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**Call Off Order Form for Management Consultancy Services**

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**FRAMEWORK SCHEDULE 4****CALL OFF ORDER FORM AND CALL OFF TERMS****PART 1 – CALL OFF ORDER FORM****SECTION A**

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement for the provision of **RM3745** dated 4<sup>th</sup> September 2017/21<sup>st</sup> November 2017.

The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Call Off Order Form and the Call Off Terms.

<b>Order Number</b>	<b>To follow</b>
<b>From</b>	<b>NHS Commissioning Board (otherwise known as NHS England) of Quarry House, Quarry Hill, Leeds, LS2 7UE ("CUSTOMER")</b>
<b>To</b>	<b>PA Consulting LLP of 10 Bressenden Place, London SW1E 5DN ("SUPPLIER")</b>

**SECTION B****CALL OFF CONTRACT PERIOD**

<b>1.1.</b>	<b>Commencement Date: 19<sup>th</sup> July 2021</b>
	<b>Expiry Date:</b>  End date of Initial Period <b>31<sup>st</sup> March 2022</b>  End date of Extension Period <b>30<sup>th</sup> September 2022</b>  Minimum written notice to Supplier in respect of extension: <b>2 weeks</b>

## SERVICES

2.1	<p><b>Services required:</b></p> <p>The Supplier is required to help deliver the Finance Workstream's known deliverables over the next phase(s) of the Programme which are likely to include:</p> <ul style="list-style-type: none"> <li>• Design of the workforce models to deliver the programme</li> <li>• The development and procurement of national staffing supply</li> <li>• Oversight and assurance of local staffing supply</li> <li>• Development of training collateral in collaboration with other arms' length bodies</li> <li>• Implementing technology based solutions for workforce planning</li> </ul> <p>Notwithstanding the continuously changing shape and priorities of the Vaccinations Programme, the Workforce Workstream's known deliverables over the next phase(s) of the Programme are likely to include:</p> <ul style="list-style-type: none"> <li>• Implementation of the adult vaccination booster programme – including sustaining and retaining workforce</li> <li>• Development of new workforce models for CYP vaccinations.</li> <li>• Onboarding of new vaccines – with varying properties and training requirements.</li> <li>• Procurement of new staffing solutions.</li> <li>• Enhanced workforce planning and analytical products.</li> <li>• Improved technology capability to monitor health and social care vaccine uptake.</li> <li>• Operational oversight and assurance of workforce demand and supply.</li> <li>• Human capital solutions for longer term sustainability and transfer to business as usual.</li> </ul> <p>The programme continues to move at pace and evolve, therefore partner organisations will need to adapt and flex to meet these requirements.</p>
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	<p>The types of role required will include:</p> <ul style="list-style-type: none"> <li>• Human capital expertise – specialist organisational development resources, not ordinarily available within the NHS. This includes process development, products, guides and capability enhancement.</li> <li>• Analytical – specialist technology development and product expertise.</li> <li>• Workforce design – consultancy support to map clinical / workforce pathways, skill mix, productivity throughput and safety effectiveness.</li> </ul>
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## PROJECT PLAN

3.1.	<i>Supplier staff will schedule and plan individual team activities with direction from Buyer staff.</i>
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## CONTRACT PERFORMANCE

4.1.	<b>Standards:</b> Not applied
4.2	<b>Service Levels/Service Credits:</b> Not applied
4.3	<b>Critical Service Level Failure:</b> Not applied
4.4	<b>Performance Monitoring:</b> Not applied
4.5	<b>Period for providing Rectification Plan:</b> In Clause 39.2.1(a) of the Call Off Terms

## PERSONNEL


5.1	<b>Key Personnel:</b> 
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<b>5.2</b>	<b>Relevant Convictions</b> (Clause 28.2 of the Call Off Terms):  Not applied
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## PAYMENT

<b>6.1</b>	<b>Call Off Contract Charges</b> (including any applicable discount(s), but excluding VAT):  In Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)
<b>6.2</b>	<b>Payment terms/profile</b> (including method of payment e.g. Government Procurement Card (GPC) or BACS):  In Annex 2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)
<b>6.3</b>	<b>Reimbursable Expenses:</b>  Permitted in line with Customer Travel and Subsistence Policy
<b>6.4</b>	<b>Customer billing address</b> (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):  X24 Payables K005, Phoenix House, Topcliffe Lane, Wakefield, WF3 1WE  All invoices to be submitted via Tradeship.com in electronic format
<b>6.5</b>	<b>Call Off Contract Charges fixed for</b> (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):  The duration of the contract term from the Call Off Commencement Date
<b>6.6</b>	<b>Supplier periodic assessment of Call Off Contract Charges</b> (paragraph 9.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)) will be carried out on:  Not applicable
<b>6.7</b>	<b>Supplier request for increase in the Call Off Contract Charges</b> (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):  Not Permitted

## LIABILITY AND INSURANCE

<b>7.1</b>	<b>Estimated Year 1 Call Off Contract Charges:</b>  
<b>7.2</b>	<b>Supplier's limitation of Liability</b> (Clause 37.2.1 of the Call Off Terms);  In Clause 37.2.1 of the Call Off Terms

<b>7.3</b>	<b>Insurance</b> (Clause 38.3 of the Call Off Terms): No specific insurance requirements
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## TERMINATION AND EXIT

<b>8.1</b>	<b>Termination on material Default</b> (Clause 42.2.1(c) of the Call Off Terms): In Clause 42.2.1(c) of the Call Off Terms
<b>8.2</b>	<b>Termination without cause notice period</b> (Clause 42.7.1 of the Call Off Terms): In Clause 42.7.1 of the Call Off Terms
<b>8.3</b>	<b>Undisputed Sums Limit:</b> In Clause 43.1.1 of the Call Off Terms
<b>8.4</b>	<b>Exit Management:</b> Not applied

## SUPPLIER INFORMATION

<b>9.1</b>	<b>Supplier's inspection of Sites, Customer Property and Customer Assets:</b> Not applied	
<b>9.2</b>	<b>Commercially Sensitive Information:</b>	
	<b>Sensitive Information</b>	<b>Reason for sensitivity</b>
	Identity of professional staff and staff experience	Risk of 'poaching' by professional competitors
	Fee rates for professional staff	Of competitive value to professional competitors
	Total price bid for the proposal	Of competitive value to professional competitors
	PA Consulting Methodologies and Tools	Of competitive value to professional competitors

## OTHER CALL OFF REQUIREMENTS

<b>10.1</b>	<b>Recitals</b> (in preamble to the Call Off Terms):
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	Recital A
10.2	<b>Call Off Guarantee (Clause 4 of the Call Off Terms):</b> Not required
10.3	<b>Security:</b> Select short form security requirements
10.4	<b>ICT Policy:</b> Not applied
10.5	<b>Testing:</b> Not applied
10.6	<b>Business Continuity &amp; Disaster Recovery:</b> Not applied
10.7	NOT USED
10.8	<b>Protection of Customer Data (Clause 35.2.3 of the Call Off Terms):</b> Not applied
10.9	<b>Notices (Clause 56.6 of the Call Off Terms):</b> Customer's postal address and email address: NHS England, Skipton House, 80 London Road, SE1 6LH [REDACTED] Supplier's postal address and email address: PA Consulting Services, 10 Bressenden Place, London, SW1E 5DN With a copy to the Head of Group Legal at the address above [REDACTED]
10.10	<b>Transparency Reports</b> In Call Off Schedule 13 (Transparency Reports) Not applied
10.11	<b>Alternative and/or additional provisions (including any Alternative and/or Additional Clauses under Call Off Schedule 14 and if required, any Customer alternative pricing mechanism):</b> AC1: Clause 35.2.5 is not applicable.
10.12	<b>Call Off Tender:</b> In Call Off Schedule 16
10.13	<b>Publicity and Branding (Clause 36.3.2 of the Call Off Terms)</b> Not applied
10.14	<b>Staff Transfer</b> Annex to Call Off Schedule 10, List of Notified Sub-Contractors (Call Off Tender). Not applied

<b>10.15</b>	<b>Processing Data</b> Call Off Schedule 17
<b>10.16</b>	<b>MOD DEFCONs and DEFFORM</b> Call Off Schedule 15



## **FORMATION OF CALL OFF CONTRACT**

**BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the terms Call Off Order Form and the Call Off Terms.**

**The Parties hereby acknowledge and agree that they have read the Call Off Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.**

**In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Supplier within two (2) Working Days from such receipt.**

CALL OFF SCHEDULE 2: SERVICES CALL OFF SCHEDULE 2: SERVICES  
ANNEX 1: the Services

**Please refer to section 2.1**

It is intended that PA will provide services in the following work streams of the programme. Due to the developing and uncertain nature of the programme these areas may change, and others may be needed, and these will be managed through [REDACTED]

**Work stream: Workforce and Training**

**Objectives of the workstream**

Workforce and Training Workstream will provide oversight and guidance on the identification, training, contracting and operations of the workforce required to provide the Flu and Covid vaccine, specifically to:

1. Model the number and type of workforce required for administration, including the use of new workforce groups to administer vaccines, based on a set of agreed supply scenarios and delivery models for each scenario \* through the modelling workstream
2. Secure the required workforce to support agreed delivery models
3. Develop a comprehensive training programme, of which e-learning will be one element
4. Confirm and report on delivery of training programmes
5. Agree and provide guidance on required contractual changes to support workforce expansion
6. Have strategic oversight of workforce deployment
7. Ensure appropriate clinical governance is in place for safe administration of vaccines in all scenarios and delivery models.

**Key activities of the PA team**

- Lead the workforce development aspect
- Support delivery and build materials of both workforce and training elements
- Support PMO element to successfully deliver the workstream coordination
- Support and deputise for the workstream director

**Work stream: Finance**

**Objectives of the workstream**

1. Support cost control and reporting
2. To ensure that there are appropriate financial controls in place to support value for money of the programme
3. To support key stakeholders to make the most efficient and effective financial decisions, in line with delivery requirements
4. Work closely with workstreams and Modelling team, to take the output of costing assumptions owned by the workstreams which are built into the demand / volumetric modelling by the modelling team to create a useful financial management tool, namely programme budgets
5. Interacting with the regions to devolve local ownership of managing cost against the budget
6. Capture all spend and forecasted spend against the programme in a streamlined but detailed way, ensuring appropriate records are in place to support future audit requirements

**Key activities of the PA team**

- Workstream mobilisation
- Agree workstream resourcing profile
- Engage key stakeholders
- Engage all workstreams
- Review the existing flu reporting as a baseline for adaption
- Establish programme and regional / workstream budgets
- Mobilise financial grip and control processes
- Programme decision on budgetary process for regions
- Engage regions and agree reporting mechanism
- Create the cost model
- Inform reporting structures through the cost model
- Undertake daily / weekly reporting as appropriate

CALL OFF SCHEDULE 3 CALL OFF SCHEDULE 3  
ANNEX 1: CALL OFF CONTRACT CHARGES

The Supplier were asked to provide support under the Covid rates, which are in the following table:

*Value for Money* must be maintained throughout the life of the contract and that *Discount* is applied, at the earliest opportunity (as set out below).

- The rates list below are applied when the services are ordered at the commencement of the engagement for the periods indicated.
- Due to the fast-paced nature and the scale of the programme if staff are required to working more than eight-hour days and where this is the case additional charges can apply only if a 12 hour is exceeded.

Columns B, C, D, E to be completed by Tenderer		
	B	
Project length	up to and including 3 months	
	Daily Rate Offered (£exc.VAT)	

