

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

## Order Form

CALL-OFF REFERENCE: 202301

CALL-OFF TITLE: Solutions Architecture as a Service (SaaS)

CALL-OFF CONTRACT

DESCRIPTION:

**Work Package 1** - Trust Integration to Telephony, Voice Recorder and Mobile Data Platforms.

**Work Package 2** - EE lease line design and deploy, HSCN (Health and Social Care Network) design and Assure, Internet Filtering Design and Assure.

Note; over the term of the contract, by agreement between the parties, additional work packages and sub-contractor providers of service may be added to the scope of the agreement.

THE BUYER: Ambulance Radio Programme contracting on behalf of the Department of Health and Social Care

BUYER ADDRESS  
Department of Health and Social Care  
39 Victoria Street  
Westminster  
London  
SW1H 0EU

THE SUPPLIER:

SUPPLIER ADDRESS:

**Insight Direct (UK) Limited**

Technology Building, Insight Campus,  
Terry Street  
Sheffield

REGISTRATION NUMBER:



DUNS NUMBER:



SID4GOV ID:



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It is essential that if you, as the Buyer, add to or amend any aspect of any Call-Off Schedule, then **you must send the updated Schedule** with the Order Form to the Supplier

**APPLICABLE FRAMEWORK CONTRACT**

This Order Form is for the provision of the Call-Off Deliverables and dated **14 February 2023.**

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It's issued under the Framework Contract with the reference number RM6263 for the provision of Digital Specialists and Programmes Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, SOW Template and Call-Off Schedules)).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

### **CALL-OFF LOT(S):**

Lot 2

### **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) RM6263
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
  - Joint Schedules for RM6263
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 6 (Key Subcontractors)

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- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)
- Call-Off Schedules for RM6263
  - Call-Off Schedule 1 (Transparency Reports)
  - Call-Off Schedule 3 (Continuous Improvement)
  - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
  - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliveries)
  - 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 13 (Implementation Plan and Testing)
  - Call-Off Schedule 14A (Service Levels)
  - Call-Off Schedule 18 (Background Checks)
  - Call-Off Schedule 20 (Call-Off Specification)
- 5. CCS Core Terms (version 3.0.11)
- 6. Joint Schedule 5 (Corporate Social Responsibility) RM6263
- 7. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

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

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CALL-OFF START DATE: 14 February 2023

CALL-OFF EXPIRY DATE: 13 February 2025

CALL-OFF INITIAL PERIOD: 24 months

CALL-OFF OPTIONAL

EXTENSION PERIOD: 6 Months

MINIMUM NOTICE PERIOD

FOR EXTENSION(S):



CALL-OFF CONTRACT VALUE:



KEY SUB-CONTRACT PRICE:

**CALL-OFF DELIVERABLES**

Option A

<b>Milestone number</b>	<b>Milestone description</b>
	<b>Work Package 1 – Trust Integration to Telephony, Voice Recorder and Mobile Data Platforms</b>
WP1.1	Trust network resilience and Business Continuity testing (25%)
WP1.2	Trust MDVS Connectivity (30%)
WP1.3	Trust CAD Integration, Trust Telephony Integration, Trust VR Integration (25%)
WP1.4	Oracle Enterprise Manager Deployment (10%)
WP1.5	Avaya Accreditation (10%)

<b>Milestone number</b>	<b>Milestone description</b>
	<b>Work Package 2- EE lease line design and deploy, HSCN design and Assure, Internet Filtering Design and Assure</b>
WP2.1	EE Lease Line 20%
WP2.2	HSCN (10%)
WP2.3	Legacy BCDR Deployment and Test (30%)
WP2.4	Vehicle Hardware Solution Data Centre (40%)

**BUYER'S STANDARDS**

Framework Ref: RM6263

Project Version: v1.0

Model Version: v3.7

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From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards set out in Framework Schedule 1 (Specification).

**CYBER ESSENTIALS SCHEME**

Not applicable

**MAXIMUM LIABILITY**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms, as amended by the Framework Award Form Special Terms.



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**BUYER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

Barnsley Business and Innovation Centre  
Innovation Way  
Wilthorpe  
Barnsley

**BUYER'S ENVIRONMENTAL POLICY**

Not applicable

**BUYER'S SECURITY POLICY**

Call-Off Schedule 9 Part A

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

**SUPPLIER'S CONTRACT MANAGER**

[REDACTED]

**PROGRESS REPORT FREQUENCY**

Quarterly

**PROGRESS MEETING FREQUENCY**

Quarterly

**KEY STAFF**

**KEY SUBCONTRACTOR(S)**

[REDACTED]  
[REDACTED]

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**COMMERCIALLY SENSITIVE INFORMATION**

1. Any information relating to Ambulance Radio Programme or ARP Service Recipient infrastructure.
2. Any commercially sensitive commercial information between ARP and its contracted Suppliers.

Note: individuals involved in the provision of the Service will be required to sign a Non-Disclosure Agreement with the Buyer

**SERVICE CREDITS**

Not Applicable.

**ADDITIONAL INSURANCES**

Not applicable

**GUARANTEE**

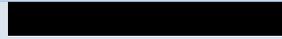
Not applicable

**SOCIAL VALUE COMMITMENT**

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call- Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call- Off Tender)]

**STATEMENT OF WORKS**

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

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

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## Appendix 1

Each executed Statement of Work shall be inserted into this Appendix 1 in chronology.]

### Annex 1 (Template Statement of Work)

<b>1. STATEMENT OF WORK (“SOW”) DETAILS</b>	
<p>Upon execution, this SOW forms part of the Call-Off Contract (reference below).</p> <p>The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.</p> <p>All SOWs must fall within the Specification and provisions of the Call-Off Contract.</p> <p>The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.</p>	
<b>Date of SOW:</b>	██████████
<b>SOW Title:</b>	Solutions Architecture as a Service
<b>SOW Reference:</b>	Solutions Architect as a Service
<b>Call-Off Contract Reference:</b>	██████████
<b>Buyer:</b>	Ambulance Radio Programme contracting on behalf of the Department of Health and Social Care
<b>Supplier:</b>	Insight Direct UK Limited
<b>SOW Start Date:</b>	██████████
<b>SOW End Date:</b>	██████████
<b>Duration of SOW:</b>	██████████
<b>Key Personnel (Buyer)</b>	████████████████████
<b>Key Personnel (Supplier)</b>	
<b>Subcontractors</b>	██

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<b>2. CALL-OFF CONTRACT SPECIFICATION - PROGRAMME CONTEXT</b>	
<b>SOW Deliverables Background</b>	<p><i>[Insert details of which elements of the Deliverables this SOW will address].</i></p> <p>Work Package 1 - Trust Integration to Telephony, Voice Recorder and Mobile Data Platforms.</p> <p>Work Package 2 - EE lease line design and deploy, HSCN (Health and Social Care Network) design and Assure, Internet Filtering Design and Assure.</p>
<b>Delivery phase(s)</b>	<p><i>[Insert item and nature of Delivery phase(s), for example, Discovery, Alpha, Beta or Live].</i></p> <p>Implementation.</p>
<b>Overview of Requirement</b>	<p><i>[Insert details including Release Types(s), for example, Adhoc, Inception, Calibration or Delivery].</i></p> <p>Delivery.</p>
<b>Accountability Models</b>	<p><i>Please tick the Accountability Model(s) that shall be used under this Statement of Work:</i></p> <p><i>Sole Responsibility:</i> <input type="checkbox"/></p> <p><i>Self Directed Team:</i> <input checked="" type="checkbox"/></p> <p><i>Rainbow Team:</i> <input type="checkbox"/></p>

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<b>Delivery Plan</b>	
<b>Dependencies</b>	<ul style="list-style-type: none"> <li>• Ambulance Trust resource availability</li> <li>• ARP/DHSC Programme and Supplier readiness to implement services</li> </ul>
<b>Supplier Resource Plan</b>	<ul style="list-style-type: none"> <li>• Resource plan is based on provision of services 20 days per calendar month over the term of the contract</li> </ul>
<b>Security Applicable to SOW:</b>	<p>The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).</p> <p>Service provider personal will be subject to DBS Checks, and Security Clearance requirements, both of which will be facilitated by the Authority.</p>

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<b>Cyber Essentials Scheme</b>	Not applicable																	
<b>SOW Standards</b>	N/A																	
<b>Performance Management</b>	Not applicable																	
<b>Additional Requirements</b>	There are no requirements for the supplier to access or process any personal data.																	
<b>Key Supplier Staff</b>	<table border="1"> <thead> <tr> <th>Key Role</th> <th>Key Staff</th> <th>Contract Details</th> </tr> </thead> <tbody> <tr> <td>na</td> <td>na</td> <td>na</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>This SoW is being provided as a Service and there is no requirement of status determination.</p>			Key Role	Key Staff	Contract Details	na	na	na									
Key Role	Key Staff	Contract Details																
na	na	na																
<b>Worker Engagement Status</b>	Via Subcontractor																	
<b>SOW Reporting Requirements:</b>	<p>Further to the Supplier providing the management information detailed in Call-Off Schedule 15 (Call-Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:</p> <table border="1"> <thead> <tr> <th>Ref.</th> <th>Type of Information</th> <th>Which Services does this requirement apply to?</th> <th>Required regularity of Submission</th> </tr> </thead> <tbody> <tr> <td><b>1.</b></td> <td><b>Monthly certificate of work</b></td> <td></td> <td></td> </tr> <tr> <td>1.1</td> <td>Monthly certification of work completed</td> <td>All</td> <td>Monthly</td> </tr> </tbody> </table>			Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission	<b>1.</b>	<b>Monthly certificate of work</b>			1.1	Monthly certification of work completed	All	Monthly			
Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission															
<b>1.</b>	<b>Monthly certificate of work</b>																	
1.1	Monthly certification of work completed	All	Monthly															

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<b>4. CHARGES</b>	
<b>Call Off Contract Charges</b>	The Charges detailed in the financial model shall be invoiced in accordance with Clause4 of the Call-Off Contract.
<b>Rate Cards Applicable</b>	Not applicable
<b>Financial Model</b>	<i>not applicable</i>
<b>Reimbursable Expenses</b>	None

<b>5. SIGNATURES AND APPROVALS</b>
<p><b>Agreement of this SOW</b>            BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the</p>

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Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:							
<b>For and on behalf of the Supplier</b>	<table border="1"><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr></table>						
	<table border="1"><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr></table>						
<b>For and on behalf of the Buyer</b>							

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## ANNEX 1

### Data Processing

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>The Relevant Authority is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> <li><i>No Personal Data will be shared within the scope of this contract or specific Statements of Work within the contract.</i></li> </ul> <p><b>The Supplier is Controller and the Relevant Authority is Processor</b></p> <p><i>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data:</i></p> <ul style="list-style-type: none"> <li><i>No Personal Data will be shared within the scope of this contract or specific Statements of Work within the contract.</i></li> </ul> <p><b>The Parties are Joint Controllers</b></p> <p><i>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</i></p> <ul style="list-style-type: none"> <li><i>No Personal Data will be shared within the scope of this contract or specific Statements of Work within the contract.</i></li> </ul> <p><b>The Parties are Independent Controllers of Personal Data</b></p> <p><i>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</i></p> <ul style="list-style-type: none"> <li><i>Business contact details of Supplier Personnel for which the Supplier is the Controller,</i></li> <li><i>Business contact details of any directors, officers, employees, agents, consultants and contractors of Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority's duties under the Contract) for which the Relevant Authority is the Controller,</i></li> <li><i>No Personal Data will be shared within the scope of this contract or specific Statements of Work within the contract.</i></li> </ul>

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	<i>the Supplier has professional or regulatory obligations in respect of Personal Data received, (2) a standardised service is such that the Relevant Authority cannot dictate the way in which Personal Data is processed by the Supplier, or (3) where the Supplier comes to the transaction with Personal Data for which it is already Controller for use by the Relevant Authority]</i>
Duration of the Processing	<i>24 months aligned with the Term of the Agreement</i>
Nature and purposes of the Processing	<ul style="list-style-type: none"> <li>• <i>No Personal Data will be shared within the scope of this contract or specific Statements of Work within the contract.</i></li> </ul>
Type of Personal Data	<ul style="list-style-type: none"> <li>• <i>No Personal Data will be shared within the scope of this contract or specific Statements of Work within the contract.</i></li> </ul>
Categories of Data Subject	<ul style="list-style-type: none"> <li>• <i>No Personal Data will be shared within the scope of this contract or specific Statements of Work within the contract.</i></li> </ul>
Plan for return and destruction of the data once the Processing is complete  UNLESS requirement under Union or Member State law to preserve that type of data	<ul style="list-style-type: none"> <li>• <i>No Personal Data will be shared within the scope of this contract or specific Statements of Work within the contract.</i></li> </ul>

# 14611 - RM6263 - Department of Health and Social Care - LA International Computer Consultants Ltd - Customer v3

Final Audit Report

2023-02-13

Created:	2023-02-13
By:	simon harrison (simon.harrison@insight.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAuu9_q4gC2TDIxW_5CpM8YkA8pyW8xDqI

## "14611 - RM6263 - Department of Health and Social Care - LA International Computer Consultants Ltd - Customer v3" History

-  Document created by simon harrison (simon.harrison@insight.com)  
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-  Document emailed to guy beaudin (guy.beaudin@insight.com) for signature  
2023-02-13 - 2:45:04 PM GMT
-  Email viewed by guy beaudin (guy.beaudin@insight.com)  
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-  Document e-signed by guy beaudin (guy.beaudin@insight.com)  
Signature Date: 2023-02-13 - 3:52:32 PM GMT - Time Source: server
-  Agreement completed.  
2023-02-13 - 3:52:32 PM GMT