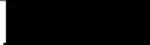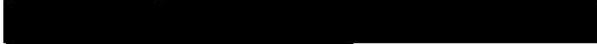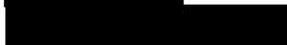# Order Form – Digital Health Advisory

Framework agreement reference: 10225

Date of order	23rd January 2026	Order Number	C417630 / W211752
			To be quoted on all correspondence relating to this Order

FROM

Customer	The Secretary of State for Health and Social Care as part of the Crown Acting through the UK Health and Security Agency "Customer"
Customer's Address	10 South Colonnade Canary Wharf London EC14 4PU
Invoice Address	UK Health Security Agency, Manor Farm Road, Porton Down, Salisbury, SP4 0JG ███████████████████████
Contact Ref:	Name: ███████████ Title: ███████████ e-mail: ███████████ Name: ███████ Title: ███████ e-mail: ███████
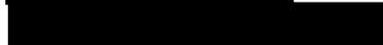
TO

Supplier	Kainos Software Limited "Supplier"
Supplier's Address	4-6 Upper Crescent, Belfast,

	BT7 1NT
Account Manager	**Name:** ███████████
	Address: ████████████████████████
	United Kingdom
	Phone ██████████
	email: ████████████

GUARANTEE

Guarantee to be provided	No

1. TERM
(1.1) Commencement Date 26 January 2026
(1.2) Expiry Date The Contract shall expire on the date which is 31st March 2026

2. GOODS AND SERVICES REQUIREMENTS

(2.1) Services

The UKHSA Case & Incident Management System (CIMS) is a core strategic capability that has been developed to Minimum Viable Product status. It has been rolled out to Health Protection teams across the regions of England to enable public health operational delivery.

This system now needs rapid iteration to address current organisational delivery risks for users who need to be able to use this system seamlessly with current business processes, ensuring users are confident with the system from a usability, accessibility and data quality perspective. This means removing manual and offline workarounds and decommissioning tactical solutions which are in place to support an MVP.

This work aligns with the UKHSA strategic objectives and three core goals:
- Prepare – be ready for, and prevent, future health security hazards. CIMS is a key strategic enabler that helps teams take health protection action on the front line which directly enable UKHSA to prevent future health security hazards for infectious diseases.
- Respond – save lives and reduce harm through effective response. Through timely data ingestion, data processing and data sharing, CIMS enables health protection teams to direct their intervention and prevention activities in responding to health threats, outbreaks and incidents.
- Build – develop the UK's health security capacity. CIMS is a key strategic enabler that is helping to ensure that UKHSA has effective case and incident management capacity.

Service Profile
- Develop and implement a new agile, sprint-based delivery model - current ways of working (waterfall) are impacting the ability to deliver more frequently causing operational concerns and diminished user confidence as this does not provide the appropriate level of responsiveness. A new delivery model based on agile principles and iterative software development cycle will address these concerns which this case is seeking to achieve.
- Deliver functionality to support incident response (for example, data integrations with the Single Service Centre (SSC)) - Address gaps in incident response capability, to enable CIMS to become more responsive. This includes being more responsive to integrating with other systems and services across the Agency such as Surge Response Service; Monitor for Measles, Mumps, Rubella and Pertussis; and Single Service Centre
- Deliver functionality to support useability of the CIMS product including improvements in data collection instruments, data extraction, etc. – undertake front end development of the system addressing the current backlog of items that will deliver on improving user confidence

- Undertake a strategic review of the system and set out an options analysis which looks to future proof case and incident system management at UKHSA - we are looking to undertake a review of the current product from an architecture, data management (including quality), product, design and business operations perspective. This will help us to mitigate against future operational delivery risks.

Deliverables include:

1. Introduce a more efficient and effective delivery model, including ability to respond at speed to incidents/outbreaks:
- Deliver a backlog that is consolidated, refined and prioritised
- Introduce a configuration function and reduce ongoing costs of development – bringing capability in house
- Change the delivery model from waterfall to iterative, agile software delivery.
- Develop and implement new delivery processes that are driven by user centred design principles
- Introduce a performance framework that actively enables us to measure improvements in engagement and satisfaction levels
- Develop and implement a standard operating process for incident/outbreak response

2. Improve user confidence though feature development:
- Review the end-to-end interaction and content design, identifying and implementing improvements to usability and accessibility from a user perspective, thus improving user confidence and reducing workarounds across the following features:
    - Help users access the service
    - Set up data on the service
    - Add data to the service
    - Use data on the service
    - Extract data from the service
    - Delete data from the service
    - Maintain service integrity

3. Conduct an end-to-end data quality review of the system and set out an implementation plan to improve quality levels.

4. Undertake a strategic review of the current product from an architecture, data management, product, design and business operations perspective and develop a corresponding costed future options appraisal.

Constraints and Assumptions

It is noted that the delivery of this Statement of Work is dependent on capacity and availability of stakeholders and subject matter experts. This capacity is subject to change e.g. when reacting to UKHSA priorities such as an incident and/or as winter pressures unfold. The Supplier therefore should assume that delivery milestones will adjust accordingly if this happens which will be agreed by both the Supplier and UKHSA.

UKHSA will provide necessary infrastructure access, including credentials, architectural and data flow diagrams and any standard processes for CIMS. UKHSA will also act as the point of engagement for the CIMS Development Team to ensure lines of communication are maintained.

UKHSA will provide devices, software and tooling as necessary to the Supplier to meet the obligations under this Order Form.

The Supplier will adhere to UKHSA's security and compliance policies during implementation which will be provided to the Supplier on Order Form initiation.

UKHSA will ensure availability a Product Manager to review and sign off deliverables for each milestone in alignment with the project milestones.

UKHSA will provide access to stakeholders, subject matter experts and assurance groups as required to meet the project milestones.

UKHSA will provide design documentation, pain points, known recommendations for enhancements and proposed ways of working for CIMS.

UKHSA will facilitate access end users for User Research and User Testing.

UKHSA will provide baselined requirements (functional and non-functional) to inform the strategic review.

The Parties have agreed to conform to the published GDS standard for each phase, deviating from the standard, where it makes sense to do so, strictly by agreement only. All deliverables must align with the defined timelines, ensuring project completion including knowledge transfer to Civil Servants by 31 March 2026.

The Parties recognise that each milestone will be unique and is likely to identify factors previously unknown or known factors where complexity is not yet fully understood.

These may be organisational, solution-based, situational, or other factors.

These factors will become apparent once work has commenced and may impact one or more of: timescales, the resources required for each milestone, the information and insight required for each milestone, or the value that can be delivered through each milestone. On this basis, flexibility is important, in terms of both the approaches, also in terms of committing and consuming the Supplier and Buyer resources required.

Total Cost	███████
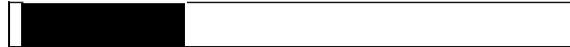
(2.2) Premises

N/A

(2.3) Lease/ Licenses

N/A

(2.4) Standards

N/A

(2.5) Security Requirements

Baseline personnel security standard (BPSS)

Additional Security Requirements

None

Processing personal data under or in connection with this contract

NO

(2.6) Exit Plan (where required)

Knowledge Transfer and Training Deadline: 31/03/2026

███████████████████████████████████

Deliverables:
• Conduct hands-on training sessions with relevant teams
• Deliver comprehensive documentation, including data flow diagrams, known issues, and operational best practices.
• Provide guidance on ongoing maintenance and optimisation of the service

(2.7) Environmental Plan NO

3. SUPPLIER SOLUTION
(3.1) Supplier Solution N/A
(3.2) Account structure including Key Personnel Key Personnel: ███████████████
(3.3) Sub-contractors to be involved in the provision of the Services and/or Goods N/A
(3.4) Outline Security Management Plan ████████ ██ ███

(3.5) Relevant Convictions None A Relevant Conviction is a Conviction that is relevant to the nature of the Services to be provided

(3.6) Implementation Plan

Preparation and Planning Phase Deadline: 05/02/2026

██
███████████
███
- ██ ███
- ██ █████████████████████
- ██ ███
  █████████████████████████
- ██ ███ .

For deliverable 1 and 2 - Discovery/Alpha Phase Deadline: 28/02/2026

██
██████████████████
- ██ ███
- ██ ██
- ██ ██████████████████████
- ██ █████████████████
- ██ ████████████████████████

For deliverable 3 and 4 – Discovery/Alpha/Beta Deadline: 28/02/2026

██
███████████████████
- ██ ██
- ██ ██████████████████████████████████████
- ██ ███████████████████████
- ██ ███

For deliverables 1 and 2 - Beta Phase Deadline: 28/03/2026

████████████████████████████████████
██████████████
████████████████████████████████
- ██ ██
  █████████████████████
- ██ ██
  ██
  █████████████████████████████
- ██ ███
  ███████████████

Knowledge Transfer and Training Deadline: 31/03/2026

4. PERFORMANCE QUALITY

(4.1) Key Performance Indicators

Planning phase acceptance criteria:

1. The Supplier will hold a session to provide evidence of all that has been identified during this phase to be presented to the Senior Responsible Officer (SRO) and key Deputy Director (DD leads). Go/no go decision will be made.

Discovery/Alpha phase acceptance criteria:

2. The Supplier will hold iterative sessions to provide evidence to demonstrate that each requirement has been met.
3. End of discovery/alpha, for each output, an end-to-end prototype solution will be demoed to SRO and DD leads. Go/no go decision will be made.

Beta phase acceptance criteria:

4. The Supplier will hold iterative sessions to provide evidence to demonstrate that each requirement has been met.
5. End of discovery/alpha, for each output, an end-to-end prototype solution will be demoed to SRO and DD leads. Go/no go decision will be made to go live.

Knowledge Transfer and Training criteria:

Comprehensive documentation, training materials, and demonstration videos will be delivered iteratively throughout the development.

(4.2) Service Levels and Service Credits

N/A

If the level of performance of the Supplier during the Contract Period:

N/A

5. PRICE AND PAYMENT

(5.1) Contract Price payable by the Customer in accordance with the commercial schedule set out in the framework agreement (including applicable discount but excluding VAT), payment profile and method of payment (e.g. Government Procurement Card (GPC) or

BACS))

████████████████████████████

████████████████████████████

████████████████████████████

(5.2) Invoicing and Payment

The Supplier shall issue invoices on completion of each milestone. The Customer shall pay the Supplier within thirty 30 days of receipt of a Valid Invoice, submitted in accordance with this paragraph 5.2, the payment profile set out in paragraph 5.1 above and the provisions of the Contract.

6. SUPPLEMENTAL AND/OR ADDITIONAL CLAUSES
(6.1) Supplemental requirements
None

BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES to enter a legally binding contract with the Customer to provide the Goods and/or Services. The Parties hereby acknowledge and agree that they have read the NHS Conditions of Contract for purchase of goods and/or Services and by signing below agree to be bound by the terms of this Contract.

For and on behalf of the Supplier:

Name and Title	██████████████
Signature	████████████████████████████
Date	█████████████████

For and on behalf of the Customer:

Name and Title	███████████████
Signature	████████████████████
Date	███████████████