# Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

# definitions

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| Expression or Acronym | Definition |
| SSfG | [Shared Services for Government Strategy](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/967649/Shared-Services-Strategy-for-Government-March-2021.pdf), published March 2021. |
| Cluster | Groupings of government departments that are coming together to form shared service centres. |
| Synergy cluster | The future shared service centre comprising Dept for Work & Pensions (DWP), Home Office (HO), Ministry of Justice (MoJ) and Dept for Environment, Food & Rural Affairs (Defra), and associated arm’s length bodies. |
| Unity cluster | HMRC, Dept for Transport (DfT), Dept for Levelling Up, Housing & Communities (DLUHC), and associated arm’s length bodies. |
| Matrix cluster | Dept for Business, Energy & Industrial Strategy (BEIS), Attorney General’s Office (AGO), Cabinet Office (CO), Dept for Culture, Media & Sport (DCMS), Dept for Education (DfE), Dept for Health (DH), Dept for International Trade (DIT), HM Treasury (HMT), and associated arm’s length bodies. |
| SR21 | Spending Review 2021, which sets departmental budgets until 2024-25, and included a funding envelope to support shared services transformation |

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# The REQUIREMENT

* 1. Small expert team required to support the delivery of this work. To ensure pace, expertise should extend to the knowledge of HMT business case guidelines and what will be required to provide sufficient validation of benefits.
  2. Technical understanding of shared service provision and implementation, extending to aspects such as enterprise resource planning and interoperability, is also key in scoping opportunities for efficiency and driving compliance through common processes.
  3. The Supplier will work as part of a blended team, attend benefits working groups and complete knowledge transfer is expected by the end of the contract period.
  4. Support will be provided with cluster engagement where and if required. This includes setting up workshops with relevant stakeholders. The SSfG team will also be on hand to provide access to existing data sets. As a priority activity key leads across the function will also be available to help shape ideas.

# key milestones and Deliverables

## The following Contract milestones/deliverables shall apply:

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| --- | --- | --- |
| Milestone/Deliverable | Description | Timeframe or Delivery Date |
| A | Approved programme plan with agreed dates for contract deliverables and key milestones finalised.Analysis to understand current landscape, available data sets and plan for gathering additional data if required. | Within week 1 of Contract Award |
| B | Identification of relevant case studies, and associated approach to benefits calculations, from which meaningful analysis and conclusions can be drawn from.Workshop to validate ideas, applicability of external comparators and assumptions being made, to confirm the approach in completing the Scope of Requirement. | Within week 3 of Contract Award |
| C | Financial model and associated methodology/framework produced which enables like for like comparison of costs and benefitsWorkshop to validate ideas and assumptions made in creating the model and to options for future investigation and/or further refinement. | Within week 6 of contract award |
| D | Interim report / presentation, to share initial findings against the 3 core objectives contained within Section 5 Scope of the Requirement, and enable prioritisation for the remainder of the Contract duration. | Within week 8 of Contract Award |
| E | First draft Final Report that details methodology, analysis, observations and recommendations as set out within the 3 core objectives contained within Section 5 Scope of the Requirement. It should include raw data used to enable further future analysis and exploitation of the work. Where figures are provided e.g. to enable comparison of cluster forecast benefits vs external comparators, an Excel (or equivalent) file will be expected, to enable government to be able to work with the data in the future. | Within week 10 of Contract Award |
| F | Final draft Final Report that details methodology, analysis, observations and recommendations as set out within the 3 core objectives contained within Section 5 Scope of the Requirement. It should include raw data used to enable further future analysis and exploitation of the work. Where figures are provided e.g. to enable comparison of cluster forecast benefits vs external comparators, an Excel (or equivalent) file will be expected, to enable government to be able to work with the data in the future. | Within week 12 of Contract Award |
| G | Any tools or techniques developed or utilised as part of the contract, provided in a usable format that allows government to reuse the tools in the future. | Within week 12 of Contract Award |
| H | Up to six presentations to the GBS team and to Clusters, where required, to explain the findings and to answer questions. | To take place between week 8 and week 12 of Contract Award |

# MANAGEMENT INFORMATION/reporting

## This section describes the Management Information (MI) and data reporting mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.

## The Supplier shall attend weekly Contract review meetings with the Customer to report on progress. Deliverables and Timelines are fixed so any obstacles need to be proactively and rapidly addressed.

# continuous improvement

The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

The Supplier should present new ways of working to the Customer during weekly Contract review meetings.

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

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# STAFF AND CUSTOMER SERVICE

## This section describes the implementation, customer support service, complaints handling and marketing mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.

## Mandatory implementation requirements:

### The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

### During implementation, the Supplier shall be required to provide a mechanism to demonstrate a full understanding of the services/goods requirement and the ability to deliver the service provision within agreed timescales.

### The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that Milestone Deliverables and Key Performance Indicators for the Customer, as defined in sections 7 and 12 respectively, are not compromised.

### The Supplier shall ensure that all Supplier Personnel appointed have the relevant skills; experience and technical knowledge of the subject matter covered under the Scope of Requirement as defined in section 6, in order to deliver the Contract to the required standard.

# Service levels and performance

Table 1 below, sets out the Key Performance Indicators which the Customer will measure the quality the Supplier’s delivery:

**Table 1**

|  |  |  |  |
| --- | --- | --- | --- |
| **KPI** | **Service Area** | **KPI description** | **Target** |
| 1 | Service Delivery - Programme | The Supplier is expected to deliver against the indicative timetable outlined at Section 7. Any variations will be agreed before commencement. | 98% |
| 2 | Reporting | The Supplier will provide MI as indicated in Sections 5, 7 and 8. | 98% |
| 3 | Resources - people | The number of suitably experienced resources supplied and available throughout the duration of the contract will be measured against the expected number set out as the suppliers proposed team. | >80%. |
| 4 | Quality of service | The Supplier shall be able to provide anonymised, or draw insights from, real-life client-side case studies of proportionate fit (scale, complexity, problem-context and objectives are comparable to this programme) to enable meaningful comparison of the cluster forecast benefits. Owing to the pace of this contract, it is important this is fully met. | 100% |
| 5 | Knowledge Transfer | The Supplier will provide regular knowledge transfer to the Customer through reporting, sharing documents produced and holding knowledge sharing sessions if required. | As a minimum as indicated in Section 7 |

# Security and CONFIDENTIALITY requirements

## Data assurance and security requirements are included in Attachment 6 of this contract, if required.

## Mandatory confidentiality requirements:

Proof of DBS and proof of BPSS will be required.

### The Supplier shall confirm in writing to the Customer that they will ensure that all employees and any subcontractors assigned to work with the Customer on the contract will be reminded of their existing contractual confidentiality obligations including those under the Official Secrets Act 1989. This will be supplied following notification of award of the Contract and shall be signed on an individual basis prior to any work being undertaken. Suppliers’ employees and subcontractors must not disclose any privileged information they may come across in the course of their work.

### The Supplier shall ensure that line managers maintain the standards of security expected and brief employees about the protection of assets and processes under their control. In particular, the Supplier shall or identify potential difficulties or conflicts of interests among employees and report any concerns to The Customer

# payment AND INVOICING

## This section describes the funding, invoicing and payment mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.

## The Supplier shall unless otherwise specified by the Customer, submit all invoices in arrears. Frequency of invoicing will be agreed between the Supplier and the Customer before commencement of service delivery.

## The Supplier shall provide a full itemised breakdown of charges and all invoices should be clearly addressed; and refer to the service provided and charging basis.

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

## Invoices must quote a valid purchase order number.

# CONTRACT MANAGEMENT

## Attendance at Contract Review meetings shall be at the Supplier’s own expense.

# Location

## The location of the Services will be carried out in a Hybrid manner. Physical attendance, where required, will be at REDACTED TEXT under FOIA Section 40, Personal Information.and will be agreed in advance of any in-person meeting taking place. All workshops and meetings will be held in this venue.