), Scaling up our testing programmes published 04th April 2020, page 8, Pillar 1: Scaling up NHS swab testing for those with a medical need*

and, where possible, the most critical key workers, page 10, Pillar 2: Mass-swab testing for critical key workers in the NHS, social care and other sectors.

High Level Requirements:

15. Flow Pillar 2 (National Testing Service) testing results into GP records
16. Flow Pillar 1 (SGSS) testing results into GP records
17. Flow Pillar 2 (National Testing Service) prison residents results into prison healthcare systems
18. Receive test results from NHS England via SFTP transfer mechanism
19. Data Specification – as attached below
20. Derive Notes for message
 - a. For All Tests: “PHE Informed. No notifiable disease notification needed.”
 - b. Depending upon Test Kit: See derived notes fields text in the Covid-19 [REDACTED] file attached
21. Map GP ODS Code to derive GP system supplier, EDI Address and MESH Mailbox IDs
22. Generate interchange message for each individual result (not batch) using EDIFACT format – detailed EDIFACT message format (with ability to support FHIR messaging in the future)
23. Send each Test Results as an individual message via MESH using workflow ID
24. Monitoring and Alerting – ensure ITOC monitoring/alerting to identify issues with this data feed
25. Reporting
 - a. Daily Reports of total counts by Status (Processed and acknowledged, Not acknowledged, Not delivered, Unprocessed) and GP System Supplier
 - b. Weekly Report of total daily counts by Status (Process and acknowledged, Not delivered, Unprocessed) by GP System Supplier for previous week
26. Error Handling
 - a. Review and investigation of any interchange which is a. Not acknowledged b. Not Delivered c. Unprocessed – and contact relevant GP system supplier where necessary
27. Retain sent interchange messages for 90 days
28. Audit – ability to determine when a test result was sent (Date/Time) and the status
29. Frequency - near real time 24/7



Covid-19KeystoneDataSpecificationCombin

Details of the Service Instances required and Charges Information (in accordance with Section B.3 & Section D.3)

Following the Service Instance Initial Period, the Service Instance can be terminated for convenience by the Call Off Ordering Party with no termination costs.

Service Instance Id A unique Id for the Service Instance	Service Instance Initial Period (in months)	Service Recipient Identifier As per section B.2	Catalogue Solution Id, name, and unit of order	Additional Service Id, name and units ordered	Associated Service Id, name and units ordered
01	6	XDH	Id: 10000-051 name: Keystone Unit of order: per Service Instance Unit of order: [REDACTED] Annual Catalogue List Price: £240,000.00 [REDACTED] [REDACTED] [REDACTED]	None	None