**RM6160: Non Clinical Temporary and Fixed Term Staff**

**(Short Form)**

**For help with completing this Order Form please refer to the Short Order Form FAQ’s** [**here**](https://assets.crowncommercial.gov.uk/wp-content/uploads/RM6160-Short-Order-Form-FAQ-v2.pdf)

**Guidance:**

This Order Form, when completed and signed by both you (the Contracting Authority) and the Supplier, forms a Call-Off Contract from CCS framework RM6160, Non Clinical Temporary and Fixed Term Staff. Signing the Order Form ensures that both parties are able to compliantly use the terms and conditions agreed from the procurement exercise.

You can complete and execute a Call-Off contract by using an equivalent document or electronic purchase order system. If an electronic purchasing system is used, the text below must be copied into the electronic order form.

**Order Form Template**

This Order Form is for the provision of the Call-Off Deliverables. It is issued under the [Framework Contract RM6160](https://www.crowncommercial.gov.uk/agreements/RM6160): Non Clinical Temporary and Fixed Term Staff.

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| **Contracting Authority Name** | The Insolvency Service |
| **Contracting Authority Contact** | REDACTED |
| **Contracting Authority Address** | Cannon House18 Priory QueenswayBirminghamB4 6FD |
| **Invoice Address** **(if different)** | payments@insolvency.gov.uk PO Number to be provided. The PO Number must be quoted on each invoice with a clear breakdown of all charges incurred. If these details are not provided the Invoice will not be accepted.  |

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| **Supplier Name** | SmartSourcing Limited  |
| **Supplier Contact** | REDACTED |
| **Supplier Address** | Tanglewood90-92 Vicarage HillSouth BenfleetSS7 1PE |

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| **Framework Ref** | RM6160: Non-Clinical Temporary and Fixed Term Staff |
| **Framework Lot** | Lot 2 |
| **Order reference number (e.g. purchase order number)** | TIS0510 |
| **Date order placed** | 07/04/22 |
| **Call off Start Date** | 03/05/22 |
| **Call-Off** **Expiry Date** | 05/08/22 |
| **Extension Options** | Eighteen Month Extension option subject to the relevant approvals being obtained. |
| **GDPR Position** | Independent Controllers |
| **Job role / Title** | Multiple Roles (see individual Call-Offs from this Overarching Order Form) to include a Solution/Technical Architect, a Developer, a Business Analyst – lead, a Service/Interactions Designer and a Performance Analyst |
| **IR35** | All roles throughout the duration of this contract and any extensions of it will be in Scope of IR35Time & materials provision - timesheets will be utilised by resources throughout the duration of the call-off and any subsequent extensions. |
| **Notice Period** | Two Weeks (Ten Working Days) |
| **Temporary or Fixed Term Assignment** | Temporary |
| **Hours / Days required** | Full Time 5 Days a week. 09:00-17:00 |
| **Unsocial hours required – give details** | None |
| [**High cost area suppl****ement**](https://www.nhsemployers.org/tchandbook/annex-4-to-10/annex-8-high-cost-area-payment-zones) **details****(NHS only)** | 1. None |
| **Immunisation requirements? (Fee type 1 only)** | N/A |

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| **Pay band (use rate card to determine this)** | 10A |
| **Fee Type** | 2. Non-Patient Facing (Disclosure required) |
| **Expenses to be paid or benefits offered** | N/A |
| **Expenses to be paid by Temporary Worker** | N/A |
| **Charge Rates** | To be detailed in the individual Call-Offs from this Overarching Order Form.Charge Rates to be as per the Supplier’s TIS0510 Tender Return detailed in Appendix D. Detailed in schedule below.The maximum value of the Alpha Phase will be £251,413.48.  |
| **Method of payment** | Invoice/BACS |
| **Discounts applicable** | N/A |

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| **Criminal records check required** | No  |
| **BPSS required** | Yes |
| **State any other required clearance and/or background checking** | None |
| **State any skills, mandatory training and qualifications necessary for the role** | To be detailed in the individual Call-Offs from this Overarching Order Form. |

**CALL-OFF INCORPORATED TERMS**

The Call-Off Contract, Core Terms and Joint Schedules’ for this Framework Contract are available on the CCS website. Visit the [Non Clinical Temporary and Fixed Term Staff](https://www.crowncommercial.gov.uk/agreements/RM6160) web page and click the ‘Documents’ tab to view and download these.

**CALL-OFF DELIVERABLES**

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| **The Requirement** |
| The Initial term of this Order form covers the Alpha phase only however subject to approval a successful Alpha and GDS Assessment, resources will be retained for the next phase of the Project which may be up to 18 months.The following resources are required to support the Alpha phase and will work as part of an Agile team:Solution/Technical ArchitectDeveloperBusiness Analyst – leadService/Interactions DesignerPerformance AnalystThe Authority retains the right to bring in additional resources to support the project throughout the duration of the Contract.All resources detailed within this Order Form and any future roles will fall within scope of IR35.The Authority may require all resources to support other Projects as required despite the initial focus being on the Customer Digital Services Alpha Phase. The requirementThe project requires the following resources:

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| **Role** | **Job Description** | **Deliverables** |
| **Solution/Technical Architect****Skills/Experience**Strong technical or development background is required along with the ability to discuss the details of a broad range of industry-standard technologies, across both proprietary and open-source technology stacks.GDS experienceUnderstanding of open standards, common components and patterns and PowerApps and related architectureBusiness and data modellingCustomer and Agency security and data needsBizzDesign & Archimate | * Responsibility for the technical design of systems and services and requires the ability to justify and communicate design decisions.
* Work with delivery teams and third parties to decide on technical requirements and improvements for software development and web operation
* Ensure new and updated platforms, products, transactions, and system architectures are robust, scalable, open and secure

Work with Developer and [project team to explore solutions and integrationsDevelop technical designsExplore and present the benefits of cross-government alignmentProvide technical oversight, aligning with strategic direction and provide assuranceManage and lead stakeholders on digital and technology mattersLead technical and architectural approval processes within INSS and with Government Digital Service (specifically Alpha assessment)Develop key products to support Alpha phase and support the project to progress to private BetaAlign with GDS Service Standards | Overarching solution architecture design and documentation.Approvals for all solution architect deliverablesTechnical requirements/user stories developed in conjunction with project teamAttend all technical meetings and approval boardsAttend and provide technical input to GDS Alpha Service AssessmentUnderstanding and identification of activities for Beta phase |
| **Developer****Skills/Experience**GDS experienceUnderstanding of common technologies widely used across governmentUnderstanding and ability to develop based on open standards, common components and patterns PowerApps and related architecture | * Work with delivery team to build accessible software with a focus on what users need from the service and how they will use it
* advise on the technical feasibility of designs for PowerApps and integrations with legacy applications and software
* Translate designs into physical code, collaborating with the project team to ensure the code/build reflects the requirements
* Responsible for writing clean, accessible code following a progressive enhancement approach.
* Build, adapt and test code for interfaces and integrations
* consider how solutions could be continuously improved and optimised with new tools and techniques
* solve technical problems
* Develop key products to support Alpha phase and support the project to progress to private Beta
* Align with GDS Service Standards

Offer recommendations on the best tools and methods to be used when accessibility testing.Able to make decisions characterised by different levels of risk and complexity.Build user interfaces that meet a predefined set of standards.Actively building prototypes and testing with others. | Outcomes for feasibility and complexity of integrations and interactive service designDesign, coded and tested service requirements (where feasible)Approvals for all solution architect deliverablesTechnical requirements/user stories developed in conjunction with project teamAttend all technical meetings and approval boardsAttend and provide technical input to GDS Alpha Service AssessmentUnderstanding and identification of activities for Beta phase |
| **Business Analyst - lead****Skills/Experience**Strong business analyst is required along with the strong stakeholder collaboration and managementGovernment Digital Service experienceGDS Assessment experience | * Ensure outcomes are aligned with service vision and business strategy by contributing to the link between current and future business models and delivering to the business architecture
* Facilitate collaboration and lead effective communication with all stakeholders to support design, build and delivery to meet the user needs
* Understand, define and translate the solution/the service based on user needs
* Work with the team to develop technical solutions
* Challenge constructively and act critically to achieve solutions that are fit for purpose.
* Develop and build the product backlog – functional and non-functional requirements
* Coordinate user story/requirement activities, their validation and sign-off
* Lead the evaluation of requirements against the present state and the target state
* Identify risks and constraints to the service
* Lead on and identified benefits analysis Develop potential costings and understand viability of service.
* Align with GDS Service Standards
* Coordinate change with policy and strategy
 | Product backlog with defined requirements and acceptance criteria - approvedTo be process maps defined and assuredUser stories to support internal and external needs and identify accessibility and assisted digital requirementsHigh level benefits plan assured and approvedAttend and provide input to GDS Alpha Service AssessmentUnderstanding and identification of activities for Beta phase |
| **Interactions/Service Designer****Skills/Experience**Experience in developing designs based on evidence of user needs and organisational outcomes Government Digital Service experienceGDS Assessment experience | * Design the end-to-end journey of the digital service to meet the users and Agency’s needs, including assisted digital and accessibility needs
* creation of, or change to, transactions, products and content across both digital and offline channels provided by different parts of the organisation.
* development of design concepts and be able to interpret evidence-based research and incorporate this into the work
* collaborate and lead effective communication with all stakeholders and project team to support design, build and delivery to meet the user needs
* listen to the needs of technical and business stakeholders, and interpret between them
* Align with GDS Service Standards
* generate multiple solutions and work with project team and users to test them
* Develop wireframes and clickable prototypes to support user testing
* In collaboration with project, design Minimum Viable Product for users
* Articulate needs to BA and technical resources to understand viability and requirements
* Prototyping using GDS toolkits
* Understand the sustainability and consequences of your decisions and can make decisions characterised by managed levels of risk and complexity
 | End-to-end user flows flows/journey/design for new service Developed Service flow/blueprint * Wireframes and clickable prototypes – iterations to support and understand user needs via user testing

Attend and provide technical input to GDS Alpha Service AssessmentUnderstanding and identification of activities for Beta phase |
| **Performance Analyst****Skills/Experience**Strong experience in development and consistency of performance measurement frameworks Government Digital Service experienceGDS Assessment experience | * Work with project team and Performance & Insight stakeholders to identify and validate appropriate analytics tools against identified performance measurement frameworks and agency principles
* Identify sources for collection and extraction of data to support user needs, KPI requirements (mandatory and additional) and align with GDS Service Standards and Agency principles
* Work with the project team to configure, test and update potential configurations
* Analyse data and use this analysis to create compelling evidence-based and actionable data stories for future phases
* Exploit opportunities through the recognition of new digital technologies to enhance analytical capability.
* Inform the iterative design of the service or product to ensure effectiveness, efficiency, and accuracy
* Ensure data and analysis is of high quality and accuracy, and work with a variety of qualitative and quantitative data
* Influence senior stakeholders over data approaches.
* Are ambassadors for analytics, supporting others to improve and interpret data and are included throughout the product and content life cycles
* Provide challenge from a digital perspective and collaborate with other digital and analytical professions, especially user researchers, to provide collective insights to determine the service is meeting user needs
* Define a clear governance approach for data management
 | Performance measurement framework defined and approvedData and analytics requirements defined and approvedDefinition of how user needs would be metInternal and external reporting and MI requirements defined and approvedClearly defined strategy to support KPI identification, KPI data and publishing requirementsContinuous improvement opportunities and definition |

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**PERFORMANCE OF THE DELIVERABLES**

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| **Key Staff** |
| Contractors to be determined. Individual Call-Offs will be made against this Overarching Contract for each Contractor. |
| **Key Subcontractors** |
| N/A |

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| **For and on behalf of the Supplier:** | **For and on behalf of the Contracting Authority:** |
| Signature: |  | Signature: |  |
| Name: |  | Name: |  |
| Role: |  | Role: |  |
| Date: |  | Date: |  |