



**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 **1st June 2022** 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 [\[Technology Services 3 - CCS \(crowncommercial.gov.uk\)\]](https://www.crowncommercial.gov.uk/Technology-Services-3-CCS) 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).



Section A General information

Contract Details	
Contract Reference:	PRO5536 / C94293
Contract Title:	UK Health Security Agency, License to Operate
Contract Description:	UKHSA has a requirement to deliver the next phase of the License To Operate (LTOP) programme. This is to ensure that UKHSA, as a Civil Service Executive Agency, is not only following government policy and legislative requirements, but can also demonstrate that it is doing so to build and retain partner trust, and public confidence.
Commencement Date: this should be the date of the last signature on Section D of this Order Form	1st June 2022

Buyer details
Buyer organisation name Secretary of State for Health and Social Care acting as part of the Crown through the UK Health Security Agency
Billing address Your organisation's billing address - please ensure you include a postcode [Redacted] No: GB888851648
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.

[Redacted]

Buyer Project Reference

PRO5536 / C94293

Supplier details

Supplier name

The supplier organisation name, as it appears in the Framework Agreement
Mozaic-Services Ltd

Supplier address

Supplier's registered address

Mozaic Services Ltd

[Redacted]

Supplier representative name

The name of the Supplier point of contact for this Order

[Redacted]

Supplier representative contact details

Email and telephone contact details of the supplier's representative

[Redacted]

Order reference number or the Supplier's Catalogue Service Offer Reference Number

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.

N/A



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)

The contract is valid for an initial period up to 3 months from the commencement and may be extended by variation by periods of 1-21 months to a maximum contract period of 24 months.

Services

The LTOP Phase 2 Programme is a strategic delivery anticipated extend into 2023. It has been set up to deliver the following outcomes.

- create a modern, fit for purpose Information Management and Privacy (IMP) function that delivers privacy, information management and data governance services across UKHSA, merging IG and Privacy teams inherited from PHE, T&T and JBC
- address and implement ICO audit recommendations from 2021
- check and remediate the legal compliance of data sets from PHE, T&T and JBC
- create a positive compliance culture within UKHSA relating to IMP services.

UKHSA does not have the skilled resources and capacity available at present to deliver the outcome of the programme.

The supplier is required to support the achievement of these aims through the provision of specialist capability to the workstreams described below.

- Strategy & Op Model:
- Information & Records Management (IRM)
- Business Change, Comms:
- Training
- Data Assets Assessment
- Service Implementation:

The supplier is required to lead aspects of the delivery, sharing knowledge and expertise, and over time transition to a guiding, shadowing, and supporting role.

The Supplier will work with the UKHSA Programme SRO and Programme Manager to understand upcoming requirements of the LTOP Phase 2 programme and forward planning of capability to support longer term requirements



Capability is to be delivered via agreed Statements of Work setting out the deliverables, outcomes and timescales for the agreed period.

Capability to be planned and mobilised to support the specific requirements and timelines of the programme.

SOW to be agreed a minimum of 20 working days in advance of the start date unless mutually agreed otherwise.

Termination for convenience of discrete workpackages delivered under the terms of the contract will require 30 days notice in accordance with Clause 19.1 of the Call-Off Terms .

This initial Order focuses on the services and deliverables within the first phase of LTOP Phase 2, and covers the period June to August. Due to the nature and complexity of the programme and the iterative nature of design and development activities, a number of the deliverable will not complete within the initial period and will extend into the next period.

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

Deliverables

During the period commencing 1st June the Supplier shall provide the following Deliverables to the Buyer as part of the Services:

The supplier is required to lead aspects of the delivery, sharing knowledge and expertise, and over time transition to a guiding, shadowing, and supporting role.

Strategy & Ops Model

- Input to vision

Business Change & Comms

- Change Management Strategy
- Stakeholder Map
- Communication Strategy
- Communication Plan and associated communication artefacts
- Training Strategy
- Training Discovery (As-is assessment)
- Training Needs Analysis
- Training Pilot (ongoing)

Service Implementation

- As-is Service Review
- Service Strategy
- To-be Service Model
- Service Designs Foundation & Quick wins (this activity will span the next period)

Information & Records Management

- Information Asset Owner Interview and Information gathering
- Information Risk Governance & Assurance Analysis
- Records Key Users Discovery and Candidate identification

Data Risk Assessment



- Assessment of UKHSA data sets and update of data assessment workbook.

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 Service will be delivered remotely

Supplier Premises:

Remotely or from Supplier offices in the UK

Third Party Premises:

Not Applicable

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.

All service delivery will be in line with the technology code of practice and government service standard: The Technology Code of Practice - GOV.UK (www.gov.uk)

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).

[insert details of Key Supplier Personnel, their Key Role(s) and Duration in the below table or delete the table in its entirety and insert Not Applicable]

Key Supplier		Contract Duration

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.

[Not Applicable]



Buyer Security Policy

Guidance Note: where the Supplier is required to comply with the Buyer's Security Policy then append to this Order Form below.

UKHSA Security Policy Applies

<https://www.gov.uk/government/publications/security-policy-framework>

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.

[Not Applicable]

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.

Third Party Public Liability Insurance (£) - [Not Applicable]

Professional Indemnity Insurance (£) [Not Applicable]

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 estimated initial charges under this order (SOW) is **£519,800** as detailed below: The contract is Time and Materials.

PERIOD 1st JUNE - AUGUST			
Grade	Days	Day Rate Price	Price
[Redacted Content]			
	511	Total	£519,800

All Charges shall be payable by the Buyer in accordance with the Payment Profile set out below.

Payment Profile

Guidance Note – insert details of payment profile which may be monthly or quarterly in arrears or the parties may agree to include payments associated with the achievement of milestones, in which case details of milestones payments should be included here.

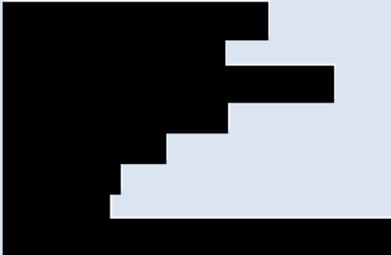
The payment profile for this Contract is monthly in arrears



Invoice Details

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

All invoices must be sent to:



Consolidated monthly invoicing - all invoices must quote a valid PO number, SOW reference and shall be accompanied by the relevant timesheets.

Method of Payment

Guidance Note – insert method of payment e.g. BACS.

BAC's or alternative payment method as agreed between the Contracting Authority and the Agency

Standard 30 days payment terms

Contract Anticipated Potential Value: £1,500,000 excl vat

Guidance Note: for procurement purposes the Buyer will need to include details of the overall anticipated potential value of this Contract over the Contract Period

Part 3 – Additional and Alternative Buyer Terms

Additional Schedules and Alternative Clauses *(see Annex 3 of Framework Schedule 4)*

This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lot 1.

Additional Schedules

Guidance Note: Tick any applicable boxes below

Not Applicable

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: Not Applicable

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

Guidance Note: insert details of the notice period for termination for convenience where such period needs to be shorter or longer than the standard position under the Call-Off Terms.

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

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – *use specific references to sections rather than copying the relevant information here.*

- All tender documentation submitted to the Buyer;
- All elements which comprise the Supplier's proposed solution under the Contract and any subsequent Statements of Work;
- Rates, expenses and other Charges excluding overall Charges;
- Supplier's business procedures and methodologies and Supplier Background IPR; and
- Personal Data relating to Supplier personnel including, but not limited to, names and identifiers provided by the Supplier.



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

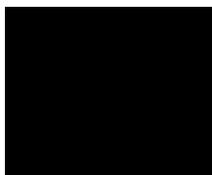
Name	[REDACTED]
Job role/title	[REDACTED]
Signature	[REDACTED]
Date	30 th June 2022

For and on behalf of the Buyer

Name	[REDACTED]
Job role/title	[REDACTED]
Signature	[REDACTED]
Date	07/07/2022



Attachment 1 – Services Specification

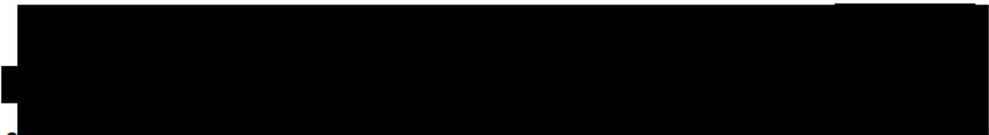




Attachment 2 – Schedule of Processing, Personal Data and Data Subjects

- Guidance Note – if the Parties determine that there is no Personal Data being processed by the Supplier then delete the contents of this Attachment 2 and insert “Not Applicable as the Supplier shall not be authorised to process any Personal Data under this Contract”.

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.

- 3  to processing by the Buyer.
- Any such further instructions shall be incorporated into this Attachment 2.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor in accordance with Clause 18 of the Contract.
Subject matter of the processing	<ul style="list-style-type: none"> The supplier has access to data sets & meta data for risk categorisation, assessment and remediation planning review but will not be physically processing the data. The supplier will be assessing risk relating to datasets some of which may contain personal information Access will be to the metadata and not the actual data set. The extend of PI is not known hence the risk assessment. Remediation actions will be taken by the Buyer as Controller. The supplier will have access to records meta data in order to design the records management process. Meta data is accessed via UKHSA provided Secure laptops.
Duration of the processing	<ul style="list-style-type: none"> Duration of the Contract, including any extensions to it
Nature and purposes of the processing	<ul style="list-style-type: none"> Assessment of metadata only to support data risk assessment and records management control and access process improvements – no processing updates or changes to the data,
Type of Personal Data being Processed	[Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc.]



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Service

Categories of Data Subject	[Examples include: Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc.]
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Attachment 3 – Transparency Reports

Title	Content	Format	Frequency
Progress to date Outlook for next Period Risks/Issues Decision Log	1 page word report Updated Dashboard	Weekly	Progress to date Outlook for next Period Risks/Issues Decision Log
Actual Expenditure/Forecast	Excel Report	Monthly	Actual Expenditure/Forecast



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

N/A