

Crown Commercial Service

Call-Off Order Form for RM6187 Management Consultancy Framework Three (MCF3)

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

Order Form

Call-off reference: (PO number) **HME499876**

The buyer: Home Office

Buyer address: 4th floor Peel
2 Marsham Street, London, SW1P 4DF

The supplier: [REDACTED]

Supplier address: [REDACTED]

Registration number: [REDACTED]

DUNS number: [REDACTED]

Sid4gov id: [REDACTED]

Applicable framework contract

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

It is issued under the Framework Contract with the reference number RM6187 for the provision of modelling and analytics to update the previously developed CTS dashboard.

Call-off lot: Lot 4 - Finance

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

Call-Off Schedules

- Call-Off Schedule 9 (Security) - Part A: Short Form Security Requirements elected – **Home Office to provide**
4. CCS Core Terms (version 3.0.10)
 5. Joint Schedule 5 (Corporate Social Responsibility)
 6. Call Off Schedule 4 shall not apply

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

Call-off start date: 11 May 2022

Call-off expiry date: 31 January 2023

Call-off deliverables:

SOW – ITT Evaluation, Negotiations & BAFO Evaluation

1. Context

- a. The Home Office has invited Bidders who were successful at the VCAS SQQ Stage to proceed to the next stage of the procurement and submit ITT bids by 27/05/2022.
- b. The ITT and associated evaluation approach have been clearly set out to Bidders with the final score based on 60% Technical and 40% Price weighting. The Price score is split as 35% Total Contract Value and 5% Transparency, and the scoring approach has been included in the ITT documentation.
- c. The Home Office requires Bidders to submit Financial Models supporting their bids including the Financial Pricing Model (proposed prices), Resource Model (underlying costs), Narrative and Model Documentation and through these to explain and quantify how they have operationally 'sized' their solution and costed it.

2. Summary

- a. Support the procurement process through to Contract Award through delivering a series of activity based work packages linked to the different stages of the procurement. These work packages will be specifically focussed on delivering the evaluation and negotiation of the financial responses of Bidders to the Authority's requirements.

3. Detailed Requirement

- a. The following table sets out the envisaged work packages by stage. Each stage is numbered from 0 to 7 with a number of sub work packages.
- b. Key dates have been included in the table to provide context for when activities are required. These are included in the dark blue columns below.

Work Package	Time line	Activity	Documents to help support EY on wider programme
0. Discovery	Now	Engage with Authority to finalise scope of activities and approach through a series of discovery workshops (maximum 2-3). This will cover evaluation, negotiation, and governance requirements	Authority Commercial Finance VCAS Planning documents Initial tools and reporting developed by the Authority
1(a) ITT: Evaluation approach	Now to 20/05/22	Design, agree and document the process required to complete the evaluation of the Total Contract Value and Transparency elements of the Price score (consistent with the scoring evaluation methodology set-out in the ITT documentation). It is expected that the evaluation process will be the same for both the ITT and BAFO, subject to minor changes arising from lessons learnt from the ITT and the BAFO negotiation, to be addressed under Work Package 4b. The process should ensure the evaluation is fair, result in an appropriately documented outcome, and can be assured by relevant parties. Documented process to be agreed in advance of the start of evaluation with relevant Authority stakeholders.	ITT Guidance Final Schedules Final Models ITT Clarifications issued ITT Training Timetable
1(b) ITT: Evaluation Tools and Reports		Design and agree ITT evaluation tools and reports in advance of bid submission. Tools and reports should be designed to deliver clear and concise information to Authority decision makers. These should be agreed in advance with relevant Authority stakeholders. Tools and reports should also address information required from financial submissions for the technical evaluation (e.g. solution size and capacity).	
1(c) ITT: Evaluation Training		Design and deliver relevant training to those directly involved in the Price Evaluation, and those who may indirectly be recipients of information from the financial submissions. This should include consideration of linking with the wider technical evaluation training which is planned.	
ITT bids received	27/05/22		
2(a) ITT: Transparency Evaluation	30/05/22 to	Evaluate and score the Transparency question for all bids received. In line with the process delivered in Phase 1.	

Work Package	Time line	Activity	Documents to help support EY on wider programme
2(b) ITT: Data Extraction and Bid Compliance	01/07/22	Using the tools and reports designed under work package 1(b) extract the data required from each bid for scoring and analysis. Undertake compliance checking on financial information submitted as part of each bid in line with the ITT requirements.	
2(c) ITT: Clarifications		Initial review of each bid to identify any areas that require clarification. Draft and log clarifications for discussion with relevant stakeholders.	ITT Authority Clarification Log
2(d) ITT: Bid Evaluation and scoring		Complete the TCV evaluation and scoring for each Lot. Present initial outcomes including Scores, Sensitivity and Comparative Analysis, Comparison to Should Cost Model for each Lot etc. , the basis of the comparison to be agreed in the Discovery phase.	Home Office-prepared SCM for each Lot
2(e) ITT: Bid Reports		Prepare draft Bid Reports for each Lot to a standard required by the Programme Stakeholders.	
2(f) ITT: Price Moderation and reporting	04/07/22 to 08/07/22	Support Internal finance Price Moderation session with relevant Authority stakeholders Update Bid reports to reflect any feedback provided.	
2(g) ITT: End to end Moderation and reporting	08/07/22 to 13/07/22	Feed in financial evaluation into end to end Moderation discussion and reporting via the provision of appropriate evidence including final evaluation reports and any information relevant to moderating the technical evaluation outcomes.	
CSG and Board approval of ITT evaluation report	03/08/22		
ITN released	04/08/22		
3(a) Negotiation Sessions	15/08/22 to 07/10/22	Attend alongside the Authority Finance leads, as a minimum the negotiation sessions in the 1st and 6th week as per the finance themes in the attached negotiation strategy timetable. As part of Work Package 0, session to be held with ■■■ to go through the negotiation strategy and agree the approach to this activity 3(a), including benefit of attendance at other sessions due to link back to financial model.	Negotiation Strategy Negotiation Timetable

Work Package	Time line	Activity	Documents to help support EY on wider programme
4(a) Update Financial Model and supporting documentation for BAFO release	01/09/22 to 17/10/22	<p>Complete required updates to the Financial Models and associated user guides and other documentation to reflect the outcomes of negotiations.</p> <p>Undertake appropriate AQA of updated models in line with Authority standards. This will include liaison with Authority AQA reviewer.</p> <p>Review and support the update of the Contract financial schedules and BAFO documentation as required (critical friend).</p>	<p>AQA standard requirements</p> <p>AQA reviewer comments (from earlier engagement)</p>
4(b) Internal BAFO Evaluation Readiness	10/10/22 to 11/11/22	<p>Refine ITT evaluation tools and reports in advance of BAFO bid submission (noting evaluation approach and process is not expected to change, other than to reflect updates to the evaluation tools and reports)</p> <p>Engage with relevant stakeholders to consider lessons from ITT and any opportunities to improve the reporting of the evaluation outcomes and audit trail.</p> <p>Design and deliver a BAFO readiness session in advance of bids being received (if required).</p> <p>It is not anticipated this full period will be required with activity light touch in nature.</p>	
Bidders prepare and submit BAFO bids	11/11/22		
5(a) BAFO: Transparency Evaluation	14/11/22 to 16/12/22	Evaluate and score the Transparency question for all bids received.	<p>BAFO Guidance</p> <p>Final BAFO Schedules</p> <p>Final BAFO Models</p> <p>BAFO Clarifications Issued</p>
5(b) BAFO: Data Extraction and Bid Compliance		<p>Using the tools and reports designed under work package 4(b) extract the data required from each bid for scoring and analysis.</p> <p>Undertake compliance checking on financial information submitted as part of each bid in line with the ITT requirements.</p>	
5(c) BAFO: Clarifications		<p>Initial review of each bid to identify any areas that require clarification.</p> <p>Draft and log clarifications for discussion with relevant stakeholders.</p>	

Work Package	Time line	Activity	Documents to help support EY on wider programme
5(d) BAFO: Bid Evaluation and scoring		Complete the TCV evaluation and scoring for each Lot. Present initial outcomes including Scores, Sensitivity and Comparative Analysis, Comparison to the Should Cost Model etc.	
5(e) BAFO: Bid Reports		Prepare draft Bid Reports for each Lot to a standard required by the Programme Stakeholders.	
5(f) BAFO: Price Moderation and reporting	Complete by 04/01/23	Support the Price Moderation session with relevant stakeholders Update Bid reports to reflect any feedback provided.	
5(g) BAFO: End to end Moderation and reporting	04/01/23 to 10/01/23	Feed in financial evaluation into Moderation discussion and reporting via the provision of appropriate evidence including final evaluation reports and any information relevant to moderating the technical evaluation outcomes.	
6(a) BAFO: Final Moderation	04/01/2023 to 10/01/2023	Attendance at Final Moderation Session which will be led by Home Office Commercial to provide scoring, evidence and justification for evaluation outcomes	
7. Outturn Financial Model	TBC	<p><i>(Potential requirement)</i></p> <p><i>Liaise with relevant stakeholders to plan and deliver the Outturn Financial Models to support Contract Management (incl. Charges Calculator, Outturn reporting, Service Credit Calculator, Gainshare etc).</i></p> <p><i>This will include holding workshops with those who will be responsible for managing the future contracts.</i></p> <p><i>Complete updates to the Financial Models and associated user guides and other documentation.</i></p> <p><i>Undertake appropriate AQA of updated models in line with Authority standards. This will include liaison with Authority AQA reviewer.</i></p> <p><i>This activity is not time bound but will need to be completed prior to contract award.</i></p> <p><i>The Authority is seeking the cost of this activity and may commission █████ to complete following consideration of the proposals and available Authority resources.</i></p>	
Ad hoc support may be required for the follow-on stages, however at this stage the level of support cannot be determined.			

Work Package	Time line	Activity	Documents to help support EY on wider programme
BAFO report approved by CSG and PB	08/02/23		
FBC amended in line with supplier solution	08/02/23		
FBC approved by Board and submitted to FIC	14/02/23		
FIC FBC approval (following CAB, BICS TDA, MBTB, and Home Office TDA approval)	16/3/23		
HMT and CO FBC approval	18/04/23		
Bidders informed of preferred bidder	19/04/23		
Standstill ends	02/05/23		
Contract amendments and signature	09/05/23		

4. Dependencies

- a. Timely Home Office review and approval of the evaluation processes developed under Work Package 1.
- b. The [REDACTED] resources and costs needed to deliver the activity-based work packages to be updated to reflect the agreed agile / collaborative contribution of Home Office staff to deliver these activities

5. Ways of working

- a. Requirements, proposed approach and outcomes will be agreed with Home Office Commercial Finance (reflecting Commercial and Programme Director direction) who will be responsible for managing the engagement, monitoring progress and budgets, and assuring outputs (with appropriate PMO involvement and reflecting on lessons learnt from previous engagements).

- b. All decisions will be ultimately made by the Authority, considering any relevant advice.
- c. The Commercial Finance team will be setting up a team who will be engaged throughout the VCAS procurement, and who will work [REDACTED] in an agile and collaborative way to support the delivery of the requirements.
- d. [REDACTED] will work with Commercial Finance, Commercial and PMO to agree suitable forums for discussion and awareness.
- e. As a minimum [REDACTED] will submit a weekly highlight report to the Commercial Finance lead, PMO and Programme Director (integrating with existing Programme reporting as far as possible) and attend the weekly programme meeting. [REDACTED] should also be available to provide independent advice to the Programme Director as required.
- f. Estimated costs for each individual activity and sub-activities (and the resources, individual rates, and any contingency) should be separately identifiable.
- g. The costs for each overall work package will be capped per the detailed estimate provided (per file [REDACTED] [REDACTED]) at the level of the overall work package. [REDACTED] can reallocate resources and costs between sub-work packages within an overall work package with any re-allocations discussed at the weekly meeting with the Home Office. Any flexibility that arises during the delivery of work packages (i.e. if a work package activity is completed under the estimate) will be held as a contingency which, subject to Authority approval in advance which shall not unreasonably be withheld, can be utilised if risks or changes to assumptions arise on other work packages.
- h. Where the scope of an activity is dependent on the number of bids, the estimated resource requirement and cost will be reviewed and updated when the bids are received.
- i. Actual and estimated costs and hours should be reported on a regular basis as part of the weekly highlight report to enable the Authority to assess progress and burn rate.
- j. A suitable grade of resource should be applied to each activity and agreed between [REDACTED] and the Authority to ensure the appropriate level of experience and VFM, noting that review at more senior levels will be required.
- k. Knowledge transfer and developing Authority resources is seen as a key outcome for this requirement. In particular, the Authority would like [REDACTED] to provide opportunities for Authority resources to shadow [REDACTED] activities and develop/enhance skills, contribute to workshops on best practice and lessons learned and provide coaching and mentoring support to programme team members in relation to developing the programme FBC.

- l. Any tools or reports prepared as a result of this engagement will be the property of the Authority to use as it wishes and should be accessible and not be locked down in any way.
- m. Where models are being developed or updated, the approach and documentation supporting this should be in line with Authority AQA standards.
- n. The Home Office will investigate whether Home Office IT can be provided to those supporting the requirements. If this cannot be arranged documents will need to be continued to be shared via the [REDACTED] portal.
- o. All resources will need to be at least BPSS cleared to see project documents (up to Official Sensitive) and SC cleared to get access to Home Office IT (to be checked and discussed).
- p. There is an expectation that there will be multiple evaluators assigned.
- q. The dates provided are for the maximum periods that an activity can be completed in. There is an expectation resource will not be full time within all of these periods and will flex upwards and downwards across the procurement period.

Maximum liability

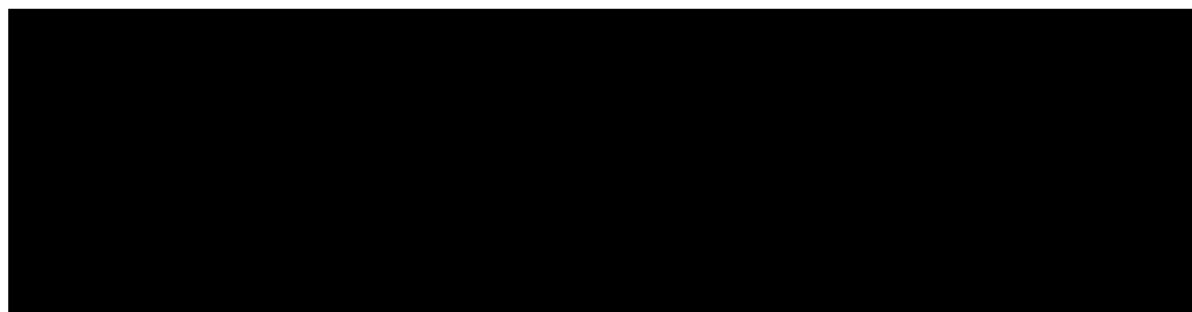
The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first contract year are: £1,019,603 (one million nineteen thousand six hundred and three pounds sterling)


Call-off charges

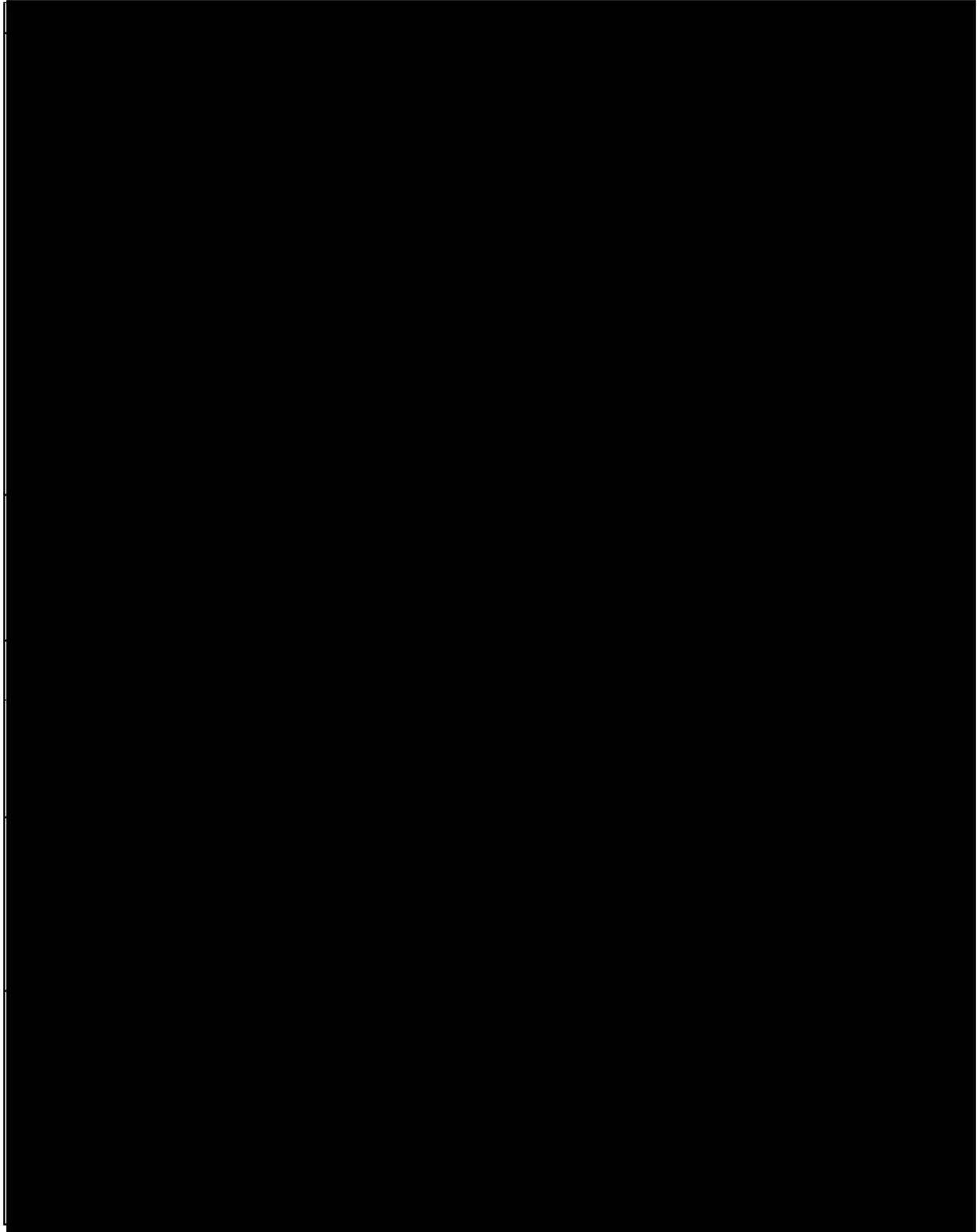
The Call-Off charges will be incurred on a Time and Materials basis plus VAT.

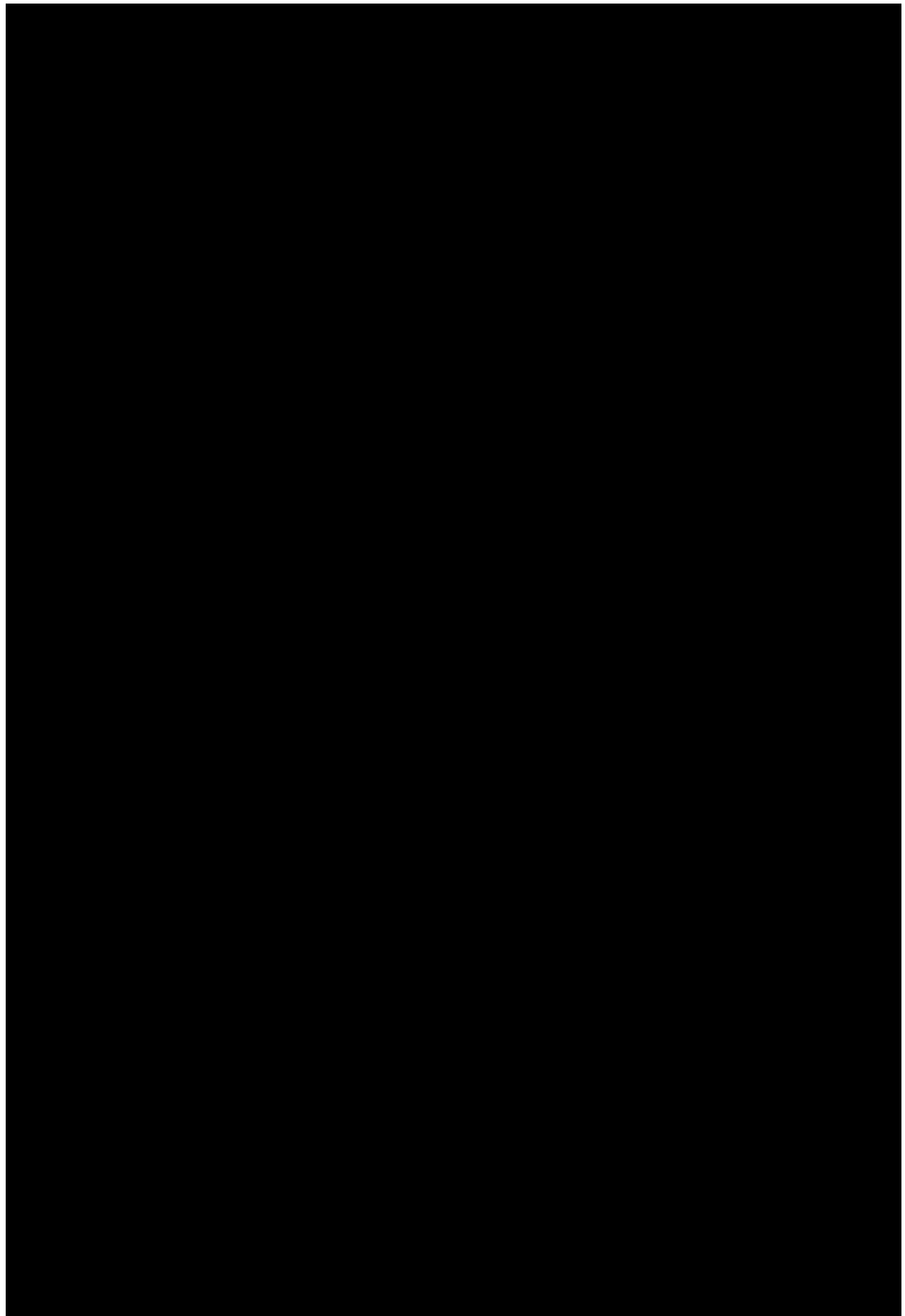
The estimated Call-Off charges are £1,019,603 (one million nineteen thousand six hundred and three pounds sterling), broken down as follows:

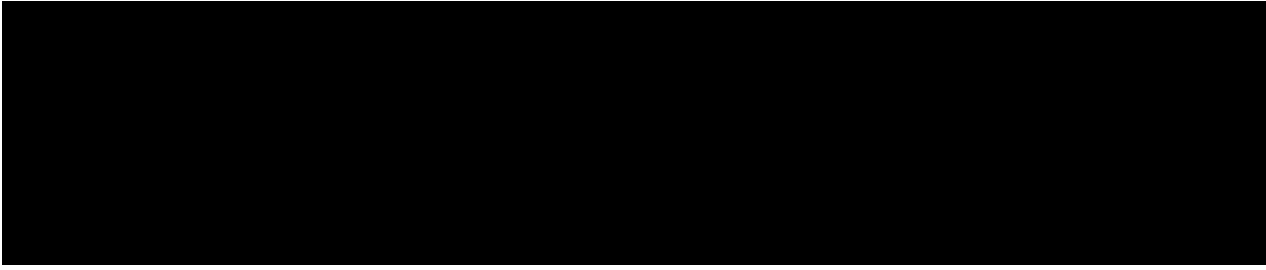




 fee estimate includes the following assumptions:







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
- Agreed change in underlying assumptions

Reimbursable expenses

Not Recoverable

Payment method

Payment will be made in line with Standard Home Office practice:

- All invoices must be sent, quoting a valid purchase order number (PO Number), to:
 and can be in the following formats; pdf, tiff, jpeg or png, (Excel is not supported.)
- Alternatively, hard copy invoices may be posted to;
Home Office Shared Services,
HO Box 5015
Phoenix House
Spooner Close
Coedkernew NEWPORT NP10 8FZ
- Within 10 working days of receipt of your countersigned copy of this letter, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.
- To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Authority contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment, please contact our Accounts Payable section either by email to 



Buyer's invoice address

As above

Buyer's authorised representative

[REDACTED]

Buyer's security policy

Information shared by the buyer will be handled in accordance with Government Security Classification and applicable Data Protection legislation.

[Government security - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Home Office policy on offshoring data should also be followed. This will be shared if any offshoring of data is proposed.

Information shared between the Buyer and Supplier should be sent through secure routes and stored in line with the agreement between the Buyer and Supplier.

Supplier's authorised representative

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Supplier's contract manager

Not Applicable

Progress report frequency

Weekly progress report (Thursday PM/Friday AM – to align with Programme reporting requirements and cadence)

Progress meeting frequency

Attendance at weekly programme meeting (Monday)

Weekly progress meeting (Thursday)

Key staff

Not Applicable

Key subcontractor(s)

Not Applicable

Commercially sensitive information

The Supplier may be disclosing commercially sensitive information to the Buyer such as copyrights, know-how, methodology or trade secrets contained in Supplier Existing IPR.

The Supplier is aware of the Buyer's responsibilities under the Freedom of Information Act (FOI) which may require it to release information to third parties arising from its involvement with the Supplier. Certain information provided by the Supplier may constitute trade secrets and/or commercially sensitive information and may be subject to exemption from disclosure by virtue of s43 of the FOI. While decisions on deciding whether this statutory exemption applies is a matter for the Buyer, the Supplier would ask that it is notified as soon as possible of any FOI request received by the Buyer and that the Buyer consults with the Supplier over whether the statutory exemption applies to the information requested.

The above also applies to commercially sensitive information provided by the Buyer to the Supplier to enable it to complete the Buyer's requirements. If any FOI request is made to the Supplier, the Buyer must be notified as soon as possible and the Supplier should consult with the Buyer over whether the statutory exemption applies to the information requested.

Service credits

Not Applicable

Additional insurances

Not Applicable

Guarantee

Not Applicable

Buyer's environmental and social value policy

Social Value policy is governed by Procurement Policy Note 06/20 – taking account of social value in the award of central government contracts (<https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>).

Social value commitment

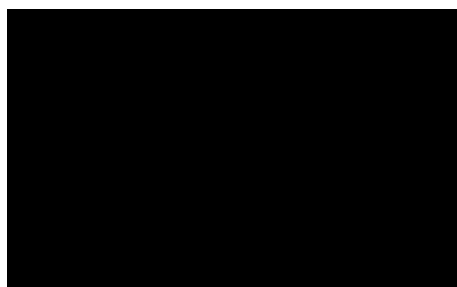
Not Applicable

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:



For and on behalf of the Buyer:



Role: Head of Business Operations Management and Professional Services

Date: 27th May 2022