

# Cabinet Office Electoral Integrity Programme - CCN001

RM1043.6/CO/EIP/OAV/IER/Disc

## Schedule 4 - Contract Change Notice (CCN)

Order Form reference for the Call-Off Contract being varied:

**BETWEEN:**

**Cabinet Office ("the Buyer")**

**and**

**Hippo Digital Limited ("the Supplier")**

1. The Call-Off Contract is varied as follows and shall take effect on the date signed by both Parties:

**Guidance Note: Insert full details of the change including:**

### **Reason for the change;**

The Buyer has requested an increase in scope for the Discovery on Identity Verification to ensure that it also covers the new Voter Card service which they are looking to build by Autumn 2022.

It is the hope that the IDV process will be able to cover multiple elections/registration products:

1. Register to Vote
2. Apply for a postal/proxy vote
3. and now also Apply for a Voter Card

As part of the work for Voter Card, the requested increase in scope will include this service in the design and research aspects of the IDV discovery, and undertake threat modelling on the proposed new service design to identify where the risks are and any other appropriate mitigations we could take.

The Supplier also wishes to notify the Buyer of its intention to use a Subcontractor to provide an element of the project and to record its details as follows:

Company Name: Beruku Identity Limited

Company Registration Number: 12054567

Registered Office: Colret House, The Green, Coldred, Dover, England, CT15 5AP

Subcontractor Credit Check: As set out in Appendix 1

The Subcontractor will provide an identity subject matter expert to the Supplier.

### ***Full Details of the proposed change;***

The IDV Discovery Phase will expand its scope to include the Voter Card journey alongside its current scope. This will require an extension of the existing Discovery by 2 weeks from 29/10/2021 to 12/11/2021 plus an additional user researcher.

Key objectives of the extended scope are focused on creating confidence that the user is the claimed identity and the photo they have provided is their photo.

1. **Elector is claimed identity:** Recommendations for checks that can be carried out, online and offline, to verify that an elector is likely to be the identity that they are claiming.
  - a. This list will highlight data points, sources and online and offline solutions that could make this information accessible. For example, what systems should be used by local authorities to verify a claimed identity vs. what digital solutions could also run such checks.
  - b. This list should also have some assessment on the security of the information provided and adequately outline any risks.
2. **Elector has provided their photo:** Provide recommendations for a photo assurance process, which will provide the optimal user journey for key electors user groups, while minimising the burden on the local authorities.
  - a. Photo attestation recommendations must consider the policy details, which include the need to have a photo on all voters cards.
  - b. Any risks with recommendations must be fully assessed as part of the final report.
  - c. Considerations must be given to how this process works in both online and offline settings.

Note, as the documents that will be used as evidence of identity have already been agreed with Policy colleagues, there is no expectation that the Supplier would provide such a list. However, assessments on the security of each proposed document and guidance on this list can be offered.

There is a continued focus on understanding how the IDV model will:

- Ensure accessibility for as wide a range of users as possible, specifically user groups who do not have any photo identification.
- Minimise burden on the local authorities.

### **Activities/deliverables include:**

1. Understanding and mapping out dependencies and risks between the different services.
2. Hypothesis register and updating existing register to identify any tests.
3. Extending the research and evidence of the types of the users that exists and the possible type of identifications that exist. Research done through
  1. existing: desk research, establish models and understanding existing research
  2. new: alongside any gaps in user research, eg: initially we can see a gap in research with minorities.

4. Building a Risk Mitigation model for the Voter Card journey and modelling viable to-be options.
5. Prototype (at least as a lo-fi wireframe) suggested IDV models to include in the journey.
6. Delivery of a Discovery Report, which will look to include:
  1. Research findings
  2. Riskiest assumptions for Alpha
  3. Finalised Artefacts (blueprints, transaction/risk model)
  4. Vendor market analysis
  5. Solutions assessment
  6. Plan for next steps / Alpha including duration, total cost and resources needed

It's also worth noting that an additional impact to scope might come from the devolved government piece as well and modelling the risk on this.

### Dependencies

The Supplier is dependent on signoff being provided by the Buyer in a timely manner.

***Likely impact, if any, of the change on other aspects of the Call-Off Contract;***

## Resourcing and cost

The increase in scope will require a further 2 weeks of the existing team, 1 additional role for 6 weeks plus SME support for an additional 10 days, a total of an additional 70 days.

Extension of current team:

Role	£ Day rate	Days	£ Cost
User Research	£640	35	£22,400
Business Analysis/Delivery Management	£640	10	£6,400
Service Design	£640	10	£6,400
Identity SME	£640	10	£6,400
Technical Architect	£640	5	£3,200

Total cost of increased scope: £44,800 (70 days). The above allocation across capabilities is indicative, so we would look to take a flexible approach and deploy capability where needed while remaining within the cost maximum for the CCN.

Any additional candidate or candidates to cover resource needs will flex between various roles in order to allow for end to end research of potential solutions, and this will cover (but is not isolated to):

- additional service design;
- building and testing of proposed solutions (prototypes) with users;
- feeding into the user findings from a specific voters card perspective, alongside the IDV on existing or updated journeys (register to vote / absent vote);
- and, any supporting data analysis on the specifics around users impacted by the introduction of voters card.

## Changes to Milestone Deliverables

Stage	Deliverables	Acceptance Criteria	Accepted By	By When
Sprint 2: Research	For Voter Cards, we will aim to: <ul style="list-style-type: none"> <li>- review existing insights,</li> <li>- sign off on objectives for the Voters Card work (alongside the IDV/OAV work)</li> <li>- highlight chief dependencies,</li> <li>- generate a list of any gaps and any proposals in the way of user research</li> </ul>	Show and tell with client team Sprint review / retrospective Key artifacts acceptance	Cabinet Office	End of Sprint 2 (1st Oct)
Sprint 3: Analysis and Design	For Voter Cards, we will aim to: <ul style="list-style-type: none"> <li>- share plans on recruitment and produce discussion guides based on gaps (or make updates to existing discussion guides).</li> <li>- capture all the relevant hypotheses for Voter Card IDV.</li> </ul>	Show and tell with client team Sprint review / retrospective Key artifacts acceptance	Cabinet Office	End of Sprint 3 (15th Oct)
Sprint 4: Remaining Voter Card Design and Analysis	<ul style="list-style-type: none"> <li>- building a Risk Mitigation model for the Voter Card journey and modelling viable to-be options.</li> <li>- engagement with Identity SMEs, specialising in document processing to provide additional assurance on proposals.</li> <li>- start to create lo-fi wireframes and test those wireframes.</li> </ul> <p>Aiming to get additional UR in for sprint 3.</p>	Show and tell with client team Sprint review / retrospective Discovery report acceptance	Cabinet Office	End of Sprint 4 (29th Oct)
Sprint 5: Complete evaluation	We anticipate that any remaining analysis, design, and testing for Voter Card will need to be completed within the course of the	Show and tell with client team	Cabinet Office	End of Sprint 6 (12th Nov)

and finalise recommendations	<p>Sprint 5.</p> <p>Report (covering Voters Card, IDV and OAV) will also be delivered to outline findings, riskiest assumptions and recommendations. This will provide next steps and guidance for Alpha.</p> <p><i>IMPORTANT: The report will include both the Voters Card and IDV / OAB review. Therefore, the previous SOW stating delivery of the OAV Report in Sprint 4 is now replaced with this timeframe.</i></p>	<p>Sprint review / retrospective</p> <p>Voter card insights and recommendations acceptance</p>		
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**APPENDIX**  
**Subcontractor Credit Check**