



Crown
Commercial
Service

Digital Outcomes and Specialists 5 (RM1043.7)

Framework Schedule 6 (Order Form)

Version 2

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Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Order Form

Buyer guidance: This Order Form, when completed and executed by both Parties, forms a Call-Off Contract. A Call-Off Contract can be completed and executed using an equivalent document or electronic purchase order system.

If an electronic purchasing system is used instead of signing as a hard-copy, text below must be copied into the electronic order form starting from 'APPLICABLE FRAMEWORK CONTRACT' and up to, but not including, the Signature block.

It is important that if you, as the Buyer, add to or amend any aspect of any Call-Off Schedule, then **you must send the updated Schedule** with the Order Form to the Supplier.

Call-Off Reference: CPD 4 122 095

Call-Off Title: Discovery: exploring the merits of introducing a national landlord register

Call-Off Contract Description: Please see Statement of Works

The Buyer: Ministry of Housing, Communities and Local Government

Buyer Address: 2 Marsham Street, London SW1P 4DF

The Supplier: Zalzi

Supplier Address: Kings House, 174 Hammersmith Road, London W6 7JP

Registration Number: 06440931

DUNS Number: N/A

SID4GOV ID: N/A

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated **16/09/2021**

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

Call-Off Incorporated Terms

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions) RM1043.7
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.7
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data) RM1043.7

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- Call-Off Schedules for RM1043.7
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 26 (Cyber Essentials Scheme) **[Optional]**

5 CCS Core Terms (version 3.0.9)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.7

7 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

Call-Off Special Terms

The following Special Terms are incorporated into this Call-Off Contract:

Special Term 1: All outputs will be owned by MHCLG and published openly where appropriate using a suitable open license that supports reuse.

Special Term 2: All materials/outputs derived from the contract shall be the property of MHCLG.

Special Term 3: UK GDPR requirements are as per Joint Schedule 11

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Call-Off Start Date: **27 September 2021**

Call-Off Expiry Date: **21 November 2021**

Call-Off Initial Period: 8 weeks

Call-Off Optional Extension Period: 4 weeks

Minimum Notice Period for Extensions: 3 working days

Call-Off Contract Value: [redacted] **excl VAT** for the duration of the contract

Call-Off Deliverables

See details in Appendix 1 to this Order Form.

Buyer's Standards

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

No additional Standards

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a [Cyber Essentials Certificate] [OR Cyber Essentials Plus Certificate] prior to commencing the provision of any Deliverables under this Call-Off Contract.

Maximum Liability

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is [redacted] **excl VAT**.

Call-Off Charges

Capped Time and Materials (CTM)

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

Reimbursable Expenses

None

Payment Method

BACS/Electronic Invoice.

Invoices must quote the Buyer's contract number and Purchase Order number (to be confirmed) along with an appropriate description of work completed, applicable dates and timesheets which have been approved by the Buyer. Failure to do so may result in a delay in payment for which MHCLG cannot be held responsible.

Buyer's Invoice Address

Ministry of Housing, Communities and Local Government

CP2P Team, MHCLG, 4th Floor, High Trees, Hillfield Road, Hemel Hempstead, HP2 4XN.

CLGInvoices@communities.gov.uk

Buyer's Authorised Representative

[redacted]

[redacted]

[redacted]

[redacted]

Buyer's Environmental Policy

Greening Government Commitments Annual Report [April 2020]

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/883779/ggc-annual-report-2018-2019.pdf

Buyer's Security Policy

Detailed in Call-Off Schedule 9 (Security)

Supplier's Authorised Representative

[redacted]

[redacted]

[redacted]

[redacted]

Supplier's Contract Manager

[redacted]

[redacted]

[redacted]

[redacted]

Progress Report Frequency

Weekly

Progress Meeting Frequency

Weekly

Key Staff

See Supplier's Team Structure within Proposal

Key Subcontractor(s)

NA

Commercially Sensitive Information

Dos Procurement Bid Response and Pricing

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Balanced Scorecard

Not Applicable

Material KPIs

Not Applicable

Additional Insurances

Not Applicable

Guarantee

Not Applicable

Social Value Commitment

Not Applicable

Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

For and on behalf of the Supplier:

[redacted]

[redacted]

[redacted]

[redacted]

For and on behalf of the Buyer:

[redacted]

[redacted]

[redacted]

[redacted]

Appendix 1

The first Statement(s) of Works shall be inserted into this Appendix 1 as part of the executed Order Form. Thereafter, the Buyer and Supplier shall complete and execute Statement of Works (in the form of the template Statement of Work in Annex 1 to the template Order Form in Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

DOS – Template: Finding a team to provide an outcome

Overview

Title <i>(max 100 characters)</i>	Discovery: exploring the merits of introducing a national landlord register
Location	Remote Working

Description of Work

This will help suppliers decide whether to apply.

Organisation the work is for <i>(max 100 characters)</i>	Ministry of Housing Communities and Local Government
Why the work is being done <i>(max. 200 words)</i>	<p>Government has committed to bringing forward reforms to drive improvements in standards in privately rented accommodation and supporting local authorities to conduct well targeted, effective enforcement that drives out criminal landlords. As part of this commitment, the government wishes to explore the merits of a national landlord register.</p> <p>The government has announced the intention to publish a white paper outlining a package of reforms for private rented sector housing.</p>
Problem to be solved <i>(max. 200 words)</i>	<p>Central Government and Local Authorities (LAs) have limited information on the 2.3 million landlords who own the 4.4 million PRS properties in England. This inhibits effective enforcement of PRS property standards and the development of informed policy interventions.</p> <p>Private tenants currently have limited ways to check information about their landlord prior to signing a tenancy agreement. There are also a range of different and complex requirements that private landlords must meet to let property.</p> <p>The Government wishes to explore the feasibility of introducing a national landlord register.in England Through a joint policy and</p>

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	<p>digitally led approach, we would like to understand the different models available for pursuing solutions to our identified problems and to further understand the difficulties individuals face when renting, letting or enforcing property standards in the Private Rented Sector.</p> <p>To inform this exploration of the problem, we would like a supplier to conduct user research, including sourcing participants, and potentially involving a survey.</p>
<p>Who the users are and what they need to do <i>(max. 200 words)</i></p>	<p>There are a range of potential users for a national landlord register, and we will require a discovery team to establish what their needs are. Some examples of potential users are outlined below:</p> <ul style="list-style-type: none"> • As a current or prospective tenant, I need to find out basic information about my current/prospective landlord and information about renting a property. This will enable me to make an informed choice about renting a property. • As a private landlord, I want an easier way to demonstrate compliance with existing lettings legislation and to access information relating to letting property. This will enable me to better understand the legal requirements and more effectively demonstrate my compliance. • As a local authority housing enforcement officer, I want access to consistent data on the private rented sector stock in my area. This will enable me to better prioritise my time and resources when undertaking enforcement action. • As a government official, I want a holistic aggregated dataset on the PRS. This will enable me to better evidence suggested policy interventions.
<p>Early market engagement <i>(max. 200 words)</i></p>	N/A
<p>Any work that's already been done <i>(max. 100 words)</i></p>	N/A

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Current phase	<u>Discovery</u>
Existing team (<i>max. 100 words</i>)	The successful supplier will liaise with a team of policy officials at MHCLG and officials in the department's Digital Directorate. The supplier will also be required to engage with other subject matter experts within the department and at other government departments.
Address where the work will take place (<i>max. 100 words</i>)	<p>The office is located at 2 Marsham Street, Westminster, London, SW1P 4DF.</p> <p>However, due to the COVID-19 restrictions the department is currently working virtually through Microsoft Teams.</p> <p>The supplier will be required to have their own IT equipment with access to Microsoft Teams and the Microsoft Office Suite.</p>
Working arrangements (<i>max. 100 words</i>)	<p>The work will be delivered 5 days a week (Monday to Friday). The policy team will deliver a full briefing on the project at the outset of the project, upon completion of contracts.</p> <p>We expect the Discovery Team to work closely with the policy team to explore aspects of the project. We will also expect the Discovery Team to provide regular show and tells for the policy team and wider MHCLG colleagues at the end of the 1-2-week work 'sprints' on the topics explored.</p>
Security clearance (<i>max. 50 words</i>)	<p>All individuals must have Baseline Personnel Security Standard (BPSS) as a minimum.</p> <p>Depending on national restrictions at time of contract commencement, a Counter Terrorist Check (CTC) may be required to attend meetings in 2 Marsham Street.</p>
Latest start date	31/08/2021
Expected contract length	8-10 weeks
Additional terms and conditions (<i>max. 100 words</i>)	1. All outputs will be owned by MHCLG and published openly where appropriate using a suitable open license that supports

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	<p>reuse. All materials/outputs derived from the contract shall be the property of MHCLG.</p> <p>2. GDPR requirements will be discussed and agreed once the successful supplier has been notified (as part of discussions to agree the wording of the call-off contract).</p>
Budget range <i>(max. 100 words)</i>	£80,000- £100,000
Summary of the work <i>(max. 50 words)</i>	<p>MHCLG needs to conduct a discovery with a partner who has a proven track record of exploring digital solutions to complex policy problems.</p> <p>This will be a strategic piece of work informed by digital expertise to explore the merits and feasibility of introducing a national landlord register.</p>

Evaluation

How many suppliers to evaluate	4
Evaluation weighting	<p><u>Technical competence (35%)</u></p> <p><u>Cultural fit (15%)</u></p> <p><u>Price (50%)</u></p>
Essential skills and experience (Shortlisting criteria)	<p>The supplier must have:</p> <ul style="list-style-type: none"> Recent experience of running a Discovery Phase and creating digital tools in line with the GDS Service Standard and Design Principles. Ability to, and experience in, conducting user research to understand needs of different groups. Ability to collaborate and communicate effectively with a range of stakeholders who have different levels of technical expertise. Recent experience of visualising, prototyping, and testing different models of digital services. Demonstrable experience of engaging with complex policy problems as part of a multidisciplinary team.

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Nice-to-have skills and experience (Shortlisting criteria)	<ul style="list-style-type: none"> • Experience of working in the property sector and/or experience of designing digital housing services. • Experience of risk assessment and future proofing digital services, including migrating existing content/data to new services. • Experience of working with Local Government.
Proposal criteria (35%)	<ul style="list-style-type: none"> • Approach and methodology • How the approach or solution meets user needs • How the approach or solution meets stated objectives • Proposed timeframes for the work • Flexible approach from supplier • Team structure • Value for money
Cultural fit criteria (15%)	<ul style="list-style-type: none"> • Demonstrated experience of working collaboratively with public sector organisations • Transparent and open working methods which encourage challenge • Responsibility for progressing your own work to reach project objectives • Ability to share knowledge and experience with other team members/clients with low technical expertise.
Payment approach	<u>Capped time and materials</u>
Additional assessment methods	<u>Case study</u> <u>Presentation</u>

Annex 1 (Template Statement of Work)

1 Statement of Works (SOW) Details

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

Date of SOW:

[redacted]

2 Call-Off Contract Specification – Deliverables Context:

Please see the attached:



CPD4122095 -
National Landlord Reg

3 Buyer Requirements – SOW Deliverables

Outcome Description:

Please see the attached:

[redacted]

Security Applicable to SOW:

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

Cyber Essentials Scheme:

The Buyer requires the Supplier to have and maintain a Cyber Essentials Certificate the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).

4 Charges

Call Off Contract Charges:

Please see the attached:

[redacted]

5 Signatures and Approvals

Agreement of this SOW

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

For and on behalf of the Supplier

[redacted]

For and on behalf of the Buyer

[redacted]

Annex 1

Data Processing

Please see the attached:



NLR Digital
Discovery Data Protec