

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

Call-Off Ref: RM1043.8

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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.

### Deliverables Background

This contract covers the Discovery and Alpha phases required to design and test a data-capability support offer for the education and children's social-care sectors, aligning to the DfE Data Capability Skills Framework. It also includes validation of the draft cross-sector skills framework and integration of findings from a separate parallel baseline data-maturity study.

### Delivery phase(s):

- **Discovery (≈ Oct – Dec 2025):** confirm user needs and constraints, map service blueprint, and produce a Discovery Report that defines the scope for Alpha.
- **Alpha (≈ Dec 2025 – Mar 2026):** Following review of discovery outputs with DfE to outline potential future delivery scenarios, build and iterate various prototypes at levels of fidelity appropriate to the hypothesis being tested (including coded and clickable), validate the Data Capability Skills Framework through user testing, and deliver an Alpha Findings & Beta Roadmap recommending next steps.

### Overview of Requirement:

A user-centred, agile project that will:

- Undertake comprehensive user research across multi-academy trusts, schools, early-years providers and local authorities, building on DfE's pre-discovery insights to validate needs, pain-points and resource gaps.
- Rapidly prototype an online support service based on user research which may include skills self-assessment, a curated learning catalogue, a knowledge-sharing hub and community features; iterate these in short sprints and test with end-users throughout Alpha.
- Iterate with and validate a cross-sector Data Capability Skills Framework, ensuring it maps intuitively onto real-world roles and responsibilities and is embedded in the prototype.
- Produce an Alpha Findings & Beta Roadmap that evidences technical and organisational viability, value-for-money and clear next-step options (Beta, Live, or alternative).

### Buyer Requirements – Deliverables:

#### Key Milestones:

Milestone	Milestone	Acceptance Criteria	Due Date
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Ref	Description		
MS01	Discovery complete: Discovery research, sector engagement & service blueprint	<ul style="list-style-type: none"><li>Discovery Research Report signed-off by DfE Product Manager and SRO.</li><li>Evidence-based personas, journey maps, pain-point matrix and quantified ecosystem map.</li><li>Draft service blueprint and information architecture for the online support offer.</li><li>Prioritised, costed Alpha product backlog and updated RAID/decision logs.</li><li>Gated Discovery peer review meets GDS Discovery exit criteria and issues a formal go/no-go to Alpha.</li></ul>	Fri 12 Dec 2025
MS02	Alpha prototype tested: Build & iterate high-risk/high-value features	<ul style="list-style-type: none"><li>Interactive prototype covering: skills self-assessment, curated learning catalogue, knowledge-sharing hub and community feature. ≥ 80 % high-priority needs addressed</li><li>≥ 2 moderated rounds of user testing with representatives from MATs, schools, EY settings &amp; LAs; test insights captured in UR log.</li><li>Accessibility audit shows 0 critical / 0 serious issues against WCAG 2.1 AA; remediations evidenced.</li><li>Security / GDPR screening completed; no unresolved “high” risks.</li><li>Updated, re-estimated product backlog and sprint metrics shared with DfE.</li><li>Iterated Data Capability Skills Framework embedded in the prototype navigation.</li><li>GDS Alpha assessment completed with no red ratings; amber-rated actions prioritised</li></ul>	Fri 27 Feb 2026

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		and addressed.	
MS03	Alpha Findings & Beta Roadmap: Consolidated learning, recommendations & hand-over	<ul style="list-style-type: none"><li>Alpha Findings &amp; Beta Roadmap pack approved by DfE governance; includes VFM appraisal, costed Beta options (short / medium / long-term), technical choices and risk/issue profile.</li><li>All code, research artefacts, design files and decision logs transferred to DfE SharePoint; repository hand-over confirmed.</li><li>Supplier provides certification of secure deletion of all personal data within 60 days of SOW close.</li><li>Knowledge-transfer session delivered to DfE delivery team and agreed exit checklist signed.</li><li>Final delivery report includes summary of GDS Alpha assessment outcomes, actions taken on amber-rated points, and recommendations for addressing any outstanding items post-contract.</li></ul>	Fri 27 Mar 2026

### Delivery Plan:

The Supplier shall operate on a two-week sprint cycle, with progress reviewed through fortnightly show-and-tell sessions involving relevant stakeholders. A monthly steering meeting shall be held with the Senior Responsible Owner (SRO) to provide strategic oversight, assess progress against key milestones, and address any escalated issues.

Progression from Discovery to Alpha shall be subject to a gated exit review, assessed against the Government Digital Service (GDS) criteria. The Supplier shall provide the necessary evidence and documentation to support this assessment.

### BASE LOCATION

The primary work locations will be Coventry and Sheffield.

### PAYMENT

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The Department will operate a policy of milestone payments. Milestone completion will be dependent on the Department acceptance of milestones completed, based on the discretion of the Department's Contract Manager.

The Key Milestones are detailed under the Buyer Requirements – Deliverables section above and weighted as follows against contract payment value:

<b>Milestone Ref</b>	<b>Milestone Description</b>	<b>Payment%</b>
MS01	Discovery complete: Discovery research, sector engagement & service blueprint	30%
MS02	Alpha prototype tested: Build & iterate high-risk/high-value features	30%
MS03	Alpha Findings & Beta Roadmap: Consolidated learning, recommendations & hand-over	40%