



**Crown
Commercial
Service**

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

Provision of General Consultancy Services

To

Department of Health and Social Care

From

Oliver Wyman Limited

Contract Reference CCPF20A03

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 the Management Consultancy Framework Two 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.

Order Number	To be confirmed post contract award
From	Department of Health and Social Care ("CUSTOMER")
To	Oliver Wyman Limited ("SUPPLIER")
Date	18 November 2020 ("DATE")

SECTION B

1. CALL OFF CONTRACT PERIOD

1.1.	Commencement Date: This Call Off Contract is deemed to have commenced on 22 September 2020
1.2.	Expiry Date: This Call Off Contract shall expire on 31 March 2021

2. SERVICES

2.1	Services required: The Services will be limited to Supplier providing Supplier Personnel to Customer in connection with the Test and Trace project. Supplier Personnel will report to, and take instruction from, their assigned Customer line managers. Customer line managers will control the day-to-day activities of the Supplier Personnel and will be responsible for reviewing and assuring any Deliverables.
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	<p>Supplier will provide Supplier Personnel in the following capacities:</p> <p>Reporting Manager - Assisting in identifying and supporting reporting needs and requests, working with end users to make sure needs are communicated and met.</p> <p>Data & information Governance Manager - Support with data governance and information governance for all data teams and data flows within Test. Make sure that teams and data flows comply with policies on data and information governance set out by the CDO's office.</p> <p>Moonshot Data Lead - Act as primary contact for senior stakeholders and support the data team's products or services relating to moonshot with satisfying their evolving data and analytics needs. Provide strategic oversight for moonshot data and dashboarding activities.</p> <p>Provide strategic steers to two key projects: Local by Default and international comparisons. This will include project design, oversight and management, quality control of products. Providing strategic steers to two key projects: Local by Default and international comparisons. This will include project design, oversight and management, quality control of products.</p> <p>Mobile Testing Regional Delivery Officers - Tasking Lead Delivering the day-to-day tasking of entire MTU fleet across the UK & NI. Working in close collaboration with Demand team to communicate tasking instructions clearly and effectively to service providers.</p> <p>Mobile Testing Regional Delivery Officers -Digital Supply Lead 10. Managing the online MTU booking portal, checking the appropriate number of booking slots are opened at each site across the UK each day. Real-time management of supply/demand – redistributing unused capacity to areas that need it most. Building routine reporting structures and handling ad-hoc data requests to make sure reporting responsibility is met.</p> <p>Data scientist (ADat:27). As part of MI requests team, complete rapid, triaged analysis and construct data products on policy, strategy and operational questions. Liaise with product owners to understand requirements and translate into specs for products. Work with insight teams to implement new innovative methods and explore potential from new data streams.</p> <p>Data scientist (ADat:37), As part of Insight team, complete analysis and construct data products on operational aspects such as user journey, UX, test coverage and allocation). Liaise with customers to understand requirements and translate into specs for products. Explore potential from new data streams and develop/implement innovative analytical methods, working with MI request team to share knowledge.</p> <p>Data scientist (ADat:38). As part of Insight team, complete analysis and construct data products on operational aspects such as user journey, UX, test coverage and allocation). Liaise with customers to understand requirements and translate into</p>
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	<p>specs for products. Explore and implement new data streams and innovative analytical methods.</p> <p>Request management triage team support. Maintain request pipeline, liaising with delivery teams to understand timelines and work through competing priorities. Develop prioritisation process and manage ongoing priority assessments. Set expectations for requestors and product owners. Identify likely bottlenecks and seek to remove.</p> <p>Integrator specialist. Triage, escalate and coordinate incidents. Compile, QA, analyse data. Use data to produce reports</p> <p>Workforce Analyst. Tracking and extracting data from multiple existing data flows, distinguishing between external and internal data flows and feeding these into core policy products including ministerial submissions.</p> <p>MI Lead. Construct an effective link with the AIR teams in developing products, confirming they have rigorous documentation and can be maintained. Act as a point of contact for analysis requests coming into the function.</p> <p>Integrator specialist. Triage, escalate and coordinate incidents. Compile, QA, analyse data. Use data to produce reports</p> <p>G7 Risk and Assurance Role. Assist the Risk and Assurance lead in developing security policies, defining security controls, conducting system-level security risk assessments and undertaking control assurance activities.</p> <p>Project Support. Support the Lateral Flow project manager in planning and delivery of the LF innovation.</p> <p>Data Scientist: insights and settings team. Deliver analytical product development across Testing, using statistical/data methods to generate insights. Liaise with data engineers in bringing new views of data and datastreams to solve problems. Work in an agile team delivering within sprint cycles.</p> <p>Customer Insight Lead. • Manage Insight Analysts, quality checking their outputs and methodologies. Analyse operational and customer feedback data from the Test & Trace programme to track performance against KPIs. Draw together insights from multiple sources to inform decisions on how to improve the customer experience. Work with experience squads to deliver timely analysis and insight as required.</p> <p>Policy & Operations. Support co-ordination of Test and Trace policy across other government departments, such as: DfE, HO, MoJ and MoD. Creating and maintain the Contact Tracing evidence base.</p> <p>Project Manager. Deliver project plan for the ICO audit readiness work within JBC. Monitor and track process of tasks, keep RAID log, provide administrative support (set up meetings, take minutes, file documents etc).</p>
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3. PROJECT PLAN

3.1.	Project Plan: The Individual workplans will be agreed with Customer line managers overseeing each team member. Individuals must ensure knowledge transfer and documented handover before exit from role. Individual to work with Customer line manager to capture this.
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4. CONTRACT PERFORMANCE

4.1.	Standards: Individual must work with the Customer line manager overseeing the team to understand required reporting methods for contract performance and deliverables.
4.2	Service Levels/Service Credits: Not applied
4.3	Critical Service Level Failure: Not applied
4.4	Performance Monitoring: The Supplier shall provide weekly timesheet reports in a format to be determined by the Customer showing time spent by each member of Supplier Personnel against agreed budgets.
4.5	Period for providing Rectification Plan: The period of ten (10) Working Days in Clause 39.2.1(a) shall be amended to five (5) Working Days

5. PERSONNEL

5.1	Key Personnel: <u>Supplier</u> Redacted
5.2	Relevant Convictions (Clause 28.2 of the Call Off Terms): In Clause 28.2 of the Call Off Terms

6. PAYMENT

6.1	Call Off Contract Charges (including any applicable discount(s), but excluding VAT): Redacted For the avoidance of doubt, the total contract value shall not exceed £2,526,650 exc. VAT.
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6.2	Payment terms/profile (including method of payment e.g. Government Procurement Card (GPC) or BACS): Monthly in arrears
6.3	Reimbursable Expenses: Not permitted
6.4	Customer billing address (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. Invoices should be submitted to: Redacted
6.5	Call Off Contract Charges fixed for (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): The duration of this Call Off Contract
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 Permitted
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

7.1	Estimated Year 1 Call Off Contract Charges: The sum of £2,526,650 exc. 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

8.1	Termination on material Default (Clause 42.2 of the Call Off Terms):
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	In Clause 42.2.1(c) of the Call Off Terms
8.2	Termination without cause notice period (Clause 42.7 of the Call Off Terms): The period of thirty (30) Working Days in Clause 42.7 shall be amended to 48 hours.
8.3	Undisputed Sums Limit: In Clause 43.1.1 of the Call Off Terms
8.4	Exit Management: Consultants must ensure a proper handover of any ongoing responsibilities, supporting any permanent replacements so as to ensure minimum disruption to the operation of the team. All project work must be filed appropriately, and IT equipment returned to DHSC.

9. SUPPLIER INFORMATION

9.1	Supplier's inspection of Sites, Customer Property and Customer Assets: The Supplier will be provided with DHSC IT equipment for use of all work and communications whilst working under this contract.
9.2	Commercially Sensitive Information: The Parties hereby agree that the Call Off Contract Charges payable in connection with the Services shall be deemed to be Commercially Sensitive Information.

10. OTHER CALL OFF REQUIREMENTS

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: Short form security requirements shall apply
10.4	ICT Policy: As per Department for Health and Social Care standard policy.
10.6	Business Continuity & Disaster Recovery: Not applied Disaster Period: For the purpose of the definition of "Disaster" in Call Off Schedule 1 (Definitions) the "Disaster Period" shall be N/A
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): Customer's postal address: Department of Health and Social Care 39 Victoria Street London SW1H 0EU Supplier's postal address: 55 Baker Street London W1U 7EU							
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: Not applied							
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 The contact details of the Customers Data Protection Officer are: Redacted Email: Redacted The contact details of the Suppliers Data Protection Officer are: Name: Redacted Email: Redacted <table border="1"> <tr> <td>Contract Reference:</td> <td>CCPF20A03</td> </tr> <tr> <td>Date:</td> <td>18 November 2020</td> </tr> <tr> <td>Description Of Authorised Processing</td> <td>Details</td> </tr> </table>		Contract Reference:	CCPF20A03	Date:	18 November 2020	Description Of Authorised Processing	Details
Contract Reference:	CCPF20A03							
Date:	18 November 2020							
Description Of Authorised Processing	Details							

	Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation the Customer shall be the Data Controller and the Supplier shall be the Data Processor.
	Use of Personal Data	Managing the obligations under the Call Off Contract Agreement, including exit management, and other associated activities,
	Duration of the processing	For the duration of this Call Off Contract.
	Type of Personal Data	Full name Workplace address Workplace Phone Number Workplace email address Names Job Title Compensation
	Categories of Data Subject	Employees and contractors of the Customer.
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	17 December 2020

For and on behalf of the Customer:

Name and Title	Redacted
Signature	Redacted
Date	05/02/21