



**Crown  
Commercial  
Service**

**Provision of Community Testing Surge Resource**

**To**

**Department of Health and Social Care**

**From**

**Ernst and Young LLP**

**Contract Reference: CCCC21A45**

### Test & Trace Legal Document control

<b>Document Title</b>	MCF2 call off form template
<b>Key contacts</b>	<p>REDACTION</p> <p>REDACTION</p> <p>REDACTION</p> <p>REDACTION</p>
<b>Hyperlink to legal team location</b>	REDACTION
<b>Notes (if any)</b>	REDACTION

### Test & Trace Legal Version Control

Version	Author of version	Date	Amendments made (in brief)
1	REDACTION	REDACTION	REDACTION
2	REDACTION	REDACTION	REDACTION
3	REDACTION	REDACTION	REDACTION

**Crown Commercial Service**

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

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**FRAMEWORK SCHEDULE 4**  
**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 Community Testing Surge Resource 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, following Contract Award
From	Secretary of State for Health and Social Care acting as part of the Crown through the Department of Health & Social Care of 39 Victoria Street, London, SW1H 0EU  <b>("CUSTOMER")</b>
To	<b>Ernst and Young LLP of 1 More London Place London SE1 2AF</b>  <b>("SUPPLIER")</b>
Date	<b>01 March 2021</b>  <b>("DATE")</b>

**SECTION B**

**1. CALL OFF CONTRACT PERIOD**

<b>1.1.</b>	<b>Call Off Commencement Date: 01 March 2021</b>
<b>1.2.</b>	<b>Call Off Expiry Date:</b>  End date of Call Off Initial Period: <b>30 June 2021</b>  End date of Call Off Extension Period: <b>Not used</b>  Minimum written notice to Supplier in respect of extension: 1 week

**2. SERVICES**

2.1.

**Services required:**

**Required Resources and Deliverables**

- 1.1. The Supplier will provide the required roles and services under the contract term.
- 1.2. As part of a staged approach to their workforce plan, the Customer requires a five days' notice period to allow the Customer to replace the Supplier's resources with alternative resources, where the Customer identifies these.
- 1.3. The exit plan for resources will include a 5-day handover period for any replacements while any individual (resource) is still within contract and a further 5 days handover agreement in the 2 weeks directly following the individual's contract ending to ensure continuity and knowledge transfer is fully completed.
- 1.4. The Supplier will be required to work with the Customer to develop the contractual exit plan for the replacement of resources, to reduce demand and to move towards a more sustainable resourcing profile.
- 1.5. Key Individuals, as named in the contract, will not be changed for another resource by the Supplier without prior written agreement with the Contracting Authority.
- 1.6. The Supplier will provide support across four key work streams:
  1. **Regional Engagement Team**  
The Supplier will provide capacity within the team, to cover each of the 9 regions. The Supplier will supporting and review the Local Authorities (LA) proposal submission stage, engagement with LAs and supporting the regional conveners in their efforts to deliver the Community Testing Programme and ensuring all relevant information is cascaded.
  2. **Ops Fulfilment**  
The Supplier will support the operational delivery of the Community Testing Programme (CTP) – providing capacity to triage incoming queries, analyse queries and respond quickly through FAQs or sourcing appropriate Subject Matter Resource. Collation of themes and common concerns will be raised and lessons learned will be developed to ensure information is dissipated. This will include the working in shift patterns to mirror that of military personnel.
  3. **Chief of Staff**  
The Supplier will support the team in the creation of an appropriate secretariat and governance process to support the delivery of the CTP. The Supplier will triage and respond to queries, stand up effective governance and move to a proactive way of working within the PMO.
  4. **Commercial**  
Provide support to the commercial work stream on CTP through the provision of commercial and finance resources provide capacity and skills to the overall funding requirements for the programme.

**Reporting and Monitoring**

- 1.7. **Daily:** The Supplier and their resources will work embedded within the community testing, directly with Senior Civil Servants (SCS), to monitor progress and performance and to ensure outcomes are delivered.
- 1.8. **Weekly:** The Supplier's resources will undertake formal one-to-ones with the Supplier's engagement Director and/or Partner(s) and the Contracting Authority's

named contact(s) to monitor progress and performance, using an agreed dashboard and performance objectives.

Role	Rate	Units required	Total
<b>Charged days</b>			
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<b>REDACTION</b> <b>REDACTION</b> <b>REDACTION</b> Start date: 01/3/2021 End date: 30/06/2021	£ <b>REDACTION</b>	<b>REDACTION</b>	£ <b>REDACTION</b>
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Sub - Total excl. VAT			REDACTION
<b>Supplier Investment Days</b>			
REDACTION has been promoted but will continue to be provided at prevailing rate.  REDACTION			REDACTION
<b>Supplier Discount</b>			
REDACTION			REDACTION
<b>Supplier Total</b>			£1,419,252

As may be further set out in Call Off Schedule 2 (Services).

The Services will form part of a large and complex programme to shape and deliver mass population testing across the UK. This will involve multiple workstreams and deliverables. MCF2 Lot 3 has been chosen for community testing as it is deemed complex, multi-disciplinary, transformational and large scale with multiple workstreams and interdependencies.

The Supplier shall co-ordinate and report across the breadth of the specified work package and the wider Test and Trace programme of work, ensuring interdependencies are considered at the work package and programme levels.

In addition to the Services set out in this section 2.1 and Call Off Schedule 2, the Supplier is also required to deliver, as part of the Services, the Key Performance Indicators listed below and detailed in Annex 1 to this Call Off Order Form:

- REDACTION of timesheet reports completed and submitted to the Buyer within REDACTION Working Days of month end detailing all billable work completed in the preceding month, or to an alternative frequency as otherwise agreed during the Contract Term between the Customer and the Supplier.
- REDACTION minimum accuracy across total invoices received (direct match between invoiced amounts and accompanying timesheets).

### 3. PROJECT PLAN

<b>3.1.</b>	<b>Project Plan:</b>
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<p>The Supplier shall provide the Customer with a draft Project Plan for Approval within 10 Working Days from the Call Off Commencement Date</p> <p>This Call-Off Contract will include the following Project Plan, exit and offboarding plans and milestones:</p> <ul style="list-style-type: none"> <li>the provisions of Transparency Reports;</li> <li>the provision of a knowledge transfer plan.</li> </ul>						
Milestone	Deliverables	Duration	Milestone Date	Customer Responsibilities	Milestone Payments	Delay Payments
Project Plan Delivered	An Approved Project Plan per work package (to include all Deliverables and Milestones)	Contract Term	Within <b>REDACTION</b> Working Days of Call Off Contract Commencement	To be agreed between the Parties following contract commencement as required	To be agreed between the Parties following contract commencement as required	To be agreed between the Parties following contract commencement as required
Knowledge Transfer Complete	A knowledge transfer plan in accordance with paragraph 13 of Call Off Schedule 9 (Exit Management) as varied by section 8.4 of this Order Form	Contract Term	Within <b>REDACTION</b> Working Days of Call Off Contract Commencement	To be agreed between the Parties following contract commencement as required	To be agreed between the Parties following contract commencement as required]	To be agreed between the Parties following contract commencement as required
Transparency Reports	As set out in section 10.10 below	Contract Term	As set out in section 10.10 below	As set out in section 10.10 below	As set out in section 10.10 below	As set out in section 10.10 below

#### 4. CONTRACT PERFORMANCE

4.1.	<b>Standards:</b> As defined in the Call Off Terms and this Call Off Order Form
4.2	<b>Service Levels/Service Credits:</b> Not applied
4.3	<b>Critical Service Level Failure:</b> Not applied
4.4	<b>Performance Monitoring:</b> 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	<b>Period for providing Rectification Plan:</b> The period of ten (10) Working Days in Clause 39.2.1(a) shall be amended to five (5) Working Days

#### 5. PERSONNEL

	<p><b>Key Personnel:</b></p> <p><b>For the Customer:</b>  REDACTION  REDACTION</p> <p><b>For the Supplier:</b></p> <p>There is an agreement for key Supplier personnel listed below, that these individuals will not be swapped out by the Supplier for another consultant without prior agreement with the Customer, as this would pose a significant risk to Community Testing.</p> <ul style="list-style-type: none"> <li>• REDACTION</li> <li>• REDACTION</li> <li>• REDACTION</li> <li>• REDACTION</li> <li>• REDACTION</li> <li>• REDACTION</li> <li>• REDACTION</li> <li>• REDACTION</li> <li>• REDACTION</li> <li>• REDACTION</li> <li>• REDACTION</li> <li>• REDACTION</li> <li>• REDACTION</li> </ul>
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<b>5.2</b>	<p><b>Relevant Convictions</b> (Clause 28.2 of the Call Off Terms):</p> <p>Applied as per clause 28.2.</p> <p>The Supplier shall ensure that the checks specified in HMG Baseline Personnel Security Standard have been carried out in respect of any of Supplier Personnel assigned to access the Customer Premises, Customer Property, Customer Data or any other property or information belonging to the Customer, and that the results of those checks were satisfactory. The Supplier shall document full and accurate records of HMG Baseline Personnel Security Standard checks.</p> <p>This sub-clause 28.2 shall apply if the Customer has specified Relevant Convictions in the Call Off Order Form.</p> <p>The Supplier shall ensure that no person who discloses that he has a Relevant Conviction, or who is found to have any Relevant Convictions (whether as a result of a police check or through the procedure of the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Services without Approval.</p> <p>Notwithstanding Clause 28.2.2, for each member of Supplier Personnel who, in providing the Services, has, will have or is likely to have access to children, vulnerable persons or other members of the public to whom the Customer owes a special duty of care, the Supplier shall (and shall procure that the relevant Sub-Contractor shall):</p> <ul style="list-style-type: none"> <li>• carry out a check with the records held by the Department for Education (DfE);</li> <li>• conduct thorough questioning regarding any Relevant Convictions; and</li> <li>• ensure a police check is completed and such other checks as may be carried out through the Disclosure and Barring Service (DBS), and the Supplier shall not (and shall ensure that any Sub-Contractor shall not) engage or continue to employ in the provision of the Services any person who has a Relevant Conviction or an inappropriate record.</li> </ul>
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## 6. PAYMENT

<b>6.1</b>	<p><b>Call Off Contract Charges</b> (including any applicable discount(s), but excluding VAT):</p> <p>Contracted services will be provided at up to a maximum of £1,419,252 including all expenses but excluding VAT</p> <p>Table of grades &amp; rates:</p> <table border="1"> <thead> <tr> <th>Role</th> <th>Rate</th> <th>Units required</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td colspan="4"><b>Charged days</b></td> </tr> <tr> <td>REDACTION</td> <td>£ REDACTION</td> <td>REDACTION</td> <td>£ REDACTION</td> </tr> <tr> <td>REDACTION</td> <td></td> <td></td> <td></td> </tr> <tr> <td>REDACTION</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="4">Start date: 01/3/2021</td> </tr> </tbody> </table>	Role	Rate	Units required	Total	<b>Charged days</b>				REDACTION	£ REDACTION	REDACTION	£ REDACTION	REDACTION				REDACTION				Start date: 01/3/2021			
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	End date: 30/06/2021			
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	Sub - Total excl. VAT			<b>REDACTION</b>
<b>Supplier Investment Days</b>				
	<p><b>REDACTION</b> has been promoted but will continue to be provided at prevailing rate.</p> <p><b>REDACTION</b></p>			<b>REDACTION</b>
<b>Supplier Discount</b>				

	REDACTION			REDACTION	
	<b>Supplier Total</b>			£1,419,252	
<b>6.2</b>	<p><b>Payment terms/profile</b> (including method of payment e.g. Government Procurement Card (GPC) or BACS):</p> <p>Monthly in arrears</p> <p>In Annex 2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)</p> <p>Submitted invoices must be accompanied by supporting information including:</p> <ul style="list-style-type: none"> <li>• completed timesheets for amounts set out in the relevant invoice; and</li> <li>• such other information as the Customer (acting reasonably) may require in order to verify the invoiced amounts.</li> </ul> <p>The Supplier shall have processes and systems in place to ensure costs and pricing are managed appropriately during the Call Off Contract. The Supplier shall ensure that an effective mix of grades of the project team are assigned and managed during the Call Off Contract to ensure best value for money for the Customer.</p> <p>Invoice payments will be approved upon satisfactory delivery of the agreed Key Performance Indicator targets set out in Annex 1 to this Call Off Order Form and (in respect of the period of [x] weeks before the end of the Call Off Initial Period (and any Call Off Extension Period, where applicable) a completed knowledge transfer in accordance with section 8.4 of this Call Off Order Form.</p>				
<b>6.3</b>	<p><b>Reimbursable Expenses:</b></p> <p>Not permitted</p>				
<b>6.4</b>	<p><b>Customer billing address</b> (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p> <p>REDACTION</p> <p>REDACTION</p> <p>REDACTION</p> <p>REDACTION</p> <p>REDACTION</p> <p>REDACTION</p>				
<b>6.5</b>	<p><b>Call Off Contract Charges fixed for</b> (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p> <p>The duration of the Call Off Contract</p>				
<b>6.6</b>	<p><b>Supplier periodic assessment of Call Off Contract Charges</b> (paragraph 9.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)) will be carried out on:</p> <p>Not applicable to this contract term</p>				
<b>6.7</b>	<p><b>Supplier request for increase in the Call Off Contract Charges</b> (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p>				

	Not Permitted
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## 7. LIABILITY AND INSURANCE

<b>7.1</b>	<b>Estimated Call Off Contract Charges:</b> The sum of £1,419,252.00 excluding VAT
<b>7.2</b>	<b>Supplier's limitation of Liability</b> (Clause 37.2.1 of the Call Off Terms); As set out in Clause 37.2.1 of the Call Off Terms
<b>7.3</b>	<b>Insurance</b> (Clause 38.3 of the Call Off Terms): Professional Indemnity – £5m (£5,000,000.00) per claim and in the aggregate per annum Employers' liability – as required by law Third Party Public and Products Liability Insurance – £5m (£5,000,000.00) per occurrence and in the aggregate per annum

## 8. TERMINATION AND EXIT

<b>8.1</b>	<b>Termination on material Default</b> (Clause 42.2 of the Call Off Terms): In Clause 42.2.1(c) of the Call Off Terms
<b>8.2</b>	<b>Termination without cause notice period</b> (Clause 42.7 of the Call Off Terms): The period of thirty (30) Working Days in Clause 42.7 shall be amended to five (5) Working Days
<b>8.3</b>	<b>Undisputed Sums Limit:</b> In Clause 43.1.1 of the Call Off Terms
<b>8.4</b>	<b>Exit Management:</b> In Call Off Schedule 9 (Exit Management), which shall be amended as follows: The following new paragraph 13 will be added: 13.1 The Supplier will produce and submit to the Customer a knowledge transfer plan within 20 Working Days of the Call Off Commencement Date (or such other period as may be agreed by the Parties in writing). The draft knowledge transfer plan shall set out as a minimum: <ul style="list-style-type: none"> <li>the Supplier's proposed methodology for achieving the transfer of all relevant knowledge to the Customer and/or Replacement Supplier which might be necessary to ensure a rapid, orderly, non- disruptive transition of the Services from the Supplier to the Customer and/or its Replacement Supplier on the expiry or termination of this Call Off Contract;</li> </ul>

	<ul style="list-style-type: none"> <li>• a project plan for effective knowledge transfer, including Milestones and Deliverables;</li> <li>• identification of all critical processes and information that will be documented and provided to the Customer and/or Replacement Supplier and the timescales for documentation and provision;</li> <li>• the proposed format of documentation and/ or training that will be provided by the Supplier as part of knowledge transfer and the proposed dates for provision; and</li> <li>• definitions of an agreed acceptable standard and sign-off process (including roles and responsibilities from Supplier and Customer teams)</li> </ul> <p>13.2 The Parties shall use reasonable endeavours to agree the contents of the knowledge transfer plan. If the Parties are unable to agree the contents of the Exit Plan within ten (10) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.</p> <p>13.3 Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Services and the Termination Assistance and its compliance with the other provisions of this Call Off Schedule 9), the Supplier shall, at its own cost and expense:</p> <p>13.3.1 comply with all of its obligations contained in the knowledge transfer plan and shall make the Supplier Personnel and the information available for the purposes of knowledge transfer to the Customer and/or the Replacement Supplier.</p> <p>13.3.2 provide no less than 40 hours of dedicated resource time from Supplier Personnel who were actively engaged in the provision of the Services to carry out the knowledge transfer activities set out in the knowledge transfer plan. This cost will be absorbed by the Supplier at the time of contract expiry.</p>
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## 9. SUPPLIER INFORMATION

<b>9.1</b>	<b>Supplier's inspection of Sites, Customer Property and Customer Assets:</b> Not applicable
<b>9.2</b>	<b>Commercially Sensitive Information:</b> The Supplier's Commercial Rates (Day Rates) for the resources (Pricing of the Services) The Supplier's Offered Discounts (Pricing of the Services)

## 10. OTHER CALL OFF REQUIREMENTS

<b>10.1</b>	<b>Recitals</b> (in preamble to the Call Off Terms): Recital A
<b>10.2</b>	<b>Call Off Guarantee (Clause 4 of the Call Off Terms):</b> Not required
<b>10.3</b>	<b>Security:</b>

	Short form security requirements, as indicated in Schedule 7 of the RM6008 terms and conditions of contract.			
<b>10.4</b>	<b>ICT Policy:</b> As per Department for Health and Social Care standard policy			
<b>10.6</b>	<b>Business Continuity &amp; Disaster Recovery:</b> In Call Off Schedule 8 (Business Continuity and Disaster Recovery)  <b>Disaster Period:</b> For the purpose of the definition of “Disaster” in Call Off Schedule 1 (Definitions) the “Disaster Period” shall be as defined in the BCDR Plan.			
<b>10.7</b>	<b>NOT USED</b>			
<b>10.8</b>	<b>Protection of Customer Data</b> (Clause 35.2.3 of the Call Off Terms): Not Applicable			
<b>10.9</b>	<b>Notices</b> (Clause 56.6 of the Call Off Terms): Customer’s postal address: <b>Department of Health and Social Care, 39 Victoria Street, Westminster, London, SW1H 0EU</b>  Supplier’s postal address and email address: Ernst & Young LLP 1 More London Place London SE1 2AF <b>REDACTION</b>			
<b>10.10</b>	<b>Transparency Reports</b> As set out in the table below (and Call Off Schedule 13 (Transparency Reports)):			
	<b>TITLE</b>	<b>CONTENT</b>	<b>FORMAT</b>	<b>FREQUENCY</b>
	Project Progress & Deliverables Report	<ul style="list-style-type: none"> <li>A summary of resource utilised: activities completed and cost</li> </ul>	Excel or Word	<b>REDACTION</b>

		<p>assigned in the week completed;</p> <ul style="list-style-type: none"> <li>• A rolling REDACTION week forecast of resource required</li> <li>• Overview of all open and closed actions</li> <li>• Overview of open and closed risks and issues</li> <li>• Deliverables provided and Milestones completed/achieved in the relevant week</li> <li>• Anticipated delays to delivery of Milestones and Deliverables</li> </ul>		
	KPI Performance Report	<ul style="list-style-type: none"> <li>• Outlining the Supplier's performance against the key performance indicators referred to in section 2.1 above</li> </ul>		REDACTION
10.11	<p><b>Alternative and/or Additional Clauses from Call Off Schedule 14 and if required, any Customer alternative pricing mechanism:</b></p> <p>Not applicable</p>			
10.12	<p><b>Call Off Tender:</b></p> <p>Not Applicable to Direct Award Process</p>			
10.13	<p><b>Publicity and Branding (Clause 36.3.2 of the Call Off Terms)</b></p> <p>Not applicable</p>			
10.14	<p><b>Staff Transfer</b></p> <p>Annex to Schedule 10, List of Notified Sub-Contractors (Call Off Tender).</p>			
10.15	<p><b>Processing Data</b></p> <p>Call Off Schedule 17</p> <p><b>CUSTOMER</b></p> <p>Name: REDACTION</p> <p>Email: REDACTION</p> <p><b>SUPPLIER</b></p> <p>Name: REDACTION</p>			

Email: <b>REDACTION</b>	
<b>Contract Reference:</b>	CCCC21A45
<b>Date:</b>	<b>01 March 2021</b>
<b>Description Of Authorised Processing</b>	<b>Details</b>
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation the Customer is the Data Controller and the Supplier is the Data Processor of Personal Data under this Call Off Contract Agreement.
Use of Personal Data	Managing the obligations under the Call Off Contract Agreement, including delivery of the Services.
Duration of the processing	For the duration of the Call Off Contract Agreement.
Nature and purposes of the processing	As necessary for the Supplier to deliver the Services, in particular by using the Personal Data specified below to contact and discuss relevant matters with employees and contractors of the Customer.
Type of Personal Data	<p>Full name</p> <p>Workplace address</p> <p>Workplace Phone Number</p> <p>Workplace email address</p> <p>Job title or role</p> <p>Compensation</p> <p>Tenure Information</p> <p>Qualifications or Certifications</p> <p>Nationality</p> <p>Education &amp; training history</p> <p>Previous work history</p>

	<p>References and referee details</p> <p>Driving license details</p> <p>National insurance number</p> <p>Bank statements</p> <p>Utility bills</p> <p>Job title or role</p> <p>Job application details</p> <p>Start date</p> <p>End date &amp; reason for termination</p> <p>Contract type</p> <p>Compensation data</p> <p>Photographic Facial Image</p> <p>Biometric data</p> <p>Birth certificates</p>	
Categories of Data Subject	Employees and contractors of the Customer.	
<b>10.16</b>	<p><b>MOD DEFCONs and DEFFORM</b></p> <p>Call Off Schedule 15</p> <p>Not applicable</p>	



**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	REDACTION
Signature	REDACTION
Date	

**For and on behalf of the Customer:**

Name and Title	REDACTION
Signature	REDACTION
Date	

**Annex 1 – Details of key performance indicators which are required to be delivered by Supplier as part of the Services listed in Section 2.1 of this Call Off Order Form**

**Key performance indicators**

1. From the Commencement Date and during the Call Off Contract Term, the Supplier shall meet or exceed the following key performance indicators:

No.	Subsidiary Performance Indicator Title	Definition	Formula	A	B
1	On Time Timesheet Submission	<p><b>REDACTION</b> of all timesheets detailing all billable work completed in the relevant KPI Measurement Period are completed and issued to the Customer On Time</p> <p>Where “<b>On Time</b>” means within five (5) Working Days of the end of the relevant KPI Measurement Period</p>	<b>REDACTION</b>	Number of completed timesheets submitted On Time in the relevant KPI Measurement Period	Total number of completed timesheets submitted in the relevant KPI Measurement Period
2	Invoice Accuracy	<p><b>REDACTION</b> of all invoices submitted to the Customer for payment in the relevant KPI Measurement Period are Accurate</p> <p>Where “<b>Accurate</b>” means that the amount specified in an invoice fully aligns to the supporting timesheets provided with such invoice(s).</p>	<b>REDACTION</b>	Number of Accurate invoices submitted in the relevant KPI Measurement Period	Total number of invoices submitted in the relevant KPI Measurement Period

2. The Supplier shall measure performance against the key performance indicators on a **REDACTION** basis (“**KPI Measurement Period**”). Within **REDACTION** Working Days of the end of each **month**, the Supplier shall provide a report to the Customer which summarises the performance by the Supplier against each of the key performance indicators (“**KPI Performance Report**”).
3. On a **REDACTION** basis the Supplier shall, at no additional cost to the Customer, provide a project report to the Customer setting out:
- a summary of resources utilised: activities completed and cost assigned in the relevant week;
  - a rolling forecast of resources required forthcoming **REDACTION** day period to enable the Customer to approve the anticipated costs;
  - all open and closed Actions;
  - all open and closed Risks and Issues;
  - Deliverables provided in the relevant week and any Deliverables scheduled to be delivered in that week which have not been delivered and the anticipated date for delivery;
  - Milestones achieved in the relevant week and any Milestones scheduled to be achieved in that week which have not been achieved and the anticipated date for achievement;
  - any proposed changes to the Project Plan;

Any errors or omissions in the report submissions identified in a report must be corrected by the Supplier within **REDACTION** Working Days of the error/omission being identified.

4. The Supplier shall have processes and systems in place to ensure costs and pricing are managed appropriately during the Call Off Contract Term and will ensure that an effective mix of the grades are assigned to a project team and managed during the Call Off Contract Term to deliver best value for money for the Customer.