

[2.3.4] – Supplier Delivery Plan

Please provide as a separate document a Draft Supplier Delivery Plan in .pdf format.

As a minimum, this must include key activities, critical path, dependencies, and completion dates for those activities, in the form of a Gantt or other appropriate chart.

Please provide a supporting narrative to describe in full how you will implement the Services Phases 1, 2 and 3 at regular timed, and appropriate stages. Your response should take into account the specified requirements and associated timescales. The duration of each Phase is detailed below, although some elements of activity may take place across more than one Phase:

Phase 1: May 2024 – October 2024

Phase 2: From the date of approval of the Maturity Assessment Matrix Report by the Buyer – March 2026

Phase 3: April 2025 – March 2026

The narrative must include:

- A detailed description of how you will schedule, monitor and manage activities in accordance with the Supplier Delivery Plan (as defined in the Specification);
- The escalation route for activities within the Supplier Delivery Plan;
- Planning and provision of the Services and any Deliverables as per the Specification during Phase 1;
- Planning and provision of the Services and any Deliverables during as per the Specification during Phase 2;
- Planning and provision of the Services and any Deliverables as per the Specification during Phase 3; and
- All key risks and dependencies, including a RAG (Red, Amber, Green) rating for each and how they will be mitigated and managed, including the timeline for doing so, to ensure that provision of the Services and any Deliverables will commence and remain on time throughout the Call-off Contract Period.

Your response will be assessed against the extent to which it demonstrated the following evaluation criteria:

- Key activities, critical path, dependencies and completion dates are all clearly defined within the Supplier Delivery Plan.
- Planned activities and completion dates are in line with Phases 1, 2 and 3 as per the Specification, and timelines are realistic and achievable.
- Key deliverables are scheduled to the specified deadlines.
- Key risks have been identified and RAG rated, with clear and appropriate mitigations defined.

- The overall Supplier Delivery Plan provides assurance that provision of the Services and any Deliverables will commence and remain on time, throughout the Call-off Contract Period.

Response Limit – two (2) pages. Excluding Delivery Plan

Responses must be presented using Arial font size 12 (English Language and black typeface) and single line spacing.

Supplier Name	<i>Work Well Together – a consortium of PA Consulting, Mutual Ventures and Collaborate</i>
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Present your response at the top of a new page, within the pre-set margins in Arial font size 12 up to Two (2) sides of A4, excluding diagrams.

Introducing our plan: Our ‘*WorkWell Together*’ consortium have developed our initial Supplier Delivery Plan to demonstrate how we propose to deliver your specification. The full plan is attached separately (‘2.3.4 Supplier Delivery Plan - Gantt Charts’).

These have been replicated using [Redacted], a collaborative planning tool we have used to good effect with NHSE and DfE for similar scale programmes, so we can quickly update and adapt in mobilisation. You can view the plan on [Redacted] through this link: [Work Well Together Supplier Delivery Plan](#)

Mobilising for success: Our initial Supplier Delivery Plan will be refined through a five-day mobilisation process involving:

- **One Team Building:** getting to know the DWP/DHSC team and regional leads and confirming programme governance details for tasking, reviewing and decision making.
- **Seeing the big picture:** working together to stress-test and refine the risks, assumptions, issues, or dependencies included in this proposal and gather your feedback.
- **Delivering through people:** confirming details of where the Vanguardians are and scheduling engagement across multiple stakeholders locally, regionally, and nationally, including confirming engagement with the WorkWell evaluator (if appointed).
- **Planning flexibly:** setting up arrangements for maintaining the currency of the plan and regular reporting on progress, managing deviances, and staying on track.
- **Consolidating into an updated supplier delivery plan:** by the end of week we will have confirmed the Phase 1 baseline detail and updated indicative plans for Phase 2 and 3.

Our approach to scheduling, monitoring, and managing activities: By using [Redacted] for the Performance Management Reporting you will benefit from an integrated tool for defining tasks and activities, planning and phasing, scheduling with dependencies, resource allocation as well as feedback surveys, engagement and background information. This significantly reduces time processing activities, for example with automated update reminders.

Planning and delivery approach across phases: In our experience, this type of programme continues to evolve as you and the Vanguardians test, learn and adapt to delivery in practice. Our DfE colleagues have reflected on how time trying to perfect the plan on paper can be wasted if not learning from practical experience.

Phase 1 – strategic planning and service design: The initial focus is on establishing ways of working, personal connections, and governance with DWP/DHSC colleagues, creating a shared understanding across us that can drive collaboration between the national/regional/local levels. This will build trust and momentum within the WorkWell Programme. The focus then shifts to designing and conducting the individual Vanguard maturity assessment, which will shape how the Programme provides support and demonstrates flexibility in how services are delivered during Phase 2.

Phase 2 – service implementation and delivery: We will run Phases 2 and 3 concurrently to support service delivery, learning and dissemination. Our rationale is that this supports fast, effective, and shared learning, both of what is working but also what isn’t working. It also sets up rapid review cycles, iterative development the toolkit and potential for [Redacted]. Our proposed delivery model of relationship managers (RMs) supporting thematically grouped Vanguardians means that the Programme resources can be more flexible in response to different starting points, emerging challenges, and growing maturity over time.

Phase 3 – lessons learnt, toolkit development, and final report: By running Phase 3 concurrently to Phase 2, our approach is more iterative and dynamic, which we believe will greatly enhance the learning element of the Programme and therefore impact in the medium-longer term. We will deliver a draft WorkWell toolkit every quarter starting from a version in October 2024, with six iterations in total. This will ensure learning and dissemination starts from the outset, lessons are shared early, and shared learning is expected.

Escalation routes: [Redacted] is our dedicated Assignment Manager. He will be responsible for the day-to-day management of our team and be the first point of contact for you to raise issues with. Where these can't be resolved immediately, they can be discussed at the Fortnightly Performance Meeting. [Redacted] is the Partner with overall accountability for our work together and will be engaged in the quarterly Strategic Review Meetings and Vanguard Partnership Satisfaction survey. We agree to comply with the requirements in the Approval of Deliverables and Rework sections of your Requirements (should this be required). We will confirm arrangements with you during mobilisation.

[Redacted] and [Redacted] will develop a close co-working relationship with your contract owner and senior responsible officer. Right from the first week of mobilisation it will be important for us all to form as a team, ensuring that we are explicit on the expectations, behaviours and accountabilities that will act as a bedrock for strong, productive relationships. The formal governance described in the ITT documentation is appropriate for this type of programme with a fortnightly performance meeting and quarterly strategic review meeting. In addition, we recommend a prudent use of scheduled stand-ups and a weekly programme board, at least during phase 1, to ensure we speak frequently to manage the work and are quick to adapt and respond during the formative set-up stage. We would also suggest the programme should formally report to the DWP Programme Board every six months, linked to key phase stages.

Risk management: Drawing on our experience of delivering similar programmes, on page 4 of the Supplier Delivery Plan we present what we consider to be the main risks and dependencies to successful delivery of the WorkWell pilot. As part of mobilising, this will be updated and built into Airtable to provide integrated management and reporting.

Innovation: With wide engagement through [Redacted], our crowd sourcing platform, we will filter ideas that merit further exploration together and create a backlog to action. where wider PA and partner capabilities can explore solutions.

Innovation: Improvement ideas will form the basis for two [Redacted], which are sessions where we use collective intelligence to co-create a minimum viable solution to a specific challenge. The brief will be agreed and outputs presenting to the Strategic Review Board for discussion on innovation opportunities and a decision on whether to pursue the next stage of testing.