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## **Digital Outcomes and Specialists 5 (RM1043.7)**

### **Order Form**

Version 2

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# 1 Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

## 1 Order Form

**Call-Off Reference:** WP1968

**Call-Off Title:** WP1968 Recruitment of User Research Participants for the Digital Identity Programme

**Call-Off Contract Description:** Providing research participants for user research for the Digital Identity Programme.

**The Buyer:** The Cabinet Office

**Buyer Address:**

- **Main Address:** 1 Horse Guards Road, London, SW1A 2HQ.
- **Based:** The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS

**The Supplier:** Discovery Research Limited

**Supplier Address:** 25 Gloucester Place, London, W1U 8HT. United Kingdom

**VAT Registration Number:** 03068609

**DUNS Number:** [REDACTED]

**SID4GOV ID:**

## **1 Applicable Framework Contract**

This Order Form is for the provision of the Call-Off Deliverables and dated **01 September 2021**.

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

## **2 Call-Off Lot**

Lot 4: User Research Participants

## **3 Call-Off Incorporated Terms**

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions)
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
  - Joint Schedules for RM1043.7
    - o Joint Schedule 2 (Variation Form)
    - o Joint Schedule 3 (Insurance Requirements)
    - o Joint Schedule 5 (Corporate Social Responsibility)
    - o Joint Schedule 4 (Commercially Sensitive Information)
    - o Joint Schedule 10 (Rectification Plan)
    - o Joint Schedule 11 (Processing Data)

- Call-Off Schedules for RM1043.7
  - Call-Off Schedule 1 (Transparency Reports)
  - Call-Off Schedule 2 (Staff Transfer)
  - Call-Off Schedule 3 (Continuous Improvement)
  - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
  - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
  - Call-Off Schedule 7 (Key Supplier Staff)
  - Call-Off Schedule 9 (Security)
  - Call-Off Schedule 10 (Exit Management)
  - Call-Off Schedule 13 (Implementation Plan and Testing)
  - Call-Off Schedule 20 (Call-Off Specification)

5 CCS Core Terms (version 3.0.9)

6 Joint Schedule 5 (Corporate Social Responsibility)

7 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

#### **4 Call-Off Special Terms**

The following Special Terms are incorporated into this Call-Off Contract:

Not used.

**Call-Off Start Date:** 01 September 2021

**Call-Off Expiry Date:** 31 August 2022.

**Call-Off Initial Period:** 12 months. Possibility for 24 month contract, subject to Cabinet Office approvals

**Call-Off Optional Extension Period:** Buyer can request to extend DOS Contract up to 24 month contract, subject to Cabinet Office approvals

**Minimum Notice Period for Extensions:** Four (4) weeks

**Call-Off Contract Value:** £75,000 (excluding VAT and expenses)

## **5 Call-Off Deliverables**

**Option B:** See details in Call-Off Schedule 20 (Call-Off Specification)

## **6 Buyer's Standards**

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

The Supplier should follow where applicable:

- The Government Technology Code of Practice
- (<https://www.gov.uk/government/publications/technology-code-of-practice>)
- The Government Service Standard  
(<https://www.gov.uk/service-manual/service-standard>)

## **7 Cyber Essentials Scheme - Not Used**

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a [Cyber Essentials Certificate] [OR Cyber Essentials Plus Certificate] prior to commencing the provision of any Deliverables under this Call-Off Contract.

## **8 Maximum Liability**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £75,000 (excluding VAT).

## **9 Call-Off Charges**

1 Other pricing method or a combination of pricing methods agreed by the Parties

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

## **10 Reimbursable Expenses**

See Expenses Policy in Call-Off Schedule 5 (Pricing Details and Expenses Policy).

## 11 Payment Method

Invoice to be emailed monthly in arrears.

Bank account provider: [REDACTED]

Bank Account Number: [REDACTED]

Bank Sort Code: [REDACTED]

Bank Account Name: [REDACTED]

### **Buyer's Invoice Address**

**Name:** Cabinet Office and Shared Service Connected Limited (SSCL)

**Role:** Paying invoices on behalf of Cabinet Office

**Phone:**

**Email Address:** [REDACTED]  
[REDACTED].

**Address: SSCL:** Cabinet Office PO Box 405, SSCL, Phoenix House Celtic Springs  
Business Park, Newport, NP10 8FZ.

Cabinet Office:

- **Main Address:** 1 Horse Guards Road, London, SW1A 2HQ.
- **Based:** The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS

## 12 Buyer's Authorised Representative

**Name:** [REDACTED]

**Role:** [REDACTED]

**Phone:** [REDACTED]

**Email Address:** [REDACTED]

### **Additional Contact**

**Name:** [REDACTED]

**Role:** [REDACTED]

**Email Address:** [REDACTED]

**Address:**

- **Main Address:** 1 Horse Guards Road, London, SW1A 2HQ.
- **Based:** The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS

## 1 Buyer's Environmental Policy

Cabinet Office Environment policy, available at request. Please email GDS Commissioning Team ([REDACTED])

## **Buyer's Security Policy**

Cabinet Office Security Breach Policy, Physical Security Policy and Personnel Vetting Policy, all available on request. Please email GDS Commissioning Team

( [REDACTED] )

## **2 Supplier's Authorised Representative**

**Name:** [REDACTED]

**Role:** [REDACTED]

**Phone:** [REDACTED]

**Email Address:** [REDACTED]

**Address:** 89 Great Easter Street London EC2A 3HX

## **3 Supplier's Contract Manager**

**Name:** [REDACTED]

**Role:** [REDACTED]

**Phone:** [REDACTED]

**Email Address:** [REDACTED]

**Address:** 89 Great Easter Street London EC2A 3HX

## **4 Progress Report Frequency**

Progress Report to be provided on a monthly basis when there are commissions under way.

## **5 Progress Meeting Frequency**

Progress Meeting to be held on a monthly basis when there are commissions under way.

## **6 Key Staff**

**Name:** [REDACTED]

**Role:** [REDACTED]

**Phone:** [REDACTED]

**Email Address:** [REDACTED]

**Address:** 89 Great Easter Street London EC2A 3HX

Worker for WP1965 project is 'Outside IR35'.

## **7 Key Subcontractor(s)**

[REDACTED]

## 8 Commercially Sensitive Information

- **Written Proposal:** [REDACTED]

- **Quantitative Survey Cost:** GDS Quant cost, dated 26 July 2021. This contains pricing for for WP1968

- **Any future commercial document between both parties**

## 1 Balanced Scorecard - Not Used.

Not Used.

## 2 Material KPIs - Please refer to the deliverables in the Statement of Work

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard):

Material KPIs	Target	Measured by
N/A - since Balance Scorecard not being used	N/A - since Balance Scorecard not being used	N/A - since Balance Scorecard not being used

## 3 Additional Insurances

Not applicable

## 4 Guarantee

Not applicable

## 5 Social Value Commitment

Not applicable

## **6 Statement of Works**

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

### **For and on behalf of the Supplier:**

Signature:

Name:

Role:

Date:

### **For and on behalf of the Buyer:**

Signature:

Name:

Role:

Date:

## 2 Appendix 1

### Statement of Works (SOW) Details

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

**Date of SOW:** 01 September 2021

**SOW Title:** Statement of Work 01

**SOW Reference:** DOS-WP1968-01

**Call-Off Contract Reference:** WP1968 Recruitment of User Research Participants for the Digital Identity Programme

**Buyer:** Cabinet Office

**Supplier:** Discovery Research Limited

**SOW Start Date:** 01 September 2021

**SOW End Date:** 28 February 2022

**Duration of SOW:** 6 months

**Key Personnel (Buyer):**

**Name:** [REDACTED]

**Role:** [REDACTED]

**Phone:** [REDACTED]

**Email Address:** [REDACTED]

**Address:**

- **Main Address:** 1 Horse Guards Road, London, SW1A 2HQ.
- **Based:** The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS

**Name:** [REDACTED]

**Role:** [REDACTED]

**Phone:** [REDACTED]

**Email Address:** [REDACTED]

**Address:** 89 Great Easter Street London EC2A 3HX

**Subcontractors:** [REDACTED]

## 1. Call-Off Contract Specification – Deliverables Context

**SOW Deliverables Background:** This Deliverables will focus on deliverables for WP1968 Recruitment of User Research Participants for the Digital Identity Programme

**Delivery phase(s):** Live

**Overview of Requirement:** Delivery

### 1 Buyer Requirements – SOW Deliverables

**Outcome Description:**

Milestone Ref	Milestone Description	Acceptance Criteria	Due Date
MS01	<p>Digital Identity programme user research - Provision of participants for between 60 minute to half-day, 1-to-1 interviews and usability testing. We may need to use other research methods, e.g. telephone interviews, ethnographic observation or online tasks.</p> <p>Discovery Research Limited to provide research participants at the request of the Digital Identity programme based on the specifications provided in the original brief: <a href="https://www.digitalmarketplace.service.gov.uk/digital-outcomes-and-specialists/opportunities/15021">https://www.digitalmarketplace.service.gov.uk/digital-outcomes-and-specialists/opportunities/15021</a></p>	<ul style="list-style-type: none"><li>Discovery Research Limited to provide the participants as requested based on the requirements of that round. These requirements will be specified to Discovery Research Limited by Digital Identity programme for each recruitment round.</li><li>We require Discovery Research Limited to create a screener for recruiting participants based on our criteria, and to maintain this for the duration of the engagement.</li><li>It is usually 6 participants per round but we would like to have the flexibility to occasionally ask for more.</li></ul>	To be completed by 28 February 2022

MS02	Discovery Research Limited to provide participants with 2 weeks notice, with shorter timescales in some circumstances.	Discovery Research Limited performance in providing the participants as required within the timescale requested.	To be completed by 28 February 2022
MS03	Discovery Research Limited to handle Incentives and pay directly to participants	Each invoice should contain a clear breakdown of all charges.	To be completed by 28 February 2022
MS04	Discovery Research Limited will not charge for no-show participants.	Feedback from user research sessions. The User Research contact will inform Discovery Research Limited should there be any no-shows.  Every effort should be made to avoid no-shows.	To be completed by 28 February 2022

**Delivery Plan:** Not applicable

**Dependencies:**

- Cabinet Office will provide (Digital Identity Programme) will be contract Discovery Research Limited, listed they type of User Research participants needed, as per our requirements for WP1968:  
<https://www.digitalmarketplace.service.gov.uk/digital-outcomes-and-specialists/opportunities/15021>

**Supplier Resource Plan:** Not applicable

**Security Applicable to SOW:** Not applicable

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

**Cyber Essentials Scheme: - Not used**

The Buyer requires the Supplier to have and maintain a **[Cyber Essentials Certificate][OR Cyber Essentials Plus Certificate]** for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).

**SOW Standards:**

Not applicable.

**Performance Management: - Not Used**

**[Insert details of Material KPIs that have a material impact on Contract performance]**

Material KPIs	Target	Measured by


**Additional Requirements:**

**Annex 1** – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.

**Key Supplier Staff:**

Key Role	Key Staff	Contract Details	Employment / Engagement Route (incl. inside/outside IR35)

[Indicate: whether there is any requirement to issue a Status Determination Statement]

**SOW Reporting Requirements: Not used**

[Further to the Supplier providing the management information detailed in Paragraph 6 of Call-Off Schedule 15 (Call Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:

Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission
1.	N/A		
1.1	N/A	N/A	N/A

## 2 Charges

**Call Off Contract Charges:**

The applicable charging method(s) for this SOW is:

- Other pricing method or a combination of pricing methods agreed by the Parties

The estimated maximum value of this SOW (irrespective of the selected charging method) is £37,500 (excluding VAT and expenses).

**Rate Cards Applicable:**

### Quantitative Studies:

[illegible]

██████████

● **Quantitative Survey Cost:** GDS Quant cost, dated 26 July 2021. This contains pricing for for WP1968

### Reimbursable Expenses:

See Expenses Policy in Call-Off Schedule 5 (Pricing Details and Expenses Policy)

Where possible work on this project will be carried out remotely by Rainmaker. Any travel and subsistence expenses incurred on travel to Cabinet Office premises within the M25 is included in the capped price. Any travel outside the M25 will be agreed with CO in advance, in accordance with CO travel policy and charged in addition to the capped price.

### 3. Signatures and Approvals

#### **Agreement of this SOW**

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

#### **For and on behalf of the Supplier**

Name:

Title:

Date:

Signature:

#### **For and on behalf of the Buyer**

Name:

Title:

Date:

Signature:

## Annex 1 - Authorised processing

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

**Data Controller Name: Cabinet Office and Discovery Research Limited**

**Data Processor Name: N/A**

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>The Parties are Independent Controllers of Personal Data</b></p> <p>The Parties acknowledge that they are each an Independent Controller for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"><li>• personal data that the Supplier processes to identify appropriate user research participants in accordance with the criteria outlined in the <a href="#">Digital Marketplace offering</a> for which the Supplier is the Controller.</li><li>• any personal data concerning potential user research participants shared with the Buyer by the Supplier for which the Buyer is the Controller;</li><li>• personal data the Buyer collects from user research participants during research interviews and other activities for which the Buyer is the Controller.</li><li>• Business contact details of Supplier Personnel for which the Supplier is the Controller</li><li>• Business contact details of any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Personnel) engaged in the performance of the Buyer's duties under the Contract) for which the Buyer is the Controller.</li></ul>
Duration of the Processing	<p>The duration of each round of user research will not be longer than 4 weeks. The duration of all recruitment commissions is bound by the duration of the due date of the deliverables (31 August 2022).</p> <p>3 years remain the agreed retention period with user research at GDS. Discovery Research Limited will be subject to contract terms of data belonging to GDS</p>
Nature and purposes of the Processing	<p>To facilitate the fulfillment of the Buyer's obligations arising from this contract:</p> <p>Recruitment of groups of participants as outlined in the Buyer's brief - see the <a href="#">Digital Marketplace offering</a>.</p>

Type of Personal Data	Includes but not limited to: Name, email addresses, phone numbers, capacity information (how confident they are using digital services / technology), any impairments user research participants may have, demographic data such as age, gender
Categories of Data Subject	Includes but not limited to:  (i) User Research Participants or Applicants whose data may be processed in relation to the Supplier's recruitment services.  (ii) Buyer staff that are concerned with the management of the contract.
Plan for return and destruction of the data once the Processing is complete  UNLESS requirement under Union or Member State law to preserve that type of data	<ul style="list-style-type: none"> <li>• N/A</li> </ul>