

DPS Schedule 6 (Order Form and Order Schedules)

Order Form

ORDER REFERENCE: **C228540**

THE BUYER: Sohail Khan

BUYER ADDRESS 39 Victoria Street, London SW1H 0EU

THE SUPPLIER: RSM UK Consulting LLP

SUPPLIER ADDRESS: 6th Floor 25 Farringdon Street, London, United Kingdom, EC4A 4AB

REGISTRATION NUMBER: OC397475

DUNS NUMBER: N/A

DPS SUPPLIER REGISTRATION SERVICE ID: SQ-V799TEJ

APPLICABLE DPS CONTRACT

This Order Form is for the provision of the Deliverables and dated 09/01/2024.

It's issued under the DPS Contract with the reference number RM6126 for the provision of Start for Life Good Practice Services.

DPS FILTER CATEGORY(IES):
Research and Insights

ORDER INCORPORATED TERMS

The following documents are incorporated into this Order 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 Order Special Terms and Order Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) CCS DPS-**RM6126**
3. DPS Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for **DPS- RM6126**
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Order Schedules for **C228540**
 - Order Schedule 1 (Transparency Reports)
 - Order Schedule 3 (Continuous Improvement)
 - Order Schedule 5 (Pricing Details)
 - Order Schedule 7 (Key Supplier Staff)
 - Order Schedule 9 (Security)
 - Order Schedule 18 (Background Checks)
 - Order Schedule 20 (Order Specification)
5. CCS Core Terms (DPS version) v1.0.3
6. Joint Schedule 5 (Corporate Social Responsibility) **C228540 order reference.**

No other Supplier terms are part of the Order Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

ORDER SPECIAL TERMS

None

ORDER START DATE: **10/01/2024**

ORDER EXPIRY DATE: **31/03/2024**

ORDER INITIAL PERIOD: 11 weeks approximately.

DELIVERABLES

1. Objectives

DHSC to develop a suite of 10 good practice resources by 31 March 2024 that capture good practice in the delivery of Start for Life services. The objectives for this work are to:

- Support local delivery of the programme by sharing detailed examples of good practice to share learning and strengthen peer-support amongst LAs.
- Identify effective processes and models of service development and delivery to inform our policy and programme development.
- Strengthen the case for future investment through high-quality case studies to demonstrate the impact of delivery of effective Start for Life services for families.

We would also like to understand how DHSC can best support LAs to learn from good practice moving forward, by identifying the key challenges currently facing LAs on the implementation of the Start for Life Vision and the Family Hubs and Start for Life programme and how good practice can be best disseminated in the future.

2. Description of work to be undertaken and outputs

A researcher is required to undertake the following tasks.

Task 1: Case Studies

The researcher will be responsible for developing a suite of 10 resources by 31 March 2024 that capture good practice in the delivery of Start for Life services:

- perinatal mental health support
- parent-infant relationship support
- infant feeding support
- publishing Start for Life offers and establishing parent and carer panels.

We would like the case studies to showcase good practice from LAs receiving funding from the Family Hubs and Start for Life programme and a small number from LAs who are not. Where possible, we would like the case studies to also draw out the following themes:

- Key delivery enablers i.e. integration of services, governance, leadership.
- Colocation and/or joint working between services.
- Destigmatising access to family hubs and Start for Life services, including for fathers and co-parents.
- Increasing engagement and access for parents/carers to Start for Life services, including through virtual support and for those who evidence shows are less likely to access services.
- Workforce and innovative working practice.
- Evaluation and the economic case for investment.
- Data collecting and sharing.

- Integration between family hubs and the wider health system.

We are also interested in exploring a case study on the delivery of maternity services through family hubs and will discuss this possibility with the researcher.

Stage 1: DHSC will identify around 20 LAs we believe may be demonstrating good practice. We are particularly interested in LAs that have undertaken some evaluation activity or have data to demonstrate impact, and therefore have information on the economic case for investment. However we recognise that not all LAs with good practice will be in this space. The researcher will undertake in-depth investigation with each LA to determine those with particularly promising practice.

Stage 2: The researcher will present their recommendations of the 10 most promising examples of good practice. DHSC will consider the findings and agree with the researcher a final list for the creation of case studies.

Stage 3: The researcher will continue to work with the selected LAs to produce 10 case studies. A draft version of each case study will be tested with a selection of LAs and DHSC, with the researcher asked to make any final changes to reflect any feedback from these discussions.

Stage 4: Final versions will be subject to DHSC approval.

The case studies must be accessible, high-quality and relevant to both DHSC Start for Life Unit and all LAs, regardless of their programme status. The style must be easy to read and jargon free, using graphics where appropriate. See Annex A for a breakdown of our minimum expectations of what each case study should contain. Ownership will be transferred to DHSC upon completion.

Task 2: Deep Dive

How DHSC can best support LAs to learn from good practice in the future, by identifying the most significant challenges currently facing LAs on the implementation of the Start for Life Vision and the Start for Life and Family Hubs programme and how good practice can be best disseminated in the future.

The researcher will undertake a deep dive with a range of stakeholders including for example LAs, DHSC Start for Life and DfE officials, service providers and NCFH to explore:

- What are the main implementation and delivery challenges currently facing LAs with respect to Start for Life services?
- What best practice areas/themes relating to the Start for Life Vision would LAs most benefit from?
- What mechanisms for best practice dissemination do LAs prefer?

Findings from the deep dives should be outlined in a report for DHSC. This should include the researcher's recommendations on which themes/areas of best practice DHSC should focus on from 1st April 2024 onwards. It should also set out which

mechanisms of dissemination were most popular with LAs and the stakeholders engaged with. This will support DHSC's strategic planning for best practice activity for the next financial year.

DHSC already has good links with LAs through DHSC Regional Delivery Support Advisors, DfE Regional Delivery Leads and NCFH. We will be able to support the researcher with best points of contacts within LAs to support this work.

3. Delivery programme and milestones

The below is an illustrative delivery plan.

Date (2024)	Milestones/Activity
w/c 8 th January	Inception meeting between researcher and DHSC. DHSC to share list of 20 promising LAs.
w/c 5 th February	Meeting to discuss researcher's recommendations for 10 most promising case studies.
w/c 12 th February	DHSC to confirm final list of 10 case studies with researcher.
w/c 26 th February	First draft of case studies shared with DHSC for views.
w/c 4 th March	Case studies tested with a group of LAs.
w/c 11 th March	Second draft of case studies and deep dive report shared with DHSC for views.
w/c 25 th March	Final draft of outputs shared with DHSC.
31 st March	Project completion.

The researcher will be required to undertake the additional tasks:

- Set out and agree a more detailed project plan (overall content to be agreed with DHSC Good Practice Leads) based upon the requirements of this specification.
- Attendance at weekly progress meetings

Clarifications on order form between RSM UK Consulting LLP and DHSC:

RSM UK Consulting LLP: The limitation of £10 million for data protection breaches is very high given the level of fees. We appreciate the Framework had to consider all project sizes, and the CCS has confirmed to us (DPS clarification question 49) that for orders under this DPS it is possible to agree a lower limitation level. Could this be reduced to a more proportionate £1 million for this project?

DHSC response: This is fine.

RSM UK Consulting LLP: Given the nature of the work, we expect that Schedule 9

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(Security) only requires the Short Form Security Requirements only, as is standard for this type of work, and would appreciate it if this could be made clear in the Order Form. Please note that we have comprehensive firmwide IT data security plans and can provide a summary if helpful, which hopefully satisfies the requirements for information under that Schedule. Such plans will not mention specific clients or be tailored to a specific matter, but will cover the work we do for you. Our IT faculty is accredited to ISO27001 and we are assessed every six months to ensure compliance by independent BSI affiliated assessors. We are also accredited under Cyber Essentials Plus for which we are assessed annually. We are happy to discuss what would be helpful for you in practice at a project initiation meeting.

DHSC response: Short form security form is fine and acceptable.

RSM UK Consulting LLP: On Joint Schedule 11, we act as a matter of law (not by choice) as an independent data controller in providing these services. We will exercise our professional expertise and will determine the purpose for and means by which the personal data provided to us is processed. (This is acknowledged in clause 28 – a situation “where the Supplier is required to exercise its regulatory and/or legal obligations in respect of Personal Data”.) Please could you confirm that the section entitled “Independent Controllers of Personal Data” will apply?

DHSC response: Confirmed.

RSM UK Consulting LLP: In line with your own GDPR obligations, we also expect that you will work with us to minimise the amount of personal data we receive, even if that involves work on your behalf to (for example) anonymise data before transmission.

DHSC response: Yes, confirmed.

RSM UK Consulting LLP: In relation to Core Term 3.1.2, please note that professional advice as a practical matter can only be warranted accurate as at the date of the report. We cannot predict (for example) legal changes that happen after this date. Please could you confirm your acknowledgment of this.

DHSC response: Confirmed

MAXIMUM LIABILITY

The limitation of liability for this Order Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£41,222 Excluding VAT.**

ORDER CHARGES

Option A: Charges for the Deliverables

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Order Schedule 5 (Pricing Details)

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in DPS Schedule 3 (DPS Pricing)

Outcomes Sum	Fixed Price (£)
Task 1	£22,922.50
Task 2	£12,921.00
Final Report	£5,377.50
Tender Sum Total	£41,221.00

Personnel and Activity Tab					
Personnel Name	Grade	Rate (£) per day	Days (Number)	Activity (Task)	Total
Steve Hodgson	Director	1650	0.25	0a. Project initiation meeting	£412.50
Steve Hodgson	Director	1650	0.25	0b. Project initiation document submission and approval	£412.50
Steve Hodgson	Director	1650	0.25	1a. Sampling survey of LAs (survey, discussion with IE, rapid review, assessment against framework)	£412.50
Steve Hodgson	Director	1650	0.25	1c. Development of research tools	£412.50
Steve Hodgson	Director	1650	0.25	1f. Findings workshop with DHSC	£412.50
Steve Hodgson	Director	1650	0.25	1h. Approval of case studies	£412.50
Steve Hodgson	Director	1650	0.5	2h. Draft deep dive report	£825.00
Steve Hodgson	Director	1650	0.25	2i. Final deep dive report	£412.50
Steve Hodgson	Director	1650	0.5	Weekly meeting (1hr via MS Teams)	£825.00
Emma Sheridan	Associate Director	1350	0.5	0a. Project initiation meeting	£675.00
Emma Sheridan	Associate Director	1350	0.5	1a. Sampling survey of LAs (survey, discussion with IE, rapid review, assessment against framework)	£675.00
Emma Sheridan	Associate Director	1350	0.5	1b. Presentation of proposed Las	£675.00
Emma Sheridan	Associate Director	1350	0.25	1c. Development of research tools	£337.50
Emma Sheridan	Associate Director	1350	0.25	1e. Analysis and synthesis of findings	£337.50
Emma Sheridan	Associate Director	1350	0.25	1f. Findings workshop with DHSC	£337.50
Emma Sheridan	Associate Director	1350	0.5	1h. Approval of case studies	£675.00
Emma Sheridan	Associate Director	1350	0.25	1i. Case study webinar	£337.50
Emma Sheridan	Associate Director	1350	0.5	2a. Stakeholder mapping	£675.00

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Emma Sheridan	Associate Director	1350	0.75	2d. Interviews with DHSC Sfl team (x3)	£1,012.50
Emma Sheridan	Associate Director	1350	0.5	2g. Analysis and synthesis of findings	£675.00
Emma Sheridan	Associate Director	1350	1.5	2h. Draft deep dive report	£2,025.00
Emma Sheridan	Associate Director	1350	0.5	2i. Final deep dive report	£675.00
Emma Sheridan	Associate Director	1350	2	Weekly meeting (1hr via MS Teams)	£2,700.00
Abby Reid	Senior Consultant	720	0.5	0a. Project initiation meeting	£360.00
Abby Reid	Senior Consultant	720	0.5	0b. Project initiation document submission and approval	£360.00
Abby Reid	Senior Consultant	720	1.5	1a. Sampling survey of LAs (survey, discussion with IE, rapid review, assessment against framework)	£1,080.00
Abby Reid	Senior Consultant	720	0.5	1b. Presentation of proposed LAs	£360.00
Abby Reid	Senior Consultant	720	0.5	1c. Development of research tools	£360.00
Abby Reid	Senior Consultant	720	2	1d. Group interviews with proposed LAs (10, 1x LA)	£1,440.00
Abby Reid	Senior Consultant	720	1	1e. Analysis and synthesis of findings	£720.00
Abby Reid	Senior Consultant	720	0.25	1f. Findings workshop with DHSC	£180.00
Abby Reid	Senior Consultant	720	1	1h. Approval of case studies	£720.00
Abby Reid	Senior Consultant	720	1	1i. Case study webinar	£720.00
Abby Reid	Senior Consultant	720	0.5	2a. Stakeholder mapping	£360.00
Abby Reid	Senior Consultant	720	0.75	2d. Interviews with DHSC Sfl team (x3)	£540.00
Abby Reid	Senior Consultant	720	1.5	2e. Interviews with DfE officials (x3)	£1,080.00
Abby Reid	Senior Consultant	720	1.5	2g. Analysis and synthesis of findings	£1,080.00
Abby Reid	Senior Consultant	720	2	2h. Draft deep dive report	£1,440.00
Abby Reid	Senior Consultant	720	2	Weekly meeting (1hr via MS Teams)	£1,440.00
Sofia Reva	Senior Consultant	720	0.5	1c. Development of research tools	£360.00
Sofia Reva	Senior Consultant	720	2	1d. Group interviews with proposed LAs (10, 1x LA)	£1,440.00
Sofia Reva	Senior Consultant	720	1	1e. Analysis and synthesis of findings	£720.00
Sofia Reva	Senior Consultant	720	0.25	1f. Findings workshop with DHSC	£180.00
Sofia Reva	Senior Consultant	720	0.5	1i. Case study webinar	£360.00
Hugh O'Reilly	Analyst	563	2.5	1a. Sampling survey of LAs (survey, discussion with IE, rapid review, assessment against framework)	£1,407.50
Hugh O'Reilly	Analyst	563	0.5	1b. Presentation of proposed LAs	£281.50
Hugh O'Reilly	Analyst	563	1	1c. Development of research tools	£563.00
Hugh O'Reilly	Analyst	563	4	1d. Group interviews with proposed LAs (10, 1x LA)	£2,252.00
Hugh O'Reilly	Analyst	563	1.5	1e. Analysis and synthesis of findings	£844.50

RM6126 - Research & Insights DPS

Project Version: v1.0

Model Version: v1.3

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Hugh O'Reilly	Analyst	563	0.5	1f. Findings workshop with DHSC	£281.50
Hugh O'Reilly	Analyst	563	2	1g. Refinement of case studies (incl email comms with LAs)	£1,126.00
Hugh O'Reilly	Analyst	563	0.5	1i. Case study webinar	£281.50
Hugh O'Reilly	Analyst	563	1.5	2d. Interviews with DHSC Sfl team (x3)	£844.50
Hugh O'Reilly	Analyst	563	1.5	2e. Interviews with DfE officials (x3)	£844.50
Hugh O'Reilly	Analyst	563	1.5	2g. Analysis and synthesis of findings	£844.50

All day rates are as per tender above.

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

All invoices must be sent, quoting a valid Purchase Order Number (PO Number) and any other relevant details, to: AccountsPayable@dhsc.gov.uk.

Payment of undisputed invoices will be made within 30 days of receipt of invoice, which must be submitted promptly by the Supplier.

BUYER'S INVOICE ADDRESS:

DHSC Accounts Payable

AccountsPayable@dhsc.gov.uk

BUYER'S AUTHORISED REPRESENTATIVE

Meriel Cochrane

DHSC Start of Life – Best Practice Lead

Meriel.cochrane@dhsc.gov.uk

39 Victoria Street, London SW1H 0EU

BUYER'S ENVIRONMENTAL POLICY

Non applicable

BUYER'S SECURITY POLICY

Non applicable

SUPPLIER'S AUTHORISED REPRESENTATIVE

Steve Hodgson

Project Director

steve.hodgson@rsmuk.com

RSM UK Consulting LLP, 25 Farringdon Street, London, EC4A 4AB

SUPPLIER'S CONTRACT MANAGER

Emma Sheridan

Project Manager

emma.sheridan@rsmuk.com

RM6126 - Research & Insights DPS

Project Version: v1.0

Model Version: v1.3

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RSM UK Consulting LLP, Third Floor, Centenary House, 69 Wellington Street,
Glasgow, G2 6HG

PROGRESS REPORT FREQUENCY

On the first Working Day of each week or as advised by DHSC contract manager.

PROGRESS MEETING FREQUENCY

Weekly, or as advised by DHSC contract manager.

KEY STAFF

Abby Reid

Qualitative Lead

abby.reid@rsmuk.com

RSM UK Consulting LLP, Number One, Lanyon Quay, Belfast, BT1 3LG

KEY SUBCONTRACTOR(S)

None

E-AUCTIONS

Not applicable

COMMERCIALLY SENSITIVE INFORMATION

As advised by DHSC contract manager on any commercially sensitive information.

SERVICE CREDITS

Not applicable.

ADDITIONAL INSURANCES

Not applicable.

GUARANTEE

There's a guarantee of the Supplier's performance provided for all Order Contracts entered under the DPS Contract.

SOCIAL VALUE COMMITMENT

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

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For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	<i>Sohail Khan</i>
Name:	Steve Hodgson	Name:	Sohail Khan
Role:	Consulting Director	Role:	Procurement Manager
Date:	10/01/2024	Date:	10/01/2024