Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Order Form

Call-Off Reference: 23540 & RM1043.8-1

Call-Off Title: **Redesign of the CHPQA Portal for compliance to current gov.uk Standards- BETA PHASE**

Call-Off Contract Description: **To redesign and build a new online portal for users of the CHPQA programme following on from Discovery and Alpha. This is a complex programme with approximately 1400 schemes. The new portal must be in line with current UK Government Digital Standards.**

The Buyer: **Department of Energy Security and Net Zero**

Buyer Address: **3-8 Whitehall London**

The Supplier: **Uni Systems**

Supplier Address: ███████████████████████████████

Registration Number:███████████████

DUNS Number: ██████████

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Applicable Framework Contract
Call-Off Lot

Lot 1

This Order Form is for the provision of the Call-Off Deliverables and dated 7ᵗʰ February 2024.

It's issued under the Framework Contract with the reference number RM1043.8 for the provision of Digital Outcomes Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

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) RM1043.8

3   Framework Special Terms

4   The following Schedules in equal order of precedence:

- Joint Schedules for RM1043.8
    - o   Joint Schedule 2 (Contract Variation Form)
    - o   Joint Schedule 3 (Insurance Requirements)
    - o   Joint Schedule 4 (Commercially Sensitive Information)
    - o   Joint Schedule 5 (Corporate Social Responsibility)
    - o   Joint Schedule 6 (Key Subcontractors)
    - o   Joint Schedule 10 (Rectification Plan)
    - o   Joint Schedule 11 (Processing Data) RM1043.8

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

- Call-Off Schedules for RM1043.8
    - Call-Off Schedule 1 (Transparency Reports)
    - Call-Off Schedule 3 (Continuous Improvement)
    - Call-Off Schedule 4 (Call-Off Tender)
    - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
    - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
    - Call-Off Schedule 7 (Key Supplier Staff)
    - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
    - Call-Off Schedule 9 (Security)
    - Call-Off Schedule 10 (Exit Management)
    - Call-Off Schedule 13 (Implementation Plan and Testing)
    - Call-Off Schedule 14 (Service Levels and Balanced Scorecard)
    - Call-Off Schedule 15 (Call-Off Contract Management)
    - Call-Off Schedule 20 (Call-Off Specification)
    - Call-Off Schedule 26 (Cyber Essentials Scheme)

5   CCS Core Terms (version 3.0.11)

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:

Special Term 1

Break clause between Private and Public beta to allow for assessments and the Contracting Authority to terminate the contract at private beta phase should it not be successful.

The Break Clause will be effective at the end of the Private Beta phase.

Call-Off Start Date: 26th February 2024

Call-Off Expiry Date: 30th June 2025 – Subject to confirmation.

Call-Off Initial Period: 30th June 2025

Call-Off Optional Extension Period: 3 Months

Minimum Notice Period for Extensions: 2 Months

Call-Off Contract Value: ███████████

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Call-Off Deliverables

See details in Call-Off Schedule 20 (Call-Off Specification) and SOW reference 001.

Warranty Period

The Supplier shall provide digital and Software Deliverables with a minimum warranty of at least 90 days against all obvious defects, and in relation to the warranties detailed in Paragraphs 4 (licensed Software warranty) and 9.6.2 (Specially Written Software and New IPRs) of Call-Off Schedule 6 (IPRs and Additional Terms on Digital Deliverables).

Buyer's Standards

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in the Framework Schedule 1 (Specification) and the Appendix 1 SOW 001.

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

Maximum Liability

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the Contract Year is £ ████████████. Charges cover the first 15 months of the Contract.

Call-Off Charges
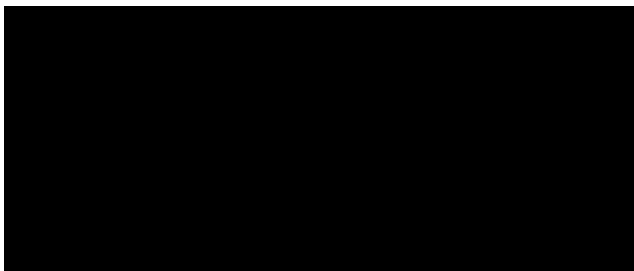
1   Capped Time and Materials (CTM)

Reimbursable Expenses

None

Payment Method

Invoices shall be submitted on a monthly basis via email to the Buyer's contract manager (or nominated deputy) monthly no later than 10 working days following month end.

Buyer's Invoice Address

████████████████████████████████████

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

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Buyer's Environmental Policy

TBC

Buyer's Security Policy

Appended at Call-Off Schedule 9 (Security)

Supplier's Authorised Representative

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Supplier's Contract Manager

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Progress Report Frequency

As confirmed in SOW 1

Progress Meeting Frequency

As confirmed by SOW 1

Key Staff

Key staff information provided in Section Key Supplier Staff.

Worker Engagement Route (including whether inside or outside IR35 and whether there is a requirement to issue a Status Determination Statement) Uni Systems are not regulated by GB Legislation and this is not applicable.

Key Subcontractor(s)

"TwelveSec" I Koukouras and Co LP

Commercially Sensitive Information

Commercially sensitive information is detailed in Joint Schedule 4.

Balanced Scorecard

See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)]

Material KPIs

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard):

Service Credits

Service Credits will accrue in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard

Additional Insurances

Not applicable

Guarantee

Not applicable

Social Value Commitment

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender)]

Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

For and on behalf of the Supplier:

Signature: ██████████████████████

Name: ███████████████████

Role: ████████████████████████

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Date: ██████████████████████████

For and on behalf of the Buyer:

Signature: ████████████████████████

Name: ████████████████████

Role: ██████████████████████

Date:

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Appendix 1

The first Statement(s) of Works shall be inserted into this Appendix 1 as part of the executed Order Form. Thereafter, the Buyer and Supplier shall complete and execute Statement of Works (in the form of the template Statement of Work in Annex 1 to the template Order Form in Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)].

Each executed Statement of Work shall be inserted into this Appendix 1 in chronology.

Appendix 1 (Statement of Work)

1 Statement of Works (SOW) Details

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contact.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

Date of SOW: 7th February 2024

SOW Title: Combined Heat and Power Quality Assurance System

SOW Reference: 001

Call-Off Contract Reference: 23540 & RM1043.8-1

Buyer: Department of Energy Security & Net Zero

Supplier: Uni Systems

SOW Start Date: w/c 26 February 2024

SOW End Date: June 2025 – subject to confirmation by the supplier.

Duration of SOW: Eighteen months – subject to confirmation by the supplier.

Key Personnel (Buyer): ▮▮▮▮▮▮▮▮▮▮

Key Personnel (Supplier): ▮▮▮▮▮▮▮▮▮▮▮▮▮

Subcontractors:

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Glossary

Acronym	Description
BCCD	Business Context Diagram
BEIS	(former) Department for Business, Energy and Industrial Strategy
BESS	The British Energy Security Strategy
BET	Business Energy Transformation
BI	Broadway Initiative
BSI	British Standards Institution
CO	Cabinet Office
CCA	Climate Change Act
CCC	Climate Change Committee
DAC	Departmental Assurance Co-ordinator
DECC	Department of Energy & Climate Change
DEAS	Digital Energy Advice Service
DESNZ	Department of Energy Security & Net Zero
DOS	Digital Outcomes and Specialists
DUKES	Digest of UK Energy Statistics
EAS	Energy Advice Service
EE	Energy Efficiency
EETF	Energy Efficiency Taskforce
ESCO	Energy Service Company
ESOS	Energy Savings Opportunity Scheme
ESTA	Energy Services and Technology Association
FBC	Full Business case
FSB	Federation of Small Businesses
GIAA	Government Internal Audit Agency
GMPP	Government Major Projects Portfolio
HMT	Her Majesties Treasury
IAAP	Integrated Assurance and Approvals Plan
ICF	ICF Consulting Limited
IDS	Industrial Decarbonisation Strategy
IEFT	Industrial Energy Transformation Fund
IPA	Infrastructure and Projects Authority
ISO	International Organisation for Standards
ITT	Invitation to Tender
MPRG	Major Projects Review Group
MCDA	Multi-Criteria Decision Analysis
MVP	Minimal Viable Product
NAO	National Audit Office
NDEAS	Non-Domestic Energy Advice Service
NDECA	Non-Domestic Energy Consumer Advice
NZIP	Net Zero Industry Portfolio Board

OBC	Outline Business case
PB	Project Board
PDA	Policy Design Authority
PFR	Performance, Finance and Risk committee
PIC	Project Investment Committee
Pilot BEAS	Pilot BEAS – Pilot Business Energy Advice Service
PM	Project Manager
PgM	Programme Manager
PMO	Project Management Office
PO	Portfolio Office
PRC	Performance and Risk Committee
QI (formulae)	Quality Index
RPs	Responsible Persons
SBC	Strategic Business case
SCCD	Solution Context Diagram
SOBC	Strategic Outline Business Case
SCS	Senior Civil Service
SMEs	Small Medium Enterprises
SMECH	Small and Medium Enterprises Climate Hub
SpAds	Special Advisors
SR	Spending Review
SRO	Senior Responsible Officer
TA's	Technical Assessors
TAP	Treasury Approval Point
UKBCH	UK Business Climate Hub
VfM	Value for Money
WLC	Whole Life Cost

1   Call-Off Contract Specification – Deliverables Context

The information below provides the context and background for the deliverables of the CHPQA project from a product perspective.

Section: Product Direction and Overarching CHP Delivery Expectations

Responsible actors: DESNZ and all affiliated suppliers working on CHPQA programme.

Product Direction.
The primary objective of this section within the Statement of Work (SOW) is to delineate the envisioned product direction for the upcoming iteration of the CHPQA product. This direction is firmly rooted in our established vision and mission statement, serving as guiding principles for the supplier to align with our delivery expectations.

Vision for CHPQA: Our vision for CHPQA encapsulates a future where every facet of the product embodies the highest standards of efficiency, reliability, and environmental responsibility. We envision the CHPQA product as a pivotal component in promoting efficient energy generation and contributing significantly to a lower carbon and more efficient energy landscape.

Mission Statement: The mission of CHPQA is to ensure excellence and reliability within Combined Heat and Power (CHP) systems in the UK. We are committed to achieving this by rigorously upholding established standards of good quality cogeneration and facilitating seamless verification processes that support tax relief and grant subsidy administration. Through these efforts, we aim to propel the adoption of efficient heat and power generation over and above less efficiency technology types, energy and resource efficiency. We champion energy and resource efficiency and low carbon CHP via abatement technologies and fuel switching away from high carbon fuels.

Setting Objectives, Goals and Outcomes: Following the completion of these service design sprints, a sequence of subsequent workshops will be essential. These workshops will leverage the outcomes derived from the Service Design Sprints to facilitate collective agreement on the reviewing and defining the Objectives, establish Goals, and a create prioritised Outcome Roadmap.

This roadmap will encompass tangible benefit metrics that will serve as guiding parameters for the supplier to align their backlog in accordance with our mutually agreed-upon objectives and strategic direction.

Objectives: Here's a breakdown of potential objectives aligned with the mission statement for CHPQA:

1. **Standards Enhancement:**
   - **Technological Integration:** Regularly assess emerging technologies- particularly prime movers- to update standards that encompass the latest technological advancements in CHP systems.
   - **Efficiency Optimisation:** Collaborate with industry experts to identify and promote innovative practices that optimise energy efficiency standards, recover more heat in CHP installations.
   - **Decarbonisation optimisation:** Collaborate with industry experts to identify latest in measuring emissions for CHP technologies.

2. **Certification Rigor:**
   - **Robust Assessment Methodologies:** Continuously refine accreditation processes to maintain a rigorous certification system.
   - **Quality Assurance Measures:** Implement checks and balances to ensure consistency and accuracy in the certification process, maintaining the credibility of CHPQA standards including audit and independent verification of information as necessary.

3. **Industry Education and Support:**
   - **Training Programs:** Develop comprehensive training modules and workshops to educate installers, energy service companies, engineers, and operators on best practices for CHP systems.
   - **Resource Provision:** Offer accessible resources, such as guidelines and case studies, to aid stakeholders in understanding and implementing CHPQA standards effectively.

4. **Advocacy for Net Zero:**
   - **Policy Support:** Collaborate with policymakers to advocate for incentives, regulations, and policies that promote the uptake of CHP systems as part of the wider net zero and energy security strategy.

5. **Continuous Improvement:**
   - **Feedback Mechanisms:** Establish channels for feedback from stakeholders to incorporate practical insights into the ongoing evolution of CHPQA standards and associated processes (certification and audits)
   - **Adaptability:** Remain agile and adaptable to changes in low carbon and energy efficiency technologies, industry needs, and environmental considerations, ensuring the relevance of CHPQA standards.

6. **Stakeholder Collaboration:**
   - **Industry Partnerships:** Forge alliances with industry associations, manufacturers, and energy providers to collectively promote and advance the adoption of CHPQA standards.
   - **Government Engagement:** Engage with government bodies and regulatory agencies to align standards with national energy goals and foster policy support for CHP systems.

7. **Public Awareness:**
   - **Educational Campaigns:** Launch public awareness campaigns to highlight the benefits of CHP systems in reducing carbon emissions, resource efficiency, enhancing energy security and onsite generation resilience, and improving overall power and heat efficiency (e.g., recovery of heat for useful purposes)
   - **Case Studies and Success Stories:** Share success stories and case studies of businesses benefiting from CHPQA-certified systems to illustrate the tangible advantages of voluntary accreditation and uptake of good quality CHP.

These detailed actions underpin each objective, aiming to reinforce the mission of ensuring excellence and reliability in CHP systems through CHPQA.

Delivery Expectations with Integrated KPIs:
1. **Time spent by RPs using the service to submit their data**:
   - Define distinct stages of data submission.
   - Capture time metrics at each stage separately for both simple and complex scheme RPs.
   - Breakdown of time allocation for each stage (initial log-in, data entry, validation, etc.).
   - Aim for a more granular breakdown to identify potential bottlenecks or areas for improvement.
   - **Target Metrics**:
     - Simple Scheme RP: Average time for annual data submission to less than

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3 hours.
- Complex Scheme RP: Average time for annual data submission less than 6 hours.

2. **Monitoring and Reducing certification Queries**:
    - Categorize queries based on types (technical, procedural, etc.).
    - Track common query patterns to implement pre-emptive guidance or support.
    - Detail steps taken to address queries efficiently and reduce response time.
    - Explore root causes of frequent queries and propose solutions to mitigate these.
    - **Target Metric**:
        - Minimise or eliminate queries on data needed for certification including application of QI formulae. Increased queries for new build, CHP specification and design and conversion/ switching to low carbon could indicate better accessibility and engagement with decarbonisation.

3. **Response Time for Queries**:
    - Differentiate between queries raised by RPs and Energy Service Company RPs.
    - Analyse the nature and urgency of queries to set appropriate response time goals.
    - Track the average time taken by RPs to respond.
    - Implement strategies to streamline query handling and response procedures.
    - **Target Metric**:
        - Aim for an average RP response time and an average ESCO response time (where ESCO must confer with business owner) of 5 days by the end of year two.

Aligned with our vision, mission and KPI's, our delivery expectations for the supplier revolve around advancing the CHPQA product in the following directions:

- **Enhancing adaptability** to emerging CHP technologies, and other more suitable technologies, to align with net zero. ensuring the product remains at the forefront of technological advancements in the CHP sector.
- **Streamlining certification** processes to optimize efficiency and minimize approval times, facilitating a smoother experience for users, particularly where users have multiple applications for energy efficiency tax, reporting, and grant measures.
- **Prioritising user experience** improvements by redesigning the interface and implementing user-centric features for enhanced GDS accessibility and usability, including fully fleshing out all user journeys.
- **Actively engaging stakeholders** through feedback mechanisms and collaborative platforms to incorporate valuable insights and foster a sense of ownership.
- **Ensuring utmost system reliability** through stringent security measures, regular audits, and swift issue resolution protocols.
- **Adhering to the highest standards** of data security and compliance to guarantee confidentiality and regulatory conformity.
- **Strategically optimizing** costs and resources to enhance the product's value proposition without compromising quality.
- **Assist with the fulfilment of Top 75** digital service process efficiencies.
- **Setting the product up for success** utilising horizon scanning to identify the vision and mission for post beta roll out and the live phase in terms of data strategy, hosting, and maintenance.
- **Ensuring gov.uk compatibility** by ensuring that the final service is developed with the requirements of a gov.uk service.
- **Smooth transfer** of the existing systems' users and data into the new service to deliver a

good user experience and ensure data is secured.

Delivery Expectations
To initiate the fulfilment of our expectations, we require the supplier to commence our engagement through a structured 2-week Service Design Sprint.

Sprint Zero- Week 1 - As Is: The primary objective of the initial week within this sprint is to meticulously establish a comprehensive sitemap delineating the current CHPQA landscape, diligently identifying and documenting all prevailing pain points and areas of friction.

Sprint zero- Week 2 - To Be: Subsequently, the focus of the second week of this sprint is directed towards ideation and crafting a design for the envisioned future state (To Be), specifically aimed at addressing the identified pain and friction points. This deliverable will necessitate validation and sign-off by our senior Stakeholders.

Out Line of the Service Design Sprint: A two-week service design sprint can be structured to thoroughly analyse the current state (As Is) in the first week and then focus on ideating and designing the future state (To Be) in the second week and this can be found in the Appendices, Appendix 1.

This structured sprint enables a comprehensive analysis of the current service state while allowing focused time to ideate, prototype, and design the future service experience. Adjustments can be made based on team dynamics, project complexity, and available resources.

Setting Objectives, Goals and Outcomes: Following the completion of these service design sprints, a sequence of subsequent workshops will be essential. These workshops will leverage the outcomes derived from the Service Design Sprints to facilitate collective agreement on the reviewing and defining the Objectives, establish Goals, and a create prioritised Outcome Roadmap.

This roadmap will encompass tangible benefit metrics that will serve as guiding parameters for the supplier to align their backlog in accordance with our mutually agreed-upon objectives and strategic direction.

1. GDS Agile Product Delivery Approach

Taking into consideration the supplier's proposed timelines, we are expecting the supplier to embrace an Agile approach, encompassing Test-Driven Development (TDD), Continuous Deployment (CD), and Continuous Integration (CI). The goal being to ensure at the conclusion of each sprint, we achieve a market ready release, subject to confirmation by the business.

- Principles:
    - Customer-centricity: Placing the needs of users at the heart of product development.
    - Iterative and incremental development: Breaking down projects into smaller, manageable cycles.
    - Continuous feedback and adaptation: Regularly gathering and incorporating user feedback to improve products.
    - Collaboration and cross-functional teamwork: Fostering a collaborative environment where different disciplines work together effectively.
- Values:
    - Delivering value early and often: Prioritising the delivery of valuable features to users as quickly as possible.
    - Adaptability and flexibility: Embracing change and adapting to new insights and

- requirements.
  - o Transparency and open communication: Maintaining open and transparent communication among all stakeholders.
  - o Continuous improvement: Continuously striving to refine processes, products, and services.

2. GDS Agile Delivery Phases

- Alpha: Completed June 2023
  - o Objective: Was to develop an early prototype of the product and gather user feedback.
  - o Delivered: Functional prototype, user feedback reports, and refined product backlog.
  - o The supplier has compiled and completed a complex steel thread.

- Private Beta:
  - o Objective: To test the product with a wider group of users and refine it based on feedback.
  - o Deliverables: Beta version of the product, comprehensive user feedback reports, and finalized product backlog.
  - o The supplier is responsible for private and public beta phases, including all GDS assessments.

- Public Beta:
  - o Objective: To launch the product to the public and continuously monitor and improve it.
  - o Deliverables: Live product release, ongoing user feedback collection, product updates, and backlog refinement.
  - o The supplier will provide 6 months support after the service has gone live, from Jan 2025 to June 2025.

3. Outline GDS Agile Delivery Roles and Responsibilities

- CHPQA Product Manager/Owner:
  - o Leads the product development process from ideation to launch and beyond.
  - o Responsible for working with the Product Manager in defining product strategy, vision, and roadmap.
  - o Collaborates with other stakeholders to ensure alignment and success.
- Uni Systems Scrum Master:
  - o Facilitates the Scrum framework and ensures the team adheres to agile principles.
  - o Removes impediments to team productivity and promotes effective collaboration.
  - o Coaches the team on agile practices and continuous improvement.
- Uni Systems Development Team:
  - o Responsible for designing, developing, and testing the product.
  - o Collaborates with the Product Manager and Scrum Master to understand requirements and deliver high-quality features.
  - o Embraces self-organization and takes ownership of their work.
  - o User Researcher to be included as part of GDS Service Standard Private Beta delivery team.
  - o Front End Developer will be expected to undertake UX/UI activities.
  - o Content Designer will undertake content design and creation activities to be compliant with GDS Service Standards.
  - o Business Analyst and Data Architect to have sufficient SME to conduct the IDET landscape review.

4. Specify GDS Agile Delivery Artefacts and Processes

- User Stories:
  - Short, clear descriptions of product features from the user's perspective.
  - Help prioritise and understand user needs.
- Product Backlog:
  - A prioritised list of user stories and other work items.
  - Represents the work to be done to develop the product.
- Sprint Planning:
  - The process of selecting and planning the work for the next sprint.
  - Involves the Product Manager, Scrum Master, and Development Team.
- Daily Stand-ups:
  - Brief daily meetings for the team to share progress and identify any impediments.
  - Foster communication and collaboration.
- Sprint Reviews:
  - Regular meetings to showcase completed work and gather feedback.
  - Involve stakeholders and users.
- Retrospectives:
  - Regular meetings to reflect on the sprint and identify areas for improvement.
  - Promote continuous learning and growth.

5. Establish Expectations for Supplier's Agile Delivery Capability

- Understanding:
  - Expect the supplier to have a thorough understanding of GDS Agile Delivery principles and practices.
  - Demonstrate comprehension of the approach's values, methodology, and artifacts.
- Adaptation:
  - Expect the supplier to adapt their existing processes and tools to align with GDS Agile Delivery.
  - Show flexibility in applying the approach to fit the specific project context.
- Application:
  - Expect the supplier to effectively implement GDS Agile Delivery throughout the project lifecycle.
  - Demonstrate consistent adherence to the approach's principles and practices.

A new solution is required to replace the existing CHPQA legacy system. The replacement system requires a redesign of the existing legacy solution, associated processes and the development of a new online portal for users of the CHPQA programme and an associated CRM solution, which will utilise Azure and Microsoft Dynamics 365 to manage the data captured entered via the portal.

This development follows on from comprehensive Discovery and Alpha phases and the new solution is expected to manage a complex programme of 1,400 CHPQA schemes, equivalent to approx. 5 % of total UK heat demand and 7% of total UK electricity demand. CHPQA acts as a gateway for the administration of tax relief and other benefits that total approx. £430 million pa.

The new solution must comply with the following: -

1.1   Government Digital Services standard, service compliance.

1.2   Accessibility, WCAG 2.1AA Standard compliant.

1.3   Cyber Essentials compliant.

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1.4 Passed Penetration Testing to the NCSC standard.

1.5 Be GDPR and DPA compliant.

1.6 Compliance with the project Non-Functional Requirements, (NFRs) such as permitted browsers, permitting supporting document types and sizes, screen refresh times, security compliance.

1.7 Technical Design Authority approval.

1.8 Single Sign on or One Logon compatible or compliant as used by .GOV.

1.9 Solution design and development must include integration capability.

1.10 Utilise Role Based Access Control compliant.

Several key artefacts are also expected from a project governance perspective as requested by the Project Management Office and these include but are not restricted to the following:

1.11 Maintenance of a RAID log for the duration of the development and during implementation.

1.12 End of sprint reports, sprint goals and delivery against these, confirming velocity, burndown, or burnup rates.

1.13 Updated backlog including completed items, excepted items, technical backlog.

1.14 Data Artefacts including: SCCD, BCCD, Entity Relationship mapping including the identification of entities used by multiple regimes, Data Dictionary.

1.15 Test Exit and Excepted Items Reports.

1.16 Final high-level solution design.

1.17 End of Phase Report.

1.18 Service updates and service transition documentation.

Delivery phase(s): **Beta Private, Beta Public, Live.**

Overview of Requirement: Supplier will create the environments to ensure standard SDLC code release from development, test, pre-production, production in accordance with SDLC best practice for Beta Private, Beta Public and Live phases of the project. DESNZ will procure and finance the platform costs and license fees to support this function.

End of phase releases will be managed through the Change Acceptance Board (CAB) process to ensure that the release to production is managed, and releases are scheduled to mitigate any potential issues with other regime or organisation users of D365. CAB approval will be required before any code is released from test to production and smoke testing will be expected prior to the final release to production. The release management process and rigour will be dependent on the technical solution design and whether a tenant or multi-tenant design is proposed.

It is expected that ad-hoc releases will be provisioned between development and test environments but again this will be dependent on the solution design and whether a single or

multi-tenant design is proposed.

The existing legacy system was developed using the former paper-based forms solution, as the basis for the process flows and this has resulted in a labour intensive and inefficient solution. The legacy solution processes, and guidance notes need to be analysed and reviewed against As Is process documented. Process recommendation need to be made to ensure the new service is streamlined for all users, is less 'forms based', and these changes will need to be logged in reference to the guidance notes.

A key outcome for the project is for the further user research to be undertaken in Private Beta, to build upon the user research carried out during Alpha to ensure that user journeys are comprehensively documented, and the final solution will be fully scoped and delivered on all user journeys to provide an efficient, intuitive, and easy to use fully GDS compliant service for all users.

The solution will be developed on an internally hosted platform which will be procured by DESNZ, and account login details will be given to Uni Systems. Uni Systems are required to configure, install software, services, and components necessary for the solution build and create development, test, pre-production, and production environments.

The adoption of UX Forms as part of the solution design recommended in the ALPHA end of phase report needs to be revisited, as the proprietary costs associated with this product are prohibitive. Early investigations need to be undertaken by the supplier to determine if a non-licensable forms solution could be utilised. The supplier may then be required to amend the High-Level Solution Design and seek approval from the Technical Design Authority (TDA).

A list of high-level outcomes for CHPQA Portal are provided below and these are representative but not restricted to the following, to enable customers, third parties and internal DESNZ colleagues to interact effectively in relation to the CHPQA scheme requirements: -

The customer facing portal must allow the scheme holder or a delegated authority (user) to undertake the following: -

1. Register/Subscribe to the new service.
2. Login to the new service.
3. Make a new scheme submission.
4. Amend or withdraw a scheme.
5. Manage multiple schemes.
6. Submit scheme renewals.
7. Submit scheme meter readings.
8. Submit additional supporting documentation.
9. Bulk upload scheme information.
10. Save in progress submissions.
11. Submit support requests.
12. Receive push notifications from DESNZ relating to statutory or regulatory requirements.

13. Enable all user support queries and responses to be tracked by the user in the solution.

14. Provide a dashboard to view outstanding actions.

15. Enable the user to view and print legacy and active scheme information including meter readings.

16. Reuse data entered for a scheme to be used and repopulate scheme renewals

17. Review and act upon online tool tips and guidance documentation appropriate to process or stage.

18. Process checklist of requirements for the process.

19. Enable access to enable third parties to provide assessment or audit processes.

20. Field validation must be applied to online forms for the RPs, Assessors and Auditors to reduce the inaccurate information submission at source.

21. Conditional logic should be incorporated where possible to reduce duplication.

22. Provide tool tips and online guidance to support processes.

23. The user interface should be intuitive, easy to use and easy to navigate.

24. Time taken to submit a scheme should be tracked by the solution.

25. Track a scheme submission timeline – assessment, audit, certification, etc.

26. Provide a means of providing customer feedback

The above is based on the existing solution and will be subject to change on agreement by both parties, further to additional validated user research.

A list of high-level outcomes for CHPQA CRM solution are provided below and these are representative but not restricted to the following, to enable customers, third parties and internal DESNZ colleagues to interact effectively in relation to the CHPQA scheme requirements: -

1. Capture information submitted by the customer and auto-populate a record in the CRM solution.

2. Receive customer or third-party information and documentation and store against the record in the CRM solution.

3. Provide automation of decisions between key processes such as scheme assessment, auditing, and certification.

4. Enable users to create and amend automated workflows.

5. Enable collaboration with third party stakeholders to submit assessment and audit processes.

6. Ensure audit assessment transparency including the rational for decisions made and dissemination of decisions and recommendations through the system.

7. Enable push notifications from the CRM solution to the portal.

8. Provide access to scheme related data and analytics for assessors, auditors and DESNZ colleagues.

9. Provide a dashboard and a report suite for assessors, auditors and DESNZ colleagues.

10. Provide access to a report suite for third party stakeholders, relating to assessments

and auditing.

11. Design and develop value add of CHP focus database to the rest of the certification/ CRM build.

12. Enable the creation and configuration of complex workflows to setup and enable scheme related data to be validated by the solution.

13. Enable scheme eligibility criteria to be configured to enable schemes determination to take place automatically if possible.

14. Enable assessment criteria to be configured to enable new and renewal schemes to be validated.

15. Enable DESNZ to have oversight of the process include scheme assessments, auditing and certification.

16. Field validation must be applied to online forms for the DESNZ colleagues, Assessors and Auditors to reduce the inaccurate information submission at source.

17. Conditional logic should be incorporated where possible to reduce duplication.

18. Provide for the configuration of tool tips and online guidance to support processes.

19. Provide tool tips and online guidance to support processes.

20. The user interface should be intuitive and easy to use.

21. Provide API and export functionality to encourage cross systems data transfer and collaboration.

22. Prepare ETL pipelines to enable data migration from the legacy to the new solution.

23. Work with the existing supplier to migrate user and scheme data from the existing solution into the new solution.

24. Provide users with a smooth transition of service from the legacy system to the new solution.

The above is based on the existing solution and will be subject to change on agreement by both parties, further to additional validated user research.

1   Buyer Requirements – SOW Deliverables

Outcome Description:

The business' expectation is that a fully functional system will be hosted on gov.uk which meets all the required service standards and the requirements above. The system will have undergone testing with all CHPQA user types, and the supplier team will have developed iterative improvements in line with agile working and processes outlined in the Product Direction Section. Dates provided for each of the milestones and are indicative and will be confirmed when engagement commences.

Milestone Ref	Milestone Description	Acceptance Criteria	Due Date
MS01	Sprint 0 – Service Design	Confirmation of As Is Processes, Recommendations for To Be processes and process	Mar 2024

		improvements including TDA approval for the use of a non-licensable forms solution for a GDS compliant user interface using GDS Design system. Review and produce a delivery plan to deliver the outstanding recommendations from the ALPHA phase.	
MS02	Environment Creation	Creation and configuration of a cloud environment with tooling required for the development of the solution. Tested and confirmed as fit for purpose for the development to commence.	Mar 2024
MS03	Configuration of CRM and development of associated coding for CHPQA backend solution.	Utilisation of creation of entities in CRM solution, development of workflows, dashboards, reports, and all functionality required of the solution for the Private Beta Phase.	July 2024
MS04	Configuration of Forms and Portal technologies.	Development and configuration of forms to support end user and third-party transactions for the Private Beta Phase.	July 2024
MS05	Migration of user and scheme data from the legacy system to the new solution.	Data mapping activities, creation of ETL pipelines, validation of data and migration of user and scheme data from the legacy system to the new solution including a cut over plan. Simple scheme data will be migrated by July and complex scheme data will be migrated by October.	Simple Scheme Data - July 2024 Complex Scheme Data Oct 2024
MS06	Creation of associated end of development, service introduction and transition documentation.	Creation of solution design, data artefacts and documentation to the required standard as advised by DESNZ IT to enable the solution to be transitioned from to production.	Dec 2024
MS07	Private Beta GDS	Produce the required	Sep 2024

	Assessment	documentation, lead and the Pass the 14 point, GDS Service Standard assessment as a public-facing service to deploy the service on service.gov.uk.	
MS08	Public Beta GDS Assessment	Produce the required documentation, lead, and the Pass the 14 point, GDS Service Standard assessment as a public-facing service to deploy the service on service.gov.uk.	Dec 2024
MS09	Transition to BAU and Early Life Support	Assist with the transition of the solution from pre-production environments to live and support the solution through the Early Life Support phase of the project.	Jan 2025
MS010	End of Maintenance Period	Maintenance provision ends.	June 2025

Dependencies:

- Contractual obligations with the Scheme Assessment trusted third-party.
- Contractual obligations with the Scheme Audit trusted third-party.
- Contractual fulfilment by parties engaged in Accessibility and Penetration testing.
- Potential implications for reusing data from or to other solutions.
- DESNZ IT to confirm mechanism for post implementation support.
- A dependencies log for project dependencies will be provided to the supplier.

Supplier Resource Plan: The supplier has provided this in Annex 11 – Call off Schedule 4 – Call off Tender Page 4.

Security Applicable to SOW: Yes – security of the solution will be a key consideration for the development of the customer facing portal and the CRM solution and the solution must be Cyber Essentials compliant and pass Penetration Testing to NCSC standards.

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

Cyber Essentials Scheme:

The Buyer requires the Supplier to have and maintain a **Cyber Essentials Certificate** for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials

Performance Management:

Contract performance measurement will be assisted by the provision of the following KPI's and reports.

Material KPIs that have a material impact on Contract performance are listed below.

Material KPIs	Target	Measured by
Financial Reporting	Monthly financial reporting including financial forecast for the duration of the project, provision of an invoice, resource monthly activity breakdown, monthly spend forecasts and spend to-date versus total spend and end of project finance report.	Report received by DESNZ within 5 working days after the end of the previous month, as specified in Schedule 15 Reporting.
Project Management Reporting	This meeting would be a conducted as a meeting to review progress against deliverables for during each month of the delivery of the project. Is the project on track, meeting defined deliverables, is the work produced to the required standard, etc.? This would be conducted on a weekly basis after service cut over to ensure any issues encountered can be quickly remedied.	This meeting would be conducted once a month and within the first 10 days of the month, to assist with a constant review of contract adherence as outlined in Schedule 6.
Progress Reports	A standard project report is required on a monthly for the duration of the project to track progress against deliverables.	This would be provided once a month and within the first five working days, to assist with a constant review of contract adherence as outlined in Schedule 6.

Service Levels and/or KPIs – See Call-Off Schedule 14 (Service Levels and Balanced Scorecard) have been listed below.

Material KPIs	Target	Measured by

The new solution will be fully .GOV GDS compliant	The solution will undergo a full GDS compliance review and meet the required standard.	A GDS review and report will confirm that the solution is fully GDS compliant.
The new solution is fully accessibility compliant and WCAG 2.1 AA Standard is met.	The solution will be fully WCAG 2.1 AA Standard compliant and will support the DESNZ defined assistive technologies.	An independent Accessibility review and report will confirm that the solution fully meets standard and DESNZ accessibility requirements.
The new solution and processes will be GDPR and DPA compliant through the completion of a DPIA and a review of associated data artefacts.	The Data Protection Team will validate the solution and will provide assurance that the solution and processes are GDPR and DPA compliant. DESNZ will be responsible for this but will require assistance from Uni Systems from a security and data artefacts production perspective.	Data Protection Team DPIA and GDPR compliance and assurance that Data Processing, Data Sharing and Memorandum of Understanding are in place to fully assure the solution.
The new solution is fully security assured.	Penetration testing will be carried out, passed in accordance with NCSC standards.	An independent Penetration Testing review and report will confirm that the solution fully meets standard and DESNZ security requirements.
The new solution adheres to the defined non-functional requirements as prescribed by the project team.	The non-functional requirements relating to screen response times, permitted file types, supported browsers, etc. as outlined in the NFR's have been met.	Service Assurance will review the solution information provided by the supplier to ensure compliance.
An improved user experience.	Achieve an average 78 % satisfaction rating required as specified by CDDO. The solution design provided by Uni Systems must be user centric to enable DESNZ to fulfil this satisfaction rating.	The provision of Service Survey functionality will enable these metrics to be obtained and this will be owned by DESNZ.

Additional Requirements:

Annex 1 – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.

The supplier will be expected to create several data related artefacts for the portal and the CRM solution Data as outlined below to ensure GDPR compliance and the details provided

are a summary of the expected content. The first five artefacts will be a supplier deliverable, and the remaining artefacts will be produced by the business with assistance from the supplier.

Description	Details
Business Content Data Diagram	Outlining data flow and actors identified in the solution design.
Solution Context Data Diagram	Outlining interfaces and boundaries of the solution design.
Entity Relationship Mapping	Map the relationship between entities used and configured in the solution and identification of entities used by multiple regimes.
Data Dictionary	Entities, fields description, field types, look up values, validation rules, etc.
Data Processing Agreement	A Data Sharing agreement will be drafted for use with trusted third parties who will have access to the data.
Data Sharing Agreement	A Data Sharing agreement will be drafted for use with trusted third parties who will have access to the data.
Memorandum of Understanding	A Memorandum of Understanding (MOU) will be populated so that this can be used as a cooperative agreement between two parties to outline the general terms and goals relating to data utilisation and is not intended to be legally binding.
Data Protection Impact Assessment	A DPIA template will be populated for the project and validated by the DPA Team to ensure GDPR compliance.
Data Governance Strategy	Data Retention, archival, deletion and redaction policy.
Data Roles and Responsibilities	Data Roles and Responsibilities will be mapped to confirm Information Asset Owner to Data Custodian to document data roles, responsibility for data changes and authorisation hierarchy.

Key Supplier Staff:

Key Role	Key Staff	Contract Details	Employment / Engagement Route (incl. inside/outside IR35)
Project Manager	███████	████████ ████████	NA
Associate Delivery Manager	███████	████████ ████	NA
Lead Developer - Management	████████ ██████	████████ ████████	NA
Business Analyst Lead	███████	████████ ████	NA

Senior Technical Architect	████████	████████ ██	NA
Technical Architect	████████ ████	████████ ████	NA

The supplier must provide a list of key staff and indicate whether there is any requirement to issue a Status Determination Statement. Please refer to Annex 13 – Call off schedule 7 (Key supplier Staff) for detailed requirement.

SOW Reporting Requirements:

Further to the Supplier providing the management information detailed in Paragraph 6 of Call-Off Schedule 15 (Call Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:

Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission
1.1	**Project Progress Report**	**Delivery of project.** A standard project report is required for the duration of the project to track progress against deliverables.	Monthly
1.2	**Project Review**	**Provision of service.** This would be a conducted as a meeting to review progress against deliverables for during each month of the delivery of the project. This would be conducted on a weekly basis after service cut over to ensure any issues encountered can be quickly remedied.	Ad hoc – during development Weekly – during service cut over.
1.3	**Financial Update**	**Finance.** A financial forecast for the duration of the project, provision of a monthly invoice, monthly resource activity breakdown, monthly spend forecasts and spend to-date versus total spend and end of project finance report.	Monthly End of project

| 1.4 | **Monthly Sprint Report** | Sprint outcomes, velocity, burn down, burn up. | Monthly during development. |
| 1.5 | **Test Exit & Excepted Items Report** | **Testing.**

A Test Exit and Excepted Items Report is required at the end of the development phase. | End of phase artefact. |

2 Charges

Call Off Contract Charges:

The applicable charging method(s) for this SOW is:

- **Capped Time and Materials**

The estimated maximum value of this Statement of Work (irrespective of the selected charging method) ▉▉▉▉▉▉▉

The Estimated Year 1 Charges used to calculate liability in the Contract Year is ▉▉▉▉▉▉ *Charges in the first 18 months of the Contract.*

Reimbursable Expenses:

Reimbursable Expenses, None.

3 Signatures and Approvals

Agreement of this SOW

BY SIGNING this Statement of Work, *the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:*

For and on behalf of the Supplier

Name:

Title:

Date:

Signature:

For and on behalf of the Buyer

Name:

Title:

Date:

Signature:

Appendices.

The table provided below with a breakdown of the activities for weeks 1 and 2 is indicative of the types of activity that the supplier will be expected to undertake, and these will be subject to discussion as part of the initial engagement discussions.

Out Line of the Service Design Sprint: A two-week service design sprint can be structured to thoroughly analyse the current state (As Is) in the first week and then focus on ideating and designing the future state (To Be) in the second week and this can be found in the table below.

Sprint 0 Week 1: As Is Analysis	Sprint 0 Week 2: To Be Design and Prototyping
Day 1: Understand and Define	**Day 6: Ideation and Conceptualization**
• **Morning:** Kick-off meeting to introduce the team and align Sprint objectives • **Afternoon:** Gather existing data, conduct stakeholder interviews	• **Morning:** Introduce the To Be objectives based on previous week's findings • **Afternoon:** Ideation session for the future state of the service
Day 2: Explore and Analyse	**Day 7: Concept Selection and Initial Prototyping**
• **Morning:** Analyse data, identify pain points, create user personas • **Afternoon:** Conduct additional user research or surveys	• **Morning:** Select promising concepts and start initial prototypes • **Afternoon:** Detailed prototyping of selected concepts
Day 3: Ideate and Prioritise Challenges	**Day 8: Prototyping and Testing**
• **Morning:** Ideation session for addressing challenges • **Afternoon:** Prioritise challenges based on impact and feasibility	• **Morning**: Refine prototypes, prepare for user testing • **Afternoon:** Conduct initial user testing sessions
Day 4: Define Opportunities and Solutions	**Day 9: Iteration and Finalization**
• **Morning:** Refine and define improvement opportunities • **Afternoon:** Start ideating initial solutions	• **Morning:** Analyse user feedback, iterate prototypes • **Afternoon:** Finalize prototypes, prepare for final review
Day 5: Refinement and Planning	**Day 10: Presentation and Next Steps**
• **Morning:** Refine solutions and plan for the next week • **Afternoon:** Prepare presentation materials for As Is findings	• **Morning:** Present To Be service design, prototypes, proposed changes • **Afternoon:** Discuss feedback, capture action items, plan next steps

List of Annex's

Call-Off Ref:RM1043.8 Joint Schedules:

Annex 1 Joint Schedule 1 (Definitions)

Annex 2 Joint Schedule 2 (Contract Variation form)

Annex 3 Joint Schedule 3 (Insurance Requirements)

Annex 4 Joint Schedule 4 (Commercial Sensitive Information)

Annex 5 - Joint Schedule 5 (Corporate Social Responsibility)

Annex 6 - Joint Schedule 6 (Key Subcontractors)

Annex 7 - Joint Schedule 10 (Rectification Plan)

Annex 8 - Joint Schedule 11 (Processing Data)

Call-Off Ref:RM1043.8 Call-off Schedules:

Annex 9 - Call Off Schedule 1 (Transparency report)

Annex 10 - Call off Schedule 3 (Continuous Improvement)

Annex 11 - Call off Schedule 4 (Call Off tender)

Annex 12 - Call off schedule 5 (Pricing Details and expenses policy)

Annex 13 - Call off schedule 6 (Intellectual Property rights and additional terms on digital deliverables)

Annex 14 - Call off Schedule 7 (Key Supplier Staff)

Annex 15– Call off Schedule 8 (Business Continuity and Disaster Recovery)

Annex 16 - Call off Schedule 9 (Security)

Annex 17 - Call off Schedule 10 (Exit Management)

Annex 18 - Call off Schedule 13 (Implementation Plan and testing)

Annex 19 - Call off Schedule 14 (Service levels and Balanced Scorecard)

Annex 20 - Call off Schedule 15 (Contract Management)

Annex 21 - Call off Schedule 16 (Benchmarking)

Annex 22 - Call off Schedule 20 (Specification)

Annex 23- Call off Schedule 26 (Cyber essentials scheme)