

Annex to Schedule 7**NHS FRAMEWORK AGREEMENT FOR THE SUPPLY OF GOODS AND THE PROVISION OF SERVICES****Order Form**

This Order Form is issued subject to the provisions of the Framework Agreement ref. NOEI.0552.0 entered into between NOE CPC and the Supplier on 01/09/2022 for the Provision of **Total Technology Solutions** ("Framework Agreement").

The Supplier agrees to supply the Goods/Services specified below on, and subject to, the terms of this Contract and for the avoidance of doubt the Contract consists of the terms set out in this Order Form and the Contract terms, including the call off terms and conditions at Appendix A, together with the Schedules thereto.

Date of Order	<i>22/03/2023</i>	Order no.	<i>Insight ref 14632</i>
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From:



Authority name	<i>Surrey and Borders Partnership NHS Foundation Trust "Authority"</i>
Authority's address	<i>Mole Business Park, 18, Randalls Rd, Leatherhead KT22 7AD</i>
Invoice Address	<i>SURREY AND BORDERS PARTNERSHIP NHS TRUST (RXX) RXX Payables 6595 SABP PO Box 312 LEEDS LS11 1HP Invoices to be sent to sbs.apinvoicing@nhs.net</i>
Address for Notices to be given under the Contract	<i>George Malpartida Chief Technical Officer (CTO) SABP Digital E:george.malpartida@sabp.nhs.uk M: 07826549028</i>
Level 1 Authority Representative Contact Manager	<i>George Malpartida Chief Technical Officer (CTO) SABP Digital E:george.malpartida@sabp.nhs.uk M: 07826549028</i>

To:

Supplier	<i>Insight Direct (UK) Ltd "Supplier"</i>
Supplier's Address	<i>The Technology Building, Insight Campus, Terry Street, Sheffield, S92BU</i>
Address for Notices to be given under the Contract	<i>3 Hardman Street, 8th Floor, Manchester, M3 3HF</i>

Level 1 Supplier Representative Contact Manager	<i>Name: Guy Beaudin</i> <i>Phone: 0161 772 8639</i> <i>E-mail: guy.beaudin@insight.com</i>
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1. Service Requirements

Description of Services	<p><i>Better Shared Care Planning Application TPP integration</i></p>  <p>SOW TPP integrationv4.pdf</p> <p><i>SABP proposal</i></p>  <p>SABP Proposal 7.0 final.docx</p>
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Implementation install Breakdown

Development and Services	Milestone
Setup	Week 2-8
Environment setup (Installation of Better platform)	
Platform configuration including user management & organisation import	
Demographics Server FHIR API or HL7 FHIR demographics server integration & setup support and implementation services	
Onboarding	Week 8-12
UAT preparation support	
Pen testing supporting activities	
Platform onboarding	
PM	Week 1-12
Project Management	
Service setup	Week 12
Zendesk user access for reporting issues & system training	
Documentation & compliance	Week 1-8
DTAC / DSA / DPIA / DCB 0129 activities	
Disaster recovery & BC plan	
Security Management Plan	

TPP integration

Development and Services
Development
Integration & Development
Q&A, Documentation & Deployment
Integration, configuration and UAT support
Project management
BlackPear integration
BlackPear development support

	23/03/2023
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Commencement date of services (if different from the Date of Order)	
Duration	<i>5 years plus 2 year extension option</i> <i>Initial term 23/03/2023 to 22/03/2028</i> <i>Extension option term 22/03/2028 to 21/03/2030</i>
<ul style="list-style-type: none"> <i>Start date of the contract shall be the 23rd March 2023, the term is 5 years from the 23rd March 2023.</i> <i>The Open EHR Data Platform licence term will commence from 23rd March 2023.</i> <i>3rd line and telephony support will start from the go live date.</i> <i>The go live date will be jointly agreed between the Trust and Better.</i> <i>2nd line support has been removed from the contract and the commercials, and will be added as a separate item or a change request later in the year.</i>	
Service Levels required	<i>Service Level Agreement as set out within the SABP proposal</i>
KPIs required	<i>See Service Level Agreement as set out within the SABP proposal</i>
Implementation	<i>As detailed within;</i> <ul style="list-style-type: none"> <i>Better Shared Care Planning Application TPP integration</i> <i>SABP proposal</i>
Management Information	<i>As detailed within SABP proposal schedules these will be phased and aligned to the further platform development between SABP and the supplier</i>
Contract Review Meetings	<i>As detailed within SABP proposal schedules these will be phased and aligned to the further platform development between SABP and the supplier</i>
Processing of Personal Data	<i>Yes - Data Processor - Better</i>
Lease or Licence Granted	<i>N/A</i>

2. Charges and Payment

Contract Charges payable by the Authority – see below	<i>Total Contract Value: £1,324,880.00 excl. VAT</i>
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Commercial Schedule

Payment Terms: Milestone Payments upon receipt of invoice as set out in the commercial schedule below.

Summary

Product or service ¹		Invoice date
Better platform (5 years)	£420,000	Contract Commencement date
Better Platform Implementation install	£73,853	Contract Commencement date
TPP custom development and integration install	£85,285	Contract Commencement date
Demographics Server FHIR API or HL7 FHIR demographics server integration & setup support and implementation services	£13,750	Contract Commencement date
Recurring cost		
M&S (year 2)	£117,600	December 2023
M&S (year 3)	£123,480	December 2024
M&S (year 4)	£129,654	December 2025
M&S (year 5)	£136,136	December 2026
24/7 (Telephony support) year 2	£35,000	December 2023
24/7 (Telephony support) year 3	£36,750	December 2024
24/7 (Telephony support) year 4	£38,587	December 2025
24/7 (Telephony support) year 5	£40,516	December 2026

TPP extension beyond pilot

Product or service	Price	Invoice date
TPP M&S (4 years if extended beyond pilot, RPI applied)	£74,269	Pilot extension
BlackPear licencing for full rollout	tbc	Pilot extension

2-year extension²

Product or service		Invoice date
Better platform (2 years)	£210,000	Extension Commencement date
M&S (year 6)	£142,943	December 2027
M&S (year 7)	£150,090	December 2028
24/7 (Telephony support) (year 6)	£42,542	December 2027
24/7 (Telephony support) (year 7)	£44,669	December 2028

Services breakdown

Implementation install Breakdown

Development and Services	Milestone
Setup	Week 2-8
Environment setup (Installation of Better platform)	
Platform configuration including user management & organisation import	
Demographics Server FHIR API or HL7 FHIR demographics server integration & setup support and implementation services	Week 8-12
Onboarding	
UAT preparation support	
Pen testing supporting activities	
Platform onboarding	

¹ All products / services subject to EULA as outlined in the call-off contract

² Subject to confirmation with 6-months notice in year 5

PM	Week 1-12
Project Management	
Service setup	Week 12
Zendesk user access for reporting issues & system training	
Documentation & compliance	Week 1-8
DTAC / DSA / DPIA / DCB 0129 activities	
Disaster recovery & BC plan	
Security Management Plan	

TPP integration

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Development
Integration & Development
Q&A, Documentation & Deployment
Integration, configuration and UAT support
Project management
BlackPear integration
BlackPear development support

Rate card

Role	Unit rate
Project Manager (Account Manager)	£1,100
Senior Systems / Business Analyst (Digital Lead)	£1,100
Senior Software Analyst	£1,100
Software Engineer	£850
Q&A Engineer	£850
Product Design Engineer	£850
Business Analyst	£850
Integration Engineer (Better)	£850

Standards for Consultancy Day Rate cards
Consultant's Working Day – 8 hours exclusive of travel and lunch.
Working Week – Monday to Friday excluding national holidays
Office Hours - 09:00 – 17:00 Monday to Friday
Travel and Subsistence for requested onsite support ³ – Payable at department's standard T&S rates
Subject to annual price increase of 5% p/a from 1 st January 2024

Invoicing	<i>Electronic</i>
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3. TUPE

TUPE at commencement	<i>N/A</i>
TUPE at exit and/or termination	<i>N/A</i>

4. Formation of Contract

³ It is expected that all installation activities will take place remotely during the setup phase and no onsite travel is required.


The Supplier shall enter into the Contract by returning a signed copy of this Order form (Order form for the **Total Technology Solutions ("Framework Agreement")**) to the Authority.


The Contract shall be formed when the Authority acknowledges receipt of the signed copy of this Order Form (Order form for the **Total Technology Solutions ("Framework Agreement")**) to the Authority.

For and on behalf of the Supplier:

Signature	
Name and Title	guy beaudin Public Sector Business Development Director
Date	23/03/2023

For and on behalf of the Authority:

Signature	
Name and Title	Graham Wareham Chief Executive Officer Surrey and Borders Partnership NHS Foundation Trust
Date	23/03/2023

Signature	
Name and Title	Lei Wei Chief Finance Officer Surrey and Borders Partnership NHS Foundation Trust
Date	23/03/2023

Completed



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Appendix%20A%20C
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