

Crown Commercial Service

Call Off Order Form for Management Consultancy Services

Provision of Applied Intelligence Support in Relation To Covid-19

To

Department of Health and Social Care

From

Accenture (UK) Limited

Contract Reference: CCCC20B89

FRAMEWORK SCHEDULE 4

CALL OFF ORDER FORM

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 Accenture Product Support dated **04 September 2018**.

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 Template Call Off Order Form and the Call Off Terms.

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| Order Number | CCCC20B89 |
| From | Department of Health and Social Care ("CUSTOMER") |
| To | Accenture (UK) Limited ("SUPPLIER") |
| Date | 4th December 2020 |

SECTION B

1. CALL OFF CONTRACT PERIOD

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| 1.1. | The Contract is deemed of have Commenced on: 1 st December 2020 |
| 1.2. | Expiry Date: 31 st January 2020 |

2. SERVICES

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| 2.1. | <p>Services required:</p> <p><i>The Department of Health and Social Care, in collaboration with NHS England and NHS Improvement and NHS X have been coordinating the NHS's digital response to the COVID-19 virus.</i></p> <p><i>This has included the bringing together of a composite programme team drawn from the NHS and industry who have mobilized a 'Test, Trace, Contain, Enable' solution.</i></p> <p><i>This is an ongoing programme of work, and consultancy skills are required on an advisory basis to advise and enable the DHSC in its endeavours.</i></p> <p><i>The Services:</i></p> <p><i>The Buyer (DHSC) has asked the Supplier (Accenture) to provide consultancy services to form key parts of teams that will deliver the 'Rebuild Public Trust' priorities and Mass Testing Priorities in the Countdown to Christmas portfolio:</i></p> <p><i>These work streams include:</i></p> <ol style="list-style-type: none"> 1. Certification 2. Serial testing 3. Enabling DPH 4. LFD testing <ul style="list-style-type: none"> o Customer Support <i>Holistic support system (with 119) for organisations and the public</i> <i>Additional recommendations & content for new products & services</i> o E2E Service Design <i>Design of micro-services and public implementation for R3</i> o Taking the test <i>Implementation of IFU's – instruction manuals</i> <i>Experience for managing the waste</i> o Use case implementation <i>Compile design patterns to take to policy – Public and private institutions</i> 5. Simplified Testing Experience 6. Self- Isolation Experience 7. And cross cutting work streams: <ul style="list-style-type: none"> o E&I <i>Design principles that pass through all the teams</i> <i>Citizen advisory Group</i> <i>Voice of the Customer</i> <p><i>All the milestones in the Countdown to Christmas Customer programme of work will have a contribution to a more or lesser extent from the Accenture team. Some key deliverables mapped below.</i></p> |
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| Workstream | Planned delivery date | Milestone |
|-------------------------------|-----------------------|---|
| LFD Offline | 30/11/2020 | Publish LFD supporting information on gov website |
| LFD Offline | 04-Dec-20 | Create instructional video for LFD self-use |
| LFD Offline | 30/11/2020 | Service Delivery Model finalised for LFD Self-Testing |
| LFD Offline | TBC | Complete FINAL Instruction For Use (IFU) booklet for Print |
| LFD Offline | TBC | An test playbook finalised |
| LFD Offline | 30/11/2020 | User testing the instructions for offline experience completed |
| LFD Offline | | IFU Video completed |
| Community Led Testing | 19-Nov-20 | On-site blueprint going live |
| Community Led Testing | 03-Dec-20 | Community led-testing door to door pre-pilot activities to go ahead |
| | | Wrap community test learning into Playbook |
| Community Led Testing | 20-Nov-20 | Confirm whether community-led testing work can fit into other onsite pilot work |
| Certification | 18-Nov-20 | Confirm certification scope and team shape |
| Certification | 18-Nov-20 | Confirm key sponsor and decision maker for certification |
| Certification | | Design & discovery complete |
| Schools | 27-Nov-20 | Identify the 7 schools to scale the existing schools pilot (testing observations) |
| Schools | 27-Nov-20 | Iterate on the schools playbook |
| Schools | 27-Nov-20 | Find an owner for the comms for school consent and buy-in |
| Schools | 18-Dec-20 | Host the schools and uni playbook online (either gov or PHE or Hub?) |
| Schools | 18-Nov-20 | Connect with Digital to ensure the requirements for scaling are updated |
| Universities | 20-Nov-20 | Pilot observation findings against journey |
| Universities | 27-Nov-20 | Confirm further universities taking part in pilot - REMOVE recommendation re-opening universities |
| Anonymous Testing | 16-Nov-20 | Submit sub to Secretary of State |
| Anonymous Testing | 17-Nov-20 | Anonymous testing pilot go-live |
| Anonymous Testing | 20-Nov-20 | Confirm the pilots that are going to take place (migrant help and one other charity) |
| App integration: SIP payments | 13-Nov-20 | First draft of screens for app and new gateway completed |
| App integration: SIP payments | 20-Nov-20 | Complete user testing of prototype copy |
| App integration: SIP payments | 27-Nov-20 | Build of app/Gateway and CTAS changes complete |
| App integration: SIP payments | 04-Dec-20 | All functional and performance testing complete |

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| Self Isolation-Guidance | 18-Dec-20 | Implement more prominent self-isolation guidance in test booking journey (TBC pending results of investigation) |
| Self Isolation-Guidance | 11-Dec-20 | Investigate adding self-isolation call to action to test leaflet |
| Self Isolation-Guidance | 18-Dec-20 | Scoping the Self-Isolation Guidance Pack concept |
| Self Isolation-Guidance | 18-Dec-20 | Scoping improvements to email communications around testing to improve self-isolation guidance |
| Self Isolation-Guidance | 27-Nov-20 | Pull together a timeline view of self-isolation guidance across the service (artefact) |
| COVID website | 04-Dec-20 | Gain EXCO signoff to move forward Define scope of website 1.0 (whats in and out) Establish service design detail around whats in scope & prototype the key service journeys Draft information arch Agree who will build website Draft proposition (vs other products) Audit scope & planning complete Start content audit for content in scope for website version 1.0 |
| Enabling DsPH | 27/11/2020 | Designed and agreed citizen journey for community rapid testing |
| Enabling DsPH | 07-Dec-20 | Set of enablement tools for DsPH to mobilise AST services |
| Enabling DsPH | 07-Dec-20 | Creation & go-live of an online toolkit |
| Enabling DsPH | 13/04/2021 | Continuous Improvement engagement with LAs through a digital platform |
| Enabling DsPH | 18/12/2020 | Targetted feedback and research |
| Trace - CX performance analytics | 18/12/2020 | Revisiting Trace performance analytics and integration with BCG overall KPI work, including CX-specific metrics |
| Trace - Design process & Governance | 18/12/2020 | Developing design process and governance - first stage agreement on overall process and first meeting of Service Design Authority |

3. PROJECT PLAN

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| 3.1. | Project Plan: The supplier shall provide the Customer with a draft Project Plan for Approval within 1 Working Day from the Call Off Commencement Date |
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4. CONTRACT PERFORMANCE

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| 4.1. | Standards: In Clause 11 (Standards and Quality) |
| 4.2 | Service Levels/Service Credits: |

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| | Not applied |
| 4.3 | Critical Service Level Failure: Not applied |
| 4.4 | Performance Monitoring: Weekly timesheets for approval by relevant business owner. Bi-monthly reporting with detailed breakdown of inflight and planned resources + review in weekly commercial meetings. Weekly countdown to Christmas milestone monitoring meetings. |
| 4.5 | Period for providing Rectification Plan: In Clause 39.2.1(a) of the Call Off Terms. |

5. PERSONNEL

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| 5.1 | Key Personnel: REDACTED |
| 5.2 | Relevant Convictions (Clause 28.2 of the Call Off Terms): In Clause 28.2 of the Call Off Terms |

6. PAYMENT

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| 6.1 | Call Off Contract Charges (including any applicable discount(s), but excluding VAT): £951,307.00 (excluding VAT) REDACTED |
| 6.2 | Payment terms/profile (including method of payment e.g. Government Procurement Card (GPC) or BACS): Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. Invoices should be emailed directly to: REDACTED |
| 6.3 | Reimbursable Expenses: Permitted in accordance with Department of Health and Socialcare Travel & Subsistence Policy. |
| 6.4 | Customer billing address (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): REDACTED |
| 6.5 | Call Off Contract Charges fixed for (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): Entirety of Contract period. |

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| 6.6 | Supplier periodic assessment of Call Off Contract Charges (paragraph 9.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)) will be carried out on: Not Applicable. |
| 6.7 | Supplier request for increase in the Call Off Contract Charges (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): Not Permitted. |

7. LIABILITY AND INSURANCE

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| 7.1 | Estimated Year 1 Call Off Contract Charges: The sum of ££951,307.00 (excluding VAT). |
| 7.2 | Supplier's limitation of Liability (Clause 37.2.1 of the Call Off Terms); In Clause 37.2.1 of the Call Off Terms |
| 7.3 | Insurance (Clause 38.3 of the Call Off Terms): In Clause 38.3 of the Call Off Terms |

8. TERMINATION AND EXIT

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| 8.1 | Termination on material Default (Clause 42.2 of the Call Off Terms): In Ckklaus 42.2 of the Call Off Terms |
| 8.2 | Termination without cause notice period (Clause 42.7 of the Call Off Terms): The Customer shall have the right to terminate this Call Off Contract at any time by issuing a Termination Notice to the Supplier giving at least ten (10) working days notice |
| 8.3 | Undisputed Sums Limit: In Clause 43.1.1 of the Call Off Terms |
| 8.4 | Exit Management: Not applied |

9. SUPPLIER INFORMATION

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| 9.1 | Supplier's inspection of Sites, Customer Property and Customer Assets: Not Applicable. |
| 9.2 | Commercially Sensitive Information: In Clause 35.4.8 of the Call Off terms |

10. OTHER CALL OFF REQUIREMENTS

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| 10.1 | Recitals (in preamble to the Call Off Terms): Recital A |
| 10.2 | Call Off Guarantee (Clause 4 of the Call Off Terms): Not required |
| 10.3 | Security: Select short form security requirements (paragraphs 1 to 5, excluding paragraph 4) All staff involved must undertake and satisfy BPSS checks |
| 10.4 | ICT Policy: Not applied |
| 10.6 | Business Continuity & Disaster Recovery: Not applied |
| 10.7 | NOT USED |
| 10.8 | Protection of Customer Data (Clause 35.2.3 of the Call Off Terms): In Clause 35.2.3 of the Call Off Terms |
| 10.9 | Notices (Clause 56.6 of the Call Off Terms): REDACTED |
| 10.10 | Transparency Reports In Call Off Schedule 13 (Transparency Reports) |
| 10.11 | Alternative and/or Additional Clauses from Call Off Schedule 14 and if required, any Customer alternative pricing mechanism: Not applied |
| 10.12 | Call Off Tender: The supplier shall deliver the services as outlined in Section 2.1 and all other conditions of this Order Form. |
| 10.13 | Publicity and Branding (Clause 36.3.2 of the Call Off Terms) In Clause 36.3.2 of the Call Off Terms |
| 10.14 | Staff Transfer Annex to Schedule 10, List of Notified Sub-Contractors (Call Off Tender). |
| 10.15 | Processing Data Call Off Schedule 17 |
| 10.16 | MOD DEFCONs and DEFFORM Not applied |

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.

For and on behalf of the Supplier:

| | |
|----------------|----------|
| Name and Title | REDACTED |
| Signature | REDACTED |
| Date | REDACTED |

For and on behalf of the Customer:

| | |
|----------------|----------|
| Name and Title | REDACTED |
| Signature | REDACTED |
| Date | REDACTED |