

Framework Schedule 6 (Order Form Template and Call-Off Schedules)
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Order Form

CALL-OFF REFERENCE: PRO 5780

THE BUYER: Secretary of State for Health and Social Care
acting as part of the Crown through the UK Health
Security Agency

BUYER ADDRESS Nobel House, Smith Square, London, SW1P 3HX

THE SUPPLIER: PAM Wellbeing Limited T/A PAM Assist

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

REGISTRATION NUMBER: 07475231

DUNS NUMBER: N/A

SID4GOV ID: N/A

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 28th March 2023.

It's issued under the Framework Contract with the reference number RM6182 for the provision of Lot 3: Employee Assistance Programme services.

CALL-OFF LOT(S):
Lot 3

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

Framework Ref: RM6182

Project Version: v1.0

Model Version: v3.6

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- 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)
 - Call-Off Schedule 5 (Pricing Details)
 - 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 12 (Clustering)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 16 (Benchmarking)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
- 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: 1st April 2023

CALL-OFF EXPIRY DATE: 31st March 2025

CALL-OFF INITIAL PERIOD: Two (2) years

OPTIONAL EXTENSION One (1) Year

CALL-OFF DELIVERABLES

See Call-Off Schedule 20

MAXIMUM LIABILITY

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

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The Estimated Charges used to calculate liability over the first two (2) Contract Years is £120,000.00.

CALL-OFF CHARGES

Call-Off Schedule 5 (Pricing Details)

The Call-Off Charges under this Call-Off Order shall not exceed £120,000.00 over the Call-Off Initial Period.

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

Monthly in arrears by BACs or alternative payment method as agreed between the Buyer and the Supplier. Submitted invoices must be accompanied by supporting information including:

- completed timesheets for amounts set out in the relevant invoice; and
- such other information as the Buyer (acting reasonably) may require in order to verify the invoiced amounts, including the Purchase Order (PO) number.

BUYER'S INVOICE ADDRESS:

[REDACTED]

UKHSA Accounts Payable Team;
UK Health Security Agency,
Manor Farm Road,
Porton Down,
Salisbury,
SP4 0JG

[REDACTED]

Contact number for all invoice related queries: [REDACTED] Please select Option 5, and then Option 1

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

[REDACTED]

[REDACTED]

BUYER'S ENVIRONMENTAL POLICY

Available upon request.

BUYER'S SECURITY POLICY

Available upon request.

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SUPPLIER’S AUTHORISED REPRESENTATIVE

[Redacted]
[Redacted]
[Redacted]
[Redacted]

SUPPLIER’S CONTRACT MANAGER

[Redacted]
[Redacted]
[Redacted]

PROGRESS MEETING FREQUENCY
Every two (2) months on the first Working Day of the month.

KEY STAFF
[Redacted]
[Redacted]
[Redacted]

KEY SUBCONTRACTOR(S)
N/A

COMMERCIALLY SENSITIVE INFORMATION
Supplier’s Commercially Sensitive Information

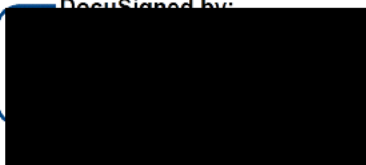

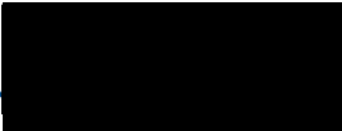

SERVICE CREDITS
Not applicable

ADDITIONAL INSURANCES
Not applicable

GUARANTEE
Not applicable

SOCIAL VALUE COMMITMENT
Not applicable

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For and on behalf of the Supplier:	For and on behalf of the Buyer:
<p>DocuSigned by:</p>  <p>Full Name: </p> <p>Job Title/Role: ACCOUNT DIRECTOR</p> <p>Date Signed: 31/03/23</p>	<p>DocuSigned by:</p>  <p>Full Name: </p> <p>Job Title/Role: Commercial Lead</p> <p>Date Signed: 31/03/2023</p>

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Call-Off Schedule 5 (Pricing Details)

Business Requirement and reference	Pam Assist Lot 3 Framework Prices
1. 24 hours access to lifestyle support and wellbeing services including welfare rights immediate crisis intervention or counselling support.	
2. Access to an Online, a health, wellbeing and information resource containing an extensive range of fact sheets and links to expert agencies.	
3. Psychological Support and therapy using:	
a. Online and email therapy	
b. Online and self-help literature	
c. Telephone and video conference counselling EAP4	
d. Face to face counselling up to 6 counselling session per individual, counselling service will be determined by clinicians considering the clinical need of the individual. EAP5	
e. Up to 4 sessions of Cognitive Behavioural Therapy (CBT) per individual per year may be provided as an alternative to other therapeutic support. EAP6	

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Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract.

Schedule A. The Services

The Supplier will provide:

1. 24 hours access to lifestyle support and wellbeing services including welfare rights immediate crisis intervention or counselling support.
2. Access to PAM Assist Online, a health, wellbeing and information resource containing an extensive range of fact sheets and links to expert agencies, including a dedicated management section for those with line management responsibility.
3. Psychological Support and therapy is provided using
 - a. Online and email therapy
 - b. Online and self-help literature
 - c. Telephone and video conference counselling
 - d. Face to face counselling up to 6 counselling session per individual, counselling service will be determined by PAM Assist clinicians taking into account the clinical need of the individual and the most appropriate deliver method.
 - e. Up to 4 sessions of Cognitive Behavioural Therapy (CBT) per individual per year may be provided as an alternative to other therapeutic support. Where an appointment is cancelled or the individual does not attend an appointment is included within the allocated number of appointments.
4. Therapy sessions are allocated 60 minutes with the personal contact time with the individual being 50 minutes and 10 minutes for administration time. If an individual is late for their appointment then the time is deducted from the personal contact time up to 30 minutes. Where an individual is later than 30 minutes it is not clinically appropriate to commence the therapy and the whole appointment is cancelled.
5. Bi-Monthly Account Management Review Meetings.

Schedule B. Service Level Standards

1. On average 95% of calls to the Support Line will be answered within 15 seconds. 99% of calls will be answered within 2 minutes.
2. Fully trained and experienced Telephone Counsellors will be available at all times providing 24-hour access to telephone counselling with immediate crisis intervention.
3. Provision of on line website services not less than 99.5% performance in a given year excluding any planned maintenance where the web site will publish at least 24 hours' notice of any planned maintenance that will reduce the service provision.
4. Where counselling is offered, the Supplier expects contact with the individual to be established within 2 working days and an appointment agreed.

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5. Where counselling is required, and is included unless otherwise determined by the support required, we aim to offer clients an appointment with a counsellors as follows:

- Emergency cases within 8 hours
- Urgent cases within 5 working days
- Routine case within 7-10 working days

6. All Supplier employees and associates have been recruited in accordance with the criteria set out in

PAM 's Recruitment Policy

7. All counsellors are required to demonstrate evidence of regular external supervision. In addition, their work is closely monitored by the Supplier 's internal Case Management system.

8. Most of the provision will be via telephone, however there is the option of wellbeing counselling face to face. In the case of face to face support, subject to geographical restrictions the individual should not have to travel more than 30 miles from either their home or place of work (as determined by the Supplier), except where it may be in their best interest to do so.

9. Where referral to longer-term assistance is required, the Supplier will ensure effective management onto other agencies/medical practitioners is provided.

10. The Supplier has a efficient complaints procedure and Privacy Policy this is on their website www.pamgroup.co.uk