

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

Part A

Order Form Template

CALL-OFF REFERENCE: BSP_3337 - PHE - Health Protection – Culture Collections. ECM_**TBC**

THE BUYER: Public Health England

BUYER ADDRESS Public Health England, an Executive Agency of the Department of Health and having its offices at Wellington House, 133-155 Waterloo Road, London SE1 8UG

THE SUPPLIER: Public Consulting Group UK Limited

SUPPLIER ADDRESS: Smithy Court, Smithy Brook Road, Wigan, England, WN3 6PS

REGISTRATION NUMBER: 06654748

DUNS NUMBER: **211316136**

SID4GOV ID: **n/a**

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 22 Feb 2021.
It's issued under the Framework Contract with the reference number RM3821 for the provision of Data and Applications Solutions.

CALL-OFF LOT(S):

Data and Application Solutions Framework RM3821; Lot 1C

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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) RM3821
3. The following Schedules in equal order of precedence:
 - Joint Schedules for framework reference number RM3821
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Call-Off Schedules for **[Insert** Call-Off reference number]
 - *Call-Off Schedule 1 (Transparency Reports)*
 - *Call-Off Schedule 2 (Staff Transfer)*
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
4. CCS Core Terms (version 3. 0.3)
5. Joint Schedule 5 (Corporate Social Responsibility) RM3821
6. *[Call-Off Schedule 21 (Supplier-Furnished Terms]*

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

The following Special Terms are incorporated into this Call-Off Contract:

[Special Term 1:PHE may wish to procure additional consultancy days / professional services. Any additional days will be agreed between PHE and the supplier in a Project Change Request (PCR) form, which will authorised by PHE, prior to any such service commencing. The PCR will detail the scope and additional cost for that work.

]

[Special Term 2. Ongoing costs will be reviewed every 12 months from the call-off start date, and, by default, shall be subject to inflation, as defined by the Consumer Price Index.

]

[Special Term 3. The Supplier reserves the right to not accept any contract extension beyond the initial term, and to terminate the contract without cause, by providing at least 180 days' notice.

]

[None]

CALL-OFF START DATE:

26/04/2021

Framework Ref: RM3821
Project Version: V1
Model Version: v3.0

CALL-OFF EXPIRY DATE: **26/04/2022**

CALL-OFF INITIAL PERIOD: 12 months plus option to extend 1+1+1+1+1

CALL-OFF DELIVERABLES:

The deliverables under this project include:

1. Support and maintenance of the Culture Collections website for Public Health England.
2. Additional UX improvements - The current platform is an older Java application. PCG is carrying out an upgrade to update the site, in line with the agreed UX specifications.
3. PCG provide additional Professional Services, as required, which are quoted for on a case-by-case basis as separate Change Requests.

1. Support and Maintenance

Public Health England receive an ongoing hosting and support service, which is summarised as follows:

- 09:00 – 17:00, Monday – Friday (excluding public holidays), direct support line.
- Hosted service, with:
 - all data stored within in the UK
 - SLA uptime of 99.95% for the live service.
 - 10Mb average bandwidth
 - 1.5 TB storage
- Open access to PCG' online call logging application, so that issues can be tracked at any time.
- Regular account management meetings.

Contacting the support desk

Issues can be reported via the following three channels, and will be responded to within Working Hours, which are 9:00 am - 5:00 pm Monday to Friday, excluding Public Holidays:

- **Phone:** Our support team have a dedicated phone line, which can be reached by dialling [REDACTED] Calls are charged at local rates.
- **E-mail:** Faults may also be reported via our support email address – [REDACTED]

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- **Online Call Logging:** Our clients may also log directly into PCG' on-line call logging application (Jira Service Desk)

PCG will log all incidents in Jira service desk, generating a unique reference number. Client staff will be able to check the status of an incident online at any time.

Response times and Service Levels

For our hosted systems, PCG offer an availability SLA target of 99.95% uptime

Once a call has been logged, PCG will advise The Client of the estimated time needed to resolve the incident.

We will take advice from the Client on the severity level of the issue being reported. Severity levels are broadly defined as follows:

Severity Level	Severity Code	Response Time	Breakdown of Severity
Very High	P1	15 minutes	System Down. The Site/Application is completely down or is not operational. Users are unable to browse the site
High	P2	30 minutes	Major impact on Service; serious impairment to the Service.
Medium	P3	1 hour	There is limited functionality of the system available. The effect does not seriously impair the use of the Service but does cause interruptions to Service.

Severity Level	Severity Code	Response Time	Breakdown of Severity
Low	P4	1 hour	Minor issue with little or no impact on the Service.
Very Low	P5	1 hour	All other issues

The Client will receive regular updates on incidents that have a severity F1 and F2. PCG will provide updates via email or telephone until the incident is resolved. The call and logging procedure is part of our Customer Support Process and provides an audit trail of actions taken.

2. Additional UX enhancements

The following document includes the scope of the additional work required for the UX project in Worksheet 1. Any items not included on Worksheet 1 or are specifically mentioned in Worksheet 2 “Out of scope”, are considered out of scope for the UX Project.

MAXIMUM LIABILITY

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

[Buyer guidance: you can change the cap on liability in Clause 11.2 where you have made an appropriate risk assessment and sought the necessary management approvals. Unlimited liability is not permitted]

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £75,900

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CALL-OFF CHARGES

1. The monthly charges for hosting of a live and UAT environment for the Culture Collections is maintained at [REDACTED]
2. Additional UX enhancements - [REDACTED]
 - a. [REDACTED] due on signing
 - b. [REDACTED] on acceptance
3. The blended day rate for any consultancy days or professional services is [REDACTED] per day.

All prices exclude VAT.

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 5 and 6 in Framework Schedule 3 (Framework Prices)

The Charges will not be impacted by any change to the Framework Prices.

REIMBURSABLE EXPENSES

[Recoverable as stated in the Framework Contract]

PAYMENT METHOD

Hosting and Support invoices are invoiced monthly, in advance.

Consultancy days / professional services are invoiced on acceptance of work, or as specified in the Project Change Request.

BUYER'S INVOICE ADDRESS:

All invoices to be sent to: [REDACTED] and CC in [REDACTED]

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

BUYER'S ENVIRONMENTAL POLICY



BUYER'S SECURITY POLICY

Framework Ref: RM3821
Project Version: V1
Model Version: v3.0



SUPPLIER'S AUTHORISED REPRESENTATIVE



SUPPLIER'S CONTRACT MANAGER



PROGRESS REPORT FREQUENCY

Insert report frequency: On the first Working Day of each calendar month, or as agreed with PHE

PROGRESS MEETING FREQUENCY

Fortnightly, or as agreed with PHE.

KEY STAFF

Not applicable

KEY SUBCONTRACTOR(S)

Not applicable

COMMERCIALLY SENSITIVE INFORMATION

Contact details for supplier staff

SERVICE CREDITS

Not applicable

GUARANTEE

Not applicable

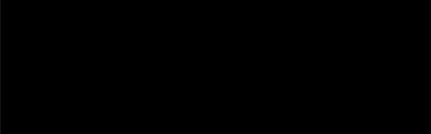
SOCIAL VALUE COMMITMENT

Not applicable

MINIMUM PERIOD OF NOTICE FOR NO_FAULT TERMINATION

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90 Working Days from the date of written notice excluding duration required to carry out the exit management plan.

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:	19.5.2021	Date:	28.05.2021

[Buyer guidance: execution by seal / deed where required by the Buyer].

Part B

Call-Off Schedules

[Insert] template Call-Off Schedules listed in the Framework Award Form. These are either:

- mandatory
- optional: where highlighted in square brackets in the Call-Off Incorporated Terms in Part A of this Schedule may be selected or removed from the Call-Off Contract]
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - [Call-Off Schedule 3 (Continuous Improvement)]
 - [Call-Off Schedule 4 (Call-Off Tender)]
 - [Call-Off Schedule 5 (Pricing Details)]
 - Call-Off Schedule 6 (ICT Services)
 - [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 11 (Installation Works)]
 - [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 17 (MOD Terms)]
 - [Call-Off Schedule 18 (Background Checks)]
 - [Call-Off Schedule 19 (Scottish Law)]
 - [Call-Off Schedule 20 (Call-Off Specification)]
 - [Call-Off Schedule 21 (DAS)]
 - [Call-Off Schedule 22 (Supplier-Furnished Terms)]
 - Joint Schedule 1 (Definitions)
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - [Joint Schedule 4 (Commercially Sensitive Information)]
 - [Joint Schedule 6 (Key Subcontractors)]
 - [Joint Schedule 7 (Financial Difficulties)]
 - [Joint Schedule 8 (Guarantee)]
 - [Joint Schedule 9 (Minimum Standards of Reliability)]
 - Joint Schedule 10 (Rectification Plan)

- Joint Schedule 11 (Processing of Data)