

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

Alma Economics Limited

[REDACTED]

Dear Sirs

Letter of Appointment

This letter of Appointment dated 3rd May 2021, is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier.

Capitalised terms and expressions used in this letter have the same meanings as in the Contract Terms unless the context otherwise requires.

Order Number:	TBC upon Contract Award
From:	Department for Work and Pensions (DWP) with offices at [REDACTED] ("Customer")
To:	Alma Economics Limited, a company registered in England and Wales under Company Number [REDACTED] whose registered office is [REDACTED] ("Supplier")

Effective Date:	3 rd May 2021
Expiry Date:	End date of Initial Period: 6 th September 2021 End date of Maximum Extension Period: 6 th November 2021 Minimum written notice to Supplier in respect of extension: one (1) month

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: The Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B.
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Key Individuals:	[REDACTED]
Guarantor(s)	Not Applicable

Contract Charges (including any applicable discount(s), but excluding VAT):	£39,600.00. • Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables; • Before each payment can be considered, each invoice must include an elemental breakdown of work completed and associated costs; • Acceptance procedure for deliverables – the Customer will review and sign off each milestone deliverable as set out in table 6.2 of Annex A.
Insurance Requirements	No Additional Requirements
Customer billing address for invoicing:	Invoices are to be submitted to: [REDACTED]

Alternative and/or additional provisions (including Schedule 8(Additional clauses)):	Not Applicable.
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FORMATION OF CONTRACT

BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) the Supplier agrees to enter a Contract with the Customer to provide the Services in accordance with the terms of this letter and the Contract Terms.

The Parties hereby acknowledge and agree that they have read this letter and the Contract Terms.

The Parties hereby acknowledge and agree that this Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of this letter 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:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ANNEX A

Customer Project Specification

1. PURPOSE

- 1.1 The Department for Work and Pensions (DWP) (the “Customer”) require a contract to create an international evidence review of what works in moving people with disabilities and health conditions into, or closer to employment, and what helps them to remain and progress in employment.
- 1.2 There is a large body of evidence from the evaluations of DWP employment support programmes, alongside national and local non-DWP employment programmes and international programmes. Although there have been a series of previous evidence reviews (Lorenc et al 2016, Coleman et al 2013, Dibben et al 2012, Sayce 2011, Whitehead et al 2009) the Customer requires a new review to cover the full range of programmes. This review will summarise evidence on how well each programme has worked, but it will also look underneath the headline findings to explore why certain interventions have positive results for some sub-groups of claimants but may not work as well for others.
- 1.3 The Customer also wants the evidence review to provide further details on what elements of employment support drive positive outcomes in terms of movement towards and into work. Previous evidence has indicated, for example, that early intervention, trusting relationships, and access to other support are important for helping people with disabilities and health conditions enter and retain employment. However, the Customer is seeking this review to explore the evidence further to establish more details, such as what facilitates trusting relationships, how soon should interventions start and what other support services are needed.
- 1.4 The findings from the literature review will be used to consolidate DWP’s evidence base in this area, as delivery of the £330 million Personal Support Package draws to an end. Findings shall be used to inform the Customer’s response to the upcoming Health and Disability Green Paper. The review needs to be conducted at pace, reporting in Autumn 2021. The Customer anticipates it taking in the region of 40 days’ work.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Customer is responsible for welfare, pensions and child maintenance policy. As the UK’s largest public service department, it administers a range of working age, disability and ill health benefits to over 22 million customers.
- 2.2 The literature review will be managed by analysts within the Disability Analysis Division Research Team at DWP.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 Employment rates amongst disabled people reveal one of the most significant inequalities in the UK today. Just over half (53.2%) of disabled people are in employment compared to 81.8% of the non-disabled population (Office for National Statistics, Labour Force Survey, 2019). This means that there are millions of disabled people and people with long term health conditions who are potentially missing out on the widely recognised health and well-being benefits that appropriate work can bring (e.g. Waddell & Burton, 2006). Improving lives: the future of work, health and disability (2017) set out the government’s strategy on the future of work, health and disability

across 3 settings – welfare, the workplace and the health system, to transform employment prospects for disabled people and people with long term health conditions.

- 3.2 It included the government's commitment to see one million more disabled people in work over the next 10 years. Improving Lives introduced the four (4) year, £330 million Personal Support Package, a range of measures and interventions which allow work coaches to offer support tailored to individual needs in order to help move claimants into or nearer to work and to remain there.

4. DEFINITIONS

Expression or Acronym	Definition
DWP	Means; Department for Work and Pensions (the Customer)
DWP SSCT	Means; Department for Work and Pensions Shared Services Commercial Team
NDDP	Means; New Deal for Disabled People
ESA	Means; Employment Support Allowance
ESA WRAG	Means; Employment Support Allowance Work-related Activity Group
OECD	Means; Organisation for Economic Co-Operation and Development
RCT	Means; Randomised Controlled Trial

5. SCOPE OF REQUIREMENT

- 5.1 The Customer has secured a proposal Alma Economics Limited to conduct an international literature review of evidence on interventions aimed at helping people with health conditions and disabilities move into, or closer to employment and once there, to remain and progress in work. The review needs to be conducted at pace, reporting in Autumn 2021. The Customer anticipates it taking in the region of 40 days' work, and the scope shall cover the following:
- 5.1.1 Quantitative and qualitative evidence from the UK and other OECD countries covering the period 2000 – 2021;
 - 5.1.2 Evidence which is methodologically robust, but not restricted to RCTs or systematic reviews;
 - 5.1.3 Evidence from national programmes as well as smaller-scale, non-government interventions;
 - 5.1.4 Evidence from DWP programmes including, but not limited to: New Deal for Disabled People, Pathways to Work, Work Choice, the Personalisation Pathfinder, the ESA WRAG 18-24-month Prognosis Pilots, ESA trials and Personal Support Package (PSP). A full list of DWP programmes to include in the analysis will be provided to the Provider at the Project Inception Meeting;

5.1.5 An examination of both hard (employment) and soft outcomes in terms of moving people closer to the labour market and helping them to remain in employment.

5.1.6 The Supplier shall be required to provide answers to the following questions as part of their research:

5.1.6.1 What works in moving people with health conditions and disabilities into employment, or closer to employment?

5.1.6.2 What works in helping people with health conditions and disabilities remain and progress in employment?

5.1.6.3 Why are certain programs helpful for some participants and not others?

5.1.6.4 What are the elements that drive success in employment support interventions?

5.1.6.5 Are there specific elements that drive success for some groups more than others?

6. THE REQUIREMENT

6.1 The Customer requires the following deliverables and outputs as part of this contract:

6.1.1 Regular progress review meetings by teleconference – likely to be every week;

6.1.2 Regular updates on the progress of the research to the project manager, including meetings as judged necessary by the Customer;

6.1.3 Attendance at initial steering group meeting which may be held in London or by video / teleconference to agree scope and timescales for the literature review;

6.1.4 Documented method for selecting studies to be included for analysis;

6.1.5 A draft document of chapter headings which outlines the structure of the report;

6.1.6 A slide pack summary of early findings by the 18th of June 2021;

6.1.7 A draft report for the literature review by the end of July 2021;

6.1.8 A draft slide pack of the full findings by the end of July 2021;

6.1.9 A presentation of the findings from the literature review to the Customer's colleagues, stakeholders and potentially Ministers;

6.1.10 A one-page summary of the literature review for the Customer's website;

6.1.11 A short project evaluation report outlining what went well and less well with the project, detailing specific and general lessons learned for the Customer;

6.1.12 A final literature review report which is of publication quality and meets the Customer's formatting standards.

7. KEY MILESTONES AND DELIVERABLES

7.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Project Inception Meeting;	No later than w/c 7 th May 2021
2	Evidence Review undertaken;	Between May and June 2021
3	Summary of early findings;	No later than 18 th June 2021
4	Draft chapter headings for final report agreed;	No later w/c 5 th July
5	Draft final report received;	No later than 30 th July 2021

8. MANAGEMENT INFORMATION/REPORTING

8.1 The Supplier shall report to the Customer on a weekly basis, via teleconference, to provide an update on their progress. This shall be delivered by the Supplier's Project Manager to the Customer's Project Manager, also ensuring that other key participants are available if required. The Customer requires reporting outputs as detailed in Section 7 "Key Milestones and Deliverables". Culminating in a draft report for the literature review by end of July 2021 and a final publishable quality report for the literature review which will be agreed between the Customer and the Supplier and provided by end of September 2021.

9. VOLUMES

9.1 Exact number of sources to be reviewed will be confirmed during Inception meeting, however, the Customer expects this to be 40 days' work.

10. CONTINUOUS IMPROVEMENT

10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

10.2 The Supplier should present new ways of working to the Customer during weekly Contract review meetings.

10.3 Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.

11. SUSTAINABILITY

11.1 The Supplier acknowledges that the Customer must at all times be seen to be actively promoting sustainable development through its environmental, social and economic responsibilities.

12. QUALITY

12.1 The Supplier needs to have robust processes for quality assurance in place and should demonstrate their internal procedures to assure and control quality in all aspects of the study within their proposal. This shall include the following:

- 12.1.1 Procedures for ongoing liaison closely with the Authority;
- 12.1.2 Who will be responsible for quality assurance;
- 12.1.3 Procedures for quality assuring the research design and report writing, including how to ensure deliverables meet the key research requirements;
- 12.1.4 Demonstration of prior experience and expertise of producing literature / evidence reviews in the area of employment support for disabled people.

13. STAFF AND CUSTOMER SERVICE

- 13.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 13.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 13.3 The Supplier shall ensure that staff understand the Customer's vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

14. SERVICE LEVELS AND PERFORMANCE

- 14.1 The Authority will measure the quality of the Supplier's delivery by:

14.1.1

Service Area	KPI/SLA description	Target
Service Delivery	Adherence to the milestones as outlined in Section 7 "Milestones and Deliverables";	98%
Project management	Attendance at project update meetings with the Customer;	98%
Deliverables and Outputs	Adherence to all measures outlined within Section 12 "Quality";	100%

- 14.2 Where the Customer identifies poor performance against the agreed SLA's, the Supplier shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than ten (10) working days from the date of notification. The Customer shall also measure performance against the quality assurance elements as outlined in Section 12 "Quality".
- 14.3 Where there is no improvement in performance by the end of the following calendar month, poor performance will be dealt with as per the RM6018 Research Marketplace Dynamic Purchasing System (DPS) contract Terms and Conditions.
- 14.4 The Customer will work with the Supplier to resolve service failure issues. However, it will remain the Supplier's responsibility to resolve any service failures.

- 14.5 The Supplier's performance will be monitored and assessed through regular project update meetings with the Customer's Project Manager, review of progress against the agreed project timeline and through review of deliverable products. Meetings/Teleconferences with the Project Manager will occur weekly.

15. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 15.1 Alma Economics Limited must adhere to all the appropriate security procedures and must complete a DWP Generic Security Accreditation Document (GSAD) (Appendix A) as required by departmental security protocols. This will be sought by the Project Manager in consultation with the Supplier. This shall be provided following Contract Award.
- 15.2 The Supplier must adhere to all the Customer's security guidelines. This is mandatory and will involve working with the Project Manager to ensure security procedures are following Departmental standards. During the inception meeting the Contracting Authority will provide access to all internal security guidelines and provide advice to the contracted Supplier.
- 15.3 The Supplier must provide detailed plans for how they will ensure data will be securely received, stored and destroyed.
- 15.4 The Supplier must ensure all security requirements meet the Customer's standards at all stages of the research process.
- 15.5 Data must be held, processed and transported only within the United Kingdom.
- 15.6 The project must not be discussed publicly until the final report has been published.
- 15.7 No data transfers will be necessary for the duration of this contract.
- 15.8 The Supplier shall identify any confidentiality/security restrictions regarding the content of this Statement of Requirements and/or the results/deliverables of the Contract.

16. PAYMENT AND INVOICING

- 16.1 Payment will be made in milestones dependent upon key stages in the research being completed.
- 16.2 Half of the total amount will be paid upon delivery of interim findings. The final payment will only be paid upon completion and sign-off of the final report.
- 16.3 The Customer will issue a purchase order number to the successful Supplier prior to the commencement of the service.
- 16.4 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 16.5 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 16.6 Invoices should be submitted to:

[REDACTED]

17. CONTRACT MANAGEMENT

- 17.1 Attendance at Contract Review meetings shall be at the Supplier's own expense.

18. LOCATION

- 18.1 The supplier will be based within their own office, but may be expected to travel to Customer's Corporate Centre Offices in London, for project management meetings as required. Attendance at these meetings will be at the Supplier's own expense and a maximum of two meetings is anticipated. All attendance meetings shall be held in accordance to the latest Government guidance on COVID-19 policies and all social distancing measures shall be followed if advised by Government.

ANNEX B
Supplier Proposal

[REDACTED]

Annex C

Contract Charges

The below table sets out the maximum charges that the Customer will be charged by the Supplier for the entire Contract Term.

These charges shall remain fixed for the duration of the Contract. The total capped cost is £39,600.00 including all expenses but excluding VAT. This figure does not apply to any extension options for this Contract.

[REDACTED]

