









Health Systems Support Framework: Patient

<u>References and Date</u>	
Order Reference Number	HSSF24-029 
Date of Order Form	Insert date this Order Form is signed by the Authority- This is effective from the date when first signed by the Authority using DocuSign signature and date on page 8 of this contract
<u>Parties and Key Persons</u>	
Authority	NHS England 
Suppliers	
Principal Supplier(s)	N/A

Key Roles for the supply or performance of the Deliverables and the personnel who will fill those Key Roles (“Key Personnel”)			
Contract Managers	Authority’s Contract Manager		
	Supplier’s Contract Manager(s)		
Lead Contract Manager (if applicable)	Insert the Lead Contract Manager at the commencement of this Contract		
	Authority’s Lead Contract Manager	N/A	
	Supplier’s Lead Contract Manager	N/A	
Person(s) to receive notices under the Contract	Authority’s nominated person and contact details for service of notices		
	Supplier’s nominated person and contact details for service of notices		
Notified Sub- contractors in the event of a TUPE transfer at a Relevant Commencement Date	N/A		
<u>General</u>			

Status of Order Form	Issue of this Order Form is an “invitation to treat” by the Authority following the Suppliers’ Call-Off ITT Response submitted by the Supplier(s) in response to the relevant mini-competition conducted under and in accordance with the Framework Agreement. On the signature of the Order Form by the Suppliers and its return to the Authority, the signature of the Order Form by the Authority shall be the point at which a contract is formed between the Authority and the Suppliers. This Order Form, together with the Call-Off Terms and Conditions and the applicable provisions of the Framework Agreement (and the other provisions as set out in the Call-Off Terms and Conditions) form a contract (defined as “the Contract”
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	in the Call-Off Terms and Conditions) between the parties as at and from the date of this Order Form.	
	All terms defined in the Call-Off Terms and Conditions have the same meaning when utilised in this Order Form.	
Call-Off Terms and Conditions	The Call-Off Terms and Conditions comprise the following Schedules of Appendix A of the Framework Agreement:	
	Schedule 1	Key Provisions
	Schedule 2	General Terms and Conditions
	Schedule 3	Definitions and Interpretations Provisions
	Schedule 4	This Order Form
	Schedule 5	Information Governance
	Schedule 6	Security Management
	Schedule 7	Standards
	Schedule 8	Software
	Schedule 9	Installation and Commissioning Services
	Schedule 10	Maintenance Services
	Schedule 11	Guarantee
	Schedule 12	Staff Transfer
	Schedule 13	Change Control Process

	Schedule 14	Calculation of Termination Sum
	Schedule 15	Not Used
	Schedule 16	Acceptance Testing
	Schedule 17	Benchmarking
	Schedule 18	Governance
Any additional Extra Key Provisions set out at Annex 2 below shall be incorporated into the Contract formed by the signature and completion of this Order Form.		
Framework Agreement	The Health Systems Support Framework established by NHS England for and on behalf of NHS England and other contracting authorities. (the “Framework Agreement”).	
Call-Off ITT	The Call-Off ITT as issued by the Authority to invite responses to the relevant mini-competition conducted under and in accordance with the Framework Agreement.	

Call-Off ITT Response	The Suppliers’ response to the relevant Call-Off ITT submitted by the Suppliers in response to the relevant mini-competition conducted under and in accordance with the Framework Agreement and initiated by the issue of a Call-Off ITT by the Authority.
Contract Meetings	<p>Contract meetings for this short piece of work will only be called as necessary.</p> <p>The default position is that the Authority will minute each meeting in accordance with Clause 11 of Schedule 2 of the Call-Off Terms and Conditions.</p> <p>Please note that any changes to the Processing arrangements outlined in Annex 7 of this Order Form should be dealt with under the procedure outlined in Clause 31.3 of the Call-Off Terms and Conditions.</p>
Fast-track Change values	N/A
<u>Contract Term and Termination Provisions</u>	


Term of the Contract	4 th March 2024 – 19 th July 2024
Extension of Term	N/A
Unilateral Authority right of termination notice period	N/A
Maximum Payments following Unilateral Authority right to terminate	N/A
Maximum Permitted Profit Margin	N/A
Variation to Termination Sum calculation	N/A
Insurance on Expiry or Termination	On the expiry or earlier termination of this Contract, the Suppliers are required to ensure that:

	1) unless otherwise required in the Extra Key Provisions, any ongoing liability that they have or may have arising out of this Contract shall continue to be the subject of appropriate insurance and/or indemnity arrangements and/or membership of the risk pooling statutory schemes for the period of six (6) years from termination or expiry of this Contract.
<u>Contract Deliverables</u>	

Deliverables	<p>The Deliverables to be provided by the Supplier(s) under the Contract shall be the Services and/or Ad Hoc Services and/or Goods and/or any other requirement whatsoever (including without limitation any item, feature, material, outcome or output). The Deliverables are described at Annex 1 Part 1 of this Order Form (“the Specification”), shall be provided from the Deliverables Commencement Date set out below in accordance with the KPIs set out in the Specification.</p> <p>Where the Suppliers are comprised of more than a single Supplier the Supplier Matrix at Annex 1 of the Order Form, shall indicate which portion of the Deliverables are to be provided by which of the Suppliers.</p>
Priority Deliverable	N/A
Deliverables Commencement Date	4 th March 2024
Services Commencement Date	4 th March 2024
Goods Commencement Date	N/A
Long Stop Date	N/A
Implementation Plan	As per the specification and deliverables detailed in Annex 1.

Quality Plans	N/A
Information Security Management Plan	The information security management plan is set out at Annex 5 below, as may be amended from time to time in accordance with Schedule 6 of the Call-Off Terms and Conditions.

Insurance	<p>Details of insurance for employer's liability are:</p> <p><input type="checkbox"/> Limit of indemnity: £10 million any one occurrence inclusive of costs and expenses.</p> <p>Certificate to be provided on request</p>
Supplier Specific Standards	N/A
Premises and Property	
Premises and Location(s) for the Delivery of the Deliverables	N/A
Property Licence(s) and/or Lease(s) granted to the Suppliers	N/A
<u>Information Governance</u>	
Information Governance Provisions (Schedule 5)	The default position under the Call-Off Terms and Conditions is that the Authority shall act as a Controller and the Supplier shall act as a Processor.
Processing of Personal Data	N/A
<u>Intellectual Property Rights and Licencing</u>	
Intellectual Property	N/A
Local Health and Care Record Exemplar (LHCRE) Specific IPR	N/A
Supplier Owned Foreground IPR	N/A

Standard Licence Terms	N/A
Supplier Software and Third Party Software	N/A
<u>Contract Price and Payment</u>	
Contract Price	
Financial Model	N/A
Total Contract Price for the purposes of Clause 19 (Limitation of Liability)	As outlined in Annex 3 of this Order Form
Contracts conditional on the execution of a Guarantee	N/A
Guarantee in favour of NHSE	N/A
Payment Provisions	The payment terms for the payment by the Authority to the Suppliers of the Contract Price for the Services, as set out in the Call-Off ITT and reproduced at Annex 3; and

	The level of reimbursement by the Suppliers to the Authority relating to any service credits in respect of failures by the Suppliers to meet the KPIs, as set out in the Call-Off ITT and reproduced at Annex 3.
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Signed by the authorised representative of each AUTHORITY

DocuSigned by:



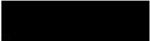
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Full Name: 
Job Title/Role: 
Date Signed: 

Signed by the authorised representative of each of the SUPPLIERS

DocuSigned by:

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Full Name: 
Job Title/Role: 
Date Signed: 

Order Form Annexes

- Annex 1
- Part 1: Specification
 - Part 2: KPI Overview
 - Part 3: KPIs
 - Part 4: Calculation of Service Credits
 - Part 5: Termination Trigger for Accrued KPI Failures
 - Part 6: Excusing Events

- Annex 2
- Extra Key Provisions

Annex 3

Contract Price and Payment Terms

Maximum Payments on Unilateral Termination

Supplier's Financial Model

Annex 4

Implementation Plan

Annex 5

Information Security Management Plan

Annex 6

Supplier Solution

Annex 7

Processing of Personal Data

Annex 8

Board Representations and Structures

Annex 9

Standard Licence Terms

Annex 10

Notified Sub-Contractors

Annex 11

Supplier Software and Third Party Software

Annex 1

Annex 1 Part 1: Specification

Introduction

Thank you for inviting us to provide costs for

[REDACTED]

[REDACTED]

Sample design

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Our understanding is that the questionnaire will remain largely unchanged from the wave 2 survey, in order to ensure comparability. This will include screening participants out if they are not attending their first outpatient appointment, as mentioned in the ‘sample design’ section. This means that when

we ask the patient if they are attending their first outpatient appointment, if they say no, we will not ask them any further questions.

Fieldwork

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Input required from NHS England

The input we will require from NHS England includes:

- Sign-off, for the questionnaire.
- An initial email to trusts encouraging their participation.
- Follow-up with trusts who are not responding or decline to take part.

Data protection

As before, we anticipate that we will not be collecting any personal data from participants.

Data processing and weighting

At the end of fieldwork, the data will be collated and processed. At this point, we will compare the profile of participants with participants in the previous surveys. We will undertake regressions on key questions to control for changes in the sample profiles and ascertain whether any changes are statistically significant.

Deliverables

Following the survey, we propose providing the following, to be agreed with you.

- Topline results, showing the headline percentage results for each question and how this has changed by wave.
- Data tables, giving the results for each question, and broken down by demographics, time since referral etc.
- A short PowerPoint report of the findings, visualising the data and drawing out the overall narrative, including comparisons with previous surveys.

Costs and timetable

Costs

[REDACTED]

Timetable

An indicative timetable will be discussed with NHSE in due course but will follow the same principles as seen in previous rounds of research. The main risk to achieving timings is our reliance on trusts. We may require support from NHS England to follow-up trusts not responding. In addition, the timings do not account for external events such as industrial action.

Our standards and accreditations

[REDACTED]

ISO 20252

This is the international market research specific standard that supersedes BS 7911/MRQSA and incorporates IQCS (Interviewer Quality Control Scheme). It covers the five

[REDACTED]

[REDACTED]

[REDACTED]

ISO 9001

This is the international general company standard with a focus on continual improvement through quality management systems. In 1994, we became one of the early adopters of the ISO 9001 business standard.

ISO 27001

This is the international standard for information security, designed to ensure the selection of adequate and proportionate security controls. Ipsos was the first research company in the UK to be awarded this in August 2008.

The UK General Data Protection Regulation (GDPR) and the UK Data Protection Act (DPA) 2018

[REDACTED]

HMG Cyber Essentials

This is a government-backed scheme and a key deliverable of the UK's National Cyber Security Programme. Ipsos was assessment-validated for Cyber Essentials certification in 2016. Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet.

Fair Data

[REDACTED]. The principles support and complement other standards such as ISOs, and the requirements of Data Protection legislation.

Annex 1 Part 2: KPI Overview

Key Performance Indicators

Not Applicable

Annex 1 Part 4: Calculation of Service Credits

Not applicable

Annex 1 Part 5: Termination Trigger for Accrued KPI Failures

Not applicable

Annex 1 Part 6: Excusing Events

Not applicable

Annex 2

Extra Key Provisions

Any additional terms or amendments to any terms details to be included in this section.

Annex 3

Contract Price and Payment Terms

Contract Price



Annex 4

Implementation Plan (if any)

Not applicable

Annex 5

Information Security Management Plan

Not Applicable

Annex 6

Supplier Solution

As detailed in Annex 1

Annex 7

Not Applicable

Description	Data
Subject matter of the processing	<p>2</p> <p>[This should be a high level, short description of what the processing is about i.e. its subject matter]</p>
Duration of the processing	<p>3</p> <p>[Clearly set out the duration of the processing including dates]</p>
Nature and purposes of the processing	<p>[Please be as specific as possible, but make sure that you cover all intended purposes.</p> <p>The nature of the processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.]</p>
Type of Personal Data	<p>[Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc.]</p>
Categories of Data Subject	<p>[Examples include patients, members of the public users of a particular website etc.]</p>

Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	[Describe how long the data will be retained for, how it will be returned or destroyed.]
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For the avoidance of doubt this list will be amended through the Contract Meetings as set out above and in line with the hssf call-off contract terms and conditions.

Annex 8

[As referenced in Schedule 18 of the Call-Off Terms and Conditions]

BOARD REPRESENTATIONS AND STRUCTURES

Not Applicable

Annex 9

Standard Licence Terms

Not applicable

Annex 10

Notified Sub-Contractors

Not applicable

Annex 11

Supplier Software and Third Party Software

Not applicable