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

Order Form

Call-Off Reference: C259401

Call-Off Title: National Bio-Surveillance Network – Alpha Phase 2

Call-Off Contract Description: Delivery partner for the National Biosurveillance Network

Alpha Phase 2

The Buyer: **UK Health Security Agency**

Buyer Address:

The Supplier: PA CONSULTING SERVICES LIMITED

Supplier Address:

Registration Number: 00414220

DUNS Number: 211000617 SID4GOV ID: 211000617

Framework Ref: RM1043.8 Digital Outcomes 6

Call-Off Ref: RM1043.8 Crown Copyright 2022

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 10th May 2024.

It's issued under the Framework Contract with the reference number RM1043.8 for the provision of Digital Outcomes 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) RM1043.8
- 3 The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.8
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)

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- Call-Off Schedules for RM1043.8
 - 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 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity)
 - Call-Off Schedule 9 (Security) Part A
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 25 (Ethical Walls Agreement)
 - o Call-Off Schedule 26 (Cyber Essentials)
- 4 CCS Core Terms (version 3.0.11)
- 5 Joint Schedule 5 (Corporate Social Responsibility) RM1043.8
- 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:

Call off Schedule 5 (Pricing Details and Expenses Policy)

"SOW 001 and SOW 002 are contracted against a firm price of Further SOW with be pricied against the discounted rates in Schedule 5. The total value of the remaining SOW's shall not exceed Ex Vat".

Call Off Schedule 25 (Ethical Walls Agreement)

"The Buyer and Supplier shall enter into the Agreement in the form set out in Schedule 25 prior to a future procurement for the services".

Call-Off Start Date: 10th May 2024 Call-Off Expiry Date: 31st March 2025

Call-Off Initial Period: 11 months
Call-Off Optional Extension Period:

Minimum Notice Period for Extensions: one month

Call-Off Contract Value: up to (Excluding VAT)

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The contract is awarded for a Firm price of This is for SOW 001 and 002. Further works agreed through respective SOW's shall not excede the value of

Call-Off Deliverables

Option B: See details in Call-Off Schedule 20 (Call-Off Specification)

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).

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials 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 up to (Excluding VAT)

Call-Off Charges

Fixed Price and as laid out in Call-Off Schedule 5 (Pricing Details and Expenses Policy).

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 Pricing Schedule 5, for the Supplier Staff undertaking that element of work on the Deliverables.

All changes to the Charges must use procedures that are equivalent to those in Paragraph 4 in Framework Schedule 3 (Framework Prices).

If the Buyer terminates the Call-Off or a SOW without cause, the Buyer agrees to pay the Supplier, on a time and materials basis, for all work-in-progress and services performed prior to the date of termination, up to the applicable milestone cap. In the event Supplier is prevented from delivering a milestone due to a failure by the Buyer to deliver its responsibilities or a force majeure event, the Buyer agrees to pay the Supplier, on a time and materials basis, for all work-in-progress and services performed in respect of such milestone, up to the applicable milestone cap.

Reimbursable Expenses

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

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Policy)

Payment Method

Monthly in arrears by BACs or alternative payment method as agreed between the Buyer and the Supplier. Submitted invoices must be accompanied by supporting information including: • completed timesheets for amounts set out in the relevant invoice (where charges are on a T&M basis); and • such other information as the Buyer (acting reasonably) may require in order to verify the invoiced amounts.

Buyer's Invoice Address

UK Health Security Agency,

UKHSA VAT No: GB888851648

Contact number for all invoice related gueries:

Buyer's Authorised Representative

Senior Business Operations Manager National Biosurveillance Network, Data, Analytics & Surveillance

UK Health Security Agency, ■

Buyer's Environmental Policy

Environmental policy - GOV.UK (www.gov.uk) Environmental policy -GOV.UK (www.gov.uk)

Buyer's Security Policy

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

Appended at Call-Off Schedule 9 (Security)

Supplier's Authorised Representative

Member of PA's Management Group

Framework Ref: RM1043.8 Digital Outcomes 6

Call-Off Ref: RM1043.8
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Supplier's Contract Manager
Associate Partner
Progress Report and Meeting Frequency Monthly Specific details to be agreed between the Buyer and the Supplier.
Key Staff
Rey Stall
All staff have contracts of employment with the Supplier's immediate parent company DA
All staff have contracts of employment with the Supplier's immediate parent company, PA Holdings Limited, and there is no requirement to issue a Status Determination Statement for IR35 purposes
Key Subcontractor(s)
Commercially Sensitive Information
Service Credits

Framework Ref: RM1043.8 Digital Outcomes 6 Project Version: v2.0 Model Version: v3.8

Not applicable.

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Additional Insurances

Not applicable.

Guarantee

Not applicable

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)]

Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates

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

Material KPI and Performance Reporting

SOW 001 and SOW 002

Material KPIs	Target	Measured by
Performance Reports – summary for each stream/SOW including; Overall management headlines Key achievements in this period, including; (Business outcomes) Key activities for next period. Risks, issues, Escalations/Deliverables/ Milestone Status Rag Status The above to cover discipline areas the Supplier is providing for a workstream/SOW.	The Supplier provides these reports monthly.	All performance reports must be submitted in a timely manner and must contain accurate and complete information

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Summary of Contract including: Variations, Workstream Reference No/Contract Value, Start/end dates Contract financial forecast SOW name/ Value/ invoiced to date/Forecast to end date/Total spend forecast Contract invoice Status Resource profile Workstream/ Name/Role/Rate card/Start date/ End date		
Call-Off Contract Charges	The Supplier provides these monthly	Submitted in timely manner and contain accurate and complete information

Balanced ScoreCard Template and measurements - to be agreed within 4 weeks of Contract Start Date	To be agreed within 4 weeks of Contract Start Date.	To be agreed within 4 weeks of Contract Start Date
Social Value measures to be agreed within 4 weeks of contract start date.	To be agreed within 4 of contract start	To be agreed within 4 weeks of Contract Start Date

Framework Ref: RM1043.8 Digital Outcomes 6 Project Version: v2.0

Call-Off Ref: RM1043.8 Crown Copyright 2022

Appendix 1

Statement(s) of Works National Bio-Surveillance Network - Alpha Phase 2 – attached as a separate document.



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Annex 1 (Template Statement of Work)

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 Contact.

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: 10th May 2024

SOW Title: UKHSA National Biosurveillance Network Alpha Phase 2 Delivery partner for the delivery of the National Biosurveillance Network (NBN) Alpha

Call-Off Contract Reference: C259401 RM1043.8

Buyer: UK Health Security Agency

Supplier: PA Consulting Services Limited

SOW Start Date: 10th May 2024.

SOW 001 End Date: 1st September 2024

SOW 002 End Date: 19th July 2024

Key Personnel (Buyer):	
Key Personnel (Supplier):	
Subcontractors:	

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Project Version: v2.0 Model Version: v3.8

As per the Order Form

Call-Off Ref: RM1043.8 Crown Copyright 2022

2 Call-Off Contract Specification – Deliverables Context

SOW Deliverables Background: All deliverables as required by the specification

Delivery phase: Alpha, until 1st September 2024

Overview of Requirement:

SoW001 - Client-side Delivery Assurance

The National Biosurveillance Network (NBN) aims to establish a dedicated home for scaled, national detection capability to help characterise and report on known and emerging high-consequence biological threats as early and reliably as possible. It will embed a One Health approach as well as bringing together people, data and biosurveillance capabilities across government, academia, and industry, improving our ability to surge this actionable intelligence and collaboration in response to biological events.

Whilst the desire to invest in biosecurity, science and technology remains high across government departments, the challenge is in building a connected network around these programmes that enables the fast detection of threats in our environment as and when they occur.

This project will improve understanding of the surveillance landscape across Government, where the gaps are, how we fill them to transform situational awareness, deliver cross Government functional biosurveillance based on One Health and National Security.

Key outcomes are:

- 1) Client-side delivery assurance to implement the NBN programme, governance and its workstreams, including but not limited to:
 - Driving delivery of the NBN roadmap and its further development in response to change throughout the programme, scoping and developing further Statements of Work.
 - b. Developing and maintaining programme artefacts and upskilling the internal NBN programme team.
 - c. Supporting workstream outcomes and workstream leads, including thought leadership, business engagement, delivering to time and ensuring that NBN provides the right evidence base to properly evaluate the case for moving to Beta
 - d. Providing data engineering, architecture and related expertise to support any potential need for a new platform or development of existing platforms
- 2) Providing a range of relevant UK and International experts (including scientific, clinical, data, AI, public health operations and other biosurveillance relevant fields as required). Situate NBN outcomes in international best practice, supplier-provided experts are able to advise on, and support, the delivery of NBN, including knowledge transfer to an in-house programme team being established
- 3) Stakeholder management / communications leadership and support. NBN must satisfy a wide and diverse range of internal, external (including the public) and international stakeholders; provide advice and expertise to communicate effectively.
- 4) Assist the programme team in the preparation for the funding bid which will need to be submitted to UKHSA / DHSC mid-way through 2024, to ensure successful funding for the Beta phases and beyond
- 5) Inform the business case for Beta, beyond 31st March 2025, in accordance with the HM Treasury 5 case model.

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SoW002 - Target Operating Model

To scope a Target Operating Model that enables successful transition from NBN Alpha into NBN Beta and beyond, shaping how the NBN will be bought to a level of maturity that allows its function to become "business as usual".

This operating model needs to be sustainable with the detailed transformation plan. This will require us to bring together thought leadership from experience in developing and delivering similar sustained capability operating models in UK public and private sectors.

Key features of a Target Operating Model:

- **Data-Driven:** Factual based decision making based upon data insights generated by high quality collected datasets.
- **One-Health:** To be sustainable in a 'post-pandemic-world', other pathogens & health markers must be monitored.
- **Proactive:** An early warning system enables proactive response to outbreaks in order to mitigate outbreak impact by reducing the spread.
- Scalable: The ability to surge and scale to meet demand.
- Sustainable: Cost efficiency in operations and application.

Alongside we should look to continue to work on data and user led developments that align with the TOM.

The elements required in order to move the NBN forward could be identified as:

- Strategic Focus Making best use of insights on both national and localised scale taken from existing surveillance systems and understanding how best to "join the dots".
- **Key Operating Principles** Providing a scalable capability that can support rapid insights into new and on-going threats and behavioural insights that can inform a broad programme that support National Security .
- Organisational Home NBN fully embedded as part of National Security Infrastructure.
- Customer Groups Served Capability to serve wider customer base beyond UKHSA & DEFRA, integrating surveillance data insights into customer outputs.
- **Products and Services Offered** Integration into dashboarding and alerting feeding into the response framework of threat detection .
- **Operational Scope** Operations/control centre provides focus for data management, analysis and response co-ordination.
- Change Priorities Wider support for HMG strategic priorities.
- Benefits Greater trust in the data conclusions to support cost effective monitoring for the next threat risk.

The outcomes could be defined as

- **Insight Gathering Capability:** A sustainable insight gathering capability across the One Health landscape for ingest/exploitation by the NBN customers.
- Organisational Design & Processes: An NBN organisational design and supporting business processes.
- **Policy Options:** Development of policy/legislative/outsourcing options and future service provision to enable the capability via a NBN organisation.
- Monitoring & Reporting Concept Demonstrator: A future-oriented concept demonstration that brings to life the possibilities for environmental surveillance, monitoring and reporting.
- Interim Operating Capability Supported: Supported transition demonstrated as we

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move through the phases of the programme

3 Buyer Requirements – SOW Deliverables

SoW001 Activities/ "Pillars"	Outputs	Timeline
Programme Governance	Support the PMO office to co- ordinate the Programme Governance Boards, including preparation of agenda, papers and minutes including:	Monthly throughout contract
	 Work with workstream leads to identify updates, issues and risks against programme plan 	
	 Attend and provide advice at programme risk review meeting 	
	Establish and co-ordinate a Science Forum, agree membership and finalise Terms of Reference.	By 30 June
	Once established inform PMO to run & maintain Science Forum.	
	Establish and co-ordinate a Technology Forum, agree membership and finalise Terms of Reference	By 30 June
	Once established inform PMO to run & maintain Technology Forum.	
	Provide advice and input into the Programme change process as required.	Monthly throughout contract

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	Provide assistance to the programme team to develop a programme business case by:	By 30 June
	Working with HMT, UKHSA/DEFRA Finance and CO to determining the process and understand expectations	
	- Provide advice via up to 4 working sessions to develop a working template of the document with industry standard headings and placeholders, extract information from existing programme artefacts including SOF funding case, into a working document	
	Identify detailed steps and owners to move the funding case to completion	
Programme Delivery	Inform Workstream PMs to Iterate workstream level roadmaps and drive workstream programme delivery. This support may range from: Provision of PMO services, where PMO team has skills;	Monthly throughout contract
Stakeholder Management and Communications	Production of a report (max 20 pages) that includes the following comms collateral:	By June 30 th
	Measuring success (e.g. Science led experience , Theory of change) working with evaluation partner	
	- 2 Further iterations of the Target experience	
	Newsletter/content creation for up to 5 newsletters	
	 Vision/definition – testing with up to a defined number of stakeholders – number of stakeholders to be defined week 1 of contract 	
	Input to inform a monthly stakeholder report to SLT	Starting May, monthly through- out contract duration

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	Supporting workstream leads in identifying critical stakeholders for engagement (up to 10 across all workstreams)	Allocation by May 31 st , until end of contract duration
	Diarising engagement approach to identified workstream stakeholders	
	Writing key lines to take and FAQs for engagement sessions (up to 10 people across workstreams)	
	Provide advice and input to iterations of stakeholder plan/content to ensure content/list remains fit for purpose	Every two weeks during SH NBN inhouse PA team meetings
	Structured knowledge and skills transfer to NBN stakeholder managers via x number of sessions + a learning proposal and guide	
	As available, and agreed by priority with NBN programme director, support adhoc communications artefacts internal updates, lines for key meetings (up to 2 per week). Transition to reviewing rather than writing as team capability builds.	Every two weeks
	NBN Events (up to 9) e.g. show and tell sessions, collaborative working sessions and all hands meetings – themes, content, assistance with organising, hosting	
SoW002 Activities/ "Pillars"	Outputs	Timeline
Baseline: Recap NBN's vision, critical partners and key user groups	Extracts from discovery and Alpha Phase 1 pulled out for workshop materials Workshop proportion for	1 week
	Workshop preparation for design and validate stages	
Design: Collaborative workshops and small group sessions to design each component of our TOM approach, providing a series of options for validation	Report describing TOM options including cost benefit analysis	1-5 weeks
Validate: TOM Summit to review design options and agree on	Draft TOM which highlights the preferred options and	6 weeks

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pporting summary mmunications pack to pport clear, timely essaging on the agreed	
DM to UKHSA/Defra akeholders.	
nal TOM pack including mmarised input from cross overnment stakeholders DM implementation plan	6-10 weeks
n n ov	al TOM pack including nmarised input from cross vernment stakeholders

Supplier's requiremenets from the buyer:

- Provision of building access to to support co-locating
- An NBN kick off event which defines the criteria of "done" for all these outputs, including success measures and benefits measurement
- Availability of relevent teams across critical partners, government
- Timely decision making for all parties

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:

N/A

Performance Management:

[Insert details of Material KPIs that have a material impact on Contract performance] To be updated within 4 weeks of contract award.

Material KPIs	Target	Measured by

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[Insert Service Levels and/or KPIs – See Call-Off Schedule 14 (Service Levels and

Balanced Scorecard)]

Additional Requirements:

Annex 1 – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.

Key Supplier Staff:

Key Role	Key Staff	Contract Details	Worker Engagement Route (incl. inside/outside IR35)
Contract Lead and Supplier Accountable Officer		All staff have contracts of employment with the Supplier's immediate parent company, PA Holdings Limited	There is no requirement to issue a Status Determination Statement for IR35 purposes
Programme Director and deputy contract lead		All staff have contracts of employment with the Supplier's immediate parent company, PA Holdings Limited.	There is no requirement to issue a Status Determination Statement for IR35 purposes

SOW Reporting Requirements:

Further to the Supplier providing the management information detailed in Call-Off Schedule 15 (Call Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:

Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission	
1.	Monthly Report			
1.1	Highlight report document	All deliverables included in this SOW	Monthly from 1 st June 2024	

4 Charges

Call Off Contract Charges:

The applicable charging method(s) for SOW's 001 and 002 is: Fixed Price and as laid out below:

Rate Cards Applicable: N/A - Fixed Price

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SoW001	£
SoW002	£
Total	£ 2,752,135

The payment milestones for the charges above will be as follows:

				Estimated Milestone/Invoice Date
	Milestone			(subject to acceptance criteria being
SoW	description	Invo	ice Amount	met)
	May Monthly			
SoW001	Milestone	3		31 May 2024
	June Monthly Milestone			
g .				30 June 2024
	July Monthly Milestone	150		
				31 July 2024
	August Monthly Milestone			
				31 August 2024
SoW002				
9	Interim TOM	200		Page symmetry (According
	deliverable			31 May 2024
	Final TOM			
	Deliverable			30 June 2024
Total		£	2,752,135	

The discounted rate detailed in Call-Off Schedule 5 Pricing Details and Expenses Policy will be applied to the outstanding SoW's throughout the duration of the Contract.

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

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:

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Annex 1

Data Processing

There is no personal data being exchanged as part of this SOW.

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