



Crown  
Commercial  
Service

**THE DEPARTMENT FOR TRANSPORT**

**- AND -**

**TNS UK LIMITED**

**A CONTRACT**

**FOR**

**ROADS TECHNOLOGY DELIBERATIVE RESEARCH**

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ORDER FORM

**SUBJECT TO THE CALL-OFF TERMS AND CONDITIONS OF UK SHARED BUSINESS SERVICES LTD. S3 - PRECEDENT FRAMEWORK AGREEMENT  
FOR THE PROVISION OF MARKET RESEARCH SERVICES**

**FROM**

<b>Authority</b>	The Department for Transport
<b>Invoice Address</b>	DfT Shared Services Centre 5 Sandringham Park Swansea SA7 0EA
<b>Contact Ref:</b>	CCMK17A04
<b>Order Number</b>	To Be Confirmed
<b>Order Date</b>	To Be Confirmed

**TO**

<b>Provider:</b>	TNS UK Limited
<b>For the attention of:</b> <b>E-mail</b>  <b>Telephone number</b>	REDACTED
<b>Address</b>	REDACTED

**1. SERVICES REQUIREMENTS**

**(1.1) Services and Deliverables Required:**

The Authority requires a qualitative research project to explore how individual and business users (and potential future users) of the Strategic Road Network (SRN) in England might respond to emerging transport services that are likely to be made available by advances in transport technology.

The research must focus on transport services that are likely to become available by two time points - 2030 and 2050. The focus should be on transport services rather than transport technologies. The following services are considered to be in scope of the research:

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- Enhanced real-time transport information and interventions: Real-time updates on planned / unplanned disruption and congestion plus information on optimal alternatives; also alerts users to vulnerable road users (cyclists, pedestrians) in vicinity. Reliant on new vehicle-to-vehicle and vehicle-to-infrastructure technologies and potentially augmented reality.
- Electric Vehicles: Enhanced charging infrastructure throughout the UK and improvements to the quality and variety of electric vehicles on the market make them a viable alternative to internal combustion engine (ICE) vehicles.
- Platooning on the SRN: Two or more close following connected (and potentially autonomous) trucks on the strategic network, potentially increased freight capacity on the roads as well as environmental and air quality benefits compared to traditional freight. Potential for cheaper deliveries and changes to the labour market.
- Vehicles (or pods) on demand: On demand bespoke services might become available, using autonomous and connected vehicle technology, with the possibility of pay-as-you-go / subscription service. Potential implications for car ownership models and the mobility of vulnerable groups (such as older segments of the population).

It is expected that these themes will evolve. The themes will be developed through a workshop between the Provider, the Social and Behavioural Research team at the Authority and other key stakeholders (such as the Roads Investment Strategy 2 team, the Centre for Connected and Autonomous Vehicles and the Office for Low Emission Vehicles).

To help inform production of topic guides and stimulus materials, further briefing on the emerging transport services of interest will be provided to the Supplier at the inception workshop.

The research is needed to explore how users will likely respond to emerging transport services made possible by transport technology innovations (including how these services and technologies might impact on demand for the SRN).

The research must address the following broad research questions:

- What are current experiences of these (or similar) services to date (if any)?
- What are attitudes towards, and willingness to adopt, these new transport services?
- What are the barriers and potential motivations to usage?
- What are the perceived impacts on journey choices and therefore on road travel demand?
- How do different segments (e.g. user types, rural users, non-road users, disabled groups) respond? Who is likely to benefit? How do the services fit with their lifestyles?
- Potential issues and trade-offs to be explored in the research will include views on: data ownership and protection; the potential for increased road demand and therefore congestion; wider impacts, including on road safety, health and wellbeing (e.g. in relation to air-quality, demand for active travel, impacts on social isolation) and the economy.

There are also more specific issues and research questions, related to each emerging transport service. Please see Annex 1 for descriptions of these issues and research questions

The research must be set out in the following stages:

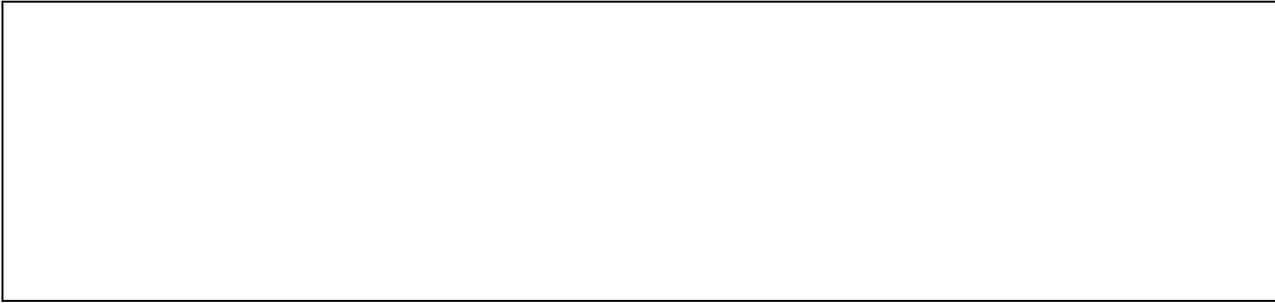
- Stage 1: Inception workshop
- Stage 2: Qualitative depth interviews with businesses and the public
- Stage 3: Deliberative workshops with the public
- Stage 4: Synthesis and analysis of research evidence
- Stage 5: Final reporting

Key Milestones

Milestone	Description	Timeframe
1	Qualitative interview findings	W/c 11 <sup>th</sup> Sept 2017
2	Deliberative workshop 1 interim findings	Oct / Nov 2017
3	Workshop 2 interim findings	Dec 2017

4	Final findings (including Workshop 1, 2 and 3	Feb 2018
<p>The Provider will have responsibility for ensuring that they and any sub-contractor who processes or handles information on behalf of the Authority is conducted securely.</p> <p>The results of any and all research with regards to this contract will be owned by the Authority.</p> <p><b><u>The Provider will provide services in line with their proposal of 14th July 2017 and bid clarifications of 28<sup>th</sup> July 2017, an extract of which is below:</u></b> Any references to “we”, “we’re”, “Our” or any other such expression shall be taken to mean the Provider.</p> <p>REDACTED</p>		
<p><b>(1.2) Commencement Date:</b></p> <p>9th August 2017</p>		
<p><b>(1.3) Price Payable by Authority</b></p> <p>As per the Supplier’s proposal of 14<sup>th</sup> July 2017</p> <p>The contract value will not exceed £180,000.00. Payment will be made in line with the rate card below. These rates must remain firm for the whole contract period.</p> <p>Provider travel and subsistence will be paid in line with UKSBS policy as agreed at framework level.</p> <p>REDACTED</p>		
<p><b>(1.4) Completion Date:</b> Upon completion of the research. This is expected to be approximately nine (9) months from contract award.</p>		

<p><b>2 ADDITIONAL REQUIREMENTS</b></p>
<p><b>(2.1) Supplemental Requirements in addition to Call-Off Terms and Conditions:</b></p> <p><b>Non Applicable</b></p>
<p><b>(2.2) Variations to Call-Off Terms and Conditions</b></p> <p>In line with CCS process available on request.</p>



**3. PERFORMANCE OF THE SERVICES AND DELIVERABLES**

**(3.1) Key Personnel of the Provider to be involved in the Services and deliverables:**

REDACTED

**(3.2) Performance Standards**

Performance will be monitored against the Key Milestones at section 1.1. The Authority will have approval of the methodology and outputs before use.

**(3.3) Location(s) at which the Services are to be provided:**

Services will be carried out at the supplier's premises and locations as determined at the inception meeting. The Provider may be required to attend meetings at the Authority's London office.

**(3.4) Quality Standards**

MRS and ESOMAR professional codes of conduct  
ISO 20252:2006 international market research quality standard  
ISO 9001:2008 international standard for quality management systems  
ISO 27001:2005 international standard for data security  
The Data Protection Act 1998.

**(3.5) Contract Monitoring Arrangements**

The contract will be monitored via adherence to the Key Milestones.

**4. CONFIDENTIAL INFORMATION**

**(4.1) The following information shall be deemed Commercially Sensitive Information or Confidential Information: -**

- **Supplier pricing except for the contract value to be published in line with transparency requirements.**
- **Supplier's tender response.**

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**BY SIGNING AND RETURNING THIS ORDER FORM THE PROVIDER AGREES** to enter a legally binding contract with the Authority to provide the Service specified in this Order Form together with, where completed and applicable, the mini-competition order (additional requirements) set out in section 2 of this Order Form. Incorporating the rights and obligations in the Call-Off Terms and Conditions set out in the Framework Agreement entered into by the Provider and UK SBS and any subsequent signed variations to the terms and conditions.

For and on behalf of the Provider: -

Name and Title	REDACTED
Signature	REDACTED
Date	

For and on behalf of the Authority-

Name and Title	REDACTED
Signature	REDACTED
Date	