

# Order Form

Framework agreement reference:

Date of order	11/02/2025	Order Reference	AGEMCSU/TRANS/25/1918 To be quoted on all correspondence relating to this Order Insight ref 19403
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## FROM

Customer	NHS Northamptonshire Integrated Care Board	"Customer"
Customer's Address	NHS Northamptonshire Integrated Care Board Haylock House, Kettering Pkwy, Kettering NN15 6EY	
Invoice Address	NHS Northamptonshire Integrated Care Board QPM PAYABLES N025 PO BOX 312 Leeds LS11 1HP  Invoices: <a href="mailto:sbs.apinvoicing@nhs.net">sbs.apinvoicing@nhs.net</a>	
Contact Ref:	Name: [REDACTED] Address: NHS Arden & Greater East Midlands Commissioning Support Unit e-mail: [REDACTED]	

## TO

Supplier	Insight Direct (UK) Ltd	"Supplier"
Supplier's Address	1st Floor, St Paul's Place, 121 Norfolk Street, Sheffield, England, S1 2JF	
Account Manager	Name: [REDACTED] Address: Insight Direct (UK) Ltd, 3 Hardman Street, 8th Floor, Manchester, M3 3HF Phone: [REDACTED] e-mail: [REDACTED]	

## GUARANTEE

Guarantee to be provided	Not applicable
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1. TERM	
(1.1)	Commencement Date – 24 <sup>th</sup> February 2025
	<i>[Guidance: Insert the date on which the Contract is to take effect.]</i>
(1.2)	23 <sup>rd</sup> August 2025
The Contract shall expire on the date which is Six Months after the Commencement Date.	

## 2. GOODS AND SERVICES REQUIREMENTS

## **(2.1) Goods and/or Services**

### **PURPOSE**

NHS Northamptonshire ICB GPIT estate has 222 End of Life (EOL) Wireless Access Points (WAPs) and some areas without Wi-Fi coverage. A project has been commissioned with NHS AGEM CSU to undertake replacements and improvements and a third-party provider is required to support the project.

### **BACKGROUND TO THE AUTHORITY**

NHS AGEM CSU IT is contracted by NHS Northamptonshire ICB to provide IT infrastructure and support to all general practices across Northamptonshire estates, which consist of over 92 practice sites including branch sites.

### **BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

As part of Wi-Fi Service Improvement Programme, Northamptonshire ICB have just finalised Phase 1 and have now commissioned AGEM CSU to undertake the project management of Phase 2.

Phase 2 has a requirement for a potential provider to provide the following services:

- Undertake surveys to locate all existing WAPs in the estate.
- Refreshing the EOL WAPs at GP practices.
- Following refresh undertake heat map reports to give coverage details at each site.
- Recommend Wi-Fi service improvement for any areas with limited or no coverage at each site.
- Provide asset list and WAP locations for each GP site.
- 6 month timeline.

### **THE REQUIREMENT**

AGEM CSU will require a potential provider to provide resources and software to undertake the following:

- Potential provider to provide a project lead and attend project planning meetings with AGEM as per requirements.
- Potential provider to work with AGEM CSU project team to schedule visits to GP practice sites
- Potential provider to liaise and communicate with practices and project team to ensure they are kept up to date with progress as necessary.
- Potential provider to undertake survey to locate and record details of WAPs installed at each GP practice site.
- Potential provider to advise on the mounts required to fix the WAPs to wall/ceiling.
- Potential provider resource must have necessary equipment such drills and ladders to be able to install mounting brackets to walls and ceilings as required.
- Potential provider to refresh EOL WAPs this includes the removal of old devices, installation of new mount and device.

- Potential provider to support AGEM CSU project engineer with patching of refresh WAPs to ensure network connectivity.
- Potential provider to support the AGEM CSU project engineer to complete disposal tasks at each site.
- Potential provider must provide heat mapping software to undertake the coverage report.
- Potential provider to produce heat map report of all WAPs installed post refresh at each site within 5 working days to show Wi-Fi coverage at GP practice sites and highlight any black spots areas.
- Potential provider to produce recommendation report for Wi-Fi coverage enhancement for ICB consideration and approvals for each site.
- Potential provider to support AGEM CSU project engineer with UAT testing and troubleshooting network connection issues.
- Potential provider to provide asset list of WAPs with details of installed location.

The Potential provider must be able to

- Undertake the above required work where possible during practices normal working hours.
- Potential provider resource must have undertaken required ladder training.
- Potential provider and resource must have a minimum of 2 years' experience of working within NHS Primary Care sites.
- Potential provider and resource must have a minimum of 2 years' technical experience of providing cabling and Wi-Fi refresh and improvement projects.
- Potential provider resources must be flexible and adaptable to practices changing priorities whilst working in practice reducing impact to clinical areas.
- Potential provider must have Health & Safety processes in place to working at heights and maintenance work.
- The potential provider needs to be available to start the project immediately and complete within 6 months of being commissioned.
- Initial project kick-off meeting to be agreed ASAP and held within 7 days of completing the procurement.

AGEM CSU will provide onsite project engineer to support configuration and testing of WAPS to ensure network connectivity and internet access via approved wireless connections.

#### **Exclusions:**

- Overarching project management and governance.
- Communication and scheduling with practices.
- Procurement and configuration of WAPs.
- Replacement or upgrade of POE network switches.
- Remediation of network infrastructure faults unrelated to Wi-Fi project.
- Any IT work unrelated to Wi-Fi Project.

## KEY MILESTONES

The Potential Provider should note the following project critical milestones

Milestone	Description	Timeframe
1	Kick-Off Meeting	Within week 1 of Contract Award
2	Agreed schedule of planned work with AGEM CSU	Within week 2 -3 of Contract Award
3	Complete all work at all sites	Within 6 months of Contract Award

The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestones		
Description	Planned Start Date *	End Date (last period)*
Comms to GP practices	03 Feb 2025	14 Feb 2025
Pilot Sites	10 Feb 2025	21 Feb 2025
Third Party Survey, heatmaps and WAPs installation	10 Feb 2025	31 July 2025
Recommendation Report	02 Jun 2025	13 Jun 2025
Additional WAP and Cabling	16 Jun 2025	31 July 2025
Wi-Fi Testing and UAT	10 Feb 2025	31 July 2025
Documentation (Asset List)	10 Feb 2025	31 July 2025

\*The Potential Provider should note that the above are indicative dates, however project will need to be completed within 6 months of start date.

## AUTHORITY'S RESPONSIBILITIES

AGEM CSU are the IT support provider for primary care practices in Northamptonshire and will provide a project management services and a project engineer to work with the potential provider. The Project Manager role will be to ensure project governance is in place manage the Project Board, manage the scheduling in liaison with the potential provider, manage risks and issues, liaise with the potential provider as required and report back to the customer via AGEM CSU programme overview board. Project engineer will be the projects point of contact at each site and responsible for configuring the WAPs, undertaking UAT and troubleshooting as required.

## **REPORTING**

Potential provider to attend a Sit Rep meeting once a week to provide verbal updates and update action logs, risks, and issues.

Potential provider to provide a fortnightly HLR report of progress to date, next planned work, outstanding tasks and update against risks, issues and milestones.

## **CONTINUOUS IMPROVEMENT**

The Potential provider will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## **SUSTAINABILITY**

Sustainability presumes that resources are finite and should be used conservatively and wisely with a view to long-term priorities and consequences of the ways in which resources are used

## **ACCREDITATION**

Safe Contractor Accreditation or equivalent.

Certified Network Cable Installer (CNCI®) certification or equivalent.

## **STAFF AND CUSTOMER SERVICE**

Potential provider's staff assigned to the Contract shall have minimum of 2 years' experience of undertaking Wi-Fi related hardware installs, and heat mapping and Wi-Fi improvement reporting along with CAT5/6/7 cabling in a clinical environment to deliver the Contract.

Potential providers should undertake the required work where possible during practices normal working hours.

Potential provider's staff must have undertaken required ladder training and must have Health & Safety processes in place for working at heights and maintenance work.

Potential providers staff must have a minimum of 2 years' experience of working within NHS Primary Care sites.

Potential providers staff must be flexible and adaptable to practices changing priorities whilst working in practices reducing impact to clinical areas.

## **SERVICE LEVELS AND PERFORMANCE**

The Authority will measure the quality of the Potential provider's delivery by:

Below information is of the required service levels and Key Performance Indicators (KPI) that the Potential Provider will be expected to achieve and against which the Potential provider's performance will be assessed.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Survey, heat map and report	Survey, Heat maps and recommendation report to be received within 5 working days of refresh	98%
2	Implementation of each practice site	92 practice sites to be completed within 6 months	98% at each site
3	Reporting	Verbal update at weekly in Sit Rep Meeting  HLR provided Fortnightly	99%
4	Site Attendance	Always attend and be punctual to pre booked appointments.	99%
5	Asset Management	Provided detailed asset list as agreed within 14 days of site completion.	95%

### **SECURITY REQUIREMENTS**

Contractors working for Arden & GEM on all projects must:

- Plan, manage and monitor all work carried out by themselves and their workers, considering the risks to anyone who might be affected by it (including members of the public) and the measures needed to protect them.
- Check that all workers they employ or appoint have the skills, knowledge, training and experience to carry out the work, or are in the process of obtaining them.
- Ensure that all workers under their control have a suitable, site-specific induction.
- Provide appropriate supervision, information, and instructions to workers under their control. Also ensure patient and staff confidentiality whilst moving through public and staff areas
- Ensure that suitable welfare facilities are provided from the start for workers under their control and maintain them throughout the work.
- Please ensure your staff members always have Identification.

### **CSU responsibilities**

The Authority will provide the following to the potential provider:

- Details of proposed sites requiring works, including expected timescales.



- Details of GP practice management to enable liaison between the practice and potential provider to ensure access to premises at agreed times.
- Details of Project Manager and Project Engineer working on the project.

## **PAYMENT**

Payment can only be made following satisfactory delivery of pre-agreed certified deliverables.

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## **BASE LOCATION**

The base location of where the Services will be carried out are GP Practice site supported by Northamptonshire ICB

<b>Practice</b>	<b>Site Type</b>	<b>Address</b>
Abbey House Medical Practice	Main	Golding Close, Daventry, Northamptonshire NN115RA
Abbey Medical Practice (Based in Mannock MC)	Main	Mannock Medical Centre, Irthlingborough Road, Wellingborough, Northamptonshire, NN8 1LT
Abington Medical Centre	Main	51 Beech Avenue, Northampton NN3 2JG
Abington Park Surgery	Main	Christchurch Medical Centre, Ardington Road, Northampton NN1 5LT
Albany House Medical Practice	Main	3 Queen Street, Wellingborough, NN8 4RW
Blisworth Surgery (Parks MP)	Main	32 Stoke Road, Blisworth, Northampton, NN7 3BT
Bozeat Surgery	Branch	Brookside, Bozeat NN29 7NJ
Brackley Medical Centre	Main	77 Halse Road, Brackley, Northamptonshire NN13 6EQ
Brigstock Surgery	Branch	Bridge Street, Brigstock, Northants, NN14 3ET
Brook Health Centre (Towcester)	Main	Brook Health Centre, Swinneyford Road, Towcester, NN12 6HD
Brook Medical Centre	Main	Ecton Brook Road, Northampton NN3 5EN,
Bugbrooke Surgery	Main	Levitts Road, Bugbrooke, Northampton NN7 3QN
Burton Latimer Health Centre	Main	Higham Road, Burton Latimer, Kettering, Northamptonshire NN15 5PU
Byfield Medical Centre	Main	Church St, Daventry NN11 6XN
County Surgery	Main	202-204 Abington Ave, Northampton NN1 4QA
Crescent Surgery	Main	2 The Crescent, Northampton, Northants, NN1 4SB
Crick Surgery	Main	16 Watford Road, Crick, Northamptonshire. NN6 7TT
Danes Camp Surgery	Main	Rowtree Road, Northampton, Northants, NN4 0NY

Danetre Medical Centre	Main	London Road, Daventry, Northants NN11 4EJ
Denton Village Surgery	Main	Orchard Lane, Denton, Northampton NN7 1HT
Desborough	Branch	35 High Street, Desborough, Northamptonshire, NN14 2NB
Dryland Surgery	Main	1 Field Street, Kettering NN16 8JZ
Duston Medical Centre (St Lukes)	Main	Timken Way South, Duston, Northampton, NN5 6FR
Earls Barton Medical Centre	Branch	Earls Barton Medical Centre, 8 Aggate Way, Earls Barton, Northamptonshire, NN6 0EU
Earls Barton Surgery (Broad Street)	Branch	6 Broad Street, Earls Barton, Northampton NN6 0ND
Eleanor Cross Healthcare (Delapre Medical Centre)	Main	Gloucester Avenue, Northampton, NN4 8QF
Eleanor Cross Healthcare (Whitefields Surgery)	Main	Hunsbury Hill Road, Camp Hill, Northampton, NN4 9UW
Eskdaill Medical Centre (Prospect House)	Main	Prospect House, 121 Lower Street, Kettering NN16 8DN
Favell Plus	Main	Billing Brook Road, Northampton, NN3 8DW
Forest Gate Medical Centre	Branch	Forest Gate Road, Corby, Northants, NN17 1TR
Grange Park Primary Care Centre (Parks MP)	Branch	Primary Care Centre, Wilks Walk, Grange Park, Northampton, NN4 5DW
Great Oakley Medical Centre	Main	1 Barth Close, Corby, NN18 8LU
Greens Norton Medical Practice	Main	Towcester Road, Greens Norton, Towcester, NN12 8BL
Greenview Surgery	Main	129 Hazeldene Road, Northampton NN2 7PB
Hanslope Surgery (Parks MP)	Branch	Western Drive, Hanslope, Milton Keynes, MK19 7LA
Harborough Field Surgery	Main	160 Newton Road, Town Centre, Rushden NN10 0GP
Headlands Surgery	Main	20 Headlands, Kettering NN15 7HP
Higham Ferrers Surgery	Main	14 Saffron Road, Higham Ferrers, Rushden, Northants NN10 8ED
Irchester Health Centre	Main	School Road, Irchester, Wellingborough, Northamptonshire NN29 7AW
Ise Village Medical Centre	Branch	1 French Drive, Kettering, NN15 5BT
King Edward Road Surgery	Main	Christchurch Medical Centre, King Edward Road, Northampton NN1 5LY
Kings Heath	Main	North Oval, Kings Heath, Northamptonshire, NN5 7LN
Kingsthorpe Medical Centre	Main	Eastern Avenue South, Northampton NN2 7JN

Lakeside Surgery	Main	Cottingham Road, Corby, Northants, NN17 2UR
Langham Place Surgery	Main	11 Langham Pl, Northampton NN2 6AA
Leicester Terrace Health Centre	Main	Leicester Terrace, Northampton NN2 6AL
Linden Medical Centre	Main	54 Linden Avenue, Kettering NN15 7NX
Long Buckby Surgery	Main	24 Station Road, Long Buckby, Northants NN6 7QB
Maple Access	Main	Maple House, 17-19 Hazelwood Road, Northampton NN1 1LG
Marshalls Road Surgery	Main	7 Marshalls Road, Wellingborough, Raunds, Northants, NN9 6ET
Mawsley Village Surgery	Main	School Road Mawsley, Northamptonshire NN14 1SN
Mayfield (Weston Favell Health Centre - Jameel)	Main	Dr Jameel, Billingbrook Rd, Northampton NN3 8DW
Meadows (Midland Road) Surgery	Main	Meadow Lane, Thrapston, Kettering, Northants, NN14 4GD
Monksfield Surgery	Branch	Wimborne Place, Daventry, Northants, NN11 0XZ
Moulton Surgery	Main	120 Northampton La North, Northampton NN3 7QP
Mounts Medical Centre	Main	Campbell Street, Northampton NN1 3DS
Nene Valley Surgery	Main	Green Lane, Thrapston, Northants NN14 4QL
Oundle Medical Practice	Main	Glaphorn Rd, Oundle PE8 4JA
Park Avenue Surgery	Branch	Park Avenue Medical Centre, 166-168 Park Ave N, Northampton NN3 2HZ
Parklands Medical Centre	Main	Wymington Road, Rushden, Northants, NN10 9EB
Paulerspury Surgery	Branch	6a Lumber Lane, Paulerspury, NN12 7ND
Penvale Park Medical Centre	Main	Penvale Park Medical Centre, Hardwick Road, East Hunsbury, Northampton, NN4 0GP
Queensview Medical Centre	Main	Thornton Road, Northampton NN2 6LS
Queensway Medical Centre	Main	Olympic Way, Wellingborough, Northamptonshire NN8 3EP
Redwell Medical Centre	Main	Redwell Medical Centre, 1 Turner Road, Wellingborough NN8 4UT
Rillwood Medical Centre	Main	Tonmead Road, Northampton, NN3 8HZ
Roade Medical Centre (Parks MP)	Branch	16 London Road, Roade, Northampton, NN7 2NN
Rothwell Medical Centre	Main	109 Desborough Road, Rothwell, Kettering NN14 6JQ
Rushden Medical Centre	Main	Adnitt Road, Rushden, Northamptonshire NN10 9TR

Saxon Spires (Brixworth Surgery)	Branch	Brixworth Surgery, Northampton Road, Brixworth, NN6 9WU
Saxon Spires (Guilsborough Surgery)	Main	Guilsborough Surgery, West Haddon Road, Guilsborough, Northamptonshire, NN6 8QE
Silverstone Surgery (Silson)	Branch	Whittlebury Road, Silverstone, NN12 8UN
Spinney Brook Medical Centre	Main	59 High Street, Wellingborough, Northamptonshire NN9 5GA
Springfield Surgery	Main	Springfield Way Brackley Northants NN13 6JJ
Studfall Medical Centre - Dr Kumar & Partner	Main	1 Studfall Court, Corby NN17 1QP
Studfall Medical Centre - Dr Sumira	Main	1 Studfall Court, Corby NN17 1QP
Summerlee Medical Centre	Main	Summerlee Road, Finedon NN9 5LJ
The Cottons Medical Centre	Main	Meadow Lane, Raunds, Northants NN9 6UA
The Pines Surgery	Main	Harborough Road North, Kingsthorpe, Northampton, NN2 8LL
Towcester Medical Centre	Main	Link Way, Towcester, Northamptonshire NN12 6HH
UoN University of Northampton	Branch	Health Centre, University of Northampton, Waterside Campus University Drive, Northampton, NN1 5PH
Weavers Medical Centre (Prospect House)	Main	Prospect House. Lower Street. Kettering. Northants. NN16 8DN.
Weedon Medical Practice	Main	57 New Croft, Weedon, Northampton, NN7 4RX
Weldon Branch Surgery	Branch	11A High Street, Corby NN17 3JJ
West Haddon Branch Surgery	Branch	West Haddon Surgery, Muncaster Way, West Haddon, Northamptonshire, NN6 7DU
Wollaston Surgery	Main	163 London Road, Wollaston, NN29 7QS
Wollaston Surgery (Branch Albany House)	Branch	25 St Michael's Lane, Wollaston, Northamptonshire, NN29 7QH
Woodford Halse (Memorial Hall)	Branch	Memorial Hall, Station Rd, Woodford Halse, Daventry, Northamptonshire, NN11 3RB
Woodford Surgery	Branch	13 Thrapston Road, Woodford, Kettering, NN14 4HY
Woodsend Medical Centre	Main	School Place, Corby NN18 0QP
Woodview Medical Centre	Main	26 Holmecross Road, Northampton, NN3 8AW
Wootton Medical Centre	Main	36 - 38 High Street, Wootton, Northampton, Northamptonshire, NN4 6LW

### TERM

Potential providers must be available to start the project immediately (February 2025) and complete within 6 months of the contract award.

Initial project kick-off meeting to be agreed ASAP and held within 7 days of the contract award.

### BUDGET

£40,000 inc VAT for Third-Party to survey of 92 practice sites in Northamptonshire GP estate, replacement of 222 End of Life WAPs, heat map reports to include recommendations for potential Wi-Fi improvements for each site.

#### (2.4) Standards

Not applicable.

#### (2.5) Security Requirements

- Safe Contractor Accreditation or equivalent.
- Organisation has Certified Network Cable Installer (CNCI®) certification or equivalent.

#### (2.6) Exit Plan (where required)

Not applicable.

#### (2.7) Environmental Plan

Not applicable.

### 3. SUPPLIER SOLUTION

#### (3.1) Supplier Solution

Not applicable.

#### (3.2) Account structure including Key Personnel

Key Personnel:

[Redacted]

*[Guidance: Insert details of the Supplier's account structure. Also, if there are any Key Personnel who you require to be involved in the ongoing relationship with the Supplier then insert details. Insert "n/a" if not relevant.]*

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

[Redacted]

<i>[Guidance: Insert details of any Sub-contractors being used by the Supplier]</i>
<p><b>(3.4) Outline Security Management Plan</b></p> <p>ICB policy</p> <p><i>[Guidance: As part of the ordering process, Customers should require the Supplier to provide an outline plan and policy and include this in the Order Form in this paragraph 3.4.]</i></p>
<p><b>(3.5) Relevant Convictions</b></p> <p>Not applicable.</p>
<p><b>(3.6) Implementation Plan</b></p> <p>Implementation plan - Adaptive Care Solutions to provide</p>

#### 4. PERFORMANCE QUALITY

##### (4.1) Key Performance Indicators

1	Survey, heat map and report	Survey, Heat maps and recommendation report to be received within 5 working days of refresh	98%
2	Implementation of each practice site	92 practice sites to be completed within 6 months	98% at each site
3	Reporting	Verbal update at weekly in Sit Rep Meeting  HLR provided Fortnightly	99%
4	Site Attendance	Always attend and be punctual to pre booked appointments.	99%
5	Asset Management	Provided detailed asset list as agreed within 14 days of site completion.	95%

If the level of performance of the Supplier during the Contract Period:

- (i) fails to achieve a Service Level in respect of each element of the Service, then the Customer shall be entitled to deduct the Service Credits from the Contract Price; and/or
- (ii) constitutes a Critical Service Failure, the Customer shall be entitled to terminate this Contract.

#### 5. PRICE AND PAYMENT

(5.1) Contract Price payable by the Customer in accordance with the commercial schedule set out in the framework agreement (including applicable discount but excluding VAT), payment profile and method of payment.

- Payment via BACS.

##### (5.2) Invoicing and Payment

- Payment can only be made following satisfactory delivery of pre-agreed certified deliverables.
- Before payment can be considered, each invoice must include a detailed elemental



breakdown of work completed and the associated costs.

#### 6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES

(6.1) Supplemental requirements

Not applicable.

**BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES** to enter a legally binding contract with the Customer to provide the Goods and/or Services. The Parties hereby acknowledge and agree that they have read the NHS Conditions of Contract for purchase of goods and Services and by signing below agree to be bound by the terms of this Contract.

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

Name and Title	
Signature	
Date	

24/02/2025

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

Name and Title	
Signature	
Date	04/03/25



