



Department  
for Work &  
Pensions



**[REDACTED]**

Senior Commercial Category Manager  
Employment Category  
Department for Work and Pensions  
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20 July 2020

Ingeus UK Ltd  
Fifth Floor  
18 Mansell Street  
London, E1 8AA

**CHANGE AUTHORISATION LETTER: CV05.1**

Dear **[REDACTED]**

**Various contracts (as amended) between the (1) Secretary of State for Work and Pensions (the “Authority”) and (2) Ingeus UK Ltd (the “Contractor”) detailed at Schedule 1 (the “Contracts”).**

**Contract amendments that are needed to address the consequences of COVID-19, in accordance with Procurement Policy Notes (PPNs) 01/20, 02/20, and 04/20. Defined terms not defined in this letter have the same definition as in the Contract.**

***Background***

1. The Authority and the Contractor entered into a contractual modification with respect to the Contracts (“CV05”). CV05 permitted Contractors to use various IT applications (“IT Applications Non-Approved”) in the performance of the Contracts.
2. Due to the onset of the global pandemic Covid-19, face-to-face interactions were discouraged. The use of IT Applications Non-Approved was necessary to enable Contractors to use IT Applications to help them deliver the Services under the Contract, whilst minimising face-to-face contact.
3. The aim of this letter (“CV05.1”) is to extend the list of IT Applications Non-Approved that Contractors can use in the performance of the Contracts.

### ***Modifications***

4. A list of all IT Applications Non-Approved that Contractors were permitted to use is set out in Schedule 1 of CV05. This list is to be deleted and replaced in full with the list set out in Schedule 2 of CV05.1.

### ***Miscellaneous***

5. Other than the specific modification detailed above, the terms of the Contracts and CV05 remain in full force.
6. CV05.1 shall not constitute a waiver of any right or remedy of the Authority or the Contractor under the Contracts or CV05 arising before, during or after CV05.1.
7. If there is an inconsistency between any of the provisions of CV05.1 and the provisions of the Contracts or CV05, the provisions of CV05.1 shall prevail.
8. CV05.1 has retrospective effect from 17 April 2020

Please confirm your acceptance of CV05.1 by countersigning this letter and uploading a scanned copy to the Jaggaer (DWP e-portal) fileshare folder named **[REDACTED]**. Please return by 17:00 Monday 3 August 2020.

If you have any queries, please contact the team on  
[EMPLOYMENTCATEGORY.COVID19@DWP.GSI.GOV.UK](mailto:EMPLOYMENTCATEGORY.COVID19@DWP.GSI.GOV.UK)

Yours faithfully,  
**[REDACTED]**

**[REDACTED]**  
Senior Commercial Category Manager  
For and on behalf of the Authority

We hereby acknowledge receipt and accept the terms of CV05.1.

Signed: \_\_\_\_\_  
For and on behalf of the Contractor

Name:

Position:

Date:

**Schedule 1: Contracts**

<b>Contract Type</b>	<b>Contract Reference</b>	<b>Contract Name/Description</b>	<b>Contract Start</b>
WHP: Work and Health Programme	ECM_4671	WHP - CPA 3	03/10/2017
AtW2: Access to Work (Mental Health Support Services)	ECM_5878	Access to Work Mental Health Support Services	20/08/2018

**Key**

AtW2: Access to Work (Mental Health Support Services)

WHP: Work and Health Programme

**Schedule 2 - IT Applications Non-Approved**

- Facebook (private groups for approved customers to access);
- Online learning using Video Tile;
- Zoom;
- Skype;
- MS Teams;
- WhatsApp;
- Use of online web forms to allow pre population of initial assessments using Act on/Force24;
- Applying for jobs via digital channels for screen sharing using Act on/Force 24;
- Kapow - to issue job opportunities;
- Chat bot;
- Face time;
- Audio conferencing;
- Abintegro - a platform with employability content, training and videos to help job seekers prepare for work. Abintegro also benefits from a jobs board, assessments, IT training and health and wellbeing advice;
- Force 24 - a marketing automation platform to send emails and sms messages, survey customers with questionnaires and provide information using landing pages. Force 24 also tracks candidate engagement;
- Adobe Connect; and
- Google Hangouts;