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

Order Form

CALL-OFF REFERENCE: **C54712**

THE BUYER: **NHS England**

   BUYER ADDRESS   **Skipton House, 80 London Road,London SE1 6LH**

THE SUPPLIER: **Hippo Digital Limited**

 SUPPLIER ADDRESS: **Aireside House, 24-26 Aire Street, Leeds LS1 4HT**

REGISTRATION NUMBER: **09877239**

DUNS NUMBER: **221253893**

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APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 3rd January 2022.

It's issued under the Framework Contract with the reference number RM6221 for the provision of Digital Capability for Health Deliverables.

In this Call-Off Contract, a reference to a Call-Off Schedule numbered "X", shall (where applicable) be interpreted as a reference to that Call-Off Schedule "X"**B**. For example, a reference to a Call-Off Schedule 5 (Pricing Details and Expenses Policy), shall be interpreted as referring to Call-Off Schedule 5B (Pricing Details and Expenses Policy).

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 6B (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 SERVICE PROVISION(S)

See Specification - Schedule 20

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) RM6221
3. Framework Special Terms

4. The following Schedules in equal order of precedence:

- Joint Schedules for RM6221
    - o Joint Schedule 2 (Variation Form)
    - o Joint Schedule 3 (Insurance Requirements)
    - o Joint Schedule 4 (Commercially Sensitive Information)
- Call-Off Schedules for RM6221
    - o Call-Off Schedule 5B (Pricing Details and Expenses Policy)
    - o Call-Off Schedule 7 (Key Supplier Staff)
    - o Call-Off Schedule 20 (Call-Off Specification)
    - o
5. CCS Core Terms (version 3.0.9)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6221
7. 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 START DATE: **1st January 2022**

CALL-OFF EXPIRY DATE: **30th June 2022**

CALL-OFF INITIAL PERIOD: **6 months**

CALL-OFF OPTIONAL
  EXTENSION PERIOD: **9 months** (6+3months)

MINIMUM NOTICE PERIOD
  FOR EXTENSION(S): **1 month**

CALL-OFF CONTRACT VALUE: **£470,860.00**

CALL-OFF DELIVERABLES
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 set out in Annex 3 of Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:
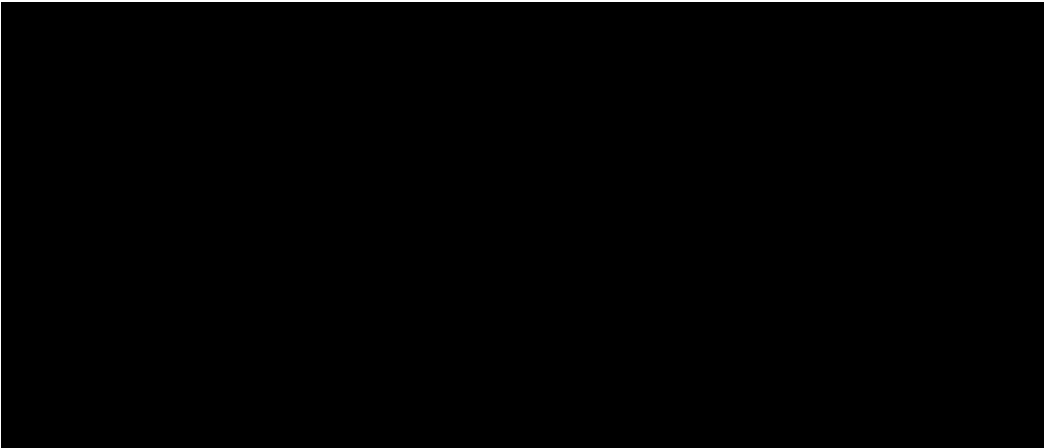
MAXIMUM LIABILITY

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

CALL-OFF CHARGES

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 5 and 6 in Framework Schedule 3 (Framework Prices)

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier.

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 5B (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.

REIMBURSABLE EXPENSES

N/A

PAYMENT METHOD

BACS payment made within 30days of invoice being submitted.

BUYER'S INVOICE ADDRESS:

NHS England

Framework Ref: RM6221
Project Version: v1.0
Model Version: v3.5

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X24 Payables K005, Phoenix House, Topcliffe Lane, Wakefield, WF3 1WE

BUYER'S AUTHORISED REPRESENTATIVE

███████████

Chief of Staff for ██████████████, Vaccination Programme Information Cell

███████████████████

SUPPLIER'S AUTHORISED REPRESENTATIVE

████████

Director

██████████████████

SUPPLIER'S CONTRACT MANAGER
As above

PROGRESS REPORT FREQUENCY
On the first Working Day of each calendar month

PROGRESS MEETING FREQUENCY
On the first Working Day of each month

KEY SUBCONTRACTOR(S)
N/A

COMMERCIALLY SENSITIVE INFORMATION

- Foundry – Data sets
    - Vaccine Supply Information
    - NHS patient related information
    - Site related information
    - Other data sets

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

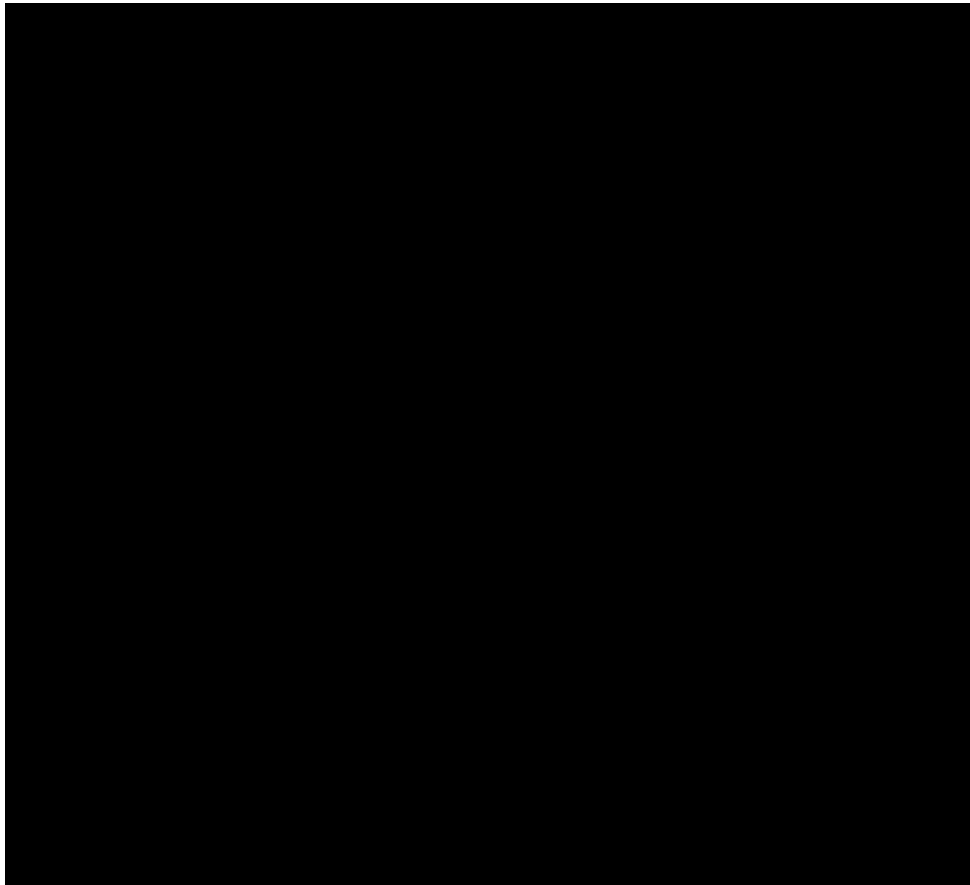| Material KPIs	Target	Measured by
N/A		

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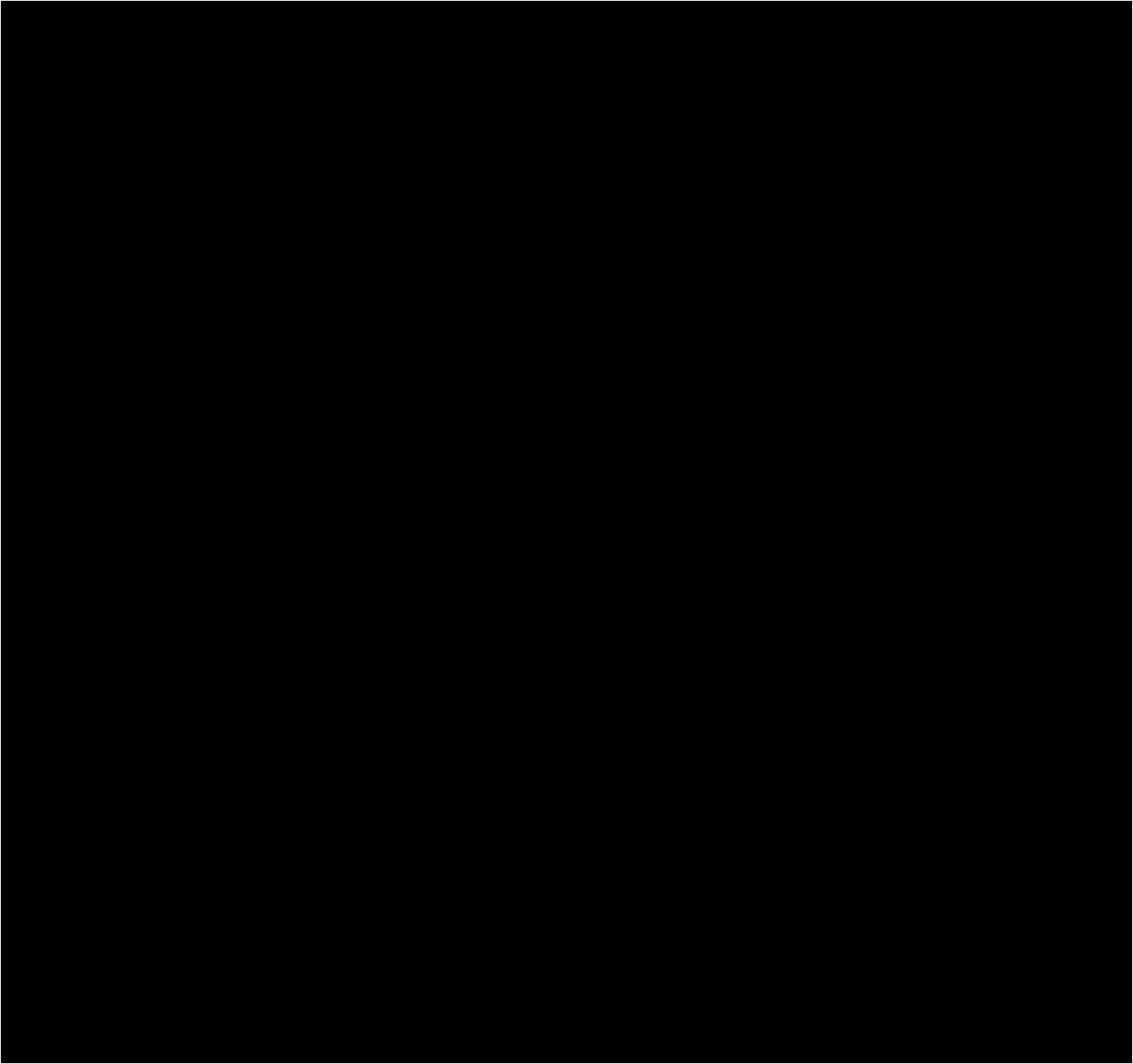Crown Copyright 2018

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.

The Buyer and the Supplier have agreed to include the detail of the Deliverables within Schedule 20.

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Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

THE REQUIREMENTS

1.1　This Call Off Contract is for the provision of a service to provide support in the delivery of the Information Cell's Foundry data platform user research and digital product development functions at varying levels for 6 months. It may need to be renewed for a further period, but there will need to be a market review of additional suppliers in this area.

1.2　The COVID-19 Vaccines Programme Information Cell (the team) supports national, regional and local decision makers across the COVID-19 Vaccine Deployment Programme (the Programme) with the data they need to make operational decisions.

1.3　The workstream provides data and insight through a set of consolidated data visualisation products, primarily on Foundry, and specialised modelling, reporting and analytical services.

1.4　The functions of the Information cell include ensuring that:

- The user data and analytics needs of the vaccine programme are fully understood and that the products and tools developed are useful and fit for purpose.

- Requests from programme users are received and actioned in a timely manner.

- Support, training and ongoing assistance is provided for Foundry vaccine programme products, and that the tools and training are appropriately tailored to the vaccine programme users.

- Ongoing engagement with related stakeholders both internally and externally where programme data is needed for wider purposes e.g. DHSC, HMT, ONS, PHE and others.

1.5　Additional assistance around user research, user experience and digital product delivery is required to fulfil the above functions, as part of a diverse, multi-organisational team. The support provided must be underpinned by a detailed knowledge of NHS data and NHS England technical and analytical ways of working.

User research function within the user requirements team

1.6　The COVID 19 vaccination programme Information Cell has a wide range of stakeholders and user groups from national senior programme leadership; regional senior leadership, regional & national analysts, delivery teams, trusts, ICSs, CCGs, Local Authorities and individual vaccination site users.

1.7 The Programme continues to evolve with the addition of new cohorts, new vaccines, new phases and new delivery models. Consequently, new analytical tools, reporting techniques and products need to be continuously developed.

1.8 In addition, existing tools require improvements to capture bugs, and improve the overall understanding of the environment to allow reporting to be optimised for the end user. It is important that the programme delivers, hosting the right products in a way that provides value for money from the investment in this new technology.

1.9 The *user research* function is critical to the overall performance of the team, it identifies the requirement from the issues fed into the development team and ensures the outputs are progressive at every stage of the programme.

1.10 The roles require significant experience of:

- Software development processes

- Operating in agile environment

- Capturing and interpreting user needs for a technical audience

- Communicating technical issues back to users with a varying level of technical understanding.

1.11 The function of the User Requirements team includes:

- Engagement across programme stakeholder groups to understand current and future data reporting requirements.

- Development of user requirements; liaising with development and analysis teams within the programme.

- Connecting users to emerging data/analysis/insight to reduce duplication of requests across the Programme.

- Carrying out user research and analysing user experience intelligence to ensure continuous improvements in product design.

- Ensuring accessibility standards are being met for all existing and new products.

- Leading on complex data investigations across the Programme and providing advice to the Information Cell on necessary changes to improve data quality across Foundry.

Foundry product development team

1.12 The data platform hosting the digital vaccination information products was introduced into the NHS at the start of the pandemic response. Consequently, a new data platform management and integration services team (DMIS) has been established. There is a product delivery team within DMIS, which has been growing and evolving over the last six months. Due to the vaccination programme being one of the early adopters of the new technology, there is an embedded product team (the Vaccination Foundry Product

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Development team) working alongside the Information Cell which is closely integrated into the DMIS team.

1.13   The product development roles within this embedded team are critical to the successful design, development, maintenance, and release of digital products at pace to manage the transition from a programme team to a business-as-usual team.

Estimated resource requirements to support the team have been based on current workload assumptions:

User requirements team

1.14   Four user research and user interface design roles to provide user-based design, to ensure the digital products produced optimise the support to the pandemic response, to meet the requirements of all key user groups and to deliver value. These would be expected to include:

- 1 FTE User Research and Design Lead – lead engagement of user base, ensuring products are fit for purpose and user feedback is folded into the development process. Leads the design and planning of user research & design of new product features. Represents the user base to the programme.

- 2 FTE User Research Support – supports the design lead by conducting user interviews and monitors how products are being used. Identify pinch points for users to add to the product backlog. Represents the user to the programme.

- 1 FTE User Experience Design Lead – works with the technical team to develop product designs which support user needs, ensures products are developed to be compliant with accessibility standards, which is a legal obligation and part of NHSX GDS compliancy standards.

1.15   The aim of this work is to improve the users' experience of Foundry, increasing engagement with the products and tools within this platform. These products are designed to provide timely, detailed information to support all activities in the programme and this work will ensure users can quickly and easily get hold of the information they need.

1.16   This work has far-reaching implications for the whole Foundry deployment within NHS England & Improvement. The Vaccination programme has been the trail-blazer for this new data and information platform, leading the way for many other programmes that are now starting to move their reporting and analysis to Foundry. Embedding User Research and User Experience Design in our programme is leading to the development of a library of UX-led templates that will be deployed much more widely.

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Foundry product development team

1.17   Three roles to support the implementation of industry standard and NHSX GDS compliant product development standards. There is also an operational change piece for this team to deliver and embed new streamlined processes. This is so the delivery model is stable and efficient and can be handed over successfully to an NHS team to run as a business-as-usual service. These roles would include:

- 1 FTE Product Owner – represents the stakeholder to the development team, works with the programme to manage and prioritise the product backlog, ensuring only items that add value and offer value for money are implemented. Takes a strategic view on product development and develops a longer-term roadmap.

- 1 FTE Product Manager – manages the tracking of data quality issues and bugs, ensuring all data pipelines are robust. Produces all reporting on deliverables into the programme. Takes a tactical view on product development and develops short-term roadmap and sprint plans.

- 1 FTE Scrum Master – facilitates all technical team meetings, unblocks barriers for the technical team. Represents the technical team to the programme and stakeholder.

1.18   Two roles to support the wider stabilisation of the vaccination case data pipelines, freeing up capacity in the information cell to support new developments. This work will eventually be absorbed into a new centralised data platform team, which is being permanently recruited into. They will support the continuous improvement of the products that have already been developed and handover to the NHS team when they are in post. These roles are required due to the additional work to deliver emerging new requirements, whilst managing a change piece:

- 2 FTE Scrum Master or Delivery Manager – these roles will manage the development of continuous improvement for the vaccination products. Streamlining these where possible to other products and core ontology datasets. This will reduce the maintenance, and ongoing development overheads for the NHS. Given the pace of change the vaccination products are still undergoing, we require a separate delivery team to ensure we do not disrupt new developments.

Essential technical skills and experience

1.19   Recent demonstrable experience of working in blended, multi-partner teams to deliver data products.

1.20   Extensive recent knowledge and involvement in major NHS England delivery programmes and experience in NHS knowledge management.

1.21   Strong expertise and experience in working with NHS data sets including an understanding of the content and governance requirements of NHS data.

1.22   Experience working at all levels of the NHS, with particular experience and understanding of the impact of COVID.

1.23 Knowledge and understanding of NHS England systems, data, programmes and people.

1.24 Evidence of working with the NHS Foundry platform to support development of data driven tools for the NHS

1.25 Demonstrable ability to work quickly and present outputs to senior audiences.

1.26 Strong evidence of communicating highly technical information with impact to technical and non-technical audiences.

1.27 Ability to scope out complex technical problems and to think strategically.

1.28 Extensive experience of healthcare digital product development and deployment and of developing analytical products for the health and/or care system

1.29 Strong expertise and experience in Agile product development in line with GDS standards, including Business Analysis, Product Management, Development & QA.

1.30 Strong expertise and experience in User Research, UX and delivery of user focused, data driven products at scale.

1.31 All partner organisations are required to work collectively and collaboratively across the programme and with other NHSE/I, cross government departments including external consultancies/service delivery providers.

1.32 The resources will need to have extensive expertise in managing large cross government programmes.

1.33 A requirement to embed key skills across all workstreams, including knowledge sharing.

1.34 Oversight and assurance are key requirements of the workstream, and resources are required to provide the framework and insights to be able to deliver this.

Other requirements and considerations

1.35 There is a high degree of knowledge and understanding of the Programme data, technology (particularly Foundry), structure and operations required to operate effectively. For new staff this takes considerable onboarding time and effort. We will therefore expect continuity of resources brought into the programme under the contract - training and upskilling of new joiners is a core part of the team's work.

1.36 Team members will need to be able to pick up complex work effectively, in a fast-paced, high profile and high demand environment and be able to present outputs clearly and succinctly to senior stakeholders.

1.37 Resource requirements may vary over time due to roles being filled by NHS secondees and CSU staff. We anticipate there may be a reduction in the size of this team over the life of the contract.

1.38 Key performance indicators will be agreed with the supplier at contract award. These will provide regular measures of knowledge and skills transfer from the supplier. NHSE/I will look to form a steering group under the contract with a clearly defined remit

to support contract governance and manage the expectations of internal stakeholders. Regular collaborative governance meetings will be scheduled with the supplier to review progress, review performance, provide feedback and discuss challenges/lessons learned.

1.39   NHSE/I and the supplier will agree and articulate key personnel at contract kick off, key points of contact for data requirements and the consulting team. The contract will include provisions to manage changes to any key personnel. NHSE/I and consultant leadership teams will be expected to stay in close contact and work together to overcome challenges and assure effective knowledge transfer.

1.40   In line with exit planning requirements NHSE/I and the supplier will prepare for exit in good time with the supplier ensuring internal staff are in full ownership of deliverables and working documents well before the end of engagements (including any intellectual property where appropriate). A handover pack should be provided to NHSEI which will include final deliverables and structured working papers.

1.41   As a general principle we support working from home. However, it may be deemed necessary to work from NHSE/I offices if considered essential and appropriate. Any working on the Authority's site or request to travel to locations in England will be in line with the prevailing government advice regarding travel and social distancing. The Authority supports applications from bidders that may have competent and qualified staff to deliver the activity, however due to personal circumstances are considered clinically vulnerable or shielding so are unable to travel.

1.42   This is a non-exclusive contract, due to the specialist nature and rapid delivery expected for this programme the Authority anticipates drawing upon expertise from a range of resources within the Health family, cross government and niche technical specialists.

1.43   The Authority reserves the right to request changes in the proposed staffing structure to ensure the best fit for the team moving forwards.

1.44   The Authority will only pay for days as stipulated in the Management Consultancy Framework, Monday – Friday and will not cover sick days or overtime. Due to the nature of the programme weekend working may be required. The Supplier will inform the Authority of these instances and subject to confirmation the Authority will pay for these hours.