

**RM6221 Health Order Form**  
Call-Off Ref: C306110 Appointments & Patient Choice

**Health Order Form**

CALL-OFF REFERENCE:	[C306110]
THE BUYER:	NHS England
BUYER ADDRESS	7-8 Wellington Place, Leeds, LS1 4AP
THE SUPPLIER:	[Accenture (UK) Limited]
SUPPLIER ADDRESS:	[30 Fenchurch Street, London, EC3M 3BD]
REGISTRATION NUMBER:	[04757301]
DUNS NUMBER:	[734939007]
DATE OF ISSUE:	29 November 2024
CALL-OFF START DATE:	06 January 2025
ACTUAL SERVICES COMMENCEMENT DATE:	06 January 2025
CALL-OFF EXPIRY DATE:	[05 July 2027]
CALL-OFF INITIAL PERIOD:	30 months
CALL-OFF OPTIONAL EXTENSION PERIOD:	Up to a maximum of 2 x 12 months
MINIMUM NOTICE PERIOD FOR EXTENSION(S):	[3 months]
HANDOVER DATE (IF APPLICABLE) – SEE CALL OFF SCHEDULE 13A	05 June 2025
CALL-OFF CONTRACT VALUE INITIAL PERIOD (excl. VAT):	[REDACTED] [GBP].
CALL-OFF CONTRACT VALUE INITIAL PERIOD INCLUDING EXTENSION PERIODS (excl. VAT):	[REDACTED] [GBP].

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**ANNEXES TO THIS ORDER FORM**

The following Annexes form part of this Health Order Form.

<b>Annex</b>	<b>Title</b>	<b>Version</b>
Annex 1	Statement of Work (Specification) Template	2.0.1
Annex 2	Statement of Work (Costs) Template	1.0.1
Annex 3	Special Terms	1.0.1
Annex 4	Buyer's Mandatory Policies	1.0.1
Annex 5	Processing Personal Data	2.0.1
Annex 6	Key Subcontractors	1.0.1
Annex 7	Applicable Standards	1.0.1

**STATEMENTS OF WORK**

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute Statements of Work ("SOW"). Once signed by the Parties, the Statements of Work shall be incorporated into and will form part of this Call-Off Contract.

The following SOW[s] will be executed at the same time as the Call-Off Contract:

<b>Annex</b>	<b>Title</b>	<b>Version</b>
	Not used	

The following SOW[s] form part of the Invitation to Tender and remain as drafts as at the date of this Call-Off Contract. The Buyer reserves the right to amend and update these SOWs following the execution of the Call-Off Contract.

<b>Annex</b>	<b>Title</b>	<b>Version</b>
SOW01	e-RS Run and Maintain	1.0
SOW02	e-RS Development	1.0
SOW03	e-RS Implementation and Transition	1.0
SOW04	e-RS Run and Maintain Parallel Running	1.0
SOW05	e-RS Development Dual Running	1.0
SOW06	Wayfinder Run and Maintain	1.0
SOW07	Wayfinder Implementation and Transition	1.0

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A Statement of Work consists of two parts however the Specification and Costs together form the Statement of Work:

- **Specification:** the technical specification developed using template contained in the attached Annex 1 of this Health Order Form: Statement of Work Template (Specification); and
- **Costs:** the pricing workbook which shall be output from the Commercial model. An example of this may be found in Annex 2 of this Health Order Form: Statement of Work Template (Costs).

The Parties agree that the templates in both Annex 1 and Annex 2 to this Health Order Form may be updated by the Buyer from time to time to reflect emerging Buyer needs. The Buyer shall notify the Supplier of any material change to the template in writing.

**CALL-OFF TERMS**

Schd.	Title	Ver.	Applies
<b>THE ORDER FORM AND ANNEXES</b>			
	This Order Form (including all Annexes)	2.0.1	<input checked="" type="checkbox"/>
<b>JOINT SCHEDULES</b>			
J01	Joint Schedule 1 Definitions	3.7.1	<input checked="" type="checkbox"/>
J02	Joint Schedule 2 Variation Form	3.1.1	<input checked="" type="checkbox"/>
J03	Joint Schedule 3 Insurance Requirements	3.1.1	<input checked="" type="checkbox"/>
J04	Joint Schedule 4 Commercially Sensitive Information	3.1.4	<input checked="" type="checkbox"/>
J05	Joint Schedule 5 Corporate Social Responsibility	3.2.1	<input checked="" type="checkbox"/>
J06	Joint Schedule 6 Key Subcontractors	3.1.1	<input checked="" type="checkbox"/>
J07	Joint Schedule 7 Financial Difficulties	3.3.1	<input checked="" type="checkbox"/>
J08	Joint Schedule 8 Guarantee	3.2.1	<input type="checkbox"/>
J09	Joint Schedule 9 unused		<input type="checkbox"/>
J10	Joint Schedule 10 Rectification Plan	3.0.1	<input checked="" type="checkbox"/>
J11	Joint Schedule 11 Processing Data	4.1.1	<input checked="" type="checkbox"/>
J12	Joint Schedule 12 Supply Chain Visibility	1.0.1	<input checked="" type="checkbox"/>

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Schd.	Title	Ver.	Applies
<b>CALL-OFF SCHEDULES</b>			
C01	Call-Off Schedule 1 Transparency Reports	3.0.2	<input checked="" type="checkbox"/>
C02	Call-Off Schedule 2 Staff Transfer	3.2.2	<input type="checkbox"/>
C03	Call-Off Schedule 3 Continuous Improvement	3.0.1	<input checked="" type="checkbox"/>
C04	Call-Off Schedule 4 Call-Off Tender	3.1.1	<input checked="" type="checkbox"/>
C05	Call-Off Schedule 5A Health Pricing Details and Expenses Policy	3.1.1	<input checked="" type="checkbox"/>
C05.1	Call-Off Schedule 5A Annex 1 Call-Off Contract Prices	1.0	<input checked="" type="checkbox"/>
C05.2	Call-Off Schedule 5A Annex 2 Specific Technology Uplifts	1.0	<input checked="" type="checkbox"/>
C06	Call-Off Schedule 6 ICT Services	3.4.1	<input checked="" type="checkbox"/>
C07	Call-Off Schedule 7 Key Supplier Staff	3.0.1	<input checked="" type="checkbox"/>
C08	Call-Off Schedule 8 Business Continuity and Disaster Recovery Plan	3.2.1	<input checked="" type="checkbox"/>
C09	Call-Off Schedule 9A Health Security including Annexes 1,2 & 3	3.4.2	<input checked="" type="checkbox"/>
C09.4	Call-Off Schedule 9A Health Security including Annex 4 ISMS	3.4.2	<input checked="" type="checkbox"/>
C10	Call-Off Schedule 10A Health Exit Management	3.1.1	<input checked="" type="checkbox"/>
C11	Call-Off Schedule 11 Not Used		<input type="checkbox"/>
C12	Call-Off Schedule 12 Not Used		<input type="checkbox"/>
C13	Call-Off Schedule 13A Health Implementation Plan and Testing	3.2.2	<input checked="" type="checkbox"/>
C14	Call-Off Schedule 14A Support Service Levels e-RS Call-Off Schedule 14B Development Service Levels e-RS Call-Off Schedule 14C Service Levels Wayfinder	3.1.1	<input checked="" type="checkbox"/>
C15	Call-Off Schedule 15A Health Supplier and Contract Management	3.1.1	<input checked="" type="checkbox"/>
C16	Call-Off Schedule 16 Benchmarking	3.2	<input checked="" type="checkbox"/>
C17	Call-Off Schedule 17 MOD Terms		<input type="checkbox"/>
C18	Call-Off Schedule 18 Background Checks	3.0.1	<input checked="" type="checkbox"/>
C19	Call-Off Schedule 19 Scottish Law		<input type="checkbox"/>
C20	Call-Off Schedule 20 Call-Off Specification <i>As updated and supplemented by executed Statements of Work .</i>	3.0.2	<input checked="" type="checkbox"/>
C21	Call-Off Schedule 21 Northern Ireland Law		<input type="checkbox"/>
C22	Call-Off Schedule 22 Not Used		<input type="checkbox"/>
C23	Call-Off Schedule 23 Health Additional Call-Off Terms	1.0.3	<input checked="" type="checkbox"/>
C24	Call-Off Schedule 24 Health Probity	N/A	<input type="checkbox"/>
C25	Call-Off Schedule 25 Ethical Walls Agreement	1.0.1	<input checked="" type="checkbox"/>
C26	Call-Off Schedule 26 Form of Licence	1.0.1	<input type="checkbox"/>

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**FRAMEWORK CONTRACT RM6221**

This Order Form is for the provision of the Deliverables and is dated as of the Date of Issue.

The Order Form and accompanying Schedules are issued pursuant to the Framework Contract with the reference number RM6221 for the provision of Digital Capability for Health Deliverables.

Defined terms used in this Order Form shall be interpreted in accordance with Joint Schedule 1 (Definitions), as updated by Annex 3 of this Order Form (Special Terms).

In this Call-Off Contract, a reference to a schedule numbered N, shall be interpreted as a reference to a schedule NA. For example, a reference to a Call-Off Schedule 5 (Pricing Details and Expenses Policy), shall be interpreted as a reference to Call-Off Schedule 5A (Pricing Details and Expenses Policy).

The Parties signature and agreement of this Order Form will not oblige the Buyer to buy or the Supplier to supply Deliverables. Commitment to buy and to supply the Deliverables shall occur when the parties execute Statements of Work. The parties shall keep a log of the agreed Statements of Work.

**ORDER OF PRECEDENCE**

In the event that any documents conflict, the following order of precedence applies. Documents listed at lower numbers in this list shall take precedence over documents listed with higher numbers:

1. This Order Form including the Order Form Annexes.
2. Executed Statements of Work
3. C23 - Call-Off Schedule 23 (Health Additional Call-Off Terms)
4. RM6221 DCFH Core Terms (version 3.0.9)
5. All remaining RM6221 Joint Schedules
6. All remaining Call-Off Schedules (excluding C04)
7. C04 - Call-Off Schedule 4 (Call-Off Tender)

Save as specifically agreed in this Health Order Form and Call-Off Schedule 6 (ICT Services), no Supplier terms form part of this Call-Off Contract. That includes any terms presented at the time of delivery or referenced by the Supplier in C04 - Call-Off Schedule 4 (Call-Off Tender).

For the avoidance of doubt, any variation of the Framework Terms by CCS following the signature of this Order Form, shall not automatically vary this Call-Off Contract. Any

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variation to the Call-Off Contract shall be in accordance with Clause 24 of the Core Terms.

**CALL-OFF SERVICE PROVISION(S):**

The following details the scope of required services and Deliverables at a high level. Further detail may be found within the detailed requirements documented within Call-Off Schedule 20 (Call-Off Specification),

<b>Service Provision</b>	<b>Description</b>	<b>Main Service</b>	<b>Extra Services</b>
DevOps Services	support for ongoing live services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Digital Definition Services	Either separately or combined GDS Discovery (as extended under Extended Discovery under Paragraph 4.3 below) and /or Alpha phases.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Build and Transition Services	either separately combining GDS Beta phase and/or Retirement phases (including transition to Live). It is anticipated that Live will be covered by an appropriate competition for DevOps Services.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
End-to-End Development Services	with the ability to combine the full set of GDS agile phases of Discovery through to Live.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Data Management (and similar) Services	primarily targeted at building, enhancing, and maintaining data assets, migrating data from one system to another and analysis and reporting from such data assets.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**CALL-OFF SPECIAL TERMS**

This Order Form amends the Framework Terms as detailed in Annex 3 (Special Terms). Any reference to a Call-Off Schedule, Joint Schedule or the Core Terms shall refer to them as amended by Annex 3. The Special Terms contained in Annex 3 are incorporated into this Call-Off Contract

**CALL-OFF DELIVERABLES**

The Call-Off Deliverables shall be as documented at a high level in Call-Off Schedule 20 (Call-Off Specification) and more specifically within individual Statements of Work.

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Unless explicitly agreed in a Statement of Work, the Supplier will not make available or provide any Supplier Existing IPRs or Third Party IPRs as part of the Deliverables.

The Supplier will not make available or provide any Supplier or 3rd party COTS Software as part of the Deliverables without the prior written consent of the Buyer to be provided in a Statement of Work.

In the event that the Authority requests to license Supplier or Third Party COTS Software from or via the Supplier such arrangements will be specifically agreed as part of the applicable Statement(s) of Work.

**MAXIMUM LIABILITY**

The limitation of liability for this Call-Off Contract is as stated in Clause 11.2 of the Core Terms.	
The Estimated Year 1 (12 month) Charges (excluding VAT) used to calculate liability in the first Contract Year is:	[REDACTED]

**CALL-OFF CHARGES**

The Framework utilises Capped Time and Materials, based on competed day rates, as the underlying basis of charging for the Call-Off Contract overall.

However, individual SOWs may be required to be priced based on any of the charging methods detailed below. More information on these may be found in Call-Off Schedule 5 (Pricing Details):

- (1) Capped Time and Materials
- (2) Fixed Price

**REIMBURSABLE EXPENSES**

The Rate Card includes all expenses related to delivering the Services at the locations specified in the Statements of Work. See Framework Schedule 3 (Framework Prices), and Paragraph 8 of Expenses Policy in Annex 1 of Call-Off Schedule 5A (Health Pricing Details and Expenses Policy).

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**MATERIAL KPIS*****Call-Off Schedule 15A Health Supplier and Contract Management***

The following Material KPIS shall apply to this Call-Off Contract in accordance with Paragraph 9 of Call-Off Schedule 15A:

<b>Material KPI</b>	<b>Target</b>	<b>Measured by</b>
Social Value KPI Returns	The Supplier is to keep up to date the Social Value KPI Returns Template	Target Performance Level: 100% Measured monthly
Supplier Delivery	Serious KPI Failure: The Supplier fails to deliver more than two milestone Deliverables or 10% whichever is fewest due against all live Statements of Work in the preceding month.	The Supplier shall successfully deliver all milestone Deliverables required in Statements of Work to the required Acceptance Criteria and milestone date. Measured monthly
Supplier Deploying a capable team	Target Performance Level: 100% of requested roles  Minor KPI Failure: 99.0% - 90.0% of requested roles  Serious KPI Failure: <89% of requested roles	Supplier team are in place at the required SFIA ( <u>Skills Framework for the Information Age</u> ) level and to the required quality, in line with demand as per Statement of Work within 5 working days of Statement of Work start date. Measured monthly

**PAYMENT METHOD**

Payments shall be made in accordance with Paragraph 8 of Call-Off Schedule 15A (Health Supplier and Contract Management).



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**BUYER'S INVOICE ADDRESS**

<b>Name</b>	NHS England
<b>Email address</b>	<a href="mailto:sbs.apinvoicing@nhs.net">sbs.apinvoicing@nhs.net</a>
<b>Address</b>	NHS England, X24 Payables K005, PO Box 312, Leeds, LS11 1HP
<b>Invoicing Information</b>	<p>Any queries regarding outstanding payments should be directed to NHS England Accounts Payable section by email at <a href="mailto:financialaccounts@nhs.net">financialaccounts@nhs.net</a>.</p> <p>Invoices should clearly quote the purchase order number, be addressed to the above address and be sent as a PDF attachment by email to the following email address <a href="mailto:sbs.apinvoicing@nhs.net">sbs.apinvoicing@nhs.net</a> (one invoice per PDF)</p> <p>Emails must not exceed 10Mb and quote 'X24 Invoice Scanning' in subject line. Alternatively invoices can be sent via post to the above address.</p>

**BUYER'S AUTHORISED REPRESENTATIVE**

<b>Name</b>	[REDACTED]
<b>Role</b>	[REDACTED]
<b>Email address</b>	[REDACTED]
<b>Address</b>	7 and 8 Wellington Place, Leeds, LS1 4AP

**STANDARDS REQUIREMENTS**

From the Start Date of this Call-Off Contract, the Supplier shall comply with the current relevant Call-Off Standards as set out in Annex 7 (Applicable Standards) of this Order Form as amended or supplemented by any Statement of Work.

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**BUYER’S MANDATORY POLICIES**  
The Buyer does not currently have a stand-alone Environmental Policy.

The Supplier shall (and shall ensure the Supplier’s employees, contractors and subcontractors shall) comply with the Buyer’s mandatory policies detailed in the table at Annex 4 (Mandatory Policies) of this Order Form and as updated from time to time.

In the event of a difference between any Buyer’s policy and Supplier’s policy (or their Subcontractor’s, policy), the Supplier agrees that the Buyer’s policy shall take precedence, save where otherwise agreed in the table below or in a Statement of Work.

The following supplier’s policy shall take precedence over the following Buyer’s policies	
Buyer’s Policy Title	Supplier’s Policy Title
N/A	N/A

**SUPPLIER’S AUTHORISED REPRESENTATIVE**

[REDACTED]
30 Fenchurch Street, London, EC3M 3BD
[REDACTED]
30 Fenchurch Street, London, EC3M 3BD

**SUPPLIER’S CONTRACT MANAGER**

[REDACTED]
30 Fenchurch street, London, EC3M 3BD

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**THE FOLLOWING JOINT SCHEDULES ARE UPDATED IN ACCORDANCE WITH THE OPTIONS IDENTIFIED AND SELECTED BELOW.**

**INSURANCES****Joint Schedule 3 (Insurance Requirements)**

Are additional insurances required in addition to that required by Joint Schedule 3 (Insurance Requirements)?	<input type="checkbox"/>
<i>[Buyer Guidance: insert details of additional insurance]</i>	

**COMMERCIALLY SENSITIVE INFORMATION****Joint Schedule 4 (Commercially Sensitive Information)**

For information, in addition to names and other sensitive information in this Order Form and the data already identified in Schedule 4, as a minimum the following schedules will be redacted from the published contract:

- Bidders responses to any initial Statements of Work (specifications and costs);
- Call-Off Schedule 4 (Call-Off Tender)
- Call-Off Schedule 5A Annex 1 (Call-Off Contract Prices)
- Call-Off Schedule 5A Annex 2 (Specific Technology Uplifts)
- Call-Off Schedule 25 (Ethical Walls Agreement)
- Call-Off Schedule 26 (Form of Licence)

Is there additional Commercially Sensitive Information in addition to that listed in Joint Schedule 4 (Supplier's Commercially Sensitive Information)?	<input type="checkbox"/>
<i>To be completed after competition</i>	

**SOCIAL VALUE COMMITMENT****Joint Schedule 5 (Corporate Social Responsibility)**

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Joint Schedule 5 (Corporate Social Responsibility) as detailed below.

The Supplier agrees to comply with the Social Values in <i>Joint Schedule 5 (Corporate Social Responsibility)</i> .	<input checked="" type="checkbox"/>
The Supplier may but is <u>not required</u> to comply with the Social Values in <i>Joint Schedule 5 (Corporate Social Responsibility)</i> .	<input type="checkbox"/>

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**KEY SUBCONTRACTOR(S)**  
***Joint Schedule 6 (Key Subcontractors).***

The Key Subcontractors are as set out in Annex 6 (Key Subcontractors) of this Order Form.

**FINANCIAL DIFFICULTIES**  
***Joint Schedule 7 (Financial Difficulties)***

The following definitions supersede the definition of Monitored Company and Annex 1 of Joint Schedule 7 (Financial Difficulties).

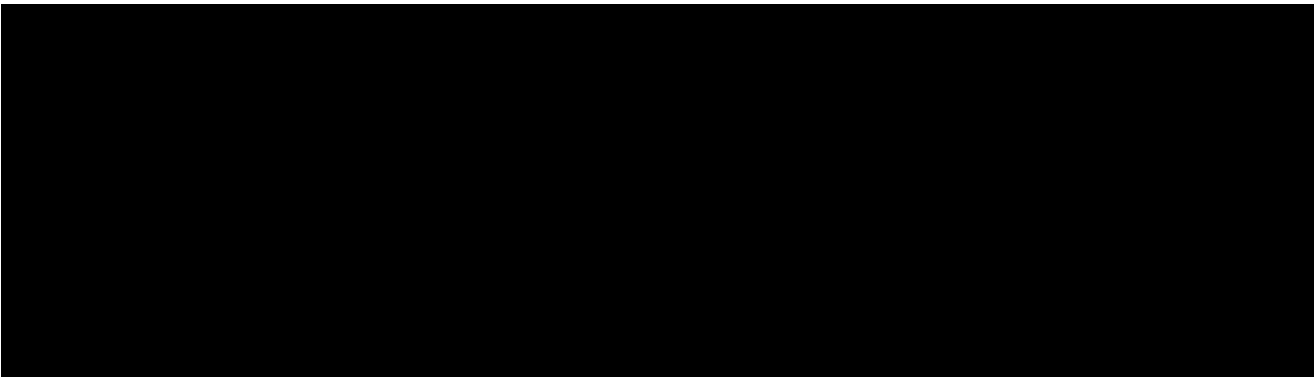
“Monitored Company”	means the Supplier,	
	together with: (where marked as applicable below)	
	<ul style="list-style-type: none"><li>the Guarantor;</li><li>any Key Subcontractor.</li></ul>	<div><input type="checkbox"/></div> <div><input type="checkbox"/></div>
“Rating Agencies”	<u>Experian.</u> The Buyer uses Experian as part of its assessment of the financial standing of the Supplier. In the event that the Experian credit report highlights concerns regarding the Supplier, the Buyer will use Dun & Bradstreet to do a more comprehensive and qualitative assessment of the financial standing of the Supplier and for the purposes of Joint Schedule 7 (Financial Difficulties).  Rating agency 2	

With regard to section 4 (What happens if there is a financial distress event) clause 4.2 shall, unless explicitly checked otherwise below, apply:

There are, or are likely to be, Key Subcontractors, etc. and clause 4.2 regarding CCS rights and remedies shall apply	<input checked="" type="checkbox"/>
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The following Credit Rating Thresholds replace Part 1: Current Rating within Annex 2 of Joint Schedule 7 (Financial Difficulties)



**GUARANTEE**  
*Joint Schedule 8 (Guarantee)*

Where the financial evaluation has indicated the need for a Deed of Guarantee, A Deed of Guarantee shall be agreed in accordance with the template at Joint Schedule 8 (Guarantee).

**PROCESSING PERSONAL DATA**  
*Joint Schedule 11 (Processing Data)*

Annex 5 (Processing Personal Data) of this Order Form shall be read in place of Annex 1 of Joint Schedule 11 (Processing Data). Joint Schedule 11 continues to apply in its entirety

**GRANT OF THIRD PARTY RIGHTS TO CONTROLLERS**  
*Joint Schedule 11 (Processing Data)*

The named third-party public-sector Controllers detailed in Annex 5 (Processing Personal Data) of this Order Form <b>will not</b> be granted CRTPA rights in relation to the Supplier’s compliance with the Data Protection Legislation.	<input checked="" type="checkbox"/>
The named third-party public-sector Controllers detailed in Annex 5 (Processing Personal Data) of this Order Form <b>will</b> be granted CRTPA rights in relation to the Supplier’s compliance with the Data Protection Legislation.	<input type="checkbox"/>

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**MAINTENANCE OF DATA PROTECTION RECORDS**  
*Joint Schedule 11 (Processing Data)*

Obligation	Obligation Applies*
The Processor <b><u>shall maintain</u></b> complete and accurate records and information to demonstrate its compliance with Joint Schedule 11 (Processing Data) and Annex 5 (Processing Personal Data) of this Order Form.	<input checked="" type="checkbox"/>
The Processor <b><u>is not required</u></b> to maintain complete and accurate records and information to demonstrate its compliance with Joint Schedule 11 (Processing Data) and Annex 5 (Processing Personal Data) of this Order Form.	<input type="checkbox"/>
* this obligation can only be changed to 'No' (i) where the Processor employs less than 250 staff, and (ii) the Controller(s) under the Contract all agree the obligation can be disapplied in accordance with the criteria in paragraph 9 of Joint Schedule 11.	

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***THE FOLLOWING CALL-OFF SCHEDULES ARE UPDATED IN ACCORDANCE WITH THE OPTIONS IDENTIFIED AND SELECTED BELOW.***

**TRANSPARENCY REPORTS*****Call-Off Schedule 1 (Transparency Reports)***

The following transparency reports shall apply to the Call-Off Contract.

<b>Title</b>	<b>Content</b>	<b>Format</b>	<b>Frequency</b>
Performance metrics	Summary of Service Level for each month during the preceding Quarter, including: <ul style="list-style-type: none"> <li>- Service Level Performance Measure;</li> <li>- Service Level Threshold</li> </ul> Whether any Service Credits were owed	MS Word or Excel	Quarterly, when requested by the Buyer
Call-Off Contract Charges	Summary Charges under the Call-Off Contract for the preceding quarter	MS Word or Excel	Quarterly, when requested by the Buyer
Key Subcontractors and supply chain governance	Key Sub-Contractors utilised in the contract, including proportion of Call Off Contract Charges spent with sub-contractors	MS Word or Excel	Quarterly, when requested by the Buyer
Technical	Not Used		
Performance and underperformance management	Break down of resources used in delivery of the Services over previous quarter, including: <ul style="list-style-type: none"> <li>- Roles</li> <li>- Grade</li> </ul> Days utilised	MS Word or Excel	Quarterly, when requested by the Buyer
Resource plans	Not Used		

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**STAFF TRANSFER*****Call-Off Schedule 2 (Staff Transfer)***

The Parties expectations as to the application of TUPE as at the agreement of this Health Order Form is set out below. In the unlikely event that TUPE does apply contrary to the expectation of the Parties, then Call-Off Schedule 2 (Staff Transfer) shall be deemed to apply notwithstanding the expectation of the parties set out below. In such an event, the Parties agree to co-operate with each other, applying the terms of Call-Off Schedule 2 (Staff Transfer), to plan and execute TUPE arrangements.

Parties joint understanding as to the application of TUPE	Applies?	Interpretation
There is a Staff Transfer from Buyer on entry (1 <sup>st</sup> generation)	<input type="checkbox"/>	If Yes, Part A of Call-Off Schedule 2 shall apply.
There is a Staff Transfer from former / incumbent supplier on entry (2 <sup>nd</sup> generation)	<input type="checkbox"/>	If Yes, Part B of Call-Off Schedule 2 shall apply.
There is both a 1 <sup>st</sup> and 2 <sup>nd</sup> generation Staff Transfer on entry.	<input type="checkbox"/>	If Yes, both Part A and Part B of Call-Off Schedule 2 shall apply.
<u>Pensions</u> - The following pensions shall apply to the Staff Transfer:	<input type="checkbox"/>	D1 (CSPS)
	<input type="checkbox"/>	D2 (NHSPS)
	<input type="checkbox"/>	D3 (LGPS)
	<input type="checkbox"/>	D4 Other Schemes (specify which ones)
	<input type="checkbox"/>	Not Applicable
There is no Staff Transfer (either 1 <sup>st</sup> or 2 <sup>nd</sup> generation) at the Start Date.	<input checked="" type="checkbox"/>	Part C of Call-Off Schedule 2 shall apply.
Part E of Call-Off Schedule 2 (Dealing with Staff Transfer on exit) shall apply to every Call-Off Contract.		



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**OFFSHORE WORKING**

***Call-Off Schedule 5A – Health Pricing Details and Expenses Policy***

Non-UK Suppliers or Subcontractors are acceptable.	<input type="checkbox"/>
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Where non-UK Suppliers or Subcontractors are used, the applicable rate card(s) shall be appended to Call-Off Schedule 5A (Health Pricing Details and Expenses Policy) and Services provided by such Supplier Staff or Subcontractors shall be charged at rates no greater than those set out in the applicable rate card.

Non-UK Suppliers and Subcontractor rates are not permitted to be incorporated as part of a Call-Off Competition offer. Rates at time of competition must be based on supplying from the UK to the UK at and will be evaluated accordingly. As per the original Framework competition, Non-UK Suppliers are a value-added option which the Buyer may agree to take advantage of post contract award.

Where non-UK Subcontractors are used, the Supplier shall ensure it outlines its approach for offshore delivery in accordance with Joint Schedule 11 (Processing Data) and Call-Off Schedule 9A (Security).

**KEY STAFF**

***Call-Off Schedule 7 (Key Supplier Staff)***

The key staff applicable for each Statement of Work shall be detailed in the relevant agreed Statement of Work.

**BUSINESS CONTINUITY AND DISASTER RECOVERY**

***Call-Off Schedule 8 (Business Continuity and Disaster Recovery)***

The minimum frequency of review of the BCDR Plan (and subsequent submission of the “Review Report” to the Buyer, as laid out under clause 6. (Reviewing and changing the BCDR Plan) shall be amended as follows:

The minimum frequency of review of the BCDR Plan by the Supplier shall be:	12 calendar Months
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**BUYER'S SECURITY REQUIREMENTS*****Call-Off Schedule 9A (Health Security)***

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant security requirements set out in Call-Off Schedule 9A (Health Security) and any additional security requirements as detailed below.

<b>Schedule 9A - Annex 2:</b> Data Security by Design	<input checked="" type="checkbox"/>
<b>Schedule 9A - Annex 3: Supplier's systems:</b> Security Testing, Security Monitoring and Reporting Procedures	<input checked="" type="checkbox"/>
<b>Schedule 9A - Annex 4:</b> Information Security Management Document Set Template	<input checked="" type="checkbox"/>
Additional Security requirements will apply to this Call-Off Contract.	<input type="checkbox"/>
Document provided in <b>Schedule 9A - Annex 2:</b> Data Security by Design <i>Buyer's Security Requirements</i>	<input checked="" type="checkbox"/>

**EXIT*****Call-Off Schedule 10A (Health Exit Management)***

The Supplier is required to provide a draft Exit Plan.	<input checked="" type="checkbox"/>
Within the specified months of the Start Date the Supplier shall provide the draft Exit Plan.	3 months

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**IMPLEMENTATION AND TRANSITION*****Call-Off Schedule 13A (Health Implementation Plan and Testing):***

*The following options supplement the Call Off Schedule 13A (Health Implementation Plan and Testing):*

**Implementation Plan**

The Parties agree an Implementation Plan is Required:	<input checked="" type="checkbox"/>
The Implementation Plan shall include Delay Payments:	<input type="checkbox"/>
Number of working days from the Call-Off Contract Start Date within which a further draft of the Implementation Plan shall be provided by the Supplier (unless agreed otherwise in writing by the Buyer)	10 working days

See paragraph 3.1 of Part A of Call- Off Schedule 13A (Health Implementation Plan and Testing) for further information.

**Transition Period and Plan**

The Parties agree a Transition Plan is Required:	<input checked="" type="checkbox"/>
The Transition Plan forms part of the overall Implementation Plan. The Parties agree the Transition Period shall be for the following period:	6 Month period

See Call-Off Schedule 13A (Health Implementation Plan and Testing) paragraph 8.2

The Parties agree that Transition Period Progress meetings are required	<input checked="" type="checkbox"/>
The frequency of the Transition Period progress meetings shall be as follows:	Weekly

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**SERVICE LEVELS****Call-Off Schedule 14 (Service Levels)**

The parties agree that Services Levels apply to the Deliverables:	<input checked="" type="checkbox"/>
The Service Credits apply to the Deliverables:	<input checked="" type="checkbox"/>
<p>Critical Service Level Failure” means:</p> <p>For e-RS Critical Service Level Failures relating to Support requirements refer to Schedule 14A Section 5.</p> <p>For Wayfinder Critical Service Level Failures relating to Support requirements refer to Schedule 14C.</p>	
<p>Service Credit Cap means:</p> <p>For Service Credit Cap relating to Support requirements refer to Schedule 14a Section 9.</p>	

**BALANCED SCORECARD*****Call-Off Schedule 15A (Health Supplier and Contract Management)***

The Parties agree that a balanced scorecard shall apply to the Call-Off Contract	<input type="checkbox"/>
The Supplier shall provide a template balanced scorecard that meets the principles outlined in Procurement Policy Note 09/16: Procurement for Growth Balanced Scorecard (as updated), this number of months from the Call-Off Contract Start Date, for the Buyers review and approval.	

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Signed by an authorised signatory for and on behalf of (the '**Supplier**').

**Supplier Signature**

[REDACTED]

Date Signed: 10/01/2025

**Signatures below:**

Signed by an authorised signatory for and on behalf of NHS England (the '**Buyer**').

**Buyer Signature**

[REDACTED]

Date Signed: 29/01/25

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## Appendix 1

The first Statement(s) of Works shall be inserted into this Appendix 1 as part of the executed Order Form. Thereafter, the Buyer and Supplier shall complete and execute Statements of Work (in the form of the Health Order Form Template, Annex 1).

Upon agreement by the Buyer and the Supplier, each agreed Statement of Work is deemed incorporated into this Appendix 1 as a supplementary Statement of Work.

Each Statement of Work must have a unique identifying reference.

## 1. STATEMENT OF WORK (“SOW”) DETAILS

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

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

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

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

<b>SOW Reference:</b>	insert SOW Reference
<b>SOW Title:</b>	insert SOW Title
<b>SOW Version:</b>	V1.0
<b>SOW Status:</b>	DRAFT or FINAL
<b>Date of SOW:</b>	Click or tap to enter a date.
<b>Call-Off Contract Reference:</b>	insert Call-Off Contract Reference
<b>Call-Off Contract Title</b>	insert Call-Off Contract Title
<b>Variation Reference</b>	insert Variation Reference (e.g. Vnumber from Atamis)
<b>Buyer Cost Centre:</b>	Insert Cost Centre Code/s
<b>Supplier:</b>	Insert Name of Supplier
<b>SOW Start Date:</b>	This SOW shall commence on insert SOW Start Date
<b>SOW End Date:</b>	This SOW shall expire on insert SOW End Date
<b>Duration of SOW:</b>	insert Duration of SOW

2. SOW CONTRACT SPECIFICATION - PROGRAMME CONTEXT				
<b>Framework Services</b>	The following Framework Services are incorporated within this Statement of Work			
	<b>Service Provision</b>	<b>Main Service</b>	<b>Others</b>	
	DevOps Services	<input type="checkbox"/>	<input type="checkbox"/>	
	Digital Definition Services	<input type="checkbox"/>	<input type="checkbox"/>	
	Build and Transition Services	<input type="checkbox"/>	<input type="checkbox"/>	
	End-to-End Development Services	<input type="checkbox"/>	<input type="checkbox"/>	
	Data Management (and similar) Services	<input type="checkbox"/>	<input type="checkbox"/>	
<b>SOW Background</b>	Insert reference back to the scope of the Call-Off to which this SOW relates.			
<b>Delivery phase(s)</b>	Insert item and nature of Delivery phase(s), for example, Discovery, Alpha, Beta or Live.			
<b>Overview of Requirement</b>	Insert a text description of what is to be undertaken under cover of this SOW – provide the detail by reference to the milestones.			
<b>Accountability Models</b>	Please tick the single Accountability Model that shall be used under this Statement of Work:			
	Sole Accountability	<input type="checkbox"/>	Self-Directed Team	<input type="checkbox"/>
<b>Emergency/Backfill/Step-In Services</b>	The Buyer confirms that the Services provided under this Statement of Work are provided on an emergency, backfill and/or step-in basis.			
	Please tick Yes/No:			
	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>



2. SOW CONTRACT SPECIFICATION - PROGRAMME CONTEXT						
Location/s	The Services outlined within this SOW will be delivered to: Primary Location: [ ]					
	If not exclusively at the Primary Location, please provide approximate split across other locations. This will be used to calculate blended rates:					
	Leeds	London	Home / Virtual	[Other Loc]	[Other Loc]	[Other Loc]
	[ ] %	[ ] %	[ ] %	[ ] %	[ ] %	[ ] %
Offshore roles are permitted under this Statement of Work					<input type="checkbox"/>	

For the purposes of HMRC Off-Payroll worker legislation (IR35), The Buyer has assessed this requirement using the Tax Centre of Excellence Contracted-Out-Service or Supply of Resource Determination Tool and has determined (*strike out A or B as appropriate e.g. struck out* leaving one box clear):

<b>A.</b> The individual/s and/or role/s is/are deemed to be <b>inside the scope of HMRC IR35</b> . As such it is required that the individuals pay full PAYE/Ni for the work undertaken and therefore must not be working for a Personal Services Company (PSC) unless via an approved umbrella organisation. The individual/s must not be a material shareholder (over 5%) within the organisation being contracted with
<b>B.</b> The work consists of clearly defined deliverables which must be completed within the fixed / capped time and material budget agreed for the work ahead of execution and the individual/s and/or role/s are therefore <b>clearly fully outside the scope of HMRC IR35</b>

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2. BUYER REQUIREMENTS – DELIVERABLES	
Outcome Description	

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3. SOW MILESTONES					
Milestone Ref.	Milestone Description	Acceptance Criteria	Buyer Dependencies	Milestone Date	Delay Payment (if applicable)
[MS01]	[Impact Assessment of Initial SOW following contract award]	[The Supplier must, on receipt of the final draft SOW content from the Buyer, complete an impact assessment ready to commence SOW mobilisation.]	<p>[Draft SoW contains sufficient information / deliverables and milestones to allow pricing / evaluation]</p> <p>The Buyer makes themselves available for a call to discuss within xx hours of issue]</p>	[Within X days of contract award, no later than 7 working days prior to contract execution]	[TBC]
[MS02]	[Mobilisation Milestone (as defined in Call-Off Schedule 13A (Health Implementation Plan and Testing))]	[Completion of all tasks and activities defined in the applicable Mobilisation Plan.]	[As defined in the applicable Mobilisation Plan.]	[TBC]	[TBC]

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[MS03] [Other Milestones]	[Detail to be populated]	[Detail to be populated]	[Detail to be populated]	[Detail to be populated]	[Detail to be populated]
[MS04] [Other Milestones]	[Detail to be populated]	[Detail to be populated]	[Detail to be populated]	[Detail to be populated]	[Detail to be populated]

4. BUYER REQUIREMENTS – ADDITIONAL SOW SPECIFIC REQUIREMENTS	
<b>SOW Mobilisation Plan</b>	Supplier shall provide a Mobilisation plan for this SOW in accordance with Call-Off Schedule 13A (Health Implementation Plan and Testing).
<b>[Mobilisation Condition Precedent]</b>	<p>[This Statement of Work is conditional upon, and shall not become effective prior to, Achievement of the Mobilisation Milestone (the "<b>Condition Precedent</b>").</p> <p>The Buyer may in its sole discretion at any time agree to waive compliance with the Condition Precedent.</p> <p>The Supplier shall satisfy, or procure the satisfaction of, the Condition Precedent as soon as possible. If the Condition Precedent is not satisfied within [insert] Working Days following the Mobilisation Date, unless the Condition Precedent is waived by the Buyer, this Statement of Work shall not come into effect and neither Party shall have any obligation to pay any compensation to the other Party as a result of such cessation.]</p>
<b>Delivery Plan</b>	The delivery plan is contained in the Pricing Model with the same name as this SOW with the suffix (Costs). Note that the Buyer delivery profile, provided as guidance, is superseded by the Suppliers offer, once signed and accepted.
<b>Key Sub-Contractors</b>	List of any Key Sub-Contractors
<b>Key Staff (Buyer)</b>	List of named key Supplier staff and their roles
<b>Key Staff (Supplier)</b>	List of named key Supplier staff, their roles, and email details
<b>Security Applicable to SOW</b>	The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Call-Off Schedule 9A (Security) and as specifically amended here.

4. BUYER REQUIREMENTS – ADDITIONAL SOW SPECIFIC REQUIREMENTS					
<b>Supplier and/or 3<sup>rd</sup> Party Intellectual Property</b>	<p>Unless specifically noted below the Supplier agrees that the Deliverables under this Statement of Work will not, in any way, be dependent on either Supplier or Supplier furnished Third Party IPR.</p> <table border="1"> <tr> <td data-bbox="448 465 1348 622">           One or more Deliverables under this Statement of Work will be dependent of Supplier and/or Supplier furnished 3<sup>rd</sup> Party IPR as detailed below         </td> <td data-bbox="1348 465 1469 622"> <input type="checkbox"/> </td> </tr> <tr> <td data-bbox="448 622 759 819">           The specific IPR (and associated licence terms) are detailed in:         </td> <td data-bbox="759 622 1469 819"> </td> </tr> </table>	One or more Deliverables under this Statement of Work will be dependent of Supplier and/or Supplier furnished 3 <sup>rd</sup> Party IPR as detailed below	<input type="checkbox"/>	The specific IPR (and associated licence terms) are detailed in:	
One or more Deliverables under this Statement of Work will be dependent of Supplier and/or Supplier furnished 3 <sup>rd</sup> Party IPR as detailed below	<input type="checkbox"/>				
The specific IPR (and associated licence terms) are detailed in:					
<b>Processing Data</b>	<p>Unless explicitly noted below this SOW shall be covered by the arrangements contained in Health Order Form Annex 5 (Processing Personal Data).</p> <table border="1"> <tr> <td data-bbox="448 994 1348 1106">           This Statement of Work requires specific Data Processing arrangements         </td> <td data-bbox="1348 994 1469 1106"> <input type="checkbox"/> </td> </tr> <tr> <td data-bbox="448 1106 759 1308">           The specific arrangements are held in the document entitled:         </td> <td data-bbox="759 1106 1469 1308"> </td> </tr> </table>	This Statement of Work requires specific Data Processing arrangements	<input type="checkbox"/>	The specific arrangements are held in the document entitled:	
This Statement of Work requires specific Data Processing arrangements	<input type="checkbox"/>				
The specific arrangements are held in the document entitled:					
<b>Additional Standards Applicable to SOW</b>	<p>From the Start Date of this Statement of Work, the Supplier shall comply with the relevant (and current as of the SOW Start Date) Standards as set out in Annex 3 of Framework Schedule 1 (Specification) and optional additional standards incorporated in Health Order Form Annex 7 (Applicable Standards).</p> <p>The Buyer requires the Supplier to comply with the following additional Standards requirements for this Statement of Work:        [insert]</p>				

5. CHARGES				
<b>Call Off Contract Charges</b>	The applicable charging method(s) for this SOW is (check one):			
	<table border="1"> <tr> <td>Capped Time and Materials</td><td><input type="checkbox"/></td> <td>Fixed Price</td><td><input type="checkbox"/></td> </tr> </table>	Capped Time and Materials	<input type="checkbox"/>	Fixed Price
Capped Time and Materials	<input type="checkbox"/>	Fixed Price	<input type="checkbox"/>	
<p>The estimated maximum value of this SOW (irrespective of the selected charging method) is <b>£xxx</b> excluding VAT as detailed in Annex 1 of the SOW.</p> <p>The Charges detailed in the financial model shall be invoiced in accordance with Clause 4 of the Call-Off Contract.</p>				
<b>Financial Model</b>	The financial model applicable to this SOW is detailed set out in Annex 1 to this SOW.			
<b>Reimbursable Expenses</b>	Expenses are not applicable to this Call-Off. Expenses should be built into the Call-Off rates provided within Call-Off Schedule 5A – Annex 1 Call-Off Contract Prices.			

6. VARIATIONS TO TERMS	
<b>Statement of work specific variations to Terms</b>	Variations to this SOW shall only be made in accordance with clause 24 of the Core Terms.

7. TERMINATION	
<b>Notice period for termination for convenience</b>	<p>7.1 Without prejudice to the rights and liabilities of the Parties under Clause 10 (Ending the contract or any subcontract) of the Core Terms, and subject to the provisions of paragraph 7.2 of this SOW below, the Buyer has the right to terminate this Statement of Work at any time without reason and without compensation or costs by giving the Supplier not less than 30 days' written notice.</p> <p>7.2 Where the Buyer exercises its rights to terminate this SOW in accordance with paragraph 7.1 above, the provisions of Clause 10.6 of the Core Terms will apply to the termination of this SOW and the Deliverables under it in the same way such apply to termination of the Call-Off Contract under Clause 10.2.2 of the Core Terms.</p>

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**8. SIGNATURES AND APPROVALS**

**Agreement of this SOW**

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

Signed by an authorised signatory to sign for and on behalf of the Supplier:

Supplier Signature

[REDACTED]

Date Signed: 10/01/2025

Signed by an authorised signatory for and on behalf of the Buyer:

Buyer Signature

[REDACTED]

Date Signed: 29/01/25



Health Order Form Annex 1 (Statement of Work (Spec))  
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## **ANNEX 1 – FINANCIAL MODEL**

**[to be inserted from combined document]**



**Health Order Form Annex 3 Special Terms**

Call-Off Ref: C306110 Appointments and Patient Choice

**Framework Schedule 6A Annex 3 Special Terms**

The following special terms are applied to this call-off.

Unless explicitly listed below or as superseded by the order of precedence documented within the main body of the Order Form, terms shall be as published on the Crown Commercial Services RM6221 Digital Capability for Health web site under Documentation (the version being as listed below and in the table of schedules contained within the body of Order Form.

**Clarifications to Core Terms**

Other than header and footer changes, corrections to version numbers, the Core Terms held on the CCS RM6221 web site apply except as explicitly noted below.

CT	RM6221 DCfH Core Terms			V3.0.9
No.	Reference	Type	Date	Description
1	Clause 14.1 Data protection	C	28 Oct 21	<p>Clause 14.1 shall be amended from ...</p> <p>14.1 The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with Joint Schedule 11 (Processing Data).</p> <p>to ...</p> <p>14.1 The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with Joint Schedule 11 (Processing Data) and Health Order Form Annex 5 (Processing Personal Data) which enacts Annex 1 of Joint Schedule 11.</p>
2	Clause 15 Confidentiality	A	29 Sep 21	<p>The following wording shall be inserted as a new clause 15.8 in the core terms.</p> <p>15.8 Notwithstanding Framework Clause 15, a Recipient Party may use any techniques, ideas or Know-How gained during the performance of a Call Off Contract in the course of its normal business to the extent that this use does not result in a disclosure of the Disclosing Party's Confidential Information or an infringement of Intellectual Property Rights.</p>

**Health Order Form Annex 3 Special Terms**

Call-Off Ref: C306110 Appointments and Patient Choice

**Clarifications to Joint Schedules**

Other than header and footer changes, corrections to version numbers and/or additional guidance (usually removed prior to issue) , the Joint Schedules held on the CCS RM6221 web site shall apply except as explicitly noted below:

J01		Joint Schedule 1 (Definitions)			V3.8
No.	Reference	Type	Date	Description	
1	Definition	A	29 Sep 21	The following definition shall be added to Joint Schedule 1 (Definitions)  “ <b>wilful misconduct</b> ” means a deliberate and wrongful act or omission by the Supplier or its Subcontractors or agents who intend that in so acting, or omitting to do something, to cause harm to the Buyer.”	
2	Definition	A	07 Nov 21	The following definition shall be added to Joint Schedule 1 (Definitions)  “ <b>Framework Terms</b> ” means the Core Terms, the Framework Schedules, the Joint Schedules and Call-Off Schedules and any annexes thereto”	

**Alterations to Published Call-Off Schedules**

The purpose of this part of this annex is to highlight any material differences between the Call-Off Schedules issued as part of this Order Form compared with those published on the CCS RM6221 web-site.

C05A		Call-Off Schedule 5A (Health Pricing Details and Expenses Policy)			V3.0.2
No.	Reference	Type	Date	Description	
1	Annex 1 Call-Off Contract Prices	A	30 Sep 21	Example rates table included as Annex 1 has been replaced by an extract from the Pricing Model and the actual rate table now included as a standalone file.  <b>A separate stand-alone file version of Bidders rates table from the Pricing Model now forms Annex 1</b>	
2	Annex 2 Exceptional Technology Adjustments	A	30 Sep 21	Example Exceptional Technology Adjustments table included as Annex 2 has been replaced by an extract from the Pricing Model and the actual rate table now included as a standalone file.  <b>A separate stand-alone file version of Bidders Exceptional Technology Adjustments table from the Pricing Model now forms Annex 2.</b>	

**Health Order Form Annex 3 Special Terms**

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<b>C13A</b>	<b>Call-Off Schedule 13A (Health Implementation Plan and Testing)</b>				V3.2.2
No.	Reference	Type	Date	Description	
1	Annex 4 Product Backlog Item List	D	06 Oct 21	Annex 4 has been removed (as duplication for what is described in Call-Off Schedule 20 (Call-Off Specification) under Annex 4. Product Backlog Item List	

<b>C23</b>	<b>Health Additional Call-Off Terms</b>				V1.0.3
No.	Reference	Type	Date	Description	
1	Specially Written Software	A	26 Jan 22	<p>The definition of Specially Written Software has been corrected.</p> <p>Section 3A has been added. This is largely a copy and paste from Call-Off Schedule 6 (ICT Services) but with flexibility added to allow for the use of IPR within Deliverables if explicitly agreed as part of a Statement of Work.</p> <p>(The Health Order Form has been updated to link to this section and the Statement of Work template updated to provide a mechanism to incorporate such agreement)</p>	

**Health Order Form Annex 4 (Buyer's Mandatory Policies)**

Call-Off Ref: C306110 Appointments and Patient Choice

**Health Order Form Annex 4 Buyer's Mandatory Policies****Buyer's Mandatory Policies Table:**

Note the policies below apply as may be updated from time to time

Universal Policies (Policies that apply to all employees in all circumstances)	Contactor In-scope	Contactor Out of-scope	External Supplier	Temporary Staff	Work Package Outcomes	Work Package Augmentation
	Ind	Ind	Org	Ind	Org	Org Mandated
<b>Mandatory Corporate Policies</b>						
Confidentiality	Annual review and acceptance required	Must be aware	Must be aware	Annual review and acceptance required	All staff on rate equivalent to Grade 8d or above to annually review and accept this policy	Rate equivalent to Grade 8d or above Mandated otherwise to be aware
Code of Business Conduct	Annual review and acceptance required	Must be aware	Must be aware	Annual review and acceptance required	Rate equivalent to Grade 8d or above Mandated otherwise to be aware	Rate equivalent to Grade 8d or above Mandated otherwise to be aware
The Register of Interest Policy	Annual review and acceptance required	Must be aware	Must be aware	Annual review and acceptance required	Rate equivalent to Grade 8d or above Mandated otherwise to be aware	Rate equivalent to Grade 8d or above Mandated otherwise to be aware
Acceptable Use of ICT and User Obligations	Annual review and acceptance required	Must be aware	Must be aware	Annual review and acceptance required	Rate equivalent to Grade 8d or above Mandated otherwise to be aware	Rate equivalent to Grade 8d or above Mandated otherwise to be aware

**Health Order Form Annex 4 (Buyer's Mandatory Policies)**

Call-Off Ref: C306110 Appointments and Patient Choice

Universal Policies (Policies that apply to all employees in all circumstances)	Contact In-scope	Contact Out of-scope	External Supplier	Temporary Staff	Work Package Outcomes	Work Package Augmentation
	Ind	Ind	Org	Ind	Org	Org Mandated
Hospitality & the Receipt of Gifts Policy	Annual review and acceptance required	Must be aware	Must be aware	Annual review and acceptance required	Rate equivalent to Grade 8d or above Mandated otherwise to be aware	Rate equivalent to Grade 8d or above Mandated otherwise to be aware
NHS Digital Counter Fraud Policy	Annual review and acceptance required	Must be aware	Must be aware	Annual review and acceptance required	Rate equivalent to Grade 8d or above Mandated otherwise to be aware	Rate equivalent to Grade 8d or above Mandated otherwise to be aware
<b>Other Policies</b>						
Bring Your Own Device Policy	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware
Commercial Policy	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware
Equality and Diversity Policy	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware
Health and Safety Policy	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware
IT Operations	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware
Modern Slavery and Human Trafficking	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware

**Health Order Form Annex 4 (Buyer's Mandatory Policies)**

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<b>Universal Policies (Policies that apply to all employees in all circumstances)</b>	<b>Contactor In-scope</b>	<b>Contactor Out of-scope</b>	<b>External Supplier</b>	<b>Temporary Staff</b>	<b>Work Package Outcomes</b>	<b>Work Package Augmentation</b>
	<b>Ind</b>	<b>Ind</b>	<b>Org</b>	<b>Ind</b>	<b>Org</b>	<b>Org Mandated</b>
HR Organisation & Tran sformation (People and Workforce)	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware
Staff Vetting Procedures	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware
Travel and Expenses	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware	Must be aware



**Health Order Form Annex 5 (Processing Personal Data)**

Call-Off Ref: C306110 Appointments and Patient Choice

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## Health Order Form Annex 5 Processing Personal Data

This Annex shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Annex shall be with the Relevant Authority at its absolute discretion.

1.1 The contact details of the Relevant Authority's Data Protection Officer is:

[REDACTED]

1.2 The contact details of the Supplier's Data Protection Officer is:

[REDACTED] (at contract execution stage. As and when the relevant DPIAs are finalised, the Buyer reserves the right to review and update this Annex 5 to the Order Form).

Details as applicable:

**e-RS:**

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>NHS England is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with Paragraph 2 to Paragraph 15 and for the purposes of the Data Protection Legislation, NHS England is the Controller and the Supplier is the Processor of the following Personal Data:</p> <p><i>Any information accessed on NHS England systems as part of the Services, including:</i></p> <ul style="list-style-type: none"> <li>• <i>Service Users: demographics data: NHS number, name, address, postcode, language preferences and contact information relation to subjects.</i></li> <li>• <i>Service Users: clinical data: NHS number, details of subject's health, historic information regarding subject's health.</i></li> <li>• <i>NHS England staff information</i></li> <li>• <i>Wider NHS staff information</i></li> </ul> <p>Further details of the information assets hosted on the listed platforms are detailed in the NHS England Information Asset Register. To note, NHS England may solely be a processor to</p>

**Health Order Form Annex 5 (Processing Personal Data)**

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	another government controller, and in which case the Supplier shall remain NHS England's processor (i.e., a sub-processor).
	<p><b>NHS England is not the Supplier's processor for any information assets.</b></p> <p><b>The Parties are not Joint Controllers for any information assets.</b></p>
	<p><b>The Parties are Independent Controllers of the following Personal Data:</b></p> <p><i>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</i></p> <ul style="list-style-type: none"> <li><i>business contact details of Supplier Personnel for which the Supplier is the Controller,</i></li> <li><i>business contact details of any directors, officers, employees, agents, consultants and contractors of NHS England named in the Contract (excluding the Supplier Personnel), that are engaged in the performance of the NHS England duties under the Contract) for which the NHS England is the Controller (and their replacements).</i></li> </ul>
Duration of the Processing	<p><i>For the duration of the Contract only.</i></p> <p><i>Save for data specified above where the Parties are specified as 'Independent Controllers', where each Party shall retain post Contract for their own business purposes.</i></p>
Nature and purposes of the Processing	<p><i>The purpose of the Processing is:</i></p> <ul style="list-style-type: none"> <li><i>the delivery of NHS England's e-RS day-to-day operations (running the service including incident management utilising NHS England's Service Management toolkit);</i></li> <li><i>ongoing maintenance within agreed service level agreements to maintain 24x365 user availability;</i></li> </ul>

**Health Order Form Annex 5 (Processing Personal Data)**

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	<ul style="list-style-type: none"> <li>the development and safe delivery of transformation activity into live service from the e-RS prioritised backlog and from other transformation drivers.</li> </ul> <p><i>The nature of the Processing may include activities such as:</i></p> <ul style="list-style-type: none"> <li>collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation,</li> <li>use, alignment or combination, restriction,</li> <li>modification of data.</li> </ul> <p><i>The following processing activities shall not occur unless specifically required in writing by NHS England:</i></p> <ul style="list-style-type: none"> <li>disclosure by transmission, dissemination or otherwise making available;</li> <li>erasure or destruction of data (whether or not by automated means) etc.</li> </ul>
Type of Personal Data	<p><i>NHS England information assets include datasets relating to employees, NHS staff, patients and the public, including the following broad categories:</i></p> <ul style="list-style-type: none"> <li>Service user: demographics information, NHS number, name, address, postcode, date of birth, NI number, telephone number, email address, access and language preferences.</li> <li>Service user: security and logon information (NHS login).</li> <li>Service user: clinical information, images, biometric data, clinical data (current and historic), communications.</li> <li>NHS England staff: pay, contact details, employment information, logon and security information.</li> <li>Wider NHS staff : contact details, employment information, logon and security information, security information.</li> </ul>

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**Health Order Form Annex 5 (Processing Personal Data)**

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	<ul style="list-style-type: none"> <li><i>Supplier staff providing systems and services to NHS England and the wider NHS: business contact information, educational achievement, security information.</i></li> </ul> <p>Further details of the information assets hosted on the listed platforms are detailed in the NHS England Information Asset Register.</p>
Categories of Data Subject	<p><i>Dependant on the platform, categories of data subject include:</i></p> <ul style="list-style-type: none"> <li><i>NHS England staff (including volunteers, agents, and temporary workers).</i></li> <li><i>Wider NHS staff (including volunteers, agents, and temporary workers).</i></li> <li><i>Service users: residents of England, Wales, Scotland and Northern Ireland. Supplier staff providing systems and services to NHS England and the wider NHS.</i></li> <li><i>Manufacturing inventory and product details, including some commercially sensitive data.</i></li> </ul>
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under applicable law to preserve that type of data</p>	<p>The personal data will remain on NHS England controlled platforms and subject to NHS England security and to applicable NHS England data retention and destruction policies. No data will be removed by the Supplier from the NHS England controlled platforms and hence the Supplier will not be required to return or destroy data.</p> <p>Save that the Supplier may retain the business contact details of any directors, officers, employees, agents, consultants and contractors of NHS England named in the Contract (excluding the Supplier Personnel), that are engaged in the performance of the NHS England duties under the Contract) for which the NHS England is the Controller (and their replacements).</p> <p>Save that NHS England may retain the business contact details of Supplier Personnel for which the Supplier is the Controller.</p>

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**Wayfinder:**

Description	Details
Identity of Controller for each Category of Personal Data	<p data-bbox="507 598 1378 633"><b>NHS England is Controller and the Supplier is Processor</b></p> <p data-bbox="507 667 1442 826">The Parties acknowledge that in accordance with Paragraph 2 to Paragraph 15 and for the purposes of the Data Protection Legislation, NHS England is the Controller and the Supplier is the Processor of the following Personal Data:</p> <p data-bbox="507 860 1453 938">Any information accessed on NHS England systems as part of the Services, including:</p> <ul data-bbox="507 972 1474 1341" style="list-style-type: none"><li data-bbox="507 972 1474 1095">• Service user: demographics data: NHS number, name, address, postcode, language preferences and contact information relation to subjects.</li><li data-bbox="507 1128 1402 1207">• Service user: clinical data: NHS number, details of subject's health, historic information regarding subject's health.</li><li data-bbox="507 1240 987 1274">• NHS England staff information</li><li data-bbox="507 1308 956 1341">• Wider NHS staff information</li></ul> <p data-bbox="507 1375 1474 1576">Further details of the information assets hosted on the listed platforms are detailed in the NHS England Information Asset Register. To note, NHS England may solely be a processor to another government controller, and in which case the Supplier shall remain NHS England's processor (i.e., a sub-processor).</p>

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Description	Details
<b>The Parties are Independent Controllers of the following Personal Data</b>	<p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"><li>• business contact details of Supplier Personnel for which the Supplier is the Controller,</li><li>• business contact details of any directors, officers, employees, agents, consultants and contractors of NHS England named in the Contract (excluding the Supplier Personnel), that are engaged in the performance of the NHS England duties under the Contract) for which the NHS England is the Controller (and their replacements).</li></ul>
Duration of the Processing	<p>For the duration of the Contract only.</p> <p>Save for data specified above where the Parties are specified as 'Independent Controllers', where each Party shall retain post Contract for their own business purposes.</p>

**Health Order Form Annex 5 (Processing Personal Data)**

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Description	Details
Nature and purposes of the Processing	<p><i>The purpose of the Processing is:</i></p> <ul style="list-style-type: none"> <li>• <i>the delivery of NHS England's Wayfinder day-to-day operations (running the service including incident management utilising NHS England's Service Management toolkit);</i></li> <li>• <i>ongoing maintenance within agreed service level agreements to maintain 24x365 user availability;</i></li> <li>• <i>the development and safe delivery of transformation activity into live service from the Wayfinder prioritised backlog and from other transformation drivers.</i></li> </ul> <p><i>The nature of the Processing may include activities such as:</i></p> <ul style="list-style-type: none"> <li>• <i>collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation,</i></li> <li>• <i>use, alignment or combination, restriction,</i></li> <li>• <i>modification of data,</i></li> </ul> <p><i>The following processing activities shall not occur unless specifically required in writing by NHS England:</i></p> <ul style="list-style-type: none"> <li>• <i>disclosure by transmission, dissemination or otherwise making available;</i></li> <li>• <i>erasure or destruction of data (whether or not by automated means) etc.</i></li> </ul>

**Health Order Form Annex 5 (Processing Personal Data)**

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Description	Details		
Type of Personal Data	<b>Types of Data</b>	<b>Source</b>	<b>Data Processed</b>
	<b>Personal data</b>	NHS England NHS Trusts	Patient data concerning appointment journey
	<b>Special category data</b>	NHS England NHS Trusts	Appointment data, clinical documents (including but not limited to: allergies and adverse reactions; medicines; test results; consultations and events; other documents and correspondence)
	<b>Personal data (user personnel)</b>	NHS England Supplier partners	NHS England and Supplier data (employee personal data)
Categories of Data Subject	Personal and special category		
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under applicable law to preserve that type of data</p>	<p>The personal data processed by the Wayfinder Aggregator will remain on NHS England controlled platforms and subject to NHS England security and to applicable NHS England data retention and destruction policies. No data will be removed by the Supplier from the NHS England controlled platforms and hence the Supplier will not be required to return or destroy data.</p> <ul style="list-style-type: none"> <li>• Save that the Supplier may retain the business contact details of any directors, officers, employees, agents, consultants and contractors of NHS England named in the Contract (excluding the Supplier Personnel), that are engaged in the performance of the NHS England duties under the Contract) for which the NHS England is the Controller (and their replacements).</li> <li>• Save that NHS England may retain the business contact details of Supplier Personnel for which the Supplier is the Controller.</li> </ul>		



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[illegible]

**Order Form (Applicable Standards)**

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**Order Form (Applicable Standards)**

Annex 3 of Framework Schedule 1 (Specification) lists the Standards which generally apply to digital work within the Health environment. However, there may be additional standards which apply specifically to the Call-Off Competition (and/or to individual Statements of Work). The following table highlights those which are specifically incorporated (over and above those listed at the framework level) as part of this contract:

Standards at the Framework level have a bold check box

Standard	Applies
<b>COMMERCIAL STANDARDS</b>	
BS ISO 22301 Business Continuity Accreditation certificate or Evidence of a robust Business Continuity and Disaster Recovery Plan	<input checked="" type="checkbox"/>
NHS IT Contracting Model	<input type="checkbox"/>
ISO 14001 Environmental Management	<input type="checkbox"/>
BS9997 Fire Risk Management Systems compliance	<input type="checkbox"/>
Compliance with Waste Electrical and Electronic Equipment Directive (WEEE Directive 2012/19/EU)	<input type="checkbox"/>
Compliance with Directive 2007/47/EC where a product contains phthalates, this must be indicated on the packaging of the product in line with the Directive.	<input type="checkbox"/>
Compliance with Restriction of the use of certain hazardous substances in electrical and electronic equipment directive (RoHS 2 Directive 2011/65/EU)	<input type="checkbox"/>
Compliance with the Sanctions, Embargoes and Restrictions government policy	<input type="checkbox"/>
ISO 50001 Energy Management Systems compliance or accreditation	<input type="checkbox"/>
Compliance with EU Code of Conduct	<input type="checkbox"/>
Compliance with the NHS Network QoS (Quality of Service) Policy	<input type="checkbox"/>
Supplier code of conduct	<input type="checkbox"/>
...	<input type="checkbox"/>

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**Order Form (Applicable Standards)**

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Standard	Applies
<b>INFORMATION GOVERNANCE, DATA SECURITY AND QUALITY STANDARDS</b>	
ISO 9001:2015 Quality management systems certification or an equivalent recognised quality management system (QMS) certification	<input checked="" type="checkbox"/>
BS ISO 22301:2012 Societal security – Business Continuity management systems – Requirements	<input checked="" type="checkbox"/>
BS ISO 27001:2013 Information and Data Security	<input checked="" type="checkbox"/>
BS ISO/IEC 27002:2013 Information technology — Security techniques — Code of practice for information security controls	<input checked="" type="checkbox"/>
Cyber Essentials	<input checked="" type="checkbox"/>
Cyber Essentials Plus	<input checked="" type="checkbox"/>
National Data Guardian's Data 10 Security Standards compliance <a href="https://www.ncsc.gov.uk/guidance/10-steps-cyber-security">https://www.ncsc.gov.uk/guidance/10-steps-cyber-security</a>	<input checked="" type="checkbox"/>
Demonstrate compliance with all mandatory assertions in the NHS Data Security and Protection Toolkit (DSPT) for the relevant organisation type.	<input checked="" type="checkbox"/>
BS 10008:2014 Evidential Weight and Legal Admissibility of Electronic Information (Code of Practice) - Accreditation	<input type="checkbox"/>
BS ISO 15489-1:2016 Information and Documentation Records Management compliance	<input type="checkbox"/>
BS7858:2012 Security Screening of Individuals Employed in a Security Environment (Code of Practice) compliance	<input type="checkbox"/>
BS EN 15713:2009 Secure Destruction of Confidential Material (Code of Practice) certification	<input type="checkbox"/>
Compliance / accreditation to NHS and social care data: off-shoring and the use of public cloud services guidance	<input type="checkbox"/>
ISO/IEC 27005 :2018 Information technology	<input checked="" type="checkbox"/>
ISO/IEC 27031:2011 Information technology — Security techniques	<input checked="" type="checkbox"/>
ISO 22313:2020 Security and resilience — Business continuity management systems	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

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**Order Form (Applicable Standards)**

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Standard	Applies
<b>DEVELOPMENT AND DESIGN STANDARDS</b>	
BS ISO/IEC 12207:2017 Systems and software engineering.	<input checked="" type="checkbox"/>
BS 8878:2010 Web accessibility. Code of Practice.	<input checked="" type="checkbox"/>
Open Standards: "Open Standards Principles 2018: For software interoperability, data and document formats in government IT specifications" (which can be found at <a href="https://www.gov.uk/government/publications/open-standards-principles">https://www.gov.uk/government/publications/open-standards-principles</a> ) and any supplementary or replacement government guidance.	<input checked="" type="checkbox"/>
Adopted Open Standards as detailed on the Standards Hub <a href="https://www.gov.uk/government/publications/open-standards-for-government">https://www.gov.uk/government/publications/open-standards-for-government</a>	<input checked="" type="checkbox"/>
Web Content Accessibility Guidelines (WCAG) 2.0 to level AA; or WCAG 2.1, (as updated pursuant to the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018).	<input checked="" type="checkbox"/>
Compliance with MHRA medical device standards where the Solution is considered by the supplier to be a medical device.	<input type="checkbox"/>
Compliance with BS EN 60601-1-2:2015 Medical Electrical Equipment	<input type="checkbox"/>
BS EN 80601-2-30:2010+A1:2015 Medical Electrical Equipment compliance - Product must be registered / approved with the British and Irish Hypertension Society and meet at least one of the following testing standards: • ESH International Protocol 2002 (IP1)	<input type="checkbox"/>
Safety Data Sheets (SDS) for all products that fall under REACH (Registration, Evaluation, Authorisation and restriction of Chemicals) 2007 – more specifically, a SDS must be provided if a substance or a mixture supplied is classified as hazardous under t	<input type="checkbox"/>
The International Software Testing Standard - ISO/IEC/IEEE 29119 is a guide to suppliers on what level of quality NHS Digital expects from software development testing.	<input type="checkbox"/>
Compliance with Medical Devices Directive 93/42/EEC. All products must have their CE marking evident on the product and/or packaging. Class IIa Medical Device	<input type="checkbox"/>
Compliance with Directive 2006/95/EC (as amended and replacing Directive 73/23/EEC) for electrical equipment designed for use within certain voltage limits.	<input type="checkbox"/>
Compliance with Electromagnetic Compatibility Directive 2004/108/EC	<input type="checkbox"/>
BS EN 50600 series; - Building construction - Power Distribution accreditation - Environmental Control - Telecommunications cabling infrastructure - Security Systems - Management and operational information - Overview of and general requirements for key	<input type="checkbox"/>
BS EN 50131-1:2006 intrusion and hold-up alarm systems (I&HAS) compliance	<input type="checkbox"/>
Encryption Accredited to FIPS 140-2 and have received Augmented Grade Commercial Product Assurance (CPA) accreditation.	<input type="checkbox"/>
...	<input type="checkbox"/>

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**Order Form (Applicable Standards)**

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Standard	Applies
<b>HEALTH RELATED INFRASTRUCTURE AND SERVICE STANDARDS</b>	
NHS Service Standards (and references therein): <a href="http://service-manual.nhs.uk/service-standard">http://service-manual.nhs.uk/service-standard</a>	<input checked="" type="checkbox"/>
The NHS digital, data and technology standards and clinical information standards as set out in this link and associated pages (as updated from time to time): <a href="http://digital.nhs.uk/about-nhs-digital/our-work/nhs-digital-data-and-technology-standards">http://digital.nhs.uk/about-nhs-digital/our-work/nhs-digital-data-and-technology-standards</a>	<input checked="" type="checkbox"/>
The Health and Social Care Network (HSCN)	<input checked="" type="checkbox"/>
SPINE	<input type="checkbox"/>
Care Identity Service	<input type="checkbox"/>
NHS Identity OpenID Connect:	<input type="checkbox"/>
NHS Identity OAUTH2:	<input type="checkbox"/>
NHS Identity FIDO2:	<input type="checkbox"/>
The e-RS (e-Referral Service)	<input checked="" type="checkbox"/>
...	<input type="checkbox"/>
<b>INFRASTRUCTURE STANDARDS</b>	
DCB0129 compliance - Clinical Safety Risk assessment	<input checked="" type="checkbox"/>
DCB01260 compliance - Clinical Safety Case	<input checked="" type="checkbox"/>
Health and Social Care email services must be designed in accordance with the principles of DCB 1596 secure email standard.	<input type="checkbox"/>
...	<input type="checkbox"/>
<b>INTEROPERABILITY STANDARDS</b>	
Use the SNOMED CT Standard as defined by SNOMED International. SNOMED CT (SCCI 0034) and the NHS Digital Terminology Service.	<input type="checkbox"/>
Registration and accreditation with NHSx Digital Technology Assessment Criteria (DTAC) or evidence registration has commenced with an aim to obtain accreditation by 31st December 2021 or by the latest 31st March 2022	<input type="checkbox"/>
Interoperability must comply with relevant NHS Digital Interoperability Standards	<input type="checkbox"/>
Fast Healthcare Interoperability Resources (FHIR) standards developed by HL7.	<input type="checkbox"/>
...	<input type="checkbox"/>

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**Order Form (Applicable Standards)**

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Standard	Applies
<b>CLINICAL INFORMATION STANDARDS</b>	
Compliance with ICD-10 (International Statistical Classification of Diseases and Related Health Problems) where ICD encoding is required	<input type="checkbox"/>
Compliance with OPCS-4 standard where OPCS encoding is required (the statistical classification for clinical coding of hospital interventions and procedures undertaken by the NHS).	<input type="checkbox"/>
Compliance with Access to Health Records Act (1990) in respect of Information Governance.	<input type="checkbox"/>
Compliance with NHS Act 2006 (Section 251) (previously Section 60 of the Health and Social Care Act 2001) in respect of Information Governance.	<input type="checkbox"/>
Compliance with NHS (Venereal Diseases) Regulations (1974) in respect of Information Governance.	<input type="checkbox"/>
Compliance with NHS Data Dictionary and Manual in respect of Information Governance.	<input type="checkbox"/>
Compliance with Records Management - NHS Code of Practice (DHSC) in respect of Information Governance.	<input type="checkbox"/>
Compliance with NIST Cryptography Standards in respect of Information Governance.	<input type="checkbox"/>
Compliance with ISB 0149 NHS Number Standard	<input type="checkbox"/>
Compliance with ISB 1077 - AIDC for Patient Identification where Automatic identification and data capture (AIDC) is used	<input type="checkbox"/>
Compliance with ISB 0108 - AIDC Automatic Identification and Data Capture where Automatic identification and data capture (AIDC) is used	<input type="checkbox"/>