

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

2CV Limited
12 Filtcroft Street
LONDON
WC2H 8DL.

Dear Sir,

Letter of Appointment

This letter of Appointment dated Tuesday 4th August 2020, is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier.

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

Order Number:	TBC
From:	Department for Transport (DfT) Horseferry Road London
To:	2CV Limited 12 Filtcroft Street LONDON WC2H 8DL

Effective Date:	Tuesday 4 th August 2020
Expiry Date:	End date of Initial Period: 3rd August 2021 The Contract will run for a one (1) year period. There is no option to extend this commercial agreement.

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:	For the Customer: REDACTED. For the Supplier: REDACTED
[Guarantor(s)]	Not Applicable (N/A)

Contract Charges (including any applicable discount(s), but excluding VAT):	As per Annex C – All roles and rates will remain firm for the duration of the Contract Roles and rates will remain firm for the duration of the contract. Roles and rates are based on an 8hour day and are inclusive of expenses and exclusive of VAT
Insurance Requirements	No additional insurance required.
Liability Requirements	Suppliers limitation of Liability as per Clause 18 of RM8018 Terms and Conditions
Customer billing address for invoicing:	REDACTED

GDPR	As per Contract Terms Schedule 7 Processing Personal Data and Data Subjects
Alternative and/or additional provisions (including Schedule 8(Additional clauses)):	Not Applicable N/A

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:

Signature:

Signature:

Date:

Date:

ANNEX A

Customer Project Specification

1. DEFINITIONS

Expression or Acronym	Definition
Disabled	Means an individual who would respond “yes” to the Government Statistical Service (GSS) harmonised question on long-lasting health conditions and illnesses ¹ .
Surface rail	Means surface railway services operating in Great Britain and excludes underground, metro, light rail, tram and heritage rail services.
Rail user	Means someone who has travelled by surface rail in Great Britain at least once in the last 12 months.
Non-user	Means someone who has never travelled by surface rail in Great Britain, or someone who hasn’t travelled by surface rail in Great Britain in the last 12 months.
Barrier	Means any impediment that would, could, or is perceived to act in a way as to prevent people using the railway, or make using the railway more difficult. Examples may include a lack of accessible ticket purchasing options, physical infrastructure, and a lack of accessible travel information, a lack of confidence to travel or systems/services not functioning properly or meeting peoples’ needs. It may also refer to a lack of something, for example assistance or physical infrastructure, which may act in the same manner as an impediment to travel.

2. SCOPE OF REQUIREMENT

- 2.1 The Customer requires research with disabled adults aged 18 and over and those aged 16-17 in Great Britain who haven’t travelled by surface rail in the last 12 months (or ever). The research must collect quantitative and qualitative data.

¹ The question is worded as: “Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?” The answer codes are “Yes” and “No”. <https://gss.civilservice.gov.uk/policy-store/long-lasting-health-conditions-and-illness/#questions>

- 2.2 The Customer works to Government Social Research Unit (GSR) ethical guidelines on research with those aged under 18 (https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/515296/ethics_guidance_tcm6-5782.pdf). The GSR states that generally people aged 16 and over are thought to be able to give their consent to participate.
- 2.3 The aim of the work is to collect data on the experiences and attitudes of disabled non-users of rail to explore the reasons as to why they don't travel by train currently, with the aim of making rail travel more inclusive and accessible. The research must also be able to produce a robust, quantitative estimate of the proportion of disabled people aged 16 and over in Great Britain who have used rail in the last 12 months.
- 2.4 The research shall utilise a quantitative survey methodology, along with a qualitative methodology to explore the topics outlined in section 6 of the document. The aim of the quantitative strand will be to collect quantifiable data on respondents' experiences and attitudes in relation to rail travel; the qualitative element will aim to explore this topic in more depth. The Supplier shall propose the methodology or methodologies they deem most suitable for achieving the aims of the project, including reference to the suitability for disabled respondents and with regard to accessibility/inclusivity of approach.
- 2.4.1 The exact number of respondents shall be decided between the Supplier and the Customer, but the quantitative sample must be drawn in such a way to include respondents with a wide range of disabilities and demographic characteristics. The quantitative sample shall be representative of the disabled population in Great Britain.
- 2.4.2 The quantitative element and sampling shall be undertaken in such a way to produce a robust quantitative estimate of the proportion of disabled people aged 16 and over in Great Britain who have used rail in the last 12 months.
- 2.4.3 The research shall also include a sub-sample of parents of disabled children and partners/carers or travel companions of disabled adults, or non-disabled non-users of rail to provide context and help address a known evidence gap in this area. This sub-sample could be covered in either the quantitative or qualitative elements, or both elements.
- 2.4.4 A multi modal approach is required with the quantitative element to ensure the methodology is as inclusive as possible. The Supplier shall give consideration to the accessibility needs of the respondent

group and the need to maximise the accessibility of the methods used by using multiple methods of data collection. For example, the survey cannot be exclusively conducted via one mode (i.e. online), and at least two modes must be used to maximise accessibility and reduce the potential for respondents to be unable to participate.

- 2.4.5 Both the qualitative and quantitative strands shall be designed and conducted to be as inclusive as possible. Examples include alternative formats (if required) and sampling approaches.
- 2.4.6 The Supplier shall provide, or be able to provide, non-contact versions of any of their proposed methodologies that involve face-to-face contact. Where face-to-face methodologies are proposed, Bidders should outline in their bids the reasons for this, and the proposed non-contact alternatives and their suitability as an alternative methodology. The Supplier must also be aware that fieldwork approaches may need to be flexible and amended throughout the life of the project to comply with any Government advice related to Coronavirus/Covid-19 and to help ensure fieldworker and participant health and safety.
- 2.4.7 The Supplier shall be required to work with the Customer to design the research instrument(s). The Supplier shall be responsible for the fieldwork, data cleaning, data processing and quality assurance, analysis and reporting. The Customer shall also require an anonymised, cleaned and coded SPSS (or equivalent) datafile for quantitative outputs.

3. THE REQUIREMENT

- 3.1 Research of the topics to be explored shall include, but not be limited to:
 - 3.1.1 The general travel behaviours of respondents, including number of journeys made, trip purpose, mode choice and the factors involved in planning a journey and choosing a mode.
 - 3.1.2 Previous experience of GB surface rail trips (if applicable), including when last journey made, trip purpose, any barriers experienced and why they haven't made another rail journey in the last 12 months.
 - 3.1.3 Reasons as to why they haven't used rail (ever or in the last 12 months), with detailed exploration of respondent experiences, attitudes and behaviours around travel choice and behaviour, including anticipated or expected barriers and experiences.

- 3.1.4 General respondent attitudes and opinions of the rail industry and travel by rail, especially in relation to accessible and inclusive rail travel.
- 3.1.5 If respondents would like to travel by rail (at all or more frequently), and if so, what they would need or like to help make this possible or to improve the experience.
- 3.2 The scope of this research will involve disabled adults aged 18 and over and those aged 16 - 17 in Great Britain who haven't used rail at least once in the last 12 months (or those who have never used surface rail in Great Britain). The research must include people with a wide range of disabilities, illnesses and conditions, including those with "non-visible" disabilities. It is envisaged that respondents will be self-selecting in to the sample and be asked to self-identify as disabled. The research must also include a sub-sample of parents of disabled children and partners/carers or travel companions of disabled adults, or non-disabled non-users of rail to provide context and help address a known evidence gap in this area. This sub-sample could be covered in either the quantitative or qualitative elements, or both elements.
- 3.3 The Customer requires a quantitative survey research approach, coupled with a qualitative element, however, the exact methodology and number of participants are not fixed. The quantitative strand shall include a sub-sample of disabled rail users to enable a robust quantitative estimate of the proportion of disabled people aged 16 and over in Great Britain who are rail users.
- 3.4 The Supplier shall be responsible for recruiting research participants/drawing the sample for both the qualitative and quantitative strands. In order to achieve this robust quantitative estimate, a sample size of at least 1,200 completes would be suggested, but the Supplier was invited to propose the sample size they deemed most appropriate (and have provided their reasoning behind their recommendation).
- 3.5 The Customer shall require the Supplier to develop research instruments for both the quantitative and qualitative strands. The research instruments shall be developed in conjunction with the Customers project manager, and where appropriate, the project stakeholder group.
- 3.6 The exact topics for inclusion on the instruments will depend on the methodology, but these shall be discussed and agreed between the Supplier and the Customers Project Manager. The topics for inclusion are listed below.
- 3.7 The Supplier shall be responsible for all fieldwork for both the quantitative and qualitative strands.

- 3.8 The Supplier shall be required to undertake appropriate analysis for both the quantitative and qualitative research strands. If appropriate, analysis should include quantitative comparisons with disabled rail users and the non-disabled wider population; for example, the general travel behaviour of disabled non-rail users compared to the non-disabled wider GB population aged 16 and over. Comparative data on the wider non-disabled GB population would be expected to come from existing sources outside of this project, for example National Travel Survey, not from primary collection as part of this research.
- 3.9 The Supplier shall be required to produce a research report synthesising the results of both the qualitative and quantitative strands; they will also be required to produce a face to face de-brief presentation of the findings at the Customers premises (or via video-conferencing software).
- 3.10 The following scenario is designed to provide an overview of the Customers' requirements for this research and is not intended as a prescriptive methodology or approach:
- 3.10.1 The Customer requires primary research with disabled adult GB respondents aged 18 and over and those aged 16-17 who are rail non-users (disabled non-users of rail).
- 3.10.2 The research will explore respondents' opinions, attitudes, behaviours and experiences in relation to GB surface rail travel. It will also provide a robust, quantitative estimate of the proportion of disabled people aged 16 and over in Great Britain who have used rail in the last 12 months
- 3.10.3 There are numerous methodological possibilities for this project, but the research must include both quantitative and qualitative elements. The quantitative element must be multimodal and include at least two methods of data collection. The Customer required the Supplier to draft research instruments suitable for the methodology/methodologies they propose.
- 3.10.4 The Supplier shall provide appropriate and robust analysis of both the quantitative and qualitative data collected.
- 3.10.5 The Supplier shall provide the Customer with a final research report combining the results from the quantitative and qualitative elements, a presentation of the results at the Customers premises (or remotely) and an anonymised, cleaned, labelled and coded SPSS (or equivalent) dataset for the quantitative element.

4. KEY MILESTONES AND DELIVERABLES

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

Milestone/Deliverable	Description	Timeframe
1	Start-up Meeting	No later than 12 th August 2020
2	Draft quantitative instrument(s)	No later than 3 rd Sept 2020
3	Finalise quantitative instrument(s)	No later than 17 th Sept 2020
4	Quantitative fieldwork completes	No later than 28 th Sept 2020
5	Draft qualitative instrument(s)	No later than 18 th Oct 2020
6	Finalise qualitative instrument(s)	No later than 2 nd Nov 2020
7	Qualitative fieldwork completes	No later than 30 th Nov 2020
8	First draft of final report	No later than 27 th Dec 2020
9	Second draft of final report	No later than 11 th Jan 2021
10	Presentation of final results	No later than 18 th Jan 2021
11	Final report and quantitative dataset received	No later than 15 th Feb 2021

5. MANAGEMENT INFORMATION/REPORTING

5.1 The Supplier shall provide:

5.1.1 A research report combining the findings of the quantitative and qualitative strands. The report should be thematic in nature and adhere to the Customers style guide and publishing standards. The exact

format and contents of the report shall be decided between the Supplier and the Customer. However, the report shall be provided in Microsoft Word (or similar software).

5.1.2 A presentation of the research findings at the Customers central London offices (or other central London location, or by video-conferencing facilities as agreed). The exact content and nature of the presentation would be decided between the Supplier and the Customer, but a de-brief presentation of around an hour's duration is required.

5.1.3 An anonymised, cleaned and coded SPSS (or equivalent) dataset for the quantitative element. If any weighting is used, the weighting variable should also be provided, along with instructions for the Customer as to how and when to apply the weighting.

5.2 Bi-weekly updates from the Supplier via email or telephone of progression against target dates are required.

6. CUSTOMERS RESPONSIBILITIES

6.1 The Customer shall provide a single point of contact to engage with the Supplier. This single point of contact will be provided to manage the Research Project and provide support to the Supplier as required.

6.2 The Customers Project Manager will convene and manage a small stakeholder group comprised of the relevant internal stakeholders, and where relevant, key external stakeholders. The main purpose of this group will be to provide feedback to the Supplier on the project, for example providing comments on research instruments.

6.3 If the Customers Project Manager becomes unavailable, the Customer shall provide another Project Manager to take over responsibility for the management of the project.

7. CONTINUOUS IMPROVEMENT

7.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

7.2 Changes to the way in which the Services are to be delivered must be brought to the Customers attention and agreed prior to any changes being implemented.

8. QUALITY

8.1 The Customer requires the Supplier have a Quality Assurance process.

- 8.2 The Customer requires the Supplier to detail the anticipated risks and mitigation for the project in the form of a “risk register”.
- 8.3 The Customer reserves the right to examine any aspect of the successful Providers work in detail, or to commission suitable agents to do this.
- 8.4 The Supplier shall submit a quality control plan outlining their internal quality control procedures.
- 8.5 The Supplier shall provide evidence of the quality assurance activities undertaken.
- 8.6 The Customer intends to use the data primarily to inform policy analysis for internal Government use. However, the Supplier shall note that the data may also be shared with Local Authorities or published in Departmental statistics reports (although this is likely to be at an aggregated level/averages only). The contractual arrangement between The Supplier and the Customer will need to enable the Customer to use the data in this way.
- 8.7 The Customer will own and retain all Intellectual Property Rights arising from this Research Project.

9. STAFF AND CUSTOMER SERVICE

- 9.1 The Customer requires the Supplier to provide a sufficient level of resource throughout the duration of the Disabled non-users Research Contract to consistently deliver a quality service to all Parties.
- 9.2 The Suppliers staff assigned to the Disabled non-users Research Contract shall have the relevant qualifications and experience to deliver the Contract.
- 9.3 The Supplier shall ensure that staff understand the Customers vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

10. SERVICE LEVELS AND PERFORMANCE

- 10.1 The Customer will measure the quality of the Supplier’s delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Research Design	The research instrument(s) should be provided to the Customer by 17 th Aug 2020	100%
2	Fieldwork	All fieldwork should be completed by 30 th October 2020	100%
3	Debrief	Face-to-face debrief to the Customers stakeholders by 18 th December 2020	100%
4	Data Delivery	All datafiles and final report should be provided to the Customer by 15 th Feb 2021	100%

- 10.1 Regular weekly updates by email will be required to provide confidence to the team that deliverables are on track
- 10.2 In the event of poor performance through the failure to deliver KPIs to time and of appropriate quality, the Customer shall meet with the Supplier to understand the root causes of the issue. The Supplier shall formulate a Performance Improvement Plan to rectify these issues and meet the requirements in this statement.
- 10.3 If poor performance continues, following formal written warnings, early termination of the Contract will also be considered.
- 10.4 The Customer shall monitor the work of the Supplier throughout the Research Project through regular day to day contact via multiple channels (E.g. email, telephone and face to face meetings).

11. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 11.1 The Supplier shall explain how they intend to transfer the required datasets and outputs and how the security of the transfer will be ensured. This will need to be reviewed and agreed by the Customer at the inception meeting before implementation. If any additional cost is associated with this process, this must be made explicit.

12. CONTRACT MANAGEMENT

- 12.1 Attendance at project start-up and de-brief meetings shall be at the Supplier's own expense.

13. LOCATION

- 13.1 The location of the Services will be carried out at the Department for Transport's London Office in Horseferry Road, London, England.

ANNEX B
Supplier Response
REDACTED

ANNEX C COSTS – RATE CARD

REDACTED

All Roles and Rates will remain firm for the duration of the contact and are based upon an 8 hours day.

Roles and Rates are inclusive of expenses and exclusive of VAT

CORE COSTS

REDACTED

Part 2: Contract Terms



Contract Terms v6.0