

Schedule 4 - Contract Change Notice (CCN)

Order Form reference for the Call-Off Contract being varied: CQC PSO 092 'Digital Discovery Call-Off Services'

BETWEEN:

Care Quality Commission (CQC) ("the Buyer")

and

Redrock Consulting ("the Supplier")

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

Background and Details of the Contract Change Note: The Authority originally undertook a provider focused Discovery under the over-arching Contract which was split into two themes: register and monitor. This was due to a business driven demand for insight on a new approach to Adult Social Care Provider Information Returns as a priority which the Authority is delivering against. The Authority has been requested to conduct further discovery work in the registration space to deliver a more in-depth understanding of the complex series of provider transactions under registration and enable it to propose a viable case for developing a new registration digital service in alpha.

The work to be conducted will follow the Discovery approach outlined within the Statement of Works of the Over-arching Contract and as high-level outcomes the Supplier is required to provide the following outputs:

- a. The completion of a Project Report will be required where the Supplier's proposed staff will be expected to contribute in conjunction with the CQC Digital Development Team.
- b. Assessment of user journeys and needs.
- c. Qualitative and Quantitative analysis of current digital performance in those areas
- d. Insight provided on assisted digital requirements and proposed areas for prototyping and testing.

Reason for the change: An additional discovery project is required on the topic of Registration Improvement in-light of the work undertaken within the Statement of Work as part of the over-arching Contract.

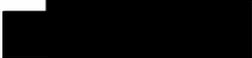
Full Details of the proposed change; A full breakdown of the services to be delivered under this CCN can be located within Annex A of this document. The services have been outlined as a Statement of Works (number 2) as per the overarching Contract.

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

- Words and expressions in this Contract Change Notice shall have the meanings given to them in the Call-Off Contract.
- The Call-Off Contract, including any previous changes shall remain effective and unaltered except as amended by this change.

Signed by an authorised signatory for and on behalf of the Buyer (Care Quality Commission)

Signature: 

Date: 
Click here to enter a date.

Name: 
Click here to enter text.

Address: *151 BUCKINGHAM PALACE ROAD*
Click here to enter text. *LONDON, SW1*

Signed by an authorised signatory to sign for and on behalf of the Supplier (Redrock Consulting Ltd):

Signature: 

Date: 

Name: 

Address: **Pembroke House, 15 Pembroke Road, Clifton, Bristol, BS8 3BA**

Annex A- Contract Change Note Statement of Works (SOW 2)

Title of SOW 2: Discovery for Registration Improvement Board

Date of SOW: 2nd February 2017

SOW Reference: CQC PSO 092- 2- enforced as a Contract Change Note to the over-arching Contract.

Buyer Business Contact: [REDACTED]

Supplier: RedRock Consulting Ltd

Phase(s) of Development: Discovery

Release Completion Date: Services to be delivered by 29th March 2017

Duration of SOW: 2nd February 2017 – 29th March

Charging Method(s) for this Release: This SOW represents a Contract Change Note to the over-arching Contract for 'the Provision of Digital Discovery Call-Off Services.' Services will be charged as a total cost paid upon completion (by 29th March 2017) based upon the satisfactory delivery of the following outputs:

- a prioritised list of user needs
- a prioritised list of user stories
- a list of stakeholders and information from them about existing services
- a proposal for a move to alpha

Payment will be based upon the number of days worked during the period pro-rata.

Sch 3.2 Key Staff

3.2.1 The Parties agree that the Key Services required in respect of this Project are detailed below.

User Research services

Business Analysis services

The Supplier will propose the appropriate resource to satisfy the above services and skills outlined within this Contract Change Note (CCN) and in-line with the over-arching Contract in order to deliver the services required.

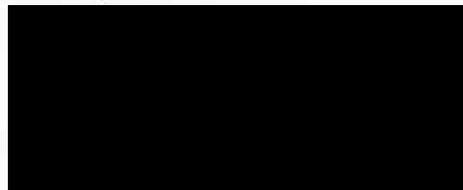
3.2.2 Table of Key Buyer Staff:

For the purposes of Service Delivery:

Name

Role

Details



For the purposes of any Contractual Matters:

Name

Role

Details

Table of Key Supplier Staff:

Name

Details

or

Name

Role

Details

Sch 3.3 Deliverables

3.3.1 Work and deliverables to be undertaken under this Contract Change Note for the over-arching Contract are as follows:

Background:

The Authority originally undertook a provider focused discovery under the over-arching Contract which was split against the Authority's operating model into two themes: register and monitor. This was due to a business driven demand for insight on a new approach to Adult Social Care Provider Information Returns (PIR) as a priority which the Authority is delivering against. The Authority proposed further discovery work in the registration space to deliver a more in-depth understanding of the complex series of provider transactions under registration and enable us to propose a viable case for developing a new registration digital service in alpha.

Given the complexity and number of discrete transactions in registration the Authority estimates that it will require a discovery time of up to 8 weeks (standard maximum time for discovery as prescribed by GDS).

This discovery work will deliver insight on:

- our users' needs and how we're meeting them, or any needs we're not meeting
- how we'd start developing a new service if discovery finds there's a user need for one
- what the user journey for someone using the proposed service might look like

- how we might build a technical solution given the constraints of the organisation's legacy systems
- the policy that relates to the service and how it might prevent us from delivering a good service to your user
- the scope of the service we will want to build
- whether to move into the alpha phase
- the team of people we will need if we do move on to alpha
- how senior stakeholders want to begin building the service
- how we'll measure success and what a successful service would look like
- any related services that exist to meet the user need and whether they're run by government or third parties
- how many users need assisted digital support and what their needs are

At the end of Discovery the Authority will receive the following outputs:

- a prioritised list of user needs
- a prioritised list of user stories
- a list of stakeholders and information from them about existing services
- a proposal for a move to alpha

Sch 3.4 Call-Off Contract Charges

3.4.1 Charges:

Delivery and cost for the services will be:

£70,300 (ex VAT) paid upon completion of the services and based upon the satisfactory delivery of the following outputs:

- a prioritised list of user needs
- a prioritised list of user stories
- a list of stakeholders and information from them about existing services
- a proposal for a move to alpha

Payment has been calculated as follows and in-line with the over-arching agreement:

- User Research Services: [REDACTED]
- Business Analysis Services: [REDACTED] (based on resource proposed by Supplier to deliver aforementioned outputs)

Sch 3.5. Agreement of statement of works

BY SIGNING this SOW, the parties agree to be bound by the terms and conditions set out herein:

For and on behalf of the supplier:

Name and title

[Redacted]

Signature and date

[Redacted]

For and on behalf of the departmental Buyer:

Name and title

[Redacted]

Signature and date

[Redacted]

[Redacted]