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

Call-Off Ref:

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**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.

As per the Statement of Requirements:

1. **PURPOSE**
	1. The purpose of this call-off competition is to identify a third-party Supplier who can support the Department for Work & Pensions (DWP) in the delivery of its Digital Future.
	2. Within DWP this is led by Digital Group who are transforming DWP's services so that customers can access vital services quickly, easily and in a seamless and joined up way, ultimately improving the customer and colleague experience.
2. **BACKGROUND TO THE CONTRACTING aUTHORITY**
	1. DWP (hereinafter referred to as the Contracting Authority) is responsible for welfare, pensions, and child maintenance policy. As the UK’s biggest public service department, it administers the State Pension, Universal Credit, and a range of working age, disability, and ill health benefits to over 22 million claimants and customers.
	2. The Contracting Authority is responsible for:
		1. understanding and dealing with the causes of poverty rather than its symptoms
		2. encouraging people to work and making work pay
		3. encouraging disabled people and those with ill health to work and be independent
		4. providing a decent income for people of pension age and promoting saving for retirement
		5. providing value for money and reducing levels of fraud and error
	3. The Contracting Authority aims to:
		1. run an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment
		2. increase saving for, and security in, later life
		3. create a fair and affordable welfare system which improves the life chances of children
		4. deliver outstanding services to our customers and claimants
		5. deliver efficiently and transform the way the services are delivered to reduce costs and increase efficiency
	4. The Contracting Authority has several associated entities or Arm’s Length Bodies (ALBs) for which the Services under this Procurement can be made available for use.
	5. Suppliers are to be aware that these Contract Agreements can be used by the following ALBs:
		1. Disabled Peoples Employment Corporation
		2. Health & Safety Executive
		3. Industrial Injuries Advisory Council
		4. Money and Pension Service
		5. National Employment Savings Trust
		6. Office for Nuclear Regulation
		7. Social Security Advisory Committee
		8. The Pension Ombudsman
		9. The Pension Protection Fund
		10. The Pension Regulator
3. **Background to requirement/OVERVIEW of requirement**
	1. The Contracting Authority is seeking to put in place a 24-month Contract that provides for the provision of resources in support of its transformation of Working Age Benefits Services. These services focus primarily on encouraging people to work and making work pay and enabling people to achieve financial independence by providing assistance and guidance into employment.
	2. Our services seek to provide the following for citizens:
		1. An efficient and modernised way to obtain financial support
			1. for those on a low income due to unemployment (New Style Job Seekers Allowance)
			2. for those temporarily unable to work due to poor health (New Style Employment Support Allowance)
		2. a constantly improving claimant user experience which reduces manual claim processing for DWP personnel while assisting and supporting claimants with
			1. understanding what benefits are available (including dual claims with Universal Credit) and how to apply for them
			2. making, managing and closing a claim
			3. finding opportunities and support to get back into work
	3. During the period of this contract the supplier would be supporting the Contracting Authority to deliver outcomes in a number of areas particularly;
		1. on the orientation and application journey across benefit services covering (but not limited to these) New Style Job Seekers Allowance (NSJSA), New Style Employment Support Allowance (NSESA) and Dual claims with Universal Credit (UC).
		2. finding opportunities and support to get back into work through a host of national and locally delivered intervention programmes.
		3. the design, development and implementation of Common Infrastructure Capabilities (in support of DWP Strategic Reference Architecture) on which these services are built and delivered from
	4. Examples of business outcomes this contract will support are as follows:
		1. Automation and Citizen Straight Through Processing
		2. New claims being kept and maintained in digital services
		3. Online change of circumstances
		4. Migration of data from legacy systems to new digital services
		5. Full digital service enabling removal of reliance on legacy systems and decommissioning activity to commence
		6. Development of Common Capabilities (in support of DWP Strategic Reference Architecture).
	5. The Contracting Authority requires a Supplier who can meet its ongoing requirements for a 24-month contract term (initial term).
	6. As per framework terms there will be an option to extend for up to a 6-month period.
	7. This requirement will be for a supply of Resources working under the rainbow team accountability model described in DSP framework schedule 1, the Contracting Authority will undertake any necessary CEST assessment and where appropriate issue a Status Determination Statement.
4. **Definitions**

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| DWP | Department for Work and Pensions |
| DSP | Digital Specialists and Programmes |
| CEST | Check Employment Status for Tax |
| NSESA | New Style Employment Support Allowance |
| GDS | Government Digital Service |
| PDU | Programme Delivery Unit |
| NSJSA | New Style Job Seekers Allowance |
| JSA | Jobseekers Allowance |
| ESA | Employment and Support Allowance |
| WAT | Working Age Transformation |
| UC | Universal Credit |

1. **scope of requirement**
	1. The Supplier will work with the Contracting Authority to deliver 3 key areas of work: New Style Benefits Transformation, Delivering Support to people requiring assistance to get back into work and improving the infrastructure on which Working Age Digital Services are delivered.
	2. The Contracting Authority will provide all IT equipment including software, tooling, access to DWP technical stack attached under Annex 1 to enable supplier resources to access DWP networks for the sole purpose of delivering the outcomes described at 5.1 (Scope of Requirements).
	3. CV’s for Supplier personnel will be required on a case by case basis as requested by the Contracting Authority
	4. The 3 key areas of work are outlined below:

**New Style Benefits Transformation**

The supplier will be working alongside a DWP Working Age Digital Services multi-disciplinary team. This team consists of both internal DWP and external contract / supplier professionals in roles such as Product Managers, Business Analysts, User researchers, Service Designers, Data analysts, DevOps engineers, Quality Assurance Test engineers, Software engineers, and Delivery / Project managers. The team follows the Agile methodology and associated SCRUM processes to prioritise and manage the activities. This suppliers service should include:

* Bringing NSESA digital service from DWP’s Health Programme Delivery Unit (PDU) into Working Age PDU using a new common infrastructure.
* Unifying and simplifying the New Style citizen application journey for both JSA and ESA.
* Automation of ‘simple non-entitled’ NSJSA claims, NSJSA claim caseload management and NSJSA claim closure. And to deliver the same enhancements for NSESA.
* Enable digital verification of claimant identity for NSJSA and NSESA, using DWP strategic shared components.
* Enabling Northern Ireland citizens to access the online application services for NSJSA and NSESA.
* Making it easier for citizens to find information that helps them understand and choose the most suitable New Style benefit to meet their needs (including making dual claims with Universal Credit).
* Additional enhancements and improvements to the citizen user experience and claim processing for DWP colleagues, as identified by user research, data insights and/or WAT programme objectives.

Key deliverables required in relation to these services:

* User testing different ideas
* Options appraisal of existing and new approaches to existing ways of working and engaging to deliver user outcomes
* Identification of problem / pain points in existing ways of working
* Identification of possible solutions (business and technical) to resolve problem / pain points in existing ways of working
* Sprint Planning
* Sprint Retrospectives
* Mid Sprint Review
* Sprint Backlog Refinement
* preparation and attendance at Internal DWP GDS Assessment (https://www.gov.uk/service-manual/service-standard)
* preparation and attendance External GDS Assessment (https://www.gov.uk/service-manual/service-standard)
* preparation and attendance at Digital Design Authority (End to end Service review and approval)
* preparation and attendance at Digital Planning Forum (for approval to proceed into BETA Private/BETA public)
* legislation, contracts or legacy technology assessment
* Re-use of existing research and learning

**Support Offers**

As with New Style Transformation on Support Offers the supplier will be working alongside a DWP Working Age Digital Services multi-disciplinary team. This team consists of both internal DWP and external contract / supplier professionals in roles such as Product Managers, Business Analysts, User researchers, Service Designers, Data analysts, DevOps engineers, Quality Assurance Test engineers, Software engineers, and Delivery / Project managers. The team follows the Agile methodology and associated SCRUM processes to prioritise and manage the activities. This suppliers service should include:

* Develop a shared understanding and agreement on vision and objectives across a broad stakeholder group to include the business, technical and user aspects of the project and the outputs that may include user personas and scenarios, key user journeys, as-is and desired business processes, a prioritised backlog of user stories, technical constraints and vision, and a release roadmap and plan.
* Investigate and understand the department and its stakeholders
* Understand the departments communication mechanisms with the public to uncover opportunities for innovation
* Complete quantitative and qualitative research to meaningfully understand behaviour, pain-points and needs
* Arrange and attend workshops and planning to elicit the service design
* Evidence to validate the feasibility of service design ideas
* Focus on findings, creating measurable value, benefits and improvements to inform the design
* Deliver changes against the prioritised DWP Digital Working Age backlog requirements through Sprints working to DWP timelines.
* Use best-practice system integration, engineering (design and deploy) and technology operations to ensure best return on investment.
* Resolve design issues throughout the analysis and definition cycle.
* Identify and capture service design risk and assumptions
* Define a full end-to-end user journey mapping and service blueprints to depict a seamless service meeting identified user needs

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**Infrastructure and Evergreening**

Working Age recognise that the systems they support are dated, difficult to support and maintain and heavily reliant on ‘single points of failure’ are reliant on specific individuals. We have recognised that rather than exert time, energy, and expense on maintaining these systems in there “As Is” state that we need to:

* Remediate those systems so that they are up to DWP standard and compliance
* Re-engineer those systems to enable the maintenance of standards and compliance to be easier
* Improve Availability, Accessibility, Performance, Recoverability, Security, Usability and Supportability of those systems so they are managed more efficiently in the future in line with DWP standards.
* Deliver prioritised system changes to support the legislative agenda, organisation and operational need, policy, and Ministerial change, and GDPR (General Data Protection Regulation) compliance

Instead Working Age will transition towards a “to be” evergreen state where single points of failure (SPOF) are avoided be that a person, facility, piece of equipment, application, or another resource which today has no redundancy in place.

In future the absence of a resource or the failure of a system or service would not disrupt business continuity and instead the Phoenix team are perfectly able to maintain services to recognised standards.

In line with GDS (Government Digital Service) recommendations and standards services should (and will in future) be reviewed following launch (BETA or Live) to ensure that they continue to meet user needs. As part of this work current systems will need examination to ensure we:

* Avoid ongoing maintenance of unnecessary infrastructure and services some of which may no longer be in use or be needed
* Where services can be updated or even replaced to better meet user needs e.g., audit messaging
* Efficiently monitor and assess performance of services to both pre-empt incidents and problems that materialise and anticipate and act in advance of business change requests to deal with such incidents and problems
* Automate the running of services rather than manually intervene

Supplier resources will need to be embedded within a blended DWP and Supplier team but work to a managed plan of activities that will include (but is not limited to):

* Engagement in the scoping of the end-to-end journey required to modernise the engineering platform capability
* The planning, designing and delivery of outcomes in line with Agile principles and either SCRUM or Kanban methodology and practices
* The Quality Assurance and Testing, Development Operations and Development Engineering necessary to support delivery of the requirements outlined above
* Delivery of assistance in embedding the ever-greening approach across Working Age products, services and internal DWP personnel (Knowledge and skills transfer)
* Activity which ensures the avoidance of build-up of future technical debt
* Support DWP personnel in the planning and completion of evergreening
* Outputs / Deliverables from the Supplier
* Moving code for projects from current shared services gitlab to gitlab.com
* Remediating any vulnerabilities in dependencies included in the project code base
* Testing the codebase after remediating vulnerabilities and addressing any issues
* Creating CI pipelines (based on a standard for java/node services) for each gitlab repository and testing them
* Deploying the remediated code to production
* Moving infrastructure code to gitlab.com and modifying to use CD pipelines per the GDS (Government Digital Service) standards
1. **The requirement**
	1. Rainbow Team accountability model will apply to this contract and all Supplier Personnel will be deemed inside scope of IR35 regulations.
	2. There is no minimum commitment under this Call-Off contract.
	3. Commitment will be made for each SOW introduced under the Call-Off contract and each SOW will have clear deliverables and a clear specification related to that particular SOW
	4. The table below outlines the roles likely to be required throughout the term of the contract:



To include User Researcher of 1 quantity at SFIA level 5.

* 1. Supplier Personnel will be expected to support knowledge transfer and upskilling of DWP colleagues within the team environment.
1. **key milestones and Deliverables**
	1. Milestones are not applicable for this contract. This is for Supplier Personnel under a Rainbow Team accountability model.
	2. In accordance with the Contract Management provisions (see para 20 – Contract Management), the Contracting Authority and Supplier will jointly review Supplier performance to ensure satisfactory delivery of agreed outcomes.
2. **MANAGEMENT INFORMATION/reporting**
	1. The Supplier will be required to deliver reporting requirements as detailed in Framework Schedule 5 (Management Charges and Information) and Call off Schedule 1 (Transparency Reports).
	2. In addition to the Management Information required as stated above. The Supplier will be required to provide the following information for all Resource engagements:
		1. Supplier Personnel Name(s)
		2. Start and End date of the Engagement
		3. The contracted Day Rate of the Supplier Personnel
		4. Whether the Supplier Personnel on a payroll with PAYE and National insurance deductions made at source
		5. Provision of the fee payer details for each of the Supplier Personnel (e.g. Supplier PAYE, Agent PAYE, Umbrella Company)
	3. The Supplier shall be required to notify the Contracting Authority of any change in the employment status of the Supplier Personnel.
3. **volumes**
	1. The volumes applicable to this contract are in covered in section 6.3.
4. **continuous improvement**
	1. The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
	2. The Supplier should present new ways of working to the Contracting Authority during quarterly Contract review meetings.
	3. Changes to the way in which the Services are to be delivered must be brought to the Contracting Authority’s attention and agreed prior to any changes being implemented.
5. **SOCIAL VALUE**
	1. The Contracting Authority is committed to delivering the Government Social Value goals, as detailed in the Social Value Model: <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940826/Social-Value-Model-Edn-1.1-3-Dec-20.pdf>
	2. In support of this, the Contracting Authority requires the successful Supplier under this procurement to demonstrate and report on their commitment to the Social Value Themes and Policy Outcomes:

|  |  |
| --- | --- |
| **Themes** | **Policy Outcomes** |
| Theme 1 | COVID 19 Recovery | Help local communities to manage and recover from the impact of COVID-19 |
| Theme 2 | Tackling economic inequality | Create new businesses, new jobs, and new skills |
| Increase supply chain resilience and capacity |
| Theme 3 | Fighting climate change | Effective stewardship of the environment |
| Theme 4 | Equal Opportunity | Reduce the disability employment gap |
| Tackle workforce inequality |
| Theme 5 | Wellbeing | Improve health and wellbeing |
| Improve community cohesion |

* 1. In view of the Contracting Authority’s objective of encouraging people to work and making work pay and its aim to provide assistance and guidance into employment, the Contracting Authority is particularly interested in Supplier commitments that support these goals, and which align more directly with themes 1, 2 and 4 of the Social Value Model.
	2. There are many ways Suppliers may be able to demonstrate their support, including but not limited to:
		1. **Apprenticeship Schemes:** [Apprenticeships](https://www.apprenticeships.gov.uk/)
		2. **Graduate Schemes:** <https://nationalcareers.service.gov.uk/careers-advice/how-to-find-graduate-schemes/>
		3. **Returnship Programmes:** [Toolkit for returners: helping you back to work (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/839371/6.5922_GEO_returners_toolkit_v6_WEB.PDF)
		4. **Creating Opportunities for ex-offenders:** <https://www.gov.uk/government/publications/unlock-opportunity-employer-information-pack-and-case-studies/employing-prisoners-and-ex-offenders>
		5. **Recruiting ex-service personnel**: <https://www.gov.uk/guidance/recruitment-for-ex-services-personnel>
1. **SUSTAINABILITY**
	1. The Contracting Authority is committed to a 100% reduction of greenhouse gas emissions and requires the successful Supplier under this procurement to demonstrate an organisational commitment to the ‘Net Zero’ target.
	2. Further information can be found here:

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1054373/Guidance-on-adopting-and-applying-PPN-06_21-_-Selection-Criteria-Jan22__1_.pdf>

1. **quality**
	1. The Supplier Personnel must have the necessary knowledge, skills, experience and qualifications to meet the Digital, Data and Technology Profession Capability Framework standards: <https://www.gov.uk/government/collections/digital-data-and-technology-profession-capability-framework>
	2. Supplier Personnel will also need to have experience of the technologies used by the Contracting Authority as detailed in the DWP technical stack attached under Annexure 1.
2. **PRICE**
	1. The Supplier shall provide a Rate Card for the Roles specified in section 6 -The Requirement. The Rates shall be for Resources deemed to be Inside the scope of IR35.
	2. The day rates for any role required must not exceed the Supplier rate available under Lot 2 of the Digital Specialist and Programs (DSP Framework)
	3. The following principles shall apply to the Supplier’s Rate card:
		1. Working Day – 8 hours exclusive of travel and lunch
		2. Working Week – Monday to Friday excluding national holidays
		3. Office Hours - 9am to 5pm Monday to Friday
		4. Outside of normal Office Hours – Through agreement between the Contracting Authority and the Supplier, Supplier Personnel can be provided to cover Out of Hours support based on the day rates in the Rate Card.
		5. Cost for Hybrid working – expectation is the supplier covers this cost and this is included within the day rate for the base location stipulated in section 21.
3. **Expenses**
	1. The Supplier Personnel are expected to travel to and from the Contracting Authority specified hub site at no additional cost to the Contracting Authority. However, where the Contracting Authority requires Supplier Personnel to travel to another location, costs of travel will be payable by the Contracting Authority.
	2. Any trips must be approved in advance by the Contracting Authority; failure to do so will result in the Contracting Authority rejecting any costs invoiced.
	3. Supplier Personnel are be expected to book travel independently of the Contracting Authority at the most cost-effective rate and in accordance with the Contracting Authority’s own internal travel policy as attached under Annex 2 – DWP Travel Policy.
4. **PERSONNEL AND CUSTOMER SERVICE**
	1. The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
	2. The Supplier’s personnel assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
	3. The Supplier shall ensure that personnel understand the Contracting Authority’s vision and objectives and will provide excellent customer service to the Contracting Authority throughout the duration of the Contract.
5. **service levels and performance**
	1. The Contracting Authority will measure the quality of the Supplier’s delivery through the key performance indicators (KPI’s) in the table below;

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| --- | --- | --- | --- |
| **KPI** | **Service Area** | **KPI description** | **Target** |
| 1 | Performance | Supplier Personnel provided have the necessary knowledge, skills, experience, and qualifications and are able to deliver to the required standard.  |  Green RAG status |
| 2 | Lead Times | Where Contracting Authority request CVs from the supplier, the supplier shall provide suitable CVs within 3 working days. If requested by the Contracting Authority the Supplier shall arrange interviews within 2 working days of the Contracting Authority confirming which CV’s are of interest. |  Green RAG status |
| 3 | Reporting  | Quality and accuracy of Management Information Reports received within agreed reporting timescales |  Green RAG status |

* 1. Where any Supplier Personnel member isn’t delivering to the expected quality and performance, the Contracting Authority will ask the Supplier to provide a replacement within 5 working days. If the Supplier is unable to provide the Supplier Personnel with the necessary knowledge, skills, experience and qualifications, the Contracting Authority may seek a Rectification Plan in accordance with the Core Terms. Failure to successfully deliver the Rectification Plan may lead to termination of the Contract.
1. **Security and CONFIDENTIALITY requirements**
	1. SC Clearance is required for Data Ops Engineer, Data Scientist & Data Analyst. BPSS Security level is required for all other resource working under this this requirement.
	2. DSP Call Off Schedule 9 (Security) Part B The Long Form Security Requirements will apply.
	3. In addition, the Contracting Authority requires the following clauses to be included in any resultant Contract:
	4. Risk Management:
		1. The Supplier shall and shall ensure that any Sub-contractor (as applicable) shall, co-operate with the Contracting Authority in relation to the Contracting Authority’s own risk management processes regarding the Services.
		2. For the avoidance of doubt, the Supplier shall pay all costs in relation to undertaking any action required to meet the requirements stipulated in this section 18.4. Any failure by the Supplier to comply with any requirement of section 18.4 (regardless of whether such failure is capable of remedy), shall constitute a Material Breach entitling the Contracting Authority to exercise its rights under clause.
	5. Security Audit and Assurance:
		1. The Supplier shall, and shall ensure that any Sub-contractor (as applicable) shall, complete the information security questionnaire in the format stipulated by the Contracting Authority (the “Information Security Questionnaire”) at least annually or at the request by the Contracting Authority. The Supplier shall provide the completed Information Security Questionnaire to the Contracting Authority within one calendar month from the date of request.
		2. The Contracting Authority, or an agent appointed by it, may undertake Security Tests in respect of the Supplier’s Systems Environment after providing advance notice to the Supplier.  If any Security Test identifies any non-compliance with the Contracting Authority’s Security Requirements, the Supplier shall, at its own expense, undertake those actions required in order to rectify such identified non-compliance in the manner and timeframe as stipulated by the Contracting Authority at its absolute discretion. The Supplier shall provide all such co-operation and assistance in relation to any Security Test conducted by the Contracting Authority as the Contracting Authority may reasonably require.
		3. The Contracting Authority shall schedule regular security governance review meetings which the Supplier shall and shall procure that any Sub-contractor (as applicable) shall, attend.
	6. Security Policies and Standards
		1. The Supplier shall, and shall ensure that any Sub-contractor (as applicable) shall, comply with the Security Policies and Standards set out in section 18.8 below.
		2. Notwithstanding the foregoing, the Contracting Authority’s Security Requirements applicable to the Services may be subject to change following certain events including, but not limited to, any relevant change in the delivery of the Services. Where any such change constitutes a Contract Change, any change in the Contracting Authority’s Security Requirements resulting from such Contract Change (if any) shall be agreed by the Parties in accordance with the Contract Change Procedure. Where any such change constitutes an Operational Change, any change in the Contracting Authority’s Security Requirements resulting from such Operational Change (if any) shall be agreed by the Parties and documented in the relevant Operational Change Confirmation.
		3. The Supplier shall and shall ensure that any Sub-contractor (as applicable) shall, maintain appropriate records and is otherwise able to demonstrate compliance with the Security Policies and Standards.
	7. Security Policies and Standards
		1. The Security Policies are published on:

[DWP procurement: security policies and standards - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards)

* 1. The supplier will be required to comply with;
		1. Acceptable Use Policy
		2. Information Security Policy
		3. Physical Security Policy
		4. Information Management Policy
		5. Email Policy
		6. Remote Working Policy
		7. Social Media Policy
		8. Security Classification Policy
		9. HMG Personnel Security Controls – May 2018

(published on [HMG personnel security controls - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/hmg-personnel-security-controls)

1. **payment AND INVOICING**
	1. A PO number will be provided to the Supplier when the record is set up in the Contracting Authority’s Single Operating Platform (SOP).
	2. For any supply of Resource, the Supplier shall be required to provide time sheets to the Contracting Authority named individual to allow Contracting Authority sign-off and support reconciliation to the invoice charges.
	3. Invoices should be submitted monthly in arrears to: **REDACTED TEXT under FOIA Section 40, Personal Information**.
	4. Paper invoices should be sent to:

**REDACTED TEXT under FOIA Section 40, Personal Information**.

* 1. The applicable charging method for this requirement is Time and Materials
	2. A copy invoice and Completion Statement should also be emailed to the Contracting Authority named individual **REDACTED TEXT under FOIA Section 40, Personal Information**..
	3. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs in the Completion Statement.
1. **CONTRACT MANAGEMENT**
	1. The provisions of Call-Off Schedule 15 (Call-Off Contract Management) shall apply to any Call-Off Contract awarded as a result of this further call-off competition. The detail of the Contract Boards will be agreed and included in the Annex to Call Off Schedule 15 prior to contract signatory.
	2. Attendance at Contract Review meetings shall be at the Supplier’s own expense.
2. **Location**
	1. Roles are required predominantly in the DWP Digital Hubs in Leeds and Manchester. However, during the period of the contract resources on occasion may be required to travel to other Digital Hubs listed under 21.2.
	2. The Contracting Authority has 7 Digital Hubs where Supplier Personnel may be required to attend these are:
		1. Peel Park, Blackpool;
		2. St Peter’s Square, Manchester;
		3. Benton Park View, Newcastle;
		4. Quarry House, Leeds;
		5. Kings Court, Sheffield;
		6. Caxton House, London;
		7. Arena Central, Birmingham.
	3. The Contracting Authority currently operates a hybrid working policy with a requirement to work a minimum of 40% of the time in the designated DWP office.
3. **Annex 1 – DWP technical stack**
4. **ANNEX 2 – DWP Travel Policy**

**Worker Engagement Status (including IR35 status)**

Where the Buyer has assessed its requirement and it is for Resource, the IR35 status of the Supplier Staff in Key Roles must be detailed in this Specification and, if applicable, in each Statement of Work.

**Annex 1 – DWP Tech Stack**

**REDACTED TEXT under FOIA Section 43 Commercial Interests**

**Annex 2 – DWP Travel Policy**

**REDACTED TEXT under FOIA Section 43 Commercial Interests**

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