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**RM6100 Technology Services 3 Agreement
Framework Schedule 4 - Annex 1
Lots 2, 3 and 5 Order Form**

Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website [RM6100 Technology Services 3](#). The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms

This Order Form shall comprise:

1. This document headed "Order Form";
2. Attachment 1 – Services Specification;
3. Attachment 2 – Charges and Invoicing;
4. Attachment 3 – Implementation Plan;
5. Attachment 4 – Service Levels and Service Credits;
6. Attachment 5 – Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 6 – Software;
8. Attachment 7 – Financial Distress;
9. Attachment 8 - Governance
10. Attachment 9 – Schedule of Processing, Personal Data and Data Subjects;
11. Attachment 10 – Transparency Reports; and
12. Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses.

The Order of Precedence shall be as set out in Clause 2.2 of the Call-Off Terms being:

- .1.1 the Framework, except Framework Schedule 18 (Tender);
- .1.2 the Order Form;
- .1.3 the Call Off Terms; and
- .1.4 Framework Schedule 18 (Tender).



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Section A

General information

Contract Details	
Contract Reference:	Atamis C302127.
Contract Title:	NHS Digital Staff Passports Integration with TRAC.
Contract Description:	<p>Provision of an Application Programme Interface (API) integration between the Trac e-recruitment system and the NHS Digital Staff Passport (DSP) is an identified business need that will save HR and medical staffing teams time in handling two of the six pre-employment checks:</p> <ul style="list-style-type: none"> • DBS eligibility information • Right to work
Contract Anticipated Potential Value:	[REDACTED] (ex VAT)
Estimated Year 1 Charges:	[REDACTED] + £[REDACTED] (ex VAT).
Commencement Date:	30 August 2024

Buyer details
Buyer organisation name NHS England
Buyer address Wellington House, 133-135 Waterloo Road, London, SE1 8UG
Buyer representative name [REDACTED]
Buyer representative contact details [REDACTED]@nhs.net
Buyer Project Reference Please provide the customer project reference number. [REDACTED]



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Supplier details

Supplier name

The supplier organisation name, as it appears in the Framework Agreement
Civica UK Limited

Supplier address

Supplier's registered address
30 Stamford Street, London, SE1 9LQ

Supplier representative name

[REDACTED]

Supplier representative contact details

[REDACTED]@civica.co.uk

Order reference number or the Supplier's Catalogue Service Offer Reference Number

[REDACTED]

Guarantor details

Guarantor Company Name

The guarantor organisation name

Not Applicable

Guarantor Company Number

Guarantor's registered company number

Not Applicable

Guarantor Registered Address

Guarantor's registered address

Not Applicable



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Section B

Part A – Framework Lot

Framework Lot under which this Order is being placed

Tick one box below as applicable (unless a cross-Lot Further Competition or Direct Award, which case, tick Lot 1 also where the buyer is procuring technology strategy & Services Design in addition to Lots 2, 3 and/or 5. Where Lot 1 is also selected then this Order Form and corresponding Call-Off Terms shall apply and the Buyer is not required to complete the Lot 1 Order Form.

- | | |
|--|--------------------------|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | <input type="checkbox"/> |
| 2. TRANSITION & TRANSFORMATION | <input type="checkbox"/> |
| 3. OPERATIONAL SERVICES | |
| a: End User Services | <input type="checkbox"/> |
| b: Operational Management | <input type="checkbox"/> |
| c: Technical Management | <input type="checkbox"/> |
| d: Application and Data Management | X |
| 5. SERVICE INTEGRATION AND MANAGEMENT | <input type="checkbox"/> |

Part B – The Services Requirement

Commencement Date

See above in Section A

Contract Period

Guidance Note – this should be a period which does not exceed the maximum durations specified per Lot below:

Lot	Maximum Term (including Initial Term and Extension Period) – Months (Years)
2	36 (3)
3	60 (5)
5	60 (5)

Initial Term Months

36 months

Extension Period (Optional) Months

Not anticipated but will be in-line with Ts&Cs.

Minimum Notice Period for exercise of Termination Without Cause

(30 Calendar days) *Insert right (see Clause 35.1.9 of the Call-Off Terms)*



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Sites for the provision of the Services

The Supplier shall provide the Services from the following Sites:

Buyer Premises:

Not Applicable

Supplier Premises:

Not Applicable

Third Party Premises:

Not Applicable

Buyer Assets

Not Applicable

Additional Standards

The technical standards required for this Call-Off Contract will align to Good Industry Practice. As well as the applicable standards listed within the CCS service offerings.

Buyer Security Policy

The Supplier will ensure that any Supplier system which holds any protectively marked Buyer Data or other government data will comply with the principles in:

- (a) the Security Policy Framework:
<https://www.gov.uk/government/publications/security-policy-framework> and
- (b) the Government Security Classification policy:
<https://www.gov.uk/government/publications/government-securityclassifications>

Buyer ICT Policy

The Supplier will ensure that any Supplier system which holds any protectively marked Buyer Data or other government data will comply with:

- (a) guidance issued by the Centre for Protection of National Infrastructure on Risk Management: <https://www.cpni.gov.uk/content/adopt-risk-managementapproach>
- (b) Protection of Sensitive Information and Assets:
<https://www.cpni.gov.uk/protection-sensitive-information-and-assets> and
- (c) the National Cyber Security Centre's (NCSC) information risk management guidance: <https://www.ncsc.gov.uk/collection/risk-management-collection>.

Insurance

As per the default value of £1m stated at the Framework Agreement.



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Buyer Responsibilities

The Buyer is responsible for:

- Granting timely access to relevant systems and documentation on prior request
- Providing a safe working environment for the Supplier staff if onsite
- Provide timely access to any relevant personnel and information to the Supplier's team.

The Supplier will not be deemed in breach of any service levels defined in this contract caused by the Buyer failing to meet any of the responsibilities listed above.

Supplier Responsibilities:

The Supplier will deliver the Services in a way that enables the Buyer to comply with its obligations under the Technology Code of Practice, which is at:

<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>

Governance – Option Part A or Part B

Governance Schedule	Tick as applicable
Part A – Short Form Governance Schedule	<input checked="" type="checkbox"/>
Part B – Long Form Governance Schedule	<input type="checkbox"/>

The Part selected above shall apply this Contract.

Change Control Procedure – Option Part A or Part B

Change Control Schedule	Tick as applicable
Part A – Short Form Change Control Schedule	<input checked="" type="checkbox"/>
Part B – Long Form Change Control Schedule	<input type="checkbox"/>



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Section C

Part A - Additional and Alternative Buyer Terms

Additional Schedules and Clauses (see Annex 3 of Framework Schedule 4)

This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5.

Part A – Additional Schedules

Not Applicable

Additional Schedules	Tick as applicable
S1: Implementation Plan	<input type="checkbox"/>
S2: Testing Procedures	<input type="checkbox"/>
S3: Security Requirements (either Part A or Part B)	Part A <input type="checkbox"/> or Part B <input type="checkbox"/>
S4: Staff Transfer	<input type="checkbox"/>
S5: Benchmarking	<input type="checkbox"/>
S6: Business Continuity and Disaster Recovery	<input type="checkbox"/>
S7: Continuous Improvement	<input type="checkbox"/>
S8: Guarantee	<input type="checkbox"/>
S9: MOD Terms	<input type="checkbox"/>

Part B – Additional Clauses

Not Applicable

Additional Clauses	Tick as applicable
C1: Relevant Convictions	<input type="checkbox"/>
C2: Security Measures	<input type="checkbox"/>
C3: Collaboration Agreement	<input type="checkbox"/>

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

Part C - Alternative Clauses

Not Applicable

The following Alternative Clauses will apply:

Alternative Clauses	Tick as applicable
Scots Law	<input type="checkbox"/>
Northern Ireland Law	<input type="checkbox"/>
Joint Controller Clauses	<input type="checkbox"/>

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.



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Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

Additional Schedule S3 (Security Requirements)

Guidance Note: where Schedule S3 (Security Requirements) has been selected in Part A of Section C above, then for the purpose of the definition of "Security Management Plan" insert the Supplier's draft security management plan below.

Not Applicable

Additional Schedule S4 (Staff Transfer)

Guidance Note: where Schedule S4 (Staff Transfer) has been selected in Part A of Section C above, then for the purpose of the definition of "Fund" in Annex D2 (LGPS) of Part D (Pension) insert details of the applicable fund below.

Not Applicable

Additional Clause C1 (Relevant Convictions)

Guidance Note: where Clause C1 (Relevant Convictions) has been selected in Part A of Section C above, then for the purpose of the definition of "Relevant Convictions" insert any relevant convictions which shall apply to this contract below.

Not Applicable

Additional Clause C3 (Collaboration Agreement)

Guidance Note: where Clause C3 (Collaboration Agreement) has been selected in Part A of Section C above, include details of organisation(s) required to collaborate immediately below.

Not Applicable

An executed Collaboration Agreement shall be delivered from the Supplier to the Buyer within the stated number of Working Days from the Commencement Date:

Not Applicable



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Section D
Supplier Response

Commercially Sensitive information

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – *use specific references to sections rather than copying the relevant information here.*

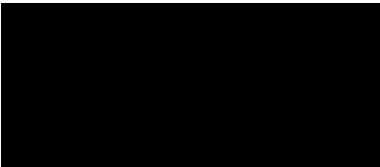
The day rate and commercial values are deemed as commercially sensitive.

Section E
Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

SIGNATURES

For and on behalf of the Supplier

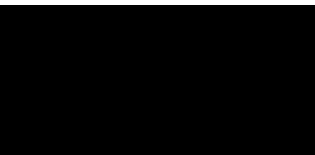


Full Name: [Redacted]

Job Title/Role: [Redacted]

Date Signed: 30/08/2024

For and on behalf of the Buyer



Full Name: [Redacted]

Job Title/Role: [Redacted]

Date Signed: 30/08/2024



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Attachment 1 – Services Specification

Request for Clarifications

NHS Digital Staff Passport Trac Integration

via Crown Commercial Services
Lot 3d: Operational Services_
Application and Data Management

1. AIM:

- 1.1 The NHS Digital Staff Passport (DSP) is currently in private beta development. NHS England are looking to award Civica to build an API to deliver interoperability between the Trac e-recruitment system used by approximately 90% of NHS trusts and the DSP.
- 1.2 The capped budget envelope for this requirement is £[REDACTED] (incl. Expenses excl. VAT).

2. BACKGROUND:

- 2.1 The NHS has committed in the [Long Term Plan](#) to enable “staff to move more easily from one NHS Employer to the other”. This was emphasised in the Interim People Plan and re-emphasised in subsequent versions. The [2023/24 NHS operational planning guidance](#) also speaks to the need for flexible workforce deployment of staff across organisational boundaries using digital solutions such as the Digital Staff Passport. The long awaited [Long Term Workforce Plan](#) now expects the full roll out of the Digital Staff Passport by August 2025. This procurement is therefore critical to the delivery of a key NHS ambition to enable staff to move.
- 2.2 The NHS DSP is a trusted and secure digital means by which NHS employees can digitally transfer their key employment data between different NHS employers and into their respective workforce systems. The DSP facilitates an adaptable and agile workforce who can move seamlessly between NHS trusts in a way that safeguard services and patients.



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2.3 An integration between the Trac e-recruitment system and the DSP is an identified business need that will save HR and medical staffing teams time in handling four of the six pre-employment checks:

- DBS eligibility information
- Right to work
- Professional registrations
- Verified identity information

3. REQUIREMENTS

3.1 Data flow for Trac-DSP integration

Data Flow



Civica itself isn't moving data but creating a data moving mechanism. The NHS trust is responsible for moving data to support its business process

3.2 Core business user stories

- As an NHS trust managing staff workflow through Trac, I want to push verified staff Identity, Right to Work (RtW), DBS check outcome and Disclosure & Barring Service (DBS) required information from the DSP into Trac, so that manual workarounds are avoided.



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- As an NHS trust managing staff workflow through Trac, I want to receive DBS check outcome from Trac into DSP, so that manual workarounds are avoided.
- As an NHS trust managing staff workflow through Trac, I want to push professional registration information from DSP into Trac, so that manual workarounds are avoided.

3.3 Development priorities and phasing

The priority order for the five data flows required are as follows:

1. Send DBS supporting information from DSP to Trac
2. Send right to work information from DSP to Trac
3. Send (previous) DBS check outcome from DSP to Trac
4. Receive DBS check outcome from Trac to DSP
5. Send professional registration from DSP to Trac

The scope of the Statement of Works is phase 1 (MVP) which is priorities 1 and 2 from the above list.

3.4 API standards and support

Follow the DSP API standard: <https://digital.nhs.uk/developer/api-catalogue/digital-staff-passport-api-standard>

5. PAYMENT:

The payment profile for this contract is monthly in arrears; payment will be made on successful delivery of sprints, approved and signed-off as acceptable by the Authority's Technical integration lead and business lead.

6. CONTRACT PERIOD:

The contract duration is expected to not exceed 12months, expiring on the 31 August 2025.

7. KEY PERFORMANCE INDICATORS:

Key Performance	Metric	Measurement
-----------------	--------	-------------



Project Governance	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
Stakeholder management	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
Collaboration	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
Effectiveness	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]

8. PROCUREMENT APPROACH:

- Framework: CCS RM6100_ Technology Services 3
- Category: Lot 3d_Operational Services Application and Data Management
- Search criteria: Digital Staff Passports
-

9. PROCUREMENT TIMETABLE (INDICATIVE)

Date (2024)	Activity
Monday 29 th July	Request for clarification shared with shortlisted suppliers.



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Monday 5 th August, 12 noon	Deadline for submission
Monday 5 th – Thursday 8 th August	Evaluation of submissions
Thursday 15 th August	Internal governance approval to award.
Friday 16 th August	Contract award notification
Monday 2 nd September	Contract start.

10. EVALUATION PROCESS

10.1 The purpose of evaluation in the procurement process is to establish the supplier's Proposal provides value for money to the Authority.

10.2 The Authority reserves the right to accept or reject all or any part of the Proposal if you have failed to provide the information requested or have submitted any modification or any qualification to the terms and conditions of contract.

10.3 The Authority does not bind itself to accept the quotation, nor guarantee any value or volume and shall not be liable to accept any costs you have incurred in the production of your quotation. The Authority will check the supplier's quotation for completeness and compliance with the requirements in this clarification document, thus, you should ensure that you carefully examine this document in full.

10.4 Bidders will need to submit a copy of the rate card published at the relevant CCS platform to support benchmarking.

10.5 Proposals will be evaluated on the following Quality and Costs basis.

Section	Weighting (%)
Technical/Quality	100%
Commercial/Fixed Price	As per Framework Rate Card

Please submit your **fixed price** (supported by a comprehensive breakdown of cost) for this work, in-line with the rate card provided at Crown Commercial Service.



11. SCORING CRITERIA

The supplier submissions will be scored against the quality criteria as follows:

Score	Assessment	Interpretation
5	Very high Standard	Excellent level of detail and assurance - no reservations about acceptability and elements of meaningful added value included.
4	High Standard	Excellent level of detail and assurance - only very minor reservations present and aspects of added value may be present, but these are not considered material.
3	Reasonable Standard	Sufficient level of detail and assurance - some reservations about acceptability. Added value may be present.
2	Limited Standard	Limited level of detail and significant reservations around acceptability.
1	Not Acceptable	Insufficient detail has been provided and/or the response gives major cause for concern.



12. CLARIFICATION QUESTIONS FOR SUPPLIER RESPONSE

Clarification Question	Max Word Limit	Weighting
Q1 – Approach Overview:		
Please provide an overview describing your approach to delivering the Authority’s specified requirements. Your response should cover, but not limited to your approach to; (a) key stakeholder engagement and management. (a) knowledge sharing/transfer during contract delivery. (b) exit management on contract expiry. (c) ongoing API maintenance.	2000words	60%
<div>[REDACTED]</div>		



[Redacted content]

Q2 – Team and Implementation:		
<p>Please provide pen-profiles of each team member who will be appointed to this project.</p> <p>Please make clear what expertise each identified team member will bring to this project.</p> <p>Your response should reflect skills and experience of team members relating to both the specific requirements and the general desirable attributes expressed in the specification.</p>	<p>N/A</p> <p>(Submit as attachments)</p>	<p>10%</p>

[illegible]



[REDACTED]

[REDACTED]

[REDACTED]

Q4 – Social Value:

<p>Detail how, through the delivery of the contract, you plan to influence staff and suppliers to fight climate change through the reduction of consumption and waste.</p>
--

500 words

10%

[illegible]



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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



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Attachment 2 – Charges and Invoicing

Commercials:

Please submit your **fixed price** for this work. The pricing proposal must:

- (a) Supported by a comprehensive breakdown of cost, i.e., per month and allocated resources.
- (b) Be inclusive of expenses and exclusive of VAT.

Pricing expected to be competitive within the capped budget envelope of £[REDACTED] (excluding VAT). Pricing will be benchmarked against the supplier's rate card provided at Crown Commercial Service.

The below tables detail the content and amount of effort needed to provide this solution. The day rate has been reduced from our standard CCS rate to £[REDACTED] per day in order to keep in within the cap of the budget envelope. The total price for Civica to complete this work would be £[REDACTED] plus vat.

These costs are to cover the scope of the Statement of Works is phase 1 (MVP) which are priorities 1 and 2 from item 3.3 of this document.

Stories / tasks	Notes - Work entailed	Days effort (includes testing)
Emp & dept Settings	New boolean fields on tblemployer and tbldepartment. Include in data download, search&download	
Add DSP integration checkbox to emp settings	Tick boxes, needs wording, role access control and privacy notices	■
Add 'exposed' checkbox to dept settings if emp is on	Tick box	■
Add checkbox to search/filter for employer settings page	Behaviour	■



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Modifications to Doctors in Training		
New setting to allow sending checks to ESR before outcome	New boolean field	■
Modify export script to use new setting when deciding what can be sent to ESR	Changes to export and testing both behaviours	■
Update unit tests to add test cases that match new behaviour		■
GET APIs - Search employee and Get Employee details		
DB functions in Trac to support GET APIs	New DB functions in Trac containing the matching logic that will determine what employee details are returned to DSP	■
Plan Azure functions for the GET APIs	Multiple GET APIs. They will reuse logic/ components in Azure functions. Could all be planned together. Azure also allows multiple functions in the same function app. We can group functions with similar expected load profiles.	■
Implement the search employee API - matching logic, further information	Using azure function apps. Access the DB, return the data if authorised	■
Implement the Get employee personal details API	Like above but now matching on a given id. Should be able to reuse some functionality in our response	■



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Live service monitoring - Implement the Get API Status API	Needs to be able to check status of required resources - database, service bus, blob storage	■
POST API - Add employee record		
New DB structures to hold passport records as received from DSP	Need to store RTW and DBS info in a separate table from the final location as recruitment can decide to not use some records	■
API to receive DBS check data and send to service bus	POST API - Using azure function app	■
API to receive RTW data and send to service bus and blob storage	POST API - Using azure function app - Could draw upon some Indeed implementation. We'll receive the data via the function app, store the text data in a service bus to be processed by Trac app via a queue worker and the images will be stored in azure blob storage to be processed separately into Trac. The reason is that Service bus costs jump significantly if you plan to process data > than a few MB and we don't know what size the RTW biometric page scan images would be.	■
Error responses - Send the appropriate responses to DSP	Send standard HTTP status codes based on what action was taken and outcomes	■
Script to periodically fetch and process received RTW/DBS data from service bus to store in trac	Cron job from Trac - could draw upon some Indeed implementation	■
Script to fetch RTW images from blob storage and store link in Trac	Cron job from Trac	■



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DevOps config tasks to set up cron job, resources	Lots to setup by devops (regardless of PUSH/PULL API model)	[REDACTED]
Azure API management		
Setup Azure API Management service to manage our new APIs / function apps	New Azure tool - will need manual / automated setup for preprod/prod	[REDACTED]
Security - Allow registration of client credentials per employer	Need a way to register/allow self-registration of OAUTH2 clients to use our API or Create process for providing DSP with client credentials per employer	[REDACTED]
Security - Allow access to all APIs only with a valid token	Clients can use their clientid/secret to sign a token and our API management service can set a policy - validate-jwt - to validate the tokens	[REDACTED]
DevOps configuration and setup of resources	All the above will need automating so we can restore/deploy the APIs seamlessly	[REDACTED]
New Trac ticket workflow		
Add two new states to ID check ticket	We will only accept data in the 'Check' state - auto-transition to 'Received' state when passport data comes into trac	[REDACTED]
Add two new states to RTW ticket	We will only accept data in this state - auto-transition to new state if received	[REDACTED]
In 'Received' state, prepopulate the ID check ticket with the data from the temp passport db tables	Data should be read-only and only allow success if validated/meets requirements	[REDACTED]



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In 'Received' state, prepopulate the RTW check ticket with the data from the temp passport db tables	Data should be read-only and only allow success if validated/meets requirements	■
Dashboard, reports, packs		
Display the new states on the candidate site	Candidates should be able to track their data	■
Display new states and counts on dashboard	Update dashboard blocks.	■
Include passport process data in application packs	Update .CSV and .PDF download versions.	■
Ensure data download has the new fields	Key timestamps linked to new workflow and database fields.	■
New T measures and health check report	New report measures, backfilling targets, etc	■
Miscellaneous		
Testing API steps - UAT will need to be able to send requests to the API, e.g. via Postman. Will need some dev assistance	Before integration testing, PDT will still need to send API requests.	■
Set up azure alerts to monitor API errors	Internal monitoring for ourselves to make sure our API is up	■
Add / update unit tests across changed features	Features will need maintaining and updating and needs to be thoroughly documented	■



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Updates to Product Architecture Specification. Document features and processes for internal use by devs / PDT	Features will need maintaining and updating and needs to be thoroughly documented	[REDACTED]
PDT Pre-Release tasks	User guide, site news	[REDACTED]
Dev Pre-Release tasks	Deployments, bug fixes	[REDACTED]
Project management	Sprint planning, retro, stand-ups	[REDACTED]
	Dev Total	[REDACTED] (days)

Total cost 299 days x £[REDACTED] per day = £[REDACTED]

.2 External Costs needed to develop the system.

Ongoing Azure costs per month per environment.

Service category	Service Type	Region	Monthly cost
Web	API management	UK South	£[REDACTED]
Storage	Storage Accounts	UK South	£[REDACTED]
Test environment	DSP requires integration test environment		£[REDACTED]
		Total Monthly	£[REDACTED]
		Total Annual	£[REDACTED]

Total Azure cost over three years £[REDACTED] plus vat.



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Part D – Risk Register

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 12
Risk Number	Risk Name	Description of risk	Timing	Likelihood	Impact (£)	Impact (description)	Mitigation (description)	Cost of mitigation	Post-mitigation impact (£)	Owner

Part E – Early Termination Fee(s)

Not Applicable



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Attachment 3 – Outline Implementation Plan

Not Applicable.

#	Milestone	Deliverables (<i>bulleted list showing all Deliverables (and associated tasks) required for each Milestone</i>)	Duration (Working Days)	Milestone Date
M1	[Concept Design]	[Statement of Requirements System/Application Specifications Interface Specifications Systems Testing Strategy Implementation Strategy and Plan Risk and Issues Management Plan Outline Disaster Recovery Plan Project Schedule Service Management Plan]		
M2	[Full Development]	[Design Verification Reports Design Validation Reports Change Management Plan System/Application Implementation Plan Risk and Issues Management Project Schedule Service Management Plan]		
M3	[System User Testing]	[System Test Report Risk and Issues Management Plan Project Schedule Service Management Plan Defects Log Final Inspection and Testing Report]		
M4	[User Readiness for Service]	[Training Plan Risk and Issues Log Implementation Plan Operations Plan Data Conversion & Cutover Plan Project Schedule Service Management Plan]		
M5	[Implementation]	[Implementation Plan Training Scripts]		
M6	[In Service Support]	[Post Implementation Report Data Conversion and Cut-Over Plan Service Delivery Reports Risk and Issues Log Service Management Plan Defects Log]		



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Attachment 4 – Service Levels and Service Credits

Service Levels and Service Credits

Not Applicable.

Service Levels				Service Credit for each Service Period
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold	
[Accurate and timely billing of Buyer]	[Accuracy /Timelines]	[at least 98% at all times]	[]	[0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure]
[Access to Buyer support]	[Availability]	[at least 98% at all times]	[]	[0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure]



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Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

- .2.1 The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

Part A – Key Supplier Personnel

Key Supplier Personnel	Key Role(s)	Duration
[REDACTED]	[REDACTED]	Contract Period
[REDACTED]	[REDACTED]	Contract Period
[REDACTED]	[REDACTED]	Contract Period
[REDACTED]	[REDACTED]	Contract Period

Part B – Key Sub-Contractors

Not applicable

Key Sub-contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/Service description	Key Sub-contract price expressed as a percentage of total projected Charges over the Contract Period	Key role in delivery of the Services



Crown
Commercial
Service

Attachment 6 – Software

- .2.1 The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).
- .2.2 The Parties agree that they will update this Attachment 6 periodically to record any Supplier Software or Third Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

Part A – Supplier Software

Not Applicable.

The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry



Crown
Commercial
Service

Part B – Third Party Software

Not Applicable.

The Third Party Software shall include the following items:

Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry

Attachment 7 – Financial Distress

For the purpose of Schedule 7 (Financial Distress) of the Call-Off Terms, the following shall apply:

PART A – CREDIT RATING THRESHOLD

Not Applicable

PART B – RATING AGENCIES

Not Applicable

Attachment 8 – Governance

PART A – SHORT FORM GOVERNANCE

For the purpose of Part A of Schedule 7 (Short Form Governance) of the Call-Off Terms, the following board shall apply:

Operational Board for Sprint Reviews	
Buyer Members for the Operational Board	NHSE Workforce Solutions Team
Supplier Members for the Operational Board	Civica UKLimited Technical Delivery Team
Frequency of the Operational Board	Bi-Weekly
Location of the Operational Board	Remote virtual via MS Teams

PART B – LONG FORM GOVERNANCE -

Not Applicable

Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

This Attachment 9 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 Schedule shall be with the Buyer at its absolute discretion.

- 1.1.1.1 The contact details of the Buyer’s Data Protection Officer are: [REDACTED] via england.dpo@nhs.net
- 1.1.1.2 The contact details of the Supplier’s Data Protection Officer are: [REDACTED] via [REDACTED]@civica.co.uk
- 1.1.1.3 The Processor shall comply with any further written instructions with respect to processing by the Controller. [REDACTED]
- 1.1.1.4 Any such further instructions shall be incorporated into this Attachment 9.

Description	Details
Identity of Controller for each Category of Personal Data	<p>[The Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with Clause 34.2 to 34.15 and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <p>Different pieces of information collected as part of the recruitment process. Trac as an applicant tracking system will be linked to the DSP as a ‘third party’ service to facilitate the transfer of employment check information allowing NHS employers to follow their recruitment processes. The high-level data flow for the Trac/DSP integration is as follows:</p> <div><p>Data Flow</p><p>NHS England</p></div> <p><small>Civica itself isn't moving data but creating a data moving mechanism. The NHS trust is responsible for moving data to support its business process</small></p>
Duration of the processing	<p>The integration is due to be launched in April 2025, this will be an optional piece of functionality, employers will opt in and out of the processing at their discretion which will define the duration.</p>

<p>Nature and purposes of the processing</p>	<p>The collection, recording, organisation, structuring, retrieval and export of data for the purposes of recruitment and streamlining staff movements. As an NHS trust managing staff workflow through Trac, they will push verified staff Identity, Right to Work (RtW), DBS check outcome and Disclosure & Barring Service (DBS) required information from the DSP into Trac, so that manual workarounds are avoided. As an NHS trust managing staff workflow through Trac, they will receive a DBS check outcome from Trac into DSP, so that manual workarounds are avoided.</p> <p>NHS England as the authority determines the "purposes and means" - the purposes do not change from the current purposes. The means change, in that with passport, the data is obtained under user consent from a passport that is "owned" by the individual. The "means" will include the technology of the passport and SSI infrastructure, however equally important is the Trust Framework and associated digitally instantiated policies that determine how Verifiable Credentials are used.</p> <p>The fact that the personal data is contained within a Decentralised Identity (SSI) System does not have a bearing on the function and responsibility of the Data Controller. Once the individual has consented to sharing information from their passport, the GDPR responsibilities apply to the organisation who has requested that information, this will be the Employer. We will be processing sensitive information and combining data from multiple sources, NHSE have suggested it is better to allow NHS trusts themselves to manage the whole consent since Trac is operating on behalf of the NHS trust. There is a consent process for NHS staff registering to use the DSP.</p> <p>Trusts can update their privacy notices and offer letters to include the relevant information regarding processing personal data and inform data subjects about this. The Data Controller is the authority that determines the purposes and means of the processing of personal data. For this integration, the data controllership sits with the NHS employer trust who will provide their staff with their personal and employment information. The staff member can then decide who, when and where to share their own information.</p> <p>If people choose to have an account on apps.trac.jobs and use our services, we process personal data so that we can provide people with a candidate account. Some of the information requested at the registration stage is optional. Our lawful basis for processing data to set up accounts is legitimate interest.</p> <p>Personally identifiable information is managed by employers admin users (e.g. recruitment teams and recruiting managers) via their accounts on the applicant tracking system. These users have accounts through which job adverts and applications for those job adverts can be administered and moved through the recruitment process. There are a number of different roles involved with each vacancy and application, such as the shortlisters, interviewers, appointing managers and recruitment teams. Each role has administration rights that are appropriate to that role. The processing is because of a need to take part in the recruitment process as part of their work.</p> <p>Where people take part in the administration of job adverts and applications, information that they enter will be recorded with those job adverts and applications. For example: updates to employment checks. The information may also be exported to other systems involved in the recruitment process</p>
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	or subsequent employment, such as the Disclosure and Barring Service, NHS Electronic Staff Records and staff files and recruitment archives.
Type of Personal Data	<p>Here are examples from across the API schema:</p> <ul style="list-style-type: none"> • Matching: <ul style="list-style-type: none"> • "id": "12345", • "firstName": "Jane", • "surname": "Smith", • "birthDate": "1998-10-22", • "email": jane.smith@example.com • "esrIdentifier": "87654321" • <i>Trac vacancy ID</i> • <i>Job reference</i> • <i>Job title</i> • DBS: <ul style="list-style-type: none"> • "legalFirstName": "Jane" • "middleNames": "Annabel" • "legalSurname": "Smith" • "birthDate": "1998-10-22" • "currentAddress": "1 Trevelyan Square\boar Lane\City Centre\Leeds\West Yorkshire\nLS1 6AE" • "currentAddressVerified": "true" • "dateOfAddressCheck": "2024-05-01" • "identityVerified": "true" • "evidenceCheckedBy": "Yoti Ltd" • "dateOfIdCheck": "2024-05-01" • "GPG45profile": "H1A" • "GPG44level": "High" • "subjectId": "434c9ed9-2210-4727-8df7-10222b36a789" • "passportNumber": "107182890" • "passportBirthDate": "1998-10-22" • "passportNationality": "GBR" • "passportIssueDate": "2020-11-01" • "drivingLicenceNumber": "SMITH960228JA1AA" • "drivingLicenceBirthDate": "1998-10-22" • "drivingLicenceType": "Full" • "drivingLicenceValidFrom": "2020-11-01" • "drivingLicenceCountry": "GBR" • Right to work: <ul style="list-style-type: none"> • "legalFirstName": "Jane" • "middleNames": "Annabel", • "legalSurname": "Smith", • "birthDate": "1998-10-22" • "biometricPageImage" • "photograph" • "passportExpiryDate": "2030-11-01" • "identityVerified": "true" • "evidenceCheckedBy": "Yoti Ltd" • "dateOfIdCheck": "2024-05-01" • "GPG45profile": "H1A"

	Changes to existing information processing set out in this statement of works will be managed by way of written procedure and a formal change control process which will need to include assessment of data security and privacy impact.
Categories of Data Subject	Employees/Staff (substantive, temporary, bank) of the NHS who are Job Applicants/ Candidates and users of both the DSP and Trac. Customers of Trac and their users e.g. NHS Trust Recruitment Teams and Recruiting Managers.
Plan for 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	<p>Data controllers retain application forms submitted through our service for 400 days, or 200 days after proposed or actual start dates in work, whichever is the greater.</p> <p>Candidates can delete their Trac account at any time. We will automatically remove accounts if they remain inactive for longer than 730 days, unless there are applications associated with this. Data controllers retain application forms submitted through our service for 400 days, or 200 days after proposed or actual start dates in work, whichever is the greater.</p> <p>Admin user accounts are automatically deleted when the user:</p> <ul style="list-style-type: none"> Last logged in more than 180 days ago (or have never logged in to an account created more than 180 days ago). AND doesn't belong to a team. AND doesn't have any vacancy roles (Appointing Manager, Authoriser, Shortlister, Interviewer, Line Manager, HR Recruitment Contact). AND doesn't own any appointment sessions (e.g. for ID checks). AND is not a trainer on any induction courses. <p>The data controller for this information is the employer that has created the account.</p> <p>The United Kingdom is the data storage and processing location. Civica is dedicated to keeping data safe. We are certified under ISO27001 as having put technical and organisational policies and procedures in place to protect personal data from loss, misuse, alteration or destruction. We ensure that access to personal data is limited only to those who need to access it and those individuals are required to maintain the confidentiality of such information.</p> <p>Customers of Trac have full access to all their own application and vacancy data and can use CSV downloads for bulk extraction of data and PDF document packs for the records of individual applicants.</p>

Attachment 10 – Transparency Reports

Not Applicable

Title	Content	Format	Frequency
[Performance]			
[Charges]			
[Key Sub-Contractors]			
[Technical]			
[Performance management]			