



Crown
Commercial
Service

Call Off Order Form for Management Consultancy Services – Establishing a Single Programme

FRAMEWORK SCHEDULE 4

CALL OFF ORDER FORM AND CALL OFF TERMS

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 **RM3745** dated 21st November 2017

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 Call Off Order Form and the Call Off Terms.

Order Number	TBC
From	Defra Group [REDACTED] ("CUSTOMER")
To	Deloitte LLP [REDACTED] ("SUPPLIER")

SECTION B

CALL OFF CONTRACT PERIOD

	Expiry Date: End date: 26/3/21 End date of Extension Period N/A Minimum written notice to Supplier in respect of extension: N/A
--	---

SERVICES

2.1	<p>Services required:</p> <p>In Call Off Schedule 2 (Services)</p> <p>Services required are as per Bidder Pack Statement of Requirements</p> <p>Defra wants an independent consideration of its existing internal and external change projects to understand how best to ensure that they have the greatest impact on achieving successful delivery of the significant post-transition work programme facing Defra group.</p> <p>We estimate that this work will take 4-6 weeks to complete, starting early in 2021 and which must complete within financial year 20/21.</p> <p>The work will involve:</p> <ul style="list-style-type: none"> • articulating the scope of Defra group portfolios, including how we can best marshal existing internal and external work streams, and identifying and scoping work to fill any gaps; • providing examples of and advising on best practice examples of transformational change programmes, including how to equip existing teams to take it forward through capability building and provision of e.g. templates and example products; • baselining the people and capability requirements for this work; • developing a work programme to prepare for the next CSR round, specifically around capability and skills development at an organisation-wide level. <p>THE REQUIREMENT</p> <p>1.1 The scope of this work is limited to those projects, programmes and portfolios that are changing how Defra group itself works. Transition related change is specifically out of scope, as is any other change expected to complete before 30 June 2021.</p> <p>1.2 Expected Outputs:</p> <ol style="list-style-type: none"> 1) A common understanding of existing projects, programmes and portfolios within Defra group that are undertaking reform or corporate change, showing <ol style="list-style-type: none"> a. Scope, objectives, governance (including control tier) b. SRO & project/programme/portfolio leadership team c. RPA score, delivery confidence (as reported) d. Scale, structure & capability maturity e. Design principles (if any) f. Interfaces or dependencies on other change 2) Given understanding of existing change, independent expert advice on whether we need to consolidate these into a single portfolio or programme:
-----	---

	<ul style="list-style-type: none"> a. Advice on the optimum structure/governance for delivery, and options where they exist; b. What capabilities are needed to ensure effective delivery? c. Comparison with appropriate benchmarks on the people and capability requirements for changes in scope, with recommendations on any changes needed to improve delivery confidence across the portfolio d. Advice on effective monitoring and reporting to provide top level assurance of both effectiveness and efficiency, along with size and shape of support structures to do this e. Guidance on best practice and templates on delivering transformation in government or similar complex large organisations f. Suggestions on naming programme/portfolio to help people engage more effectively with them. g. Best practice on pipeline management for new change initiatives to ensure that the portfolio remains balanced and effectively prioritised <p>3) Conduct a gap analysis on the existing portfolio</p> <p>4) Identify what capability and skills Defra should be developing at an organisation wide level to ensure continued delivery over the medium term</p> <p>All outputs should be accessible and editable, using standard Microsoft Office 365 packages available to Defra group (i.e. Word, Excel, PowerPoint, and Visio). Advice should follow definitions in the appropriate UK Government functional standards, or capability frameworks for skills so that they are generally understood without needing to reference proprietary standards.</p> <p>Progress Reporting</p> <p>The proposal should include providing a regular progress update for senior staff, and also talking them through the findings at key points in the work.</p> <p>A single point of contact should be nominated for liaison with the strategy team co-ordinating the work, and senior engagement.</p> <p>5) KEY MILESTONES</p> <p>a. This work needs to be completed in March 2021.</p> <table border="1"> <thead> <tr> <th>Milestone</th> <th>Description</th> <th>Timeframe</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Ready to commence/ state of readiness/ progress being made.</td> <td>Within week 1 of Contract Award</td> </tr> <tr> <td>2</td> <td>Final report/ satisfactory completion/ acceptance of final report.</td> <td>Within week 6 of Contract Award</td> </tr> </tbody> </table>	Milestone	Description	Timeframe	1	Ready to commence/ state of readiness/ progress being made.	Within week 1 of Contract Award	2	Final report/ satisfactory completion/ acceptance of final report.	Within week 6 of Contract Award
Milestone	Description	Timeframe								
1	Ready to commence/ state of readiness/ progress being made.	Within week 1 of Contract Award								
2	Final report/ satisfactory completion/ acceptance of final report.	Within week 6 of Contract Award								

	<p>6) AUTHORITY’S RESPONSIBILITIES</p> <p>a. We will provide an up to date list of all the projects that need to be reviewed (Annex A) with contact details of the key contacts when the contract is concluded. We will ensure that all the named key contacts are expecting to be interviewed, and have advance details of questions that they will be asked (where those questions have been provided by the contractor).</p> <p>7) REPORTING</p> <p>a. The contractor is expected to report regularly on progress, at least weekly, to the primary contact point. In the event of issues arising, or work being blocked we expect the contractor to report as soon as practicable, either the same business day, or by 10am the following day.</p> <p>b. As interim findings become available we would like these to be shared early so that they can be fed into other work that depends on the outcome of this project.</p> <p>8) CONTINUOUS IMPROVEMENT</p> <p>a. The primary contribution to continuous improvement from this project is in identifying ways that we can improve delivery of existing projects, removing duplications, and increasing effectiveness of outcome delivery. The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.</p>
--	--

PROJECT PLAN

3.1.	<p>Project Plan:</p> <p>As per plan provided.</p> <p>Work must be completed within financial year 20/21. Contract is for maximum of 6 weeks</p>
-------------	--

--	--

CONTRACT PERFORMANCE

4.4	Performance Monitoring: Not applied
4.5	Period for providing Rectification Plan: In Clause 39.2.1(a) of the Call Off Terms

PERSONNEL

PAYMENT

6.2	Payment terms/profile (including method of payment e.g. Government Procurement Card (GPC) or BACS): In Annex 2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing) Payment will be made by BACS
6.3	Reimbursable Expenses: Not permitted – Contract is ‘remote working’
6.4	Customer billing address (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): [REDACTED] [REDACTED] [REDACTED]
6.5	Call Off Contract Charges fixed for (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): 6 Call Off Contract Weeks from the Call Off Commencement Date
6.6	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: N/A
6.7	Supplier request for increase in the Call Off Contract Charges (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): N/A

LIABILITY AND INSURANCE

7.1	Estimated Year 1 Call Off Contract Charges: The sum of £67,500
------------	--

7.2	Supplier's limitation of Liability (Clause 37.2.1 of the Call Off Terms); In Clause 37.2.1 of the Call Off Terms
7.3	Insurance (Clause 38.3 of the Call Off Terms): ■■■■

TERMINATION AND EXIT


8.1	Termination on material Default (Clause 42.2.1(c) of the Call Off Terms): In Clause 42.2.1(c) of the Call Off Terms
8.2	Termination without cause notice period (Clause 42.7.1 of the Call Off Terms): In Clause 42.7.1 of the Call Off Terms
8.3	Undisputed Sums Limit: In Clause 43.1.1 of the Call Off Terms
8.4	Exit Management: In Call Off Schedule 9 (Exit Management)

SUPPLIER INFORMATION

9.1	Supplier's inspection of Sites, Customer Property and Customer Assets: Not applied
9.2	Commercially Sensitive Information: Not applicable

OTHER CALL OFF REQUIREMENTS

10.1	Recitals (in preamble to the Call Off Terms): Recitals B to E Recital C - date of issue of the Statement of Requirements: 15/12/20 Recital D - date of receipt of Call Off Tender: 18/1/21
-------------	--

10.2	Call Off Guarantee (Clause 4 of the Call Off Terms): Not required
10.3	Security: See short form (paragraphs 1 to 5 of Schedule 7 (Security))
10.4	ICT Policy: Not applied
10.5	Testing: Not applied
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):
10.9	Notices (Clause 56.6 of the Call Off Terms): Customer's postal address and email address: <div style="background-color: black; height: 1.2em; width: 420px; margin-bottom: 5px;"></div> <div style="background-color: black; height: 1.2em; width: 145px; margin-bottom: 5px;"></div> Supplier's postal address and email address: <div style="background-color: black; height: 1.2em; width: 85px; margin-bottom: 5px;"></div> <div style="background-color: black; height: 1.2em; width: 145px; margin-bottom: 5px;"></div> <div style="background-color: black; height: 1.2em; width: 50px; margin-bottom: 5px;"></div> <div style="background-color: black; height: 1.2em; width: 70px; margin-bottom: 5px;"></div> <div style="background-color: black; height: 1.2em; width: 165px; margin-bottom: 5px;"></div>
10.10	Transparency Reports In Call Off Schedule 13 (Transparency Reports) Not required
10.11	Alternative and/or additional provisions (including any Alternative and/or Additional Clauses under Call Off Schedule 14 and if required, any Customer alternative pricing mechanism): None required
10.12	Call Off Tender: In Call Off Schedule 16  Deloitte - Defra Establishing Single

10.13	Publicity and Branding (Clause 36.3.2 of the Call Off Terms) Only named personnel working on the assignment should have access to Defra information shared; this information should not be shared outside of the assignment team in any format; all Defra information provided should be destroyed at the end of the assignment.
10.14	Staff Transfer Annex to Call Off Schedule 10, List of Notified Sub-Contractors (Call Off Tender). No Sub-Contractors applicable
10.15	Processing Data Call Off Schedule 17 Defra will share current business change plans and insights on current deliveries and their effectiveness.
10.16	MOD DEFCONs and DEFFORM Call Off Schedule 15

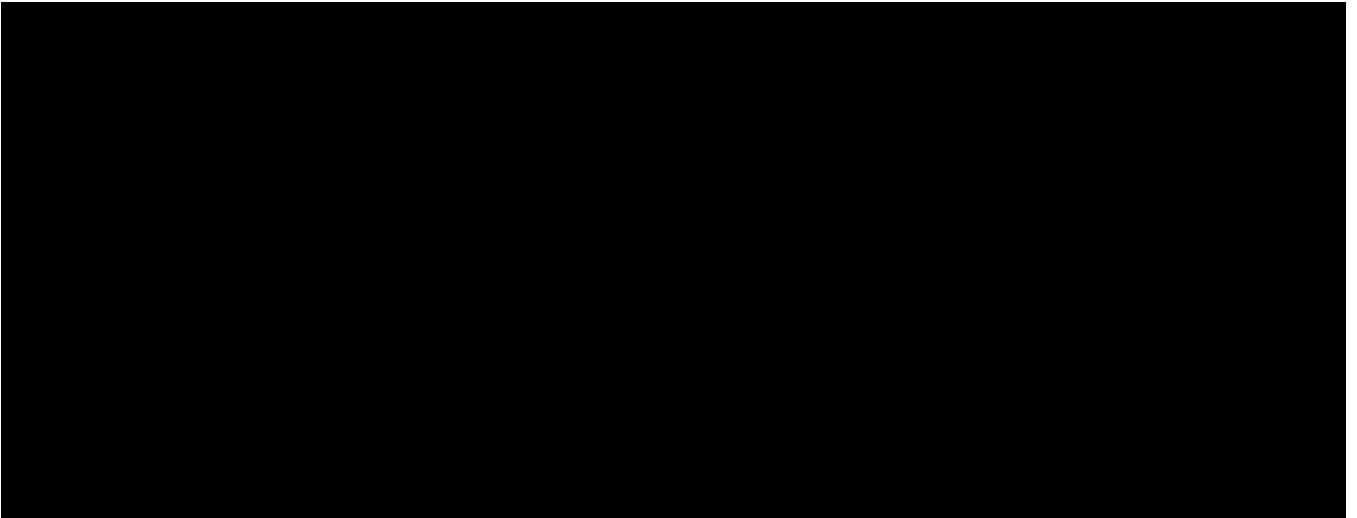
FORMATION OF CALL OFF CONTRACT

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:



For and on behalf of the Customer:

