

**RM3711 MULTIDISCIPLINARY TEMPORARY HEALTHCARE PERSONNEL**

**FRAMEWORK SCHEDULE 4**

**ORDER FORM AND CALL OFF TERMS**

**PART 1 – ORDER FORM**

*When signed, this Order Form becomes a legally binding contract incorporating the terms and conditions of the Call-Off Contract.*

**A. ORDER FORM**

**MULTIDISCIPLINARY FRAMEWORK AGREEMENT: RM3711**

**FROM:**

<b>CONTRACTING AUTHORITY</b>	Secretary of State for Health and Social Care, on behalf of the Crown
<b>SERVICE ADDRESS</b>	39 Victoria Street London SW1H 0EU
<b>INVOICE ADDRESS (if different)</b>	Email: Redacted in line with Section 40 of the FOIA
<b>CONTACT REFERENCE</b>	Authoriser Name: Redacted in line with Section 40 of the FOIA  E-mail: Redacted in line with Section 40 of the FOIA
<b>ORDER NUMBER</b>	PO number to be supplied within 10 days of completion of this form.
<b>ORDER DATE</b>	01 April 2019

**TO:**

<b>SERVICE PROVIDER</b>	HCL Social Care Ltd t/a Medicare First
<b>SERVICE PROVIDER'S ADDRESS</b>	10 Old Bailey, London, EC4M 7NG
<b>ACCOUNT MANAGER</b>	Name: Redacted in line with Section 40 of the FOIA E-mail: Redacted in line with Section 40 of the FOIA

<b>PART 1: SERVICE REQUIREMENT</b>	
<b>PART 1.1: SERVICE AND DELIVERABLES REQUIRED:</b> Temporary Worker Requirements:	
<b>NUMBER OF ROLES REQUIRED:</b>	One
<b>TYPE OF SERVICES REQUIRED</b>	Doctors <input type="checkbox"/> Nursing/Social Care <input checked="" type="checkbox"/> AHP/HSS/ES <input type="checkbox"/>
<b>ADDITIONAL REQUIREMENTS:</b>	N/A
<b>PART 1.2: ANCIPATED DURATION OF CONTRACT</b>	Service Levels are as specified in the framework.
<b>COMMENCEMENT DATE:</b>	01/04/2019
<b>ANTICIPATED END DATE:</b>	30/06/2019
<b>PART 1.3: MILESTONES AND KEY DELIVERABLES</b>	
<ul style="list-style-type: none"> <li>• Weekly review of pressure points and decide priorities with central team of DHSC and NHS England via catch ups.</li> <li>• Quality improvement plan synthesising key learning to be shared across the system</li> <li>• Progress report.</li> <li>• Agency to provide timely and adequate support to the contractor so that any travel arrangements are organised at least 5 working days in advance, unless arrangements have been made at the last minute.</li> <li>• Agency to provide contracting authority with confirmation of travel arrangements for the contractor on a weekly basis, the week prior to travel.</li> <li>• Agency to ensure T&amp;S is paid in line with Government policy in a timely manner.</li> </ul>	
<b>PART 1.4: CHARGES PAYABLE BY CONTRACTING AUTHORITY (INCLUDING ANY APPLICABLE DISCOUNT AND METHOD OF PAYMENT E.G. GOVERNMENT PROCUREMENT CARD OR BACS):</b>	
<p>Total Charge from Agency: <b>Redacted in line with Section 43 of the FOIA</b> = £34,100 (excluding VAT)  Pay to worker: <b>Redacted in line with Section 43 of the FOIA</b></p> <p>Payment by BACS following receipt of a valid invoice quoting the PO number (to be supplied).</p> <p>The Contracting Authority reserves the right to terminate the agreement at any time without the requirement of a notice period. Should the assignment be terminated before the anticipated end date, the Contracting Authority will only be obligated to pay the Supplier for the days worked up to the termination date.</p>	
<b>PART 1.5: ACCEPTANCE PRIOR TO PAYMENT</b>	
Booking Form to be in specified format to customer requirements signed and authorised by Supplier.	
<b>PART 2: CONTRACTING AUTHORITY CONTRACTUAL REQUIREMENTS</b>	
To engage the services of <b>Redacted in line with Section 40 of the FOIA</b> . The contractor will be required to handover all work including but not restricted to completed deliverables, working drafts and documentation relating to research / findings / workshops / meetings at the end of the contract.	
<b>PART 3: ADDITIONAL REQUIREMENTS</b>	

This means any additional requirements in the Call Off Schedule 1-14

Schedule 1	Definitions	
Schedule 2	Refers to Specification	<b>See 1.3 for specification.</b>
Schedule 3	Call off Contract Charges, Payment and invoicing	<b>As indicated on call off order form.</b>
Schedule 4	Refers to Implementation Plan	<i>Not always relevant</i>
Schedule 5	Refers to Testing	<i>Usually linked to procuring complex services Annex1 Satisfaction Certificate connected to Milestones and Testing</i>
Schedule 6	Refers to Service Levels, Service Credits and Performance Monitoring	<i>Annex 1 Embed appropriate Service Levels appropriate to you Annex 2 If appropriate to you Annex 1 B Additional performance requirements if you have anything else to add.</i>
Schedule 7	Refers to additional Standards	<i>Optional</i>
Schedule 8	Refers to Security	<i>You can add your own Security Policy if required</i>
Schedule 9	Refers to BCDR plan	<i>Optional</i>
Schedule 10	Refers to Exit Management	<b>Embedded as one of the outputs.</b>
Schedule 11	Refers to transfer of Staff	<i>If applicable</i>
Schedule 12	Refers to Dispute Resolution Procedure	<i>Embed details of Procedure</i>
Schedule 13	Refers to Variation Form	<i>Not relevant</i>
Schedule 14	Refers to Additional Clauses	<i>4.5 is relevant to NHS Trusts</i>
Schedule 15	Refers to Ministry Defence Contracts	<i>Not relevant.</i>

**PART 4: PERFORMANCE OF THE SERVICES AND DELIVERABLES**

See service specification at part 1.3.

**PART 4.1: KEY PERSONNEL OF THE SERVICE PROVIDER TO BE INVOLVED IN THE SERVICES AND DELIVERABLES:**

Account Manager  
 Name: Redacted in line with Section 40 of the FOIA  
 E-mail: Redacted in line with Section 40 of the FOIA  
  
Managing Director  
 Name: Redacted in line with Section 40 of the FOIA  
 Email: Redacted in line with Section 40 of the FOIA

**PART 4.2: SUB-CONTRACTORS TO BE INVOLVED IN THE SERVICES AND DELIVERABLES:**

Not Applicable

**PART 5: CONFIDENTIAL INFORMATION**

All data and information shall be deemed as commercially sensitive and should be treated as

	such, in accordance with GDPR and data protection requirements.  Any responses to requests for information should be authorised by the Customer.
<b>PART 5.1: THE FOLLOWING INFORMATION SHALL BE DEEMED COMMERCIAL SENSITIVE INFORMATION OR CONFIDENTIAL INFORMATION:</b>	See above

**BY SIGNING AND RETURNING THIS ORDER FORM THE SERVICE PROVIDER AGREES** to enter a legally binding contract with the Contracting Authority Contracting Authority to provide to the Contracting Authority the Services specified in the Service Order Requirements set out in this Order Form [(together with where completed and applicable, the further-competition order (additional requirements)] incorporating the rights and obligations in the Call-Off Terms and Conditions set out in the Framework Agreement between the Service Provider and the Authority .

**FOR AND ON BEHALF OF THE SERVICE PROVIDER:**

<b>NAME:</b>	Redacted in line with Section 40 of the FOIA
<b>TITLE:</b>	Redacted in line with Section 40 of the FOIA
<b>SIGNATURE:</b>	Redacted in line with Section 40 of the FOIA
<b>DATE:</b>	10/05/2019

**FOR AND ON BEHALF OF THE CONTRACTING AUTHORITY:**

<b>NAME:</b>	Redacted in line with Section 40 of the FOIA
<b>TITLE:</b>	Redacted in line with Section 40 of the FOIA
<b>SIGNATURE:</b>	Redacted in line with Section 40 of the FOIA
<b>DATE:</b>	13 May 2019