Health Systems Support Framework: Template Order Form

References and Date				
Order Reference Number	HSSF21-07	72		
Date of Order Form	already been satisfied by the Suppliers. This is the date the			
	contract	comes	into	force.
Parties and Key Persons				
Authority	The Department of Health and Social Care acting on behalf of NHSX at NHS England, Quarry House, Quarry Hill, Leeds LS2 7UE			
Suppliers	lpsos MORI: 3			
Principal Supplier(s)	Ipsos MORI			
Key Roles for the supply or performance of the Deliverables and the personnel who will fill those Key Roles ("Key Personnel")				
Contract Managers	Autho	ority's Contract Manager		

	Supplier's Contract Manager(s)		
	Insert the Lead Contract Manager at the commencement of this Contract		
applicable)	Authority's Lead Contract Manager		
	Supplier's Lead Contract Manager		
Person(s) to receive notices under the Contract	Authority's nominated person and contact details for service of notices Postal Address: NHS England, Quarry House, Quarry Hill, Leeds LS2 7UE Supplier's nominated person and contact details for service of notices Name: Supplier's nominated person and contact details for service of notices Name: Email Address Ipsos MORI: 3 Email Address Email Address Email Address		
Notified Sub- contractors in the event of a TUPE	N/A		
transfer at a Relevant Commencement Date			
General			

Status of Order Form	Issue of this Order Form is an "invitation to treat" by the Authority following the Suppliers' Call-Off ITT Response submitted by the Supplier(s) in response to the relevant mini-competition conducted under and in accordance with the Framework Agreement. On the signature of the Order Form by the Suppliers and its return to the Authority, the signature of the Order Form by the Authority shall be the point at which a contract is formed between the Authority and the Suppliers. This Order Form, together with the Call-Off Terms and Conditions and the applicable provisions of the Framework Agreement (and the other provisions as set out in the Call-Off Terms and Conditions) form a contract (defined as "the Contract" in the Call-Off Terms and Conditions) between the parties as at and from the date of this Order Form.			
	The Call-Off	when utilised in this Order Form. Terms and Conditions comprise the following		
	Schedules of Appendix A of the Framework Agreement:			
	Schedule 1	Key Provisions		
	Schedule 2	General Terms and Conditions		
	Schedule 3	Definitions and Interpretations Provi		
	Schedule 4	This Order Form		
	Schedule 5	Information Governance		
	Schedule 6	Security Management		
Call-Off Terms and	Schedule 7	Standards		
Conditions	Schedule 8	Software		
	Schedule 9	Installation and Commissioning Services		
	Schedule 10	Maintenance Services		
	Schedule 11	Guarantee		
	Schedule 12	Staff Transfer		
	Schedule 13	Change Control Process		
	Schedule 14	Calculation of Termination Sum		

	Schedule 15	Not Used	
	Schedule 16	Acceptance Testing	
	Schedule 17	Benchmarking	
	Schedule 18	Governance	
	be incorporated completion of the		
Framework Agreement	The Health Systems Support Framework established by NHS England for and on behalf of NHS England and other contracting authorities. (the " Framework Agreement ").		
Call-Off ITT	The Call-Off ITT as issued by the Authority to invite responses to the relevant mini-competition conducted under and in accordance with the Framework Agreement.		
Call-Off ITT Response	The Suppliers' response to the relevant Call-Off ITT submitted by the Suppliers in response to the relevant mini-competition conducted under and in accordance with the Framework Agreement and initiated by the issue of a Call-Off ITT by the Authority.		
Contract Meetings	Weekly delivery-focused meeting Three key meetings throughout the project: inception meeting, midpoint progress meeting, and final handover meeting.		
Fast-track Change values	N/A		
Contract Term and Termination Provisions			
Term of the Contract	Contract from t the Term to be definition such Actual / Actual /	position is that the Term will be the length of the the Effective Date. You may therefore choose for e the length of the Contract from an alternative as; Deliverables Commencement Date; Services Commencement Date; or Goods Commencement Date.	

	Please see annex 2 of the HSSF guide for more information on			
	deciding a contract term proportionate to the Deliverables			
	required.			
	Service commencement date is the date of the contract.			
	A contract extension may be granted in extenuating			
	circumstances up to a length of two weeks. There is no scope for			
Extension of Term	a budget extension alongside a contract extension, suppliers			
	must provide the service fully within the budget defined.			
Unilateral Authority	2 weeks' notice.			
right of termination				
notice period				
Maximum Payments	N/A			
following Unilateral				
Authority right to				
terminate				
Maximum Permitted	N/A			
Profit Margin				
Variation to	N/A			
Termination Sum				
calculation	N/A			
Insurance on Expiry or				
Termination				
	Contract Deliverables			
	The Deliverables to be provided by the Supplier(s) under the			
	Contract shall be the Services and/or Ad Hoc Services and/or			
	Goods and/or any other requirement whatsoever (including			
	without limitation any item, feature, material, outcome or output).			
	The Deliverables are described at Annex 1 Part 1 of this Order			
	Form ("the Specification"), shall be provided from the Deliverables			
Deliverables	Commencement Date set out below in accordance with the KPIs			
	set out in the Specification.			
	Where the Suppliers are comprised of more than a single Supplier			
	the Supplier Matrix at Annex 1 of the Order Form, shall indicate			
	which portion of the Deliverables are to be provided by which of			
	the Suppliers.			

	N/A
Priority Deliverable	
,	
	Contract commencement date.
Deliverables	
Commencement Date	
Services	Contract commencement date.
Commencement Date	
Goods	N/A
Commencement Date	
	N/A
Long Stop Date	
Long otop Date	
	N/A
Implementation Plan	
	N/A
Quality Plans	
Information Security	N/A
Management Plan	
	As per standard T&Cs of HSSF framework.
Insurance	
Supplier Specific	N/A
Standards	
	Premises and Property
	<u>. Tomoco ana Proporty</u>
Premises and	Virtual delivery.
Location(s) for the	
Delivery of the	
Deliverables	
Property Licence(s)	N/A
and/or Lease(s)	
granted to the	
Suppliers	
	Information Governance

Information	The default position under the Call-Off Terms and Conditions is
Governance Provisions	that the Authority shall act as a Controller and the Supplier shall
(Schedule 5)	act as a Processor.
	Where the Deliverables include the processing of any Personal
Processing of Personal	Data then please complete Annex 7 of the Order Form, which shall
Data	be inserted as the Annex to Schedule 5 of the Call-Off Terms and
	Conditions.

Intellectual Property Rights and Licencing

Intellectual Property	This will be subjected to standard T&Cs as per the HSSF framework.
Local Health and Care Record Exemplar (LHCRE) Specific IPR	N/A
Supplier Owned Foreground IPR	N/A
Standard Licence Terms	N/A
Supplier Software and Third Party Software	N/A
	Contract Price and Payment
Contract Price	The price(s) to be paid by the Authority to the Suppliers for the provision of the Services, as set out in the Call-Off ITT Response and reproduced at Annex 3.
Financial Model	The Suppliers' Financial Model, submitted if required by the Authority in the Supplier's Call-Off ITT Response and reproduced at Annex 3.

Total Contract Price for	
the purposes of Clause	
19 (Limitation of	As outlined in Annex 3 of this Order Form
Liability)	
Contracts conditional	N/A
on the execution of a	
Guarantee	
Guarantee in favour of	N/A
NHSE	
Payment Provisions	The payment terms for the payment by the Authority to the Suppliers of the Contract Price for the Services, as set out in the Call-Off ITT and reproduced at Annex 3. The it clear that they can invoice once the project has been fully delivered and signed off by NHSX

Signed by the authorised representative of each AUTHORITY (as applicable)

Name:		Signature:	
Position:	Procurement Manager		19/7/2021
(Insert an additional signature block for each additional Authority)			

Signed by the authorised representative of each of the SUPPLIERS

Name:		Signature	
Position:	Director		
(Insert an additional signature block for each co- bidder)			

Order Form Annexes -

Annex 1

Part 1: Specification – The attached specification and the supplier tender responses will be taken into consideration for any KPIs.

Part 2: KPI Overview -N/A

Part 3: KPIs -N/A

Part 4: Calculation of Service Credits N/A

Part 5: Termination Trigger for Accrued KPI Failures N/A

Part 6: Excusing Events N/A

Annex 2

Extra Key Provisions - N/A

Annex 3

Contract Price and Payment Terms Maximum Payments on Unilateral Termination N/A Supplier's Financial Model N/A

Annex 4

Implementation Plan

Annex 5

Information Security Management Plan N/A

Annex 6

Supplier Solution N/A

Annex 7

Processing of Personal Data N/A

Annex 8

Board Representations and Structures N/A

Annex 9

1.1The Deliverables



Commercial schedule





Specification

<u>NHSX</u> is leading a major digital health and social care transformation programme. With investment of more than £1 billion pounds a year nationally and a significant additional spend locally, NHSX has been created to give staff and citizens the technology they need.

The Digital Social Care Records programme at NHSX is aiming to achieve universal adoption of digital social care records in CQC registered adult social care by March 2024. Currently, approximately 40% of social care providers are digitised.

A Digital Social Care Record (DSCR) allows the digital recording of care information and care received by an individual provided by a social care service, replacing traditional paper records. DSCRs are person centred and enable information to be shared securely and in real-time with authorised individuals across the health and care sector. Key functionality found within a DSCR system includes creating, editing and amending care plans; task management and comprehensive reporting to support the operational management of a care setting and information sharing.

The adoption of digital social care records can play an important role in joining up the NHS and social care. They have the potential to free up time spent by care workers on administrative tasks, releasing more time to spend delivering care and equipping them with the information that they need at the point of care. They are the platform on which other remote monitoring tools can integrate and can enable the greater personalisation of care planning that focuses on the individual.

For the wider health and care economy, the adoption of a digital social care record solution enables real-time information to be shared with commissioners and regulators to demonstrate the quality of care that has been provided. It is a new source of data for shared care records, which will enable more sophisticated population health management and greater personalisation of care planning that focuses on the individual.

As part of the support to social care providers the programme has launched an accredited supplier list, further information can be found <u>here</u>

1. Authority Requirements (Specification)

There is a lack of impartial evidence on the benefits and financial sustainability of digital social care records. A core workstream of this programme is to focus on sourcing and curating that evidence base and benefits realisation. We require a supplier to research and develop a benefits evaluation framework for the Digitising Care Records Programme. This benefits framework once delivered will become the blueprint for the curation of benefits for the programme moving forwards.

At this point, we are not seeking a supplier to build this evidence base, rather develop a benefits framework, answering the key questions covered further down this document.

The programme needs to be able to report on what benefits have been realised as a result

of the investment in technology, which have not and why this is the case. It is important that benefits realised are underpinned by a robust and dependable evidence base. It is important that benefits are communicated to social care providers and other stakeholders, for example government departments and ministers to justify public spending and to care providers to encourage investment and drive adoption.

The evidence base needs to consider the regional and national impact on the health and care system and wider economy. It needs to consider differentiation within the benefit recipients - for example different types of social care providers (i.e. care home, domiciliary care providers etc).

The supplier will be required to build a benefits evaluation framework that addresses the key questions below:

- How do we establish the baseline?
- What data collections exist currently and how do we leverage them?
- What methods do we use to measure these benefits?
- How can we measure ROI and the point at which this takes effect?
- What quality outcomes can be measured and how should they be measured?
- What methods should be deployed to capture the benefits? What frequency should be used?
- If surveys are recommended what question should be included?
- At what intervals should these benefits be measured?
- What should the evidence base look like? (visual, hard data, case studies etc)
- How can the evidence base be segmented for different audiences / stakeholders / types of care providers?

The main <u>quantitative benefits</u> we want to capture are below:

Benefit Description	Benefit recipient
Access to a digital social care record will allow GPs to respond more rapidly to individual need resulting in a time saving for GPs	NHS
Digitisation of discharge into social care results in efficiency improvements in the discharge process and reduction in errors	NHS
Digitisation of discharge into social care resulting in reductions in printing and postage costs	NHS
Access to electronic care records provides timely access to standardised data, reducing hospital length of stay as a result of medicines mismanagement and errors due to allergies, and supporting efficient coordination of care	NHS
Access to standardised data and care plans results in reduced readmissions from an acute setting into a care home	NHS
Electronic recording and storage of data resulting in less being spent on administration per care home per day	Social care provider

Electronic recording, storage and transfer of data will result in a reduction of printing costs in a care home	Social care provider
Use of joined up health data in care homes resulting in lower administrative costs associated with assessment and admission of patients (including delays in residential assessments, unnecessary home care assessments and delays in homecare package placement) and completing statutory reporting.	Social care provider
UK Carbon reduction by switching from paper to digital evidence of care (by sub-sector activity)	Social care provider
Joining up data saving time for regulators gathering and validating data and administering contracts.	Local Authority

The main <u>qualitative benefits</u> we want to capture are below:

Up to date data enabling more informed policymaking and targeted interventions	NHS, Local Authorities, UK Government
Access to data across organisational boundaries enabling more effective treatment as care providers have a full picture of the individual, they are working with	NHS, Social Care Providers
Data will be being stored in a structured, systematic, way enabling advanced analysis and the implementation of AI to improve care outcomes	NHS, Social Care Providers
Digital storage of data enabling the adoption of remote monitoring and care solutions, leading to improvements in the quality of care	Social Care Providers
More complete digital data enabling system managers to identify outliers in care provision and identify potential risks	NHS, Social Care Providers
More complete digital data enabling care providers to identify those individuals with rising health needs / risks and target preventive interventions where they are needed	Social Care Providers
Care staff spending less time on administration that will instead be used delivering care	Social Care Providers
Care staff spending less time on administration, improving job satisfaction and reducing turnover	Social Care Providers
Care providers able to better demonstrate the quality of care that they provide to the CQC, Local Authorities and customers	Social Care Providers, Local Authorities
Individuals will be able to access their digital care plans, enabling them to manage their care more effectively	Individuals receiving care
Routine tasks such as ordering repeat prescriptions can be automated.	Social Care Providers

Care staff will be able to access care information remotely, reducing the need to travel to central "hubs" / to visit different sites	Social Care Providers
	Digital Care Record Suppliers

Deliverables and Outputs

- Create a benefits evaluation framework for the Digital Social Care Records Programme
- Develop a practical implementation method of the evaluation framework
- Present recommendations on where the evidence base should be hosted

1.2 Division of Service provision between Suppliers/Sub-contractors

The division of the services between Suppliers (where more than one Supplier) must be consistent with the completed Supplier Matrix, subject to any assignment/subcontracting permitted by the terms of the Framework Agreement after the commencement date of the Framework Agreement.

Supplier Matrix

supplier	Service		
The Strategy Unit	Advice on metrics definitionCompleting evidence scan		
The Institute of Public Care	Support with evidence scanSupport with consultation		

Annex 1 Part 2: KPI Overview

Key Performance Indicators

1 During the Term of the Contract the Suppliers shall provide the Deliverables so as to meet the standard under each of the KPIs described above.

Annex 1 Part 3: KPIs

NOT USED

Annex 2 Extra Key Provisions N/A Annex 3

Contract Price and Payment Terms

Contract Price

The contract price is £69,950 exclusive of Vat.

Contract Price for permitted extensions to the Term

A contract extension may be granted in extenuating circumstances up to a length of two weeks. There is no scope for a budget extension alongside a contract extension, suppliers must provide the service fully within the budget defined.

Total Contract Price for the purposes of Clause 19 (Limitation of Liability)

The total Contract price(s) to be paid by the Authority to the Suppliers for the provision of the Deliverables, as set out in the Call-Off ITT Response and reproduced at Annex 3.

Payment Provisions

The invoice will be issued once the project has been fully delivered and signed off by NHSX. All invoices must be sent, quoting a valid purchase order number (PO Number), to:

letter, we will send

you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.

To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Buyer contact (i.e. Contract Manager).

Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment please contact our Accounts Payable section either by email to [Insert email address] or by telephone [Insert telephone

number]number) of your Authority contact (i.e. Authority Representative). Non- compliant invoices will be sent back to you, which may lead to a delay in payment.

Maximum Payments on Unilateral Termination by Authority

N/A

Termination Date	Maximum Unrecovered Payment (£ inclusive of VAT)	Maximum Breakage Cost Sum (£ inclusive of VAT)	Maximum Termination Sum (£ inclusive of VAT)
Anytime before or including the first anniversary of the Effective Date			
Anytime after the first anniversary of the Effective Date and before the end of the day on which the second anniversary the Effective Date falls.			
Anytime after the second anniversary of the Effective Date and before the end of the day on which the third anniversary the Effective Date falls.			
Insert as many rows as required, or do not adjust maximum amounts by year of the contract			

Suppliers' Financial Model (if applicable)

The price(s) to be paid by the Authority to the Suppliers for the provision of the Services, as set out in the Call-Off ITT Response and reproduced at Annex 3.

Annex 4

Implementation Plan (if any)

N/A

Information Security Management Plan

N/A

Supplier Solution

The supplier solution is as per the supplier tender response as described in 1.1 The Deliverables.

Processing of Personal Data - N/A

This annex shall be inserted as the Annex to Schedule 5 of the Call-Of Terms and Conditions.

- 1. The Suppliers are only authorised to Process Personal Data in accordance with this Annex.
- 2. The Suppliers shall comply with any further written instructions with respect to Processing from the Authority from time to time.
- 3. Any such further instructions shall be incorporated into this Annex.

Description	Data
Subject matter of the processing	N/A
Duration of the processing	1 [Clearly set out the duration of the processing including dates]
Nature and purposes of the processing	ise be as specific as possible, but make sure that you cover all intended purposes.
	nature of the processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.]
Type of Personal Data	nples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc.]
ories of Data Subject	ples include patients, members of the public users of a particular website etc.]
or return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	[Describe how long the data will be retained for, how it will be returned or destroyed.]

For the avoidance of doubt this list will be amended through the Contract Meetings as set out above and in line with Clause 31.3 of Annex 2 of this Order Form.

[As referenced in Schedule 18 of the Call-Off Terms and Conditions]

BOARD REPRESENTATIONS AND STRUCTURES - N/A

Service Management Board Representation and Structure

Authority Members of Service Management Board	(Chairperson)
Supplier Members of Service Management Board	
Start Date for Service Management Board meetings	
Frequency of Service Management Board meetings	
Location of Service Management Board meetings	

Program Board Representation and Structure

Authority Members of Programme Board	(Chairperson)
Supplier Members of Programme Board	
Start Date for Programme Board meetings	
Frequency of Programme Board meetings	
Location of Programme Board meetings	

Technical Board Representation and Structure

Authority Members of Technical Board	(Chairperson)
Supplier Members of Technical Board	
Start Date for Technical Board meetings	
Frequency of Technical Board meetings	
Location of Technical Board meetings	

Risk Management Board Representation and Structure

Authority Members of Risk Management Board	(Chairperson)
Supplier Members of Risk Management Board	
Start Date for Risk Management Board meetings	
Frequency of Risk Management Board meetings	
Location of Risk Management Board meetings	

Standard Licence Terms -N/A

[Insert if any]

Notified Sub-Contractors

As mentioned in the service deliverables.

Supplier Software and Third Party Software

<mark>N/A</mark>

Supplier Software

The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Suppli er)	Purpose	Number of Lic enc es	Restrictions	Number of Op ie s	Type (C O T S or N on - C O T S)

Third Party Software

The Third Party Software includes the following items:

Third	Party	Supplier	Purpose	Number	Restrictions	Number of	Туре	
	Software			of		Co		(C
				Li		pie		0
				С		S		Т
				е				s
				n				or

	С		Ν
	е		on
	S		-
			С
			0
			Т
			S)