

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



Crown
Commercial
Service

Digital Outcomes and Specialists 5 (RM1043.7)

Framework Schedule 6 (Order Form)

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Order Form

CONTRACT TITLE:	C59303_NHSX Digital Clinical Safety Strategy Discovery
PURCHASE ORDER NUMBER:	600207142
THE BUYER:	The NHS Commissioning Board Authority (known as NHS England)
BUYER ADDRESS	1 st Floor, Quarry House, Quarry Hill, Leeds, West Yorkshire, LS2 7UE
THE SUPPLIER:	Methods Analytics Limited
SUPPLIER ADDRESS:	Saffron House, 6-10 Kirby Street, London, EC1N 8TS
REGISTRATION NUMBER:	08698156
DUNS NUMBER:	
SID4GOV ID:	

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated xxx April 2022.

It's issued under the Framework Contract with the reference number **C59303** for the provision of **Digital Clinical Safety Strategy**

Call - off Lot(s):

Lot 1: Digital Outcomes

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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) RM1043.7
3. Framework Special Terms
4. The following Schedules in equal order of precedence:

Joint Schedules for RM1043.7

- Joint Schedule 2 (Variation Form)
- Joint Schedule 3 (Insurance Requirements)
- Joint Schedule 4 (Commercially Sensitive Information)
- Joint Schedule 5 (Corporate Social Responsibility)
- Joint Schedule 7 (Financial Difficulties)
- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data) RM1043.7

Call-Off Schedules Call-Off reference number C59303

- 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 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
- Call-Off Schedule 7 (Key Supplier Staff)
- Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
- Call-Off Schedule 9 (Security)
- Call-Off Schedule 10 (Exit Management)
- Call-Off Schedule 13 (Implementation Plan and Testing)
- Call-Off Schedule 15 (Call-Off Contract Management)
- Call-Off Schedule 20 (Call-Off Specification)

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- 1 4 CCS Core Terms (version 3.0.9)
- 2 Joint Schedule 5 (Corporate Social Responsibility) RM1043.7
- 3 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:

Special Term 1: All material and artefact developed as part of this contract is the property of NHSX and shall transfer all artefact to the NHSX team before the end of contract.

CALL - OFF START DATE: 14th February 2022

CALL – OFF EXPIRY DATE: 31 May 2022

CALL – OFF INITIAL PERIOD: 3.5 Months

Call – Off Deliverables

Problem Statement:

In September 2021 NHS published the Digital Clinical Strategy, in this strategy were five key commitments supported by 23 action points. Following on from this, NHSX are looking for a partner to support the delivery of the strategy by commissioning a piece of discovery work to understand where digital technologies can drive safety improvements and support the delivery these commitments by 2023.

The Supplier will be required to:

1. Conduct discovery work with the internal NHSX / Digital teams, relevant stakeholders including all involved suppliers in the stakeholder category, to capture relevant information to address the four components of the discovery. This should include competence organising and conducting interviews, surveys, focus groups and other information gathering activities with stakeholders.
2. Conduct discovery work involving internal NHSX / Digital teams, review and appraisal of existing written evidence in the academic and policy domain as well as grey literature. This will include competence in document review, thematic analysis and the ability to synthesize complex information.

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3. Work as part of a multi-disciplinary team, including NHSX and NHS Digital, self-organising team/individual, using Agile principles and methodologies. Always have transparency and open communication of weekly progress updates at NHSX / Digital request.

4. Full participation and delivery of all requests in the Agile processes of the team in which they are placed including attendance at team stand-ups, planning sessions to update on progress and raise any risks or concerns. All meetings will be held virtually and should be conducted in partnership with the relevant workstream lead or Subject Matter Experts where possible.

5. Keep a user focused mind-set and consider the impact of their work on the user's experience, wider programme and the wider Healthcare setting.

6. Ensure transfer of all project documents and material to the NHSX Digital Safety team and follow the process for quality assurance and sign off set by the NHSX and NHS Digital team, by milestone dates proposed below at Assurance Panel meetings:

- Monday 14th March 2022
- Monday 28th March 2022
- Tuesday 12th April 2022. This also includes the submission and acceptance by NHSX and NHS Digital's sign off for National Digital Clinical Safety Strategy Implementation Board paper for the 26th April 2022
- Friday 22nd April 2022
- Monday 9th May 2022
- Monday 23rd May 2022

Milestones

Milestones	Metric	Date
MS1	Target of 30 – 50 interviews broken down by workforce users / suppliers	30th April 2022
MS2	Bi-Weekly status report at Assurance Panel, of progress by dates mentioned in point 6 above	Dates as mentioned above
MS3	National Digital Clinical Safety Strategy Implementation Board Presentation	Initial Draft 12th April 2022 – final cut off 21st April 2022
MS4	To launch a survey for Guidance and Best Practice mainly aiming at Blueprinting as well as across the Deliverables	19th April 2022

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MS5	Final Discovery Report findings and recommendations.	Final Draft: 23rd May 2022 Final Deliverables: 27th May 2022
MS6	A persona profile breakdown of key players within DCS i.e. Clinical Safety Officers (Nurses and Clinicians), Patient Safety Specialists)	Final Draft: 23rd May 2022 Final Deliverables: 27th May 2022
MS7	A definitive list of key requirements to inform the development of the consolidated source of information.	Final Draft: 23rd May 2022 Final Deliverables: 27th May 2022

Key Deliverables

The work is being done to fulfil multiple commitments made within the Digital Clinical Safety Strategy. Each of the deliverables will help progress commitments within the strategy. It has been identified that there are four areas which the successful bidder will deliver against.

(a) To conduct Discovery work and provide at bi-weekly Assurance Panel meetings with narrative and visual reports documenting the review of current clinical safety standards and guidance. In the context of how we can support interpretation and implementation, with recommendations for improvement, for the future state and explanation of their impact on the current digital clinical safety environment.

(b) A map accounting for digital clinical safety information across the health system and how it could be used and interrogated for learning and improvement.

(c) Discovery work and a report documenting the professional groups that will contribute to the delivery of the Digital Clinical Safety Strategy with recommendations of the roles different groups will play, who will be responsible for digital clinical safety locally and regionally and how the national teams should collaborate with these groups. The report should include visual collateral such as slides demonstrating the personas and roles as well as the proposed structures by which national teams should work with these groups.

(d) Discovery work and a report to identify opportunities to improve patient safety using digital technologies. This should include reference to academic and grey literature as well as expert testimony, proposing clear next steps for promising technologies that could reasonably support safer care.

Material KPIs

The following Material KPIs shall apply to this Call-Off Contract.

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Key Performance	Metric	Measurement (Please refer to point 6 above)
Project Governance	Timely and accurate highlight reports detailing status, progress against timeline, dependencies, risks, issues and tracking against budget - All workstreams	<ul style="list-style-type: none"> • Fortnightly at Assurance Panel • Weekly at Monday stand-ups.
	Maintenance of roadmap and detailed workplan to include data flow for iteration amongst the team.	<ul style="list-style-type: none"> • Weekly at Monday stand-ups. • Ad hoc request via the Senior Delivery Project Manager request
	Draft recommendations for how data could be used more proactively for learning and improvement	Fortnightly at Assurance Panel
	Identification and sharing evidence of technology driving patient safety improvements	Fortnightly at Assurance Panel
	Draft recommendations of which technologies should receive further investment to drive safer care	Fortnightly at Assurance Panel
Stakeholder management	Attendance and presenting at key stakeholder meetings, and workshops (including preparing papers in advance.	<p>Daily / Weekly / Bi-weekly attendance</p> <p>Preparedness for meeting</p>

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	Where clearly instructed and date agreed with Contract Manager or the Buyer's Authorised Representative.	Good input in update/discussions Quality of materials and as requested
	Developing and maintaining relationships with key stakeholders and Contract Manager.	Feedback from stakeholders / workstream leads and Assurance Panel on the good relationship
Collaboration	Collaborative approach with NHSX, NHS Digital and NHSE/I in-house team to ensure sharing of expertise and knowledge including handover at end of contract	Evidence of joint working and participation in team meetings Production of handover documentation and knowledge transfer sessions
	Collaborative approach with stakeholders to ensure user centred design	Evidence of user centred design and production
Effectiveness	User- centred design and production	Number of stakeholders (organisational and stakeholders / participants) involved in user research sessions target number. Feedback from participants and stakeholders on plans via interviews (Face to Face or Virtually) and narrative feedback with recommendations and analysis.

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Maximum Liability

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

Call – off Charges

The estimated maximum value of his SOW (irrespective of the selected charging method) is **£208,782**.



Resource Type	Day Rate	Days	February	March	April	May	Total Cost
Lead Consultant							
Senior Business Analyst							
User Researcher							
Lead Service Designer							
Senior Clinical Informatician							
Wardley Mapping Specialist							
Delivery Manager							
Advisory Panel							
Expenses							
Total Contract Cost							£208,782

Reimbursable Expenses

Please see NHSEI Expenses policy appended.



NHSE Expenses
Policy.pdf

Payment Method

Full payment due upon successful completion of specified deliverables and milestones as approved by the Authority's representative.

Proposed 50% payment in April 2022, then remaining 50% to be paid upon submission and full acceptance by the Authorities representative of the final Report.

Buyer's Invoice Address:

NHS ENGLAND - X24 PAYABLES
PHOENIX HOUSE
TOPCLIFFE LANE
WAKEFIELD
WF3 1WE
UNITED KINGDOM

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Invoice Address -
NHSE - X24.pdf

NHS England will pay correctly addressed and undisputed invoices within 30 days in accordance with the requirements of the Contract. Suppliers to NHS England must ensure

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Schedules) Comparable payment provisions apply to the payment of their sub-contractors and the

sub-contractors of their sub-contractors. General requirements for an invoice for NHS

England include:

- A description of the goods/services supplied is included.
- NHS England's reference number/Purchase Order number is included.

(600207142)

- The Supplier will be expected to submit all invoices via NHS England's e-Invoicing platform in accordance with e-Invoicing guidance.

- Useful Link at: <https://tradeshift.com/supplier/nhs-sbs/>

Buyer's Authorised Representative

Dr. Kelsey Flott
Deputy Director of Patient Safety
kelsey.flott@nhs.uk

Buyer's Environmental Policy

<https://www.gov.uk/government/publications/environmental-and-sustainability-policy>

Buyer's Security Policy

[Government security - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/government-security-policy)

Supplier's Authorised Representative

Oliver Bailey
Commercial & Strategy Director
oliver.bailey@methods.co.uk


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Full Name: Oliver Bailey

Job Title/Role: Commercial & Strategy Director

Date Signed: 16/05/2022

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Supplier's Contract Manager

Oliver Bailey
Commercial & Strategy Director

oliver.bailey@methods.co.uk

Progress Report Frequency

*Ad-Hoc reporting at request as well as every Monday weekly, including daily stand ups.

Full Name: Oliver Bailey

Job Title/Role: Commercial & Strategy Director

Progress Meeting Frequency

Date Signed: 16/05/2022

- A) Ad-Hoc reporting at request as well as every Monday weekly, including daily stand ups.
- B) Bi-weekly for Assurance Panel
- C) National Clinical Safety Strategy Implementation Board (TBC as required)

Key Staff

- Mary Fashnu - Delivery Manager
- Neil Mason - Lead Consultant
- Steven Ellis - Lead Service Designer
- Parisa Murtza - Senior Business Analyst
- Nicola Sharp - Senior User Researcher
- Dr. Tom Palser - Senior Clinical Informatician & SME
- Gordon Coe – Wardley Mapping

Key subcontractor(s)

Methods Business & Digital Technology Limited Company number 02485577

Commercially Sensitive Information

N/A

Service Credits

Not Applicable

Additional Insurances

Not Applicable

Guarantee

Not applicable

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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.



C59303_ NHSX
Digital Clinical Safety

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Name:	Oliver Bailey	Name:	Adrian Snarr
Role:	Commercial & Strategy Director	Role:	Director of Financial Control
Email:	oliver.bailey@met-hods.co.uk	Email:	Adrian.Snarr@nhs.net
Date:	16/05/2022	Date:	16/05/2022
Signature:		Signature:	
Job Title/Role: Commercial & Strategy Director		Job Title/Role: director of financial control	
Date Signed: 16/05/2022		Date Signed: 16/05/2022	