

# Crown Commercial Service

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## Call-Off Order Form for RM6187 Management Consultancy Framework Three (MCF3)

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### Framework Schedule 6 (Order Form and Call-Off Schedules)

#### Order Form

Call-off reference: **Atamis\_C67476**

The buyer: **The National Health Service Commissioning Board  
Authority, known as 'NHS England' (on behalf of  
NHSX)**

Buyer address: **1<sup>st</sup> Floor, Quarry House, Quarry Hill, Leeds, West  
Yorkshire, LS1 4HT**

The supplier: **Kainos Software Limited**

Supplier address: **4-6 Upper Crescent, Belfast, Northern Ireland, BT7 1NT**

Registration number: **NI019370**

DUNS number: **232787408**

Sid4gov id: **Unknown**

## **Applicable framework contract**

This Order Form is for the provision of the Call-Off Deliverables and dated

**17 February 2022**

It is issued under the Framework Contract with the reference number RM6187 for the provision of **NHS Digital Transformation of Screening Programme – Phase 1, Phase 2 and Phase 3.**

**Call-off lot: 1\_Business**

**NHS England and NHS Improvement**



**Atamis Ref: C50560**

**Request for Proposal**

**The provision of  
NHS Digital Transformation of  
Screening (DToS) Programme  
Support Partner Commission**

**via**

**CCS RM6187 - MCF3**

**Lot 1 - Business**

**Statement of Requirements**

## **Call-off incorporated terms**

The following documents are incorporated into this Call-Off Contract.

Where schedules are missing, those schedules are not part of the agreement and can not be used. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) RM6187
3. The following Schedules in equal order of precedence:

### **Joint Schedules for RM6187 Management Consultancy Framework Three**

- Joint Schedule 1 (Definitions)
- Joint Schedule 2 (Variation Form)
- Joint Schedule 3 (Insurance Requirements)
- Joint Schedule 4 (Commercially Sensitive Information)
- Joint Schedule 6 (Key Subcontractors)
- Joint Schedule 7 (Financial Difficulties)
- Joint Schedule 8 (Guarantee)
- Joint Schedule 9 (Minimum Standards of Reliability)
- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)

### **Call-Off Schedules**

- Call-Off Schedule 1 (Transparency Reports)
  - Call-Off Schedule 3 (Continuous Improvement)
  - Call-Off Schedule 5 (Pricing Details)
  - Call-Off Schedule 7 (Key Supplier Staff)
  - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
  - Call-Off Schedule 9 (Security)
  - Call-Off Schedule 10 (Exit Management)
  - Call-Off Schedule 13 (Implementation Plan and Testing)
  - Call-Off Schedule 14 (Service Levels)
  - Call-Off Schedule 15 (Call-Off Contract Management)
  - Call-Off Schedule 16 (Benchmarking)
  - Call-Off Schedule 18 (Background Checks)
  - Call-Off Schedule 20 (Call-Off Specification)
4. CCS Core Terms (version 3.0.10)
  5. Joint Schedule 5 (Corporate Social Responsibility)
  6. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

Supplier terms are not part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

### **Call-off special terms:**

None

**Call-off start date:** 10<sup>th</sup> January 2022

**Call-off expiry date:** 31<sup>st</sup> July 2023

**Call-off initial period:** 18 months

**Call-off deliverables for Phase 1 (inclusive of WP1, WP2 and WP3 only)**

**Phase 1 – is expected to commence in January 2021 and Phase 1 deliverables should be completed by 30<sup>th</sup> April 2022.**

**Work package 1 (April 22 completion)**

The Outline Business Case (“OBC”) for the Breast Screening programme to be written in accordance with the HMT Green Book (**to be completed by end of April 22**) including for instance;

1. Spending objectives;
2. Business needs - current and future;
3. Scope and detailed service requirements;
4. Detailed case for change;
5. Detailed options appraisal; and
6. Risks, constraints and dependencies.

**Outputs & Deliverables**

- Market engagement and techuk event (Jan 21).
- Detailed technical architecture. This should cover
  - specific application components, services and associated technologies.
  - logical views covering application, technology, data, integration and infrastructure views;
  - A set of architecture principles and “guide rails” which describes how individual technical capabilities should be implemented to ensure interoperability between them, loose coupling, extensibility, configurability etc.; and
  - High level analysis on the opportunities for the creation of nationally shared capabilities which can be re used across other programmes and initiatives e.g. the Vaccination Programme. As well as highlighting those capabilities which are specific to (breast) screening programmes.
- Service blueprint for Breast Screening.
- Business requirements
- Non functional requirements e.g. SLAs, volume & performance, cyber etc.
- Defined technical and operational operating model, aligned with the technical alignment in work package 2.
- Delivery plan.
- Product roadmap.
- OBC (5 case) fully drafted.

## **Acceptance Criteria (WP1)**

OBC to be signed off in writing by NHSX Senior Responsible Officer ("SRO"). HMT approval is not required as part of the milestone acceptance criteria.

## **Work package 2 (April 22 completion)**

Technical and Business Validation A: The technical discovery to ensure alignment across Antenatal Newborn (ANNB) screening (which consists of Bloodborne pathogens, Foetal anomaly, Sickle cell & Thalassemia, Blood spot, Hearing, Newborn and infant examination) against the proposed National Digital Screening Services architecture (to be completed by end of April 22).

1. Detailed and documented understanding of user journey, channels, services and pain points across ANNB.
2. Detailed understanding of the technical systems & associated architecture underpinning the service - nationally.
3. Detailed view of the data models, data flows and processing, reporting and service monitoring in situ.
4. Development of the detailed service target architecture for each of the screening services working with delivery partners and key stakeholders across the business.
5. A detailed comparison of the architecture defined within the Breast OBC to ensure alignment and fit.
6. Understanding of the non-functional requirements/profile of the services e.g. concurrent users, volumes, performance expectations, cyber security etc.
7. Understanding of how services can be segmented to enable plug and play of developed capability.
8. Understanding of migration approaches for these services (to the target architecture)

## **Outputs and deliverables**

- Full and complete capture of the "As is" service blueprints for the services set out above.
- Documented user and participant pain points across the services.
- Detailed and documented understanding of technology systems in use, across the country including devolved authorities.
- A clear view of how the systems interoperate, the standards/specifications adopted, data flows and how the services might be sectioned into the value chain set out within the Strategic Outline Case ("SOC").
- Business Capability map (aligned to NHS standard capability models).
- High level business requirements validated.
- High-level non-functional requirements e.g. SLAs, volume & performance, cyber etc.
- High level technical architecture mapped and documented. This should cover:
  - Specific application components, services and associated technologies; and

- Logical & physical views covering application, technology, data, integration and infrastructure views.
- A clearly documented understanding of how the breakup of existing architecture could be possible in line with the capabilities outlined within the SOC

### **Acceptance Criteria (WP2)**

Outputs signed off in writing by NHSX SRO

### **Work package 3 (April 22 completion)**

In line with HMT Green book standards, the drafting of the Programme Business Case (“PBC”) for National Digital Screening Services; initially the strategic case and Economic cases that form the PBC for National Digital Screening Services (To be completed by end of April 22)

1. Develop and agree the structure including content and section owners;
2. Spending objectives;
3. Business needs - current and future;
4. Scope and detailed service requirements;
5. Detailed case for change;
6. Detailed options appraisal; and
7. Risks, constraints and dependencies.

### **Outputs and deliverables**

#### **Strategic case**

- Context.
- Case for change – e.g. existing arrangements, business need, scope, benefits and risks.
- This will cover all 12 screening programs.

#### **Economic case**

- Critical success factors.
- Long-list of options.

#### **Commercial case**

- High-level commercial approach aligned to the preferred way forward.
- High level business process changes identified.
- Commercial Case outputs to be refined and finalised under work package 5.

### **Acceptance Criteria (WP 3)**

PBC cases to be signed off in writing by NHSX SRO and will form the basis of work package 5.

### **Call-off deliverables for Phase 2 and 3 (inclusive of WPs 4 - 9)**

**Phases 2 and 3 are expected to last for approximately 12 months. The exact detail of these phases cannot be clearly defined until the completion of Phase 1 but is likely to consist of the following work packages 4 – 9. The Parties agree that after completion**

**of Phase 1, should any refinements or supplemental details be required to the scope of work and associated impact on charges (if any) for work packages 4-9 be required then the Parties will document this change request to this Order Form.**

### **Work package 4 (FY 22/23)**

The technical discovery for alignment across the remaining Adult Screening services, (including targeted) (to be completed post April 22):

1. Detailed and documented understanding of user journey, channels, services and pain points across the services described above.
2. Detailed understanding of the technical systems & associated architecture underpinning the service - nationally.
3. Detailed view of the data models, data flows and processing, reporting and service monitoring in situ.
4. Development of the detailed service target architecture for each of the adult and targeted screening services working with delivery partners and key stakeholders.
5. A detailed comparison of the architecture defined within the Breast OBC to ensure alignment.
6. Understanding of how services can be segmented to enable plug and play of developed capability.

### **Outputs and deliverables**

- Full and complete capture of the "As is" service blueprints for the services set out above.
- Documented user and participant pain points across the services.
- Detailed and documented understanding of technology systems in use, across the country including devolved authorities.
- A clear view of how the systems interoperate and how the services might be sectioned into the value chain set out within the SOC.
- Business Capability map
- High level business requirements validated
- High level non-functional requirements e.g. SLAs, volume & performance, cyber etc.
- High level technical architecture mapped and documented. This should cover
  - specific application components, services and associated technologies.
  - logical & physical views covering application, technology, data, integration and infrastructure views
- A clearly documented understanding of how the breakup of existing architecture across all adult and targeted screening could be possible in line with the capabilities outlined within the SOC

### **Acceptance Criteria (WP 4)**

Outputs signed off in writing by NHSX SRO.

## **Work package 5 (FY 22/23)**

Building on work package 3 which will be a key input (and all other artefacts produced), inline with HMT Green Book produce the fully completed PBC for National Digital Screening Services (to be completed post April 22).

### **Outputs and deliverables**

#### **• Strategic Case**

- Context
- Case for change – including existing arrangements, business need, scope, benefits and risks
- Review based on Technical & Business validation A&B

#### **• Economic case**

- Appraisal of short-list
- Preferred option
- Risk, benefit and sensitivity analyses
- Review based on Technical & Business validation A&B

#### **• Commercial case**

- Procurement strategy
- Service requirements
- Risks

#### **• Financial case**

- Capital and revenue requirements
- Balance sheet and I&E impact
- Affordability

#### **• Management case**

- Governance
- Benefits realisation
- Risk management

## **Acceptance Criteria (WP5)**

PBC to be signed off in writing by NHSX SRO. HMT approval is not required as part of the milestone acceptance criteria.

## **Work package 6 - 9 (FY 22/23)**

A series of 4 Green book OBC's for the national digital screening services (grouped capabilities) (to be completed post April 22)

1. OBC 1 - National Digital Service grouped capability: Participant identification, invitation and appointments



2. OBC 2 - National Digital Service grouped capability: Episode management and results
3. OBC 3 - National Digital Service grouped capability: Customer contact management
4. OBC 4 - National Digital Service grouped capability: Centralised screening and automated image analysis

## **Outputs and deliverables**

- Detailed technical architecture.
  - This should cover the specific required application components, services and associated technologies of the grouped capabilities shown above including any options appraisals (reuse/repurpose over buy over build).
  - Detailed logical views of the architecture covering application, technology, data, integration and infrastructure views
- A set of architecture principles and “guide rails” which describes how these capabilities should be implemented to ensure interoperability between them, loose coupling, extensibility, configurability etc.
- Detailed analysis on the opportunities for the creation of nationally shared capabilities which can be reused across other programmes and initiatives e.g. the Vaccination Programme. As well as highlighting those capabilities which are specific to screening programmes
- Service blueprint for all screening services.
- Business requirements for all screening services
- Non-functional requirements e.g. SLAs, volume & performance, cyber etc.
- Defined technical and operational operating model, aligned with the technical alignment in work package 2.
- Delivery plan
- Product roadmap
- OBC (5 case) fully drafted

## **Acceptance Criteria (WP 6-9)**

OBC's to be signed off in writing by NHSX SRO. HMT approval is not required as part of the milestone acceptance criteria.



## **Maximum liability**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

## Call-off charges



Charges Breakdown for Phase 1 (WPs 1 to 3 only)

Work Package	Outputs and Deliverables (April 22 completion)	Fixed Price £ (ex VAT)
<b>WP1</b>	<p>The Outline Business Case for the Breast Screening programme to be written in accordance with the HMT Green Book (<b>to be completed by end of April 22</b>) including for instance;</p> <ol style="list-style-type: none"> <li>1. Spending objectives;</li> <li>2. Business needs - current and future;</li> <li>3. Scope and detailed service requirements;</li> <li>4. Detailed case for change;</li> <li>5. Detailed options appraisal; and</li> <li>6. Risks, constraints, and dependencies.</li> </ol>	
<b>WP2</b>	<p>Technical and Business Validation A: The technical discovery to ensure alignment across Antenatal Newborn (ANNB) screening (which consists of Bloodborne pathogens, Foetal anomaly, Sickle cell &amp; Thalassemia, Blood spot, Hearing, Newborn and infant examination) against the proposed National Digital Screening Services architecture (to be completed by end of April 22)</p> <ol style="list-style-type: none"> <li>1. Detailed and documented understanding of user journey, channels, services, and pain points across ANNB.</li> <li>2. Detailed understanding of the technical systems &amp; associated architecture underpinning the service - nationally.</li> <li>3. Detailed view of the data models, data flows and processing, reporting and service monitoring in situ.</li> <li>4. Development of the detailed service target architecture for each of the screening services working with delivery partners and key stakeholders across the business.</li> <li>5. A detailed comparison of the architecture defined within the Breast OBC to ensure alignment and fit.</li> <li>6. Understanding of the non-functional requirements/profile of the services e.g. concurrent users, volumes, performance expectations, cyber security etc.</li> <li>7. Understanding of how services can be segmented to enable plug and play of developed capability.</li> </ol>	

	8. Understanding of migration approaches for these services (to the target architecture).	
<b>WP3</b>	<p>In line with HMT Green book standards, the drafting of the PBC for National Digital Screening Services; initially the <u>strategic case</u> and <u>Economic cases</u> that form the PBC for National Digital Screening Services (To be completed by end of April 22)</p> <ol style="list-style-type: none"> <li>1. Develop and agree the structure including content and section owners.</li> <li>2. Spending objectives.</li> <li>3. Business needs - current and future.</li> <li>4. Scope and detailed service requirements.</li> <li>5. Detailed case for change.</li> <li>6. Detailed options appraisal.</li> <li>7. Risks, constraints, and dependencies.</li> </ol>	
<b>Total fixed price (inclusive of expenses, excluding VAT) covering Phase 1.</b>		

Charges Breakdown for Phases 2 and 3 (WPs 4 to 9) will be added by change request to this Order Form after completion of Phase 1.

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

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

- Specific Change in Law;
- Benchmarking using Call-Off Schedule 16 (Benchmarking)

### **Reimbursable expenses**

Any expenses pre-approved in advance by the Buyer will be recoverable provided that the Supplier complies with the requirements for Supporting Documentation and the Buyer's expenses policy as per Framework Schedule 3 (Framework Prices) paragraph 4.

### **Payment method**

The payment method for this Call-Off Contract is via BACS

The Supplier shall invoice per Work Package, signed-off as accepted by the Authority's identified representative.

Payment will be linked to satisfactory execution of deliverables or parts thereof, and as such, progress must be broken down by workstream upon invoices submitted

**Buyer's invoice address**

NHS ENGLAND - X24 PAYABLES  
PHOENIX HOUSE  
TOPCLIFFE LANE  
WAKEFIELD  
WF3 1WE  
UNITED KINGDOM

General requirements for an invoice for NHS England include:

- A description of the goods/services supplied is included.
- NHS England's reference number/Purchase Order number is included.
- The Provider will be expected to submit all invoices via NHS England's e-Invoicing Platform in accordance with e-Invoicing Guidance
- Useful Link at: <https://tradeshift.com/supplier/nhs-sbs/>

**Buyer's Authorised  
Buyer's authorised representative**

[REDACTED]  
[REDACTED]  
[REDACTED]

**Buyer's security policy:**

<https://www.gov.uk/government/collections/government-security>

**Supplier's authorised representative**

[REDACTED]  
[REDACTED]  
[REDACTED]

**Supplier's contract manager**

[REDACTED]  
[REDACTED]  
[REDACTED]

**Progress report frequency**

Weekly

**Progress meeting frequency**

Weekly

**Key staff**

N/A

**Key subcontractor(s)**

Ernst & Young LLP  
1 More London Place  
London  
SE1 2AF

Clarasys Ltd  
7 Bell Yard  
London  
WC2A 2JR

Gate One Ltd  
Havas House  
Hermitage Court  
Hermitage Lane  
Maidstone  
Kent  
ME16 9NT

**Commercially sensitive information**

- All named Kainos or Key Subcontractor personnel.
- All commercial information including rates and pricing.

**Service credits**

Not applicable

**Additional insurances**

Not applicable

**Guarantee**

Not applicable

## **Buyer's environmental and social value policy**

<https://www.gov.uk/government/collections/government-security>

### **Social value commitment**

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 Call-Off Schedule 4 (Call-Off Tender)]

### **Formation of call off contract**

By signing and returning this Call-Off Order Form the Supplier agrees to enter a Call-Off Contract with the Buyer to provide the Services in accordance with the Call-Off Order Form and the Call-Off Terms.

The Parties hereby acknowledge and agree that they have read the Call-Off Order Form and the Call-Off Terms and by signing below agree to be bound by this Call-Off Contract.

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

Signature:

Name: [REDACTED]

[REDACTED]

Date:

### **For and on behalf of the Buyer:**

Signature:

Name: [REDACTED]

[REDACTED]

Date: