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

### **Framework Schedule 6 (Order Form)**

Version 2

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

### **Order Form**

Call-Off Reference: 18241

Call-Off Title: DWP SRA Centralised Participant Recruitment Contract

Call-Off Contract Description: DWP requires participants for user research projects. We require a supplier that can identify and source a wide-ranging demographic of participants. We have a particular interest in those individuals that frequently engage and transact with DWP either online, via face-to-face interaction (at Jobcentre Plus offices or usability Labs) or via other channels.

The Buyer: Department for Work & Pensions

Buyer Address: Caxton House, 1 Tothill Street, London, SW1H 9NA

The Supplier: Corporate Document Services

Supplier Address: 7 Canal Wharf, Leeds, LS11 5AS

Registration Number: 02925653

DUNS Number: 737586297

SID4GOV ID: **[Insert if known]**

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

### **Applicable Framework Contract**

This Order Form is for the provision of the Call-Off Deliverables and dated 14<sup>th</sup> February 2023

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.

### **Call-Off Lot**

Lot 4: User Research Participants

### **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) RM1043.7
- 3 Framework Special Terms
- 4 The following Schedules in equal order of precedence:
  - Joint Schedules for RM1043.7
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 6 Intentionally left blank
    - Joint Schedule 7 Intentionally left blank
    - Joint Schedule 8 Intentionally left blank
    - Joint Schedule 10 Intentionally left blank
    - Joint Schedule 11 (Processing Data) RM1043.7
    - Joint Schedule 12 Intentionally left blank

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

- Call-Off Schedules for RM1043.7
  - Call-Off Schedule 1 Intentionally left blank
  - Call-Off Schedule 2 Intentionally left blank
  - 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 8 Intentionally left blank
  - Call-Off Schedule 9 (Security)
  - Call-Off Schedule 10 (Exit Management)
  - Call-Off Schedule 13 (Implementation Plan and Testing)
  - Call-Off Schedule 14 Intentionally left blank
  - Call-Off Schedule 15 Intentionally left blank
  - Call-Off Schedule 16 Intentionally left blank
  - Call-Off Schedule 17 Intentionally left blank
  - Call-Off Schedule 18 (Background Checks)
  - Call-Off Schedule 19 Intentionally left blank
  - Call-Off Schedule 20 (Call-Off Specification)
  - Call-off Schedule 21 Intentionally left blank
  - Call-Off Schedule 25 Intentionally left blank
  - Call-Off Schedule 26 Intentionally left blank

5 CCS Core Terms (version 3.0.9)

6 Joint Schedule 5 (Corporate Social Responsibility) RM1043.7

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.

**Call-Off Special Terms**

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

Intentionally left blank

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

Call-Off Start Date: 15<sup>th</sup> February 2023

Call-Off Expiry Date: 14<sup>th</sup> February 2025

Call-Off Initial Period: 2 Years

Call-Off Optional Extension Period: 12 Months

Minimum Notice Period for Extensions: 90 days

Call-Off Contract Value: £1,140,000.00 Inclusive of VAT

### **Call-Off Deliverables**

See details in Call-Off Schedule 20 (Call-Off Specification)

### **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:

#### **Cyber Essentials Scheme**

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

#### **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 £570,000.00 Estimated Charges in the first 12 months of the Contract.

#### **Call-Off Charges**

**Buyer guidance:** Summarise the Charging method(s) Buyer has selected below and which are incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy):

- 1 Capped Time and Materials (CTM)
- 2 Fixed Price
- 3 A combination of two of the above Charging methods

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.

#### **Reimbursable Expenses**

None

#### **Payment Method**

Bacs/Invoice

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

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

A copy invoice should be sent to [REDACTED] for approval and sign off prior to submitting to: -

DWP PO BOX 406 SSCL, Phoenix House Celtic Springs Business Park Newport NP10 8FZ

APinvoices-DWP-U@gov.sscl.com

### **Buyer's Authorised Representative**

[REDACTED]

Commercial Lead

[REDACTED]

Caxton House, 1 Tothill Street, London, SW1H 9NA

### **Buyer's Environmental Policy**

The Contracting Authority is committed to a 100% reduction of greenhouse gas emissions and requires the successful Supplier under this procurement to demonstrate an organisational commitment to the 'Net Zero' target.

Further information can be found here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1054373/Guidance-on-adopting-and-applying-PPN-06\\_21--Selection-Criteria-Jan22\\_1.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1054373/Guidance-on-adopting-and-applying-PPN-06_21--Selection-Criteria-Jan22_1.pdf)

Buyer's Security Policy

[Security policy framework - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/1054373/Security-policy-framework-2021.pdf)

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

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Riverside House, 7 Canal Wharf, Leeds, LS11 5AS

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

[REDACTED]

Account Director

[REDACTED]

[REDACTED]

Riverside House, 7 Canal Wharf, Leeds, LS11 5AS

### **Progress Report Frequency**

On the first Working Day of each calendar month

### **Progress Meeting Frequency**

Monthly: Contract Months 1-3 reverting to quarterly from month 4.

**Key Staff**

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Riverside House, 7 Canal Wharf, Leeds, LS11 5AS

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Riverside House, 7 Canal Wharf, Leeds, LS11 5AS

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Riverside House, 7 Canal Wharf, Leeds, LS11 5AS

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Riverside House, 7 Canal Wharf, Leeds, LS11 5AS

**Key Subcontractor(s)**

Panelbase (Trading as Dipsticks Research Limited, company registration number 03752827)

**Commercially Sensitive Information**

Not applicable

**Balanced Scorecard**

Not applicable

**Material KPIs**

Not applicable

**Additional Insurances**

Not applicable

**Guarantee**

Not applicable


**Social Value Commitment**

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender)

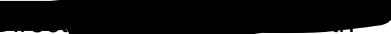
**Statement of Works**

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: 25/2/23

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

Signature: 

Name: 

Role: [Commercial Lead](#)

Date:



## **Appendix 1**

The first Statement(s) of Works shall be inserted into this Appendix 1 as part of the executed Order Form. Thereafter, the Buyer and Supplier shall complete and execute Statement of Works (in the form of the template Statement of Work in Annex 1 to the template Order Form in Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)).

Each executed Statement of Work shall be inserted into this Appendix 1 in chronology.

## **Annex 1 (Template Statement of Work)**

### **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: 15<sup>th</sup> February 2023**

**SOW Title: SRA User Research Participants February/March 2023**

**SOW Reference: 001**

**Call-Off Contract Reference: SRA User Research Participants 24506**

**Buyer: Department for Work & Pensions**

**Supplier: Corporate Document Services Limited**

**SOW Start Date: 20<sup>th</sup> February 2023**

**SOW End Date: 19<sup>th</sup> February 2025**

**Duration of SOW: 2 Years**

**Key Personnel (Buyer):**

[REDACTED]  
[REDACTED]  
[REDACTED]

**Key Personnel (Supplier):**

[REDACTED]  
[REDACTED]  
[REDACTED]

**Subcontractors:**

Panelbase (Trading as Dipsticks Research Limited, company registration number 03752827)

## **2 Call-Off Contract Specification – Deliverables Context**

**SOW Deliverables Background:** DWP requires the supplier to recruit User Research participants to undertake User Research by internal DWP personnel.

**Overview of Requirement:**

A wide-ranging demographic will be required, with particular interest in those frequently engaging and transacting with DWP either online or via other channels, including those whose preference is face-to-face interaction at Jobcentre Plus offices and Useability Labs.

We are particularly interested in citizens who are claiming more than one benefit, as well as those who are more marginalised/vulnerable and 'hard to reach' - including those with varying levels of digital literacy to ensure representative samples.

The recruitment brief will vary by project but may include the need for participants who: use assistive technologies to access digital services (Low digital literacy); have cognitive and/or learning disabilities; have mental health conditions; have motor skills impairments, visual impairments or auditory disabilities.

Users of our services may include vulnerable users so should be recruited ethically and sensitively. Participants should have a good understanding of the service they are being recruited for research about, what it entails, how their data is handled, and possible requirements around non-disclosure, this information will be provided by each project.

The buyer anticipates that the supplier will not provide the same participants within a 3 month window.

### **Assisted digital and accessibility requirements**

Participants with assisted digital or access needs will need to be included in the research as described by the project brief.

### **Research Plan**

The contract will cover multiple research plans. The supplier will be expected to be able to adapt to new requirements, work in an agile way and respond to briefs for a 2-week sprint period as well as longer phases of work.

Research plans will vary by project. We are simultaneously running multiple projects across a wide programme of work, recruiting to very specific briefs and a requirement of a wide variety of participants.

There will be a requirement for participants to be involved in a variety of types of research including 1:1 interview, focus groups and usability testing. We will require participants to be recruited to take part in remote research, either using MS Teams or by telephone.

Participants may be required to attend DWP offices or usability labs, as and when required.

### Research Location

Initially most, if not all, of the research activities will be remote, conducted by phone, Microsoft Teams, or other virtual devices. Where face-to-face research is required, this will be in DWP premises. Researchers may be able to travel to participants where required.

1.

### Number of Participants Per Round

Each brief will specify the number of participants, however this number is likely to be in the region of 5-8. Suppliers will be required to provide a pool of participants from which DWP will choose the most suitable participants for recruitment. The anticipated maximum number of participants required a week will be 40 however this could fluctuate based on the need.

### How Often Research Will Happen

The research will be continuous, though the frequency of research may fluctuate. We are looking for a supplier that can be flexible to our needs and handle periods of varying demands. DWP teams usually work in 2-week sprint cycles. There could be several projects running simultaneously therefore suppliers could be required to work with multiple researchers simultaneously in order to recruit participants). The request for participants may not always be at regular intervals, therefore, suppliers will be required to cater for this variation in demand.

DWP Digital follows Agile practices typically working in 2-week sprint cycles. Therefore. A quick turnaround of no more than 10 working days (2 weeks) from supplier receipt of research brief to research taking place is required

### Buyer Requirements – SOW Deliverables

#### Outcome Description:

Milestone Ref	Milestone Description	Acceptance Criteria	Due Date
MS01	[REDACTED]	[REDACTED]	Monthly

**Delivery Plan:** DWP will provide a client brief in writing to the supplier defining the type of participant, date participants required, number of participants required and the duration of the research.

DWP will provide booking form to CDS

- [REDACTED]
- [REDACTED]

#### Security Applicable to SOW:

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:

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

#### SOW Standards:

##### Performance Management:

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

Material KPIs	Target	Measured by
[REDACTED]	90%	[REDACTED]
[REDACTED]	100%	[REDACTED] - [REDACTED] - [REDACTED] - [REDACTED]

#### 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)

**SOW Reporting Requirements:**

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.	Monthly Invoice		
1.1	Invoice	All	Monthly with individual lines per participant event scheduled

**3 Charges**

**Call Off Contract Charges:**

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

Capped Time and Materials

Profile Type	Cost per participant
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

- The estimated maximum value of this SOW (irrespective of the selected charging method) is [REDACTED] inclusive of VAT

**Rate Cards Applicable: N/A**

**Reimbursable Expenses:**

**N/A**

#### 4 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: [REDACTED]

Title: [REDACTED]

Date: 25/2/23

Signature: [REDACTED]

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

Name: [REDACTED]

Title: Commercial Lead

Date:

Signature: [REDACTED]

## Annex 1

### Data 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:

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>The Relevant Authority is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> <li>No personal data is to be processed, the Authority requires the supplier to provide anonymised participants.</li> </ul> <p><b>The Supplier is Controller and the Relevant Authority is Processor</b></p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data:</p> <ul style="list-style-type: none"> <li>No personal data is to be processed, the Authority requires the supplier to provide anonymised participants.</li> </ul> <p><b>The Parties are Joint Controllers</b></p> <p>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> <li>No personal data is to be processed, the Authority requires the supplier to provide anonymised participants.</li> </ul> <p><b>The Parties are Independent Controllers of Personal Data</b></p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> <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 Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority's duties under the Contract) for which the Relevant Authority is the Controller,</li> </ul>
Duration of the Processing	<ul style="list-style-type: none"> <li>No personal data is to be processed, the Authority requires the supplier to provide anonymised participants.</li> </ul>



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

Nature and purposes of the Processing	.  The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.
Type of Personal Data	<ul style="list-style-type: none"> <li>• No personal data is to be processed, the Authority requires the supplier to provide anonymised participants.</li> </ul>
Categories of Data Subject	<ul style="list-style-type: none"> <li>• No personal data is to be processed, the Authority requires the supplier to provide anonymised participants.</li> </ul>
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	<ul style="list-style-type: none"> <li>• No personal data is to be processed, the Authority requires the supplier to provide anonymised participants.</li> </ul>