

Completed Commissioning Letter

NatCen Social Research

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3rd January 2018

Research and Evaluation Framework Agreement – Lot 4 Comparative Evaluation.

CCZZ17A37 'Planning and Preparing for Later Life (PPLL)' – Proposed new attitudinal survey; feasibility study

Thank you for your response to the Specification for the above Commission by the Department for Work and Pension (the Customer) through the Research and Evaluation Framework dated 2nd January 2016 between (1) Secretary of State for Business, Innovation and Skills; and (2) Natcen Social Research (the Framework Agreement).

Annexes: A(1). Supplemental Tender dated 7th December 2017
 A(2) Specification for 'Planning and Preparing for Later Life (PPLL)'
 Proposed new attitudinal survey; feasibility study- ANNEX HAS BEEN
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The Department for Work and Pensions accepts your Supplemental Tender (Annex A), submitted in response to the Specification (Annex B).

The Call-Off Terms and Conditions for this Contract are those set out in Schedule 5 to the Framework.

The agreed total charges will not exceed £50,000.00 exclusive of VAT which should be added at the prevailing rate. The agreed invoice schedule is as follows:

Feasibility study stage	Payment
Inception meeting and report agreeing project plan	50%
Interim meeting	20%
Final report and presentation (workshops, budget allowing)	30%

Payment will be made in line with the above milestones dependent upon key stages of the feasibility study being completed. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. All invoices must include the appropriate purchase order number.

All invoices should be sent to

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The resulting outputs as a result of this contract will remain the intellectual property of the Customer.

The Key Milestones for this contract are:

Milestone	Description	Timeframe
1	Inception meeting	2 weeks post award
2	Inception report agreeing project plan	3 weeks post award
3	Interim meeting	9 weeks post award
4	Roundtable event for feedback on initial findings	12 weeks post award
5	Final report and presentation	14 weeks post award
6	Publishing and Dissemination of report	14 to 26 weeks post award

The Services Commencement Date is Wednesday 10th January 2018 and the contract will expire upon completion. This is expected to be approximately six (6) months.

The Contract may be terminated for convenience by giving 1 month notice in accordance with clause 37 of the Call-off Terms and Conditions.

The Key Personnel for this contract will be:

For the Service Provider:

REDACTED

For the Customer:

REDACTED

The Customer will measure the quality of the Service Provider's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Service Delivery	Adherence to the milestones	100%
2	Service Delivery	Weekly progress review meetings by teleconference	95%

3	Account Management	Respond to queries within 48 hours	95%
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Where the Customer identifies poor performance against the agreed SLA's, the Service Provider shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than 10 working days from the date of notification. Where there is no improvement in performance by the end of the following calendar month, poor performance will be dealt with as per the contract terms and conditions. The Customer will work with the Service Provider to resolve service failure issues. However, it will remain the Service Provider's responsibility to resolve any such failures.

Congratulations on your success in being selected to undertake this Commission.

Yours sincerely

For and on behalf of the Department for Work and Pensions

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Sourcing Specialist

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