

Framework Schedule 6 Order Form

CALL-OFF REFERENCE: TCA 3-7-1765

THE BUYER: Maritime & Coastguard Agency

BUYER ADDRESS Spring Place, 105 Commercial Road,
Southampton, SO15 1EG

THE SUPPLIER: PAM Wellbeing Limited

SUPPLIER ADDRESS: Holly House, 73-75 Sankey Street, Warrington,
WA1 1SL

REGISTRATION NUMBER: 07475231

DUNS NUMBER: 217031036

SID4GOV ID: N/A

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 21ST of January 2024.

It's issued under the Framework Contract with the reference number RM6182 – Occupational Health, Employee Assistance Programmes and Eye Care Services for the provision of Employee Assistance Services and associated products and services to support the Cranston Enquiry.

CALL-OFF LOT(S):
Lot 3 – Employee Assistance Programmes

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 and Interpretation) RM6182.
3. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6182
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 10 (Rectification Plan)

- Joint Schedule 11 (Processing Data)
- Call-Off Schedules for RM6182
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
- 4. CCS Core Terms (version 3.0.8)
- 5. Joint Schedule 5 (Corporate Social Responsibility) RM6182

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

None

CALL-OFF START DATE: 03/02/25

CALL-OFF EXPIRY DATE: 02/02/26

CALL-OFF INITIAL PERIOD: 12 months

CALL-OFF DELIVERABLES

MCA has an existing EAP provider through a DfT contract, this covers MCA employees and volunteers.

Due to the Cranston Inquiry, MCA require a bespoke prioritised EAP service for up to 12 individuals (employees and ex-employees) their partners and dependants above and beyond the core and basic EAP provisions.

We require access to the following services:

- **Training** - to be booked through the central workshop booking team email address.
- **Structured Professional Support** - individuals to request this service through the SPS email address. A response will be received within 48hrs. Cranston staff to quote '**HMCG CRANSTON**' in the title subject.
- **Critical Incident Support** – can be accessed through both a telephone number and an email address.

The Cranston Inquiry is an independent non-statutory inquiry into the events of 24 November 2021, when at least 27 people lost their lives crossing the Channel. The Cranston Inquiry will report to the Secretary of State for Transport.

The MCA has 12 witnesses, identified by the Inquiry who will be required to give oral evidence to the Inquiry. This is a mix of employees and ex-employees. These individuals, partners and dependants require dedicated support available prior to the Inquiry beginning in March 2025, during the inquiry and post the inquiry when findings may be released and reports published.

These individuals therefore require access to trauma-informed support services – such as those available under an Employee Assistance Programme (EAP) but offered a prioritised and bespoke service.

MAXIMUM LIABILITY

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

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is

£ [REDACTED]

CALL-OFF CHARGES

[REDACTED]

REIMBURSABLE EXPENSES

Recoverable as stated in the Framework Contract.

PAYMENT METHOD

Suppliers must be in possession of a written purchase order (PO), before commencing any work under this contract. The Purchase Order Number for this contract shall be provided upon receipt of a signed Order Form.

You must quote the aforementioned PO number on all invoices, and these must be submitted as a PDF by email directly to Ssa.invoice@ubusinessservices.co.uk

To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Buyer contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment.

If you have a query regarding an outstanding payment, please contact our Accounts Payable section, on accountspayable@mcga.gov.uk or via Ssa.invoice@ubusinessservices.co.uk.



**Maritime &
Coastguard
Agency**

Invoicing Instructions

1. You should not provide goods or services without receipt of a valid Purchase Order.
2. The contract specification will set out the timing of invoices.
3. It is important that invoices contain the correct information or they will be returned to you. Invoices should be submitted in a timely manner after the despatch of goods or provision of services. Be aware that the following data must be included on every invoice:
The name of the invoicing party (e.g. MCA business unit).
Valid unique Purchase Order (PO) number relevant to the goods/services being invoiced. The PO number must be in the format 8000XXXXXX or 450XXXXXX. This will be found on the Purchase Order you receive.
Clear and detailed description of the goods, services or works supplied.
The sum requested including quantities/prices (as applicable) consistent with those on the original PO.
4. We would expect to contract with your legally registered company name (legal entity) but can or delays in payment may occur.
5. Do not undertake new work or supply goods or services in excess of the original Purchase Order Value.
6. All invoices or credit notes must be an original document.
7. If an incorrect Purchase Order number or no Purchase Order number is quoted, the invoice will be returned to you. You will be able to handwrite the correct Purchase Order numbers on the invoices that are returned, however it is preferable that you change it on your system and reissue to ensure any future invoices are referenced correctly.
8. You must identify the business unit the invoice or credit note relates to e.g. MCA.
9. E-invoices must not include profanities, as these will also be blocked by Unity Business Services (UBS) email security filters and may delay/stop the invoice being received.
10. If an invoice needs to be withdrawn for any reason, you will need to send a credit note. Credit notes should quote the Purchase Order number and your original invoice reference along with details of what the credit note applies to, particularly if it is not for the full value of the invoice.
11. Any correspondence or enquiry sent to the designated email address for invoices/credit notes which is not an original document will be deleted, with no action being taken.

BUYER'S INVOICE ADDRESS:

Maritime & Coastguard Agency
Unity Business Services
Ssa.invoice@ubusinessservices.co.uk

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]
HR Employee Relations Manager
[REDACTED]@mcga.gov.uk

BUYER'S ENVIRONMENTAL POLICY



DfT Corporate
Environmental Policy.pdf

BUYER'S SECURITY POLICY



MCA Information
Security Policy.pdf

SUPPLIER'S AUTHORISED REPRESENTATIVE

Account Director
[REDACTED]@tohealthltd.co.uk

SUPPLIER'S CONTRACT MANAGER

Account Director
[REDACTED]@tohealthltd.co.uk

PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month.

PROGRESS MEETING FREQUENCY

Monthly on the first Working Day of each quarter.

KEY STAFF

[REDACTED] – MCA HR Business Partner
[REDACTED]@mcga.gov.uk

[REDACTED]
HR Employee Relations Manager
[REDACTED]@mcga.gov.uk

[REDACTED]
Account Director
[REDACTED]@tohealthltd.co.uk

KEY SUBCONTRACTOR(S)

N/A

COMMERCIALLY SENSITIVE INFORMATION

N/A

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

Not applicable