

I.F.F Research Limited

**REDACTED**

Attn. **REDACTED**

Email: **REDACTED**

Monday 17<sup>th</sup> December 2018

Procurement ref: CCSN18A09

Dear **REDACTED**

**Award of contract for the Provision of Improving PIP and ESA Forms Research**

Further to your submission of a Tender/Proposal for the above Procurement, on behalf of the Department for Work and Pensions (the "Authority"), I am writing to advise that the procurement is now complete.

I am pleased to inform you that your company ranked first in our evaluation with an overall score of 91.69% and therefore we would like to award the contract to you.

The attached appendix provides detailed feedback on your submitted proposal.

The call-off contract shall commence on the 20<sup>th</sup> day of December 2018 and will operate for:

A period of one year until the 19<sup>th</sup> day of December 2019. There shall be no further option to extend this contractual provision beyond this date.

The total contract value shall be £125,375.00 (excluding VAT).

This procurement activity was a further competition under Dynamic Purchasing System (DPS) RM6018 Research Marketplace and the DPS Terms and Conditions shall apply. A copy of the contract is provided with this Award Letter and includes those DPS terms and conditions.

Please print and sign a copy and forward to the Procurement Lead electronically via the e-Sourcing Suites' messaging service. They in turn will manage its ratification and return a copy for your records.

Please ensure that the signed copy of the contract is submitted via the e-sourcing suite by 17:00 hours on Wednesday 19<sup>th</sup> December 2018.

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Should you have any queries regarding this or any other matter please do not hesitate to contact me.

Yours Sincerely,

**REDACTED**



**REDACTED**

**REDACTED**

Signed for and on behalf of the Department for Work and Pensions (DWP).

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Order Number:	CCSN18A09
From:	Department for Work and Pensions ("Authority")
To:	I.F.F Research Limited ("Supplier")

Effective Date:	Thursday 20 <sup>th</sup> December 2018
Expiry Date:	Thursday 19 <sup>th</sup> December 2019
	NB: There shall be no provision to extend this contractual requirement beyond this date.

Services required:	Set out in: Annex A – Authority's Project Scope. Annex B – Supplier's Response. Both of which form part of this document.
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Key Individuals:	On behalf of the Authority: <b>REDACTED</b> On behalf of I.F.F Research Limited: <b>REDACTED</b>
Guarantor(s)	Not Applicable

Contract Charges (including any applicable discount(s), but excluding VAT):	£125,375.00
Insurance Requirements	Employers Liability Insurance of at least one million pounds Professional Liability Insurance of at least one million pounds Neither Party excludes or limits it liability for:

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	<ul style="list-style-type: none"> <li>• death or personal injury caused by its negligence, or that of its employees, agents or Sub-Contractors (as applicable);</li> <li>• bribery or Fraud by it or its employees;</li> <li>• statutory obligations stated within the Consumer Rights Act 2015;</li> <li>• any liability in respect of a breach of duty or obligation under the Financial Services &amp; Markets Act 2000 (as amended from time to time); or</li> <li>• any liability to the extent it cannot be excluded or limited by Law.</li> </ul> <p>The Supplier does not exclude or limit its liability in respect of the indemnity in Clauses 28 (Staff Transfer) and clause 33 (IPR) and in each case whether before or after the making of a demand pursuant to the indemnity therein.</p>
<p>Authority's billing address for invoicing:</p>	<p>The Authority's billing address shall be as follows: <b>REDACTED</b></p>
<p>Alternative and/or additional provisions (including Schedule 6 (Additional clauses)):</p>	<p>Not applicable</p>

## **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 Authority 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 Authority 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.**

<b>For and on behalf of the Supplier:</b>	<b>For and on behalf of the Authority:</b>
Name and Job Title: <b>REDACTED</b>	Name and Job Title: <b>REDACTED</b>
Signature: <b>REDACTED</b>	Signature: <b>REDACTED</b>
Date: 19 <sup>th</sup> December 2018	Date: 20 <sup>th</sup> December 2018

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## Annex A

### Authority's Project Specification

#### 1. PURPOSE

- 1.1 Under this Contract the Department for Work and Pensions (DWP), henceforth to be known as the Authority, is commissioning independent research into how it can improve the application forms for the two main health-related benefits, Employment and Support Allowance (ESA) and Personal Independence Payments (PIP).
- 1.2 The aim of the research is to:
  - 1.2.1 Develop depth insights into why and how the application forms are currently causing problems for claimants; and
  - 1.2.2 Identify improvements that can be made to their design and content.
- 1.3 Research findings will be used to inform DWP Operations on how the forms can be made more user-friendly and so:
  - 1.3.1 Minimise any difficulty experienced by some claimants; and
  - 1.3.2 Enable all applications to more clearly and accurately reflect claimants' circumstances.
- 1.4 More broadly, the research will contribute to the wider evidence base on PIP and ESA claimants by delivering a better understanding of the diverse range of health-related, and other issues influencing their engagement with DWP during their claim journey. This learning will inform ongoing policy development and delivery improvements made by DWP and, potentially, sub-contracted assessors.

#### 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority is responsible for welfare, pensions and child maintenance policy. As the UK's largest public service department, it administers a range of working age, disability and ill health benefits to over 22 million claimants and customers.
- 2.2 The PIP Research and Evaluation Team, within the Disability Analysis Division, will be responsible for administering and managing the research.

#### 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 ESA and PIP are two health-related benefits that can be claimed by individuals with a health condition or disability.
- 3.2 Employment and Support Allowance (ESA):
  - 3.2.1 ESA is an income replacement benefit for working-age people with a health condition or disability. It provides help and support to people looking to return to work and extra financial help for severely disabled people.

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- 3.2.2 There are three types of ESA: 'new style' ESA if an individual is entitled to claim Universal Credit; income-related ESA for which the amount depends on the individual's circumstances and income; and contributory ESA if an individual has paid enough in National Insurance contributions.
- 3.2.3 Applying for ESA involves making an initial call to a Contact Centre to register a claim, and obtaining a fit note from a claimant's GP. The claimant then completes an application form, the 'Work Capability Questionnaire' or ESA50 form, before being invited to a Work Capability Assessment (WCA). Together, with a claimant's fit note, these are used by the Department in determining eligibility for the benefit.
- 3.3 Personal Independence Payments (PIP):
- 3.3.1 PIP is a tax-free, non-means tested benefit that aims to help with some of the extra costs caused by long-term ill health or disability. It is made up of two components: daily living and mobility. These can be awarded at either 'standard' or 'enhanced' rates depending on the claimant's level of need. Applicants can be eligible for one or both components.
- 3.3.2 PIP has replaced Disability Living Allowance (DLA) for most claimant groups. The first claims were taken on 8 April 2013 as part of a controlled roll-out. From June 2013, PIP was extended to the entirety of the UK, however full PIP implementation is still underway.
- 3.3.3 Applying for PIP involves making an initial call to a Contact Centre and then completing an application form called the 'How your disability affects you questionnaire' or PIP2 form. Often a claimant will then have a face-to-face assessment of their needs by an independent health professional. These assessments are used by the Department in determining eligibility.
- 3.4 In February 2018, the Work and Pensions Select Committee (WPSC) made a number of recommendations regarding improvements to the ESA and PIP application processes<sup>1</sup>, including that the Department conduct research into the impact of application on claimants' health, and how the forms can be made more claimant friendly and in their words 'less distressing' for claimants to complete.
- 3.5 In response to this recommendation, and in recognition of the fact that claimants can experience difficulties when completing the application forms for ESA and PIP, DWP has formally and publicly committed to commissioning this independent research to better understand claimants' experiences when completing the forms, and how difficulties can be alleviated and the forms improved.

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<sup>1</sup>House of Commons Work and Pensions Committee: *PIP and ESA assessments. Seventh Report of Session 2017-19.*  
<https://publications.parliament.uk/pa/cm201719/cmselect/cmworpen/829/829.pdf>

#### 4. DEFINITIONS

Expression or Acronym	Definition
CCS	means the Crown Commercial Service
DBS	means the Disclosure and Barring Service
DLA	means the Disability Living Allowance – the health-related benefit that has been replaced by PIP for majority of claimant groups since 2013.
DWP	means the Department for Work and Pensions (the Authority)
ESA	means the Employment Support Allowance – a benefit providing financial support to individuals with a health-condition or disability that are out-of-work.
GDPR	means the General Data Protection Regulation (2018)
PIP	means the Personal Independence Payment – a tax-free, non-means tested benefit that aims to help with some of the extra costs caused by long-term ill health or disability.
w/c	means week commencing
WCA	means the Work and Capability Assessment – the face to face assessment forming part of the application process for ESA.
WPSC	means the Work and Pensions Select Committee – a committee appointed by the House of Commons to examine expenditure, administration, and policy of the Department for Work and Pensions.

#### 5. THE REQUIREMENT

- 5.1 The Authority requires the Supplier to conduct qualitative research with claimants for PIP and ESA which will identify where and how claimants are experiencing difficulties with their PIP and ESA paper applications. The Supplier will then work closely with the Authority's stakeholders, to identify potential improvements. The Supplier will then conduct further fieldwork to test these improvements.
- 5.2 This research is focussed on one component of the PIP and ESA application processes - the paper application forms. The Supplier is not required to deliver redesigned forms ready for implementation. Instead, the Supplier's findings will shape the content of future improved forms developed by DWP.
- 5.3 This research (conducted on the Authority's behalf by the Supplier) shall comprise of in-depth interviews or group sessions with disability benefit claimants. The Supplier must ensure that they are able to include individuals in the research who may have barriers to participating as a consequence of their health condition or disability.
- 5.4 The Supplier must adhere to all of the Authority's security guidelines. This is mandatory and will involve working with the Project Manager to ensure security procedures are in

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compliance with Departmental standards. During the inception meeting the Authority will provide access to all internal security guidelines and provide advice to the Supplier.

- 5.5 The Supplier must provide detailed plans for how they shall ensure participant data will be securely received, stored and destroyed. A DWP Generic Security Assurance Document must be completed, when the Supplier is appointed, to provide assurances that the Supplier's data security procedures meet with the Authority's own set standards.
- 5.6 The Supplier shall work closely with both the Authority's research team and also wider stakeholders within DWP including senior policy and operational colleagues. This is to ensure that potential solutions suggested by the research are workable in practical delivery terms and can be successfully implemented.
- 5.7 The Authority's own Behavioural Scientists and Communications experts also have a strong interest in the applications process and will share their learning and expertise for the benefit of this project.
- 5.8 The Authority envisages that the project shall be conducted in a series of stages to include: an initial phase of research to garner evidence from claimants on their experiences of completing the PIP2 and ESA50 paper forms; an interim stage in which findings are shared with the Authority's stakeholders and potential changes to the forms are considered and agreed; and, a subsequent testing phase where new content is reviewed by PIP and ESA claimants.
- 5.9 The Authority requires the following outputs and deliverables during the life of this project:
  - 5.9.1 A full research proposal to be developed by the Supplier;
  - 5.9.2 A brief written consideration of existing evidence in the area of the PIP and ESA application processes to assess its value and advice on how this knowledge informs the research. A version of write-up will form an introductory chapter in the final report;
  - 5.9.3 Fortnightly updates on the progress of the research in writing;
  - 5.9.4 Attendance at a project start up meeting in Sheffield or London;
  - 5.9.5 Topic guides for use in depth discussions with participants, to understand their views on and potential difficulties with regard to the PIP2 and ESA50 forms;
  - 5.9.6 A Power Point presentation summarising findings from these discussions;
  - 5.9.7 Attendance at a workshop with the Authority's senior stakeholders to share and discuss findings;
  - 5.9.8 Prototypes of new content for future ESA and PIP application forms for further testing;

- 5.9.9 A summary report of the findings from this testing;
  - 5.9.10 A presentation of full findings to the Authority's stakeholders on completion of the project;
  - 5.9.11 A main report on the qualitative findings from the research, for publication, adhering to Departmental guidance; and
  - 5.9.12 A one page summary of the research for the Authority's website.
- 5.10 Draft versions of all reports must be provided by the Supplier for quality assurance with all relevant stakeholders. Comments must be considered and used to inform the final versions. Products must be produced in a format consistent with the DWP Style Guide. The Supplier should be aware that they may be required to produce multiple draft copies before a final version is accepted.
- 5.11 Ethics
- 5.11.1 It is essential that the research allows all claimants to participate fully. In some cases this may require interviewing by proxy. Therefore, research instruments shall be designed to be accessible if required and researchers should be experienced in conducting interviews with disabled people who have a range of impairments, including those who have mental health conditions, learning and / or mobility difficulties.
  - 5.11.2 It is the responsibility of the Supplier to ensure the research is conducted ethically. The Supplier will be expected to assess whether ethical approval is necessary. Where ethical approval is required, it will be the responsibility of the Supplier to seek and gain ethical approval from the Authority before the research commences.
  - 5.11.3 All participants must give their consent prior to taking part in the research, in line with General Data Protection Regulation (2018) guidelines as well as other relevant legislation. This consent must be informed, specific and freely given. Ideally, this should be written consent, but where this is not possible, explicit verbal consent needs to be obtained and recorded by the interviewer in writing explaining why it was not possible to obtain written consent from the interviewee supported by clear rationale as to why a written consent was not possible.
- 5.12 The geographical coverage for this work is England, Scotland and Wales (with the exclusion of Northern Ireland) and the qualitative research should cover all three countries. The Supplier shall be aware that the Authority has signed up to the Welsh Language Scheme. Where it conducts public business in Wales, it treats the English and Welsh languages equally. The Supplier must be aware of the provisions of the Welsh Language Scheme and the implications of conducting research in Wales.
- 5.12.1 In practice, this means the Supplier must ensure;
    - 5.12.1.1 Invitation letters to Welsh participants are issued in both English and Welsh;

- 5.12.1.2 Interview / survey materials for Welsh participants are made available in Welsh, where requested;
  - 5.12.1.3 Face to face interviews are conducted in Welsh, where requested;
  - 5.12.1.4 Any telephone or postal queries from Welsh participants are answered in Welsh, where requested.
- 5.13 The Supplier must confirm their ability to meet the above provisions at all stages of the research process.

## 6. PROPOSED METHODOLOGY

- 6.1 The research will explore where claimants have difficulties with PIP and ESA forms and will identify and test solutions suggested by claimants to make the forms more user-friendly. The Authority requires for a qualitative method to be used because the Authority wishes to capture claimants' individual experiences in detail.
- 6.2 The research will test solutions hypothetically rather than in live claims to avoid any impacts on claimants' behaviours or benefit outcomes.
- 6.3 The precise details of the research design will be agreed between the Supplier and the Authority's research team. Set out below is how the Authority envisages the research will proceed and the Authority's thoughts regarding methodology and sampling. However, the Authority welcomes suggestions from the appointed Supplier on possible alternative methods.
- 6.4 Stage 1 – Identifying issues and potential improvements
- 6.4.1 This stage will comprise of in-depth research with up to 30 ESA and 30 PIP claimants to discuss their recent experiences of completing the paper applications.
  - 6.4.2 Participants will be recruited soon after they have submitted an actual paper application so that they can recall the experience. They will be taken through the form again and asked to identify and explain what they found more or less difficult and any aspect of the form that caused them particular concern.
  - 6.4.3 Participants will be screened at the sampling and recruitment stage to ensure they reflect a varied range of health conditions, which will include mental health conditions such as severe anxiety, conditions such as deafness and blindness, and a range of musculoskeletal conditions. The Authority would also like to reflect a range of pathways to claiming, for example from work or other benefits. It is the Authority's view that it would be best to interview claimants *before* they have received their award decision to avoid them being biased by the outcome.
  - 6.4.4 Having identified all their key concerns, this first stage of research will also explore possible remedies with participants.

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6.5 Stage 2 – Developing new content

6.5.1 The Supplier is required to present their findings from stage 1 at a workshop with key ESA and PIP stakeholders. Further discussions at the workshop will determine which of the changes suggested by claimants to improve the consumer experience can also capture the essential information that the Authority needs to assess claims properly.

6.5.2 Based on what is agreed at the workshop, the Supplier will work up content that could be included in future application forms.

6.6 Stage 3 - Testing

6.6.1 The Supplier will test this new content with some of the original sample plus a new sample of ESA and PIP claimants. The original sample will be able to reflect on the changes to the content, whilst a new sample ensures that the revised content is seen by an independent external scrutiniser who does not have particular knowledge of the issues identified by the previous sample in stage 1, and so can take a more objective approach that is closer to how new claimants would approach the forms. The new sample of ESA and PIP claimants will also have recently completed their paper form applications so that they can recall the experience.

6.6.2 Participants will be asked to:

- Feedback their views on any newly developed content or guidance
- Consider how these changes could improve the application process as a whole.

6.6.3 This testing will identify the specific changes that are most likely to improve the customer experience and why.

6.7 All research instruments used in this research must be agreed and approved by the Project Manager prior to data collection.

6.8 The Authority requires that this fieldwork will be conducted face to face, however some telephone interviews will be acceptable where participants express a clear preference to be interviewed over the telephone instead.

6.9 The Authority expects any qualitative interviews undertaken to last up to 60 minutes and/or focus groups to last up to 90 minutes.

6.10 All interviews must be recorded onto 256-bit encrypted digital recorders and fully transcribed by the Supplier prior to data analysis.

6.11 The Authority also invites the Supplier to consider the use of incentives for the qualitative elements of the research (in stages 1 and 3). The Authority would anticipate a ceiling of £25 per participant (in either vouchers or cash) and for any proposed

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incentives to be fully detailed in costings that will be required to be submitted to the Authority upon request.

## **7. HIGH LEVEL RESEARCH QUESTIONS/THEMES**

7.1 Below are the high level research questions/themes. A full and final set of questions will be agreed with the Authority's Project Manager and key stakeholders prior to commencement of the research.

7.2 The research will consider:

7.2.1 What are the current issues with the PIP2 and ESA50 application forms for claimants?

7.2.1.1 What are claimants' experiences of completing the forms?

7.2.1.2 How and why do the forms cause difficulty?

7.2.1.3 Does this impact on claimants' ability to provide good information in the form and if so how?

7.2.1.4 Which particular aspects of the forms prevent good information collection (e.g. overall length, order of questions, certain sections, how things are explained)?

7.2.2 What are the necessary improvements to the forms?

7.2.2.1 What improvements would claimants like to see and why?

7.2.2.2 What improvements would they prioritise and why?

7.2.2.3 Can claimants identify improvements that would make the forms more user-friendly which still deliver the required information and meeting broader DWP regulations?

7.2.2.4 How do any changes improve the form and the experience of completing it from a claimant perspective?

7.2.3 Do revised changes bring about an improved user experience?

7.2.3.1 Do these changes minimise difficulty and distress?

7.2.3.2 Can claimants identify any additional information that DWP could provide either in the form or elsewhere that would make completing the forms easier?

## **8. KEY MILESTONES**

8.1 Development work with the Supplier will take place in December 2018. Fieldwork for all three stages will be carried out between February and May 2019, with headline findings available in June 2019.

- 8.2 The Supplier should note the following indicative project milestones. These will be finalised at the project initiation meeting in December. The Authority will measure the quality of delivery against the agreed milestones:

Milestone	Description	Timeframe
1	Project Inception Meeting	REDACTED
2	Summary of existing evidence in the area of PIP and ESA application processes	REDACTED
3	Final version of qualitative fieldwork materials for stage 1 signed off	REDACTED
4	Qualitative fieldwork for stage 1	REDACTED
5	Analyse qualitative interviews for stage 1	REDACTED
6	Present findings from stage 1 to DWP stakeholders	REDACTED
7	Provide prototypes of revised content for application forms as part of stage 2	REDACTED
8	Final version of qualitative fieldwork materials for stage 3 signed off	REDACTED
9	Qualitative fieldwork for stage 3	REDACTED
10	Analyse qualitative data and share findings with DWP	REDACTED
11	Draft final report	REDACTED
12	Final report agreed and prepared for publication	REDACTED

- 8.3 The Supplier shall perform its obligations so as to achieve each Milestone by the Milestone Date. Changes to the Milestones shall only be made in accordance with the variation procedure and provided that the Supplier shall not attempt to postpone any of the Milestones using the variation procedure or otherwise (except in the event of a Customer default which affects the Supplier's ability to achieve a Milestone by the relevant Milestone Date).

- 8.4 The Supplier will inform the customer of changes to risk which will impact upon delivery to time, cost or quality.

## **9. REPORTING**

- 9.1 The Authority requires reporting outputs as detailed in the table above, culminating in a draft final report in June 2019. A final publishable quality report will be agreed between the Authority and the Supplier and provided by the 31st July 2019.

## **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 scheduled Contract review meetings.
- 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. QUALITY**

- 11.1 The Supplier must have sound processes for quality assurance in place and shall demonstrate their internal procedures to assure and control quality in all aspects of the study within their proposal. This includes:
- 11.1.1 Procedures for ongoing liaison and working closely with the Authority.
  - 11.1.2 A member of the team that will be responsible for quality assurance.
  - 11.1.3 Their approach to quality assuring the analysis.
  - 11.1.4 Their approach to report writing, including how to ensure deliverables meet the key research requirements.

## **12. STAFF AND CUSTOMER SERVICE**

- 12.1 The Authority requires the Supplier to provide a sufficient level of resource throughout the duration of the Applying for PIP and ESA: Improving the Application Forms Contract in order to consistently deliver a quality service to all Parties.
- 12.2 The Supplier's staff assigned to the Applying for PIP and ESA: Improving the Application Forms Contract shall have the relevant qualifications and experience to deliver the Contract to the Authority.
- 12.3 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.

## **13. SERVICE LEVELS AND PERFORMANCE**

- 13.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Requirement	KPI/SLA Description	Target
1	A brief written consideration of existing evidence in the area of the PIP and ESA application processes to assess its value and advice on how this knowledge informs the research.	<ul style="list-style-type: none"> <li>▪ Shown what databases, search engines used and what key terms searched</li> <li>▪ Sources used are clearly referenced</li> <li>▪ Have only reported on good quality evidence</li> <li>▪ Have a clearly written report that can be used to form an introductory chapter in the final report</li> </ul>	100% completion of the review
2	Topic guides for use in depth discussions with participants	<ul style="list-style-type: none"> <li>▪ Followed and developed on the proposed high level research questions and themes as above</li> <li>▪ Produced a clearly written and appropriately phrased final set of questions, as agreed by the Project Manager and key stakeholders</li> </ul>	100% completion of finalised and agreed topic guides
3	Agreed sampling process for the qualitative research in stages 1 and 3	<ul style="list-style-type: none"> <li>▪ Developed an appropriate sampling process using the DWP-provided sample frame, which has been agreed by the Project Manager</li> </ul>	100% finalised and agreed sampling process
4	Qualitative fieldwork for stages 1 and 3	<ul style="list-style-type: none"> <li>▪ Completed qualitative interviews and/or focus groups with 30 PIP claimants and 30 ESA claimants</li> </ul>	100% completion of interviews and /or focus groups
5	A Power Point presentation summarising findings from research in stage 1	<ul style="list-style-type: none"> <li>▪ Produced a clearly written presentation, summarising key findings from the research in stage 1, which has been agreed by the Project Manager</li> </ul>	100% completion of the finalised and agreed presentation
6	Attendance at a workshop with senior DWP stakeholders to share and discuss findings	<ul style="list-style-type: none"> <li>▪ Delivered presentation to stakeholders that enabled discussion about findings and how these can impact the application forms for PIP and ESA</li> </ul>	Delivery of presentation and participation in workshop

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7	Prototypes of new content for future ESA and PIP application forms for further testing	<ul style="list-style-type: none"> <li>▪ Delivered workable prototypes to be tested during stage 3. They will have encompassed evidence from research but also the views of stakeholders.</li> <li>▪ Agreed and signed off by the Project Manager and DWP stakeholders</li> </ul>	100% completion of prototypes
8	A summary report of the findings from testing in stage 3	<ul style="list-style-type: none"> <li>▪ Produced a clear and concise written report, summarising key findings from the research in stage 3, which has been agreed by the Project Manager</li> </ul>	100% completion of summary report
9	A presentation of key findings to DWP stakeholders on completion of the project	<ul style="list-style-type: none"> <li>▪ Produced a clear written presentation, summarising key findings from the research, which has been agreed by the Project Manager</li> </ul>	100% completion of full findings presentation
10	A main report on the findings from the research, for publication, adhering to Departmental guidance	<ul style="list-style-type: none"> <li>▪ Produced a clearly written report, bringing together findings from the three stages of research, which has been agreed by the Project Manager and stakeholders</li> </ul>	100% completion of the main report
11	A one page summary of the research for the DWP website	<ul style="list-style-type: none"> <li>▪ Produced a clear and concise summary of key findings from the research for the DWP website, which has been agreed by the Project Manager</li> </ul>	100% completion of one page summary

13.2 The Supplier's performance will be monitored and assessed through regular project update meetings with the Authority's Project Manager, review of progress against the agreed project timeline and through review of deliverable products. Project updates will occur fortnightly with the Project Manager.

#### 14. SECURITY REQUIREMENTS

14.1 The Supplier must adhere to all the appropriate security procedures and will have an up to date DWP Generic Security Accreditation Document (GSAD) as required by departmental security protocols. This will be sought by the Project Manager in consultation with the Supplier.

14.2 Interviewers must be DBS checked.

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- 14.3 The Supplier must ensure all security requirements meet departmental standards at all stages of the research process as specified above.
- 14.4 All fieldwork must be gathered, transported and stored securely by the Supplier. All interviews must be recorded in 256-bit encrypted digital recorders. Any transfers to and from the Supplier (for example, to a subcontracted transcription services provider) or collaborator (for example, a lead research organisation on other key evaluation projects) must also meet the Authority's standards, using PGP encryption software or equivalent.
- 14.5 Data must be held, processed and transported only within the United Kingdom of Great Britain and Northern Ireland.
- 14.6 There are no further security requirements over and above those already specified by the terms and conditions of the Crown Commercial Service's Research Marketplace RM6018 Commercial Agreement.
- 15. INTELLECTUAL PROPERTY RIGHTS (IPR)**
- 15.1 There are no specific clauses that relate to IPR for this project outside of those specified within Appendix C – Commercial Agreement Terms and Conditions for the Crown Commercial Service's Research Marketplace RM6018 Commercial Agreement.
- 16. ADDITIONAL INFORMATION**
- 16.1 The Authority will issue a purchase order number to the s Supplier prior to the commencement of the service.
- 16.2 If so required by the Authority, the Supplier shall produce a further version of the Plan (based on the above plan) in such further detail as the Authority may reasonably require. The Supplier shall ensure that each version of the Implementation Plan is subject to approval by the Authority.
- 16.3 The Authority shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.
- 17. LOCATION**
- 17.1 The Supplier will be based within their own office, but will be expected to travel to DWP Corporate Centre Offices (both in London and Sheffield) for project management meetings as required. These meetings will occur regularly.
- 17.2 The research will be covering a large geographical area. The Supplier must ensure they are able to conduct the interviews across the UK as required.
- 17.3 The Supplier will be expected to travel for any claimant interviews and/or focus groups, as well as the DWP workshop.

## Annex B

### Supplier Proposal

The following information provided is the details of I.F.F Research Limited's proposal. I.F.F Research Limited's proposal describes the services that I.F.F Research Limited shall provide under this contractual agreement. For the avoidance of doubt the following proposal provided by I.F.F Research Limited shall for a part of this contractual agreement for the services they shall provide to the Authority:

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**ANNEX C – Part 1**  
**Call Off Contract Charges**

The below table sets out the maximum charges that the Authority will be charged by the Supplier for the entire contract term:

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## RATE CARD

The below table reflects the above pricing table and specifies the rates that the Authority will be charged for each of roles specified below:

**REDACTED**

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## **ANNEX C – Part 2**

### **Payment Terms**

The Authority shall pay the Supplier within thirty working days following receipt of a correctly submitted invoice as specified above.

Payment will be made in milestones dependent upon key stages in the fieldwork being completed and final versions of research outputs being agreed.

Payment schedules will be agreed and finalised in the contract, however final payment will only be paid upon completion and sign-off of the final report.

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 and shall be sent to the following address:

**REDACTED**

Shared Services Helpline: 0845 602 8244

Call-Off Contract Charges are included with Annex C – Part 1 Call-Off Contract Charges of this document.

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