



Crown  
Commercial  
Service

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**Call Off Order Form for Management Consultancy Services**

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## **FRAMEWORK SCHEDULE 4**

### **CALL OFF ORDER FORM AND CALL OFF TERMS**

#### **SECTION A**

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement for the provision of **RM3745** dated **20<sup>th</sup> July 2021**

The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Call Off Order Form and the Call Off Terms.

<b>Order Number</b>	<b>CCZZ21A17</b>
<b>From</b>	<b>National Infrastructure Commission ("CUSTOMER")</b>
<b>To</b>	<b>Frazer-Nash Consultancy Ltd ("SUPPLIER")</b>

#### **SECTION B**

##### **CALL OFF CONTRACT PERIOD**

<b>1.1.</b>	<b>Commencement Date: 28<sup>th</sup> July 2021</b>
	<b>Expiry Date: 28<sup>th</sup> September 2021</b>

##### **SERVICES**

<b>2.1</b>	<b>Services required:</b>  In Annex A of this Call Off Order Form (Call Off Schedule 2 Annex 1: The Services)
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<b>3.1.</b>	<b>Project Plan:</b> In Call Off Schedule 4 (Project Plan)
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##### **CONTRACT PERFORMANCE**

<b>4.1.</b>	<b>Standards:</b>  Clause 11 (Standards) shall apply
<b>4.2</b>	<b>Service Levels/Service Credits:</b>  Not applied
<b>4.3</b>	<b>Critical Service Level Failure:</b>

	Not applied
<b>4.4</b>	<b>Performance Monitoring:</b> Section 15 of Annex A to this Call Off Order Form (Call Off Schedule 2 Annex 1: The Services)
<b>4.5</b>	<b>Period for providing Rectification Plan:</b> In Clause 39.2.1(a) of the Call Off Terms

## PERSONNEL

<b>5.1</b>	<b>Key Personnel:</b>  REDACTED  <b>Supplier:</b> REDACTED
<b>5.2</b>	<b>Relevant Convictions</b> (Clause 28.2 of the Call Off Terms): <b>Not Applied</b>

## PAYMENT

<b>6.1</b>	<b>Call Off Contract Charges</b> (including any applicable discount(s), but excluding VAT): For the avoidance of doubt, the total contract value shall not exceed £69,712.50 (excluding VAT) <b>Pricing Table A – Overall Rates (Information only)</b> <table border="1"> <thead> <tr> <th>Roles Offered</th><th>Daily Rates Offered (£ exc VAT)</th></tr> </thead> <tbody> <tr> <td>Partner / Managing Director</td><td>£1,100.00</td></tr> <tr> <td>Managing Consultant / Associate Director / Director</td><td>£950.00</td></tr> <tr> <td>Principal Consultant</td><td>£875.00</td></tr> <tr> <td>Senior Consultant / Manager</td><td>£650.00</td></tr> <tr> <td>Consultant</td><td>£300.00</td></tr> <tr> <td>Junior Consultant</td><td>£250.00</td></tr> </tbody> </table>	Roles Offered	Daily Rates Offered (£ exc VAT)	Partner / Managing Director	£1,100.00	Managing Consultant / Associate Director / Director	£950.00	Principal Consultant	£875.00	Senior Consultant / Manager	£650.00	Consultant	£300.00	Junior Consultant	£250.00
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Junior Consultant	£250.00														

<b>Pricing Table B – Total Capped Price</b>							
Tasks	Total days for Consultants						Total Capped (£ exc VAT)
	Junior	Consultant	Senior	Principal	Managing	Partner /	
Milestone 5- Final submission of the updated technology horizon scan table and accompanying literature review to the Authority following adjustments from any comments made by the Commission the week prior.	0.00	0.00	8.94	8.13	4.31	0.38	£17,428.13
Milestone 7-Final submission of the deep dive into data and digitisation report in a publishable format the Authority following adjustments from any comments made by the Commission two weeks prior.	0.00	0.00	26.81	24.38	12.94	1.13	£52,284.38
<b>Total Capped Price (£ exc VAT)</b>							<b>£69,712.50</b>
<b>6.2</b>	<b>Payment terms/profile</b> (including method of payment e.g. Government Procurement Card (GPC) or BACS):  In section 17 of Annex 1 of this Order Form below (Call Off Schedule 2 Annex A: The Services)						
<b>6.3</b>	<b>Reimbursable Expenses:</b>  Not permitted						
<b>6.4</b>	<b>Customer billing address</b> (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):  REDACTED						
<b>6.5</b>	<b>Call Off Contract Charges fixed for</b> (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):  Fixed for the duration of the contract						
<b>6.6</b>	<b>Supplier periodic assessment of Call Off Contract Charges</b> (paragraph 9.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)) will be carried out on:  Not Applied						
<b>6.7</b>	<b>Supplier request for increase in the Call Off Contract Charges</b> (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):  Not Permitted						

## LIABILITY AND INSURANCE

<b>7.1</b>	<b>Estimated Year 1 Call Off Contract Charges:</b>  The sum of £69,712.50 (excluding VAT)
<b>7.2</b>	<b>Supplier's limitation of Liability</b> (Clause 37.2.1 of the Call Off Terms);  In Clause 37.2.1 of the Call Off Terms
<b>7.3</b>	<b>Insurance</b> (Clause 38.3 of the Call Off Terms):  In Clause <b>Error! Reference source not found.</b> of the Call Off Terms

## TERMINATION AND EXIT

<b>8.1</b>	<b>Termination on material Default</b> (Clause 42.2.1(c) of the Call Off Terms): In Clause 42.2.1(c) of the Call Off Terms
<b>8.2</b>	<b>Termination without cause notice period</b> (Clause 42.7.1 of the Call Off Terms): In Clause 42.7.1 of the Call Off Terms
<b>8.3</b>	<b>Undisputed Sums Limit:</b> In Clause 43.1.1 of the Call Off Terms
<b>8.4</b>	<b>Exit Management:</b> Not applied

## SUPPLIER INFORMATION

<b>9.1</b>	<b>Supplier's inspection of Sites, Customer Property and Customer Assets:</b> Not Applied
<b>9.2</b>	<b>Commercially Sensitive Information:</b> The Suppliers technical submission and breakdown of pricing shall be deemed as commercially sensitive

## OTHER CALL OFF REQUIREMENTS

<b>10.1</b>	<b>Recitals</b> (in preamble to the Call Off Terms): Recitals B to Recital C - date of issue of the Statement of Requirements: <b>21st June 2021</b> Recital D - date of receipt of Call Off Tender: <b>6th July 2021</b>
<b>10.2</b>	<b>Call Off Guarantee (Clause 4 of the Call Off Terms):</b> Not required
<b>10.3</b>	<b>Security:</b> Short form security requirements apply
<b>10.4</b>	<b>ICT Policy:</b> Not applied
<b>10.5</b>	<b>Testing:</b> Not applied
<b>10.6</b>	<b>Business Continuity &amp; Disaster Recovery:</b> Not applied  <b>Disaster Period:</b>

	For the purpose of the definition of “Disaster” in Call Off Schedule 1 (Definitions) the “Disaster Period” shall be <b>N/A</b>
<b>10.8</b>	<b>Protection of Customer Data (Clause 35.2.3 of the Call Off Terms):</b> <b>N/A</b>
<b>10.9</b>	<b>Notices</b> (Clause 56.6 of the Call Off Terms): <u>Customer’s postal address and email address:</u> REDACTED  <u>Supplier’s postal address and email address:</u> REDACTED
<b>10.10</b>	<b>Transparency Reports</b> In Call Off Schedule 13 (Transparency Reports)
<b>10.11</b>	<b>Alternative and/or additional provisions (including any Alternative and/or Additional Clauses under Call Off Schedule 14 and if required, any Customer alternative pricing mechanism):</b> <b>Not Applicable</b>
<b>10.12</b>	<b>Call Off Tender:</b> In Annex B of this Call Off Order Form (Call Off Schedule 16 (Call Off Tender))
<b>10.13</b>	<b>Publicity and Branding (Clause 36.3.2 of the Call Off Terms)</b> Not Applicable
<b>10.14</b>	<b>Staff Transfer</b> Not applicable
<b>10.15</b>	<b>Processing Data</b> Call Off Schedule 17

	<ol style="list-style-type: none"> <li>The contact details of the Customer Data Protection Officer is:  REDACTED</li> <li>The contact details of the Suppliers Data Protection Officer is:  REDACTED</li> <li>The Processor shall comply with any further written instructions with respect to processing by the Controller.</li> <li>Any such further instructions shall be incorporated into this Schedule.</li> </ol>												
	<table border="1"> <tr> <td><b>Contract Reference:</b></td> <td>CCZZ21A17</td> </tr> <tr> <td><b>Date:</b></td> <td>20/07/2021</td> </tr> <tr> <td><b>Description Of Authorised Processing</b></td> <td><b>Details</b></td> </tr> <tr> <td>Identity of the Controller and Processor</td> <td>The Parties acknowledge that for the purposes of the Data Protection Legislation the Parties are independent controllers of Personal Data under this Framework Agreement.</td> </tr> <tr> <td>Use of Personal Data</td> <td>Managing the obligations under the Call Off Contract Agreement, including exit management, and other associated activities.</td> </tr> <tr> <td>Duration of the processing</td> <td>For the duration of the Framework Award plus 7 years.</td> </tr> </table>	<b>Contract Reference:</b>	CCZZ21A17	<b>Date:</b>	20/07/2021	<b>Description Of Authorised Processing</b>	<b>Details</b>	Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation the Parties are independent controllers of Personal Data under this Framework Agreement.	Use of Personal Data	Managing the obligations under the Call Off Contract Agreement, including exit management, and other associated activities.	Duration of the processing	For the duration of the Framework Award plus 7 years.
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	Nature and purposes of the processing	
	Type of Personal Data	Full name Workplace address Workplace Phone Number Workplace email address Names Job Title Compensation Tenure Information Qualifications or certifications Nationality Education & training history Previous work history Personal Interests References and referee details Driving license details National insurance number Bank statements Utility bills Job title or role Job application details Start date End date & reason for termination



		<p>Contract type</p> <p>Compensation data</p> <p>Photographic facial Image</p> <p>Biometric data</p> <p>Birth certificates</p> <p>IP address</p> <p>Details of physical and psychological health or medical condition</p> <p>Next of kin &amp; emergency contact details</p> <p>Record of absence, time tracking &amp; annual leave</p>
	Categories of Data Subject	

## **FORMATION OF CALL OFF CONTRACT**

**BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the terms 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.**

**In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Supplier within two (2) Working Days from such receipt.**

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

Name and Title	REDACTED
Signature	REDACTED
Date	22/07/21

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

Name and Title	REDACTED
Signature	REDACTED
Date	23/07/21

## **Annex A - Call Off Schedule 2 Annex 1 (The Services)**

### **1. PURPOSE**

- 1.1 The purpose of the requirement is to source a Supplier that will provide one brief and one in-depth desk-based research report into technological and digital advancements for the National Infrastructure commission (the 'Commission', 'we', 'the Authority'). The requirement has two key purposes:
- 1.1.1 A technology horizon scan, identifying at a high-level key technological change which could impact supply and demand of the infrastructure within the Commission's remit (energy, digital, transport, water and wastewater, waste, and floods), based on the Commission's existing work to aid in informing work on future scenarios.
  - 1.1.2 A deep dive into potential use cases for new, high-capacity digital infrastructure (e.g. 5G and full fibre) in other sectors of economic infrastructure (energy, transport, water and wastewater, waste and floods) and the potential opportunities they may create in the Commission's sectors. It should look at how a successful roll out of this technology would enable improvements to how assets are managed, maintained and planned; how it would influence price, quality, environmental impacts and resilience; any potential barriers to these opportunities being realised (e.g., market failures); and any risks with their uptake (e.g. cyber security).
- 1.2 The purpose of the procurement is to feed into the Commission's thinking ahead of the second National Infrastructure Assessment, due to be published in 2023.

### **2. BACKGROUND TO THE CONTRACTING AUTHORITY**

- 2.1 The Commission was set up in 2015 as an Executive Agency of HM Treasury to provide expert, impartial advice and make independent recommendations to the government on economic infrastructure in the UK.
- 2.2 The economic infrastructure sectors within the Commission's remit are:
- 2.2.1 Transport
  - 2.2.2 Energy
  - 2.2.3 Water and wastewater (drainage and sewerage)
  - 2.2.4 Waste
  - 2.2.5 Digital communications and

#### 2.2.6 Flood risk management

### 2.3 The Commission's core responsibilities include:

- 2.3.1 Producing a National Infrastructure Assessment once every five years, setting out the Commission's assessment of long-term infrastructure needs with recommendations to government on how to meet them.
- 2.3.2 Carrying out in-depth studies into the UK's most pressing infrastructure challenges, making recommendations to government.
- 2.3.3 Monitoring the government's progress in delivering infrastructure projects and programmes recommended by the Commission.

## 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 Work has now begun in the lead up to the publishing of the Second National Infrastructure Assessment in 2023. This procurement is necessary to update existing work from the first Assessment that will then aid in the second.
- 3.2 Our work requires in-depth, evidential research to ensure our recommendations remain relevant in the long-term.
- 3.3 The requirement will feed in across all future Commission work in preparation for the second Infrastructure Assessment and will play a role in shaping recommendations to government on the infrastructure sectors in the Commission's remit.
- 3.4 Across the Second National Infrastructure Assessment, the Commission will look at major challenges in the six sectors in our remit across a long-term view (10-30 years). Technological changes will undoubtedly have impacts over that time frame, and some of our objectives in these sectors (for example, carbon abatement) rely on new technologies. For the first National Infrastructure Assessment, we produced a technology driver paper ([see here](#)), identifying innovative technologies that might have an impact on infrastructure supply and demand. Whilst the Authority has begun work to update this work, the Supplier should provide a literature review to ensure that we have covered the full range of potential technological changes.
- 3.5 Digital infrastructure is part of the Commission's remit. Digital technology interacts with many other sectors, as more infrastructure becomes smart and connected. As we progress to second National Infrastructure Assessment, the Commission is keen to understand the potential use cases for data and digitisation across the Commission's remit that may emerge over the next 5-15 years. This work will feed into all future work at the Commission in the lead up to the next Assessment. We are also keen to understand if any potential use cases warrant further research or recommendations from the Commission over the next two years.

## 4. DEFINITIONS

Expression or Acronym	Definition
Second National Infrastructure Assessment	Refers to the second National Infrastructure Assessment that the Commission will be publishing in 2023. It is the Authority's most prominent piece of work. You can view the first full Assessment from 2018 <a href="#">here</a> .

## 5. SCOPE OF REQUIREMENT

5.1 The first of the two key outputs of the procurement will be a technology horizon scan across the six sectors in the Commission's remit (water and wastewater, energy, waste, digital, flooding and transport). This will be primarily through assessing and updating the technology driver table. This table will be provided by the Commission to the Supplier after the contract is awarded. We expect the Supplier to build on the Commission's existing analysis, identifying new use case applications and technologies that will emerge. This will help to inform work on future scenarios and should cover:

5.1.1 Optimise existing assets to reduce the need to build new infrastructure

5.1.2 Create demand for additional infrastructure

5.1.3 Lower the cost of supplying infrastructure

5.1.4 Create demand for a new infrastructure system, and

5.1.5 Reduce demand for an infrastructure system.

5.2 The horizon scan should consider short (0-5 years), mid-term (5-15 years) and long-term (15-30 years) technology progressions across these sectors.

5.3 It is mandatory that the scan incorporates uncompleted projects and those we expect to develop that would shift the technological landscape across the six sectors. The key thing is to highlight is how technology which has not yet been finalised or rolled out may affect the supply and demand of current infrastructure.

5.4 The table that we will provide should be updated within the scope of the headings and the six sectors within the Commission's remit. We expect it to be accompanied by a short literature review, providing concise evidence with references to each area of technology addressed in the table.

5.5 The scope of the second key output is a deep dive into what the landscape of a successful uptake of data and digitisation would look like and the effects of this. This should cover:

5.5.1 Potential new use cases for new, high-capacity digital infrastructure (e.g. 5G and full fibre) in other sectors of economic infrastructure (energy, transport, water and wastewater, waste and floods) [of data and digitisation]

5.5.2 Potential opportunities they may create in the Commission's sectors from the widespread use of new technologies like AI and machine learning, and IoT devices (e.g., improvements to how assets are managed, maintained and planned, price, quality, environmental impact and resilience)

5.5.3 Potential barriers to these opportunities being realised (e.g., market failures)

5.5.4 Productivity shifts

5.5.5 Any potential risk (e.g., cyber security)

5.5.6 Dissemination of these new digital technologies and use cases.

5.6 The deep dive should consider a short (0-5 years) and mid-term (5-15 years) timeline, specifically looking at developments over the next 5-10 years as gigabit broadband and 5G are rolled out.

5.7 We expect relevant information such as the Gartner Hype Cycle to feed into both outputs of this work.

## **6. THE REQUIREMENT**

6.1 The requirement is to research, scan and collate information for the technology horizon table and literature review and the data and digitisation report.

6.2 The Supplier will be expected to lead on identifying and accessing suitable data sources, with support from the Commission on those we wish to be used (such as the Gartner Hype Cycle).

6.3 The Supplier should consider gathering data from a range of sources. This may require the Supplier to engage with industry specialists, analyse company accounts, review academic literature, or access third party datasets.

6.4 The scan and deep dive will be used as part of the Commission's evidence base for its ongoing work in the lead up to the second National Infrastructure

Assessment. The Commission will publish the technology horizon scan, though will acknowledge the Supplier's support. We will also publish the data and digitisation report on our website, and therefore require the report in a publishable format. Where possible, information should be collected from sources where the Commission will be able to reproduce the findings without restriction or additional cost. However, where this is not possible due to reasons such as commercial sensitivity, and where there is no suitable alternative, the Commission can discuss with the Supplier whether using sources with restrictions would be acceptable.

- 6.5 The cost of any access to commercial data sources that is expected to be necessary to meet the Commission's requirements should be borne by the supplier within the agreed price.
- 6.6 The Supplier should demonstrate a rigorous and proportionate approach to quality assurance. This should include a quality assurance plan, verification and validation checks for data and analysis, and internal or external peer review of the final data. A quality assurance log should record the quality assurance undertaken by the Supplier. The Commission will also provide peer review which may include the Project Lead, Senior Responsible Owner, Commissioners, expert panel members or trusted external stakeholders. Further detail on quality assurance requirements are set out in section 12.
- 6.7 The Supplier should produce two clear and concise reports detailing their methodology and approach, analysis and quality assurance, as well as updating the agreed table template provided by the Authority. As stated above, the technology horizon scan report should be short and only covering the changes made to the table, or further details the Supplier feels it is necessary to mention in relation to the table. The second report will be a longer, in-depth piece of work, covering the points agreed in the section 5 in a publishable format.
- 6.8 We request the first output (technology horizon scan) by the beginning of August, and the second (deep dive in data and digitisation) by the beginning to mid-September.

## 7. KEY MILESTONES AND DELIVERABLES

- 7.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Project inception meeting with the Commission's project lead to include draft inception report to be provided and agreed by the Commission. The inception report should clarify the approach to be taken and propose data sources to meet the Commission's requirements. The report should also plan key milestones and	Within week 1 of Contract Award



	dates for deliverables, quality assurance processes, risks and how these will be managed.	
2	Final inception report submitted to the Commission outlining the methodology, milestones, deliverables, quality assurance, risks and mitigation.	Within week 2 of Contract Award
3	Update meetings/ phone calls/ email correspondence to discuss findings and progress.	Weekly up until 07/08/2021 followed by as agreed hereon.
4	A draft of the updated technology horizon scan table and accompanying literature review submitted to the Authority for review and comments. These comments will be made by the Authority one week after the submission.	No later than 23/07/2021 (Comments submitted by Authority to Supplier no later than 30/07/2021)
5	Final submission of the updated technology horizon scan table and accompanying literature review to the Authority following adjustments from any comments made by the Commission the week prior.	No later than 07/08/2021
6	A draft of the deep dive into data and digitisation report submitted to the Authority for review and comments. These comments will be made by the Authority one week after the submission.	No later than 20/08/2021 (Comments submitted by Authority to Supplier no later than 27/08/2021)
7	Final submission of the deep dive into data and digitisation report in a publishable format the Authority following adjustments from any comments made by the Commission two weeks prior.	No later than 10/09/2021

## 8. MANAGEMENT INFORMATION/REPORTING

- 8.1 The Authority will work with the Supplier to put in place weekly meetings between project leads to track progress, resource needs and budget.

- 8.2 These weekly meetings will continue until the delivery of the first output (07/08/2021). From here, the meeting schedule will be assessed with the Authority deciding their frequency moving forward.
- 8.3 Attendees of these meetings will be decided by the Authority and the Supplier after the inception meeting.

## **9. VOLUMES**

- 9.1 N/A

## **10. CONTINUOUS IMPROVEMENT**

- 10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 The Supplier should present new ways of working to the Authority during weekly update meetings/phone calls.
- 10.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## **11. SUSTAINABILITY**

- 11.1 There are no sustainability considerations applicable to this requirement, beyond those already expressed in the Terms and Conditions Document.

## **12. QUALITY**

- 12.1 The Commission will be looking to use the analysis to inform its work in the lead up to and during the second National Infrastructure Commission. Therefore, it is critical that the project runs to time, with all assumptions and caveats clearly highlighted.
- 12.2 The expectation is that the key outputs and related materials will be of publishable standard, meeting the Commission's style and quality standards.
- 12.3 Responsibility for the quality of outputs sits with the Supplier. To reflect this responsibility, any report published by the Commission will be in the Supplier's name, which provides transparency and accountability.
- 12.4 The Supplier should demonstrate a rigorous and proportionate approach to quality assurance. The Supplier should follow the Commission's quality assurance policy and guidance, which will be made available to the Supplier ahead of the inception meeting.
- 12.5 The Supplier should set out a clear plan for quality assurance at the inception meeting. The plan should include:
- 12.5.1 appropriate time for quality assurance allocated in the project plan and throughout the project lifecycle, and in discussion with the

Commission, time and resource should be allocated to joint review meetings.

- 12.5.2 a specified quality assurance lead, and internal peer reviewer who should ideally be independent of the day to day project delivery.
- 12.5.3 how the supplier plans to reference and support the findings (check that it is accurately sourced and supported).
- 12.6 The Supplier should maintain a quality assurance log to record the quality assurance undertaken, which should be shared with the Commission at weekly check ins (if necessary) and the final report stage.
- 12.7 All analysis must be correctly sourced, appraised and referenced, and subject to internal peer review by the Supplier.
- 12.8 The Commission will also provide external peer review which may include the Project Lead, Senior Responsible Owner, Commissioners, expert panel members or trusted external stakeholders. Any advice or comments will be fed back to the Supplier via the Commission's Project Lead, and the Supplier should take into consideration the feedback provided.
- 12.9 All assumptions that feed into a piece of analysis, as well any risks, limitations and residual uncertainty related to the results of the analysis should be assessed, recorded and shared with the Commission. Assumptions logs should list what the assumption is, its effective date, source, level of certainty, materiality, and the sensitivity of output to changes in the assumption.

## **13. PRICE**

- 13.1 Prices are to be submitted via the e-Sourcing Suite [Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.
- 13.2 The maximum budget for the full requirement is £75,000 (exc. VAT), and bids received over this budget will be deemed non-compliant.
- 13.3 Prices should be inclusive of all expenses, including the cost of any access to commercial data sources that is expected to be necessary to meet the Commission's requirements.

## **14. STAFF AND CUSTOMER SERVICE**

- 14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

- 14.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## **15. SERVICE LEVELS AND PERFORMANCE**

- 15.1 The Authority will measure the quality of the Supplier's delivery against the requirements and delivery timeframes set out in this Statement of Requirements.
- 15.2 The Supplier is expected to attend all weekly meetings, unless the Authority is given at least 1 days' notice to rearrange. The Supplier is expected to respond to all queries from the Authority within 48 hours and make agreed amendments to written reports and other products within 1 week of receiving comments from the Authority.
- 15.3 The Supplier's performance will be monitored and assessed through weekly project update meetings with the Authority's Project Manager, review of progress against the agreed project timeline and through review of deliverable products as set out in paragraph 7.
- 15.4 All suppliers must have a peer review process included as part of their proposal.
- 15.5 Where the Authority identifies poor performance against the agreed SLA's, the Supplier shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than 5 working days from the date of notification at the Authority's premises.
- 15.6 The Supplier shall be required to provide a full incident report, which describes the issues and identifies the causes. The Supplier will also be required to prepare a full and robust 'Service Improvement Action Plan', which sets out its proposals to remedy the service failure. The Service Improvement Plan shall be subject to amendment following the performance review meeting and agreed by both parties prior to implementation.

## **16. SECURITY AND CONFIDENTIALITY REQUIREMENTS**

- 16.1 The Supplier will acknowledge and protect all sensitive and confidential information its employees have access to during the contract period.
- 16.2 The Supplier will also ensure their IT security systems are sufficiently robust to prevent confidential and sensitive material being made available in the public domain.

## **17. PAYMENT AND INVOICING**

- 17.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables. The payment schedule will be as follows:

17.1.1 25 percent of total contract value on satisfactory delivery of Milestone 5.

17.1.2 75 percent of total contract value on satisfactory delivery of Milestone 7.

17.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

17.3 Invoices should be submitted to: REDACTED

## **18. CONTRACT MANAGEMENT**

18.1 Attendance at weekly project update meetings shall be at the Supplier's own expense.

## **19. LOCATION**

19.1 The location of the Services will be carried out at the offices of the Supplier and/or remotely. Meetings with the NIC will be organised in accordance to Covid-19 restrictions. If restrictions exist, meetings will take place virtually by using an agreed digital service. Otherwise, meetings may take place at the NIC's offices in REDACTED

19.2 The Supplier should cover the costs of their travel through the original price rather than T&S claims.

**Annex B - Call Off Schedule 16 (Call Off Tender)**

**REDACTED**