

Framework Schedule 6 (Order Form Template and Call-Off Schedules)  
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## RM6187 Framework Schedule 6 (Order Form and Call-Off Schedules)

### Order Form

CALL-OFF REFERENCE:	project_25481, ecm_10753 – Service Modernisation Programme Engagement
THE BUYER:	Department for Work and Pensions
BUYER ADDRESS	Ground Floor Caxton House Tothill Street London SW1H 9NA
THE SUPPLIER:	ACCENTURE (UK) Ltd
SUPPLIER ADDRESS:	30 Fenchurch St. EC3M 3BD, London, England.
REGISTRATION NUMBER:	4757301
DUNS NUMBER:	73-493-9007]

### Applicable framework contract

This Order Form is for the provision of the Call-Off Deliverables and dated 23rd January 2023.

It's issued under the Framework Contract with the reference number RM6187 for the provision of Management Consultancy.

### CALL-OFF LOT(S):

Lot 3: Complex & Transformation

### Call-off incorporated terms

The following documents are incorporated into this Call-Off Contract.

Where schedules are missing, those schedules are not part of the agreement and can not be used. If the documents conflict, the following order of precedence applies:

1. This Order Form includes the Call-Off Special Terms and Call-Off Special

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### Schedules.

2. Joint Schedule 1(Definitions and Interpretation) RM6187
3. The following Schedules in equal order of precedence:

### **Joint Schedules for RM6187 Management Consultancy Framework Three**

- Joint Schedule 1 (Definitions)
- 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) Data processing is not covered under the scope of this Call-off Contract. The Buyer shall ensure that no personal data is shared with the Supplier.

**Call-Off Schedules** none

4. CCS Core Terms
5. Joint Schedule 5 (Corporate Social Responsibility)

Supplier terms are not 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**

None

**Call-off start date:** 23<sup>rd</sup> January 2023

**Call-off expiry date:** 17<sup>th</sup> March 2023

**Call-off initial period:** 8 weeks

### **Background & Project Description**

The following is included as background context for the Services provided under this Call-Off Contract. It does not constitute any obligations on the Supplier. References in this Call-Off Contract to DWP relate to the Buyer teams.

DWP is undergoing a transformation to modernise its services, digitising platforms, improving self-service and enhancing customer experience.

The DWP Service Modernisation Programme is focused on the services that are less advanced in their modernisation journey and aims to improve data sharing while developing a more integrated service.

At its heart, service modernisation is also about transforming the organisational culture and behaviours. It is hence not just about cost savings – service modernisation is expected to benefit over 20m customers and 14% of staff across the wider organisation.

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As the programme has clarified its scope and secured funding for the next 3 years, it now needs support in communicating a compelling narrative to gain buy-in across the complex stakeholder landscape.

Some work has been initiated to develop a communication strategy and raise awareness. However, support is required across 4 key areas to help DWP successfully scale and sustain change.

### **Call-off deliverables:**

Supplier will provide the following services to assist Buyer with the Project (“Services”).

- Framing vision and narrative. The Supplier will work collaboratively with the Buyer to frame a cohesive vision, narrative and key messaging for service modernisation, building on existing work done. This will also include the articulation of the benefits, impact on staff, how the programme ties into what the Buyer does more widely, and the behaviours it is looking to instill across the organisation.
- Understanding stakeholder environment. The Supplier will work collaboratively with the Buyer to establish a coordinated approach to stakeholder mapping and validation, to help the programme understand and respond to evolving stakeholder needs. This will involve using stakeholder insight to plan tailored communications, engagement, and adoption activities to gain buy-in from stakeholder groups including front-line staff, ministers, and trade unions.
- Creating communication products and templates. The Supplier will provide guidance and help drive the development of core communication and engagement products such as a toolkit, templates and branding pack for future use. These will be used for comms creation, to raise awareness and buy-in.
- Building community and capability. The Supplier will work collaboratively with the Buyer to help build a strong programme community to enable movement for change. This will include uplifting inhouse communications and engagement capabilities, via skills and knowledge transfer to internal functions as well as collaborative working. This will help Buyer drive sustainable adoption across the organisation.

Supplier shall not process any Buyer Personal Data in the performance of the Services. The Buyer shall ensure that no Personal Data is shared with or sent to the Supplier for the duration of this Call-Off Contract.

### **Outputs of the Services**

The following outputs (“Outputs”) will be produced by the Supplier in collaboration with the Buyer.

<b>OUTPUTS</b>	<b>Description (detailed description including format of the Output)</b>	<b>When</b>
Project plan (Microsoft PPT)	A PPT deck outlining the project plan with the agreed deliverables and the timeline of delivery.	By 31 <sup>st</sup> January 2023

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Governance framework (Microsoft PPT)	A PPT deck outlining the project governance framework setting general guidelines incl. cadence of programme meetings and roles and responsibilities.	By 31 <sup>st</sup> January 2023
1 Upskilling session for Core Programme team (virtual session)	Run 1 upskilling session with the Core Programme team on stakeholder management for complex programmes	By 28 <sup>th</sup> February 2023
Stakeholder map & analysis (Microsoft PPT)	A PPT deck mapping key stakeholders and stakeholder groups . This document will also outline appropriate engagement methods based on needs, interest and impact.	By 28 <sup>th</sup> February 2023
Programme vision and narrative (Microsoft PPT)	A cohesive vision and narrative for service modernisation, building on existing work done. This will include articulation of the benefits, impact on staff, how the programme ties into what DWP does more widely, the behaviours it is looking to instill across the organisation and what it means for 5 key stakeholder groups.	By 28 <sup>th</sup> February 2023
Change and adoption strategy and core metrics (Microsoft PPT)	A PPT deck outlining high-level change strategy and approach to best meet the needs of the Programme. This will include methodology and key activities to be used. It will also include a suggested approach for insight gathering and 1-2 core metrics around how to measure success for the change initiatives.	By 28 <sup>th</sup> February 2023
Communication and engagement plan (Microsoft PPT)	A PPT deck outlining the detailed communication and engagement plan with tailored activity and mechanism of engagement (up to 5 key stakeholder groups).	By 28 <sup>th</sup> February 2023
Branding pack (Microsoft PPT)	Creation of a branding pack for the Programme that can be used and adapted later to ensure consistency and raise awareness at scale.	By 28 <sup>th</sup> February 2023
Communication and Engagement toolkit (Microsoft PPT or Word)	The communication and engagement toolkit will consist of recommended tools, assets and templates that can be used beyond the end of this assignment.	By 17 <sup>th</sup> March 2023
Briefing pack (Microsoft PPT)	Briefing pack and presentation (PPT) for stakeholder engagement sessions. This will be built using the Programme vision and narrative.	By 17 <sup>th</sup> March 2023
Change Champions kick-off session (virtual session), supporting material (Microsoft PPT) and knowledge transfer session (virtual session)	A kick-off session to onboard the Change Champions Network to activate them as change leaders and get them to act as local advocates, landing messages within teams. Change champions will be provided with supporting material (PPT) outlining key information to help them understand their role and what is expected of them. Run a session on change champions leading practice, how they have been utilised in other projects and lessons learned etc.	By 17 <sup>th</sup> March 2023

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2 capability building sessions (virtual sessions)	2 capability building sessions (1h) for the internal comms team, the core programme team and the embedded teams to share leading practice, latest trends and thought leadership regarding change management, communications and engagement.	By 17 <sup>th</sup> March 2023
Supporting handover material (Microsoft PPT)	The handover material (PPT deck) will capture key information and details regarding deliverables and outputs produced to underpin the capability building sessions and enable knowledge retention beyond the end of the programme.	By 17 <sup>th</sup> March 2023

The acceptance criteria for the Outputs shall be compliance to the Output description set out above in this Call-Off Contract, or such other acceptance criteria as the parties may agree to in writing subject to a Variation. The only basis for rejection of Outputs will be the failure of the Outputs to materially comply to such description or acceptance criteria. The Buyer shall provide a review response within 3 Working Days of receipt of each Output, should any changes be required the Contractor will make such changes within 2 Working days and the Buyer has a further 1 Working Day to confirm their acceptance. Outputs will be deemed accepted if not rejected by the Buyer within 3 Working Days after delivery specifically identifying the manner in which the Outputs fail to materially comply with the above descriptions.

Unless otherwise agreed to in writing by the parties, the above describes the Suppliers complete scope of Services.

### **Buyer Obligations and Assumptions**

In addition to any other responsibilities or assumptions described in this Call-Off Contract, set forth below is a list of the obligations for which the Buyer will be responsible and assumptions upon which the Supplier relies in agreeing to perform the Services described in this Call-Off Contract (collectively "Buyer's Obligations"). If any of the Buyer's Obligations are not performed or prove to be incorrect, it may cause changes to the Outputs, level of effort required to perform the Services, or otherwise impact the Supplier's performance of the Services, and the Supplier shall have no liability with respect to its inability to perform the Services. In such an event the Supplier will provide the Buyer with an impact assessment to the Outputs and milestones. Any changes will be agreed through the Variation process.

The following Buyer Obligations shall be met for duration of the Call-Off Contract Initial Period.

1. Buyer shall set overall direction for the Supplier team, make choices on direction, options and priorities, and take ownership for the Outputs.
2. Buyer will provide a named Project Lead to review any outputs produced by the Supplier team within 3 days upon receiving them. This includes attending any review checkpoints and providing timely feedback. The Supplier team will then have 2 days to make final changes as per the feedback and submit the output for final sign-off which is to be provided within 1 day upon receiving it.
3. Buyer will provide timely access to the relevant stakeholders to co-create, review and sign off deliverables as well as participate in relevant activities (e.g., Change Champions Network).
4. Buyer to provide timely access to relevant information, data, existing material, resources and subject matter experts, to enable Supplier to progress its activities effectively.
5. Buyer will provide timely access to resources necessary to conduct the handover of any relevant documents and activities.
6. Supplier shall have no access to Buyer Personal Data.

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7. Decisions to be made by Buyer will be made promptly and without undue delay.
8. Buyer shall be responsible for its operation and use of the Outputs and for determining whether to use or refrain from using any recommendation that may be made by Supplier. Buyer will be solely responsible for determining whether any Services provided by Supplier (i) meet Buyer's requirements; (ii) comply with all laws and regulations applicable to Buyer; and (iii) comply with Buyer's applicable internal guidelines and any other agreements it has with third parties.

The following Buyer Obligations shall be met by the dates specified below:

<b>Output to which the Buyer dependency relates to.</b>	<b>Buyer Dependencies / Inputs Required</b>	<b>Required by</b>
Project plan (Microsoft PPT)	1. Review and feedback / input	1. 27 <sup>th</sup> January 2023
Governance framework (Microsoft PPT)	1. Inputs on cadence of programme meetings, objectives, stakeholders required, owners, responsibilities 2. Review and feedback	1. 25 <sup>th</sup> January 2023 2. 27 <sup>th</sup> January 2023
1 Upskilling session for Core Programme Team (virtual session)	1. Input on specific points of interest regarding stakeholder management 2. Confirmation of date for the session and scheduling 3. Capacity to attend session	1. 31 <sup>st</sup> January 2023 2. 31 <sup>st</sup> January 2023 3. 14 <sup>th</sup> February 2023
Stakeholder map & analysis (Excel / PPT)	1. Identify initial list of key programme stakeholders and provide insights on their level of engagement 2. Review and feedback or discussion in workshop format	1. 30 <sup>th</sup> January 2023 2. 21 <sup>st</sup> February 2023
Change and adoption strategy and core metrics (Microsoft PPT)	1. Inputs / existing material on change strategy and core metrics used 2. Review and feedback/input	1. 31 <sup>st</sup> January 2023 2. 13 <sup>th</sup> February 2023
Programme vision, narrative (Microsoft PPT)	1. Inputs / existing material on vision, narrative, benefits and key messaging for service modernisation. 2. Access to key stakeholders for workshops 3. Review and feedback / input	1. 6 <sup>th</sup> February 2023 2. 15 <sup>th</sup> February 2023 3. 22 <sup>nd</sup> February 2023
Communication and engagement plan	1. Existing communication & engagement plan 2. Review and feedback/input	1. 31 <sup>st</sup> January 2023

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(Microsoft PPT)		2. 22 <sup>nd</sup> February 2023
Branding pack (Microsoft PPT)	1. Review and feedback/input	1. 24 <sup>th</sup> February 2023
Communication and Engagement toolkit (Microsoft PPT)	1. Input into tools and assets into approved tools 2. Review and feedback/input	1. 31 <sup>st</sup> January 2023 2. 7 <sup>th</sup> March 2023
Briefing pack (Microsoft PPT)	1. Input into topics to be covered 2. Review and feedback/input	1. 24 <sup>th</sup> February 2023 2. 9 <sup>th</sup> March 2023
Change Champions kick-off session (virtual session), supporting material (Microsoft PPT) and knowledge transfer session (virtual session)	1. Confirmation of date for knowledge transfer session and scheduling 2. Capacity to attend kick-off session 3. Identification of Change Champions 4. Confirmation of date of kick-off session and scheduling 5. Support with logistics for the kick off session 6. Input/review/feedback on structure, agenda and topics to be covered 7. Review/input/feedback on proposed supporting material for the Change Champions 8. Capacity to attend knowledge transfer session	1. 31 <sup>st</sup> January 2023 2. 3 <sup>rd</sup> February 2023 3. 10 <sup>th</sup> February 2023 4. 16 <sup>th</sup> February 2023 5. 16 <sup>th</sup> February 2023 6. 16 <sup>th</sup> February 2023 7. 28 <sup>th</sup> February 2023 8. 7 <sup>th</sup> March 2023
2 capability building sessions (virtual sessions)	1. Identification of and agreement on stakeholders who will attend 2. Confirmation of dates of sessions and scheduling 3. Input on topics to be covered 4. Capacity to attend sessions	1. 27 <sup>th</sup> January 2023 2. 27 <sup>th</sup> January 2023 3. 27 <sup>th</sup> January 2023 4. 17 <sup>th</sup> March 2023
Supporting handover material (Microsoft PPT)	1. Identification of candidates for the handover 2. Scheduling of handover sessions 3. Input/agreement on topics to be covered 4. Capacity to attend sessions	1. 10 <sup>th</sup> February 2023 2. 24 <sup>th</sup> February 2023 3. 24 <sup>th</sup> February 2023 4. 17 <sup>th</sup> March 2023



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### Security

Not applicable.

### Maximum liability

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first contract year are: £99,890.00

### Call-off charges

The Supplier's Charges for its Services are a fixed fee of £99,890.00 excluding VAT, which shall be applied at the prevailing rate, that will be invoiced in accordance with the table below.

Payment Value	Invoice Date
	31 <sup>st</sup> January 2023
	28 <sup>th</sup> February 2023
	10 <sup>th</sup> March 2023
<b><u>£99,890.00</u></b>	

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in Framework Schedule 3 (Framework Prices)

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

- Specific Change in Law.

### Project Location

The Services will be performed remotely and there are no expectations for travel.

### Reimbursable expenses

Expenses are not anticipated as work shall be performed remotely. In the event Reimbursable Expenses are likely to be incurred, parties will agree an appropriate amendment to the Charges. Recoverable as stated in Framework Schedule 3 (Framework Prices) paragraph 4.

### Payment method

BACS transfer on receipt of a valid invoice.

### Buyer's invoice address

SSCL Accounts Payable Team  
PO Box 406



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Phoenix House  
Celtic Springs  
Newport  
NP10 8FZ

E-mail: **REDACTED UNDER FOI SECTION 40 PERSONAL INFORMATION**

### **FINANCIAL TRANSPARENCY OBJECTIVES**

The Financial Transparency Objectives do not apply to this Call-Off Contract.

### **Buyer's authorised representative**

#### **REDACTED UNDER FOI SECTION 40 PERSONAL INFORMATION**

Department for Work and Pensions  
Caxton House  
Tothill Street  
London  
SW1H 9NA

### **Buyer's security policy**

The Supplier will perform the Services using Supplier laptops. No access is granted to Buyer systems. Buyer information (excluding any personal data, that the Buyer shall ensure is not shared in any way with the Supplier) will be shared by the Buyer in Teams meetings or via email. Where applicable the DWP security policies and standards available online at:

<https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards> will apply to the Supplier resources.

### **Supplier's authorised representative**

**REDACTED UNDER FOI SECTION 40 PERSONAL INFORMATION**

### **Managing Director**

**REDACTED UNDER FOI SECTION 40 PERSONAL INFORMATION**

### **Supplier's contract manager**

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### **Progress report frequency**

Not applicable see Deliverables section.

### **Progress meeting frequency**

Not applicable see Deliverables section.

### **Key staff**

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Not applicable

**Key subcontractor(s)**

Not applicable.

**Commercially sensitive information**

As per Joint Schedule 4 (Commercially Sensitive Information).

**Service credits**

Not applicable.

**Additional insurances**

Not applicable. Please note Accenture insurance policies are in a US dollar equivalent value.

**Guarantee**

Not applicable.

**Buyer's environmental and social value policy**

DWP environmental policy available online at:

<https://www.gov.uk/government/publications/dwp-sustainable-procurement-strategy>

DWP Social Value policy available online at:

[Procurement Policy Note 06/20 – taking account of social value in the award of central government contracts - GOV.UK \(www.gov.uk\)](#)

**Social value commitment**

Not applicable

**Formation of call off contract**

By signing and returning this Call-Off Order Form the Supplier agrees to enter a Call-Off Contract with the Buyer to provide the Services in accordance with the 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.

**For and on behalf of the Supplier:**

Signature:

**REDACTED UNDER FOI SECTION 40 PERSONAL INFORMATION**

Name:

Role:

January 31, 2023

Date:

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**For and on behalf of the Buyer:**

Signature:

**REDACTED UNDER FOI SECTION 40 PERSONAL INFORMATION**

Name:

Role:

Date: