

Call-off Order Form

Order C000001-02

Order ID	C000001-01
Framework	GP IT Futures
Description	Test order for 7 recipients for East Hull CCG - 14 November 2022
Date order created	24 March 2023
Date order completed	1 May 2023
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 July 2023
Initial period	3 months
Maximum term	36 months
End date	30 June 2026

Items added to this order

Catalogue Solution

Caltech Web GP

Service Recipients, planned delivery dates and quantities for NHS GREATER MANCHESTER ICB - 00T

Recipient (ODS Code)	Item ID	Planned Delivery Date	Quantity
ORGANISATION 1 (Y00001)	C01001-01-Y00001-1	1 July 2023	620
ORGANISATION 2 (Y00002)	C01001-01-Y00002-1	1 July 2023	750
ORGANISATION 3 (Y00003)	C01001-01-Y00003-1	1 July 2023	900

Service Recipients, planned delivery dates and quantities for NHS GREATER MANCHESTER ICB – 00V

Recipient (ODS Code)	Item ID	Planned Delivery Date	Quantity
ORGANISATION 1 (Y00004)	C01001-01-Y00004-1	1 July 2023	620
ORGANISATION 2 (Y00005)	C01001-01-Y00005-1	1 July 2023	800
ORGANISATION 3 (Y00006)	C01001-01-Y00006-1	1 July 2023	900

Service Recipients, planned delivery dates and quantities for NHS GREATER MANCHESTER ICB – 00Y

Recipient (ODS Code)	Item ID	Planned Delivery Date	Quantity
ORGANISATION 1 (Y00007)	C01001-01-Y00007-1	1 July 2023	620
ORGANISATION 2 (Y00008)	C01001-01-Y00008-1	1 July 2023	800
ORGANISATION 3 (Y00009)	C01001-01-Y00009-1	1 July 2023	900

Pricing and total quantities

Price per unit	£1.26 per patient per year
Quantity	6,910
Total cost	£8,706.60

Funding source

This Catalogue Solution is being paid for using central 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

Total one-off cost

New cost

£0.00

Total monthly cost

£725.55

Total cost for one year

£8,706.60

Total cost of contract (36 months)

£26,199.80

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 C000001-01

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: _____