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Call-Off Schedule 20 (Call-Off Specification)

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

Statement of Work

1. Context

- a. The Outturn Financial Pricing Model (“OFPM”) is a Buyer-mandated template tool that the Outsource Providers are intended to populate only, with any structural change being implemented or directed by the Buyer. The Outsource Providers are required under the Outsourced Contracts to submit the OFPM to the Buyer at least monthly to underpin derivation of their charges to the Buyer and periodically to support, for example, change events.
- b. The Outsource Providers also submitted to the Buyer a Resource Model (“RM”) as part of their bid and it was intended that a post contract award version of this (the Outturn Resource Model, “ORM”) would also be submitted periodically by the Outsource providers in accordance with the Outsourced Contracts. It is understood that the ORM remains an obligation on the Outsource Providers to deliver, subject to scope and design requirements set out in the Outsourced Contracts.
- c. The Buyer also has a model (the Volume Model, “VM”) that is used to provide rolling demand forecasts to the Outsource Providers in accordance with the provisions of the Outsourced Contracts.
- d. The contract finance mechanisms for the Outsourced Contracts are materially different from those in place with the previous suppliers for these services (which included both of the Outsource Providers, but for different geographical areas), requiring both the Buyer and the Outsource Providers to transition to amended contract finance processes.

2. Summary Requirement for this Call-off Specification

- a. The purpose of the Supplier’s work is to support Buyer teams and the Outsource Providers to transition to and operate the finance business processes set out in the Outsourced Contracts, especially relating to use of the OFPM and other related modelling and analytics.

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- b. It is not known with any certainty which of the detailed items set out below will require support, when or in what quantity. The detailed items set out in section 3 should therefore be considered as areas of potential support that may or may not be called off and which may be extended in accordance with provision 2a above.

3. Detailed Requirement

- a. In accordance with section 2 and/or the provisions of the Outsourced Contracts, support may be required by the Buyer in any of the following areas:
 - i. Major Break/Fix support in the event the OFPM stops working and HO staff cannot fix it.
 - ii. Structural Change support for the OFPM in the event HO staff cannot adapt the tool, e.g., re-sizing it.
 - iii. Updating the documentation for the OFPM associated with either i) or ii) above.
 - iv. Design guidance for HO staff to change the OFPM and/or ad-hoc review of structural changes made by HO staff to the OFPM.
 - v. Running annual or ad-hoc as requested agreed quality review test procedures on the OFPM, e.g., against the Buyer's reference version.
 - vi. Advice, guidance and technical support relating to the scope, design and use of the ORM and VM and associated modelling, analytics and documentation.
 - vii. Running annual or ad-hoc as requested agreed quality review test procedures on the ORM, e.g., against the Buyer's reference version.
 - viii. Strategy for and scoping of opportunities to draw insight from the data that HO are now collecting.
 - ix. Design, build and implementation of analytics for generating insight from data that the HO are collecting.
 - x. Effectiveness review of HO demand forecasting methodology, data

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and tools.

- xi. One or more rounds of volume reforecasting.
- xii. Design and build of forecasting tools.
- xiii. Training relating to the use of the OFPM, ORM and any related modelling and analytics for which support is provided.
- xiv. Document and develop training for use cases beyond the five developed in our previous work with the HO, relating to use of the OFPM and ORM and associated modelling and analytics.
- xv. One or more rounds of contract change notices especially relating to the use of the OFPM and ORM, including banding change events and non-banding change events.
- xvi. Outsource Provider performance issues remediation involving use of the OFPM and ORM.
- xvii. Commissioning of access to Outsource Provider management information via the OFPM, ORM.
- xviii. Commissioning of alternatives to the current Excel-based OFPM and ORM.
- xix. Updating the contract documentation in relation to any of the above.

4. Calling-off work

- a. At the start of this contract, there will be a pre-approved bank of hours that may be called off by the Buyer, subject to an overall monetary amount and not exceeding the total value of the contract.
- b. Work may be called off under this agreement at any time by the Buyer's authorised points of contact for the contract, in one of three ways:
 - i. Base: commissioning of the work without requiring scoping and budgeting. The Supplier will keep a log of hours worked and retrospectively invoice the Buyer (typically a few hours of time).
 - ii. Enhanced: where a moderate level of initial scoping is needed for the required work and the Supplier will provide the Buyer with an

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outline of the solution and expected time and resources which you may then approve (typically up to one week of time) via the project brief template.

- iii. Complex: where detailed scoping is needed for the required work. A project brief will be completed and approved by the Buyer's representative. This will detail a specification of the solution and expected time and resources prior to work commencing.
- c. Unless otherwise agreed between the Parties, all work carried out under any of the approaches set out under paragraph 4.c will be delivered to the Buyer on a Time and Materials basis where the actual time and resulting charges incurred may be more or less than the abovementioned estimates. Time incurred scoping, designing, supporting testing, debugging and specifying estimates will be chargeable to the Buyer.
- d. All work requests will be documented via a formal project brief (template to be provided by the Buyer). This will enable monitoring of deliverables and ensure cost control.
- e. The Buyer will be responsible for the formal testing and quality assurance of all work products delivered by the Supplier.
- f. The Supplier will deliver its own informal testing and will share with the Buyer any test protocols undertaken. If required, the Supplier will support the Buyer to develop formal testing and quality approaches.
- g. The Buyer will provide all relevant documented contract finance operating model information including the approach for managing version control of the OFPM, ORM and Volume Model.
- h. The Supplier will discuss and deliver deliverables with the Buyer's authorised points of contact, including all testing and review processes.

5. Supplier obligations to enable deliverables from this contract

- a. All work conducted will require access to POISE via HO laptops. No information should be removed or exported from HO systems and laptops.
- b. All personnel assigned by the Supplier must have relevant security clearance as required by The Home Office.
- c. The Supplier will allocate resources to tasks based on complexity and

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availability, noting that all work will include time to review any work products issued and this may require resource at more senior levels, or use of supervised resource without previous experience of the project.

- d. The Supplier will track the work done by individual by agreed task and report this to the relevant Buyer representative in agreed reports and meetings. The Supplier will also maintain a consolidated log of all tasks.
- e. Knowledge transfer and upskilling of Buyer teams is seen as a key outcome for this requirement. In particular, the Supplier will aim to provide opportunities for HO teams to develop/enhance skills, contribute to workshops on best practice and lessons learned and provide coaching to programme team members as agreed from time to time.
- f. Any tools or reports prepared as a result of this engagement will be the property of the Buyer to use as it wishes and should be fully accessible when delivered by the Supplier.
- g. Where models are being developed or updated, the approach and documentation supporting these should be in line with Buyer's AQA standards.
- h. The Supplier will have no duty of care to any party other than the Buyer relation to any work products provided under this contract.
- i. The work products provided to the Buyer may be shared with the Outsource Providers on the basis that:
 - (1) All work products, such as updated versions of the OFPM and associated documentation, will be branded solely as Home Office work products.
- j. Any advice and guidance provided will be solely for the Buyer. To the extent that the advice and guidance, for example, setting out a proposed approach for solving a financial modelling issue relating to the ORM, is shared with the Outsourced Providers, this will be represented solely as the Buyer's proposed position and not as the Supplier's advice to the Outsource Providers or any other third party.

6. Buyer obligations to enable deliverables from this contract

- a. The Buyer will nominate points of contact who will be responsible for:

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- i. Issuing call-offs for work.
 - ii. Confirming, as applicable, the specification of called-off work.
 - iii. Managing the overall scope of the Supplier's work and monitoring progress and budgets, including receiving fortnightly progress report and leading for the Home Office the fortnightly review meetings. Frequency of reporting will be detailed in each project brief and may be more frequent than fortnightly.
 - iv. Setting the scope and reviewing the material prepared for any programme governance meetings the Supplier may be required to attend.
 - v. Approval of the Supplier's billing requests based on an agreed project brief.
 - vi. Approving requests for SC clearance for Supplier personnel as required.
 - vii. The Buyer will provide access to the Supplier for POISE laptops and HO systems as needed.
- b. Meetings with Outsource Providers that the Supplier is asked to attend will only take place with an authorised Civil Servant attending and likewise, all non-trivial communications with Outsource Providers (i.e., other than, for example, setting up meetings etc) will be solely for the Buyer to issue, following the Buyer's review and approval of content.
- c. All decisions will be made by the Buyer's authorised representative, considering any relevant advice from the Supplier.

7. Security and Technology

- a. The Buyer and Supplier will facilitate SC-clearance for any of the Supplier's resources who are already BPSS-cleared and who are suitably skilled and experienced to deliver the agreed tasks (both Parties understand that clearance can take up to forty working days).
- b. All of the Supplier's resources will be at least BPSS cleared to see project documents (up to Official Sensitive) and SC cleared to get access to Home Office systems.