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## **Digital Outcomes and Specialists 5 (RM1043.7)**

### **Framework Schedule 6 (Order Form)**

Version 2

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## **Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)**

Call-Off Reference: **BC 15690**

Call-Off Title: The provision of a discovery project to support the development of the long-term adult social care provider level data collection

Call-Off Contract Description: Services to meet The Outcomes Requirements Template as published on the Digital Marketplace and responded to by the Supplier.

The Buyer: Department of Health & Social Care

Buyer Address: 39 Victoria Street, London SW1H 0EU

The Supplier: Informed Solutions Limited

Supplier Address: The Old Bank, Old Market Place, Altrincham, Cheshire, WA14 4PA

Registration Number: 02755304

DUNS Number: 34-617-9542

SID4GOV ID: N/A

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

### **Applicable Framework Contract**

This Order Form is for the provision of the Call-Off Deliverables and dated 13/01/2023.

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

### **Call-Off Lot**

Lot1

### **Call-Off Incorporated Terms**

The following documents are incorporated into this Call-Off Contract. Where numbers are missing, we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions) RM1043.7
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
  - Joint Schedules for RM1043.7
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data) RM1043.7

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- Call-Off Schedules for RM1043.7
  - Call-Off Schedule 1 (Transparency Reports)
  - Call-Off Schedule 2 (Staff Transfer)
  - Call-Off Schedule 3 (Continuous Improvement)
  - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
  - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
  - Call-Off Schedule 7 (Key Supplier Staff)
  - Call-Off Schedule 9 (Security)
  - Call-Off Schedule 10 (Exit Management)
  - Call-Off Schedule 13 (Implementation Plan and Testing)
  - Call-Off Schedule 20 (Call-Off Specification)
  - Call-Off Schedule 26 (Cyber Essentials Scheme)

5 CCS Core Terms (version 3.0.9)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.7

7 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

**Call-Off Special Terms**

[None]

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Call-Off Start Date: 16/01/2023

Call-Off Expiry Date: 31/03/2023

Call-Off Initial Period: 11 weeks

Call-Off Optional Extension Period: NA

Minimum Notice Period for Extensions: NA

Call-Off Contract Value: £97,575 excluding VAT

### **Call-Off Deliverables**

Completion of the services as set out in the Outcomes Requirements Template and in the Statement of Work.

### **Cyber Essentials Scheme**

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a [Cyber Essentials Certificate] [OR Cyber Essentials Plus Certificate] prior to commencing the provision of any Deliverables under this Call-Off Contract.

### **Maximum Liability**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

### **Call-Off Charges**

#### **1 Capped Time and Materials (CTM)**

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

### **Reimbursable Expenses**

See Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy)

### **Payment Method**

Payments to be sent by bank transfer, details to be submitted separately.

### **Buyer's Invoice Address**

Accounts Payable

[REDACTED]

### **Buyer's Authorised Representative**

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Department of Health and Social Care  
39 Victoria Street, London, SW1H 0EU

**Buyer's Environmental Policy**

Gov.uk Environmental and sustainability policy. Available at [Environmental and sustainability policy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/environmental-and-sustainability-policy)

**Buyer's Security Policy**

DHSC privacy notice. Updated 20 July 2022. Available at: [DHSC privacy notice - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/dhsc-privacy-notice)

**Supplier's Authorised Representative**

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Supplier's Contract Manager**

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Progress Report Frequency**

Fortnightly to tie in with delivery sprints

**Progress Meeting Frequency**

Monthly

**Key Staff**

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Informed Solutions staff member

All staff have contracts of employment with Informed Solutions and there is no requirement to issue a Status Determination Statement for IR35 purposes

[REDACTED]  
[REDACTED]  
[REDACTED]

Informed Solutions staff member

All staff have contracts of employment with Informed Solutions and there is no requirement to issue a Status Determination Statement for IR35 purposes

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

**Key Subcontractor(s)**

N/A

**Commercially Sensitive Information**

The entire proposal for a duration of 5 years

**Additional Insurances**

Not applicable

**Guarantee**

Not applicable

**For and on behalf of the Supplier:**

Signature:



Name:



Role:



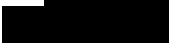
Date: 13/01/2023

**For and on behalf of the Buyer:**

Signature:



Name:



Role:



Date: 13/01/2023

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

## **Appendix 1**

The Statement(s) of Works shall be inserted into this Appendix 1 as part of the executed Order Form.



## **Annex 1 (Template Statement of Work)**

### **1 Statement of Works (SOW) Details**

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

**Date of SOW: 16/01/2023**

**SOW Title: Adult Social Care Data Collection System – Digital Discovery**

**SOW Reference: SOW 001**

**Call-Off Contract Reference: BC 15690**

**Buyer: Department of Health and Social Care**

**Supplier: Informed Solutions**

**SOW Start Date: 16/01/2023**

**SOW End Date: 31/03/2023**

**Duration of SOW: 11 weeks**

**Key Personnel (Buyer):**

[REDACTED]

**Key Personnel (Supplier):**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

The Old Bank, Old Market Place, Altrincham, Cheshire, WA14 4PA

**Subcontractors: N/A**

## 2 Call-Off Contract Specification – Deliverables Context

**SOW Deliverables Background:** [Insert details of which elements of the Deliverables this SOW will address]

Prior to the pandemic most Adult Social Care (ASC) data was collected annually, with significant time lags and inconsistent quality. Data on ASC comes from different sources (local authorities, care providers, care users etc), with no standardisation in how this data is collated, shared, and used. During the pandemic, which presented a need for timely and accurate data, an existing collection tool which gathers capacity data from providers, was extended to capture COVID-19 related data from providers, but this was a temporary solution.

The new ASC provider level data collection system is a key project of the Buyer's new adult social care data strategy. Its objective is for provider level data to be collected once, from all registered care providers, where possible through automated data flows, and shared across the sector as appropriate to meet the essential needs of the sector.

The Buyer is collaborating with NHSE who are working on a wider adult social care digitisation programme and are working to agree the details of what provider level data should be collected to meet the needs of various actors in the sector. In parallel, we want to start thinking about collection mechanisms, which is the subject of this discovery work.

**Delivery phase(s):** Discovery only

### **Overview of Requirement:**

The Buyer does not have the resource or digital skills internally to fully understand and identify options for developing a data collection system that:

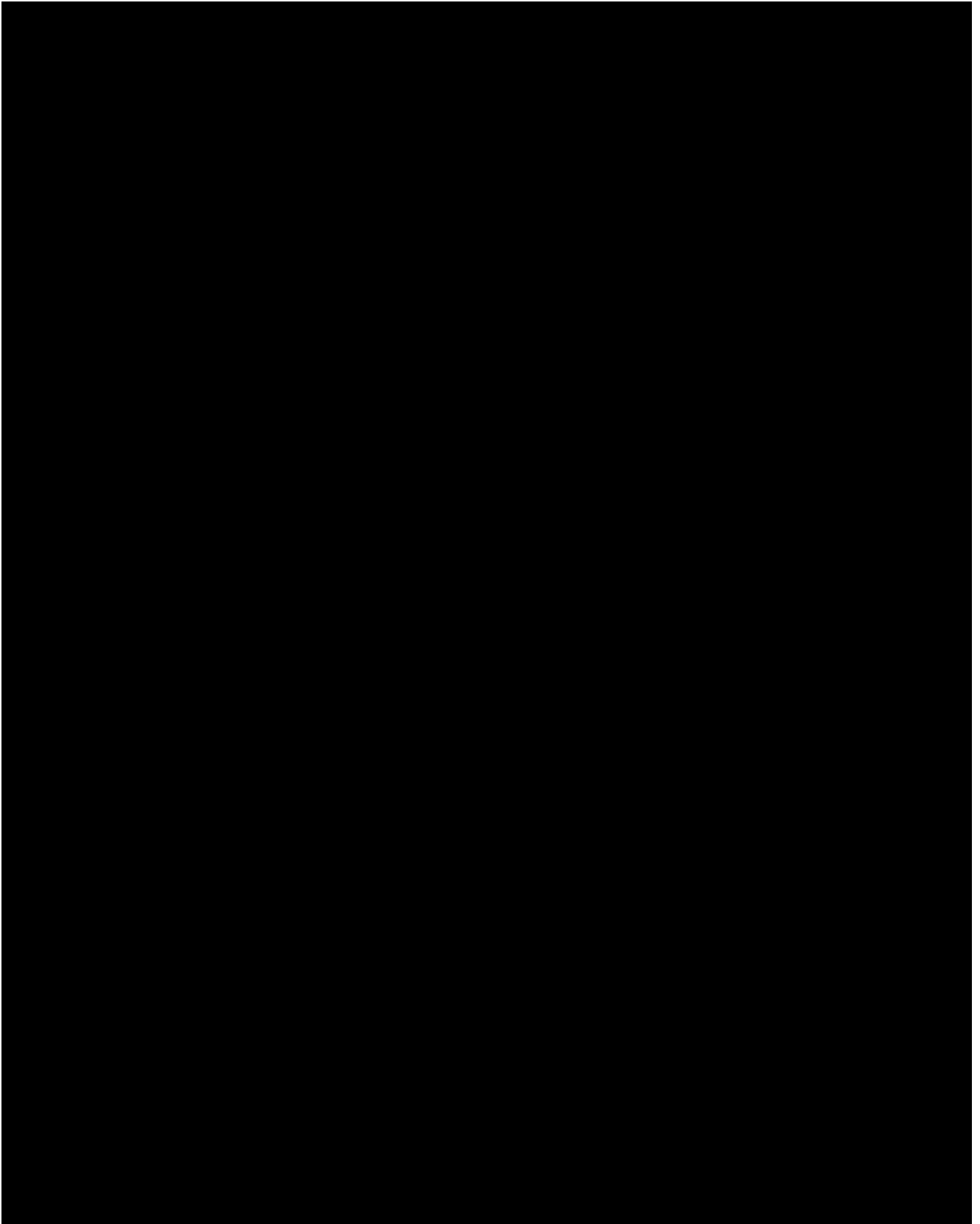
- captures accurate and timely data from care providers
- avoids duplication of data collections and reduces burden on providers
- ensures data can be accessed by the organisations across the care sector who need it
- is adaptable to the progressive digitisation of care records in the sector, and facilitates automation

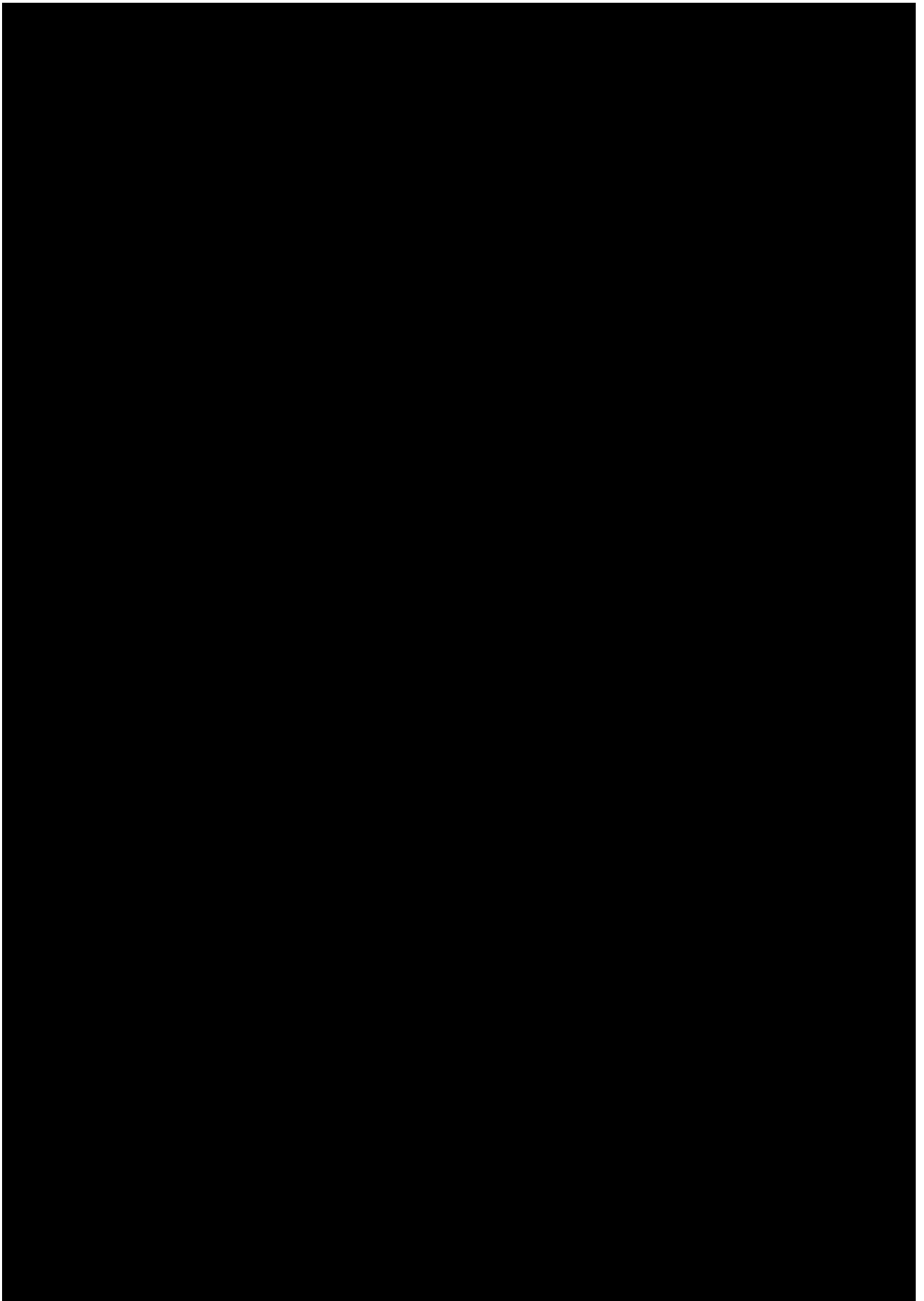
The questions we want to answer with this work include:

- what are the main opportunities to streamline data collection from care providers?
- what constraints are there on making changes to existing data collections?
- what options should we consider for a new data collection approach for care provider data, and what are the pros and cons of these options?
- how can we best transition from where we are now to a new data collection approach?
- what level of automated data capture from care providers is likely to be possible in the short, medium and long term?
- what steps could we take to enable, encourage and pilot automated data collection from care providers?

**3 Buyer Requirements – SOW Deliverables**

**Outcome Description and Delivery Plan:**





**Dependencies:**

- Availability of DHSC project team to engage in agile delivery, knowledge transfer, artefact review and acceptance
- Availability of representative users and stakeholders to participate effectively in user research and discovery activities

**Supplier Resource Plan:**

Role	Days
Lead Service Designer	
Senior User Researcher	
Business / Data Analyst	
Technical Director / Solution Architect	
Delivery Manager	

The Supplier will discuss the proposed roles and resourcing levels with the Buyer during Mobilisation, and also re-apportion effort between roles where this is desirable according to delivery priorities, especially where we are following an Agile delivery method.

**Security Applicable to SOW:**

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

**Cyber Essentials Scheme:**

The Buyer requires the Supplier to have and maintain a **Cyber Essentials Certificate** for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).

**Performance Management:**

Material KPIs	Target	Measured by
Reporting	Reports delivered fortnightly	Report delivery in agreed format
User research	Research sessions to be undertaken as per agreed plan	Delivery of sessions per sprint as set out in agreed user research plan
Service Design	Design Artefacts delivered as per agreed sprint-plan	Acceptance of artefacts (including review of initial drafts as according to the plan)
Invoicing	Invoices to be sent monthly within 21 days of month end	Invoices to be sent within SLA

**Additional Requirements:**

**Annex 1** – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.

**Key Supplier Staff:**

Key Role	Key Staff	Contract Details	Employment / Engagement Route (incl. inside/outside IR35)
Engagement Director	[REDACTED]	Permanent	Staff
Lead Service Designer and Accountable Engagement Lead	[REDACTED]	Permanent	Staff

**4 Charges**

**Call Off Contract Charges:**

The applicable charging method(s) for this SOW is:

- Capped Time and Materials

The Capped Time & Materials value of this SOW (irrespective of the selected charging method) is £97,575.00 (exclusive of VAT).

**5 Signatures and Approvals**

**Agreement of this SOW**

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

**For and on behalf of the Supplier**

Name: [REDACTED]

Title: [REDACTED]

Date: 13/01/2023

Signature:

[REDACTED]

**For and on behalf of the Buyer**

Name: [REDACTED]

Title: [REDACTED]

Date: 13/01/23

Signature:

[REDACTED]



## **Annex 1**

### **Data Processing**

Not relevant. The supplier is not processing data on behalf of the buyer.