

**WORK ORDER REF: Work Order #1 to the Call Off Contract - IQVIA COVID 19 Testing Evaluation Study**

This Work Order #1 is made pursuant to the Call Off Contract dated 17<sup>th</sup> March 2021 (the “**Call Off Contract**”) and made between the Secretary of State for Health & Social Care (“**DHSC**”) and IQVIA Technology Services Limited (“**IQVIA**”)

Expressions defined in the Call off Contract and used in this Work Order have the meaning set out in the Call off Contract. Unless expressly specified otherwise in this Work Order, the terms of the Call off Contract shall take full force and effect in this Work Order.

For the avoidance of doubt, under this Work Order #1 the Buyer is DHSC and the Supplier is IQVIA.

**PO Number:** To be advised

**Start date and term:** From 1<sup>st</sup> May to July 30<sup>th</sup> 2021 unless extended at the written agreement of the parties.

**Services:** The Supplier is the provider of real time hosted NHS Patient Feedback solutions including Friends & Family Test (FFT), Patient Quality & Safety, Audit & Patient Outcomes. Multiple channel options including online, paper, text and kiosks.

This includes the following features:

- Real time patient experience (service user) survey data capture
- Automated, real time analysis and reporting, organisation wide
- Real time staff feedback survey
- Web based, hosted solution, remote access
- Outcomes solutions
- Electronic data capture
- Quality, Safety, Risk and audit reporting

The supplier will also provide:

Analytics and business intelligence

Information and communication technology (ICT)

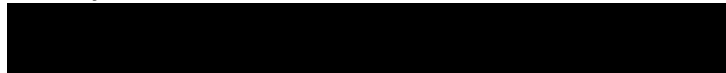
Project management and planning

Collaborative working

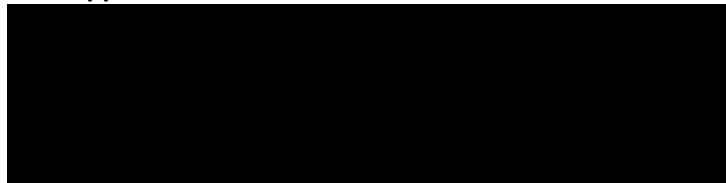
In addition to providing access for the Buyers evaluation study participants to the Suppliers application, with the features and functions described above, the Supplier is also providing the Services referred to in clauses 1 to 3 of the Additional Terms section below, which are further set out and described at Annex 1 in the Suppliers Proposal as a part of the Services it shall provide for to the Buyer under this Work Order#1

**Buyer's Manager, Supplier's Manager and Key Personnel:**

**For Buyer:**



**For Supplier:**



**Buyer's Materials:**

IQVIA Connection Platform as set out above

**Supplier's Equipment:**

N/A

**Service Levels:**

N/A

**Timetable**

As per Table 1 in Additional Terms

**Milestones**

As per Table 1 in Additional Terms

**Deliverables:**

Interim Report due Indicative June 15<sup>th</sup> 2021 unless change to date is agreed by both parties in writing 7 days prior.

Final Report due Indicative July 30<sup>th</sup> 2021 unless change to date is agreed by both parties in writing 7 days prior.

**Acceptance Criteria:**

For each report delivered under this Work Order the Buyer shall have 7 working days from the day following the date of the delivery of the report to indicate to the Buyer in writing its acceptance of the report or its rejection.

In the case of rejection, the Buyer shall set out reasonable reasons for its rejection and the Supplier and Buyer shall

agree a timetable for re-delivery of the rejected items, which shall in any event be no longer than 14 days after the date of rejection unless specifically agreed otherwise in writing.

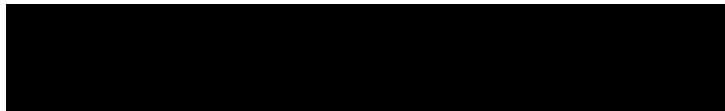
If the Buyer does not indicate any acceptance or rejection then after 14 working days the Supplier shall be entitled to deem acceptance has been provided.

**Charges:**

The Charges for this Work Order#1 are as set out below for the sites listed at Annex 2. Any Work Order Changes shall be agreed as set out paragraph 4 of the Additional Terms section below.

The Charges shall be invoiced according to the delivery schedule set out in Table 1 below in the additional terms, with the dates of invoicing estimated as per the dates by the amounts below.

Amount: Estimated Invoice Date:



**Total: £1,613,718**

**Additional Terms:**

1. The Suppliers proposal dated 26.03.2021 is set out at Annex 1 and incorporates the requirements of the Buyer, as further set out in Annex 2, which contains the Buyers Statements of Requirement for the services under this Work Order.
2. Having reviewed the Buyers Statements of Requirement, the Suppliers proposal dated 26.03.2021 at Annex 1 was provided to defined the detailed scope of services, the deliverables and the timetable for delivery of services and deliverables for this Work Order and the Supplier pricing applicable to delivery of the services and deliverables.
3. The high-level services delivery milestones, with the relevant timetable, is as set out in table 1 below along with the high level invoicing timetable against the delivery of the services and deliverables which conforms to the Suppliers pricing, each as further set out in the Suppliers proposal at annex 1:

**Table 1**

Milestone	Indicative Timeline (end of week)*	Indicative Deliverable Description	Indicative Invoice Value & Date (Indicate Milestone Numbers covered)
<b>Setup &amp; Commencement Phase</b>			
Milestone 1	24/05/2021	Programme Governance including DHSC/NHSE/NHS T&T/IQVIA joint working group established for oversight and materials approval	
Milestone 2	24/05/2021	Site Partnership draft comms/FAQs submitted for review by DHSC joint working group to enable IQVIA to contact sites following NHSE intro email	
Milestone 3	31/05/2021	Draft survey submitted for approval by DHSC working group for Cognitive Testing to begin with volunteer NHS end users	
Milestone 4	11/06/2021	Final draft & consent approved by DHSC / survey build into connections platform testing completed / survey link sent to NHS sites for dissemination	
Milestone 5	11/06/2021	Aggregated data MDS request disseminated to all sites where contact has been established	
<b>Project Performance Phase</b>			
Milestone 6	18/06/2021	Weekly activity reports detailing number of sites engaged, number of surveys completed, number of sites who have provided aggregated data	
Milestone 7	15/07/21 (data dependent)	Interim Report - Primary Care Interim Report - Secondary Care	
Milestone 8	30/07/21 (data dependent)	Final Report - Primary Care Evaluation Final Report - Secondary Care Evaluation	
Final Milestone	TBC	Project close meeting / After Action Review (AAR)	

4. In addition to the [REDACTED] set out above in the Charges, the parties have agreed a contingency amount to be used for any change to the scope of the Services during the performance of the evaluation study projects.

4.1 Prior to the Supplier implementing any changes to the services or invoicing any amounts to the Buyer the parties shall agree such additional amounts to be charged for such additional services or changes to the scope of the services in writing (each a “**Work Order Change**”) prior to the performance of, or invoicing of such items by the Supplier.

4.2 The amount of contingency assigned for Work Order Changes in addition to the [REDACTED] set out in the above Charges section above is up to [REDACTED], subject to and in accordance with paragraph 4.1.

5. The Parties shall complete a relevant Data Protection Impact Assessment (the “**DPIA**”) in respect of the Services to be provided under this Work Order#1 prior to the processing of any Personal Data protected by the Data Protection Act.

5.1 The current draft of the DPIA is set out at Annex 3 below.

5.2 Following the completion of the DPIA, the parties shall execute any necessary Data Processor Agreements (the “**DPA**”) as required by the outcomes of the DPIA, in order to ensure each party shall only process any protected Personal Data in accordance with relevant legislation.

**Signed by the authorised representative of the SECRETARY OF STATE FOR HEALTH AND SOCIAL CARE**

Name:		Signature:	.....
Position:		Date	21 <sup>st</sup> May 2021

**Signed by the authorised representative of IQVIA**

Name:		Signature	.....
Position:		Date	.....

**Annex 1 – Suppliers Proposal dated 26.03.2021**



NHS IQVIA COVID  
Asymptomatic Evalua

## Annex 2: Buyer Statements of Requirement



LFD LAMP Eval  
PrimCare SOR.docx



LFD LAMP Eval  
SecCare SOR.docx



IQVIA Work Order1  
Eval Sites.xlsx

**Annex 3 – Data Protection Impact Assessment to be completed for this Work Order#1**



Draft DPIA for Work  
Order#1.docx