

RM6187 Framework Schedule 6 (Order Form and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE: PROJECT 24820 PROVISION OF CONSULTANCY TO
SUPPORT INCLUSIVE SERVICE DESIGN CAPABILITY

THE BUYER:	Department for Work and Pensions
BUYER ADDRESS	Caxton House, Tothill Street, London SW1 9HA
THE SUPPLIER:	Deloitte MCS
SUPPLIER ADDRESS:	Hill House, 1, Little New Street, London EC4A 3TR
REGISTRATION NUMBER:	3311052
DUNS NUMBER:	378917165
SID4GOV ID:	N/A

Applicable framework contract

This Order Form is for the provision of the Call-Off Deliverables and dated 13/04/2022
It's issued under the Framework Contract with the reference number RM6187 for the
provision of Consultancy to support Inclusive Service Design Capability

CALL-OFF LOT(S):

RM6187 Lot 3

Call-off incorporated terms

The following documents are incorporated into this Call-Off Contract.

Where schedules are missing, those schedules are not part of the agreement and
can not be used. If the documents conflict, the following order of precedence applies:

1. This Order Form includes the Call-Off Special Terms and Call-Off Special
Schedules.
2. Joint Schedule 1(Definitions and Interpretation) RM6187

3. The following Schedules in equal order of precedence:

Joint Schedules for RM6187 Management Consultancy Framework Three

- Joint Schedule 1 (Definitions) - Mandatory
- Joint Schedule 2 (Variation Form) - Mandatory
- Joint Schedule 3 (Insurance Requirements) - Mandatory
- Joint Schedule 4 (Commercially Sensitive Information) - Mandatory
- Joint Schedule 10 (Rectification Plan) - Mandatory
- Joint Schedule 11 (Processing Data) - Mandatory

Call-Off Schedules

- Call-Off Schedule 7 (Key Supplier Staff) - Optional
 - Call-Off Schedule 9 (Security) - Optional
 - Call-Off Schedule 10 (Exit Management) - Optional
 - Call-Off Schedule 15 (Call-Off Contract Management) - Optional
4. CCS Core Terms (version 3.0.10)
5. Joint Schedule 5 (Corporate Social Responsibility) - Mandatory
6. 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.

Supplier terms are not 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:

Special Term 1 - The Buyer is only liable to reimburse the Supplier for any expense or any disbursement which is

- (i) specified in this Contract or*
- (ii) which the Buyer has Approved prior to the Supplier incurring that expense or that disbursement. The Supplier may not invoice the Buyer for any other expenses or any other disbursements*

Call-off start date: 25/04/2022

Call-off expiry date: 15/07/2022

Call-off initial period: 12 weeks

Call-off deliverables:

Provision of consultancy to support Inclusive Service Design

Capability

Department for Work & Pensions (DWP) is a major government department with circa 95,000 staff responsible for customer delivery and policy formation on all aspects of the Government's welfare to work strategy and social security provision. DWP's operations include the Child Maintenance Service, working-age benefits and the State Pension. The spend on welfare support for people of working age and children in 2020 to 2021 was over £112bn.

DWP wants to improve the standard of service it offers to customers who can, due to their circumstance, find themselves excluded from accessing the full range of the DWP services. DWP are often forced to take a reactive approach to improve the equality and inclusion of their services that can be costly and inefficient. These challenges not only create regulatory risk in delivering services that don't meet minimum government standards, they also drive up operational and tech costs, and reputational risk.

More information on DWP's priority outcomes, strategic enablers and how they will be achieved is set out in the [DWP Outcome Delivery Plan](#).

Scope of Requirements

This is a significant, one-off exercise requiring specialist resource and expertise in inclusive service design that currently does not exist within DWP. The successful bidder will inform the DWP about in delivering services that increase equality for all.

Given the scope of services administered by DWP, and the potential for regulatory challenge and reputational risk, we want to be in a more informed position by July 2022. The successful bidder will be expected to provide formal reports and updates throughout the duration of the contract.

The contract deliverables will enable us to demonstrate DWP are committed to meeting their obligations under the Public Sector Equality Duty, creating services in a way that considers the full breadth of human diversity. A large proportion of our customers have a disability however our services need to be fully inclusive to take in to account all protected characteristics. DWP must also consider other exclusion factors such as literacy, digital skills, age, language and indeed how multiple exclusion factors can intersect to create additional complexities.

DWP aims to put these diverse perspectives at the heart and origin of our design and delivery processes to ensure inclusion is considered and services shaped from the outset by insight on excluded user needs to avoid costly retrofitting and reactive management of issues.

Internal reviews, customer feedback and insight from partners has identified the following areas to be improved

- DWP currently has no systematic way for capturing and sharing internally insight on the needs of people often excluded, leaving service design teams in the dark

about this group and the impact of its services on those with additional needs unclear

- There is inconsistent investment, awareness and support of Inclusive Design at senior leadership levels in the DWP across policy, delivery and change. Leaders are not equipped with the clear business benefits, data and insight needed to prioritise inclusion, and are not clear on their role in this picture.
- The design and delivery of inclusive services is inconsistent across teams in the DWP and issues are addressed retrospectively in an individual team by team basis. DWP recognises the lack of design standards and principles currently hinders the ability to move from the current reactive approach to proactively embedding inclusion, whilst ensuring services are consistent and delivered effectively across the DWP.
- Equality Analysis (EA) is a critical tool for ensuring policies, practices and decisions are inclusive and meet customer needs. However, the knowledge and experience of DWP's staff completing EAs varies. As a result, the quality of the analysis and the solutions identified can have a negative impact for the customer.
- DWP has identified that prioritisation of inclusion initiatives for Product Owners are rare and difficult, with many decisions based on technological features and functionality. When inclusion is not prioritised in policy, delivery and change arenas, the opportunity to understand and respond to excluded customer needs are missed. DWP has no key performance indicators (KPIs) or measures in place for inclusion. As the DWP develops its inclusive design capability and the inclusion of their services, it will need to know – and be able to demonstrate – these activities are having a positive effect.
- Across DWP knowledge and skillsets varies in the approach to Inclusive Design and definitions are inconsistent. This causes confusion and increases risk through the de-prioritisation of inclusion needs which leads to inconsistent customer service.

To remedy the issues identified above, the core outputs of the call-off contract will include:

- A systematic approach for DWP to capture and share internally insight on excluded user needs.
- An approach to help senior leaders understand their roles, responsibilities and the benefits of inclusive design. This output will be used to secure senior leader buy-in for taking inclusive design action.
- A set of inclusive design standards and principles - co-designed and developed with the DWP
- A set of methodologies to increase engagement, knowledge and capabilities in the DWP regarding Equality Analysis so that it genuinely influences decision making.
- Product Owner (PO) and prioritisation support giving them confidence and capability to make the case to prioritise inclusion against other critical items.
- Performance measurement (KPIs) and reporting - co-designed and developed with the DWP. This work would define inclusion KPIs and deliver recommendations for how to benchmark and quantify the benefits through key metrics and create a reporting framework for teams/leadership to report against KPI progress.
- Inclusive Design training - An Inclusive design training programme co-designed and developed with the DWP to build quality, consistency and confidence across teams, products and services.

The successful bidder will be required to meet the Cyber Essentials requirement of the call off schedule 9 security.

Security

Short form security requirements apply

Maximum liability

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first contract year are:

£350,400

Call-off charges

£350,400

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in Framework Schedule 3 (Framework Prices)

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

- Specific Change in Law

Reimbursable expenses

Recoverable as stated in Framework Schedule 3 (Framework Prices) paragraph 4.

Payment method

BACS

Buyer's invoice address

Purchase.2pay@dwp.gov.uk

FINANCIAL TRANSPARENCY OBJECTIVES

The Financial Transparency Objectives do not apply to this Call-Off Contract.

Buyer's authorised representative

REDACTED

Buyer's security policy

Available online at: [DWP procurement: security policies and standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/digital-procurement-policies#DWP-procurement:security-policies-and-standards)

Supplier's authorised representative

REDACTED

Supplier's contract manager

REDACTED

Progress report frequency

Not applicable

Progress meeting frequency

Not applicable

Key staff

REDACTED

Key subcontractor(s)

Not applicable

Commercially sensitive information

Not applicable

Service credits

Not applicable

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)]

Formation of call off contract

By signing and returning this Call-Off Order Form the Supplier agrees to enter a Call-Off Contract with the Buyer to provide the Services in accordance with the Call-Off Order Form and the Call-Off Terms.

The Parties hereby acknowledge and agree that they have read the Call-Off Order Form and the Call-Off Terms and by signing below agree to be bound by this Call-Off Contract.

For and on behalf of the Supplier:

Signature: REDACTED

Name: REDACTED

Role:

Date: 22/04/2022

For and on behalf of the Buyer:

Signature: REDACTED 26/4/2022

Name: REDACTED

Role:

Date: 26/4/2022