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**RM6100 Technology Services 3  
Framework Schedule 4 Annex 1  
Lot 1 Order Form**

## Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 25/11/2025 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call-Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website <https://www.crowncommercial.gov.uk/agreements/RM6100>. The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

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

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

This Order Form shall comprise:

1. This document headed "Order Form";
2. Attachment 1 – Services Specification;
3. Attachment 2 – Schedule of Processing, Personal Data and Data Subjects;
4. Attachment 3 – Transparency Reports; and
5. Annex 1 – Call-Off Terms.

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

- a) the Framework, except Framework Schedule 18 (Tender);
- b) the Order Form and its Attachments;
- c) the Call-Off Terms; and
- d) Framework Schedule 18 (Tender).



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## Section A General information

Contract Details	
<b>Contract Reference:</b>	[REDACTED]
<b>Contract Title:</b>	UKHSA AI Readiness Assessment & Use Case
<b>Contract Description:</b>	AI Readiness Assessment and Use Case Development
<b>Commencement Date:</b> this should be the date of the last signature on Section D of this Order Form	25/11/2025

**Buyer details**

**Buyer organisation name**  
UKHSA

**Billing address**  
Your organisation's billing address - please ensure you include a postcode  
[REDACTED]

**Accounts**  
[REDACTED]

**Buyer representative name**  
The name of your point of contact for this Order  
[REDACTED]

**Buyer representative contact details**  
Email and telephone contact details for the Buyer's representative. This must include an email for the purpose of Clause 34.2 of the Contract.  
Name: [REDACTED]  
Role: [REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]  
Address: [REDACTED]

**Buyer Project Reference**  
Please provide the customer project reference number.  
[REDACTED]



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<b>Supplier details</b>
<b>Supplier name</b> The supplier organisation name, as it appears in the Framework Agreement Informed Solutions Limited
<b>Supplier address</b> Supplier's registered address [Redacted]
<b>Supplier representative name</b> The name of the Supplier point of contact for this Order [Redacted]
<b>Supplier representative contact details</b> Email and telephone contact details of the supplier's representative Name: [Redacted] Role: [Redacted] Phone: [Redacted] Email: [Redacted] Address: [Redacted]
<b>Order reference number or the Supplier's Catalogue Service Offer Reference Number</b> A unique number provided by the supplier at the time of the Further Competition Procedure. Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference Number.



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## Section B

### Part 1 - The Services Requirement

#### **Commencement Date**

See above in Section A

#### **Contract Period**

*Guidance Note – this should be a period in months from the Commencement Date, up to the maximum permitted Contract Period of 24 months (2 years)*

CALL-OFF INITIAL PERIOD: 6 Months

CALL-OFF OPTIONAL  
EXTENSION PERIOD: 6 Months

MINIMUM NOTICE PERIOD  
FOR EXTENSION(S): 1 Month

#### **Services**

The Supplier shall provide the following Services to the Buyer:

The Services are described in Attachment 1 (Services Specification).

#### **Deliverables**

The Supplier shall provide the following Deliverables to the Buyer as part of the Services:

The Deliverables are described in Attachment 1 (Services Specification).



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**Sites for the provision of the Services**

Guidance Note - Insert details of the sites at which the Supplier will provide the Services and/or Deliverables, which shall include details of the Buyer Premises, Supplier premises and any third party premises.

The Supplier shall provide the Services and/or Deliverables from the following Sites:

**Buyer Premises:**

The principal Buyer Site for delivery of the Services is: UKHSA, [REDACTED] [REDACTED] Other Buyer premises may be visited from time to time in the delivery of the Services.

**Supplier Premises:**

[REDACTED]

**Third Party Premises:**

Based on the contracted services which are being provided, the following locations have been approved as being suitable in the delivery of the associated services:

- Supplier offices and remote working locations within the United Kingdom. Where staff are working at remote working locations, connectivity to the Buyer’s systems shall employ the Buyer’s remote working tools and systems, including but not limited to Microsoft 365 tools, accessing these via Supplier end user devices and internet-based networks.
- Where access to private or sensitive data is required by the Supplier, classified at Official-Sensitive or above, the Buyer shall provide to the Supplier such suitable desk locations, devices, virtual machines, software, encryption and/or connectivity as are necessary for the Supplier to comply with the Buyer’s security and data privacy policies.
- The Buyer shall provide reasonable notice to the Supplier of any specific location, equipment and/or software requirements for accessing data necessary for the delivery of the Services.

**Additional Standards**

Guidance Note: see Clause 7 (Standards) and the definition of Standards in Schedule 1 of the Call-Off Terms. Specify any particular standards that should apply to this Contract over and above the Standards.

Not Applicable

**Key Supplier Personnel**

Guidance Note: see Clauses 6.4 – 6.8 of the Call-Off Terms. Include any Key Supplier Personnel (and their Key Roles).

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

**Buyer Property**

Guidance Note: see definition of Buyer Property in Schedule (Definitions) of the Call-Off Terms. Include details of any property other than real property or IPR below.



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Not Applicable

**Buyer Security Policy**

*The Supplier shall comply with the Buyer Security Policies set out on the Buyer's intranet, via the link below. The Buyer shall notify the Supplier of material changes to these policies that are likely to impact the Supplier's compliance:*

[Redacted]

**Buyer Enhanced Security Requirements**

*Guidance Note: if the Supplier has access to the Buyer System then the Buyer should consider including additional enhanced security requirements here to govern the Supplier's use of such system – this might include incorporating an ICT policy. These requirements are in addition to those set out in the Security Policy (if any) above.*

[Redacted]

**Insurance**

*Guidance Note: if the Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Agreement or the Buyer requires any additional insurances please specify the details below.*

- Professional indemnity insurance [with cover (for a single event or a series of related events and in the aggregate) of not less than] ten million pounds (£10,000,000);
- Public liability insurance [with cover (for a single event or a series of related events and in the aggregate)] of not less than ten million pounds (£10,000,000); and
- Employers' liability insurance [with cover (for a single event or a series of related events and in the aggregate) of not less than] ten million pounds (£10,000,000).

**Key Sub-Contractors**

*Guidance Note: see Framework Schedule 7 (Key Sub-Contractors) for detail and include here details of any Key Sub-Contractors which are applicable to this Contract.*

Not Applicable

**Part 2 – Charges, Payment and Invoicing**

**Contract Charges (excluding VAT)**

*Guidance Note - insert the applicable Charges having regard to Framework Schedule 3 (Framework Prices and Charging Structure) and include details of time and materials and any fixed price. Also include details of any agreed expenses and terms relating to such expenses.*

*The applicable charging method(s) for this Call-Off is:*

- [Redacted]





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11	[REDACTED]								
[REDACTED]									

**Workstream**

[REDACTED]

[REDACTED]

[REDACTED]

**Payment Profile**

[REDACTED]

[REDACTED]

**Invoice Details**

The Supplier will issue Electronic Invoices in accordance with the agreed Payment Profile.

All invoices must be sent to:

[REDACTED]

**Accounts**

[REDACTED]

UKHSA VAT No: [REDACTED] Contact number for all invoice related queries: [REDACTED]

All invoices must include:

*Submitted invoices must be accompanied by supporting information including: (i) completed timesheets for amounts set out in the relevant invoice; and (ii) such other information as the Buyer (acting reasonably) may require in order to verify the invoiced amounts.*

**Method of Payment**

[REDACTED]

The payment method for this Contract is [REDACTED] agreed between the Buyer and the Supplier. [REDACTED]



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[Redacted]

Contract [Redacted] Value: £399,500 + VAT

### Part 3 – Additional and Alternative Buyer Terms

#### Additional Schedules and Alternative Clauses

None

#### Additional Schedules

Guidance Note: Tick any applicable boxes below

Additional Schedules	Tick as applicable
S1: Business Continuity and Disaster Recovery	<input type="checkbox"/>
S2: Continuous Improvement	<input type="checkbox"/>
S3: Supply Chain Visibility	<input type="checkbox"/>

Where selected above the Additional Schedules set out in document RM6100 Additional Terms and Conditions Lot 1 shall be incorporated into this Contract.

#### Alternative Clauses

Guidance Note: Tick any applicable boxes below

The following Alternative Clauses will apply:

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

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lot 1 shall be incorporated into this Contract.

#### Liability

Guidance Note: to the extent that the Buyer would like to **increase** the limits of liability contained in Clause 12.1 of the Call-Off Terms, then specify the alternative limit below. Neither party is permitted to lower the limits set out in Clause 12.1 of the Call-Off Terms.

The limitation of liability set out in Clause 12.1 of the Call-Off Terms shall be amended to read:

Not Applicable

#### Termination for Convenience

[Redacted]



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The notice period for termination of convenience set out in Clause 19.1 of the Call-Off Terms shall be amended from 30 Working Days to read: Not Applicable

### Section C Supplier response

#### Commercially Sensitive information

[Redacted]

[Redacted]

### Section D Contract award

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

#### SIGNATURES

##### For and on behalf of the Supplier:

Name	[Redacted]
Job role/title	[Redacted]
Signature	[Redacted]
Date	[Redacted]

##### For and on behalf of the Buyer:

Name	[Redacted]
Job role/title	[Redacted]
Signature	[Redacted]
Date	[Redacted]



### Attachment 1 – Services Specification

Services Specification	
Call-Off Deliverables Background	[Redacted]
Delivery phase(s)	[Redacted]
Overview of Re- quirement	[Redacted]



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[Redacted content]







Services Deliverables			
Outcome Description	[Redacted]		
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]



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D05	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	Call-Off End Date



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			<ul style="list-style-type: none"><li>[REDACTED]</li></ul>	
[REDACTED]	[REDACTED]		<ul style="list-style-type: none"><li>[REDACTED]</li></ul>	[REDACTED]
[REDACTED]	[REDACTED]		<ul style="list-style-type: none"><li>[REDACTED]</li></ul>	[REDACTED]
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]		<ul style="list-style-type: none"><li>[REDACTED]</li></ul>	





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Supplier Resource Plan	
Security Applicable to Call-Off:	
Cyber Essentials Scheme	
Call-Off Standards	







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Call-Off  
Reporting  
Require-  
ments:





## Attachment 2 – Schedule of Processing, Personal Data and Data Subjects

This Attachment 2 shall be completed by the Buyer, who may take account of the view of the Supplier, however the final decision as to the content of this Attachment 2 shall be with the Buyer at its absolute discretion.

1. The contact details of the Buyer's Data Protection Officer are: Department of Health and Social Care's (DHSC) Data Protection Officer – at [data\\_protection@dhsc.gov.uk](mailto:data_protection@dhsc.gov.uk)
2. The contact details of the Supplier's Data Protection Officer are: [informationrequest@informed.com](mailto:informationrequest@informed.com)
3. The Supplier shall comply with any further written instructions with respect to processing by the Buyer.
4. Any such further instructions shall be incorporated into this Attachment 2.

Description	Details
Identity of the Controller and Processor	<p><i>The Relevant Authority is Controller and the Supplier is Processor.</i></p> <p><i>The Parties acknowledge that in accordance with Paragraph 3 to Paragraph 16 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</i></p> <ul style="list-style-type: none"> <li>• <i>On the basis of the nature of activities likely to be required to be undertaken by the Supplier, the Parties shall discuss and agree the details of the table below in each applicable Statement of Work in the form of the table below.</i></li> </ul>
Subject matter of the processing	<p><i>The processing is needed in order to ensure that the Supplier can effectively deliver the contract to deliver AI readiness assessments and use cases to support new business demand for Digital and Technology solutions to the Buyer.</i></p>
Duration of the processing	<p><i>Duration of the Processing is the duration of the contract, including any extensions.</i></p>
Nature and purposes of the processing	<p><i>The Supplier is being appointed to deliver AI readiness assessments and use cases to support new business demand for Digital and Technology solutions.</i></p> <p><i>The nature of the Processing may vary for each Call-Off, but will likely include:</i></p> <ul style="list-style-type: none"> <li>• <i>Pre discovery engagement and discovery research, where processing includes consultation, collection, recording,</i></li> </ul>



	<p><i>organisation, structuring, storage, and use of data gathered from data subjects including UKHSA staff, suppliers, partners and possibly service users to inform recommendations and reports for next steps in a products development.</i></p> <ul style="list-style-type: none"> <li>• <i>Alpha delivery, where processing includes collection and use of data from data subjects including UKHSA staff, partners and service users to test and validate hypothesis of potential solutions.</i></li> <li>• <i>Beta delivery, where processing includes collection, recording, organisation, structuring, use, retrieval and dissemination of information through the provision of new digital or technology services. Data subjects may include UKHSA staff, partners, Health professionals and service users including citizens.</i></li> <li>• <i>The Supplier may also hold and process data about the performance of the Buyer’s Technology function and it’s suppliers, against it’s delivery plans and objectives.</i></li> <li>• <i>The Supplier may also process for the purposes of on-boarding and off-boarding staff, information about other supplier staff and contracts, which will include personally identifiable information such as name, address, phone number, email address.</i></li> <li>• <i>The Supplier may also process personally identifiable information on potential Civil Servants, to support recruitment assessment, where requested.</i></li> </ul>
<p>Type of Personal Data being Processed</p>	<p><i>The types of personal data processed by the Supplier will include, but not be limited to, the following information relating to identified and identifiable natural persons (‘data subjects’):</i></p> <ul style="list-style-type: none"> <li>• <i>Examples expected to be gathered during engagement, discovery and alpha include: name, address, date of birth, telephone number, email address, images of data subjects.</i></li> <li>• <i>Examples which we might reasonably expect to be gathered as part of building and testing digital and technology services include: names, address, date of birth, gender, telephone number, email address, job title/organisation structure data, National Insurance Number, NHS number, images, voice recordings and also special category data (including information about health, race, ethnic origin, sex life)</i></li> </ul>
<p>Categories of Data Subject</p>	<p><i>This will include but not be limited to: Staff (including volunteers, agents, and temporary workers), customers/clients, suppliers, patients, students/pupils, members of the public, users of a particular service. This may include data related to children or vulnerable individuals, depending on its relevance to user research and service development.</i></p>







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## **Annex 1 – Call-Off Terms and Additional Schedules and Alternative Clauses**



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## Annex 2 – Buyer AI Principles and Deliverables

