

## Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract:

### ■ OVERVIEW OF THE AUTHORITY

The Department for Education (DfE) is responsible for children's services and education, including early years, schools, higher and further education policy, apprenticeships and wider skills in England. DfE is a ministerial department supported by 18 agencies and public bodies and non-ministerial departments.

### ■ BACKGROUND TO THE REQUIREMENT

Reinforced Autoclaved Aerated Concrete (RAAC) a lightweight material that was used in roofing, floors and walls, between the 1950s and 1990s. RAAC is known to have been used in the construction of many buildings across the UK, including schools. The Health and Safety Executive has determined that RAAC is beyond its lifespan and is at risk of crumbling and therefore must be removed immediately. The DfE is responsible for overseeing the removal of RAAC from all public schools in England and for ensuring this process is performed promptly and effectively.

### ■ THE REQUIREMENT

The DfE requires assistance with two phases of our five-phase RAAC programme. The five phases are; Identify, Further Investigation Team (FIT), confirm, mitigate and remediate. The DfE is seeking a provider who provide two self managed squads (of 6 FTE each) that can supplement the existing squads within DfE that are working on FIT and Mitigate phases. In addition to supplementing the workload, up to two FTE from the squads should be exploring how we can accelerate project resolution and feeding back improvements, or process change to move the projects through to resolution quicker across the DfE squads already delivering.

Further detail on the scope of services for the FIT and Mitigate squads is outlined below:

#### **Further Investigation Team**

The supplier will help DfE review the quality of incoming surveys through the application of agreed checklists, and accelerate the process for resolving cases where survey results have returned an inconclusive finding. The supplier will support the further investigation team and their engagement with Responsible Bodies (RBs), Technical Advisors (TAs) and others as required to progress the cases. The further investigation team pick up the Surveyors Report when they have reached an inconclusive

conclusion as to whether the school has RAAC or not. The provider will assist the Department in ensuring these cases are cleared as soon as reasonably practical.

**Existing DfE Resource:** There is currently a team of 25 case workers/junior project managers of mixed technical backgrounds. The existing further investigation team is organised into squads.

**Supplier Resource / services:** The supplier is to provide a standalone squad of approximately 6 Full-time equivalent (FTE) personnel. The purpose of this squad is to deliver some of the project workload, and simultaneously identify ways in which DfE can accelerate the project delivery process for the existing squads. Therefore it is a combination of on the ground delivery and identifying ways to accelerate action from the other squads. The incoming squad will need to manage existing projects in the following way:

- Quality reviewing the backlog of survey responses. This is not technical assurance but applying agreed checklists to confirm the responses meet the DfE requirements, including for example review for accuracy, completeness and checking the surveys have been carried out by a chartered surveyor.
- Review surveyor reports coming into FIT and determine through the application of agreed criteria if they need further investigation or can be closed as RAAC is not evident.
- If requiring further investigation, apply agreed approaches/method statements to support the RBs to arrange asbestos management works, opening up works, access at height, and project manage the inspection works through to completion ensuring the outcomes are recorded on DfE tracking systems.
- Resolve issues and help to accelerate particularly tricky projects.
- As part of speeding up the wider resolution of project case load, potentially automate some of the DfE tracking systems. Implement different approaches to stakeholder engagement with the RBs (e.g. headteachers/CEO of Multi Academy Trusts).

### **Mitigate**

DfE mitigates the risk of RAAC in all schools by providing one or both of the following reliefs:

A) Immediate (emergency accommodation sourced quickly to ensure pupils can continue face to face education asap).

B) Medium term (more permanent temporary accommodation or works to the school which will allow the school to operate for 1-5 years until the RAAC is removed or the school rebuilt)

**Supplier Resource:** The supplier is again required to provide a squad (6 FTE) to supplement the existing squads working through the project workload. In doing so, the supplier's squad must identify ways of accelerating progress and attempt to increase transparency on how the RB's are delivering these projects .

The Department anticipates that this phase will require, in addition to people that can plan mitigation solutions:

- People experienced in data management and manipulation.
- Business analysts to support understanding the work in the plans and anticipating interaction or overlap with the remediation/rebuild phase.

The Department has clear rules in place to determine how schools are supported to put mitigations in place. The supplier will assist by supporting each affected school to develop a plan to put in place their medium-term mitigations and collect consistent data in an easily accessible format on these plans to justify the milestones are being met.

#### Acceleration opportunities

The Department is also keen to stress that the supplier's resources supporting both the Triage and Mitigate stages aren't simply providing additional resources. In particular, 2 of the total 12 FTE should be looking at how DfE can *accelerate action*, implement that acceleration plan if required, and streamline how *intelligence* is gathered on *the outcome of further investigations and the mitigation delivery plan*.

#### Social value:

The successful supplier will be expected to influence staff, suppliers, customers, and communities through the delivery of the contract to support strong, integrated communities. This will be reported to the authority as number of people-hours devoted to supporting local community integration.

The Department will want to know what number of people-hours you can realistically commit to this contract, considering the timeframe of the requirement.

#### Buyer's Responsibilities:

The buyer shall provide the supplier with such information and assistance as the supplier may reasonably require from time to time to complete the services, which will include access to the buyer's premises, IT and staff. Any information provided by the buyer shall be accurate, complete and not misleading and will not infringe the intellectual property rights of any third party. The supplier shall not be liable for any delay or other consequences resulting from the buyer's failure to provide such information and assistance or to comply with its other obligations under this Call Off Contract.

The supplier's ability to perform the services is dependent upon the buyer fulfilling its responsibilities, which include:

- Being responsible for the overall programme and making all management decisions and performing all management functions;
- Providing oversight of our services by your senior management team [REDACTED] or such other individuals that possess the requisite suitable skill, knowledge, and/or experience;
- Active involvement in the services, such that you will continuously evaluate the appropriateness and results of the services being performed and tell us if and when your requirements change;
- The ownership of any documents, their review, approval and risk management through your governance structure, and where appropriate their implementation;
- Undertaking the following activities;
  - Providing laptops and user access to the required systems and information to the suppliers personnel

- Providing guidance and timely agreement to checklists/frameworks as required for progressing cases, e.g. inconclusive cases given to the Further Investigations Team (FIT)
- Having responsibility for the achievement of all project outcomes;
- Accepting responsibility for the results of the services and deciding what actions (if any) to take;
- Establishing and maintaining internal controls, including monitoring ongoing activities, and for not relying on PwC's services in order to fulfil this responsibility;

**Project assumptions:**

The buyer agrees that the scope of Services set out in Call-Off Schedule 20 of this Order Form adequately reflects its requirements and addresses the mandatory requirements of Framework Schedule 1. The supplier shall not be required to provide any services that are not expressly set out in this Order Form.

Supplier's teams may include contractors (which may include those operating through their own companies) as well as PwC staff. The Supplier assumes that the tax indemnity at clause 31.3 is not intended to apply in cases of any error by Buyer in its determination under chapter 10, Part 2, ITEPA 2003 or failure to make such determination, resulting in a tax liability or demand of any kind.

■ **BASE LOCATION**

The services will be carried out at the supplier's own premises.

■ **DEFINITIONS AND ACRONYMS**

RAAC

Reinforced Autoclaved Aerated Concrete (RAAC)