**Order Schedule 20 (Brief)**

This Schedule sets out the characteristics of the Goods or Services that the Agency will be required to make available to the Client under this Order Contract

**BRIEF TEMPLATE**

**5. SCOPE OF REQUIREMENT**

**5.1** The Inquiry will require support on items including the below. This is not an exhaustive list and is likely to develop further as the Inquiry progresses.

**5.1.1** Communications support for the formal launch of the Inquiry - the Agency would assist with the planning and execution of communications activity during the Inquiry’s early stages, to help establish its profile and build confidence among the public, media and key stakeholders. This would include activity supporting the publication of the outcomes of the public and stakeholder consultation exercise on the Inquiry’s draft Terms of Reference, which will lead to the Inquiry being formally established as a statutory inquiry. This activity will communicate the Inquiry’s overall aims and approach to its work, and seek to establish a person-centred tone.

**5.1.2** Communications strategy - the Agency will help devise the Inquiry’s overall communications approach, including consideration of potential models for public involvement in the Inquiry outside of traditional public hearings - for example, through listening exercises with bereaved families. The Agency will design and manage ongoing development of insights to inform the strategy, based on quantitative and qualitative evidence gathering.

**5.1.3** Support ongoing public-facing communication - following the formal launch of the Inquiry, there will be an absence of public-facing activity as the Inquiry focuses on the collation and analysis of evidence. The Agency will provide support with the planning and execution of public-facing communications that seek to explain the work of the Inquiry. The Agency will also support the design of Inquiry communications channels, including its full website.

**5.1.4** Build relationships with key stakeholders - the Agency will support the mapping of key stakeholders for the Inquiry, and monitor and summarise stakeholder activity of relevance to the Inquiry’s work.

**5.1.5** Assistance with media handling - while the Inquiry recruits a press office team, we will need additional support to manage media queries and assist with the development and management of social media content.

**6. THE REQUIREMENT**

**6.1** The Inquiry will require support for the formal launch of the Inquiry, including but not limited to:

**6.1.1** Planning and supporting the publication of the outcomes of the Inquiry’s consultation exercise on its draft Terms of Reference.

**6.1.2** Planning and supporting communications activities to introduce the work of the Inquiry to the public and communicate its scope and potential timescales.

**6.1.3** Identifying media opportunities to establish the profile of the Inquiry Chair and the work of the Inquiry more generally.

**6.2** The Inquiry will require support for the development of its communications strategy, including but not limited to:

**6.2.1** Supporting the development of a model for public engagement in the Inquiry’s work, outside of the formal public hearings process. This will include consideration of the communication approach to raise awareness of the engagement route and increase participation – particularly among hard to reach and under-represented groups.

**6.2.2** Designing and managing methods for gathering quantitative and qualitative insight to inform the Inquiry’s communications approach – for example, through regular polling.

**6.3** The Inquiry will require support for ongoing public-facing communication, including but not limited to:

**6.3.1** Identifying opportunities for the Inquiry to carry out public-facing communications work to help maintain awareness of the Inquiry’s work while preparations for public hearings are taking place.

**6.3.2** Supporting the Inquiry Secretariat and its website service provider to design the Inquiry’s full website.

**6.4** The Inquiry will require support with stakeholder management, including but not limited to:

**6.4.1** Supporting the Inquiry’s ongoing stakeholder mapping and management, to ensure that the Inquiry is engaging with the right groups at the right time.

**6.4.2** Monitoring and summarising key stakeholder activities on a regular basis.

**6.4.3** Assisting with the management and facilitation of engagement events with key stakeholder groups.

**6.5** The Inquiry will require support on ad-hoc media handling, including but not limited to:

**6.5.1** Support from communications professionals to write and distribute planned press releases, and media management to inform the response to media enquiries. There may be occasions where the agency is asked to directly liaise with journalists.

**6.5.2** Potential out of hours cover for handling of media enquiries.

**6.5.3** Facilitate a handover of media handling responsibilities to the Inquiry’s Press Office team, once they have been recruited.

**6.5.4** Social media content strategy, creation and management.

**6.5.5** Input to responses to correspondence from high profile stakeholders.

**6.5.6** Provide a weekly summary of media narratives relating to the Inquiry and its work.

**7. KEY MILESTONES AND DELIVERABLES**

**7.1 The following Contract milestones/deliverables shall apply:**

|  |  |  |
| --- | --- | --- |
| **Milestone/Deliverable** | **Description** | **Timeframe or Delivery Date** |
| Communications support | Provide team members offering ad-hoc communications and media handling support, including out of hours cover | To commence within one week of appointment |
| Terms of reference consultation | Communicating the outcomes of the Inquiry’s consultation on its terms of reference | Consultation results anticipated to be ready for publication by May 2022 |

**8. MANAGEMENT INFORMATION/REPORTING**

**8.1** The Supplier must:

**8.1.1** keep an up-to-date log of the services provided at all times with changes recorded;

**8.1.2** provide regular progress reports in an agreed format during a delivery period;

**8.1.3** provide any training and supporting documentation to the Inquiry, if required or necessary.

**9. VOLUMES**

**9.1** The Inquiry will be high profile and is expected to generate significant interest from the media. The level of work required from the supplier is likely to peak around key milestones, such as the Inquiry’s first public hearings.

**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 Authority during quarterly Contract review meetings.

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

**11. QUALITY**

**11.1** Advice should be provided in the timescales requested by the Inquiry. Advice should account for the specific context of public inquiries and Covid-19, and where necessary be well-researched and backed by evidence.

**12. PRICE**

**12.1** The maximum available budget for the contract is £495,000 (exclusive of Value Added Tax (VAT)). For the avoidance of doubt, the contract shall operate on a call-off basis up to this maximum cost and there shall be no minimum payments guaranteed.

**12.2** Prices are to be submitted via the e-Sourcing Suite by Agencies submitting a completed Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

**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 Authority’s vision and objectives and will provide excellent customer service to the Authority 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** Responsiveness – the Supplier will be expected to respond to 98% of requests within the deadline specified when the request is made.

**14.1.2** Weekly media tracker – the Supplier will be expected to produce its weekly summary of media narratives relating to the Inquiry and its work by 1700 hours each Friday.

|  |  |  |  |
| --- | --- | --- | --- |
| **KPI/SLA** | **Service Area** | **KPI/SLA description** | **Target** |
| 1 | Responsiveness | Supplier to respond to requests for advice within requested deadline | 98% within deadline |
| 2 | Weekly media tracker | To provide the weekly summary of media narratives by 17.00 each Friday | 100% within deadline |

**14.2** Where a Supplier fails the KPIs above (2 consecutive failures in any rolling 4 month period), the Customer will, in the first instance, seek a mutually agreeable resolution with the Supplier via a service improvement plan. Where the Supplier fails to provide a Service Improvement Plan or fails to deliver the agreed Service Improvement Plan to the required standard, the Customer reserves the right to seek early termination of the Contract in accordance with the procedures set out within the terms and conditions.

**15. SECURITY AND CONFIDENTIALITY REQUIREMENTS**

**15.1** Staff allocated to work on the Inquiry will need to be cleared to the Counter-Terrorist Check (CTC) level of the National Security Vetting levels.

**16. PAYMENT AND INVOICING**

**16.1** Invoices should be issued monthly in arrears.

**16.2** Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

**16.3** Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

**16.4** All electronic invoices must be sent, quoting a valid Purchase Order (PO) Number to the following address: APinvoices-cab-u@gov.sscl.com

**16.5** Paper invoices can be sent to: Shared Services Connected Limited, CAB Procure to Pay, PO Box 405, Newport, NP10 8FZ

**16.6** You must be in receipt of a valid PO Number before submitting an invoice. To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Buyer contact (i.e., Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment please contact our Accounts Payable section either by email to: APinvoices-CAB-U@gov.sscl.com or by post at Newport SSCL Cabinet Office, PO Box 405, Newport NP10 8FZ

**17. CONTRACT MANAGEMENT**

**17.1** Contract Review meetings shall take place on a quarterly basis.

**17.2** Such meetings are likely to take place online, but where physical attendance is required at Contract Review meetings, this shall be at the Supplier’s own expense.

**18. LOCATION**

**18.1** The service will be delivered through a combination of online meetings, in-person meetings at the Inquiry’s premises (in central London), and in-person meetings at the Supplier’s premises. Some attendance at events across the UK may be required to support specific activities.