

Crown Commercial Service

Call Off Order Form for Management Consultancy Services

FRAMEWORK SCHEDULE 4

CALL OFF ORDER FORM

PART 1 – CALL OFF ORDER FORM

SECTION A

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement for the provision of *business consultancy services (Lot 1)* dated **04 September 2018**.

The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Template Call Off Order Form and the Call Off Terms.

Order Number	Jan 21/04 - Finance Operation Model Review
From	The Department of Work and Pensions ("DWP") ("CUSTOMER")
To	Deloitte LLP ("SUPPLIER")
Date	25 January 2021 ("DATE")

SECTION B

1. CALL OFF CONTRACT PERIOD

1.1.	Commencement Date: 25 January 2020
1.2.	Expiry Date: 3rd April 2021 End date of Initial Period: 3 rd April 2021 End date of Extension Period: 3 rd May 2021 Minimum written notice to Supplier in respect of extension: 2 weeks

2. SERVICES

2.1	Services required: Background and Context The DWP Finance Directorate implemented a new operating model and structure in April 2019 and are now undertaking a review of specific aspects of this model ahead of the new financial year in April 2021. This review will focus on the Strategic Finance & Advisor (SFA) and Financial Management & Planning (FMP) teams and would aim to capture key benefits
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	<p>and successes along with any challenges and identify options for the go forward structures. The review will take into account the recent context within the Department and look ahead to Finance and DWP priorities into FY21/22, including the likely spending review, enabling support on the Plan for Jobs, and the continued support to wider DWP Directorates.</p> <p>The project team will consider how this review complements the work CIPFA are carrying out, and gain input from that work where relevant. It will also consider recent feedback received through the People Survey, the 2020 Roadshows, and the Spending Review Lessons Learned process.</p> <p>Scope and Approach</p> <p>REDACTED</p> <p>Team</p> <p>The team for the review will include a mix of DWP and Deloitte team members. The core Deloitte team will consist of REDACTED, REDACTED and REDACTED with some input from SMEs as appropriate. DWP key personnel will include REDACTED, REDACTED, REDACTED and REDACTED. The DWP HR business partners for finance, REDACTED and REDACTED, will also be engaged.</p> <p>Specifically, Deloitte will support on the following activities:</p> <p>REDACTED</p> <p>Deliverables</p> <p>The deliverable for this review will be a short, focused Deloitte report summarising:</p> <ul style="list-style-type: none"> • The current status; • REDACTED • REDACTED • Recommendations for changes for implementation at the start of FY21/22
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3. PROJECT PLAN

3.1.	<p>Project Plan:</p> <p>The indicative project plan, to be delivered across a six-week period, is set out below. It is planned that week 0 is w/c 25th January 21 on the basis that the review is to have substantiality completed by the end of February. Deloitte will report weekly on progress against the plan.</p> <p>REDACTED</p> <p>Client Responsibilities</p> <ul style="list-style-type: none"> • Sharing background to structures and any feedback already gathered in the initiation week
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	<ul style="list-style-type: none"> • Ensuring team can understand wider DWP context for FY22 – focus, key programmes and demands • Supporting set up of key interviews in line with timeline in project plan • Ensuring right HR BP input around the project • Assisting with access to other models in government if needed 					
Milestone	Deliverables	Duration	Milestone Date	Customer Responsibilities	Milestone Payments	Delay Payments
Work completion	A focused report summarising the work undertaken	6 weeks	Mid March 2021	<p>Providing access to relevant individuals and information to complete the work</p> <p>Scheduling of working sessions and meetings in a timely manner</p>	n/a	n/a

4. CONTRACT PERFORMANCE

4.1. Standards:	In Clause 11 (Standards and Quality) of the Framework Agreement
4.2 Service Levels/Service Credits:	Not applied
4.3 Critical Service Level Failure:	Not applied
4.4 Performance Monitoring:	Not applied
4.5 Period for providing Rectification Plan:	In Clause 39.2.1(a) of the Call Off Terms

5. PERSONNEL

5.1 Key Personnel:	<p>DWP: REDACTED, Deputy Director Strategic Finance</p> <p>Deloitte: REDACTED, Engagement Partner</p>
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5.2	Relevant Convictions (Clause 28.2 of the Call Off Terms): Not applied
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6. PAYMENT

6.1	<p>Call Off Contract Charges (including any applicable discount(s), but excluding VAT):</p> <p>The fee for this work is estimated at £48,790, as set out in the table below, and will be charged on a time and materials basis. This cost is exclusive of VAT and reimbursable expenses.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4F81BD; color: white;"> <th>Name</th> <th>Role</th> <th>Grade</th> <th>Days</th> <th>Day Rate (£)</th> <th>Total Fee (£)</th> </tr> </thead> <tbody> <tr> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> </tr> <tr> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> </tr> <tr> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> </tr> <tr> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> <td>REDACTED</td> </tr> <tr> <td></td> <td></td> <td></td> <td>REDACTED</td> <td></td> <td>£48,790</td> </tr> </tbody> </table> <p>REDACTED</p>	Name	Role	Grade	Days	Day Rate (£)	Total Fee (£)	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED				REDACTED		£48,790
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6.2	<p>Payment terms/profile (including method of payment e.g. Government Procurement Card (GPC) or BACS):</p> <p>Invoices will be raised monthly in arrears throughout the duration of the project and will be payable within 30 days of the invoice date.</p> <p>Supplier to submit invoice/s against Customer Purchase Order, to be provided at start of the contract. All invoices to be submitted in line with Annex 2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing).</p>																																				
6.3	<p>Reimbursable Expenses:</p> <p>Permitted in accordance with the DWP Policy on Expenses for Business Travel & Accommodation for Contractors, Interim Managers and Consultants.</p>																																				
6.4	<p>Customer billing address (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p>																																				

	<p>Electronic Invoices (attached to E-Mails) should be sent to APinvoices-DWP-U@gov.sscl.com</p> <ul style="list-style-type: none"> • All files/invoices need to be in PDF format • One PDF per invoice – all supporting documentation should be included within the single PDF • Suppliers should not attach additional/separate supporting documentation as a separate file • Multiple invoices can be attached to one email but each invoice must be in a separate PDF (with no additional supporting files as described above)
6.5	<p>Call Off Contract Charges fixed for (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p> <p>The duration of the Call Off Contract Term.</p>
6.6	<p>Supplier periodic assessment of Call Off Contract Charges (paragraph 9.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)) will be carried out on:</p> <p>Final month of each Call Off Contract Year during the Call off Contract Period</p>
6.7	<p>Supplier request for increase in the Call Off Contract Charges (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p> <p>Not Permitted.</p>

7. LIABILITY AND INSURANCE

7.1	<p>Estimated Call Off Contract Charges:</p> <p>The sum of £48,790</p>
7.2	<p>Supplier's limitation of Liability (Clause 37.2.1 of the Call Off Terms)</p> <p>In Clause 37.2.1 of the Call Off Terms</p>
7.3	<p>Insurance (Clause 38.3 of the Call Off Terms)</p> <p>In Clause 38.3 of the Call Off Terms</p>

8. TERMINATION AND EXIT

8.1	<p>Termination on material Default (Clause 42.2 of the Call Off Terms):</p> <p>In Clause 42.2.1(c) of the Call Off Terms</p>
8.2	<p>Termination without cause notice period (Clause 42.7 of the Call Off Terms):</p> <p>In Clause 42.7 of the Call Off Terms</p>
8.3	<p>Undisputed Sums Limit:</p>

	In Clause 43.1.1 of the Call Off Terms
8.4	Exit Management: Not applied

9. SUPPLIER INFORMATION

9.1	Supplier's inspection of Sites, Customer Property and Customer Assets: Not applied
9.2	Commercially Sensitive Information: We consider any information relating to personal information (CV's, contact details etc.), to our pricing, that contains details of our cost base or insurance arrangements, that relates to our proprietary information as well as our approach and/or our methodologies to be commercially sensitive/confidential and exempt from disclosure under the Freedom of Information Act 2000 ("FOIA"). Please notify us if you receive a request to disclose such information prior to making any disclosure, so that we can consult you about the applicability of the FOIA exemptions relating to this information. In addition, we note that the Government's Transparency Agenda may require the publication of all tender documents and Government contracts. In accordance with guidance issued by GPS and the Code of Practice for FOIA, if you choose to award the work covered by this proposal or supporting documents you will need to consult us regarding the redaction (as envisaged in the GPS guidance and Code of Practice) of certain parts of the contract, including those areas identified above, for this work and this proposal.

10. OTHER CALL OFF REQUIREMENTS

10.1	Recitals (in preamble to the Call Off Terms): Recital A
10.2	Call Off Guarantee (Clause 4 of the Call Off Terms): Not required
10.3	Security: Select short form security requirements. DWP Information Security Policy: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/720170/dwp-information-security-policy.pdf
10.4	ICT Policy: DWP IT acceptable use policy: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/720168/dwp-acceptable-use-policy.pdf

10.6	Business Continuity & Disaster Recovery: Not applied
10.7	NOT USED
10.8	Protection of Customer Data (Clause 35.2.3 of the Call Off Terms): In clause 35.2.3 of the Call Off Terms
10.9	Notices (Clause 56.6 of the Call Off Terms): Customer's postal address and email address: Professional Services Team Commercial Directorate Quarry House Leeds LS2 7UA REDACTED Supplier's postal address and email address: REDACTED Deloitte LLP 2 New Street Square London EC4A 3BZ REDACTED
10.10	Transparency Reports Not applied
10.11	Alternative and/or Additional Clauses from Call Off Schedule 14 and if required, any Customer alternative pricing mechanism: REDACTED
10.12	Call Off Tender: Refer to 2.1 and 3.1
10.13	Publicity and Branding (Clause 36.3.2 of the Call Off Terms) Not applied
10.14	Staff Transfer Annex to Schedule 10, List of Notified Sub-Contractors (Call Off Tender). Not applied
10.15	Processing Data Not applied

FORMATION OF CALL OFF CONTRACT

BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the terms Call Off Order Form and the Call Off Terms.

The Parties hereby acknowledge and agree that they have read the Call Off Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.

In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Supplier within two (2) Working Days from such receipt.

For and on behalf of the Supplier:

Name and Title	REDACTED, Deloitte LLP
Signature	REDACTED
Date	28 th January 2021

For and on behalf of the Customer:

Name and Title	REDACTED, DWP
Signature	REDACTED
Date	28 th January 2021