

## DPS SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

### Part 1: Letter of Appointment

Redacted

#### Letter of Appointment

This letter of Appointment is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier dated 16/02/18.

Capitalised terms and expressions used in this letter have the same meanings as in the Contract Terms unless the context otherwise requires.

Order Number:	CCCS18A06
From:	Ministry of Housing, Communities and Local Government ("Customer")
To:	Kantar UK Limited ("Supplier")

Effective Date:	28/08/18
Expiry Date:	End date of Initial Period 21/12/18

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: the Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B.
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Key Individuals:	<b>Customer:</b>  Redacted  <b>Supplier: Kantar UK Limited</b>  Redacted
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Guarantor(s)	N/A
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Contract Charges (including any applicable discount(s), but excluding VAT):	<p>Capped Costs:</p> <p>Redacted <b>PAYMENT</b></p> <p>The maximum contract value is £45,807.00 exc. VAT as indicated in the Supplier's submitted pricing table above.</p> <p>Redacted</p>
Insurance Requirements	Please refer to Framework RM6018 Research Marketplace Dynamic Purchasing System terms and conditions.
Customer billing address for invoicing:	Ministry of Housing, Communities and Local Government, Invoice Processing team, Finance Shared Services Division, High Trees, Hillfield Road, Hemel Hempstead, Herts, HP2 4XN. Tel: 0303 444 (x2300), Email: CLGInvoices@communities.gsi.gov.uk.

Alternative and/or additional provisions (including Schedule 6 (Additional clauses)):	N/A
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**FORMATION OF CONTRACT**

**BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) the Supplier agrees to enter a Contract with the Customer to provide the Services in accordance with the terms of this letter and the Contract Terms.**

**The Parties hereby acknowledge and agree that they have read this letter and the Contract Terms.**

**The Parties hereby acknowledge and agree that this Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of this letter from the Supplier within two (2) Working Days from such receipt**

**For and on behalf of the Supplier:**

**For and on behalf of the Customer:**

Name and Title:

Name and Title:

**Redacted**

Signature:

Signature:

Redacted

Date:

Date:

## ANNEX A

### Customer Project Specification

#### 1. DEFINITIONS

Expression or Acronym	Definition
MHCLG	means Ministry of Housing, Communities and Local Government
CMF	means Controlling Migration Fund
Integration	Communities where people, whatever their background, live, work, learn and socialise together, based on shared rights, responsibilities and opportunities
Innovative projects	<p>These could be in the form of novel ideas which may be based on sound academic theory but which have yet to be tested in real world situations. Alternatively, some projects may seek to use digital technology including social media, to implement ideas in a more efficient and engaging way. Projects may also involve adapting existing interventions that have been successful in addressing challenges other than integration (for example, public health), but might be applied to that goal.</p> <p>Innovative projects might also include expanding an approach which has shown strong potential but only at a very small scale or making impactful changes to the way existing services are delivered, either through one large change or a number of smaller changes.</p>
Meaningful social mixing	Contact theory suggests that positive, meaningful interaction between groups breaks down mistrust and suspicion between groups.
Segregation	Concentration of specific groups in places such as local areas and schools

#### 2. THE REQUIREMENT

2.1 The Supplier is expected to produce two outputs to fulfil the Contract:

- Output 1: A review of the Customer's assessment on the evaluation criterion for up to 50 expressions of interest within 4 weeks of the Contract award date.
- Output 2: A completed feasibility study for the national impact evaluation within 12 weeks of the Contract award date

2.2 The Supplier will also be required to submit a project plan and timetable within the first week of the Contract award. This will include a clear outline of the workstreams and accountabilities for the work, reflecting the outputs and milestones set out in this Statement of Requirements.

Output 1: A review of the Customer's assessment on the evaluation criterion for expressions of interest

2.3 The Customer will assess applicants' ability to conduct robust evaluation as part of the overall assessment process. To support this, the Supplier will review the results of this assessment for up to 50 expressions of interest and produce a report. This report should include:

- An assessment of the Customer's decisions on the evaluation criterion used in the overall assessment of expressions of interest from applicants to the Fund
- Suggestions for changes to these decisions with clear rationale for proposals
- Recommendations of ways that applicants from whom the Customer requests full applications could strengthen bids to ensure they can be robustly evaluated.

2.4 This report will be submitted to the Customer within 4 weeks of the Contract award date.

Output 2: feasibility study for the national evaluation

2.5 The Supplier will use their initial review of evaluation criterion outcomes, detail of expressions of interest and full applications, and wider expertise and knowledge to make recommendations on impact methodologies appropriate for evaluating the portfolio of projects considered at stage 2 of the Integrated Communities Innovation Fund bidding process.

2.6 For the range of potential Integrated Communities Innovation Fund projects, the Supplier will establish the most robust means of assessing impact over the period of the Fund. It will propose the most robust methodological approaches for the Customer to evaluate the impact of these projects consistently, taking account of appropriate counterfactuals. It will also propose measurement approaches to relevant indicators and outcomes identified.

2.7 The feasibility study will include:

- A typology of potential projects in terms of content, scale and delivery approach,
- A feasible, costed design for the proposed impact evaluation(s), using the most robust methodologies. This should demonstrate direct applicability to interventions being considered by the Integrated Communities Innovation Fund and include costed options for different types of projects that may be funded and proposals for evaluating projects together where relevant
- Cost estimates for the evaluation options proposed that are value for money
- The rationale for the design of the national evaluation and an assessment of alternatives considered setting out their advantages and limitations.
- Proposals for the types of impacts and outcomes that should be measured in the national evaluation with clear demonstration of their applicability and relevance to the projects as well as MHCLG's objectives
- Proposals for the measurement of these impacts and outcomes, and approach to gathering evidence for the evaluation

- Suggestions for monitoring and evaluation metrics that the Customer should instruct successful applicants to collect at commencement and throughout the project duration

2.8 The Supplier will ensure the feasibility study:

- Takes account of core frameworks for integration provided by MHCLG, including indicators outlined in the Integrated Communities Strategy Green Paper and directly reflects the content of projects being considered for the Fund
- Articulates similarities and synergies between projects or programmes proposed for the Fund, and includes options for projects being evaluated together

### 3. KEY MILESTONES

3.1 The Supplier should note the following project milestones that the Customer will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Project plan and timescales to be confirmed	Within week 1 of Contract Award
2	Report on review of expressions of interest	Within week 4 of Contract Award
3	Feasibility study	Within week 12 of Contract Award
4	Sign off by the Customer	Within 20 working days of receipt of the Feasibility study

### 4. CUSTOMER'S RESPONSIBILITIES

4.1 The Customer will provide feedback on the outputs produced throughout the process. Plans, research tools and outputs will require final sign off by the Customer within 20 working days of receipt.

### 5. REPORTING

5.1 The Supplier will work effectively with the Customer to produce the assessment of expressions of interest and feasibility study, with weekly updates and reporting on progress to the Customer. The Supplier's Project Manager and other key colleagues will also participate in face-to-face meetings with the Customer; frequency to be agreed with the Supplier within first week of award (supplemented by telephone meetings as appropriate). The Supplier will provide an agenda with the weekly update on progress at least 1 working day in advance, and supporting documents if required.

5.2 Standing items for the meeting should include: progress reports from the successful Supplier and Customer, risks and issues; and next steps. The Supplier will produce a short written summary of the meeting decisions and actions for the Customer's review and agreement. A detailed Terms of Reference for the Supplier and the Customer will be worked up and agreed upon the issuing of the Contract.

## 6 CONTINUOUS IMPROVEMENT

- 6.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 6.2 Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.

## 7. STAFF AND CUSTOMER SERVICE

- 7.1 The Customer requires the Supplier to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.
- 7.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.
- 7.3 The Supplier shall ensure that staff understand the Customer's vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

## 8. SERVICE LEVELS AND PERFORMANCE

8.1 The Customer will measure the quality of the Supplier's delivery by:

SLA	Service Area	SLA description	Target
1	Delivery of quality outputs – of	Provision of report and feasibility study incorporating all relevant aspects outlined.	100% target.
2	Delivery milestones –	Delivery of all milestones.	100% target.
3	Project management	The Supplier keeps an updated project plan for the study and maintains appropriate governance structures with the Customer.	100% target.
4	Risk management	A risk register is developed and updated as required. The Supplier manages and mitigates risks owned by the Supplier, and advises the Customer on managing and mitigating risks owned by the Customer.	100% target. To review, update and communicate risks to ensure successful conduction of the contracted work as appropriate.

5	Customer engagement and sign off	The Customer should be consulted and sign off reports and guidance.	100% target. Opportunities should be scheduled in the Supplier's engagement plan, agreed with the Customer.
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The Customer retains the option of terminating the Contract in alignment with the CCS Framework RM6018 Research Marketplace Dynamic Purchasing System Terms and Conditions.

## 9. INTELLECTUAL PROPERTY RIGHTS (IPR)

9.1 The IPR for all deliverables rests with the Customer. The assessment of expressions of interest and feasibility study will be used to inform the national evaluation. It will contribute to the body of good evidence/good practice for other evaluations of a related nature across Government and among other interested parties.

## **ANNEX B**

### **Supplier Proposal**

The Services will be provided in line with the Supplier's tender response of 13/08/18. An extract of which is below:

Redacted

### **Part 2: Contract Terms**

**Please see Annex C**