Crown Commercial Service

Design for an Interoperability Standards Support Service

Digital Outcomes and Specialists 5 ███████ Framework Schedule 6 (Order Form)

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

Framework Schedule 6

Order Form

Buyer guidance: This Order Form, when completed and executed by both Parties, forms a Call-Off Contract. A Call-Off Contract can be completed and executed using an equivalent document or electronic purchase order system.

Call-Off Reference: █████

Call-Off Title: Design for an Interoperability Standards Support Service

Call-Off Contract Description: Strategic discovery into how standards are developed and maintained to enable interoperability between systems used to manage people's health and social care.

The Buyer: NHS England

Buyer Address: ████████████████████████

The Supplier: TPXimpact Ltd

Supplier Address: ██████████████████████████████████████

Registration Number: ████████

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 2 May 2022.

It's issued under the Framework Contract with the reference number ████████ 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

Lot 1: Digital Outcomes

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) ████████

3　Framework Special Terms

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4   The following Schedules in equal order of precedence:

- Joint Schedules for ██████████
  - o Joint Schedule 2 (Variation Form)
  - o Joint Schedule 3 (Insurance Requirements)
  - o Joint Schedule 4 (Commercially Sensitive Information)
  - o Joint Schedule 10 (Rectification Plan)
  - o Joint Schedule 11 (Processing Data) ████████

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

5   CCS Core Terms (version 3.0.9)

6   Joint Schedule 5 (Corporate Social Responsibility) ███████

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

The following Special Terms are incorporated into this Call-Off Contract: None

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Call-Off Start Date: 2 May 2022

Call-Off Expiry Date: 31 July 2022

Call-Off Initial Period: 3 months

Call-Off Optional Extension Period: N/A

Minimum Notice Period for Extensions: N/A

Call-Off Contract Value: ███████

Call-Off Deliverables

Option B: See details in Call-Off Schedule 20 (Call-Off Specification)

Buyer's Standards

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract: None.

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials 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.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year: ████████

Call-Off Charges

1   Fixed Price

Reimbursable Expenses

All expenses included within the tendered fixed price.

Payment Method

Upon satisfactory completion of each contractual milestone the buyer will generate a purchase order and issue it to the supplier, against which the supplier can invoice.

The maximum invoice value following each milestones is:

    1) ████████
    2) ████████
    3) ████████

Buyer's Invoice Address

Invoices to be sent to: https://tradeshift.com/supplier/nhs-sbs/

Buyer's Authorised Representative

████████

Data and Clinical Content Standards Lead

████████

████████████████

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Buyer's Environmental Policy

https://www.england.nhs.uk/greenernhs/

Buyer's Security Policy

https://www.england.nhs.uk/publication/information-security-policy/

Supplier's Authorised Representative

██████████

Managing Director

████████████████████

██

Supplier's Contract Manager

████████

Sponsor

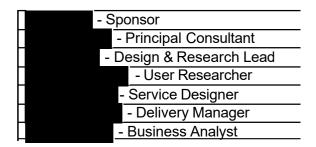███████████████

███

Progress Report Frequency

Reporting frequency to be aligned to specified milestones.

Progress Meeting Frequency

Progress meetings to review and sign-off delivery against specified milestones.

Key Staff

████	- Sponsor	
██████	- Principal Consultant	
███	- Design & Research Lead	
████████	- User Researcher	
████	- Service Designer	
████	- Delivery Manager	
██	- Business Analyst	

Key Subcontractor(s)

N/A

Commercially Sensitive Information

N/A

Balanced Scorecard

N/A

Material KPIs

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard): N/A

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Additional Insurances

Not applicable

Guarantee

Not applicable
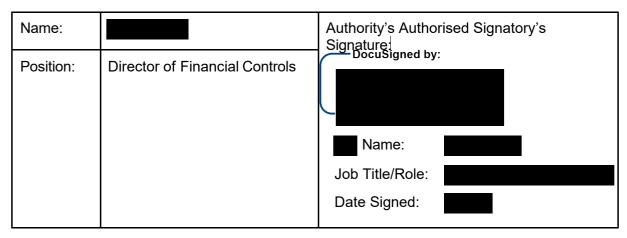
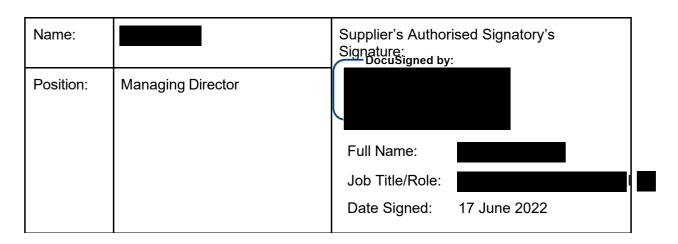**Social Value Commitment**

As per suppliers bid presentation

Statement of Works

The contract covers SoW1 only. There is no opportunity to specify additional Statement of Work.

Signed by the authorised representative of THE AUTHORITY

Name:	████████	Authority's Authorised Signatory's Signature:
Position:	Director of Financial Controls	DocuSigned by: ██████████ Name: ████████ Job Title/Role: ███████████ Date Signed: █████

Signed by the authorised representative of THE SUPPLIER

Name:	████████	Supplier's Authorised Signatory's Signature:
Position:	Managing Director	DocuSigned by: ██████████ Full Name: ████████ Job Title/Role: ███████████ Date Signed: 17 June 2022

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Appendix 1 – Specification

OVERVIEW OF THE AUTHORITY

NHS England and NHS Improvement: The National Health Service Commissioning Board, commonly known as NHS England is an executive non-departmental public body of the Department of Health. NHS England was formally established on 1 October 2012, with full statutory duties and responsibilities from 1st April 2013. From 1 April 2019, NHS England and NHS Improvement are working together as a new single organisation to better support the NHS to deliver improved care for patients.

The contracting authority will be The National Health Service Commissioning Board (NHS England) and this Tender will be conducted in line with their policy and procedures.

NHS England and NHS Improvement plays a key role in the Government's vision to modernise the health service, as described by the Health and Social Care Act, 2012.

BACKGROUND TO OUR REQUIREMENT

NHS England and NHS Improvement's transformation directorate, specifically the Standards and Interoperability team, is accountable for ensuring the selectionor development and uptake of information standards across the health and adult social care sector, and driving greater interoperability between digital systems.

Information standards are standardised ways of recording and sharing data. They specify how information should be structured and processed and provide technical specifications for how standards should be implemented. Selecting and adopting information standards is one of the key building blocks for enabling interoperability across the health and adult social care system. An information standard can be categorised by what aspect of information processing it covers:

- **Record standards** define the content of clinical records including scope, who the standard applies to, what the purpose is, the required information content and how it should be formatted and structured to ensure consistency of meaning between people.

- **Data definitions and terminologies** definethe format and types of various data items that allow them to be consistently represented when stored or exchanged between systems. This category also includes vocabularies, reference sets and controlled lists.

- **Technical standardsand specifications** specifyhow information is to be made available technically, covering the construction and formatting of messages, documents and API payloads, the transport infrastructures, architecture and associated protocols, and how the information will be authorised and routed to the intended recipient and authenticated.

Currently there is no clearly defined overall end-to-end process or governance model for developing these standards in a consistent way or ensuring that all the requisite standards are

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commissioned at the same time. This is slowing down the pace of delivery and impacts the quality of the standards.

We want to improve the user experience and reduce ambiguity for those involved in commissioning and developing information standards to improve the process and reduce the time it takes to develop standards.

Key questions users ask are as follows:

- Who should I contact for advice on health and adult social care information standards?
- What prerequisites need to be in place before developing an information standard?
- How much time and money will it take to develop an information standard?
- What type of skills and expertise are required to develop an information standard?
- What type of national services exist to support the development of information standards and how and when should I contact them?
- How does the development and delivery of information standards get prioritised?
- What are the components of an information standard?
- What is the assurance and approval process for information standards?
- Is there an implementation and maintenance team for supporting information standards once they are approved?
- Where are information standards published and how often are they updated?

NHS England and NHS Improvement are seeking a partner to analyse a number of recent research studies and work with users and the various national teams that contribute to the development, assurance and publication of information standards to answer these questions and recommend a service design and end-to-end process that supports all types of users.

It should be noted that there are also three parallel related programmes of work to:

1. publish the findings from the public consultation on the strategy for how standards will support interoperability in June 2022

2. review the technical governance of major nationally funded IT projects

3. review barriers to standards adoption, which consists of two strands of work:

   1. development and implementation of metrics to track uptake of standards generally and levels of interoperability within Integrated Care Systems to measure the effectiveness of policy interventions over time.
   2. qualitative and quantitative research to develop and validate hypotheses for policy interventions that can incentivise care providers and suppliers to adopt standards and use them to deliver interoperability between systems.

OUR REQUIREMENT

Problem to be solved: Users have expressed some frustration with the lack of clarity of who to approach to get advice on how to develop standards that are implementable. Currently users randomly approach national service delivery teams directly to ask for support to fix their issue. This has led to standards being developed haphazardly resulting in confusion for the users and the service delivery team and consequently impacted the quality of the standard and the time it takes to deliver them.

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We are looking for a supplier to recommend an effective service design and end-to-end process for identifying, selecting, adapting, developing and maintaining standards to support interoperability between digital systems and to document areas where we require national consistency in the way data is managed. To do this, we require the supplier to firstly, understand and document the current 'as is' process(es) and secondly, working with key stakeholder groups propose a 'to be' process and recommendation for a new service design that meets the needs of all stakeholders. The recently announced merger of NHSX, NHS England and NHS Improvement and NHS Digital brings with it the timely opportunity to develop this new service model and codesign services to meet the needs of users.

PRIOR WORK & EXISTING TEAM

Previous reports from recent discovery exercises for an information standards digital directory service and standardising web content have covered some of the issues above, which we will provide access to.

Our intent is to build on prior discovery research and recommendations and focus on bringing together the disparate national service teams and related bodies and boards to work together collaboratively to design the 'future' state for a new service design and end-to-end process for information standards.

The buyer's core contacts from the standards and interoperability programme are namely the Data and Clinical Content Standards Lead, Standards Project Lead, Data Architect Lead, Technical Architect Lead, Policy Lead and User Researcher.

The supplier will be required to establish a steering group which must include senior leads from the standards and interoperability core contacts as mentioned above and at least one representative from each of the national service delivery teams and bodies listed below:

- National service delivery teams already consulted:

  - NHS Data Model and Dictionary Service
  - Information Standards Representation Service
  - Terminology Implementation Service
  - Interoperability Standards Service
  - Data Standards Assurance Service

- Other bodies/boards to consult:
  - Professional Record Standards Body
  - Data Alliance Partnership Board
  - Data Design Authority
  - Systems Design Authority and any other CTO governance groups

Additionally, the buyer will also make available suggested contact information for users of the service, however the supplier will be responsible for contacting and managing engagement with these representative stakeholders.

REPORTING

The work will be managed as an agile process with a mixed supplier/buyer team, with the following reporting/ways of working:

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- a regular 10 to 15-minute stand-up to provide key updates and flag blockers (frequency to be determined)
- weekly progress report on activities and blockers
- weekly problem-solving session for deep diving issues if required
- Fortnightly show-and-tell session to the steering group/broader team to share findings and seek feedback
- Fortnightly meeting with the standards and interoperability programme key contacts to monitor performance and progress against plan

KEY QUESTIONS OR THEMES TO EXPLORE:

- What is the reason and benefit of users accessing these core services? Do any other organisations offer similar products and services or are they the one-stop shop for delivery?
- Are their services free? If not, how much do services cost?
- Can service areas provide estimated timelines for key product delivery?
- What are the handover points or gaps in the current 'as is' process? How can gaps be addressed?
- Do the service areas have user feedback they can share and or demonstrate how they keep improving their products and/or services to inform this research?
- What are the opportunities for improving their services to feed into a new clearly defined end to end standards development process?
- What are the opportunities to streamline the end-to-end process by redesigning service delivery and governance and how will this benefit the users?
- What are the gaps in the existing service model and end-to-end process that need to be addressed and what needs to be done to address these gaps?
- What are the assurance and approval mechanisms for each service area? How do these link into other governance boards for data, information, architecture and technology?
- What are the challenges to redesigning the service model and end-to-end process and how can these be mitigated?
- What prioritisation methods do each service area use to prioritise work? How does this compare to the RICE prioritisation framework work?

Requirement 1 - 'As is' services and overall process

A straightforward documented overview of all national services that have a role in developing, assuring, approving and publishing standards and the relationships and handover points between teams, bodies and boards. Include links to relevant service area guidance from previous discovery work, e.g. when and how to use these services, what type of products are required/will be produced and the estimated time frames and costs for delivery.

OUTCOMES

The outcome of this requirement is to provide a comprehensive overview of all the existing service areas, current typical end-to-end process and associated guidance (already captured in other discovery work) that has been validated by each of the national delivery teams.

HOW WE ANTICIPATE THIS WORK BEING CARRIED OUT:

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- Review recent research findings to understand what users and stakeholders have already shared through interviews and workshops to avoid any duplication or confusion to stakeholders.
- Present the consolidated findings to all affected key stakeholder groups in a collaborative workshop so each team understands each other's role and responsibilities.
- Interview national service delivery teams to gather new information not already reported
- Interview other bodies and boards not previously consulted that are involved in either the delivery or governance of data, information, architecture and technology, namely the Professional Record Standards Body, Data Alliance Partnership Board and the Chief Technology Office Boards such as the Systems Design Authority and Data Design Authority.
- Daily stand-ups and weekly playback sessions with a key representative from the service delivery teams, bodies and boards as appropriate.
- Current staffing resources

EXPECTED OUTPUTS AND DELIVERABLES:

The supplier will produce and validate all content collaboratively with the national service delivery teams. At the end of this piece of work the supplier will have provided the buyer with the following information:

1) An overview of all national services that have a role in developing, assuring, approving and publishing standards. This should include a diagram of the current typical end to end process for delivering information standards. The supplier should also include any other additional meaningful supplementary information identified during the research and discovery process. This should be reviewed and validated by all affected service delivery teams.

Requirement 2 - 'To be' end-to-end process and service model

A proposed service design and end-to-end process for developing, assuring, approving and publishing information standards.

OUTCOMES

The outcome of this requirement is to provide a recommended service design and end-to-end process for developing, assuring, approving and publishing information standards that integrates with the broader governance model for data, information, architecture and technology that has been validated by the project steering group. This work therefore needs to take into account the process for approving data collections and extractions that are approved by the Data Alliance Partnership Board.

HOW WE ANTICIPATE THIS WORK BEING CARRIED OUT:

- Interview national service delivery teams and other bodies and boards not previously consulted (as mentioned above) to gather new information not already reported
- Run co-design sessions with the directly affected teams both independently and collaboratively across all services

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- Present the consolidated findings of to all affected key stakeholder groups in a collaborative workshop
- Daily stand-ups and weekly playback sessions with a key representative from all the national service delivery teams, bodies and boards as appropriate.

EXPECTED OUTPUTS AND DELIVERABLES:

The supplier will produce and validate all content collaboratively with the national service delivery teams, Professional Record Standards Body and specified boards. At the end of this piece of work the supplier will have provided the buyer with the following information:

A report with recommendations for a new service design and end-to-end process to provide:

a) A simple overview of the proposed overall service model
b) A proposed information standards development process diagram
c) Staffing requirements that compares to current 'as is' state
d) Step-by-step guidance that explains the consolidated end-to-end process and the roles and responsibilities of the different service delivery teams, their relationships and dependencies and the types of deliverables, timescales and costs for using these services
e) Communication materials to promote the new proposed service, including who to contact when
f) An overview of how the governance of standards fits into the wider governance of data, information, architecture and technology.

The report must provide a summary of the findings and the rationale for the recommended service design and end-to-end process. The impact and implementation of the recommendations are out of scope of this work.

BASE LOCATION

Work may be carried out remotely or from multiple sites, including the buyer's Leeds and London's offices.

Subject to any Government public health restrictions, face-to-face workshops with groups of stakeholders will be preferable, but can be carried out remotely if attendees are unable to attend in person.

PAYMENT

40% of the total fixed-price contract fee will be payable upon the satisfactory completion of milestone one (to be signed off by NHS England's business contract manager). 40% of the total fixed-price contract fee will be payable upon the satisfactory completion of milestone two. The remaining 20% of the total fixed-price contract fee will be payable upon the satisfactory completion of all specified deliverables (milestones one, two and three).

KEY MILESTONES

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

Milestone 1: Team established and introductions to key stakeholders

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Timeframe: Within 2 weeks of the start of the contract

Milestone 2: Requirement 1 deliverables complete

Timeframe: Within 4-6 weeks of the start of the contract

Milestone 2: Requirement 2 - initial outline report drafted

Timeframe: Within 6-8 weeks of the start of the contract

Milestone 3: Final report with recommendations signed off by the steering group

Timeframe: 25 July 2022