

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE:	24783
THE BUYER:	Department for Work and Pensions
BUYER ADDRESS	Caxton House Tothill Street, Westminster London, SW1H 9NA
THE SUPPLIER:	ACCENTURE (UK) Ltd.
SUPPLIER ADDRESS:	30 Fenchurch St. EC3M 3BD, Greater London, England
REGISTRATION NUMBER:	4757301

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 02nd February 2022.

Is issued under the Framework Contract with the reference number RM6187 for the provision of CMG Transformation.

CALL-OFF LOT(S):
Lot 3: Complex & Transformation.

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. The following Schedules in equal order of precedence:

Joint Schedules for RM6187 Management Consultancy Framework Three

- Joint Schedule 1 (Definitions)
- Joint Schedule 2 (Variation Form)
- Joint Schedule 3 (Insurance Requirements)
- Joint Schedule 4 (Commercially Sensitive Information)
- Joint Schedule 7 (Financial Difficulties)
- Joint Schedule 11 (Processing Data)

Call-Off Schedules

- Call-Off Schedule 1 (Transparency Reports)
- Call-Off Schedule 5 (Pricing Details)
- Call-Off Schedule 7 (Key Supplier Staff)
- Call-Off Schedule 10 (Exit Management)
- Call-Off Schedule 14 (Service Levels)
- Call-Off Schedule 15 (Call-Off Contract Management)
- Call-Off Schedule 16 (Benchmarking)
- Call-Off Schedule 18 (Background Checks)

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 START DATE: 31 January 2022

CALL-OFF EXPIRY DATE: 31 March 2022

CALL-OFF INITIAL PERIOD: 9 Weeks

CALL-OFF DELIVERABLES:

The Department is embarking on a radical transformation journey with the intent of delivering greater efficiencies, improvements to our customer experience and reductions in our costs to serve. Child Maintenance Group (CMG) started its transformation journey in Autumn 2020 and is an ambitious programme of change which delivers efficiency improvements as well as improvements to customer and colleague experience and supports the improvements to an existing service.

CMG 2024 Transformation vision is:

- We exist to **help families** navigate through difficult and unknown situations, **empowering** parents to give their children the best possible start in life.
- Our customers will have **access** to the information they need, **when and how** they need it to make the right financial decision for their family.
- We will have truly **satisfying roles** that add **real value operating** in a **flexible environment** to provide the best balance for colleagues and customers

Key to the successful outcomes for the CMG is the quick and accurate handling of debt. In the main, this is about establishing and maintaining sustainable payment compliance. However, due to the nature of the CMG caseload there is a number of cases where the chance of collecting the debt is negligible though with our current business practices these cases attract unnecessary activity and effort.

CMG accounts are subject to an annual NAO audit and in 2020/21 it was flagged that a volume of CMG cases have uncollectable debt. This is the first time this had been flagged and it is expected that with the audit of the 2021/22 accounts there will be significant scrutiny of the nature of these cases.

Within CMG Transformation, the Risk Intelligence strand focuses on the handling of non-paying/compliant cases and looks to gain insight from the handling of these cases to improve and speed up the journey to compliance. There is a need for expertise within this team to be able to put in place the necessary controls and governance around the potentially uncollectable cases and gather the necessary insight from these cases.

This work is key not only to the progression to the Risk Intelligence work within CMG Transformation but having the necessary controls in place is needed to ensure the Department do not risk reputational damage due to qualifications being put on the CMG accounts.

The work required is:

The delivery of a clear and robust process in place that governs the addition of cases to the uncollectable case list which includes supporting MI.

The gathering of insight behind un-collectability that would be of a standard to be included in audited accounts but also inform development of CMG's collection powers and processes.

CALL-OFF CHARGES

£79,500 the Charges for the Deliverables.

REIMBURSABLE EXPENSES:

None

PAYMENT METHOD:
BACS

BUYER'S INVOICE ADDRESS:
Purchase.2pay@dpw.gov.uk

BUYER'S AUTHORISED REPRESENTATIVE:
Professional.services@dpw.gov.uk

SUPPLIER'S AUTHORISED REPRESENTATIVE:
REDACTED
uk.tendermonitoring@accenture.com

SUPPLIER'S CONTRACT MANAGER:
REDACTED

COMMERCIALLY SENSITIVE INFORMATION:
Not applicable

SERVICE CREDITS:
Not applicable

ADDITIONAL INSURANCES:
Not applicable

GUARANTEE:
Not applicable

SOCIAL VALUE COMMITMENT:
Not applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	

