**RM6160: Non Clinical Temporary and Fixed Term Staff**

**(Short Form)**

**For help with completing this Order Form please refer to the Short Order Form FAQ’s** [**here**](https://assets.crowncommercial.gov.uk/wp-content/uploads/RM6160-Short-Order-Form-FAQ-v2.pdf)

**Guidance:**

This Order Form, when completed and signed by both you (the Contracting Authority) and the Supplier, forms a Call-Off Contract from CCS framework RM6160, Non Clinical Temporary and Fixed Term Staff. Signing the Order Form ensures that both parties are able to compliantly use the terms and conditions agreed from the procurement exercise.

You can complete and execute a Call-Off contract by using an equivalent document or electronic purchase order system. If an electronic purchasing system is used, the text below must be copied into the electronic order form.

**Order Form Template**

This Order Form is for the provision of the Call-Off Deliverables. It is issued under the [Framework Contract RM6160](https://www.crowncommercial.gov.uk/agreements/RM6160): Non Clinical Temporary and Fixed Term Staff.

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| **Contracting Authority Name** | The Insolvency Service |
| **Contracting Authority Contact** | REDACTED |
| **Contracting Authority Address** | Cannon House18 Priory QueenswayBirminghamB4 6FD |
| **Invoice Address** **(if different)** | payments@insolvency.gov.uk PO Number to be provided. The PO Number must be quoted on each invoice with a clear breakdown of all charges incurred. If these details are not provided the Invoice will not be accepted.  |

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| **Supplier Name** | SmartSourcing Limited  |
| **Supplier Contact** | REDACTED |
| **Supplier Address** | Tanglewood90-92 Vicarage HillSouth BenfleetSS7 1PE |

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| **Framework Ref** | RM6160: Non-Clinical Temporary and Fixed Term Staff |
| **Framework Lot** | Lot 2 |
| **Order reference number (e.g. purchase order number)** | TIS0534 |
| **Date order placed** | 10/06/22 |
| **Call off Start Date** | 13/06/22 |
| **Call-Off** **Expiry Date** | 31/12/24 |
| **Extension Options** | 12 month extension option subject to the relevant approvals being obtained. |
| **GDPR Position** | Independent Controllers |
| **Job role / Title** | Multiple Roles (see individual Call-Offs from this Overarching Order Form) to include an Enterprise Architect, Business Change Manager, Data Architect, Dynamics 365 Specialist, Business Analyst, Test Manager, FCMC PM COTS and Project Support. |
| **IR35** | It is expected that the majority of roles throughout the duration of this contract and any extensions of it will be in Scope of IR35. IR35 Status will be determined on an assignment basis and detailed in the individual Call-Offs from this Overarching Order Form.It has been determined that the assignment for a Dynamics 365 Specialist to be conducted by REDACTED will fall Out of Scope of IR35. |
| **Notice Period** | Two Weeks (Ten Working Days) |
| **Temporary or Fixed Term Assignment** | Temporary |
| **Hours / Days required** | Full Time 5 Days a week. 09:00-17:00 |
| **Unsocial hours required – give details** | None |
| [**High cost area suppl****ement**](https://www.nhsemployers.org/tchandbook/annex-4-to-10/annex-8-high-cost-area-payment-zones) **details****(NHS only)** | 1. None |
| **Immunisation requirements? (Fee type 1 only)** | N/A |

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| **Pay band (use rate card to determine this)** | Multiple Roles (see individual Call-Offs from this Overarching Order Form)A RM6160 Pay Banding will be agreed for each role. If the Banding changes at any point during the duration of the Contract an exceptional approval will be required from the Authority. |
| **Fee Type** | 2. Non-Patient Facing (Disclosure required) |
| **Expenses to be paid or benefits offered** | N/A |
| **Expenses to be paid by Temporary Worker** | N/A |
| **Charge Rates** | To be detailed in the individual Call-Offs from this Overarching Order Form.Charge Rates to be as per the Supplier’s TIS0534 Tender Return detailed in Appendix D. Detailed in schedule below.The maximum value of the initial contract period will be £4,059,324.80 |
| **Method of payment** | Invoice/BACS |
| **Discounts applicable** | N/A |

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| **Criminal records check required** | No  |
| **BPSS required** | Yes |
| **State any other required clearance and/or background checking** | None |
| **State any skills, mandatory training and qualifications necessary for the role** | To be detailed in the individual Call-Offs from this Overarching Order Form. |

**CALL-OFF INCORPORATED TERMS**

The Call-Off Contract, Core Terms and Joint Schedules’ for this Framework Contract are available on the CCS website. Visit the [Non Clinical Temporary and Fixed Term Staff](https://www.crowncommercial.gov.uk/agreements/RM6160) web page and click the ‘Documents’ tab to view and download these.

**CALL-OFF DELIVERABLES**

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| **The Requirement** |
| The scope of the FCMC project covers the discovery phase through to delivery, subject to approvals through the course of the project. The anticipated timeline for requirements is from June 2022 to July 2024.The following resources are required to support the project from the end of the alpha phase through to delivery and will work as part of an Agile team:Enterprise ArchitectBusiness Change ManagerData ArchitectDynamics 365 SpecialistBusiness AnalystTest ManagerProject SupportFCMC - PM COTS and FinanceThe Supplier will replace any Contractor who leaves or is given notice prior to the agreed end of their Contract Duration.The project requires the following resources:

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| **Role** | **Job Description** | **Responsibilities**  |
| **Enterprise Architect –****Skills and experience**excellent architecture skillsexperience and a background in successfully delivering technology projects. | Responsible for ensuring the delivery of overarching solution architecture documents that identify all components and integrations to be delivered. Assures that they align with DTS Strategic IT Principles and Framework. Architecture and Service concepts must be developed within the Architectural Community via the Architectural Forum prior to receiving formal approval and adoption via TAG. Review preferred supplier documents and plans. Technical review and assurance of plans to ensure that proposed supplier approach meets requirements. Analysis of proposed supplier team to ensure is right size and roles for delivery.Develop business architecture blueprints, technical input into business analysts’ development of user story requirementsWork with DTS to agree dependencies for integrations and patterns for new integrations. Progress banking API pilot and validate outcomes though TAG for adoption where appropriate.Assure and contribute to supplier delivery plan for each increment phase, and for each subsequent statement of works for each increment. Active role in planning for each increment, to include taking part in any story point estimating activity, sprint planning, technical design discussions.Technical assurance of documents and other outputs produced by suppliers. Ensure agency strategic direction is factored into architectural and lower level design decisions. Ensure the solution is not supplier-led, and that technology choices are aligned with agency strategic direction. Socialise and seek support of options amongst the Architectural community within the Architectural ForumWork with Cyber Security Team and Information Governance Team to ensure proposed supplier solutions meet security requirements.Support data architect data cleansing analysis and activity.  | Architectural blueprint for service created in BiZZdesign for ORS/EAS and approved by DTS TAG, developments and progress regularly reviewed through Assurance Updates with DTS Service ArchitectureAssured supplier contractDeveloped product backlog, agreed as suitable for development by supplierAgreed integration requirements, suitable for developers to commence work.Input into the supplier delivery plan for each increment phase.Input and assurance on each supplier Statement of Works, and assurance of work completedAll project design documents agreed by Technical Assurance Group after being developed through discussions within the Architectural Forum and DTS Assurance UpdatesInput into supplier proposed solutions with Cyber Security Team.Data cleansing requirementsData cleansing completed |
| **Business Change Manager –****Skills and experience**Excellent business change management skills | Manage engagement between the project and the businessNetwork of Change advocates established for all affected business areas. Change advocates understand the role and receive regular communication and updates from the project, which they share with their teams.Work closely with People & Capability and Communications Teams to deliver communications, training and manage people impacts of project.Manage communication with external stakeholdersWork collaboratively with the business to ensure the project and its activities will deliver outputs that lead to operational benefits and maintain operating capabilities. Communicate benefits of change clearly to business and stakeholders.Work with training lead and contribute to development of supplier work packages for training material and deliverables. Work closely with training lead and supplier during the development of the training package, and quality assure materials produced.Prepare the affected business areas for the transition to new ways of working; potentially implementing new business processes | Network of change advocates created and engagedCompleted training plans and communications plansDevelop and deliver communications plan for external stakeholdersNew/updated Benefits Maps.Training package developedApproved Business Readiness Plan |
| **Data Architect –****Skills and experience**Excellent data architecture skills | * Lead on data cleansing activity in current case management solution, in preparation for data migration. Over time data quality has reduced due to human error and technical debt has amassed from legacy migration activity. The Data Architect will endeavour to address those issues and advise around methods to reduce or even alleviate them from returning on the future platform.
* Data Migration Strategy agreed by Technical Assurance Group in the agency’s Digital Technology Services (DTS). Quality data migrated to new the platform with minimal technical debt and seamless transition for business activities. Data in target system meets Data Protection Act 2018
* Extend the data warehouse capability to support the growing reporting and analytics needs of the agency.
* Data Modelling
* Knowledge Transfer and Advisory to Internal Teams
* Support and advise Data Governance and Master Data Management
* Work with other architects and security teams to ensure INSS has a practical and safe strategy of using our data
 | Data issues addressed and verifiedData Migration Strategy and ImplementationA useable and extensible Data Warehouse which is a reflects our business data and can support our growing report and analysis needsData models and documentation which reflect our business and technical needsDocumentation of designs and methods. Communication with agency data teams.Regular meetings and liaison with stakeholders and supporting documentationMeetings and liaison with stakeholders around security best practices and concerns |
| **Dynamics 365 Specialist –****Skills and experience**excellent Dynamics 365 technical skills. | * Act as Advisory and Subject Matter Expert on D365 and the Microsoft Dataverse
* Collaborate to determine best practises of development and delivery with respect to D365
* Support the project teams in the validation and quality assurance on designs, project plans, dependencies or risk/issue assessments as required.
* Review all technical patterns, templates and standards from BSS project and extend for sustainability. Working with DTS Service Architects.
* Collaborate into release management and Dev Ops Strategies focusing on D365
* Assist with prioritisation and definition of delivery plans
* Quality assuring the SDRP project Dynamics build and input into relevant design documentation
 | Development of approach through discussion within Architectural Forum.Input into the supplier design and development activity and assure outputComplete set of D365 technical requirements to feed into deliveryassist in the definition of release management and Dev Ops Strategies to deliver our needs for our D365 Case Management platform.Quality assured Dynamics design documentation |
| **Business Analyst –****Skills and experience**business analysis skills | * Validate and refine data model
* Document user stories in Jira to create product backlog
* Update user story prioritisation by Product Owners and SMEs to categorise priority of all requirements
* Support project team and suppliers in delivery, clarification of user stories
* Cross reference user stories to benefits map. Identify any additional benefits from user stories as they are created
 | Agreed data modelAgreed user stories and product backlogUser stories prioritisation updatedAgreed quantitative and qualitative benefits |
| **Test Manager –** **Skills and experience**Five years’ experience of managing both supplier testing and business UAT experience of acting as lead test manager on a complex case management and financial processing systems.Experience working with automated testing suites. | * Assure Test Approach for project
* Review and assure supplier test plans, including development of automated test suite and approach to testing integrations, use of realistic test data.
* Monitor and quality assure supplier testing including - System Testing, Systems Integration Testing, Regression Testing, Performance Testing, Security Testing, Automation testing.
* Produce UAT Test Plan
* Develop UAT scripts Lead on workshops and play backs on the development of the payment requirements.
* Work Manage UAT, Accessibility Testing, Operational Acceptance Testing
 | Approved test approach document to include clear RACI matrixReviewed Supplier test plan and plan for automated testingApproved UAT Test PlanApproved UAT scriptsRegular UAT progress reports  |
| **Project Support –** **Skills and experience**Excellent project support and administration skills | * Provide administration support to the project, to include arranging meetings, issuing agendas, recording actions and decisions
* Produce minutes of meetings
* Assist the project manager with the production and maintenance of the FCMC RAID log
* Assist the project manager with the management of user story workshops
* Assist the project manager with the production of project progress reports
 | Approved meeting minutesCompleted RAID logCompleted workshop scheduleSuccessful workshopsCompleted progress reports |
| **FCMC - PM COTS and Finance**Project Manager with experience of managing commercial evaluation exercises for high value technology solutions (£5-20million) to oversee management of procurement process and data cleansing activity for the Future Case Management Capability project. | 1* Work with BA to plan production of requirements building on project work already carried out. Monitor production of requirements against plan.

Acceptance Criteria* Production of finance system requirements and requirement for PIN exercise, signed off by SMEs from business area and Enterprise Architect

2 Work with DTS and Commercial Team and engage with appropriate supplier(s) to obtain time and cost estimate to deliver new or amended finance system functionality to integrate with target case management capability.Acceptance CriteriaProduction of time and cost estimate to deliver required changes to finance system for target case management capability.3 Work with Commercial Team to plan and prepare documentation for PIN exercise to market test availability of suitable COTS solutions for insolvency transaction processing and case management. To include management of supplier event and system demonstrations, and engagement with potential suppliers. Acceptance CriteriaCompleted PIN exercise for COTS4 Produce evaluation/analysis methodology and documentation for PIN exercise (including supplier event/demonstrations) and carry out evaluation post PIN.Acceptance CriteriaProduce report on PIN exercise outcome5 Weekly report on progress, to feed into project monthly summary reportAcceptance CriteriaProduce weekly report on progress | Oversee production of requirements by Business Analyst for Finance System engagement and PIN exercise for COTSManage engagement with Finance System suppliers to deliver time and cost estimate for requirements for financial processing system (integrated with case management system)Manage Prior Information Notice (PIN) exercise for insolvency transaction processing Commercial off the shelf Solutions Analysis of outcome of PINWeekly reporting on progress |

key milestonesThe Supplier should note the following project milestones that the Contracting Authority will measure the quality of delivery against:

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| **Milestone** | **Description** | **Timeframe** |
| 1 | Development and Testing | April 2022 – December 2023  |
| 2 | Training of business users | January – March 2024 |
| 3 | Data migration and business testing | January – April 2024 |
| 4 | System go-live | April 2024 |
| 5 | Hypercare and handover to support | April – May 2024 |
| 6 | Project closure | July 2024 |

Location The location of the Services will be carried remotely however there will be a requirement for regular face to face meetings at London office (16th Floor, 1 Westfield Avenue, Stratford, London, E20 1HZ) or Birmingham office (Cannon House, 18 The Priory Queensway, Birmingham, B4 6FD).Travel to the contracted offices of London and Birmingham will be at the Contractor’s own expense. Travel to other offices may be required and INSS T&S policy will apply.REDACTED |
| Pricing Schedule: REDACTEDA RM6160 Pay Banding is agreed for each role as detailed above. If the Banding changes at any point during the duration of the Contract an exceptional approval will be required from the Authority.Any increases in Day Rate agreed to obtain Services of Named Individuals as part of the tendering process for TIS0534 will not be maintained or reflected in future roles for the Call-Off Contract. All future roles must be at the Market Rate at the time of sourcing that individual. |

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**PERFORMANCE OF THE DELIVERABLES**

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| **Key Staff** |
| Contractors to be determined. Individual Call-Offs will be made against this Overarching Contract for each Contractor. |
| **Key Subcontractors** |
| N/A |

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| **For and on behalf of the Supplier:** | **For and on behalf of the Contracting Authority:** |
| Signature: |  | Signature: |  |
| Name: |  | Name: |  |
| Role: |  | Role: |  |
| Date: |  | Date: |  |

**Request for Proposal Response (Deadline 12pm 25/04/22):**

TIS0534 Appendix D Pricing Schedule v2.0

REDACTED

TIS0534 Appendix C Response Guidance - SmartSourcing

REDACTED

TIS0534 SmartSourcing CVs Final

REDACTED