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**AUTHORITY: The Secretary of State for the Home  
Department**

**Refugee Employability Programme  
Monitoring and Evaluation**

**Contract Reference: C24615**

**DPS Order Schedule 20 (Order Specification)**

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## Order Schedule 20 (Order Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Order Contract.

**Redacted Statement of Requirements document uploaded separately**

In addition to the service level requirements outlined in section 14 (Service Levels and Performance) of Attachment 2, the Authority reserves the right to withhold payment for relevant milestones if the following service levels are not met.

ID	Service Level Performance Criterion	Service Level description
1	Engagement between the HO and [REDACTED]	<ul style="list-style-type: none"><li>Regular engagement through weekly/fortnightly project management meetings, as appropriate</li><li>Weekly update report, including updated Risk Register</li><li>Quarterly steering groups</li><li>Communication of any data or ethical concerns within 24 hours</li></ul>
2	Engagement between the HO, [REDACTED] and Subcontractors ([REDACTED])	<ul style="list-style-type: none"><li>Attend meetings, as appropriate, according to workstreams</li><li>Quarterly steering groups</li><li>Communication of any data or ethical concerns within 24 hours</li><li>Engagement in work streams as brought out in bid</li><li>Engagement and review of products relating to their area of expertise</li></ul>
3	Timing fieldwork, analysis and outputs/ deliverables	<ul style="list-style-type: none"><li>Prime and sub contractors (unless agreed with the buyer) keep to agreed gantt/timings set out in the project initiation document</li><li>This includes set up, fieldwork, analysis, reporting and knowledge sharing workshops</li></ul>
4	Quality assurance / Quality of work produced	<ul style="list-style-type: none"><li>Quality of written outputs are produced to publishable standard meeting senior buyer expectations and those agreed through signed off skeleton of outputs</li><li>Written outputs to include clear conclusions and recommendations</li></ul>

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		<ul style="list-style-type: none"><li>• Outputs are quality assured and signed off by a named director of the prime contractor before being sent to the buyer.</li></ul>
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The Authority will be fair and reasonable in its assessment of the supplier's performance and application of penalties.