



Crown
Commercial
Service

Digital Outcomes and Specialists 5 (RM1043.7)

Framework Schedule 6 (Order Form)

Version 2

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Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Order Form

Buyer guidance: This Order Form, when completed and executed by both Parties, forms a Call-Off Contract. A Call-Off Contract can be completed and executed using an equivalent document or electronic purchase order system.

If an electronic purchasing system is used instead of signing as a hard-copy, text below must be copied into the electronic order form starting from 'APPLICABLE FRAMEWORK CONTRACT' and up to, but not including, the Signature block.

It is important that if you, as the Buyer, add to or amend any aspect of any Call-Off Schedule, then **you must send the updated Schedule** with the Order Form to the Supplier.

Call-Off Reference: Project_24744

Call-Off Title: HTP Agile Digital Services

Call-Off Contract Description:

DWP are transforming the journey that citizens who have a disability or health condition access support. We are looking for support to develop and deliver packages of work to build our digital product set that will improve claimant journeys. Suppliers will work with our teams, delivering outcomes across our services.

The Buyer: *REDACTED*

Buyer Address: DWP, Peel Park, Blackpool, FY4 5ES

The Supplier: Opencast

Supplier Address: Hoults Estates, Walker Road, Newcastle Upon Tyne, NE6 2HL

Registration Number: 02477608

DUNS Number:

SID4GOV ID:

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 11/03/2022.

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

Call-Off Lot

Lot 1: Digital Outcomes

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 Joint Schedule 1 (Definitions) RM1043.7
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
 - Joint Schedules for RM1043.7
 - 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) RM1043.7

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

- Call-Off Schedules for RM1043.7
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer) – N/A
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels and Balanced Scorecard)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 20 (Call-Off Specification)
- 5 Call-Off Schedule 26 (Cyber Essentials Scheme) CCS Core Terms (version 3.0.9)
- 6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.7
- 7 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

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 Special Terms

The following Special Terms are incorporated into this Call-Off Contract:

Terms to revise or supplement Core Terms, Joint Schedules, Call-Off Schedules;

Call-Off Schedule 1 (Transparency Reports)

Annex A: List of Transparency Reports

| Title | Content | Format | Frequency |
|----------------------------------|--|------------|-----------|
| Performance metrics | Review of the team's prior months activities | Powerpoint | Monthly |
| Call-Off Contract Charges | Time sheets and invoices. MI capturing monthly actuals and forecasted costs including rates and expenses | Excel | Monthly |
| Resource plans | List of key resources per SoW and their roles including employment status | Excel | Monthly |

Call-Off Schedule 4 (Call Off Tender)

Opencast Proposal



2) HTP - Technical Competence Respons
4) HTP - Cultural Fit Response - Opencast

Call-Off Schedule 8 (Business Continuity and Disaster Recovery)



Business Continuity Plan Procedure v2[11]
OCISMSPOL005 - Opencast Business Cc

Call-Off Schedule 10 (Exit Management)



OpencastDWP - HTP
Exit Management.doc

Call-Off Schedule 13 (Implementation Plan and Testing)

Annex 1: Implementation Plan

The Supplier shall provide and include a detailed Implementation Plan in each SOW.

Call-Off Schedule 15 (Call-Off Contract Management)

Performance Management:

Performance management will be undertaken in the form of a Balanced Scorecard as outlined in Schedule 14. The metrics will be agreed between both parties and will form the performance measures under this Call-Off Contract for the subsequent Monthly Contract Review Meetings, attendees should include - Buyer - commercial contract owners, digital delivery managers. Supplier – delivery managers and relevant technical experts if required.

Call-Off Schedule 20 (Call-Off Specification)

Specifically, we are looking for support for the following as service based outcomes/packages of work:

Health Assessment Service currently comprises of the following packages of work:

- Claim Received - Review of evidence provided by the Citizen – Review of Citizen application and flows for immediate decision or referral to a Health care professional
- How do we manage our time, space and staff to get the right assessments for claimants – To book and change appointments for citizens; resource management needs; Auto-scheduling; skills matrix used in capacity management
- Assessment - A Web-based assessment solution allowing a dynamic question set against policy specific rules; Report detailing the outcome of the assessment
- How can we record and make available the details and conclusions of assessments?
- Other core elements
 - Authorisation solution - Some form of role based access to grant actors with relevant access
 - Notification and Communications with Citizens/3rd parties i.e. paper, SMS, email.
 - Integrations with key DWP systems

- Workflow management solution to integrate events for all of the above and present to user interface dependent on role
- Continued build out of our Health Infrastructure platform (CI/CD pipelines)
- Continued build out of Health Data Platform (Analytical workspace)

Personal Independent Payment Service (PIP) currently comprises of the following packages of work

- Apply – Provide a digital channel to effectively and efficiently apply for PIP in a way that helps both the citizen and the department.
- Case Review – How can we review all of the evidence available at the earliest opportunity, to determine the most effective route/choice about next steps for the citizen.
- Workflow – Development of effective workflow management throughout the PIP journey, including while the claim is being assessed within the Health Assessment Service.

Wider Health Services currently comprises of the following packages of work (but are likely to change and we will work with the supplier to refine, prioritise and plan new outcomes)

- Access to Work
- Fit note; Tell us about a Terminal Illness
- Apply for New Style Employment Support Allowance
- Child Disability Living Allowance

For all of the above, we would expect the scope of the work with the supplier to include:

- Definition and delivery of an MVP for each allocated package of work.
- Create and prioritise the service backlog based on the business objectives whilst continuing to iterate the service
- Plan, design and carry out research activities and share insights to inform improvements to user experiences and to inform design.
- Plan and conduct user centric and evidence based research activities and convert research data into clear findings and communicate these to the team and GDS.

All work packages and outcomes will be controlled by individual Statement of Works, each Statement of Work will be defined by DWP Digital Health and Disability with collaborative discussions with Opencast Software to agree the final work package and deliverables.

Special Term 1: Additional to SCHEDULE 9 – MINIMUM SECURITY REQUIREMENTS

The Supplier shall comply with the Security Schedule set out in the below document:



HTP%20DWP%20Mi
num%20Security

Special Term 2:

The Department considers the supply under this Contract to be a fully contracted-out service and as such, you are deemed to be the End Client for the purpose of the off-payroll working legislation and are responsible for assessing whether the legislation applies.

Special Term 3:

The Contractor will ensure that a management structure is in place for the duration of the contract that is discrete from the Authority management structure and is entirely accountable for the delivery of the contracted services and the personnel responsible for their delivery.

Call-Off Start Date: 14.03.2022

Call-Off Expiry Date: 13.03.2023

Call-Off Initial Period: 12 months

Call-Off Optional Extension Period: 3 months, anticipated extension value £1,040,625 excluding VAT

Minimum Notice Period for Extensions: 10 working days

Call-Off Contract Value: £4,162,500 excluding VAT


Call-Off Deliverables

Option B: See details in Call-Off Schedule 20 (Call-Off Specification)

Buyer's Standards

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

Standards required under this role must meet those as advised in the DOS5 framework tender and relate to the both the Governments Digital Data and Technology Capability Framework and relevant technical skills as outlined below:

| Role – critical | Working | Practitioner | Expert | Technical Skills |
|----------------------------------|----------------------------------|---|--|---|
| Delivery Manager | Delivery Manager | Senior Delivery Manager | Lead Delivery Manager (described as Head of in DDAT roles) |  Essential Technical Skills.pdf |
| Product Manager | Product Manager | Senior Product Manager | Lead Product Manager | |
| User Research | User Research | Senior User Research | Lead User Research | |
| Content Designer | Content Designer | Senior Content Designer | Lead Content Designer | |

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| | | | | |
|--|---|--|--|---|
| Interaction Designer | Interaction Designer | Senior Interaction Designer | Lead Interaction Designer | |
| Business Analyst | Business Analyst | Senior Business Analyst | Lead Business Analyst (described as Principal in DDAT roles) | |
| Software Developer (Full Stack, Front and or Backend) | Developer | Senior Software Developer | Lead Software Developer | |
| Test Engineer (Test Automation i.e. Selenium/Cucumber) | Test Engineer | Senior Test Engineer | Lead Test Engineer | |
| Development Operations Engineer | DevOps Engineer | Senior DevOps Engineer | Lead DevOps Engineer | |
| Technical Architect | Technical Architect | Senior Technical Architect | Lead Technical Architect | |
| Service Designer | Service Designer | Senior Service Designer | Lead Service Designer | |
| Data analyst | Data analyst | Senior Data analyst | Principal Data analyst | |
| Nice to have | | | |  <p>Nice to Have Technical Specialisms</p> |
| Data Scientist | Data Scientist | Senior Data Scientist | Lead Data Scientist (described as Head of in DDAT roles) | |
| Performance Analyst | Performance Analyst | Senior Performance Analyst | Lead Performance Analyst | |
| Infrastructure Engineer | Infrastructure Engineer | Senior Infrastructure Engineer | Lead Infrastructure Engineer | |
| Security Architect | Security Architect | Lead Security Architect | Principal Security Architect | |
| Data Architect | Data Architect | Senior Data Architect | Chief Data Architect | |
| Programme Delivery Manager | N/A | N/A | Programme Delivery Manager | |

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

Maximum Liability

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is

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£4,162,500 ex VAT.

Call-Off Charges

1 Capped Time and Materials (CTM)

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

| Role | Grade | Day Rate (Ex VAT) |
|----------------------|--------------|-------------------|
| Business Analyst | Expert | *REDACTED* |
| Business Analyst | Practitioner | *REDACTED* |
| Business Analyst | Working | *REDACTED* |
| Content Designer | Practitioner | *REDACTED* |
| Content Designer | Working | *REDACTED* |
| Content Designer | Expert | *REDACTED* |
| Data Analyst | Practitioner | *REDACTED* |
| Data Analyst | Working | *REDACTED* |
| Data Analyst | Expert | *REDACTED* |
| Delivery Manager | Expert | *REDACTED* |
| Delivery Manager | Practitioner | *REDACTED* |
| Delivery Manager | Working | *REDACTED* |
| DevOps Engineer | Working | *REDACTED* |
| DevOps Engineer | Expert | *REDACTED* |
| DevOps Engineer | Practitioner | *REDACTED* |
| Interaction Designer | Practitioner | *REDACTED* |
| Interaction Designer | Working | *REDACTED* |
| Interaction Designer | Expert | *REDACTED* |
| Product Manager | Expert | *REDACTED* |
| Product Manager | Practitioner | *REDACTED* |
| Product Manager | Working | *REDACTED* |
| Service Designer | Practitioner | *REDACTED* |
| Service Designer | Working | *REDACTED* |
| Service Designer | Expert | *REDACTED* |
| Software Developer | Practitioner | *REDACTED* |
| Software Developer | Working | *REDACTED* |
| Software Developer | Expert | *REDACTED* |
| Software Engineer | Expert | *REDACTED* |
| Software Engineer | Graduate | *REDACTED* |
| Software Engineer | Practitioner | *REDACTED* |
| Technical Architect | Expert | *REDACTED* |
| Technical Architect | Practitioner | *REDACTED* |
| Technical Architect | Working | *REDACTED* |
| Test Engineer | Practitioner | *REDACTED* |
| Test Engineer | Expert | *REDACTED* |

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| | | |
|---------------------|--------------|------------|
| Test Engineer | Working | *REDACTED* |
| User Researcher | Practitioner | *REDACTED* |
| User Researcher | Working | *REDACTED* |
| User Researcher | Expert | *REDACTED* |
| Performance Analyst | Practitioner | *REDACTED* |
| Performance Analyst | Working | *REDACTED* |
| Performance Analyst | Expert | *REDACTED* |

Reimbursable Expenses

The Supplier will be responsible for any travel and expenses to the base location for each statement of work. Any travel required in addition to/or outside of the specified locations will only be paid if agreed in advance with DWP and in line with the DWP Travel and Expenses Policy.

All expenses will require prior approval from the Buyer before being incurred. The following shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy):



Business Travel
Extract Aug 17.pdf

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Payment Method

The payment method for this Call-Off Contract is Purchase Order, electronic invoice and BACS payment

Buyer's Invoice Address

REDACTED

Electronic PDF to be invoiced to: *REDACTED*

Buyer's Authorised Representative

REDACTED

Commercial Manager

Mobile *REDACTED*

REDACTED

Progress Report Frequency

Weekly Working Meeting:

To be organised as required in line with the work being carried out under the SOW.

Attendees should include key staff responsible for the direct delivery of services.

Progress Meeting Frequency

Weekly Working Meeting:

To be organised as required in line with the work being carried out under the SOW.

Attendees should include key staff responsible for the direct delivery of services.

Key Staff

REDACTED

Commercial Lead

REDACTED

REDACTED

REDACTED

Commercial Manager

REDACTED

REDACTED

REDACTED

Agile Programme Manager

REDACTED

REDACTED

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REDACTED

Client Relationship Director

REDACTED

REDACTED

Mobile: *REDACTED*

REDACTED

Client Experience Director

REDACTED

REDACTED

REDACTED

Head of UCD

REDACTED

REDACTED

REDACTED

Head of Software, Digital & Tech Delivery

REDACTED

REDACTED

REDACTED

Head of Cloud, DevOps & Platform Engineering

REDACTED

REDACTED

Key Subcontractor(s)

N/A

Commercially Sensitive Information

N/A

Balanced Scorecard

Performance management indicators in the Balanced Scorecard will be agreed mutually and reviewed monthly at a Supplier Performance Monthly Review meeting.



Balanced Scorecard -
Opencast.xlsx

Material KPIs

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard):

| Material KPIs | Target | Measured by |
|-----------------------------|--------|-------------|
| Service / Delivery | Green | RAG Status |
| Partnership & Collaboration | Green | RAG Status |
| Finance and P2P | Green | RAG Status |

Green - On-track / comfortable

Amber - At risk - action required / uncomfortable

Red - Urgent issue - action required

Additional Insurances

Not applicable

Guarantee

Not applicable

Social Value Commitment

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

Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

For and on behalf of the Supplier:

Signature: *REDACTED*

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Name: *REDACTED*

Role: Client Experience Director

Date: 11/03/2022

For and on behalf of the Buyer:

Signature: *REDACTED*

Name: *REDACTED*

Role: Associate Commercial Specialist

Date: 11/03/2022

Appendix 1

| | |
|---|--|
| Date of SOW: | 23rd February 2022 |
| SOW Reference: | Project_24744 – SOW01. |
| Buyer: | Department for Work and Pensions |
| Supplier: | Opencast Software |
| Phase(s) of Development: | Initial Engagement and On-boarding activities |
| Duration of SOW | 4 weeks (2 sprints) |
| Start date / end date | 14 th March 22 – 8 th April 22 |
| Charging Method(s) for this Release: | Time and materials |

The rights, obligations and details agreed by the Parties and set out in this SOW apply only in relation to the Services that are to be delivered under this SOW and will not apply to any other SOW's executed or to be executed under this Call-Off Contract unless otherwise agreed by the Parties.

Context

DWP Digital Health and Disability are developing new and existing digital services that will transform the user journey for people with a disability or health condition. Our portfolio covers all health benefits and grants, and we are a key enabler to the success of different initiatives/programmes within DWP.

Our vision is to ensure people with a health condition or disability get the support they need. Our mission is to provide simple, responsive services and make timely, accurate and understandable decision that help people get the right support for them.

Taking a user centred design approach, we want to deliver services that:

- are tailored to our claimants' needs
- deliver better citizen outcomes
- ensure the preferred channel for most claimants will be digital
- are primarily automated but providing continuity through a single DWP contact at times in their lives when they need it

We have a number of principles that guide us in what we do, they are:

[Being user centred is everyone's responsibility](#)

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By having this mind-set, we can be confident we can design and deliver services to meet the needs of our users.

We consider all users

We'll ensure we understand the needs of all of our users from the start and design our services with and for our users.

We consider the whole service not just the technology

We will work with others where parts of the service sit outside Digital Health and Disability. Keeping our focus on supporting the citizen to achieve their goal.

We will use data to better understand our users and their behaviour

We will use data to identify problems our users encounter and to help us understand where to focus our efforts.

We will measure our progress

We will be clear at each step what we want to learn and what good looks like

We will learn as we go

We will build in safeguards to protect our users and proactively seek feedback to make sure we can identify, correct and learn from our mistakes

We will create the right environment

We will create a collaborative, safe, working environment where we value and support our teams to do their best to support our users.

Sharing is good

We will share and reuse user research insights, service patterns, and components wherever possible

Health Transformation Programme

One of the key programmes within the Health Portfolio is the Health Transformation Programme. DWP supports over two million disabled people who apply for health related benefits, every year. This programme is transforming that service, putting users at the heart of the service and seeking to offer the best possible experience. The Government is committed to developing a transformed service that will support those with disabilities and health conditions, through the creation of a single, integrated health assessment service that delivers PIP and Work Capability Assessments, as a single digital platform developed by DWP. The Programme will deliver improvements to the current health and disability benefits system, making it easier to navigate for claimants and delivering better value for money for taxpayers. These measures will make a real difference to the millions of claimants who use our services. We are developing this new health assessment service on a small scale in a defined part of the country, by creating a Health Transformation Area (HTA), which would be a safe environment to assess, adapt and learn from new ideas and processes.

A key component of delivering the new digital Health Assessment Service is the creation of an appointment booking system for those customers that require a health assessment. We have started work on delivering this appointment service and we now need to build upon the initial work that is in development and look towards building the next iteration. This will include managing capacity for appointments. Capacity management will require us to consider:

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Allocation of resource to appointments

Managing room availability and needs (ground floor rooms only etc)

Any specialist health care professional needs to undertake the assessment, equipment and additional support such as interpreter.

These will allow the users of the service to manage appointments effectively and efficiently and optimise appointment availability for customers.

DWP are looking to onboard an Opencast Software team to work within the programme on this aspect of the appointment service building upon some initial discovery work that has been undertaken.

Note that the Project Brief is provided for context and does not describe the deliverables related to this SOW which are captured in the Deliverables section below.

Project Brief

As part of the Buyers wider Health Transformation Programme (HTP) the Supplier will deliver outcomes against the below Project Brief ;

How do we manage our time, space and staff to deliver the right assessments for claimants?

How can we most effectively manage Health Assessment referrals for claimants in a way that works for them?

How can we take into account their needs and preferences to give them the best chance to provide the department with complete, accurate information?

Currently claimants miss or otherwise fail to attend assessments. As a result, we either ;

- Have unfilled assessment slots and waste effort
- Overbook assessments and run the risk of making claimants wait and / or leave without being seen

If we make the booking process smoother and better for claimants, they will attend their assessments and fix these issues.

Scope of the Brief

Below reflects the high level scope for the workstream rather than specific deliverables of this phase (specific deliverables are covered in the table below);

- Matching assessor skills / abilities to claimant needs (e.g. neuro)
- Meeting claimant needs and preferences (e.g. ground floor, translator, assessment type, contact preferences)
- Meeting assessor needs (e.g. safety considerations)
- Location management
- Ability to limit or constrain appointments aligned with assessors' availability

Desired Outcomes of workstream

The project phases will validate the below as requirements. Whilst they are subject to change (based on insight on user findings), it is expected that a user should be able to:

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- Filter and sort appointments
- identify unscheduled appointments
- Handle unsuccessful appointments, failed to attend, send home unseen etc
- Update appointment status
- Update and manage special requirement preferences
- Auto-scheduling appointments
- Inform claimant of appointment details
- Updating and rescheduling appointments
- Manage HCP and claimant's availability
- View data and information generated by the service

Nature and Scope of Work

The services required to be delivered by the Supplier are defined as follows:

The Supplier will provide a service that encompasses research, design, business and technical capability to define and capture requirements and complete prototyping/software development activities as relevant to the deliverables below. In line with agile principles there is an expectation of regular releases of value to allow for fast feedback loops and future iterations.

Deliverables

Suppliers teams will work towards the below deliverables and progress reviewed regularly with the Buyer. These deliverables are subject to change based on continued planning and will be communicated and agreed with the DWP Triangle Leadership, notably the Lead Product Manager, as required. It should be noted that the development teams work in 2 weekly sprint cycles (Wednesday week 1 > Tuesday week 2).

| Deliverable | Description | Outputs |
|-------------|--|--|
| Sprint 1-2 | <p>Completed initial introduction and on-boarding activities, including staff number, IT kit collection, set up and access to required tooling, completion of all mandatory training including security and health & safety. Understanding and appreciation of standards to be adhered to, including but not limited to user research, coding, release managements etc.</p> <p>Reviewed the work already undertaken in the appointments service including any user research, service design and discovery outputs for managing capacity. An understanding of the HAS vision and strategy, key stakeholders, the service being built and how this appointment service fits into the overall HAS end to end service. A report will be played back to the Authority as part of a debrief session, setting out recommendations for the approach to Alpha including solutions, deliverables, and milestones.</p> <p>The overall outcome for this period is that the supplier will be responsible to ensure that they are ready for Alpha in terms of understanding the product and associated eco-system. Any inhibitors or gaps should be raised with the Authority immediately.</p> | <p>Suppliers confirmation of readiness for Alpha, including approval received from the Authority. This will include</p> <ul style="list-style-type: none">- Discovery knowledge and outputs play-back- Vision, governance strategy and key milestones for Alpha phase |

DWP will support technical deliverables by:

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- Introducing supplier teams to engineering and delivery standards and patterns
- Provide advice to supplier's technical resources
- Conduct secondary merge reviews to ensure DWP engineering standards and patterns are met
- Engagement with Release management resources and processes
- Provide access to live incident tracking information

Supplier will meet technical deliverables by completing the below within the contextual boundary i.e., evidence:

- Relevant infrastructure build to support functionality implemented by the team
- End to End testing of functionality implemented by the team and within both the HAS and Health end to end testing framework.
- Collaboration with the integration testing team for testing of the end to end HAS service.
- Implementation of performance and data analysis requirements to monitor performance of the evidence solution, including working with the data team to ensure alignment with the overall Health and HAS framework.
- Remain aligned with technology stack including any upgrades or Health strategic outcomes.
- Understanding, adhering to, and contributing to DWP engineering standards and patterns
- Design and maintain the architecture to support the bounded context
- Ensuring DWP governance and release management processes (including problem and incident management) are followed
- Where an Opencast Software led solution is being discussed and reviewed, Opencast Software will lead relevant DWP/GDS governance gates by preparing the necessary steps and documentation to seek approval for solutions (technical, delivery or product) from DWP
- Design, develop and maintain all assets related to the scope of the application following an end to end ownership model - including (but not limited to) application infrastructure (as code), application configuration, application functional components, application assurance, automation and processes
- Whilst the primary use case for this deliverable is appointments for the Health assessment service the solution must be architected in line with the Health target architecture and the wider DWP application referenced architecture (ARA).
- Provide support to the existing live service for appointment booking in line with the HAS Live Service model.

Governance

The Supplier will work collaboratively with the Buyer throughout the project to ensure that the work conducted aligns with the agreed understanding of the problem statement with final assurance provided by the supplier. The supplier will hold weekly reviews and fortnightly show and tells with the Buyer to assess progress and confirm satisfactory completion of deliverables. The Supplier will also send a weekly, high-level progress report to the Buyer's programme lead.

The development of the solution that the team will be focusing on will be aligned with the rest of the Health Assessment Service, ensured through regular collaboration with other teams across the programme working on the Health Assessment Service & PIP Transformation with final assurance provided by the supplier. It will be developed in line with DWP standards such as accessibility and will include consideration for re-use.

High-level Plan

| | Sprint 1 | Sprint 2 |
|---------|--|--|
| Summary | On-boarding activities including training and access onto DWP systems. Completion of mandatory training courses | Familiarisation with HAS and Health Transformation programme. Review of work to date on the appointment system including pain points, user research and discovery outputs for capacity management. |

The plan assumes no delays around dependencies from other teams within the programme or any changes to scope. Any changes will be agreed in collaboration with the Buyer.

The target timeframe for this statement of work is 20 days. The Buyer and Supplier will consider any required extension in duration as part of the regular assessment of progress.

Dependencies:

- DWP to ensure that the team have been informed of, and provided with, every process, policy and standard that they are expected to adhere to
- DWP to provide access to stakeholders as required
- DWP Stakeholders available for involvement in relevant workshops to align on product vision & success criteria
- Definition of Done (DoD) and Definition of Ready (DoR) to be defined and agreed with DWP, in line with other teams working on the Health Assessment Service
- DWP to provide existing relevant documentation, including but not limited to:
 - User Testing
 - Coding standards
 - Testing standards
- DWP to meet the below technical dependencies:
 - Provide access to existing code, where relevant
 - Provide access to existing Programme CI/CD pipelines
 - Engagement with Release management resources and processes
 - If required, provide Platform/DevOps consultancy support where guidance, trouble shooting and advice on technical standards is required

Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

- Provide access to live incident tracking systems as required
- DWP to meet the below go live dependencies
 - Confirmation of userbase
 - DWP support in training users on new functionality
- DWP to provide overview of all relevant governance processes required to deliver into production

Call-Off Contract charges

For each individual Service, the applicable Call-Off Contract rates (in accordance with the Supplier's Digital Marketplace pricing document) can't be amended during the term of the Call-Off Contract. The detailed charges breakdown for the provision of Services described in this Statement of Work are below:

| Role | Grade | Rate (ex VAT) | Utilisation (days) | Total Cost |
|------------------------|------------|---------------|--------------------|-----------------|
| Product Owner | *REDACTED* | *REDACTED* | *REDACTED* | *REDACTED* |
| Agile Delivery Manager | *REDACTED* | *REDACTED* | *REDACTED* | *REDACTED* |
| Business Analyst | *REDACTED* | *REDACTED* | *REDACTED* | *REDACTED* |
| Tech Lead | *REDACTED* | *REDACTED* | *REDACTED* | *REDACTED* |
| Developer | *REDACTED* | *REDACTED* | *REDACTED* | *REDACTED* |
| Test Engineer | *REDACTED* | *REDACTED* | *REDACTED* | *REDACTED* |
| User Researcher | *REDACTED* | *REDACTED* | *REDACTED* | *REDACTED* |
| Content Designer | *REDACTED* | *REDACTED* | *REDACTED* | *REDACTED* |
| Interaction Designer | *REDACTED* | *REDACTED* | *REDACTED* | *REDACTED* |
| Service Designer | *REDACTED* | *REDACTED* | *REDACTED* | *REDACTED* |
| Total (ex VAT) | | | | £117,150 |

Rates exclude VAT. The utilisation days defined in the table above are maximum forecast days per role and are subject to change, for example, due to annual leave and sickness.

Opencast Software will provide the services at a cost of £117,150 (excluding VAT) on a Time & Materials basis.

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

For Opencast Software

For Department for Work and Pensions

By *REDACTED*

By *REDACTED*

Name: *REDACTED*

Name: *REDACTED*

Title: Client Experience Director

Title: Associate Commercial Specialist

Date: 11/03/2022

Date: 11/03/2022

