

Change Control Note # 5

Internal Use	
Contract Reference	Call-off contract commissioned under LOT 2 (Managed service provision) of ESPO framework agreement Ref 201 for telecare and telehealth products and services
Legal Ref Number	n/a
Change Request Number and Title	CCN5: Contract Year 4 amendment of existing commercial agreement
Date Change Request raised	21 November 2019
Parties to Contract	BARNET COUNCIL and PA CONSULTING SERVICES LIMITED
Change Requestor	BARNET COUNCIL (The Service Purchaser)
Change Owner	Director of Adults and Communities
Change Type	Contract
Change Urgency	Standard

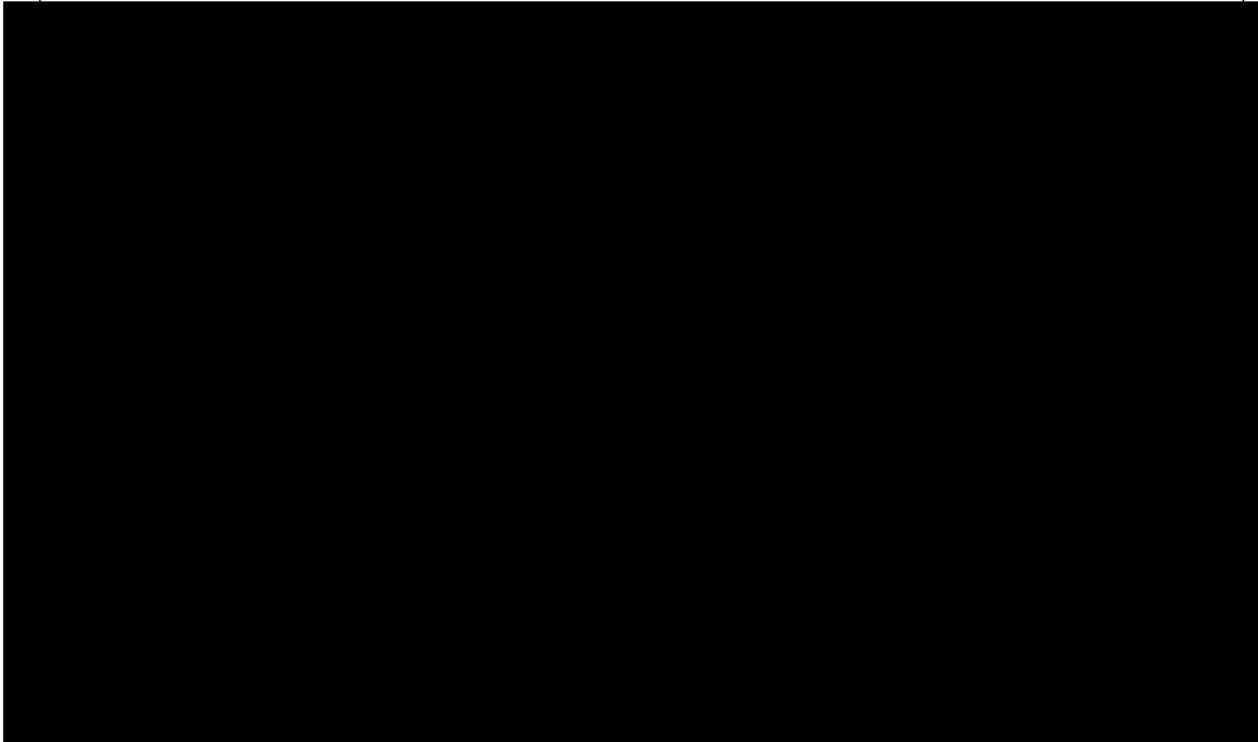
1 Details of Change
<p>This Change Control Notice (CCN) extends the term of the Contract and amends the existing commercial arrangements.</p> <p>TERM OF THE CONTRACT</p> <p>The term of the Contract is extended for a period of 24 months and shall now expire on 20 March 2022.</p> <p>COMMERCIAL ARRANGEMENTS</p> <p>This CCN specifically covers the cost of the service to the Council in year 4 of the service (April 2020 to March 2021)</p> <p>It sets out the commercial KPIs for the for the year of the Argenti service, allowing BARNET COUNCIL to continue to invest in and build upon the success achieved in the first three years of the contract.</p> <p>a) Cost of the service in year 4</p>

The cost of the service in year 4 has been agreed. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED] £1,514,000 consists of:

c) Delivering the service to the agreed target

- As in years 2 & 3 it has been agreed that the target for year 4 will be 700 gross installations.
- The first 700 gross installs in year 4 is covered by the existing commercial framework (PA CONSULTING SERVICES LIMITED's tendered price in year 4
- The cost is £[REDACTED]

d) KPIs and growth of the core service beyond 700 Gross installations in Year 4

- The full list of targets for year 4, including gross installations, are included in Appendix 1
- It has been agreed that the concept of 'tier' charges used successfully in year 2 & 3 will continue to be adopted in year 4.
- It has been agreed that the point at which the 'tier' approach begins is 700 gross installations. That is to say the 701st gross install will be the first install to trigger a tiered payment
- Full details of the tiered approach is included in Appendix 2
- The current gross installs forecast for year 4 is 1,200
- The cost is agreed to be £[REDACTED]

e) Delivering the service for service users added above the targets in years 2 & 3 and Out of Scope service users

- As is consistent with years 2 & 3 there is a cost to deliver are other significant areas of the service that have not been covered by the tiered approach, namely:

- Out of Scope service users including the Barnet 318 service user cohort and Standalone service user cohort (1024 users with simpler needs)
 - Service delivery in year 4 for the additional service users from year 2
 - Service delivery in year 4 for the additional service users from year 3
 - The cost is agreed to be £[REDACTED]
- f) The additional equipment required to deliver a larger service**
- For the purposes of completeness, the cost of equipment is also included within the total cost of the service
 - The cost is agreed to be £[REDACTED]
 - It is agreed that the CCN does not need to cover the cost of any additional equipment used in the service as the contract already makes it clear that the BARNET COUNCIL will pay for all equipment used in delivering the service for its service users

2 Assumptions, Risks and Dependencies

- The cost of the core service in year 4 is dependent upon the total number of core live connections at the end of year 3.
- It is forecast that the number of live connections at the end of year 3 will be 3,705.
- The cost of the core service in year 4 is dependent upon the total number of gross installations delivered by the end of the year.
- It is forecast that growth of the core service will total 1,200 gross installations in Year 4.
- The number of gross installations will be monitored through the monthly contract monitoring meetings.
- If the number of gross installations delivered by the end of year 4 is less than 1,200 then, based upon the tiers, the value of the difference will be calculated and then credited back to the BARNET COUNCIL by PA CONSULTING SERVICES LIMITED
- If the number of gross installations delivered by the end of year 4 is more than 1,200 then, based upon the tiers, the value of the difference will be calculated and paid by BARNET COUNCIL to PA CONSULTING SERVICES LIMITED
- It is assumed that the BARNET COUNCIL and PA CONSULTING SERVICES LIMITED have worked together to put the effective changes in place so that the cost reductions can be delivered in year 4.

3 Financial Impact

Total cost of service in year 4

£ 1,514,000

See Appendix 2 for detailed breakdown.

- **£1,514,000** will be invoiced on 1st April 2020 and due within 30 days.
- The existing contract monitoring meetings will be used to report on gross installations
- The existing contract monitoring meetings will be used to report on equipment costs

4 Contractual Changes required

Changes required to the Call-off contract commissioned under LOT 2 (Managed service provision) of ESPO framework agreement Ref 201 for telecare and telehealth products and services:

Changes required to other Contractual Deliverables: n/a

Change Proposal Approval

Signature constitutes final approval of this Change Proposal. On signature, the contents of Section 4 above shall be deemed to be incorporated into Call-off contract commissioned under LOT 2 (Managed service provision) of ESPO framework agreement Ref 201 for telecare and telehealth products and services dated February 2017

For The Service Purchaser:	Signature:	
	Date:	
	Name:	
For The Service Provider:	Signature:	
	Date:	
	Name:	

APPENDIX 1: Year 4 targets

	Year 4 target
Number of gross installations	■
Cumulative connection days	■
Urgent installations within agreed timescales (48 hours)	■%
Standard calls within 10 working days	■%
Physical response service delivered within 45 minutes of alert	■%
Calls answered within 60 seconds	■%
Net financial benefit of the service o the council	■
Service user satisfaction	■%
Staff satisfaction (included weighted measure for staff training)	■ ■%
Alignment with LBB ASC strategic needs	■%

