# DPS Schedule 6 (Order Form and Order Schedules)

# Order Form

ORDER REFERENCE:          C243962

THE BUYER:               Department of Health and Social Care

BUYER ADDRESS           39 Victoria Street, London SW1H 0EU

THE SUPPLIER:           Edinburgh Innovations Limited

SUPPLIER ADDRESS:       University of Edinburgh, Old College, South Bridge, Edinburgh, Midlothian, EH8 9YL

REGISTRATION NUMBER:      SC148048

DUNS NUMBER:           TBC

DPS SUPPLIER REGISTRATION SERVICE ID: TBC

APPLICABLE DPS CONTRACT: **AI Lab Evaluation Services**

This Order Form is for the provision of the Deliverables and dated 26/02/2024.

It's issued under the DPS Contract with the **reference number CCS RM6126 for the above-named provision.**

DPS FILTER CATEGORY(IES):
Research and Insights

ORDER INCORPORATED TERMS

The following documents are incorporated into this Order 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 Order Special Terms and Order Special Schedules.
2. **Joint Schedule 1(Definitions and Interpretation) CCS DPS-RM6126**
3. DPS Special Terms
4. The following Schedules in equal order of precedence:

   - Joint Schedules for **DPS- RM6126**
     - 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)
   - Order Schedules for **C243962**
     - o Order Schedule 1 (Transparency Reports)
     - o Order Schedule 3 (Continuous Improvement)
     - o Order Schedule 5 (Pricing Details)
     - o Order Schedule 7 (Key Supplier Staff)
     - o Order Schedule 9 (Security)
     - o Order Schedule 18 (Background Checks)
     - o Order Schedule 20 (Order Specification)
5. CCS Core Terms (DPS version) v1.0.3
6. Joint Schedule 5 (Corporate Social Responsibility) **C243962 order reference.**

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

ORDER SPECIAL TERMS

Amendments to CCS Core Terms (DPS version) v1.0.3:

Clause 2.12 shall be amended to read *"A Supplier can only receive Orders under the DPS Contract while it meets the basic access requirements for the DPS stated in the FTS Notice. Upon reasonable written notice and withing business hours CCS can audit whether a Supplier meets the basic access requirements at any point during the DPS Contract Period."*

Clause 3.1.2 Not Used.

Goods clauses 3.2.1 – 3.2.12 Not Used.

Clause 4.7 Not Used.

Clause 11.5 Not Used.

Clause 15.2 shall be amended to add *"(i) It is required to be disclosed lawfully by the Supplier or The University Court of the University of Edinburgh registration number SC005336 (the "University"), which Supplier is a wholly owned subsidiary of in accordance with the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004."*

Clause 15.3 shall be amended to include a reference to the University *"In spite of Clause 15.1, the Supplier may disclose Confidential Information on a confidential basis to Supplier Staff and the University on a need-to-know basis and as agreed with the DHSC contract manager in the first instance …"*

Clause 16.1 shall be amended to read *"Where legally permissible and practically possible the Supplier must tell the Relevant Authority within 48 hours if it receives a Request For Information."*

Clause 16.2 shall be amended to read *"Within five (5) Working Days of the Buyer's request and where legally permissible the Supplier must give CCS and each Buyerfull cooperation and information needed so the Buyer can:…"*

Clause 16.3 shall be amended to read *"The Relevant Authority may talk to the Supplier to help it decide whether to publish information under Clause 16. provided always that the recipient of Confidential Information shall be responsible for determining in its absolute discretion the content of such disclosure."*

Clause 27.1 shall be amended to read *"Neither Party shall during any Contract Period:*

> *(a) commit a Prohibited Act or any other criminal offence in the Regulations 57(1) and 57(2); or*
> *(b) the Supplier shall not do or allow anything which would cause CCS or the Buyer, including any of their employees, consultants, contractors, Subcontractors or agents to breach any of the Relevant Requirements or incur any liability under them."*

Clause 27.2 shall be amended to read *"The Parties must during the Contract Period:…"*

None

ORDER START DATE:                    **02/05/2024.**

ORDER EXPIRY DATE:          **02/05/2025.**

ORDER INITIAL PERIOD:       1 year.


DELIVERABLES


To be agreed at the inception meeting, it is expected that the range of deliverables the evaluator will be responsible for will include:

1.  Evaluation strategy: to include the approach, methods to be taken and metrics to address the evaluation questions

2.  Monthly summary and progress slide-decks

3.  Interim reports: detailing progress to date, formative lessons learned, emerging findings and any amendments to the evaluation strategy

4.  End of evaluation report: including the story/narrative of the AI Lab and detailing all findings in relation to the evaluation questions (process, impact and value for money). The final evaluation report will be expected to use the evidence gathered to support any conclusions or recommendations and to demonstrate the dynamic interconnection of different elements of the project (to be agreed and discussed at the relevant time with DHSC contract manager) The report should also include a set of baseline assessments as part of an embedding an evaluation approach in similar programmes.

•  Presentation on the findings, conclusions and recommendations of the evaluation: to inform the ongoing work of the AI Lab and other future similar programmes and to inform the ongoing work of the AI Lab and other future similar programmes

•  Dissemination-ready materials for sharing with stakeholders

•  In collaboration with the AI Lab team, a publication ready for submission to a peer-reviewed journal.


Final Reporting

The evaluator should note that the final elements of the evaluation and the final report should be completed by April 2025.

The final evaluation report should take into consideration the NHS AI Lab's expectations about the evaluation approach and provide evidence to support success or failure to deliver against these expectations. Final reports should include:

●  an executive summary that will work as a stand-alone document: this should include a brief description of the purpose of the project, timing and activities; a brief summary of the evaluation methodology, and the main evaluation findings particularly on impacts, lessons for the future and conclusions

●  a description of and rationale for the evaluation strategy and methodology, including any underlying theoretical approaches; project objectives, timescale and activities (including

reports), so that readers will know what the purpose of the project was, what took place and when

- a summary of the evaluation methodology, metrics, and data collection sources and tools
- detailed analysis and evidenced conclusions from the evaluation research across all evaluation questions.

The final report and recommendations should focus on the processes and impacts of the programme to date, and anticipated future impacts. It should demonstrate and provide evidence of how the AI Lab's activities and outputs have contributed to and interacted to produce the impact of the programme. It should address all key questions outlined above. Due to the high-profile and innovative nature of the AI Lab programme, the final report will be shared with key stakeholders and sponsors, also including but not limited to: HM Treasury, Ministers, NHSE directors, directors of finance and leads of other relevant similar programmes.

Evaluation project activities addressed should include:

- Preliminary activities (e.g. desk research, scoping activities)
- Governance (e.g. oversight groups) and stakeholder engagement
- Project management
- Methods including sampling, recruitment and number of participants; number, location and design of any data collection events; the main questions addressed; quality of information provided; role and value of specialists involved
- Analysis and reporting (including methods of analysis / recording) from the project
- Impacts (achieved and expected), and dissemination and use of results
- Reflective learning, drawing out the main lessons of the evaluation and how these might inform future similar evaluations.
- Detailed evaluation data (e.g. questionnaire responses, frameworks, thematic analysis, economic analysis etc.) should be provided in annexes.

The report must be written in coherent and accessible language and provided in a form that is useful for learning and demonstrating impacts.

Key performance indicators (KPIs)

Please see the KPIs for the evaluation in the table below:

| KPI Ref | KPI | Frequency | Measurement | Payment condition |
|---|---|---|---|---|
| 1 | Submission of evaluation strategy | Once | Received within 2 months of contract start date. Evaluation strategy clearly outlines the approach, methodology and metrics for the evaluation. Evaluation strategy is agreed and signed-off as satisfactory by the AI Lab team | Associated payment milestone released to Supplier on receipt of satisfactory strategy meeting all associated KPIs. |
| 2 | Submission of monthly summary and progress update slide-decks | Monthly | Received by agreed date. Summaries clearly outline the progress-to-date, risks and issues, proposed changes to the evaluation strategy, and summary of findings from the month's work. Signed-off as satisfactory by the AI Lab team. | |
| 3 | Submission of interim reports | Twice | Detailing progress to date, formative lessons learned, emerging findings and any amendments to the evaluation strategy. Signed-off as satisfactory by the AI Lab team. | Associated payment milestone released to Supplier on receipt of satisfactory report meeting all associated KPIs. |
| 4 | Submission of final evaluation summative report | Once | Received by 31st April 2025. Report clearly responds to all evaluation questions. | Associated payment milestone released to Supplier on receipt of satisfactory report meeting all associated KPIs. |

**Clarification log**

As per clarification log issued on Atamis portal of 13 February 2024.

MAXIMUM LIABILITY
The limitation of liability for this Order Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £1M.
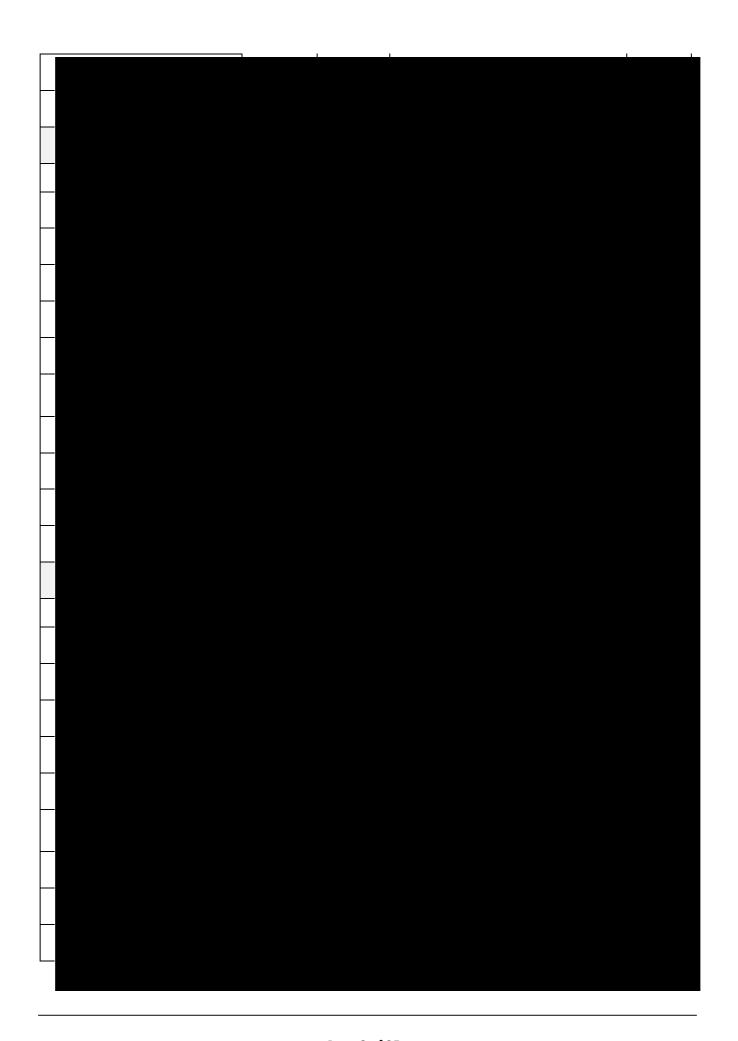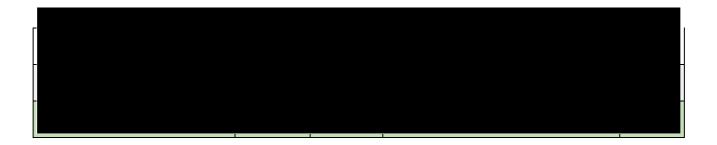
**ORDER CHARGES**
Option A: Charges for the Deliverables
Order Schedule 5 (Pricing Details)

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in DPS Schedule 3 (DPS Pricing)

| Activity type | Item | Total cost (£) |
|---|---|---|
| 1 | Evaluation strategy development | ██████ |
| 2 | Collation and presentation of monthly updates | ██████ |
| 3 | Interim reporting | ██████ |
| 4 | Data collection, analysis and presentation | ██████ |
| 5 | End of evaluation deliverables | ██████ |
| ██ | | ██████ |

**Note: Please complete all fields. Please provide day rates against all personnel assigned to this project.**

| Grade | Rate (£) per day | Days (Number) | Activity (Task) | Total (£) |
|---|---|---|---|---|
| | | | **Activity 1 - Evaluation strategy development** | |
| H███ | ████████████████████████████████████ | | | ████ |
| | | | **Activity 2 - Collation and presentation of monthly updates** | |
| Health | ████████████████████████████████████ | | | ████ |
| | | | **Activity 3 - Interim reporting** | |
| | ████████████████████████████████████ | | | ████ |

**Payment Schedule:**

Milestones will be reviewed on quarterly contract meeting and Payment will be made upon completion of the deliverables to the satisfaction of the AI Lab contract manager.

**No further payment will be made until all milestones/deliverables have been completed.**

| | | | |
|---|---|---|---|
| ██████ | ████████ | ████████ | ████████████ ██████ |
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██ is intended that the indicated amounts will be paid by the Authority to the Contractor within thirty (30) days of the dates. Payment will be made upon completion of each milestone per quarter and final payment will be made upon submission of the completed final report.

All day rates are as per tender above.

REIMBURSABLE EXPENSES
None

PAYMENT METHOD
All invoices must be sent, quoting a valid Purchase Order Number (PO Number) and any other relevant details, to: ███████████████████████ And ███████████████████
Payment of undisputed invoices will be made within 30 days of receipt of invoice, which must be submitted promptly by the Supplier.

BUYER'S INVOICE ADDRESS:
████████████████████
███████████████████████

BUYER'S AUTHORISED REPRESENTATIVE
███████████████████████████████████████
███████████████████████
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BUYER'S ENVIRONMENTAL POLICY
Non applicable

BUYER'S SECURITY POLICY
As per tender.

SUPPLIER'S AUTHORISED REPRESENTATIVE
████████
████████████████████████████

SUPPLIER'S CONTRACT MANAGER
█████████████████████
███████████████████

PROGRESS REPORT FREQUENCY
On the first Working Day of each week or as advised by DHSC contract manager.

PROGRESS MEETING FREQUENCY
Weekly, or as advised by DHSC contract manager.

KEY STAFF

███████████████████
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KEY SUBCONTRACTOR(S)

████████████████████████████████████████ .

E-AUCTIONS
Not applicable

COMMERCIALLY SENSITIVE INFORMATION
As advised by DHSC contract manager on any commercially sensitive information.

SERVICE CREDITS
Not applicable.

ADDITIONAL INSURANCES
Not applicable.

GUARANTEE
There's a guarantee of the Supplier's performance provided for all Order Contracts entered under the DPS Contract.

SOCIAL VALUE COMMITMENT
The Supplier agrees, in providing the Deliverables and performing its obligations under the Order Contract, that it will comply with the social value commitments in Order Schedule 4 (Order Tender)

| For and on behalf of the Supplier: | | For and on behalf of the Buyer: | |
|---|---|---|---|
| Signature: | ███████████ | ████ | ███████████ |
| Name: | ██████████ | Name: | ███████ |
| Role: | ████████████ | Role: | ██████████ |
| Date: | 03/05/2024 | Date: | 03/05/2024 |

# Order Schedule 20 (Order Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Order Contract

## Section 1 - Introduction

The AI Lab team are looking to award a contract to a national Evaluator (the "Evaluator") to conduct a comprehensive evaluation of the AI Lab programme.

The NHS AI Lab is the centre of expertise for AI in both NHS England (NHSE) and the Department of Health and Social Care (DHSC). The NHS AI Lab was launched in 2020 and set up as a Research and Development (R&D) focused programme to accelerate the safe, ethical and effective adoption of AI in health and social care. Aiming towards the UK becoming a world leader for the development and use of AI-driven technologies to improve people's health and wellbeing, delivering the most impactful technology to support the health and care system. More information about the AI

Lab can be found here - [The NHS AI Lab - NHS Transformation Directorate (england.nhs.uk)](The NHS AI Lab - NHS Transformation Directorate (england.nhs.uk))

The objectives for the AI Lab are:

1. Targeted and evidence-based intervention to accelerate the deployment of the most promising AI technologies [in health and care] using a risk-based approach

2. Support and increase strategic AI alignment [in health and care]

3. Generate necessary evidence and develop clear and robust pathways as well as practices to help remove barriers to adoption [of AI in health and care].

The AI Lab consists of the following sub-programmes:

- **AI in Health and Care Award**: The AI in Health and Care Award (referred to as the AI Award in the logic model) provides funding to test and evaluate the most promising AI technologies to accelerate their deployment within health and care. It also aims to build the AI skills in the health and care workforce within the UK, ensuring the best capabilities to build these technologies, deploy and maintain them. Over £102m (£123m committed) has been invested in 86 projects.
- **Imaging**: This programme aims to develop and support the systems that will enable AI to achieve its potential by creating a user-friendly route to getting the best imaging AI into use in the NHS. The work aims to create an environment where the most successful AI technologies can be easily procured and used by hospitals.
- **Ethics**: This programme aims to strengthen the ethical adoption of AI in the sector, with a focus on countering health inequalities that could emerge from the use of AI. The initiative invests in research and trialling practical interventions that complement and strengthen existing efforts to validate, evaluate, and regulate AI-driven technologies. The intention is to support projects that can demonstrate that they are patient-centred, inclusive, and impactful.
- **Policy and Regulation**: The policy and regulation programme aims to enable a world-leading safe and ethically robust ecosystem for the development and deployment of AI technologies. This includes but is not limited to a joined up regulatory advice and approval service, better post market surveillance, and guidance on what a good service that uses AI systems looks like. It also develops mechanisms for protecting patient safety as well as ensuring transparency, accuracy and interpretability of systems to ensure the confidence of both the public and clinicians are met.
- **Skunkworks**: This programme ran short-term projects to realise and evaluate proof of concepts which with the support of the NHS, could then be adapted into more viable products. 20 projects had been supported to completion at the programme closure in 2022.

A recent review of the AI Lab programme undertaken in October 2023 recommended that the programme should be formally evaluated in its entirety, including a lessons learned review and a value for money assessment.

The current requirement is to procure an independent, external evaluation of the AI Lab focusing on three over-arching areas for the whole programme:

1. Process: Establishing specific and generalisable learning to inform future AI Lab activity and improve policy and delivery for AI in health and care

2. Impact: Ascertaining if the AI Lab met its objectives and how well the activities led to its intended outcomes and benefits

3. Value for Money: Comparing the costs of the AI Lab with its outcomes.

To date, a number of sub-elements of the programme have been evaluated; most specifically the AI in Health and Care Awards for stage 4 (most mature) projects. However, a full programme evaluation has not been undertaken.

## Section 2 – Scope and duration of procurement

2.1 Purpose

The aim of evaluating the AI Lab is to understand and assess the impact and value for money of the programme as a whole and establish specific and generalisable learning to inform future Lab activity and other similar programmes.

The objectives of the AI Lab evaluation are to:

- Gather and present objective and robust evidence of the process, impacts and value for money of the AI Lab to form conclusions.

- Identify lessons learned from the AI Lab to support the design and future delivery of the remaining AI Lab projects still in flight.

- To use the evidence and conclusions to provide real learning to future AI programmes in public sector healthcare as well as the wider public sector.

Evaluation is key to generating robust evidence on the success of the AI Lab - if we want to understand the programme's value for money, we need to test whether interventions worked, or whether adaptations to interventions could deliver future improvements. An evaluation would address the recent review recommendation for the AI Lab and would meet the standards of the HM Treasury Magenta Book (2020) and the HM Treasury Green Book (2022) requiring all programmes to be properly evaluated. An independent, external evaluation team will provide a greater degree of impartiality and objectivity than an internal evaluation team and will address resource and specialist skills gaps within the current AI Lab's staff complement.

The evaluation should include formative and summative elements.

- **Formative**: The evaluator will be expected to use and feedback evidence gathered throughout the project to support the AI Lab's ongoing delivery.

- **Summative**: Identifying the lesson learned, impacts and value for money of the AI Lab programme overall. This requires bringing together and analysing detailed evidence using existing quantitative and qualitative data and collecting new data as part of the evaluation. [See appendix 9.1 for a link to the evaluation plan for the AI Lab].

## 2.2 Duration

The evaluation is expected to commence in May 2024 and finish in April 2025. Any extensions required will need to be discussed and agreed with the AI Lab team, at least three months prior to the contract expiry. The Evaluator should notify the AI Lab team at the earliest date possible if the work cannot be delivered within the contract term. This contract may be terminated early by the DHSC if the evaluation requirements are no longer needed. The DHSC will notify the Evaluator with one month's written notice if the contract will be terminated early.

## 2.3 Financial value

The maximum budget/expected value available for the fixed term of the contract is between ██████████████. The proposed cost of the evaluation will be assessed as part of the tender process to ensure value-for-money for all activities. Payment will be linked to milestones and payment will be made after completion of the milestone.

## 2.4 Evaluation questions

The following key questions must be answered when evaluating the AI Lab:

| Evaluation type | Evaluation question and sub-questions | Purpose | Potential approaches |
|---|---|---|---|
| Process | What are and have been the factors that have contributed positively and negatively to the implementation of the AI Lab?<br><br>- were adequate resources, skills and support in place to set up and effectively manage the programme?<br>- what can be learned for future AI programmes in public sector healthcare as well as the wider public sector? | To understand the barriers and enablers to the AI Lab's outputs and outcomes: to review the design of the programme vs. how it worked in reality. To understand the factors that foster the most success and impact from the programme as lessons learned to support future programmes. | Interviews, surveys and focus groups with key stakeholders. Development of case studies.<br><br>Appraisal and synthesis of relevant documentation, including, but not limited to, lessons learned reports, monthly reports and AI Award final reports. |
| Process and Impact | What have been the unintended and unexpected outcomes from the AI Lab programme (both positive and negative)? | To understand the range of outcomes associated with the programme that are not necessarily linked to the programme's objectives and intended outcomes. | Interviews, surveys and focus groups with key stakeholders. Development of case studies.<br><br>Appraisal and synthesis of relevant documentation, including, but not limited to, lessons |

| | | | |
|---|---|---|---|
| | | | learned reports, monthly reports and AI Award final reports.<br><br>Follow up and review of completed projects. |
| Impact | How well has the AI Lab achieved its objectives, intended outcomes and long-term impacts?<br><br>- Has the AI Lab been successful in growing a pipeline of safer, more ethical and validated products undergoing initial health system adoption or scaled deployment?<br><br>- What has been the contribution of each sub-programme in relation to the AI Lab's intended outcomes and long-term impacts?<br><br>- What is the emerging evidence for the longer-term adoption, spread, further investment and sustainability of the AI Lab projects across health and care? | To ascertain whether the programme has been successful in relation to its objectives and has achieved what it has set out to do.<br><br>To understand the relative contribution of each programme element in relation to the overall objectives, what made a difference and what didn't.<br><br>To understand how the outputs from the AI Lab have been adopted, spread, whether they have attracted further investment and whether they appear sustainable.<br><br>To understand what interventions will have the biggest impact moving forwards. | Appraisal and synthesis of relevant documentation, including, but not limited to, completed reports and evaluations, published outputs, presentations.<br><br>Analysis of existing reported data and collection of novel data where gaps are identified.<br><br>Follow up and review of completed projects; identification and analysis of new projects derived from the AI Lab.<br><br>Interviews, surveys and focus groups with key stakeholders.<br><br>Development of case studies. |
| Value for money | What is the short-term and long-term value for money of the AI Lab across health and care?<br><br>- What elements have most influence on the value for money of the programme?<br><br>- Given what has been achieved already and the potential impact of other constraints, where should the AI Lab target its | To ascertain value for money and provide assurance to commissioners and sponsors that the programme adds value.<br><br>To understand what interventions will deliver the most value for money moving forwards. | Use cost-effectiveness analysis to consider investment in the AI Lab against the outcomes it delivered, including patient health outcomes (e.g. through QALYs) and NHS resources.<br><br>Appraisal and synthesis of existing economic evidence (including health economics) from across the AI Lab and |

| | intervention moving forwards? | | development of original economic analysis to form an assessment of the value for money.

Make use of findings and evidence from the impact question.

Combine the value for money assessment with qualitative evidence from key stakeholders to inform what will deliver the most value for money moving forwards. |
|---|---|---|---|

See also the AI Lab Evaluation Plan for more detailed questions [appendix 9.1]

The evaluator will be expected to determine if and how the AI Lab programme has achieved the outcomes and impacts described in the AI Lab Logic model [see appendix 9.2]. The AI Lab logic model was refreshed to represent how the programme's activities leads to its intended outcomes, long-term impacts and benefits. The logic model provides an overarching evaluation-focused plan for the AI Lab, forming the basis for developing evaluation questions, metrics and measures to understand the success of the AI Lab. It also serves as a summary for an evaluator to work from.

2.5 Methodological approach

It is expected that the evaluation will be largely theory-based (section 3.4 of the Magenta Book) and use a mixed-methods approach, collecting, reviewing and analysing both qualitative and quantitative data. It is anticipated that the evaluator will provide suggestions on the approach taken in negotiation with the internal AI Lab team. Whilst the evaluation of the AI Lab will be primarily retrospective and summative, there will be an expectation of prospective and formative data collection and analysis. This will be beneficial to help inform AI Lab projects still in flight.

Due to the length of the contract, it is likely the evaluator will most effectively focus on the short and medium term outcomes of the Lab, and where possible to frame tentative conclusions around progress for the longer term outcomes and impacts. In the absence of a counterfactual, we would also suggest the evaluator reviews wider national and international trends in the implementation of AI in health and care to ascertain whether and how the AI Lab may have accelerated activity and influenced outcomes.

Potential methods include:

- Determining measures of success for programme outcomes with the AI Lab team
- Synthesis and analysis of existing data and document/artifact review e.g. from AI Awards and other evaluations; data used for monitoring purposes; annual reports etc.
- Collection of novel data from a range of sources and stakeholders e.g. surveys, interviews, case studies, site visits, follow up with projects that have completed

- Cost-effectiveness analysis that considers investment in the AI Lab against the outcomes it delivered, including patient health outcomes (e.g. through QALYs) and NHS resources.

## 2.6 Scope

Within scope are all legacy and current sub-programmes of the AI Lab, **excluding** the AI Deployment Fund which is being delivered and evaluated separately by the Digital Diagnostics (DDC) team.

## Section 3 – Evaluation requirements

**Please refer to the document titled 'DHSC-ITT – AI Lab Services' for more information about the requirements**

The evaluation is not intended to assess the personal performance of those involved.

3.1 Responsibilities of the evaluator:

- Bidders should demonstrate a sound understanding of the brief, and should have experience of the evaluation of complex programmes in health and care and ideally AI in health and care specifically
- Applicants should demonstrate how they would quality-assure the work and be prepared to adapt to developments or changes in the project
- A single contract will be let for the evaluation. Applicants should provide details of any sub-contractors, or support staff, which the evaluator intends to use. Details of oversight procedures should be provided
- Without compromising the independence of the evaluation process, the evaluator must be prepared to grant access to the NHS AI Lab team to allow inspection of the work at any time. The evaluator must also be prepared to provide further information should it be requested
- The evaluator will be required to inform the NHS AI Lab team promptly, in writing, of any cessation of work and of any event or circumstance likely to significantly affect the satisfactory completion of the evaluation
- The evaluator will develop the evaluation process and strategy, and provide a detailed methodology, including an evaluation framework, success criteria and metrics as appropriate
- The evaluator must undertake all aspects of the evaluation, including data collection, collation, analysis and reporting
- All evaluation plans, materials (e.g. questionnaires and interview schedules) and all reports need to be discussed in draft with NHS AI Lab, and formally signed off before use
- The evaluator should be prepared to provide on-going feedback, based on evidence from evaluation research and emerging evaluation findings, to support and refine project development and the delivery of a high quality output
- The evaluator will be required to take part in the initial inception meeting with the AI Lab and commercial team to agree the requirements and expectations for the evaluation
- The evaluator will be required to take part in the final wash-up meeting, held at the end of the project and prior to sign-off on the main evaluation report
- In addition, evaluation contractors will be invited, and expected to attend regular update and interim reporting and contract meetings as part of their formative as well as summative role.

## 3.3 Other considerations

- Final communication, sign-off and reporting requirements and protocols will be agreed between the NHS AI Lab and the evaluator at the Inception Meeting or as soon as the evaluator is in place

- All outputs must be clearly written, and written in such a way that it makes them easily accessible to a non-technical audience. All technical jargon and terminology must be fully explained and plain English used throughout the reports

- Circulated drafts and final versions of all outputs should be thoroughly proofread prior to submission. There is a need to build sufficient time (minimum 2 weeks) into your timetable for the NHS AI Lab team to comment on any draft and final outputs

- The NHS AI Lab team shall have the right to require the evaluator to include any reasonable changes or provisions in each version of the project plan

- The evaluator shall perform its obligations so as to achieve each milestone by the milestone dates agreed in each project plan and changes to any milestones agreed at project inception shall only be made in accordance with discussion with the NHS AI Lab team

- Payment terms will be agreed between the NHS AI Lab and the evaluator, at the Inception Meeting or when the contract is in place

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

## 3.4 Deliverables

Whilst yet to be agreed at the inception meeting, it is expected that the range of deliverables the evaluator will be responsible for will include:

5. Evaluation strategy: to include the approach, methods to be taken and metrics to address the evaluation questions

6. Monthly summary and progress slide-decks

7. Interim reports: detailing progress to date, formative lessons learned, emerging findings and any amendments to the evaluation strategy

8. End of evaluation report: including the story/narrative of the AI Lab and detailing all findings in relation to the evaluation questions (process, impact and value for money). The final evaluation report will be expected to use the evidence gathered to support any conclusions or recommendations and to demonstrate the dynamic interconnection of different elements of the project in contributing to its success. The report should also include a set of baseline metrics as part of an embedding an evaluation approach in similar programmes.

- Presentation on the findings, conclusions and recommendations of the evaluation: to inform the ongoing work of the AI Lab and other future similar programmes and to inform the ongoing work of the AI Lab and other future similar programmes

- Dissemination-ready materials for sharing with stakeholders

- In collaboration with the AI Lab team, a publication ready for submission to a peer-reviewed journal.

## 3.5 Final Reporting

The evaluator should note that the final elements of the evaluation and the final report should be completed by April 2025.

The final evaluation report should take into consideration the NHS AI Lab's expectations about the evaluation approach and provide evidence to support success or failure to deliver against these expectations. Final reports should include:

- an executive summary that will work as a stand-alone document: this should include a brief description of the purpose of the project, timing and activities; a brief summary of the evaluation methodology, and the main evaluation findings particularly on impacts, lessons for the future and conclusions
- a description of and rationale for the evaluation strategy and methodology, including any underlying theoretical commitments or assumptions; project objectives, timescale and activities (including reports), so that readers will know what the purpose of the project was, what took place and when
- a summary of the evaluation methodology, metrics, and data collection sources and tools
- detailed analysis and evidenced conclusions from the evaluation research across all evaluation questions.

The final report and recommendations should focus on the impacts of the programme to date, and anticipated future impacts. It should demonstrate and provide evidence of how the AI Lab's activities and outputs have contributed to and interacted to produce the overall success of the programme and its impacts. It should address all key questions outlined above. Due to the high-profile and innovative nature of the AI Lab programme, the final report will be shared with key stakeholders and sponsors, also including but not limited to: HM Treasury, Ministers, NHSE directors, directors of finance and leads of other relevant similar programmes.

Evaluation project activities addressed should include:

- Preliminary activities (e.g. desk research, scoping activities)
- Governance (e.g. oversight groups) and stakeholder engagement
- Project management
- Methods including sampling, recruitment and number of participants; number, location and design of any data collection events; the main questions addressed; quality of information provided; role and value of specialists involved
- Analysis and reporting (including methods of analysis / recording) from the project
- All impacts (achieved and expected), and all dissemination and use of results
- Reflective learning, drawing out the main lessons of the evaluation and how these might inform future similar evaluations.
- Detailed evaluation data (e.g. questionnaire responses, frameworks, thematic analysis, economic analysis etc.) should be provided in annexes.

The report must be written in coherent and accessible language and provided in a form that is useful for learning and demonstrating impacts.

3.6 Key performance indicators (KPIs)

Please see the KPIs for the evaluation in the table below:

| KPI Ref | KPI | Frequency | Measurement | Payment condition |
|---------|-----|-----------|-------------|-------------------|
| 1 | Submission of evaluation strategy | Once | Received within 2 months of contract start date. Evaluation strategy clearly outlines the approach, methodology and metrics for the evaluation. Evaluation strategy is agreed and signed-off as satisfactory by the AI Lab team | Associated payment milestone released to Supplier on receipt of satisfactory strategy meeting all associated KPIs. |
| 2 | Submission of monthly summary and progress update slide-decks | Monthly | Received by agreed date. Summaries clearly outline the progress-to-date, risks and issues, proposed changes to the evaluation strategy, and summary of findings from the month's work. Signed-off as satisfactory by the AI Lab team. | |
| 3 | Submission of interim reports | Twice | Detailing progress to date, formative lessons learned, emerging findings and any amendments to the evaluation strategy. Signed-off as satisfactory by the AI Lab team. | Associated payment milestone released to Supplier on receipt of satisfactory report meeting all associated KPIs. |
| 4 | Submission of final evaluation summative report | Once | Received by 30th April 2025. Report clearly responds to all evaluation questions. | Associated payment milestone released to Supplier on receipt of satisfactory report meeting all associated KPIs. |

## Section 4 – Timetable

We expect the evaluation to be commenced by the start of Q1 of 2024/25. The final report will be published by the end of Q4 of 2024/25. A payment schedule will correspond with the four timeframes in the detailed timetable for deliverables below (25% released at each deliverable). All deliverables must be signed off by the AI team before payment.

**Summary timetable for activities (estimated):**

- Project inception meeting: May 2024
- Delivery of evaluation strategy – June 2024
- Interim report and lessons learned - September 2024
- Interim report, lessons learned, spread and sustainability – December 2024
- Final report and recommendations report for publication – April 2025

**Detailed timetable for deliverables:**

1. **Evaluation strategy: June 2024**, to include:
   - overall approach to evaluation, including any risks or challenges foreseen
   - context/background where relevant for the approach taken to evaluation
   - comments on process design
   - proposed methodology, methods and metrics
   - initial stakeholder engagement and stakeholder mapping

2. **First interim report: September 2024**, to include:
   - survey/interview/observation/quantitative data evidence
   - comments on effectiveness of process design
   - emerging evidence of outcomes and impacts
   - formative information e.g. lessons learned about the programme and evaluation approach

3. **Second interim report: December 2024**, to build on the previous interim report, and include:
   - survey/interview/observation/quantitative data evidence
   - comments on effectiveness of process design
   - evidence of outcomes and impacts, including emerging evidence for adoption, spread and sustainability
   - formative information e.g. lessons learned about the programme and evaluation approach

4. **Final report and dissemination materials (including lessons learned report which can be separate): April 2025**, to build on the previous interim reports and include:
   - all findings/evidence in relation to the evaluation questions
   - limitations of the evaluation
   - lessons learned and recommendations for the AI Lab programme and future, similar programmes
   - proposed baseline data for future, similar evaluations

Extensions to the deliverables timetable can be granted within reasonable timescales, provided business needs are suitably met. Should extensions be required a minimum of three weeks' notice will be required

## Section 5 – Applicable legislation, standards and licences

GDPR for secure data handling.

## Section 6 – Key risks and responsibilities

| Risk | Responsibility |
|------|----------------|
| Increasing costs due to unforeseen circumstances | Tenderer |
| Decreased staff or resource availability | Tenderer |

## Section 7 – Contract manager and contact details

The Contract Manager for this Contract will be: Satya Pandey, AI Strategic Sourcing Lead, AI Lab

## Section 8 – End of contract and exit arrangements

Key outputs as outlined above must be delivered by the successful bidder one week before the contract ends to allow the NHS AI Lab to review the materials received from the Provider. All sensitive data held by the Provider must be deleted from all storage files before the contract ends.

## Section 9 – Appendices

9.1 AL Lab Evaluation Plan

20240112
Evaluation Plan.ppt

9.2 AI Lab Detailed Logic Model

# Detailed

| Inputs | Activities | Outputs | Short-term Outcomes | Medium-term Outcomes (1-2 years) | Medium-term Outcomes (3-5 years) | Long-term impacts and benefits |
|---|---|---|---|---|---|---|

**Policy (P)** — Policy and strategy defines and prioritises the programmes of the AI Lab. The knowledge and learning, outputs, outcomes and impacts derived from the AI Lab drive and shape policy and strategy.

**AI Awards (A)**

**Skunkworks (SW)**

**Imaging (I)**

**Ethics (E)**

**Regulation (R)**

End of order form.