



Department for
Communities and
Local Government

TNS UK Limited

-
-
-
-

Ref. CPD/004/98/87

26 March 2015

Dear Sir / Madam,

Agreement for the Provision of CORE Services: Contract Amendment

Please find attached an Amendment to the above mentioned Contract. Please confirm acceptance of this Amendment as soon as possible by signing and returning two copies of this document to the undersigned.

I look forward to hearing from you.

Yours faithfully

-

Procurement Advisor



AMENDMENT TO CONTRACT

The details contained in this document form a binding amendment to the Contract referenced below between the Contractor and the Secretary of State for Communities and Local Government (“DCLG”).

Contract title	:	Agreement for the Provision of CORE Services
Contract reference	:	CPD/004/98/87
Purchase order no.	:	4500331953
Contractor	:	TNS UK Limited
Amendment no.	:	4
Effective date of amendment	:	26 March 2015
Details of amendment	:	The Contract is amended according to the Specification set out at Annex A.

The Authority and the Contractor have agreed to the price of £168,089 for conducting a full quarter 1 data collection for 2015/16 and the completion of data collection for 2014/15. This has been calculated in line with the rates in the Contract.

The funding of the total of £168,089 is set out as follows:

Existing amount due under the Contract for Quarter 1 of 2015/16.	£103,866 (exc. VAT)
Allocation of costs from the existing development and exit plan budget for 2014/15 and 2015/16.	£24,881 (exc. VAT)
Additional costs added to the Contract via this Contract Amendment no.4	£39,342.00 (exc. VAT)
TOTAL	£168,089 (exc. VAT)



The Authority reserves the right to further extend the term of the Contract for the provision of 2015/16 Quarter 2 data by giving the Contractor not less than 1 month's written notice. The Contractor hereby provides a commitment to provide 2015/16 Quarter 2 data if required by the Authority subject to a price to be agreed no later than 30 April 2015. This will also require a revision to be made to the current contract end date. This is to be reviewed subject to Q2 being required.

Contract value prior to : £5,242,091.00 (exc. VAT)
this amendment

Maximum value of this : £39,342.00 (exc. VAT)
amendment

Revised value : £5,281,433.00 (exc. VAT)
for the Contract

Terms and conditions : All other terms and conditions remain the same for this
Contract.

FOR AND ON BEHALF OF THE SECRETARY OF STATE FOR COMMUNITIES AND LOCAL GOVERNMENT	FOR AND ON BEHALF OF THE CONTRACTOR
Name:	Name:
Title	Title:
Signed:	Signed:
Date:	Date:



SPECIFICATION

CPD/004/098/087

1. Introduction / Background

DCLG has a requirement to collect and manage the CORE (COntinuous REcording) social housing lettings and sales data and has been working on a new in-house solution. The initial plan was to go live with the new system on April 1st 2015 to commence collection of 2015/16 data. Following useful feedback from external testing of the system DCLG wants to undertake some improvements to the system and needs to delay the go live date.

As a way forward, DCLG wishes to amend its existing contract for the collection of data to enable the collection of the first quarter for 2015/16.

2. Objectives

The main objective of this amendment is the continuation of the current CORE data collection under the TNS system and management for another quarter to allow DCLG extra time to implement developments arising from the external user feedback.

3. Scope

TNS is expected to provide standard collection and management of data for the first quarter of 2015/16. The scope requirements of the outputs to be delivered at the end of Quarter 1 (July 2015) are detailed in the terms of the Contract.

The collection and management of Q1 2015/16 CORE data includes the following processes:

- Activate CORE system to collect 2015/16 data
-
- Provider and helpdesk support in London
- Set up data file outputs (SPSS)
- Contract governance (reports and meetings)
- Proactive Provider contact, for example volume/performance chasing
- eCORE functionality and support
- Data cleaning
- Organisation PDF reports



This specification should also be considered alongside Contract Amendment no.3 signed by both parties in July 2014, amending the Exit Plan agreement signed in October 2013, including the system and outputs to be delivered for transferring information from TNS to DCLG and Mark Logic (IT developers of the new in-house system). TNS to provide updated system tables where changes have been made as a result of Provider management. This will occur after TNS systems are no longer required for data collection.

4. Deliverables/Outputs and Performance Measures

The scope and quality requirements of the outputs to be delivered at the end of Q1 (July 2015) are specified in the Contract. Updated versions of the milestones and key performance indicators are available in the payment reports delivered as part of the Contract. Data volumes collected will not be subject to any KPI (therefore excluded from point 7 of Annex 5 of the contract) but TNS will continue to endeavour to maximise volumes. This is due to events outside TNS' control, namely delays in the processes for announcing annual changes and potential Provider confusion.

Given the planned in-year transfer of data into the new DCLG CORE system some exceptions to the above may apply and may be agreed in writing by both parties to complement this amendment if deemed appropriate.

For data delivery

- Data will be cleaned to the usual standards
- TNS will supply clean data in the usual format (SPSS/CSV file)
- Valid logs that would normally be excluded from Q1 reporting following cleaning plus Open and Queried logs will also be supplied in current CSV format
- TNS will not update the PDF reporting format for Q1 since there is no development work budgeted. If PDF reports are required they will be produced to 2014/15 format.

5. Approach (optional)

The Contractor will undertake the work as per the methodology and tools used in previous Q1 CORE data collection periods covered by the Contract. Any changes to personnel will be communicated as per the existing contract and any TUPE requirements as previously communicated in our email of 24 February 2015.

In cases where an exception needs to be made because the above cannot be met, agreement by both DCLG and the Contractor will be required.



6. Key Dates

- The Contractor will activate the Q1 2015/16 collection no later than 7 April 2015.
- Data transfer to new DCLG system is expected to be needed during July 2015 (final date to be confirmed in writing by both parties).

7. Contract Management Arrangements

No additional contract management arrangements are necessary beyond those set out in the Contract.

The most relevant for this specification are:

- At least fortnightly focus report meetings between DCLG and TNS where management information is also provided.
- The focus report meeting set out for the 17/3 will be attended by senior reporting officers from both parties to discuss and agree details of the 2015/16 collection.
- A Q1 2015/16 project report will be provided by the Contractor

8. End of contract

The expiry date of the Contract remains unchanged at 30th September 2015.