**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)** | TIS0533 |
| **Date order placed** | 10/06/22 |
| **Call off Start Date** | 01/07/22 |
| **Call-Off** **Expiry Date** | 31/12/24 |
| **Extension Options** | 12 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 Senior Project Manager, Product Owner, Service Designer, Enterprise Architect, Payments Solutions Architect and a Project Manager/Business Analyst Payments. |
| **IR35** | It is expected that all roles throughout the duration of this contract and any extensions of it will be in Scope of IR35. IR35 Status will be determined on an assignment basis and detailed in the individual Call-Offs from this Overarching Order Form, |
| **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)** | Multiple Roles (see individual Call-Offs from this Overarching Order Form)A RM6160 Pay Banding will be agreed for each role. If the Banding changes at any point during the duration of the Contract an exceptional approval will be required from the Authority. |
| **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 TIS053s Tender Return detailed in Appendix D. Detailed in schedule below.The maximum value of the initial contract period will be £3,417,453.04 |
| **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 scope of the SDRP project covers the Alpha phase through to delivery, subject to approvals through the course of the project. The anticipated timeline for requirements is from June 2022 to December 2024.The following resources are required to support the project from the end of the alpha phase through to delivery and will work as part of an Agile team:Senior Project Manager Product Owner Service Designer Enterprise Architect Payments Solutions Architect Project Manager/Business Analyst PaymentsThe Supplier will replace any Contractor who leaves or is given notice prior to the agreed end of their Contract Duration. The project requires the following resources:

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| **Role** | **Job Description** | **Responsibilities:**  |
| **Senior Project Manager** | Lead on creating and maintaining project plan overall (including key milestones and dependencies). Lead meetings with workstreams to identify critical path activities, governance milestones and dependencies. Work with PMO to provide knowledge transfer and upskilling in plan production and maintenanceEnsure all gateway related milestones are fed into the overarching project plan. Design and agree ways of working between workstream activities so all activity is aligned and following a critical path. Lead on a regular updateEnsure all project, agency and external dependencies are managed and adhered to. Ensure that dependency owners and those responsible for delivering dependencies are identified. Actions and completion dates recorded and agreed.Clearly articulated and up to date RAID to include.RisksAssumptions IssueDependencies Review, amend and edit the artefact catalogue, ensuring all artefacts are identified, owners are identified, and that artefacts are produced to time.Support the project and investments committee inputs and timeline.Aid in authoring and gathering information for the Full Business CaseRe develop the project stakeholder and communications plan, working with PMO, internal comms and wider project team. Lead all procurement activities for SDRP, including identifying or a delivery partner and Business World Supplier. Working closely with the agency commercial function and ensuring that all relevant controls and processes are adhered to.To support the onboarding of new suppliers. Work with suppliers and wider project team to identify onboarding activities and requirements, develop an on boarding plan and manage the implementation of that plan. Clarify the DTS Governance process and liaise with them to implement elements of the plan that require DTS support. Resolve any issues and manage any constraints. | A signed off MS Project Plan, with dependency and milestones clearly itemised. Process for monitoring progress and updating the plan implemented.PMO fully equipped to support the ongoing maintenance of the plan.Project Plan with clearly articulated gateway milestonesClear articulation of dependencies with the RAID.Dependency mapped out and linked in project plan.All dependencies reviewed and signed off by ownersClearly articulated and up to date RAID to include:Defined artefact catalogue, with owners signing off on approach, including timetable for production of deliverables. Production of deliverables monitored and clear status against plan articulated.Timeline and dependencies bedded into the overarching project plan. Inputs relating to areas of responsibility (eg procurement and overall plans and RAID) provided in a way that secures PIC approval.Fully completed and signed off Full Business CaseSigned off and updated communications and stakeholder planClearly articulated procurement plans in place, with artefacts completed and dependencies of work managed. Supplier procured in accordance with planned timescales.Onboarding plans documented agreed and plan activities delivered to time. Suppliers successfully onboarded with time available optimised to ensure suppliers are productive as quickly as possible from the point of selection. |
| **Product Owner –****Skills/Experience**excellent stakeholder management skills exceptional proven planning, and benefit identification experience. background in successfully delivering technology projects. | Identify and compare and implement best processes or delivery methods to use, including measuring and evaluating outcomes.Help team to manage and deliver outcomes, prioritise work.Work closely with the design and research team to understand user and operational needs.Work with the relevant project manager to identify, implement and manage project ceremonies, including stand-ups, show and tells and contribute to project artifacts as required e.g., highlight reports, risks an Issues.Work closely with Operational Business leads to agree design decisions and understand business impacts. Work closely with the business and design teams to understand the high-level features and capabilities of the service. Support the business analyst to craft and iterate the stories and known acceptance criteria for iterations oneWork with the team to develop the approach to CDDO service assessments and lead the team through mock and formal assessmentsIdentify and work with CDDO “shepherd” to prepare for assessmentsIdentify artifacts required for assessments and ensure that they are produced to time and qualityDefine and identify work required to define and document minimum viable product (MVP)/product at go-live. Definition of key performance indicators and data measurement processes.Proposal for Beta including roadmap and epics.Oversee the development of end-to-end Service blueprints for the whole SDRP service.Oversee the identification and documentation of Business Capabilities needed.Oversee the identification and documentation of Features.Identify any Assisted Digital requirements and identify and document any non-digital user journeys. | Product development approach agreed with team and successfully implemented.Successful service assessments passed to agreed project timelines.Artifacts in support of assessments produced to time and qualityDefined and documented MVP/product for go-live, delivered to agreed quality and within agreed timescales |
| **Service Designer****Skills/Experience**Experience in developing designs based on evidence of user needs and organisational outcomes Government Digital Service (GDS) 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
* 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
* Articulate needs to business analyst and technical resources to understand viability and requirements
* Prototyping using GDS toolkits
 | 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 |
| **Enterprise Architect –****Skills and experience**excellent architecture skillsexperience and a background in successfully delivering technology projects. | * Provide Enterprise Architecture services on the delivery of the SDRP project, scoped to the required project outcomes
* Responsible for ensuring the delivery of overarching enterprise architecture documentation.
* Architecture and Service concepts must be developed within the Architectural Community via the Architectural Forum prior to receiving formal approval and adoption via TAG.
* Provide Solution Architecture services related to the digital portal side of the delivery of the SDRP project, scoped to the required project outcomes.
* Produce a solution architecture design outlining the technical build work required for delivering the SDRP solution during the Beta phase
* Responsible for ensuring the delivery of the solution architecture documents High Level Designs. Architecture and Service concepts must be developed within the Architectural Community via the Architectural Forum prior to receiving formal approval via TAG.
* Provide guidance and leadership services on any technical architect resources who are working on the SDRP project.
* Ensure project aims and Agency strategic direction are factored into architectural design decisions made on the SDRP project
* Provide knowledge transfer to the incumbent team after the deliverables have been met
* Provide technical assurance, advice and direction to the project team.
* Outline technical risks and dependencies which the SDRP project will need to manage for the delivery of SDRP, scoped to the required project outcomes
* Provide updates on risk/issue escalation and progress of SDRP technical deliveries to senior governance forums across the agency, HMT and Whitehall
* Provide services in the arbitration and escalation management on technical issues
* Provide management services of key SDRP project technical stakeholders, scoped to the project deliverables
* Ensure agency strategic direction is factored into architectural and design decisions and that technology choices are aligned with agency strategic direction
* Provide technical services to itemise and support the supplier onboarding process through the DTS Governance process. This includes feeding these activities into the project plan.
 | Enterprise Architecture agreed with TAGSolution designs documented in BiZZdesign approved by TAGTechnical product list documented and agreed.All SDRP technical artifacts assured prior to finalisation.Technical advice provided to project team members, when needed.All project design docs agreed by TAG after being developed through discussions within the Architectural Forum and DTS Assurance Updates Production of relevant TAG and CAB Papers  |
| **Solution Architecture (Payments) –****Skills and experience**excellent architecture skillsexperience and a background in successfully delivering technology projects. | * Provide Solution Architecture services on the delivery of the SDRP project, scoped to the required project outcomes
* Work with the Enterprise Architect to ensure that enterprise-wide concerns, requirements, patterns and principles are applied to the supplier’s architectural outputs
* Work with other technical SMEs to ensure that their concerns are applied to the supplier’s architectural outputs
* Work with project and/or business stakeholders regarding technical requirements and concerns which must be addressed in the payment / financial designs for SDRP
* Creation of architectural design artifacts which outline how the SDRP payments / financial solutions should work to deliver the required project outcomes.
* Assist and provide technical direction on any required proof-of-concept work required to validate the technical approaches advocated to deliver SDRP, scoped to the collection and distribution of finances for SDRP delivery
* Provide technical services to support in the production of the SDRP alpha report, and approval via GDS governance processes, scoped to the collection and distribution of finances for SDRP delivery
* Outline pertinent technical risks and dependencies which the SDRP project will need to manage for the delivery of SDRP, scoped to the collection and distribution of finances for SDRP delivery
* Support the SDRP project team in the production and quality assurance on any cost estimates or project plans for technical work on the project, scoped to the alpha/beta phase and to the collection and distribution of finances for SDRP delivery
* To provide services for the identification and production of any additional technical artefacts (scoped to the collection and distribution of finances for SDRP delivery) which must be produced to support either the procurement or GDS alpha assurance deliverables
* Assist the SDRP project in the identification, evaluation and selection of third-party off-the-shelf products which will form part of the architectural solution, scoped to the collection and distribution of finances for SDRP
* Assist the SDRP project in the identification and selection of third-party suppliers who will provide detailed design / build services to implement the solution, scoped to the collection and distribution of finances for SDRP
* Assist and manage external stakeholder engagements (e.g., Payment Distributors) to develop fit-for-purpose designs for all users, scoped to the collection and distribution of finances for SDRP
* Define integration patterns and work with EA and DTS to agree dependencies for integrations and patterns for any new integrations.
* Provide technical input into business analysts’ development of user stories/requirements.
* Work closely with the agency’s security professionals to ensure that their concerns are factored into all outputs created by the supplier
 | Architecture agreed with TAGSolution designs documented in BiZZdesign approved by TAGTechnical product list documented and agreed.All SDRP technical artifacts assured prior to finalisation.Technical advice provided to project team members, when needed.All project design docs agreed by TAG after being developed through discussions within the Architectural Forum and DTS Assurance Updates Production of relevant TAG and CAB Papers  |
| **Project Manager/Business Analyst –** **Skills and experience**Excellent project management skillsexceptional proven planning, risk management and benefit identification experienceexperience and a background in successfully delivering technology projects. | * Conduct short deep dive and revaluation into the ‘’as is’’ process that the agency currently offers on payments, review process maps to date.
* Ensure all the related tasks associated to developing the requirements of the payments process are included in the JIRA Backlog
* Author payment collection and distribution processes covered to levels 1 & 2 key.
* Provide high-level gap analysis between the as is payment processes and to be.
* Author an options paper on payment collection and distribution for the agency
* Engage with the user research lead and product owner to develop high level user stories on payment distribution and collection.
* Lead on workshops and play backs on the development of the payment requirements.
* Work with key stakeholders to develop and document high level Management Information needs and Financial Accounts needs that need to be reported on.
* Produce high level use case for what the operational process may look like on payments, and the handoff between the different actors.
* Provide services for the identification and production of any additional business analysis artefacts which must be produced to support either the procurement or GDS assurance deliverables Procurement (off-the-shelf products) –
* Assist the SDRP project in the identification, evaluation and selection of third-party off-the-shelf products which will form part of the solution, scoped to the collection and distribution of finances for SDRP
* Procurement (Third Parties) – To assist the SDRP project in the identification and selection of third-party suppliers who will provide detailed design / build services to implement the solution, scoped to the collection and distribution of finances for SDRP
* Stakeholder Management – To assist and at times manage external stakeholder engagements (e.g., Payment Distributors) to develop fit-for-purpose requirements for all users, scoped to the collection and distribution of finances for SDRP
* Planning – Lead on overarching payments plan, ensure alignment with overarching project plan/roadmap.
* Dependency management - Ensure all dependencies arising from the payments workstream are managed.
* Management of RAIDD log - Manage the project support function to ensure risks, assumptions and decisions are managed and up to date. Ensure there is an understanding of the risk against the context of the delivery.
* Project governance roadmap - Build a roadmap for payment workstream, aligned to the overarching delivery roadmap for SDRP.
 | Update process maps and documents as requiredCompleted JIRA backlogCompleted requirements listProduction of payments options paperCompleted user stories |

The Contracting Authority reserve the right to contract with REDACTED on a call off basis for 30 days over 6 months to provide an Assurance/Work to handover/Design/External review and to also provide guidance through BETA GDS. The IR35 Status of this Contractor would be determined and agreed prior to any commitment to Contract by the Authority.The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

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| **Milestone** | **Description** | **Timeframe** |
| 1 | Alpha phase completion | 29/07/2022  |
| 2 | DOS procurement begins | May 2022 |
| 3 | CDDO service assessment | June 2022 |
| 4 | Gateway 3 review | 15/06/2022 |
| 5 | Decision point: Business Case and requirements are ready for final approval and decision to progress to procurement | 01/07/2022 |
| 6 | Private Beta Phase begins | August 2022 |
| 7 | CDDO Beta Service Assessment | February 2024 |
| 8 | CDDO Public Beta (Service becomes accessible to the public) | June 2024 |
| 9 | Service transition | June – November 2024 |
| 10 | Project Closure  | December 2024 |

Location The location of the Services will be carried remotely however there will be a requirement for regular face to face meetings at London office (16th Floor, 1 Westfield Avenue, Stratford, London, E20 1HZ) or Birmingham office (Cannon House, 18 The Priory Queensway, Birmingham, B4 6FD).Travel to the contracted offices of London and Birmingham will be at the Contractor’s own expense. Travel to other offices may be required and INSS T&S policy will apply.REDACTED |
| Pricing Schedule: REDACTEDA RM6160 Pay Banding is agreed for each role as detailed above. If the Banding changes at any point during the duration of the Contract an exceptional approval will be required from the Authority.Any increases in Day Rate agreed to obtain Services of Named Individuals as part of the tendering process for TIS0534 will not be maintained or reflected in future roles for the Call-Off Contract. All future roles must be at the Market Rate at the time of sourcing that individual. |

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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: |  |

**Request for Proposal Response (Deadline 12pm 25/04/22):**

TIS0533 Appendix C Response Guidance - SmartSourcing

REDACTED

TIS0533 Appendix D Pricing Schedule v2.0

REDACTED

TIS0533 SmartSourcing CVs Final

REDACTED