

Technology Enabled Care Services 2 Order Form (Service Level Agreement)

Framework Reference: SBS10144

Framework Start Date: 9 January 2023

Framework Max End Date: 8 January 2027

Maximum Call Off Duration: 4 years

NHS SBS Contacts: Kelly Bevington / Alison Pickup

nsbs.digital@nhs.net

Service level agreement details

This Service Level Agreement (SLA) is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement and any agreed Supplementary Agreements.

Supplier Specific Reference: **SBS10144**

Period of the Service Level Agreement (SLA)	Effective Date	31 st March 2024
	Expiry Date	30 th March 2025
Completion Date <i>(if applicable)</i>	Date	22 nd March 2024

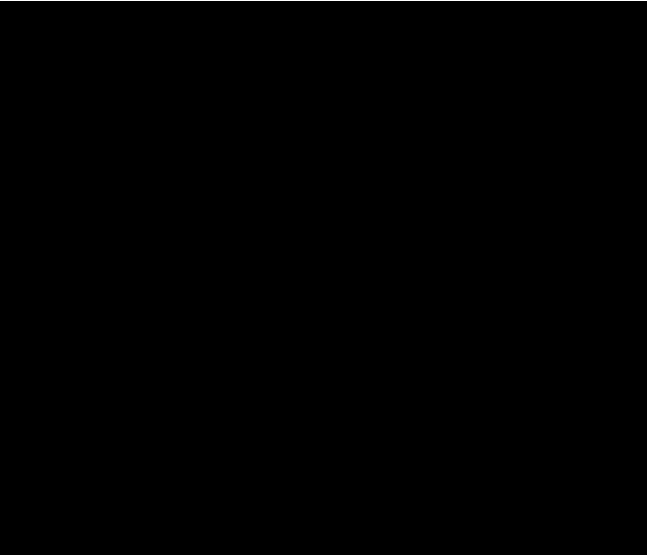
This SLA allows for the trust to extend until the following date:

Extension expiry date	Not applicable
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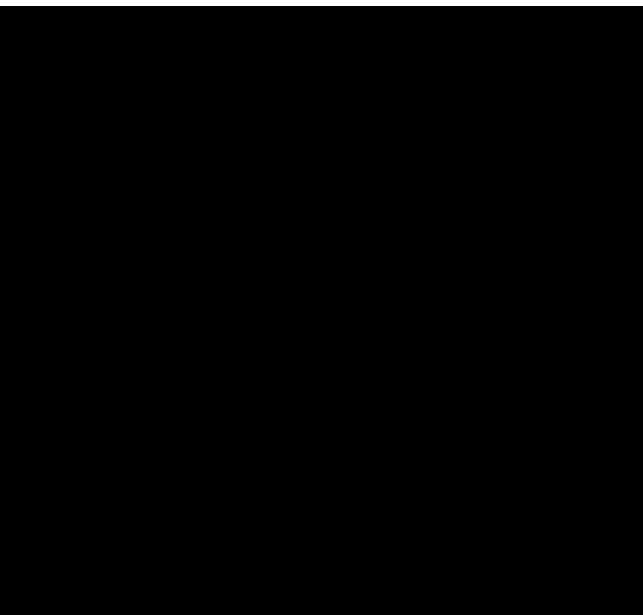
Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the supplier's services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry date.

Completion date is not the date by which all obligations under the SLA have to be discharged, but the date by which 'practical completion' must be certified.

Supplier SLA Signature panel

The "Supplier"	
Name of Supplier	
Name of Supplier Authorised Signatory	
Job Title of Supplier Authorised Signatory	
Address of Supplier	
Signature of Authorised Signatory	
Date of Signature	26/03/2024

Customer SLA Signature panel

The "Customer"	
Name of Customer	
Name of Customer Authorised Signatory	
Job Title of Customer Authorised Signatory	
Address of Customer	
Signature of Customer Authorised Signatory	
Date of Signature	25 th March 2024

This service level agreement shall remain in force regardless of any change of organisational structure to the above-named authority and shall be applicable to any successor organisations as agreed by both parties.

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Supplier Solcom Limited* and *NHS Lincolnshire Integrated Care Board* for the provision of **Technology Enabled Care Services 2**. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Cloud Solutions covered as they are mutually understood by the primary stakeholders.

The Framework terms and conditions (including the specification of services) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

By signing this SLA, the supplier confirms that they were successfully awarded onto this framework agreement for the relevant lot(s).

For the purposes of this framework agreement, any references to "Order Form" within the framework terms and conditions shall be interpreted as the "Service Level Agreement" or the "SLA".

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent **Technology Enabled Care Services 2** to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for the **Technology Enabled Care Services 2** provision between the Supplier and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

3. Contract Managers

The primary Contract Managers from the Supplier and the Customer will be responsible for the day-to-date management of the Agreement and the delivery of the service.

Primary Contact Details:

	Supplier	Customer
Name		
Title		
Email		
Phone		

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed.

5. Service Requirements

a) Goods and / or Services Provided

Please detail the services that will be provided by the Supplier to the Customer

1. PURPOSE

Remote monitoring aims to enhance operational efficiency by enabling real time access to data and systems from remote locations. Virtual Wards support patients who would otherwise be in hospital, to receive the acute care, remote monitoring, and treatment they need in their own home or usual place of residence. This award will allow for further growth of our Virtual Wards service.

There are a multitude of reasons why remote monitoring tools are being adopted successfully throughout the NHS and will continue to be a crucial part of the toolkit of care. Nationally, the vision within the NHS Long Term Plan is of digital technology being used in patient care for decision support to help clinicians apply best practices and eliminate unwarranted variation. Most crucially though, it should support patients in managing their own health and conditions in the environment that is best for them. Remote monitoring plays an important part in this decision support at the right time and is empowering patients and their carers to make the right choices.

2. BACKGROUND TO THE AUTHORITY

Our ambition is to leverage technology and data-driven information to support healthcare delivery improving patient well-being. We will utilise digital technology, bridging the gap in health care access, driving digital knowledge and inclusion, enabling care closer to home with integrated care for our patients. Lincolnshire is geographically one of the largest and sparsely populated counties which leads to lots of rural and coastal isolation and digital technology can overcome some of these challenges to access medical services.

Telehealth has the potential to transform the way healthcare is delivered in our community, supporting Virtual Wards to better manage capacity by providing care locally, negating the need for admission. By expanding access and monitoring to healthcare services, will result in improved patient outcomes and a reduction in health disparities.

Virtual wards telehealth enables patients to receive care from the comfort of their homes, improving access to healthcare services, especially for those in remote areas, and enhancing patient access. Access to vital signs can support early intervention. Remote monitoring of patient's vital signs, symptoms, and health data allows for early intervention in case of deterioration and hospital admission/readmissions.

3. Background to requirement/overview of requirement

Lincolnshire Virtual Wards has a requirement to enhance our current fleet of hardware, software and app-based applications to deliver the ambitions of NHS England to extend our virtual ward capacity locally.

Focus on providing support to patients through remote monitoring in Care Home and their own home settings, so that early interventions can be established to mitigate patients' deteriorating;

- Have a person-centred approach that is tailored to the specific needs of individual patients whilst also promoting and enabling self-management for people with Long Term Conditions (LTC);
- Ensure that person centred care is delivered through all partners, involved in a collaborative and unified approach with the support of information utilised to standardise health assessments;
- Help reduce unnecessary hospital admissions and home interventions by fully optimising effective remote ways of working, that support recovery, whilst also enabling non-face to face contact and community-based access;
- Help improve patient self-care, quality of life and well-being through the use of proactive monitoring of patients;
- Enable Clinicians to deliver the best care available to people irrespective of organisation, team or location;
- Help provide data and insights that can be shared and leveraged across organisations and partners, enabling planning and diagnostics; and
- Help reduce travel for Lincolnshire residents, Care Staff and Clinicians whilst also helping to reduce the carbon footprint associated with travel both to and from Health and Care appointments.

4. THE REQUIREMENT

- 4.1 The immediate requirement for our Virtual Wards is to provide Remote Monitoring kit/boxes that contain portable wireless Bluetooth-enabled devices including a tablet and observational equipment to include blood pressure monitor, pulse oximeter and thermometer which can transmit readings directly to the tablet and visible on a cloud based dashboard. Using the NEWS2 score to support decision-making;
- - 4.1.1 160 x Remote Monitoring kit boxes Remote Monitoring kit/boxes that contain portable wireless Bluetooth-enabled devices including a tablet and observational equipment including blood pressure monitor, pulse oximeter and a thermometer which can transmit readings directly to the tablet that can provide NEWS2 . The blood pressure cuff needs to be in various sizes S, M and L.
 - 4.1.2 160 x Device licenses to support the management and alerting of observations.
 - 4.1.3 40 x 8-12 lead ECG monitors.
 - 4.1.4 40 x Wearable watches to capture pulse, blood oxygen, temperature and respiration rate.

- Wearables with a minimum of single charge to allow for 7 days.
- 4.1.5 20 x Bluetooth scales.
- 4.1.6 Online training to be included in cost.
- 4.1.7 Logistics service:
- 4.1.7.1 *Delivery of hardware from supplier on a next-day delivery service to patients' home or to the Virtual Ward Hub example, Beech House, LN5 7 JH.*
- 4.1.7.2 *Delivery of hardware from central location in Lincolnshire to patient home on a next day service.*
- 4.1.7.3 *Hardware to be collected from patient's home and delivered back to a Virtual Ward Hub in a Lincolnshire postcode.*
- 4.1.7.4 *Cost for kit to be collected from patient home or Virtual Ward Hub and returned to the supplier for servicing and return to Virtual Ward Hub or patient.*
- 4.1.7.5 *Cost for repairs of all peripherals items to include collection and re-delivery.*
- 4.1.8 Cost to provide App-based technology that allows patients to add their own observations with a direct messaging option. Ability to design and adapt app tiles to provide specific service requirements.

4.2 Be specific on:

- 4.2.1 The hardware provided needs to be able to annotate the readings.
- 4.2.2 The hardware needs to be interoperable with System One, EMIS, RIO and the Lincolnshire Shared Care Record.
- 4.2.3 The provider needs to provide next-day delivery of the hardware to the patient's place of residence or NHS agreed address.
- 4.2.4 The provider needs to provide a Contract Manager to support the onboarding of our needs across all services.

5. key milestones

- 5.1 The chosen provider will need to be able to deliver and work at pace to ensure they meet our immediate requirements to upscale our Virtual Wards service. All hardware needs to be delivered by 31st March 2024.
- 5.2 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Delivery of 60 Kits	Within week 1 of Contract Award
2	Delivery of all remaining Hardware	No later than 31 st March 2024
3	Onboarding to App	Within week 3 of Contract Award

6. Reporting

6.1 Weekly meetings to support device assets log and number of devices in current deployment with data reporting to include clinical activity.

7. continuous improvement

7.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

7.2 The Supplier should present new ways of working to the Authority during monthly Contract review meetings.

7.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

8. Sustainability

8.1 Please can you provide evidence on how your hardware meets minimal energy consumption any initiatives to reduce environmental impacts for example carbon footprint.

9. ACCREDITATION

9.1 Please confirm you have completed to have ISO 9001/ 27001, Cyber Essential Plus, NHS Data Protect Tool Kit.

10. STAFF AND CUSTOMER SERVICE

10.1 Potential Provider's staff assigned to the Contract as the Contract Manager will have a bachelor's degree or relevant experience and experience to deliver the Contract. The assigned contract manager should be adept at identifying issues and work in partnership with the NHS Lincolnshire teams to ensure ongoing proactive decision-making and improving customer service.

11. Service levels and performance

11.1 The Authority will measure the quality of the Supplier's delivery by:

11.1.1 Support Hours are 9am till 5pm Monday to Friday excluding Bank Holidays

KPI/SLA	Service Area	KPI/SLA description	Target
1	Cloud core website offline	<10 minutes	95% <1 hour
2	Cloud core website errors that may affect all of the user base.	<30 minutes	90% <2 hours
3	Severe tablet operation issues preventing use of a single tablet system	< 60 minutes	90% < 4 hours
4	Minor incidents preventing access or use of the tablet or core for a single user	< 60 minutes	90% < 1 day

	5	Replacement device required.	< 60 minutes	90% < 5 days to despatch	
	6	App issues	<120 minutes	90% < 1 day	

12. Security requirements

12.1 The chosen provider must be able to provide ID when attending a site and by appointment only. Any provider staff will be hosted by a member of the Lincolnshire NHS.

13. payment

13.1 Upfront payment via Purchase Order.

13.2 Before payment can be considered, the invoice must include a detailed elemental breakdown of work completed and the associated costs.

14. BASE Location

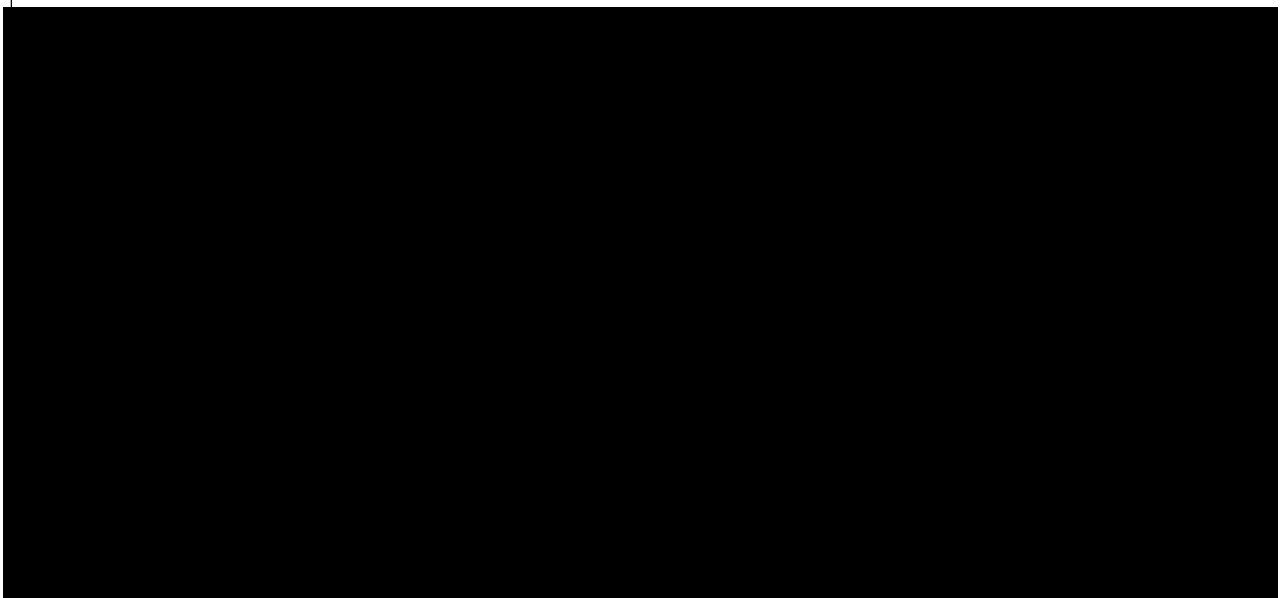
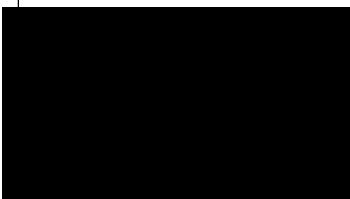
14.1 The base location of where the Services will be carried out at Beech House, Waterside South, Lincoln, LN5 7JH.

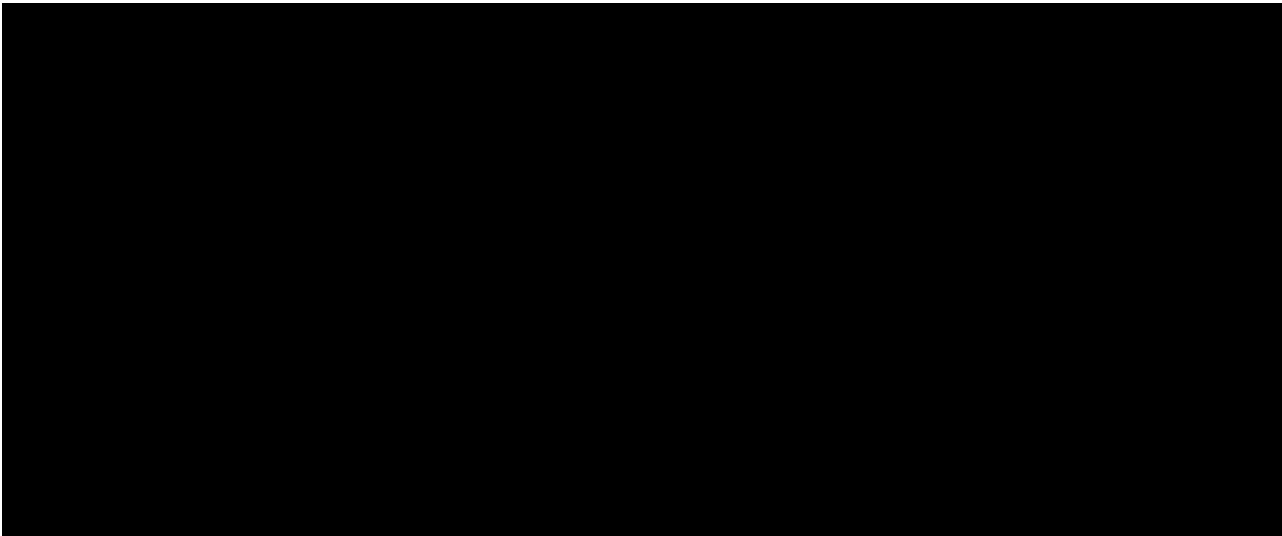
15. TERM

12 Months Licenses contract term.

b) Price/Rates

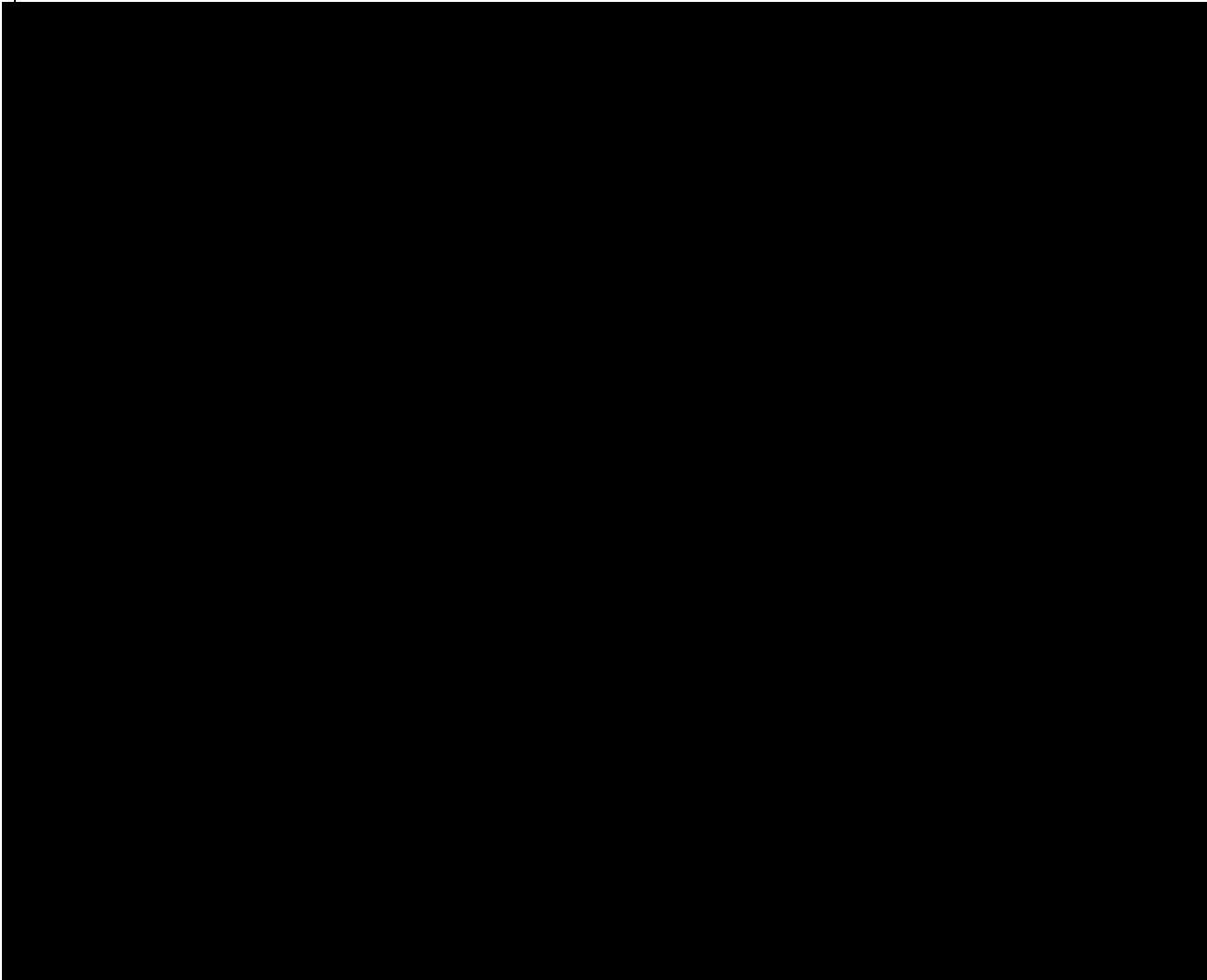
Please detail here:





Total	£ 228,900.00
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Additional Costs



[illegible]

c) Total Value of Call-Off

Please note that this value is an estimate and therefore is no guarantee to the Supply of Volume

Please detail here:

£228,900.00 excluding VAT

d) Business Hours

	[REDACTED]
	[REDACTED]
	[REDACTED]

e) Delivery Location



Delivery of hardware from central location in Lincolnshire to patient home on a next day service.

f) Invoicing Methods

Please detail the payment method and payment options here:

BACS Payment:

NHS Lincolnshire Integrated Care Board
QJM PAYABLES M935
PO BOX 312
Leeds
LS11 1HP

Invoices: sbs.apinvoicing@nhs.net

g) Reporting

- Weekly meetings to support device assets log and number of devices in current deployment with data reporting to include clinical activity.
- Continuous improvement
- The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- The Supplier should present new ways of working to the Authority during monthly Contract review meetings.
- Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

h) Interoperability

Please list any Participating Authority equipment or solutions that will require interoperability:

Link to the Lincoln Care Record

S1

EMIS

Rio

i) Response Timescales

Please list expected timescales for response/delivery of Goods and/or Services:

Milestone	Description	Timeframe
1	Delivery of 60 Kits	Within week 1 of Contract Award
2	Delivery of all remaining Hardware	No later than 31st March 2024
3	Onboarding to App	Within week 3 of Contract Award

6. Supply Terms and Performance

j) Supplementary Conditions of Contract

To be applied at the Participating Authority's discretion at Call Off. The terms of the NHS SBS Technology Enabled Care Services 2 Framework Agreement will supplement and complement the terms of any Supplementary Conditions of Contract. However, in the event of any conflict or discrepancy between the terms of a Supplementary Conditions of Contract and the terms of the Framework Agreement the terms of the relevant Supplementary Conditions of Contract will prevail.

Not applicable.

k) Sub-contracting (if applicable)

Subcontracting of services by Suppliers is allowed, both to Framework suppliers and to non-Framework suppliers. Any Supplier sub-contracting will be fully responsible for ensuring standards are maintained in line with the framework and this SLA.

Not applicable.

l) Implementation and Exit Plan

Milestone	Description	Timeframe
1	Delivery of 60 Kits	Within week 1 of Contract Award
2	Delivery of all remaining Hardware	No later than 31st March 2024
3	Onboarding to App	Within week 3 of Contract Award

m) Complaints/Escalation Procedure

The standard procedure is detailed below.

In the first instance, the Customer and Supplier should work together and attempt to resolve any issues locally. Should this approach fail to result in a satisfactory outcome for either, parties should refer to the Clause 22 Dispute Resolution of the Framework Call Off Terms & Conditions.

n) Termination

The standard procedure is detailed below.

Persistent failure by the Supplier to meet the agreed service levels as specified within the SLA may lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain levels of service.

Prior to termination the complaints and escalation procedure should be followed to attempt to resolve any issue.

o) Force Majeure

This Call-Off Contract is bound by Force Majeure events and may be terminated where a Party is affected by a Force Majeure Event that lasts for more than 60 consecutive days.

p) Insurance

The insurance policy for the contract required is detailed below.

Not applicable.

q) Buyers Responsibilities

Please list the areas that the buyer is responsible for:

Not applicable.

r) Key Performance Measures

Please detail here where different to IPR outlined within the Call Off Terms and Conditions.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Cloud core website offline	<10 minutes	95% <1 hour
2	Cloud core website errors that may affect all of the user base.	<30 minutes	90% <2 hours
3	Severe tablet operation issues preventing use of a single tablet system	< 60 minutes	90% < 4 hours
4	Minor incidents preventing access or use of the tablet or core for a single user	< 60 minutes	90% < 1 day
5	Replacement device required.	< 60 minutes	90% < 5 days to despatch
6	App issues	<120 minutes	90% < 1 day

s) Audit Process

Please detail any Customer audit requirements.

Not applicable.

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7. Other Requirements

Please include any additional requirements that are not outlined above.

Not applicable.

a) Variation to Standard Specification

Please list any agreed variations to the specification of requirements.

Not applicable.

b) Other Specific Requirements

Please list any other agreed requirements.

Not applicable.
