



Commissioning Letter

[REDACTED]
YouGov PLC
50 Featherstone Street
London
EC1Y 8RT

18th December 2024

Dear **[REDACTED]**,

RE: PS21034 – Framework for Consumer Research on Product Safety Standard Issues for Exploring Consumer Attitudes and Experiences of Online Marketplaces

Thank you for your proposal for the above Commission by Department for Business and Trade (the Contracting Authority) through PS21034 – Framework for Consumer Research on Product Safety.

The Department for Business and Trade wishes to accept your proposal (Annex A).

Contracting Parties

This Call-Off Contract is between

- (1) **Department for Business and Trade**; and
- (2) **YouGov PLC** (under the Framework Agreement).

Annexes: **A.** Supplier Proposal

Terms and Conditions

The Terms and Conditions applicable to this contract are those set out in PS21034 – Framework for Consumer Research on Product Safety.

Contract Price

The agreed total charges are **£32,400.00** exclusive of VAT

The breakdown of the total contract charges are:

Item	(£)
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

The proposed invoice schedule is as follows:

- | | | |
|-----------------|---|-----------------------|
| 1. Milestone 1: | Survey Sign Off | 10% of Contract Price |
| 2. Milestone 2: | Recruitment Screener Sign Off | 20% of Contract Price |
| 3. Milestone 2: | Discussion Guide Sign Off | 20% of Contract Price |
| 4. Milestone 3: | Full Report Delivered (3 rd March) | 50% of Contract Price |

All invoices should be sent to:

[REDACTED]

Your invoice(s) for this work must include the following information:

Commission number: CR_4741

You are reminded that any Intellectual Property Rights provided in order to perform the Services will remain the property of the Contracting Authority.

The Services Commencement Date is 18th December 2024

The Completion date is 14th March 2025

The Contract may be terminated for convenience by giving 30 days notice in accordance with clause A3-8 of the PS21034 – Framework for Consumer Research on Product Safety.

Where GDPR applies, the Supplier shall only process in accordance with the instructions as advised in the Framework and comply with any further written instructions with respect to processing by the Contracting Authority.

The Authorised Representative for this Commission will be [REDACTED] who can be contacted at [REDACTED].

Contract monitoring

YouGov will review contractual compliance regularly, performance, and progress to ensure everything is on track; including progress against milestones, to ensure that they adhere to its terms and conditions. To ensure smooth delivery of the research tasks, as well as to meet the key milestones, the following measures will be introduced:

- YouGov-OPSS project meetings,
- Ongoing evaluation of the project risks.

Management information and meetings

In addition to YouGov project meetings and exchanges, regular (weekly) internal meetings will be organised, managed by the Project Manager.

Formal meetings with OPSS are envisaged on reaching each milestone, preferably on-line, although this could be face to face if requested.

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

Yours sincerely,

[REDACTED]
[REDACTED]

BY SIGNING AND RETURNING THIS COMMISSIONING LETTER THE SERVICE PROVIDER AGREES to enter a legally binding contract with the Customer to provide to the Customer the Services specified in this Commissioning Letter and Annexes incorporating the rights and obligations in the Call-off Terms and Conditions set out in the Framework Agreement.