

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

Order Form

CALL-OFF REFERENCE:	DDaT23464
THE BUYER:	UK Research and Innovation – Innovate UK
BUYER ADDRESS	Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1FL
THE SUPPLIER:	L.A. International Computer Consultants Ltd
SUPPLIER ADDRESS:	International House, Festival Way, Stoke- On-Trent, ST1 5UB
REGISTRATION NUMBER:	01633646

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 15/11/2023.

It's issued under the Framework Contract with the reference number DDaT23464 for the provision of a Senior Interaction Designer.

Call - off Lot(s):

Lot 1

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 and Interpretation)
3. The following Schedules in equal order of precedence:

- Joint Schedules for DDaT23464
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 10 (Rectification Plan)
- Call-Off Schedules for DDaT23464
 - [Call-Off Schedule 5 (Pricing Details)
 - [Call-Off Schedule 7 (Key Supplier Staff

4. CCS Core Terms (version 3.0.4)

5. Joint Schedule 5 (Corporate Social Responsibility) DDaT23464

6. 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:

For Time and Material services, approval of work will be indicated by signature or acceptance of time worked or work record by the Buyer. Signature/Acceptance of such time or work records on behalf of the Buyer shall denote acceptance and satisfactory performance of the services performed and of any deliverables and shall be conclusive as to number of days services performed. Performance reviews will take place monthly.

For Fixed Price SOW services, the Buyer will sign off the deliverables/services on achievement of a Milestone. Such signoff shall denote acceptance of the services performed and of any deliverables and shall be conclusive as to the satisfactory performance of the services. The Buyer shall provide its acceptance (signoff) or response of any Milestone within 5 days of submission or request for approval of a Milestone Acceptance Certificate and the services shall be deemed accepted where not received within 10 days of submission.

“Milestone” shall mean a part of the service/deliverable and/or a date/month, included in the Statement of Work for completion of that stage of or part of the services.

CALL - OFF START DATE: 20/11/2023
CALL – OFF EXPIRY DATE: 23/05/2024
CALL – OFF INITIAL PERIOD: [REDACTED]

Call – off Deliverables

About Innovate UK:

Innovate UK is a partner organisation within UK Research and Innovation:

UK Research and Innovation (UKRI) is a new entity that brings together nine partners to create an independent organisation with a strong voice for research and innovation, and a vision to ensure the UK maintains its world-leading position in research and innovation.

Innovate UK is the UK’s innovation agency:

Innovate UK works with people, companies and partner organisations to find and drive the science, technology, business models, process and commercial innovations that will grow the UK economy - delivering productivity, higher value jobs and exports. Our aim at Innovate UK is to keep the UK globally competitive in the race for future prosperity.

For further information and to stay updated on our latest news visit www.gov.uk/innovateuk, follow us on Twitter at @innovateuk or subscribe to our YouTube channel at www.youtube.com/InnovateUK.

Project summary:

Client: Ofgem

Purpose: Ofgem will be using IFS to competition, application and assessments to achieve this we will be onboarding Ofgem with the funding platform. Currently, Ofgem utilize IFS pre award and stop their competitions ahead of project setup. Ofgem then manually input data into IFS Post Award but are not using it to its full potential.

Scope: Onboarding Ofgem with funding platform will enable them to fully use the out of box functionality end to end.

Resource requirement:

Upon assessing the team required to deliver the project we concluded that we would need a senior interaction designer to work as part of the project delivery team, assist us to design services that meet our client needs. The requirement is also to identify a supplier who can support us with the Senior Interaction Design for Ofgem IFS onboarding project deliverable.

Key deliverables expected from the supplier, solution and interaction design:

- Take lead on delivering design solution for digital projects, enhancements and improvements through discovery and design.
- Work with service managers and Product owner to develop design concepts
- Potentially have responsibility across complex services
- Help set direction and embed good practice within teams
- Make important decisions based on research and understand how this research impacts others
- Experienced designer who can influence and mentor other designers, help set direction and embed good practice within the team.
- Work with product owner and business analysts to interpret problem statements to clearly define design solutions for the end user.
- Define and propose appropriate digital interaction design solution to appropriately solve business requirement.
- Work collaboratively with agile working teams including business analysts, content developers, developers, and quality assurance to ensure proposed solution is compliant and technically suitable.
- Take design team ownership for prioritising end-user benefits including simplicity, clarity, and accessibility.
- Collaborate with members of multidisciplinary teams, including user researchers, designers and content designers, to ensure quality and ongoing improvement.
- Review solutions to comply with best business value as defined by PO and to ensure it solves business requirements as guided by BA team.
- Ensure compliance with GDS standards where required and promote similar good practice in all areas.
- Lead development of interactive prototype designs as required.
- Lead design of interactive user journeys and develop design concepts.
- Be responsible for leading iterative design to ensure the platform meets business-as-usual change and continually improves based on user feedback.
- Support PO to approve final developed solution prior to public delivery.
- Have responsibility across the Funding Platform.

Expected Key Outputs:

- Manage interaction design deliverables within sprint timeframes and project schedules.
- Work with wider delivery team and stakeholders to gather insights to build a clear view of service users, and design solutions to meet their needs.
- Advocate appropriate design strategies to enable ongoing improvements to the service, and to improve service design and user interactions.
- Champion user-centred design principles and best practice within Innovate UK.
- Documentation of Service Design.
- Be an active member of UKRI and cross-government interaction design communities to share expertise and best practice across all UKRI digital services.
- Deliver user experience activities including usability testing, interviews, surveys, ethnographic studies, and analytics.

- Represent user-centred design of our GDS service to support Innovate UK's GDS compliance in any ongoing or further GDS engagement.
- Represent Funding Platform Design team at various governance forums as and when needed.

Maximum Liability

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

The supplier shall not be liable for any claims or losses arising from the negligent acts, omissions or wilful default.

Call – off Charges

The maximum value of this is contract is [REDACTED] excluding VAT.

Reimbursable Expenses

None

Payment Method

All invoices must be sent, quoting a valid Purchase Order Number (PO Number), to:

[REDACTED]

To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, item number (if applicable) and the details (name, email, and telephone number) of your Buyer contact (i.e. Buyer Authorised Representative). Non-compliant invoices may be sent back to you, which may lead to a delay in payment.

Payment Method is via BACS.

Where a purchase order has not been provided to the Supplier by the Call-off start date, the Buyer shall provide the Supplier with a purchase order in sufficient time to enable the Supplier invoice for the services provided under this Call-off contract.

For the avoidance of doubt, the Buyer shall remain responsible for making payment for services required by the Buyer and provided by the Supplier under the Call-off contract where a purchase order has not been provided.

Buyer's Invoice Address:

UK Research and Innovation – Innovate UK
Polaris House, North star Avenue, Swindon, Wiltshire, SN2 1FL

[REDACTED]

Buyer’s Authorised Representative

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Buyer’s Environmental Policy



UKRI Environmental
Sustainability Strate

Supplier’s Authorised Representative

[REDACTED]
[REDACTED]

Supplier’s Contract Manager

[REDACTED]
[REDACTED]

Progress Report Frequency

Progress Report Meetings will be held weekly

Key Staff

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Key subcontractor(s)

Not Applicable

Commercially Sensitive Information

Pricing Information submitted for this requirement

Service Credits

Not applicable

Additional Insurances

Not applicable

Guarantee

Not applicable

Social Value Commitment

As per PROJ1.5 of tender documentation for the award of **DDaT21501** – Lot 1



