

Call-off Order Form

Order C000001-02

Order ID	C000001-02
Framework	GP IT Futures
Description	Test order for 7 recipients for East Hull CCG - 14 November 2022
Date order created	11 November 2022
Date order completed	14 November 2022
Call-off ordering party	William Shakespeare NHS HUMBER AND NORTH YORKSHIRE ICB - 03F (03F) WILBERFORCE COURT ALFRED GELDER STREET HULL HU1 1UY ENGLAND 01482 123456 email@ccg.nhs.uk
Supplier	Anne Hathaway Caltech Health Caltech House Green Lane Yeadon West Yorkshire LS19 1AB England 0113 123456 email@caltech.com
Commencement date	1 June 2022
Initial period	3 months
Maximum term	36 months
End date	31 May 2025

Items added to this order

Catalogue Solution

Caltech Web GP

Service Recipients, planned delivery dates and quantities

Status	Recipient (ODS Code)	Item ID	Planned delivery date	Quantity
	CARITAS GROUP PRACTICE (B84618)	C000001-01-B81002-3	01 June 2022	620
	CHURCH LANE SURGERY (B84011)	C000001-01-B84011-4	01 June 2022	750
	DR CHIN AND PARTNERS (B84008)	C000001-01-B84008-5	01 June 2022	847
	HEBDEN BRIDGE GROUP PRACTICE (B84004)	C000001-01-B84004-6	01 June 2022	1,023
	KEIGHLEY ROAD SURGERY (B84010)	C000001-01-B84010-7	01 June 2022	680
	KING CROSS PRACTICE (B84021)	C000001-01-B84021-8	01 June 2022	680
Added	LISTER LANE SURGERY (B84612)	C000001-02-B84612-0	01 January 2023	952
Added	LONGROYDE SURGERY (B84623)	C000001-02-B84623-1	01 January 2023	1,758
	PLANE TREES GROUP PRACTICE (B84013)	C000001-01-B84013-9	01 June 2022	680
	ROSEGARTH SURGERY (B84005)	C000001-01-B84005-10	01 June 2022	680
	RYDINGS HALL SURGERY (B84003)	C000001-01-B84003-11	01 June 2022	680
	SPRING HALL GROUP PRACTICE (B84012)	C000001-01-B84012-12	01 June 2022	680
	STAINLAND ROAD MEDICAL CENTRE (B84009)	C000001-01-B84009-13	01 June 2022	680
	STATION ROAD SURGERY (B84001)	C000001-01-B84001-14	01 June 2022	680
	THE BOULEVARD MEDICAL PRACTICE (B84019)	C000001-01-B84019-15	01 June 2022	680
	TODMORDEN GROUP PRACTICE (B84006)	C000001-01-B84006-16	01 June 2022	680
Total quantity				14,120

Service Recipients, planned cease dates and quantities

Status	Recipient (ODS Code)	Item ID	Planned cease date	Quantity
Removed	BANKFIELD SURGERY (B84016)	C000001-01-B84016-0	01 June 2022	620
Removed	BEECHWOOD MEDICAL CENTRE (B84613)	C000001-01-B84613-1	01 June 2022	750
Removed	BRIG ROYD SURGERY (B84007)	C000001-01-B84007-2	01 June 2022	847
Total quantity				2,217

Pricing and total quantities

Price per unit	Old quantity	New quantity	Old price	New price
£1.26 per patient per year	16,337	14,120	£20,584.62	£17,192.20

Funding Source

This Catalogue Solution is being paid for using central funding.

Additional Services

Caltech Mobile

Service Recipients, planned delivery dates and quantities

Status	Recipient (ODS Code)	Item ID	Planned delivery date	Quantity
Added	BURNBRAE MEDICAL PRACTICE (B81085)	C000001-02-B81085-2	1 January 2023	952
Added	CAMPUS HEALTH CENTRE (B81104)	C000001-02-B81104-3	1 January 2023	1,758
Added	CHP LTD - BRANSOLME (B81002)	C000001-02-B81002-4	1 January 2023	620
Added	CITY HEALTH PRACTICE LTD (B81074)	C000001-02-B81074-5	1 January 2023	750
Added	CLIFTON HOUSE MEDICAL CENTRE (B81054)	C000001-02-B81054-6	1 January 2023	847
Added	DELTA HEALTHCARE (B81097)	C000001-02-B81097-7	1 January 2023	1,023
Added	DR GT HENDOW'S PRACTICE (B81616)	C000001-02-B81616-8	1 January 2023	680
Total quantity				6,630

Pricing and total quantities

Price per unit	£0.07 per patient per year
Quantity	6,630
Total cost	£464.10 per year

Funding source

This Additional Service is being paid for using local funding.

Automated Arrivals

Service Recipients, planned delivery dates and quantities

Status	Recipient (ODS Code)	Item ID	Planned delivery date	Quantity
	CARITAS GROUP PRACTICE (B84618)	C000001-01-B81002-20	01 June 2022	N/A
	CHURCH LANE SURGERY (B84011)	C000001-01-B84011-21	01 June 2022	N/A
	DR CHIN AND PARTNERS (B84008)	C000001-01-B84008-22	01 June 2022	N/A
	HEBDEN BRIDGE GROUP PRACTICE (B84004)	C000001-01-B84004-23	01 June 2022	N/A
	KEIGHLEY ROAD SURGERY (B84010)	C000001-01-B84010-24	01 June 2022	N/A
	KING CROSS PRACTICE (B84021)	C000001-01-B84021-25	01 June 2022	N/A
Added	LISTER LANE SURGERY (B84612)	C000001-02-B84612-9	01 January 2023	N/A
Added	LONGROYDE SURGERY (B84623)	C000001-02-B84623-10	01 January 2023	N/A
	PLANE TREES GROUP PRACTICE (B84013)	C000001-01-B84013-26	01 June 2022	N/A
	ROSEGARTH SURGERY (B84005)	C000001-01-B84005-27	01 June 2022	N/A
	RYDINGS HALL SURGERY (B84003)	C000001-01-B84003-28	01 June 2022	N/A
	SPRING HALL GROUP PRACTICE (B84012)	C000001-01-B84012-29	01 June 2022	N/A
	STAINLAND ROAD MEDICAL CENTRE (B84009)	C000001-01-B84009-30	01 June 2022	N/A
	STATION ROAD SURGERY (B84001)	C000001-01-B84001-31	01 June 2022	N/A
	THE BOULEVARD MEDICAL PRACTICE (B84019)	C000001-01-B84019-32	01 June 2022	N/A
	TODMORDEN GROUP PRACTICE (B84006)	C000001-01-B84006-33	01 June 2022	N/A

Service Recipients, planned cease dates and quantities

Status	Recipient (ODS Code)	Item ID	Planned cease date	Quantity
Removed	BANKFIELD SURGERY (B84016)	C000001-01-B84016-17	01 June 2022	620
Removed	BEECHWOOD MEDICAL CENTRE (B84613)	C000001-01-B84613-18	01 June 2022	750
Removed	BRIG ROYD SURGERY (B84007)	C000001-01-B84007-19	01 June 2022	847
Total quantity				2,217

Pricing and total quantities

Price per unit	Old quantity	New quantity	Old price	New price
£426.1200 per day	10	12	£4,261.20	£5,113.44

Funding source

This Additional Service is being paid for using central funding.

Document Management

Service Recipients, planned delivery dates and quantities

Status	Recipient (ODS Code)	Item ID	Planned delivery date	Quantity
	CARITAS GROUP PRACTICE (B84618)	C000001-01-B81002-37	01 June 2022	620
	CHURCH LANE SURGERY (B84011)	C000001-01-B84011-38	01 June 2022	750
	DR CHIN AND PARTNERS (B84008)	C000001-01-B84008-39	01 June 2022	847
	HEBDEN BRIDGE GROUP PRACTICE (B84004)	C000001-01-B84004-40	01 June 2022	1,023
	KEIGHLEY ROAD SURGERY (B84010)	C000001-01-B84010-41	01 June 2022	680
	KING CROSS PRACTICE (B84021)	C000001-01-B84021-42	01 June 2022	680
Added	LISTER LANE SURGERY (B84612)	C000001-02-B84612-11	01 January 2023	952
Added	LONGROYDE SURGERY (B84623)	C000001-02-B84623-12	01 January 2023	1,758
	PLANE TREES GROUP PRACTICE (B84013)	C000001-01-B84013-43	01 June 2022	680
	ROSEGARTH SURGERY (B84005)	C000001-01-B84005-44	01 June 2022	680
	RYDINGS HALL SURGERY (B84003)	C000001-01-B84003-45	01 June 2022	680
	SPRING HALL GROUP PRACTICE (B84012)	C000001-01-B84012-46	01 June 2022	680
	STAINLAND ROAD MEDICAL CENTRE (B84009)	C000001-01-B84009-47	01 June 2022	680
	STATION ROAD SURGERY (B84001)	C000001-01-B84001-48	01 June 2022	680
	THE BOULEVARD MEDICAL PRACTICE (B84019)	C000001-01-B84019-49	01 June 2022	680
	TODMORDEN GROUP PRACTICE (B84006)	C000001-01-B84006-50	01 June 2022	680
Total quantity				14,120

Service Recipients, planned cease dates and quantities

Status	Recipient (ODS Code)	Item ID	Planned cease date	Quantity
Removed	BANKFIELD SURGERY (B84016)	C000001-01-B84016-34	01 June 2022	620
Removed	BEECHWOOD MEDICAL CENTRE (B84613)	C000001-01-B84613-35	01 June 2022	750
Removed	BRIG ROYD SURGERY (B84007)	C000001-01-B84007-36	01 June 2022	847
Total quantity				2,217

Pricing and total quantities

Price per unit	Old quantity	New quantity	Old price	New price
£2.40 per patient per year	16,337	14,120	£39,208.80	£33,880.00

Funding Source

This Additional Service is being paid for using a mix of central and local funding.

Milestones and payment triggers for Catalogue Solution and Additional Services

Default milestones and payment triggers

Milestone name	Milestone payment trigger
Delivery date (go live)	No payment
Service stability	Charges commence on achievement of delivery date (go live), but payments will not be made until service stability is achieved.

Bespoke milestones and payment triggers

Milestone name	Milestone payment trigger
Interoperability with finance system	Payment will be made once the supplier has demonstrated to our satisfaction that their solution works with our finance system.
Project plan	Payments will be made once the supplier's project plan has been signed off by us.

Indicative costs for this order

Indicative costs not including VAT

Cost type	Previous cost	New cost
Total one-off cost	£15,000	£15,000
Total monthly cost	£1,195.60	£1,518.81
Total cost for one year	£14,347.20	£18,225.77
Total cost of contract (36 months)	£58,041.60	£69,677.30

Service Level Agreement

Service availability

Category	Time period	Applicable days
Core support hours	06:30 – 20:30	Monday – Sunday inclusive and including Bank Holidays
Non-core support hours	20:30 – 06:30	Monday – Sunday inclusive and including Bank Holidays

Contact details

Channel	Contact	Accessible hours
Phone	01234 567890	08:30 – 17:00
Website	https://caltech.com/contact	08:30 – 17:00

Service levels

Type of service	Service level	How the service levels are measure	Are service credits applied?
Catalogue Solution availability including interfaces to national systems	99.9% availability during each calendar month and less than 10 minutes downtime in total	Measured on a per practice basis by suppliers monitoring tools and reported to service management	Yes
Catalogue Solution responsiveness	99.9% of transactions take less than 2 seconds	Measured per transaction within the boundaries of the supplier's datacentre and reported to service management	Yes
Clinical safety	No Clinical Safety Incidents in a calendar month and not resolved within the resolution time	Any Clinical Safety Incidents being reported in accordance with DCB0129	Yes
Other failures	No High Severity Service Incidents in a calendar month and not resolved with resolution time	Any High Severity Service Incidents being reported	Yes
Service desk performance	Applicable service failures and their definitions to be agreed with each supplier	To be taken from the approved proposal from the supplier	Yes

Supporting documents

Supporting documents attached to this order

Implementation plan milestones	Implementation plan milestones template (to be completed by supplier)
Data processing information	Data processing information template (to be completed by supplier)

Signatures

Order C000001-02

Both parties are entering into a Call-off Agreement in accordance with the provisions of the framework being procured from.

The supplier will provide the solution and any services included in this Call-off Order Form for the duration identified. They must do this subject to the Call-off Terms and the information provided in this Call-off Order Form.

No amendments to the Call-off Terms will be valid unless documented in a relevant template. A template will only be valid if it has been attached to this Call-off Order Form prior to it being signed by both parties.

On behalf of the buyer

NHS HUMBER AND NORTH YORKSHIRE ICB - 03F
(03F)

Name: _____

Job Role: _____

Signature: _____

Date: _____

On behalf of the supplier

Caltech Health

Name: _____

Job Role: _____

Signature: _____

Date: _____