GP IT Futures Framework Agreement

Schedule 2.3

Call Off Order Form

Date	Version	Comments	Status
23 May 2019	V1.0	ITT Version	Retired
26 August 2020	V1.1	Proposed changes	Retired
23 September 2020	V1.2	Proposed changes	Effective

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 will be made available via the Catalogue) before executing any procurement procedure as this sets out your options and how to execute them in detail.

The Call Off Order Form consists of the following sections:

Section A – General information
Section B – Details of the requirement
Section C – Milestones, Milestone Achievement Criteria and Implementation Plan requirements
Section D – Supplier response
Section E – Call Off Agreement award

Sections in blue should be completed by the Call Off Ordering Party and sections in light grey should be completed by the Supplier.

Section A
General information

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

The Supplier will 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 Call Off Ordering Party and Supplier details are as set out below.

Call Off Ordering Party details	
Call Off Ordering Party: NHS Commissioning Board (known as NHS England)	
Call Off Ordering Party Representative and relevant details (including for the delivery of notices)	
Name of representative:	[redacted]
Address:	
Email address:	
Telephone number:	

Supplier details	
Supplier: Phoenix Partnership (trading as TPP)	
Supplier Representative and relevant details (including for the delivery of notices)	
Name of representative:	[redacted]
Address:	
Email address:	
Telephone number:	

Section B

Section B.1 Call Off Agreement details

Call Off Commencement Date: The Call Off Commencement Date is 1st October 2022
Call Off Agreement maximum period: 12 months^ *^The Call Off Agreement will not be extended post contract expiry*

Please complete the following information:

Call Off Agreement Expiry*:	for a period up to and including 30th September 2022
***Note:** Unless the Call Off Ordering Party serves notice to terminate on the Supplier, 10 Working Days prior to the end of the Call Off Agreement Initial Period, the contract will expire on* *Following the Call Off Agreement Initial Period, the Call Off Agreement can be terminated for convenience, at any time, with notice made in writing no less than 30-days in advance, by the Call Off Ordering Party, to the Supplier. In accordance with the Call Off Terms, no costs to terminate shall be applicable.*	
Proprietary Clinical Data: All 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 any requirement on the Supplier 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 or applicable law, 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

A Service Recipient within the scope of this Call Off Agreement shall be a GP led vaccination site including any PCN, GP practice or GP hub and also Community Pharmacies. The details of the Service Recipients that shall 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 as specified in Capabilities defined at the following link: Vaccination and Adverse Reaction Recording and which include both the "MUST" and "MAY" Epics; and the specification which is located at https://digital.nhs.uk/developer/api-catalogue/vaccination; and/or any such other location as the Catalogue Authority may notify the Supplier of from time to time (the "**PoC Specification**") applicable to the Catalogue Solutions set out in section B.3 below as per the detail set out in the relevant Catalogue Solution Listing.

Capabilities
Please follow the link to: Vaccination and Adverse Reaction Recording.

Changes to the PoC Specification
The Catalogue Authority may publish amended versions of the PoC Specification from time to time throughout the term of this Call Off Agreement. Unless otherwise agreed in writing with the Catalogue Authority as set out below, maintaining compliance against the most up to date published version of the PoC Specification is a condition of continued Catalogue compliance and required in order to achieve and/or maintain a Compliant Status, as further detailed in the Catalogue Agreement.

The Catalogue Authority shall consult with the Supplier on any proposed changes to future versions of the PoC Specification; assessing the materiality of such changes, the likely delivery plan for Suppliers to implement any such changes and the applicable commercial treatment of any proposed changes. The Catalogue Authority shall reasonably consider representations made by Suppliers prior to publishing a new version of the PoC Specification however, the final decision as to the actual progression of any change and timescale for implementation shall be at the Catalogue Authority's discretion, acting reasonably.

Upon publication of an updated PoC Specification, the Catalogue Authority shall notify the Supplier in writing of the specified delivery date(s) by which the Catalogue Solution must be compliant against the updated PoC Specification.

A **Non-Material Change**, shall mean any change to and/or development of configuration items, such as (but not exhaustively listed) the following:

- Introduction of new SNOMED codes for new vaccine products within the existing vaccine set and infrastructure (e.g. Covid 19 or FLU etc)
- Changes in the vaccine product naming or configuration. 1 dose, 2 dose, booster etc.
- Additional screening questions as this is a configurable element
- Changes to Vaccine Batch formatting validation rules
- changes to eligibility categories to be captured, and their mappings to Extended attribute codes for vaccinations that already flow extended attributes.
- changes to BSA supplement flag, where based on data already captured in the PoC (including screening questions.)
- changes to any configurable values (i.e. no creation of records more than 7 days in the past
- certain required changes to standard configuration items
- other SNOMED code changes, e.g. indication, route, site of vaccination etc
- system availability changes (e.g. 6am to midnight being changes to 24 hour access)
- timeframes for submission of records to NHSD (currently within 48 hours of capture)
- any changes to requirements for submission of files (e.g. daily to hourly/weekly etc)

within the Catalogue Solution which are required to achieve compliance to the published POC Specification and regardless of the amount of effort or duration required to fulfil such change.

In the event the Supplier either:

- fails to meet the specified compliance date; or
- notifies the Catalogue Authority that it is unable to meet the specified compliance date; or
- notifies the Catalogue Authority that it does not intend to comply with the most up to date version of the PoC Specification,

then the Catalogue Authority may at its discretion:

- grant the Supplier a waiver or extension of time to comply with the most up to date version of the PoC Specification; or
- terminate this Call Off Agreement for convenience, upon giving no less than 30 days' written notice and without being liable for payment of any termination costs or compensation to the Supplier. For the avoidance of doubt, any such right to terminate shall also apply during the Call Off Agreement Initial Period, where a minimum of 10-days advanced notice is provided in writing.

Where the Catalogue Authority updates the PoC Specification during the term of the Call Off Agreement and such updates include Material Changes to the PoC Specification, the Supplier shall provide an impact assessment including all information (including per day effort, impact, cost) that the Catalogue Authority may reasonably require to allow a review of the potential commercial, financial and practical impacts of such changes. Following such review, the Catalogue Authority may (at its sole discretion and only to the extent permitted by relevant procurement laws and regulations) agree to either:

- an increase in applicable Charges; or
- make a one-off payment to the Supplier to contribute towards its additional costs; or
- continue to pay the standard fees but not require the Supplier to deliver the material change.

Section B.3 Details of the Service Instances required

Note: The Service Instance Commencement Date shall be the date, as confirmed in writing and provided to the Supplier by the Service Recipient, on which operational "go-live" is achieved by the Service Recipient (i.e. the Service Recipient confirms that the Catalogue Solution has been successfully deployed on its systems and such deployment and related functionalities).

The Service Instance Period will commence on the Service Instance Commencement Date and continue for a minimum duration, that will co-terminate at the end of the Call Off Agreement Initial Period (the "**Service Instance Initial Period**") and which will expire no later than 30 September 2023 (but in any event, will not extend beyond the Call Off Term).

The Service Instance will extend automatically beyond the Service Instance Initial Period, unless the Call Off Ordering Party gives notice to terminate 10 days prior to the end of the Service Instance Initial Period. Following the Service Instance Initial Period, the Service Instance can be terminated for convenience by the Call Off Ordering Party in accordance with the Call Off Terms and shall not be subject to any termination costs.

The terms for Charging and Invoicing, as set out in the Call Off Schedule 4.1, shall be superseded by the terms here; that all invoicing for the Catalogue Solutions (set out in section B.3) shall be processed monthly in arrears. The Supplier shall submit each monthly invoice, accompanied by an up-to-date version of the Vaccinations Service Instance Register template relevant to its Catalogue Solution, including the transaction volumes information, as supporting information and any other such evidence of the transaction volumes as the Call Off Ordering Part may reasonably require.

All Service Instances shall include only the Catalogue Solution / Additional Service set out below.

Catalogue Solution Id, name, and unit of order	Additional Service Id, name and units ordered	Associated Service Id, name and units ordered
ID: C47 Name: Unit of order: per Vaccination Event recorded and per Active Site	NA	N/A

A "Vaccination Event" shall mean any record of a provision of COVID-19 vaccine and/or Flu vaccine injected into a natural person, that is recorded by the Service Recipient via the Catalogue Solution at the Point of Care, irrespective of whether a vaccination was actually carried out; for example, a "Vaccination Event" would include a situation where a patient attended its GP practice to receive a vaccination but was subsequently ruled as ineligible through screening questionnaire conducted at that point of care, as the event would still be captured within the Catalogue Solution as occurring.

Section B.4 Optional requirements

Please answer the questions set out below:

Additional Clause Are "Security measures" required? See Call Off schedule 5.7 (*Additional Clauses)*, paragraph 2.2.1	**No**
Is the Call Off Ordering Party a Non-Crown Body? See Call Off schedule 5.7 (*Additional Clauses)*, clause 2.1.1	**No**
Is the Call Off Ordering Party a Non-FOIA Public Body? See Call Off schedule 5.7 (*Additional Clauses)*, clause 2.1.2	**No**
Is the processing of Personal Data outside the UK permitted (i.e. in Restricted Countries)? The default is expected to be "No". See Deed of Undertaking for Data Processing. 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:	**No**

Catalogue Solution and Service Instance ID	*Additional jurisdictions where the Processing of Personal Data is permitted in.*

Section B.5 Associated Services

None

Section C

Section C.1 Milestones and Milestone Achievement Criteria

Milestones:

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

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

- Whilst orders will be placed centrally, if a Service Recipient wants to use the Catalogue Solution, it will need to attain approval from NHS England to confirm that such use is permitted. Once approval is attained, the Supplier can implement the Catalogue Solution for such Service Recipient(s).

- For each Service Recipient, the Supplier shall submit any evidence as the Catalogue Authority may reasonably require from time to time, to support each monthly invoice submitted, in order to demonstrate that Vaccination Events are taking place, which may include any documentation to demonstrate that the Service Recipient had obtained approval to order the Services.

- Evidence for Milestone M1 (as defined in the table below) must be sent to gpitfutures@nhs.net with a title of "Vaccination solution Milestones". On receipt, NHS England and/or the Catalogue Authority will either confirm acceptance or rejection of the evidence to the Supplier using the email address via which the evidence was provided.

- "**Controlled Go-Live or CGL**" is defined as being the process under which validation the Supplier's Catalogue Solution is compliant against the PoC Specification 4.0 in a live environment is undertaken and approved by the Catalogue Authority and the subsequent process under which Suppliers are permitted to flow production data to a limited number of Service Recipients (the "**CGL Service Recipients**") to be agreed with the Catalogue Authority in accordance with the accelerated assurance approach for COVID-19 Vaccination Point of Care Solutions.

- During the period of Controlled Go-Live the Catalogue Authority will endeavor to monitor Vaccination Events captured by the Catalogue Solution at the point of care that are then sent to each of the three clinical systems in use in England. Where this is not possible prior to the end of Controlled Go-Live, the Supplier must notify the Catalogue Authority at the first occasion following Controlled Go-Live that they engage with a Service Recipient that operates a clinical system that has not been observed under Controlled Go-live enhanced monitoring levels, so that the Catalogue Authority is able to put in place an enhanced monitoring service wrap during the initial phase of implementation with that new consuming Service Recipient.

Milestone Achievement Criteria

Note: Call Off Ordering Parties may amend the table below for a particular Service Instance where appropriate and reasonable to do so.

Where more than one set of Milestone Achievement Criteria are specified then the mapping of each set of Milestone Achievement Criteria to the Service Instances listed in the Order Summary must be clearly stated.

Milestone M0: Compliance Achievement	
Unique Ref	**Acceptance Criteria**
M0-1	The Supplier achieves Conditional Compliance or Full Compliance under either the full Catalogue or accelerated onboarding process.
Milestone M1: Controlled Go Live (CGL)	
M1-1	Not used
M1-2	In the case of CGL milestones, the Supplier shall evidence to the Catalogue Authority's satisfaction that the Catalogue Solution has been configured, as necessary, to meet the Service Recipient's operational requirements.
M1-3	In the case of CGL Milestones, the Supplier shall evidence to the Catalogue Authority's satisfaction that the Supplier's obligations under the Training Standard have been met.
M1-4	In the case of CGL Milestones where the Supplier is responsible for training, the Supplier shall evidence to the Catalogue Authority's satisfaction that its End Users are trained to the extent that they can use the Catalogue Solution to fulfil their relevant business functions.
M1-5	In the case of CGL Milestones the Supplier shall evidence to the Catalogue Authority's satisfaction that the national and other interfaces applicable to the Catalogue Solution can be connected to and accessed.
M1-6	In the case of CGL milestones the Supplier shall evidence to the Catalogue Authority's satisfaction that all "MUST" requirements in v4.0 of the Vaccinations POC Specification have been met or are subject to a Work Off Plan in order to exit Controlled Go-Live
M1-7	Not used
M1-8	In the case of CGL Milestones the Supplier shall evidence to the Catalogue Authority's satisfaction that the Supplier will meet their Call Off Ordering Party related obligations set out within the Service Management Standard.
M1-9	Not used
M1-10	Not used
M1-11	In the case of CGL Milestones approval by the Call Off Ordering Party and the Catalogue Authority that all Milestone M1 activities have been successfully completed.

Service Recipients selected for CGL must not have outstanding payment reconciliation issues. Where any CGL candidate Service Recipients do have outstanding payment reconciliation issues, the Catalogue Authority, Call Off Ordering Party and NHS Business Services Authority teams will prioritise working with the Service Recipient to resolve such outstanding issues. The Supplier should obtain confirmation from any potential Service Recipients prior to deploying the Catalogue Solution to them, confirming that they are not subject to outstanding payment reconciliation issues.

At the discretion of the Catalogue Authority, it may permit the Supplier to increase the number of Service Recipients within the scope of CGL from 2 up to a maximum 10 Service Recipients. However, before the Supplier can increase the scope of CGL from 2 Service Recipients, it will need to have undergone and been approved by the appropriate Catalogue Authority assurance processes that will be in place from time to time.

The Supplier is not permitted to deploy to any Service Recipients other than the CGL Service Recipients until such time as it has completed all the above CGL Milestones. On successful completion of the CGL Milestones the Catalogue Authority will issue a Milestone Achievement Certificate ("**Dev Mac**") and at this point, the Supplier shall be entitled to deploy the Catalogue Solution to any Service Recipients in accordance with the terms of this Call Off Agreement.

Section C.2 Implementation Plan requirements

Overview Implementation Plan

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 will set out, as a minimum, the following for each of the Service Instances which have yet to Achieve Milestone M2:

- 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.

Where an Overview Implementation Plan is required, enter the Service Instances you wish it to encompass below, otherwise enter "N/A". Please complete the below as appropriate:

Service Instance
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 relevant Service Recipient(s).

Work Off Plans

The accelerated assurance process provides for Supplier's self-declaration. As part of that process, the Supplier may be required to enter into a work off plan ("**WOP**"). The following provisions shall apply to any WOP:

- Agreement of timescales for the WOP will be agreed between the parties but shall in all cases (except ISO standards (see below)) conclude within 3 - 6 months of meeting milestone CGL M0 as detailed above (or such other period as notified in writing by the Catalogue Authority); and
- the Catalogue Authority may allow for an extended period for the Supplier to gain ISO standard accreditation over and above 6 months and any such extended period and timelines for accreditation shall be incorporated into the WOP.

Failure to meet the timescales and obligations set out in the WOP shall be a Supplier Default and will result in the Catalogue Authority being entitled to exercise its rights under clauses 42 of the Catalogue Agreement to trigger Remediation or may escalate straight to suspension as permitted under 43 of the Catalogue Agreement.

Section D

If the Services are procured via a Direct Award or On-Catalogue Further Competition Procedure, the details below should be completed prior to entering into the Call Off Agreement. If the services are procured via an Off-Catalogue Further Competition Procedure, the details below should be provided as part of the Tender.

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. Please complete:
None

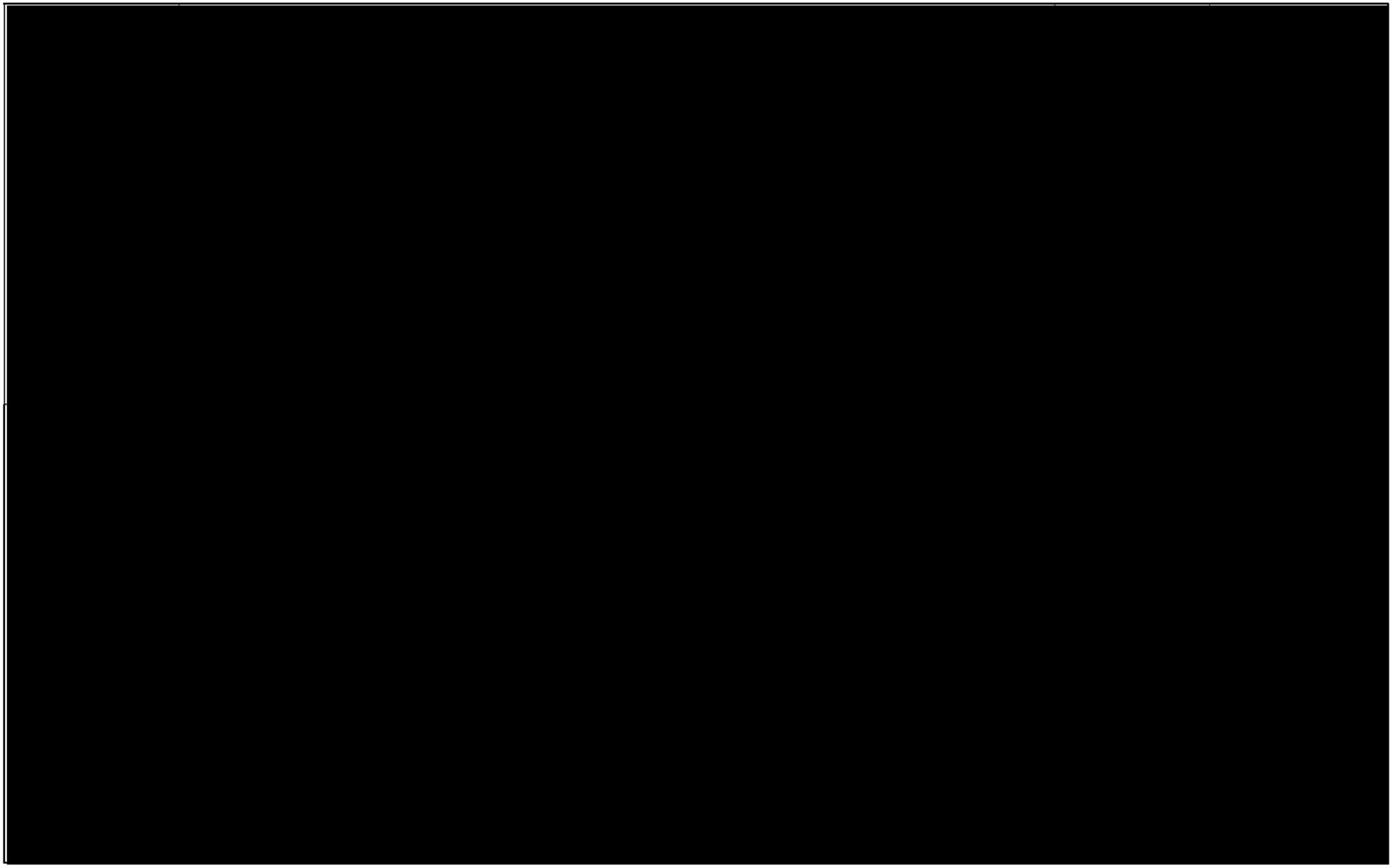
Exclusive Assets Please list any Exclusive Assets applicable to each Service Instance:	
Service Instance ID	**Exclusive Assets**

Section D.2 Specific Associated Services requirement responses

NA

Section D.3 Charges information

Charges (excluding VAT)			
Service Instance Id	**Payment Milestone**	**Milestone Criteria**	**Charge payable**
		i)	
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**
[redacted]			



[redacted]

Supplier Development Costs shall mean any incremental costs which, in the Catalogue Authority's reasonable opinion, were reasonable, unavoidable and actually incurred by the Supplier in order for the Catalogue Solution to comply with requirements from the PoC Specification.

Section D.4 Performance Regime

Performance Regime					
Catalogue Solution ID	**Service Level title**	**Operating Service Level (OSL)**	**Critical Service Level (CSL)**	**Measurement method**	**Service Credit calculation, including any Service Credit cap applicable** (if not applicable, state not applicable)
As set out in section B.3	Availability	99.9%	99%		For each Service Period: • 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 previous Service Period's charges shall apply*. Should the performance be equal to or below the CSL for two or more Service Periods over three consecutive Service Periods then Service Credits equal to 100% of the previous Service Period's charges shall apply*.
As set out in section B.3	Incident Management Resolution	Applicable for CGL: Severity 1 Incident Resolution– 3 Hrs Severity 2 Incident Resolutio – 6 Hrs Applicable following CGL: Severity 1 Incident Resolution– 2 Hrs Severity 2 Incident Resolutio – 4 Hrs	Applicable for CGL: Severity 1 Incident Resolution– 5 Hrs Severity 2 Resolution – 9 Hrs Applicable following CGL: Severity 1 Incident Resolution– 4 Hrs Severity 2 Incident Resolutio – 8 Hrs		For each Service Period: • should the performance be on or above the OSL no action shall apply; • should the performance be below OSL on more than one occasion in any Service Period then an urgent review shall be requested by the Authority. Should the performance be below CSL on three or more occasions in any two consecutive Service Periods for a Severity 1 incident, then then Service Credits equal to 50% of the previous Service Period's charges shall apply*. There shall be no deduction against the charges where performance is below CSL on one or more occasion in any Service Period for a Severity 2 incident, however the Supplier shall require the Supplier to comply with the Call Off Remediation Process as set out in clause 26 of the Call Off Terms.

As set out in section B.3	Problem Management Resolution	Severity 1 Problem Resolution – 30 days Severity 2 Problem Resolution– 60 days	Severity 1 Problem Resolution– >30 days Severity 2 Problem Resolution >60 days	Measured per Problem raised against HSSI only	For each Service Period: • Supplier performance against OSL shall be monitored. The Authority may request a Problem Review where one or more failure occurs against OSL. Should the performance be below CSL on three or more occasions in any two consecutive Service Periods for a Severity 1 Problem, then then Service Credits equal to 50% of the previous Service Period's charges shall apply*. There shall be no deduction against the charges where performance is below CSL for a Severity 2 Problem, however the Supplier shall require the Supplier to comply with the Call Off Remediation Process as set out in clause 26 of the Call Off Terms.

***Note:** For the avoidance of doubt, whilst the Service Credits set out in the table above are cumulative, the total liability of the Supplier in any Service Period for Service Credits shall not exceed 100% of the previous Service Period's charges.*

Support Hours

Service Levels set out above shall only be measured within Support Hours for Availability and Severity 1 Incident Resolution. All other Service Levels shall be measured within Core Hours only. The Support Hours defined below take precedence over Support Hours defined in Schedule 2.1 to this Call Off Agreement.
Support Hours are defined as Core Hours and On Call Hours

Core Hours

- are 8.30 am to 5.30pm Monday to Friday (excluding English bank holidays)

On Call Hours

- 6.30am to 8.30am and 5.30pm to 8.30pm Monday to Friday and 6.30am to 8.30pm on Saturday and Sundays (excluding English bank holidays);

In addition to those requirements set out in the Service Management Standard, the following service requirements are also applicable to the Supplier's Catalogue Solution. Those requirements indicated as "Should" are not mandatory requirements which the Supplier's Catalogue Solution must comply with, however for the avoidance of doubt "Must" requirements are mandatory.

Area	Requirement	Must / Should
Service Monitoring	The Supplier should provide real time data or with agreed regularity, sufficient to allow NHS Digital IT Operations to monitor the end-to-end health of the COVID Vaccination Service.	Should
Incident management – High Severity Service Incidents	In addition to and without limitation to the High Severity Service Incident (HSSI) requirements detailed in the Service Management Standard the Supplier shall raise any HSSI it is made aware of with the NHS Digital service bridge under the following conditions: 1. where data (daily summary clinical extracts, extended attributes extract, and adverse reactions) has not been provided by the Catalogue Solution to *DPS* by the time specified, or 2. where there is an issue with the data provided, for example: empty files, incomplete data, etc.	Must
Incident Management – Service Desk	The Supplier shall integrate with the Covid Vaccination service support model (including the Atos service desk), enabling vaccination sites to either: 1. Report incidents to the NHS Digital vaccination service desk for assignment to the service provider as a resolver group: 2. In the case where the Service Provider is also an existing GPIT provider running their own service desk, then incidents that relate to the Covid Vaccination service that are raised to the Service Provider's service desk shall be shared with the Covid Vaccination service desk in near real-time for information and reporting purposes. Any information accessed by the Supplier via the Atos service desk and or its systems shall be treated as Confidential Information and the Supplier acknowledges that any information provided by it in, to the Atos service desk may be accessed by any authorised person or organization supporting the vaccination programme.	Must

Problem Management	In addition to standard SM018 the Supplier shall upon request from NHS Digital, attend a problem review meeting to discuss problem records associated with the COVID Vaccination Service. The frequency of these meetings will be ad-hoc and no more than weekly.	Must
Change Management	The Supplier will inform NHS Digital Covid Vaccination Team immediately after any change has been completed that includes COVID Vaccination Service requirements and/or functionality whether the change was successful or unsuccessful and reverted.	Must

Without prejudice to its obligations under the Data Processing Deed, should a Service Recipient decide to no longer use the PoC Catalogue Solution, the Supplier shall ensure that the Service Recipient's administrator access shall remain in place for a period of up to 3 months following termination or expiry of this Call Off Agreement, in order for that Service Recipient to retain access to historic transaction data.

Section D.5 Description of Personal Data

The description of the Personal Data Processing applicable to the Call Off Agreement will be as set out in the table at D.5.1 below (with any variations set out in the table at D.5.2 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

For each Catalogue Solution and Additional Service, the default position in relation to data processing and the list of the Supplier's Sub-processors shall be as set out on the associated Catalogue Solution Listing. However, where the information is not available on the Catalogue Solution Listing, the position shall be as set out at D.5.2 below.

The Supplier must complete the Supplier's Data Protection Officer details below:

Supplier's Data Protection Officer Name and Contact Details:	[redacted]

D.5.2 Variation to default Personal Data Processing information

This section is used to record any variation to the data processing set out on the Catalogue Solution Listing that is specific to this Call Off Agreement, or to record any data processing set where the information is not yet able to be set out on the Catalogue Solution Listing.

Description	Details
Subject matter of the Processing	
Duration of the Processing	
Nature and purposes of Processing	
Type of Personal Data	
Categories of Data Subjects	
Supplier's Data Protection Officer	
Sub-processors (the name of each Sub-processor or "None")	

Section E
Call Off Agreement Award

Call Off Ordering Party Organisation: NHS England
Supplier name: Phoenix Partnerships (TPP)
Unique Call Off Agreement ID:

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

The Supplier will supply the Services specified in this Call Off Order Form to the Call Off Ordering Party and Service Recipients (which may also include the Call-Off Ordering Party) 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.

For the Call Off Order Form to take effect, both parties must complete and sign this Call Off Order Form.

SIGNATURES	
[redacted]	