

RM6160: Non Clinical Temporary and Fixed Term Staff (Short Form)

For help with completing this Order Form please refer to the Short Order Form FAQ's [here](#)

Guidance:

This Order Form, when completed and signed by both you (the Contracting Authority) and the Supplier, forms a Call-Off Contract from CCS framework RM6160, Non Clinical Temporary and Fixed Term Staff. Signing the Order Form ensures that both parties are able to compliantly use the terms and conditions agreed from the procurement exercise.

You can complete and execute a Call-Off contract by using an equivalent document or electronic purchase order system. If an electronic purchasing system is used, the text below must be copied into the electronic order form.

Order Form Template

This Order Form is for the provision of the Call-Off Deliverables. It is issued under the [Framework Contract RM6160](#): Non Clinical Temporary and Fixed Term Staff.

Contracting Authority Name	NHS Arden & Greater East Midlands Commissioning Support Unit
Contracting Authority Contact	Jessica Hicks
Contracting Authority Address	Cardinal Square, 10 Nottingham Road, Derby, DE1 3QT
Invoice Address (if different)	NHS Arden and GEM CSU ODE Payables M405 Shared Business Service Phoenix House Topcliffe Lane Wakefield WF3 1WE Invoices: sbs.apinvoicing@nhs.net

Supplier Name	Seymour John Public Services
Supplier Contact	
Supplier Address	1 Aston Court, Bromsgrove Technology Park. Bromsgrove. Worcestershire, B60 3AL

Framework Ref	RM6160: Non Clinical Temporary and Fixed Term Staff
Framework Lot	2
Order reference number (e.g. purchase order number)	TBC
Date order placed	
Call off Start Date	17 th October 2022
Call-Off Expiry Date	March 2023
Extension Options	No option to extend

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GDPR Position	Independent Controller (default unless specified); or Controller to Processor; or Joint Controller
Job role / Title	
Temporary or Fixed Term Assignment	Not applicable
Hours / Days required	See details in call-off deliverables section of this contract
Unsocial hours required – give details	See details in call-off deliverables section of this contract
High cost area supplement details (NHS only)	1. None
Immunisation requirements? (Fee type 1 only)	N/A

Pay band (use rate card to determine this)	See details in call-off deliverables section of this contract
Fee Type	3. Non-Patient Facing (No Disclosure required)
Expenses to be paid or benefits offered	See details in call-off deliverables section of this contract
Expenses to be paid by Temporary Worker	See details in call-off deliverables section of this contract
Charge rates	
Method of payment	Payment via BACS to Seymour John Public Services (Midlands) Limited. Milestone delivery-based invoicing.
Discounts applicable	N/A

Criminal records check required	N/A
BPSS required	N/A
State any other required clearance and/or background checking	N/A
State any skills, mandatory training and qualifications necessary for the role	See details in call-off deliverables section of this contract
Issue of ID Badge (ID Badge must be worn at all times)	Provided by NHS Customer on commencement

CALL-OFF INCORPORATED TERMS

The Call-Off Contract, Core Terms and Joint Schedules' for this Framework Contract are available on the CCS website. Visit the [Non Clinical Temporary and Fixed Term Staff](#) web page and click the 'Documents' tab to view and download these.

CALL-OFF DELIVERABLES

The requirement

1. PURPOSE

The scale and pace of support required is set against the backdrop of meeting the requirements of the triple aim:

- The first being Improving the patient care
- The second Improving the health of populations
- The third reducing the per capita cost of health care

This procurement is seeking a partner to support the delivery of customised analytical insights to drive service improvement in patient care to expand on the Phase one work undertaken via a separate procurement to date.

2. BACKGROUND TO THE AUTHORITY

Arden & GEM CSU (AGCSU) is one of the largest Commissioning Support Units in the country. We currently serve over 60 CCGs, NHS England, provider trusts, STPs and local authorities. Our services are built on a strong foundation of experienced people who build great relationships, a commitment to NHS values and a thorough understanding of our system partners and the challenges they face.

We provide real value to our customers by being NHS first and foremost, working at scale and pace and creating the synergies and innovation that ultimately drive forward improved patient outcomes – optimising the value added by each pound spent. Our cornerstones are quality, value, innovation, and complete customer focus. Drawing from our extensive experience, our services bring local knowledge and relationships whilst sharing best practice.

We are supporting our customers in meeting the nationally defined Triple Aim by providing customised analytical insights to drive service improvement and efficiencies:

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

AGCSU supports multiple customers to meet the evolving needs of the ICS landscape and are seeking a partner to support them to deliver specific projects to meet the needs. It is the intention that AGCSU to outsource part of the projects to the partner via a Statement of Work. Each statement of work will be around £20 to £30k in value and will be delivered over a short period of time typically 2 to 3 months. The following illustrates the areas of work that the partner would be expected to be able to support AGCSU:

- Help to shape and provide integrated analytical service to ICSs
- To develop system wide solutions that are underpinned by leading edge data and analytics
- To develop and implement commercial products in support of ICSs, hospital providers, NHSE/I, Regional partners, and non-traditional customers
- Produce bespoke deep dive analysis to client requirements.
- To enhance training and support services to optimise the implementation of new analytical platforms and tools
- To enhance data quality, a key foundation to a data orientated approach to improvement

4. THE REQUIREMENT

5. THE PARTNER WILL BE REQUIRED TO SUPPORT THE EXPANSION OF BUSINESS INTELLIGENCE SERVICE WITH THE FOLLOWING AREAS (ILLUSTRATIVE NOT EXHAUSTIVE):

- Waiting list recovery: management of backlog and prioritisation of waiting lists
- Patient flow: help identify and avoid inappropriate admissions

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- Insight analytics to support clinically led service transformation including cross-Provider services
- Targeted training within NHS Trusts to optimise the clinical and patient benefits of new tools being implemented (local and national)
- Application of AI and ML to support close to real time decision making

High Level Overview	Deliverables	KPI/Milestones
Develop national Mental health reporting dashboard	<p>As a CSU, our ability to provide information across the wider NHS services is unsurpassed; Utilising the breadth and depth of data we hold (subject to IG), we will develop a suite of reports to support the ICS to better understand and benchmark their MH services in areas including, but not limited to:</p> <ol style="list-style-type: none"> 1. Perinatal mental health 2. Children and young people (CYP) mental health 3. Adult common mental illness – increased access to psychological therapies (IAPT) 4. Adult severe mental illness (SMI) community care 5. Mental health crisis care and liaison 6. Therapeutic acute mental health inpatient care 7. Older people's mental health 8. Suicide reduction and bereavement support 9. Problem gambling mental health support 10. Rough sleeping mental health support 11. Provider collaboratives and secure care 12. Improving the quality of mental health data 	Delivery of 2 reports by end Dec 2022
Develop national Maternity dashboard	<p>Development of national maternity dashboard which allows comparators against Providers, Systems and Regions at a granular level, including but not limited to:</p> <ul style="list-style-type: none"> • Pre and post-natal care • Birth events and levels of intervention 	Delivery of draft dashboard by end Dec 2022
Specialised Commissioning deep dive	Development of deep dive analysis for Specialised Commissioned activity, including but not limited to ICB level reporting	Delivery of draft deep-dive for 1 System by Nov 2022
Demand and Capacity Modelling	Development of modelling tools allowing for System level demand and capacity modelling	Delivery of draft model by end March 2023
Population Health Management	Enhancement of existing population health management tools including segmentation modelling, and working on tools to support system PHM support	Enhanced tool by end March 2023
Waiting list recovery	Working with existing data sources and tools, as well as developing new dashboard and tools to support the waiting list recovery agenda within systems	Enhanced tools and reporting by end March 2023

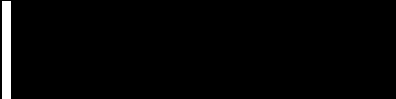
Support other ad hoc projects as required	As agreed on an ongoing basis	To be agreed on an ongoing basis.
<p>5.1 It is anticipated that the service will be provided by a call off arrangement for specific projects through a Statement of Work which will be agreed between AGEM and the Partner.</p> <p>5.2 Any Statement of Work under this procurement will be limited to area outlined above in section 1</p>		
<p>6. KEY MILESTONES</p> <p>6.1 Key milestones and payment schedule will be agreed via each Statement of Work (SoW), this will be awarded from Oct 2022 to March 2023.</p> <p>6.2 The total budget for this procurement will be £266k Inclusive of VAT.</p>		
<p>7. AUTHORITY'S RESPONSIBILITIES</p>		
<p>8. THE AUTHORITY WILL APPOINT A SENIOR RESPONSIBLE OFFICER FOR EACH STATEMENT OF WORK WHO WILL BE RESPONSIBLE FOR WORKING WITH THE PARTNER, ENSURING THAT THE PROJECT IS DELIVERED ON TIME AND THAT PAYMENTS ARE MADE ACCORDING TO THE SOW.</p>		
<p>9. REPORTING</p> <p>9.1 Reporting to be agreed for each SoW</p>		
<p>10. CONTINUOUS IMPROVEMENT</p> <p>10.1 Arden and GEM CSU are committed to the continuous improvement of services to our customers and will be interested in any innovative solutions that the partner may wish to present.</p>		
<p>11. SUSTAINABILITY</p> <p>11.1 The partner will have policy and processes in place to conform to the sustainability and Social Value requirements</p>		
<p>12. STAFF AND CUSTOMER SERVICE</p> <p>12.1 Potential Provider's staff assigned to the Contract shall have the necessary qualifications and experience to deliver the Contract.</p>		
<p>13. SECURITY REQUIREMENTS</p> <p>13.1 Supplier staff will be legally bound by the requirements of GDPR and data protection and will be required to abide by AGEM's corporate policies. This will include the requirements to complete Data Security and Awareness training prior to the commencement of work.</p>		

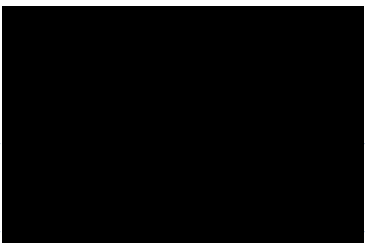
<p>14. PAYMENT</p> <p>14.1 The partner will be paid when they have successfully met the key milestone within the SoW</p> <p>14.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.</p> <p>15. BASE LOCATION</p> <p>15.1 The base location of where the Services will be carried out As per the specific SoW</p>
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PERFORMANCE OF THE DELIVERABLES

Key Staff

Key Subcontractors
N/A

Tender Response

Seymour John Public Services Response


For and on behalf of the Supplier:		For and on behalf of the Contracting Authority:	
Signature:		Signature:	
Name:		Name:	
Role:	Director	Role:	Director
Date:	19.10.2022	Date:	20.10.2022