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GP IT Futures Framework Agreement

Schedule 2.3 (Call Off Order Form)

GP IT Futures Framework Agreement

Schedule 2.3

Call Off Order Form

| Date | Version |
|-------------|---------|
| 23 May 2019 | ITT |

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Call Off Order Form

This Call Off Order Form is used to order services under Lot 1 of the GP IT Futures Framework 1.

It must be completed on the following basis:

- When executing a Direct Award procedure or an On-Catalogue Further Competition Procedure, it must be completed before entering into a Call Off Agreement;
- When executing an Off-Catalogue Further Competition, it must be completed as part of the Further Competition Invitation, noting that only a subset of the Call Off Ordering Party sections can be completed as part of the Further Competition Invitation and with the Supplier sections and Call Off Ordering Party sections that include Supplier specific details being completed with the winning bidder details from their tender.

Call Off Ordering Parties should refer to the Catalogue Buyers Guide (which shall be made available via the Catalogue) before executing any procurement procedure as this sets out your options and how to execute them in detail.

Call Off Order Form completion

The Call Off Order Form consists of the following sections, please complete as follows:

Section A – General information

The Call Off Ordering Party must complete the blue boxes in this section before issue to Suppliers.

The Supplier must complete the grey sections.

Section B – Details of the requirement

The Call Off Ordering Party must complete this section before issue to Suppliers.

Section C – Milestones, Milestone Achievement Criteria and Implementation Plan requirements

The Call Off Ordering Party to complete before issue to Suppliers.

Section D – Supplier response

The Supplier must complete this section.

Section E - Call Off Agreement award

The Supplier must complete the grey boxes in this section.

The Supplier must complete details in the signature box and **sign**.

The Call Off Ordering Party must complete and sign this section to award a Call Off Agreement to the successful Supplier.

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Section A

General information

This Call Off Order Form is issued in accordance with the provisions of the GPIT Futures Framework Agreement.

The Supplier shall supply the Services specified in this Call Off Order Form to the Call Off Ordering Party and the Service Recipients on and subject to the terms of this Call Off Order Form and the Call Off Terms (together referred to as the "Call Off Agreement") for the duration of the Call Off Term.

The Call Off Terms that will apply to the Call Off Agreement are as specified in the Template Call Off Terms Framework Schedule 2.2 (*Call Off Terms*). The only amendments that can be made, by the Call Off Ordering Party, to the Call Off Terms are those identified in this Call Off Order Form.

| |
|--|
| Call Off Ordering Party details |
| Call Off Ordering Party organisation name NHS Commissioning Board (known as NHS England) |
| Call Off Ordering Party billing address Your organisation's billing address, please ensure you include a postcode C/O NHS Digital, 1 Trevellyan Square, Leeds, LS1 2AE |
| Call Off Ordering Party Representative Ben Gregory, NHS Digital (acting on behalf of the Call Off Ordering Party) |
| Call Off Ordering Party Representative details Please provide full address details, email address and telephone number Ben Gregory NHS Digital, 1 Trevellyan Sq, Leeds, LS1 2AE [Redacted] |
| Call Off Ordering Party reference A unique number for this Call Off Agreement as provided by the Supplier [To be added at execution] |

| |
|--|
| Supplier detail |
| Supplier name The Supplier organisation name, exactly as it appears on the Framework Agreement. MyMed Limited trading as Q Doctor |
| Supplier address The Supplier's registered address Willowbrook Burbidge Close, Lytchett Matravers, Poole, Dorset, BH16 6EG |
| Supplier Representative The name of the Supplier point of contact for this requirement |

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| |
|--|
| Chris Whittle |
| Supplier reference number A unique number for this Call Off Agreement as provided by the Supplier. C010020-02 |

Section B**Section B.1 Call Off Agreement details**

| |
|--|
| Call Off Commencement Date This date can be found in section E of this Call Off Order Form. |
| Expected Call Off Commencement Date N/A |
| Call Off Agreement Initial Period 1 months |
| Call Off Agreement maximum period 12 Months |
| Proprietary Clinical Data: All appointment data and information relating to or arising from COVID 19 vaccinations, tests or processes either in raw form or aggregate form supplied to or accessed by the Supplier or the Supplier's Catalogue Solution(s) including if the Supplier is required to generate, process, store or transmit such data pursuant to this Call Off Agreement and including dashboards and record level data (with or without patient identifiable data)] ("Proprietary Clinical Data") shall be treated as Confidential Information by the Supplier, and shall fall within the scope of the restrictions in clause 22 of the Commercial Standard (in relation to NHS Data as defined in the Commercial Standard) and the restrictions set out in clause 16.1.2, 16.1.3 and 16.1.4 of the Call Off Terms (in relation to Call Off Ordering Party Data, Personal Data and/or clinical data, care provision data and other Service Recipient related operational data). Accordingly, with the exception of meeting the reporting requirements set out in the Capabilities encompassed by the Catalogue Solution, the Supplier shall not disclose such Proprietary Clinical Data to any party other than the Data Controller (i.e. the relevant Service Recipient) and shall not copy or re-use such Proprietary Clinical Data except as expressly permitted by the Data Controller, the Call Off Ordering Party or its authorised agent in order to perform the Services pursuant to this Call Off Agreement. |

Section B.2 Service Recipients and Requirements

The Service Recipient details (i.e. PCN details) that order the services under this Call Off Agreement will be maintained separately by the Supplier on the "Vaccinations Service Instance Register" a template for which is provided separately.

All Service Recipients have the same requirements which are as specified in the following Capabilities which are located [here](#) and include the MAY Epics applicable to the solutions set out in section B.3 below as set out in the Catalogue Solution Listing:

- Appointments Management

The Service Instance Initial Period applicable to all Service Recipients shall be 1 month.

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Invoicing for the Catalogue Solutions set out in section B.3 shall be monthly in arrears rather than the terms set out in Call Off Schedule 4.1 (Charges and Invoicing).

The Supplier must provide an up to date version of the Vaccinations Service Instance Register template, including the transaction volumes information, as supporting information to each monthly invoice. NHS England must give the PCN ordering the services approval to contract for all Catalogue Solutions that include a transaction charge. Where transactions are included in the Vaccinations Service Instance Register that are chargeable and that have not attained approval from contracting from NHS England, the charges will not be due or payable.

Section B.3 Details of the Service Instances required

All Service Instances shall include only the Catalogue Solution / Additional Service set out below. The Supplier shall invoice NHS Digital for the Periodic Service Charges applicable to the Catalogue Solution and any Additional Services and shall invoice the Service Recipients directly for any Associated Services via a process that the Supplier shall agree with each Service Recipient.

| Catalogue Solution Id, name, and unit of order | Additional Service Id, name and units ordered | Associated Service Id, name and units ordered |
|--|---|---|
| Id: 10020-002 name: Qhealth COVID Vaccine Appointments Unit of order: per booking attended | Id: name: Units ordered: per booking attended | Id: 10020-S-001 name: Qhealth COVID Vaccine Appointments Units ordered: per SMS |

Section B.4 Optional requirements

Please complete the right hand column of the table below, indicating which of the optional requirements you require.

| | | |
|---|--|---------------------------------------|
| Additional Clause "Security measures" required? See Call Off schedule 5.7 (<i>Additional Clauses</i>), paragraph 2.2.1 | | No (delete as appropriate) |
| Crown Body? Please indicate if you are a Non-Crown Body. See Call Off schedule 5.7 (<i>Additional Clauses</i>), clause 2.1.1 | | Yes (delete as appropriate) |
| FOIA Public Body? Please indicate if you are a Non-FOIA Public Body. See Call Off schedule 5.7 (<i>Additional Clauses</i>), clause 2.1.2 | | Yes (delete as appropriate) |
| Processing of Personal Data outside the UK is permitted (i.e. in Restricted Countries)? The default is expected to be "No". See Deed of Undertaking for Data Processing. | | No (delete as appropriate) |
| If "Yes" is stated, for each Service Instance listed in section B.3 above please set out the additional jurisdictions the Processing of Personal Data is permitted in below. | | |
| <i>Service Instance Id</i> | <i>Additional jurisdictions the Processing of Personal Data is permitted in.</i> | |
| | | |
| | | |

Section B.5 Specific Associated Services requirements

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None.

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Section C**Section C.1 Milestones and Milestone Achievement Criteria**

The Milestones and Milestone Achievement Criteria set out below are applicable to all Implementation Plans.

With regard to orders from Service Recipients to provide them with the Catalogue Solution under this Call Off Agreement, the following applies:

- Service Recipients will need to attain approval from NHS England before placing the order for the services.
- For each Service Recipient, the Supplier shall submit evidence that live vaccination bookings are taking place to demonstrate Achievement of Milestone M1 Achievement and for Milestone M2 shall submit an email which includes an email from the Service Recipient confirming Achievement. Evidence for both Milestones must be sent to gpitfutures@nhs.net with a title of "Vaccination solution Milestones". On receipt, NHS England and/or NHS Digital will either confirm acceptance or rejection of the evidence to the Supplier using the email address via which the evidence was provided.

These processes are as further described within the Invitation to Supply notice which generated this Call Off Order.

Milestones:

The Milestones set out below shall apply to all Service Instances.

| Milestone ID and title | Milestone Payments scope |
|-------------------------------|---|
| M1 (Go Live Milestone) | None |
| M2 (Service Stable Milestone) | Periodic Service Charges commence on the Achievement of Milestone M1, but are not payable until Milestone M2 is Achieved. |

Milestone Achievement Criteria:

| Milestone M1: Go Live | |
|-----------------------|---|
| Unique Ref | Acceptance Criteria |
| M1-1 | Not used |
| M1-2 | The Supplier evidences to the Service Recipient's satisfaction that the Catalogue Solution has been configured, as necessary, to meet the Service Recipient's operational requirements. |
| M1-3 | The Supplier evidences to the Service Recipient's satisfaction that the Supplier's obligations under the Training Standard have been met. |
| M1-4 | Where the Supplier is responsible for training, the Supplier evidences to the Service Recipient's satisfaction that its End Users are trained to the extent that they can utilise the Catalogue Solution to fulfil their relevant business functions. |
| M1-5 | The Supplier evidences to the Service Recipient's satisfaction that the national and other interfaces applicable to the Catalogue Solution can be connected to and accessed. |
| M1-6 | Not used |
| M1-7 | Not used |
| M1-8 | The Supplier evidences to the Service Recipient's satisfaction that the Supplier has appropriate service support arrangements in place. |
| M1-9 | Not used |
| M1-10 | Not used |

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|--|---|
| M1-11 | Approval by the Service Recipient that all Milestone M1 activities have been successfully completed. |
| Milestone M2: Service Stability | |
| Unique Ref | Acceptance Criteria |
| M2-1 | The Service Recipient confirms that the Catalogue Solution is functioning in accordance with the Supplier's specification and that its End Users can utilise the Catalogue Solution effectively. |
| M2-2 | Not used |
| M2-3 | The Supplier evidences to the Service Recipient satisfaction that the Supplier is meeting its service management obligations as set out in the the Service Management Standard, to the extent that the same can be reasonably demonstrated within 10 Working Days of Achievement of Milestone M1. |
| M2-4 | The Supplier evidences to the Service Recipient's satisfaction that the Catalogue Solution is meeting the applicable Service Levels. |
| M2-5 | Not used |
| M2-6 | Approval by the Service Recipient that all Milestone M1 and M2 activities have been successfully completed. |

Section C.2 Implementation Plan requirements**Overview Implementation Plan**

| |
|---|
| <p>Where a number of Service Instances will be undergoing implementation planning and/or actual implementation the Call Off Ordering Party may require an Overview Implementation Plan which shall set out, as a minimum, the following for each of the Service Instances which have yet to Achieve Milestone M2:</p> <ul style="list-style-type: none"> the Milestone Dates for Milestones M1 and M2; the start and end dates for any activity associated with the migration of data from the solutions which the Catalogue Solution is replacing to the Catalogue Solution; the start and end dates for the training activity. <p>Where an Overview Implementation Plan is required, enter the Service Instance Ids you wish it to encompass below, otherwise enter "N/A".</p> |
| Service Instance Id(s) |
| N/A |

Implementation Plans

For each Service Instance only an Outline Implementation Plan is required (i.e. no Detailed Implementation Plans are required). Each Outline Implementation Plan shall include the following as a minimum:

- each Milestone;
- each Milestone Achievement Criterion;
- the key activities required from the Supplier and the PCN and/or Service Recipient.

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Section D

The Supplier must complete the information requested in this section D.

Section D.1 Supplier service provision response

| |
|---|
| Commercially Sensitive Information Commercially Sensitive Information relating to the Supplier, its IPR or its business, or which the Supplier is indicating to the Call Off Ordering Party that, if disclosed by the Call Off Ordering Party, would cause the Supplier significant commercial disadvantage or material financial loss. |
| Nil |

| |
|---|
| Overview Implementation Plan Where an Overview Implementation Plan is required in accordance with section C.2, please provide the same as a separate file and provide the filename below. |
| Filename |
| Not required |

| | |
|---|---|
| Outline Implementation Plans Please provide an Outline Implementation Plan for each of the Implementation Plans listed in section C.2. These should be provided in separate files using the Implementation Plan Id and title as the filename. Please list the separate files provided below. | |
| Filename | Brief description |
| To be agreed separately for each Service Instance with the Service Recipient / PCN. | Outline Implementation Plan |

| | |
|--|-------------------------|
| Exclusive Assets Please list any Exclusive Assets applicable to each Service Instance. | |
| Service Instance Id | Exclusive Assets |
| Nil | Nil |
| | |
| | |
| | |
| | |

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Section D.2 Specific Associated Services requirement responses

None required.

Section D.3 Charges information

The charges per Service Instance will be as set out below. For Foundation Catalogue Solution Sets, the charges in the table below shall be zero.

| Charges (excluding VAT) | | | |
|-------------------------------------|---|--|---|
| Service Instance Id | Catalogue Solution Id, unit of order, Catalogue List Price, any discount applied and the monthly Periodic Service Charge payable | Additional Service Id, units ordered, Catalogue List Price, any discount applied and the Charge payable | Associated Service Id, units ordered, Catalogue List Price, any discount applied and the episodic Charge payable |
| Applicable to all Service Instances | Catalogue Solution Id:10020-002 Unit of Order: per booking attended Monthly Periodic Service Charge: 12p per booking attended | Additional Service Id: NA Unit of Order: NA Monthly Periodic Service Charge: NA | Id: 10020-S-001 Unit of Order: per SMS Monthly Periodic Service: £0.029 per SMS |

Total contract value: This depends upon the level of take-up from PCNs.

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Section D.4 Performance Regime

The solutions set out in section B.3 of this Call Off Order Form shall be subject to the performance regime set out in the table below.

| Performance regime | | | | | | |
|---------------------------|---------------------|-------------------------------|------------------------------|---|---|--|
| Catalogue Solution Id | Service Level title | Operating Service Level (OSL) | Critical Service Level (CSL) | Measurement method | Service Point calculation (if not applicable, state not applicable) | Service Credit calculation, including any Service Credit cap applicable (if not applicable, state not applicable) |
| As set out in section B.3 | Availability | 99.8% | 98% | "We use FreshPing to Monitor multiple HTTPS service endpoints and TCP & UDP ports & web sockets at 1 minute intervals. Any events are fed back within 60 secs and are then compiled into a Weekly Report with detailed incident history for our DevOps team (Link)" | Service Points shall be deemed to apply, but shall not be used to calculate Service Credits, the calculation of which are in the next column. | For each Service Period: <ul style="list-style-type: none">• should the performance be on or above the OSL no Service Credits shall apply;• should the performance be below the OSL and greater than the CSL, Service Credits equal to 10% of the charges shall apply; and• should the performance be equal to or below the CSL then Service Credits equal to 100% if the charges shall apply. |

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Section D.5 Description of Personal Data

The description of the Personal Data Processing applicable to the Call Off Agreement shall be as set out in the table at D.5.1 below for each of the Catalogue Solutions and Additional Services encompassed by this Call Off Agreement (as set out in section B of this Call Off Order Form).

D.5.1 Default Personal Data Processing information

The Supplier must complete the right-hand column of the table below.

| Description | Details |
|--|---|
| Subject matter of the Processing | The subject matter of the Processing is as summarised in the "Description" and "Outcomes" sections of the Capabilities encompassed by the Catalogue Solution or Additional Service. |
| Duration of the Processing | The Processing will take place over the duration of the relevant Service Instances as set out in section B of this Call Off Order Form, except that storage of any data item that contains detail of either system or practice operational information, that may require retention for purposes of historical review or audit, shall be retained by the Supplier for a period which is no longer than is necessary for those purposes, as instructed by the Service Recipients in their capacity as Data Controllers. |
| Nature and purposes of Processing | As summarised in the "Outcomes", "Epics and Acceptance Criteria" sections of the Capabilities encompassed by the Catalogue Solution or Additional Service. All Processing is to be conducted in the United Kingdom unless otherwise permitted in Restricted Countries as set out in section B.4 above. |
| Type of Personal Data | Patients/Patients' representatives/guardians: names, contact details (e.g. email address, telephone number), relevant medical providers (e.g. GP Practice) user details (e.g. usernames, passwords), NHS number. Practice Users/Workers within NHS and social care system: names, contact details, job titles, employer details. and as further summarised in the "Outcomes", "Epics and Acceptance Criteria" sections of the Capabilities encompassed by the Catalogue Solution or Additional Service. |
| Categories of Data Subjects | Patients, Patients' representatives/guardians, Practice Users, persons working within the wider NHS and social care system, and as further summarised in the "Outcomes", "Epics and Acceptance Criteria" sections of the Capabilities encompassed by the Catalogue Solution or Additional Service. |
| Supplier's Data Protection Officer | Claire Robinson - dpo@qdoctor.io |
| Sub-processors (the name of each Sub-processor or "None") | As outlined in our DPA (link): <ul style="list-style-type: none"> • Amazon Web Services secure cloud hosting in accordance with NHS Digital guidance • NHSmail to process communications between provider organisations • Hubspot as a CRM solution (EU compliant) • Intercom as a messaging application for providing online user support [EU compliant] |

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|--|---|
| | <ul style="list-style-type: none">• Voipfone as a web-based voice communication system for user support calls [EU compliant]• Nexmo as a secure webRTC video technology provider [EU compliant]• Postmark as a third-party email gateway for the delivery of automated email reminder messages.• Onfido as a secure photographic identity checking service [EU compliant]• Google app suite for communications between team members and externally [EU compliant]• ClickUp for Service Desk Incident management [EU compliant]• Mixpanel for app performance improvement [EU compliant]• SendSafely for secure uploads for bulk SMS [EU compliant] |
|--|---|

D.5.2 Variation to default Personal Data Processing information

No variations apply to that set out in section D.5.2.

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Section E

Call Off Agreement Award

Call Off Ordering Party organisation: see section A
 Call Off Ordering Party project reference: see section A
 Supplier name: see section A
 Unique Call Off Agreement identifier: see section A

This Call Off Agreement is awarded in accordance with the provisions of the Framework Agreement.

The Supplier shall supply the Services specified in this Call Off Order Form to the Call Off Ordering Party and Service Recipients on and subject to the terms of this Call Off Order Form and the Call Off Terms (together referred to as the "Call Off Agreement") for the duration of the Call Off Term.

The Call Off Ordering Party confirms that no amendments other than those identified in sections B of this form have been made to the Template Call Off Terms.

Call Off Commencement Date

The Call Off Agreement Commencement Date will be the date of dispatch of this signed Call Off Order Form, by the Call Off Ordering Party, to the successful Supplier, in accordance with Framework Schedule 2.1 (Call Off Procedure).

[Call Off Ordering Party to enter the date here]

SIGNATURES

For and behalf of the Supplier

| | |
|----------------|------------------|
| Name | Dr Chris Whittle |
| Job role/title | CEO |
| Signature | |
| Date | |

For and on behalf of the Call Off Ordering Party (at Call Off Agreement award)

| | |
|------------------|--|
| Name | |
| Job role/title | |
| Signature | |
| Date of dispatch | |

For Supplier use

Unique Call Off Agreement identifier

A unique number provided by the Supplier at the time of Call Off Agreement award.

C010020-02



Vaccination Appointment Booking System Implementation Plan

Version History

| Version | Date | Summary of Changes |
|---------|------------|--------------------|
| 1.0 | 14/12/2020 | Nil |

Implementation activities

| Activity | Supplier | Service Recipient |
|--------------------------|---|---|
| Order request | Supplier sends order form if not already accessed | Order form filled in with details: site information, addresses, ODS codes (https://forms.gle/D2qXo4kBkuXS5fg49) |
| IG documentation | DPIA template shared with PCN relevant DPO | DPO at Service Recipient creates own DPIA |
| | Sharing of the Hazard Log | Hazard Log reviewed by SR |
| Asynchronous training | Supplier sends demo video links showing platform operation | Service Recipient identifies key training leads |
| Key user setup | Key users for a PCN are set up by the Q doctor team | Identified in order form so no action |
| Training/familiarisation | Ongoing access to support can be provided via chat, telephone or email (as per stated timings). | Service Recipient logs in to platform and familiarises with functionality, extends to training leads/invites additional users |
| Go Live agreement | As per Service Recipient | Confirmation of approval of go live (happy with documentation) and confirmation of intended SMS timelines |
| Creation of availability | Support where required over Live Chat, email and telephone | PCN key users set up availability |

| | | |
|----------------------------|---|--|
| PCN/Practice send SMS data | Proof reading and upload of resultant error log. Support where required. | PCN key user to securely upload intended bulk SMS data: -SMS copy (max 120 chars) -Sender ID (NHSNoReply) -CSV of patient data, including mobile number, NHS number, +/- First Name |
| Bulk SMS sent out | SMS sent at instructed time Sending report securely uploaded | Receipt of sending report. No action required. |
| Go live | Ongoing support for secondary clinic setup where applicable and any further queries | Patients book in and ongoing platform management, including ongoing appointment exports |

Implementation Plan subject to local variation. Further support information available here:

<https://support.qhealth.io/en/articles/4625809-more-information-on-covid-19-vaccination-clinic-support>



Vaccination Appointment Management Solution – Exit Plan

| Exit Management Steps (Schedule 5.5) | Exit Plan |
|---|---|
| <p>To the extent it does not adversely affect the Supplier's performance of any remaining Services, then for the purposes of executing a Call Off Exit Plan, the Supplier shall:</p> <ul style="list-style-type: none"> • comply with the requirements of the Source Solution Supplier obligations set out in the Catalogue Solution Migration Process and the requirements of the Data Migration Standard; • cease to use the Call Off Data (subject to paragraph 1.3); • comply with the deletion requirements described in paragraph 1.2 as impacted by paragraph 1.3; • return to the Call Off Ordering Party or Service Recipient(s) (as instructed) all of the following if it is in the Supplier's possession or control: <ul style="list-style-type: none"> o all copies of software licensed or provided by the Framework Authority, Call Off Ordering Party or Service Recipient; o all materials and documents owned by the Framework Authority, Call Off Ordering Party or Service Recipient(s); and o any equipment which belongs to the Framework Authority, Call Off Ordering Party or Service Recipient(s). | <p>Q doctor (MyMed Ltd) confirms that it shall comply with the requirements set out in the Catalogue Solution Migration Process and the requirements of the Data Migration Standard. This shall be achieved utilising secure data transfer mechanisms (SendSafely or such alternative proposed by the Data Controller) which comply with Information Governance legislation and overarching standards, upon and in accordance with Data Controller instruction.</p> <p>Q doctor (MyMed Ltd) shall cease to use call off data and comply with deletion requirements, providing confirmation of deletion at the relevant time.</p> <p>All relevant software, materials and equipment shall be returned (utilising a SendSafely portal or such alternative as provided by the Data Controller) in a timeframe reasonably agreed between the parties, and confirmation of secure sending shall be provided.</p> |
| <p>Subject to paragraph 1.3, the Supplier shall as soon as reasonably practicable after termination of the Services return (if required by the Call Off Ordering Party) all Call Off Data and any copies of it or of the information it contains, and in any case securely and irrevocably delete from its systems the Call Off Data and any copies of it so that such Call OffData and copies cannot be recovered or reconstructed. The Supplier shall certify that all copies of the Call Off Data have been deleted within a reasonable time and in any event not later than 90 days after termination of the Services.</p> | <p>Q doctor (MyMed Ltd) confirms that in accordance with the Agreement it shall return and delete as appropriate all Call Off Data, within a reasonable time and in all cases not later than 90 days after services termination. Q doctor shall provide written confirmation of secure irrevocable deletion when this has been completed.</p> |
| <p>The Supplier shall continue to Process Personal Data contained within the Call Off Data following termination of the Services to the extent necessary to support access by Controllers to historical activity or audit data contained in the Supplier's systems in accordance with the conditions set out in the Data Processing Deed.</p> | <p>Q doctor (MyMed Ltd) confirms that it will continue to process Personal Data to the extent necessary to support Data Controllers for audit/historical activity, at all times in accordance with the Data Processing Deed. Such transfer of processed data can occur on request via a secure medium as instructed by the Data Controller.</p> |
| <p>When the Supplier believes that it has completed all activities in a Call Off Exit Plan, the Supplier shall notify the Call Off Ordering Party who shall then assess whether it is satisfied that the activities have been successfully completed. If the Call Off Ordering Party agrees that the Supplier has completed all of the required activities for that particular Call Off Exit Plan, it shall confirm its agreement in writing. If the Call Off Ordering Party does not agree with the Supplier's assertion that it has completed all of the required activities, then it shall notify the Supplier of the reasons why and following receipt of such reasons, the Supplier shall complete the required outstanding actions in a timeframe as will be reasonably agreed between the Parties.</p> | <p>Q doctor confirms its understanding that written agreement from the call Off Ordering party confirms Q doctor has completed all necessary activities for the Call Off exit Plan. In such circumstances that the Call Off Ordering Party believes that all activities are not complete, Q doctor will complete outstanding actions in a reasonable agreed timeframe.</p> |

