

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)



Crown
Commercial
Service

Digital Outcomes and Specialists 5 (RM1043.7)

Framework Schedule 6 (Order Form)

Version 2

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ORDER FORM

Call-Off Reference: **17775**

Call-Off Title: **laboratory Surveillance Discovery**

Call-Off Contract Description: The Discovery will identify current data flows, gaps, opportunities for integration, future needs, and define the future data requirements for infectious-disease-laboratory-reporting, integration of results into laboratory surveillance, which informs a plan to rationalise and standardise existing data flows including the development of a flexible and scalable comprehensive laboratory information standard.

The Buyer: **UK Health Security Agency**

Buyer Address:

The Secretary of State for Health and Social Care as part of the Crown
through the UK Health Security Agency

Buyer's main address:

Nobel House,

17 Smith Square,

London,

SW1P 3HX

The Supplier: **Made Tech Limited**

Supplier Address: 4 O'Meara Street, London,
England,

SE1 1TE

Registration Number: 06591591

DUNS Number: [Insert if known]

SID4GOV ID: [Insert if known]

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Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 30th September 2022

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

Call-Off Lot

Lot 1 Digital Outcomes

Call-Off Incorporated Terms

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions) RM1043.7
- 3 Framework Special Terms

[The following Schedules in equal order of precedence:

- Joint Schedules for RM1043.7
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors) **[Optional]**
 - Joint Schedule 7 (Financial Difficulties) **[Optional]**
 - Joint Schedule 8 (Guarantee) **[Optional]**
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) RM1043.7
 - Joint Schedule 12 (Supply Chain Visibility) **[Optional]**

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- Call-Off Schedules for RM1043.7
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery) [**Optional**]
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels and Balanced Scorecard) [**Optional**]
 - Call-Off Schedule 15 (Call-Off Contract Management) [**Optional**]
 - Call-Off Schedule 16 (Benchmarking) [**Optional**]
 - Call-Off Schedule 17 (MOD Terms) [**Optional**]
 - Call-Off Schedule 18 (Background Checks) [**Optional**]
 - Call-Off Schedule 19 (Scottish Law) [**Optional**]
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-off Schedule 21 (Northern Ireland Law) [**Optional**]
 - Call-Off Schedule 25 (Ethical Walls Agreement) [**Optional**]
 - Call-Off Schedule 26 (Cyber Essentials Scheme) [**Optional**]
- 4 CCS Core Terms (version 3.0.9)
- 5 Joint Schedule 5 (Corporate Social Responsibility) RM1043.7
- 6 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

Call-Off Special Terms

The following Special Terms are incorporated into this Call-Off Contract:

[Special Term 1: Work to be delivered remotely but there might be occasional travel to customer premises at no additional cost to the buyer.

[Special Term 2: All travels and expenses are inclusive in the daily rate card

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Call-Off Start Date: 30th September 2022

Call-Off Expiry Date: 29th March 2023 Call-Off

Initial Period: 6 month

Call-Off Optional Extension Period: Not applicable

Minimum Notice Period for Extensions: Not Applicable

██████████

Call-Off Contract Value: £179,750

Call-Off Deliverables

Details in Appendix 1 Supplier proposal.

Buyer's Standards

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a [Cyber Essentials Certificate] [OR Cyber Essentials Plus Certificate] prior to commencing the provision of any Deliverables under this Call-Off Contract.

Maximum Liability

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is

██████████. estimated Charges in the first 12 months of the Contract.

Given the estimated Year 1 Charges of ██████████, the total aggregate liability will therefore be £5 million.

Call-Off Charges

1 Capped Time and Materials (CTM)

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

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Reimbursable Expenses

See Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy

Payment Method

Invoice/BACS Transfer monthly in arrears

Buyer's Invoice Address

Account Payables

[REDACTED]

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Buyer's Authorised Representative

Heather Heard

[DD of Surveillance Systems & Bioinformatics

Buyer's Environmental Policy [Insert details [Document name] [version] [date] [available online at:] **or insert:** [Appended at Call-Off Schedule X

Buyer's Security Policy



Security Policy.pdf

[**Insert details** [Document name] [version] [date] [available online at:]

or insert: [Appended at Call-Off Schedule 9 (Security)]]

Supplier's Authorised Representative

[Redacted]
[Redacted]
[Redacted]
[Redacted]

4 O'Meara St, London SE1 1TE

Supplier's Contract Manager

[Redacted]
Head of Health
[Redacted]
[Redacted]

4 O'Meara St, London SE1 1TE

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Progress Report Frequency

The project will be run in an agile manner and all relevant ceremonies for the agile (SCRUM) delivery methodology must be observed. It is the responsibility of the Supplier to observe all these SCRUM ceremonies and provide relevant artefacts accordingly.

Progress Meeting Frequency

As required by the SCRUM methodology and the teams' cadence.

See Call-off schedule 14 (Service Levels and Balanced Scorecard) – Section 2 (Balanced Scorecard).

Key Staff

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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4 O'Meara St, London SE1 1TE

Made Tech permanent staff will be used throughout this call off schedule

Key Subcontractor(s)

N/A

Commercially Sensitive Information

The Supplier’s day rates and names of Supplier’s staff are Commercially Sensitive Information.

The Parties confirm that the Supplier's tender submission has been treated as private and confidential and will continue to be treated in such a manner.

The Parties acknowledge that, under the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIRs) as amended, the Buyer is obliged (subject to the application of any relevant exemptions and, where applicable, the public interest test) to disclose information in response to requests for information. The Supplier acknowledges that the Buyer could receive requests for any information relating to this Call Off Contract and/or the tender procedure and may be legally obliged to release information

Balanced Scorecard

[Insert See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)]

Material KPIs

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard):

Material KPIs	Target	Measured by

Additional Insurances

Insurance requirements shall be as stated in Joint Schedule 3 (Insurance Requirements):

- Public liability and products insurance: £5 Million
- Employers’ liability: £5 million
- Professional indemnity: £1 million

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Guarantee

Not applicable

or insert The Supplier must have a Guarantor to guarantee their performance using the form in Joint Schedule 8 (Guarantee)

or insert There's a guarantee of the Supplier's performance provided for all Call-Off Contracts entered under the Framework Contract]

Social Value Commitment

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender) and the submitted proposal.

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Signed by:
[Redacted]
Role:
43F83D5930894D6...

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

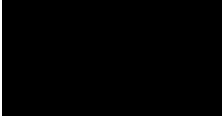
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ANNEX 1 (TEMPLATE STATEMENT OF WORK)

1 Statement of Works (SOW) Details

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

Date of SOW: 26/09/2022

SOW Title: Laboratory Surveillance Discovery SOW

Reference:LS001

Call-Off Contract Reference: Buyer: UK

Health Security Agency Supplier: Made

Tech Limited SOW Start Date:

26/09/2022

SOW End Date: 25/03/2023

Duration of SOW: 6 months Key

Personnel (Buyer):

Key Personnel (Supplier):

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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Subcontractors: None

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2 Call-Off Contract Specification – Deliverables Context SOW

Deliverables Background, deliverables and requirement:

Background

The UK Health Security Agency has developed a strategic transformation programme to revolutionise our information infrastructure to capitalise on emerging technologies to enhance our data and infectious disease surveillance capability.

A key component of the transformation programme is the need to rationalise, modernise and optimise our disparate information systems, making them more efficient to maintain and support, ensuring that we are making the best use of the data that we collect and hold. This will not only enhance our surveillance capability for infectious diseases, it will also reduce the burden on laboratories that provide data to the UK Health Security Agency.

A need to rationalise and standardise existing data flows has been identified as part of this planned programme of work, and a project has been initiated to fully understand the requirements.

To inform this project, we would like to commission technical consultancy services to undertake a discovery exercise to map the systems, processes and data to provide insight into current surveillance systems, to understand existing infectious disease laboratory data flows to UKHSA.

This should identify current data flows, gaps, opportunities for integration, future needs, and comprehensively define the future data requirements for infectious disease laboratory reporting, that also includes a plan for the routine integration of negative results into laboratory surveillance. This understanding of data needs will inform a laboratory surveillance development plan to rationalise and standardise existing data flows as well as the development of a flexible and scalable comprehensive laboratory information standard.

Expected outputs

- Mapping the systems, processes and data to provide insight into current surveillance systems, processes and requirements and produce **Laboratory Surveillance Requirements**

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Specification, that also includes a plan for the routine integration of negative results into laboratory surveillance and agree a laboratory surveillance development plan

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- Analysis of the surveillance requirements and data flows to inform the development of a flexible and scalable comprehensive laboratory data standard and implementation roadmap
- A data catalogue defining laboratory surveillance data requirements, capturing existing data, identifying known issues and future needs (to inform or complement the related UKHSA wide work)

Must Have/Essential Requirements

- Technical consultancy experience within the healthcare sector
- Experience of leading data requirements gathering projects within the public sector
- Experience of working with users and stakeholders at all levels in large and complex organisations
- Experience in delivering evidence-based research to inform a user-centred redesign, focused on external users' needs, end-to-end user journeys, motivations and goals
- Experience of defining data requirements that meet identified user needs
- Experience of data and system integration and interoperability
- Experience of common healthcare taxonomies such as SNOMED CT and standards
- Work to begin in late summer / early autumn 2022

Should Have/Desired

- Experience of supporting healthcare organisations in devising an information systems strategy and solution architecture

Systems in Scope (apologies for acronyms)

1. Second Generation Surveillance System (SGSS)
2. Unified Sample Dataset (USD)
3. DART
4. MOLIS
5. STARLIMS
6. Respiratory Data Mart / Laboratory Data Mart
7. iGateway
8. ARM Portal / PoCT portal (and associated systems and data flows)
9. Notification of Infectious Diseases (NOIDs)
10. Unified Infection Dataset (UID)
11. CIMS – Case and Incident Management System (HP Zone Replacement System)
12. Enhanced surveillance and operational systems which receive laboratory data for surveillance activities

+ Other upstream systems which provide data into SGSS (e.g. HPZone / NOIDS data)

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++ Downstream 'Core Surveillance Systems' and operational systems which receive laboratory data for surveillance activities (e.g. VESSy, HPZone)

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3 Buyer Requirements – SOW Deliverables

Outcome Description:

Milestone Ref	Milestone Description	Acceptance Criteria	Due Date
MS01			
MS02			

Delivery Plan:

Dependencies:

Supplier Resource Plan:

Security Applicable to SOW:

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

Cyber Essentials Scheme:

The Buyer requires the Supplier to have and maintain a **Cyber Essentials Certificate** for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).

SOW Standards:

[Insert any specific Standards applicable to this SOW (check Annex 3 of Framework Schedule 6 (Order Form Template, SOW Template and Call-Off Schedules)]

Performance Management:

Material KPIs	Target	Measured by
2 weekly show and Tell.	Approve all committed work for the sprint.	Approve the definition of done.

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A balance scorecard will also be used as part of managing suppliers performance to committed deliverables.

Additional Requirements:

Key Supplier Staff:

Supplier to provide during onboarding process.

Key Role	Key Staff	Contract Details	Employment / Engagement Route
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			(incl. inside/outside IR35)

4 Charges

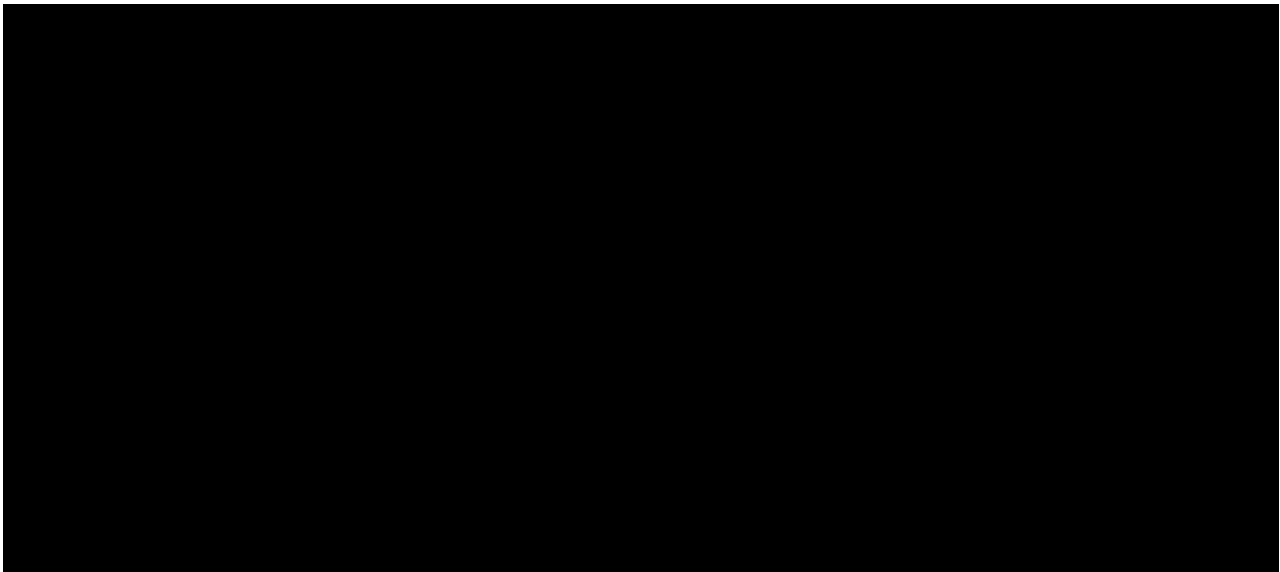
Call Off Contract Charges:

The applicable charging method(s) for this SOW is:

- [Capped Time and Materials]

The estimated maximum value of this SOW (irrespective of the selected charging method) is

Rate Cards Applicable:



Reimbursable Expenses:


- No expenses to be reimbursed as part of the delivery of this contract.
- The contract will be delivered remotely with occasional travel to the buyer’s location. Travel expenses had been built into the supplier rate card.

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5 Signatures and
Approvals Agreement of
this SOW

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

For and on behalf of the Supplier

DocuSigned by:

43F83D5930894D6...

Full Name: Date/Time

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Date:FCEDD1C604A45C...

Signature:

Full Name: Job [Redacted]am

Title/Role: Date Head of Commercial, D&T 29/09/2022

Signed:

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ANNEX 1

Data Processing

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

[Template Annex 1 of Joint Schedule 11 (Processing Data) Below]

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Relevant Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 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:</p> <p>The Supplier is Controller and the Relevant Authority is Processor</p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data:</p> <ul style="list-style-type: none"> • The scope of Personal Data which the purposes and means of the Processing by the Relevant Authority is determined by the Supplier, <p>The Parties are Joint Controllers</p> <p>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> • N/A <p>The Parties are Independent Controllers of Personal Data</p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> • Business contact details of Supplier Personnel for which the Supplier is the Controller, • Business contact details of any directors, officers, employees, agents,

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	consultants and contractors of Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority's duties under the Contract) for which the Relevant Authority is the Controller,
Duration of the Processing	Dates shall be as specified in the order form: Call-Off Start Date, Call-Off Expiry Date.

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Nature and purposes of the Processing	Storage and use to facilitate arrangements for and delivery of user research
Type of Personal Data	Name, telephone number, email address, address/location and survey/interview information.
Categories of Data Subject	Research participants (including staff, customer and suppliers)
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	All data shall be returned to the Buyer or destroyed with 20 working days of the Call-Off Expiry Date