

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment



Dear Sir/Madam

Letter of Appointment

This letter of Appointment dated 14th February 2022 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.

Contract Number:	con_20030
Contract Name:	Video Hearing Service Evaluation
From:	HMCTS User Experience and Insight , 102 Petty France, London, SW1H 9AJ. ("Customer")
To:	I.F.F Research Ltd, 5th Floor, St Magnus House, 3 Lower Thames Street, London, EC3R 6HD ("Supplier")

Effective Date:	14th February 2022
Expiry Date:	<p>End date of Initial Period: 13th March 2023</p> <p>End date of Maximum Extension Period: 13th August 2023 (with a possible 5 month extension)</p> <p>Minimum written notice to Supplier in respect of extension: 4 Weeks</p>

Services required:	<p>Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by:</p> <p>the Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B</p>
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	<p>[REDACTED], [REDACTED] [REDACTED], [REDACTED] [REDACTED], [REDACTED] ("Customer")</p> <p>And</p> <p>[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] ("Supplier")</p>
Contract Charges (including any applicable discount(s), but excluding VAT):	<p>The total contract value shall be up to but not exceed £131,022.00 (excluding VAT) over the term of the contract, as per Suppliers Proposal below.</p> <p>[REDACTED] [REDACTED]</p> <p>These costs are commercially confidential and not to be disclosed for three years from the proposal submission date.</p> <p>[REDACTED]</p>

Payment milestones	Payment milestones will be tied to achievement of key stages of the contract. Payment will only be made on deliverables.
<p>Suggested payment milestones include:</p> <p>[REDACTED]</p>	
Reimbursable Expenses	<p>Not permitted unless approved in advance by the Customer and in line with MoJ Policy.</p> <p>[REDACTED]</p>
GDPR	See Contract Terms Schedule 7 (Processing, Personal Data and Data Subjects)
Alternative and/or additional provisions (including Schedule 8 (Additional clauses)):	<p>Over the period of the contract the successful contractor must provide [Mandatory]:</p> <ul style="list-style-type: none"> • Weekly progress updates (via telephone or email) • A detailed research plan (following a project inception meeting with HMCTS) • Regularly updated Risk Register • Research tools (e.g. data collection tools and protocols for consent in line with GDPR requirements and ethical guidelines) • One presentation on key findings • Outline of final report structure • Draft report • Final research report of publishable standard • Research outputs (including anonymised raw dataset, detailed data tables, technical report outlining methodology and research materials)

[Guarantor(s)]	N/A
The two key objectives of the research are:	<p>To understand how the Video Hearing Service and its processes are working, including:</p> <ol style="list-style-type: none"> 1) how the VH hearing worked in practice 2) the perceptions and experiences of the parties involved in hearings held on the VH platform

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 Customer: **HMCTS User Experience and Insight**

Name	[REDACTED]
Title	[REDACTED]
Signature	[REDACTED]
Date	[REDACTED]

We accept the terms set out in this letter and its Annexes, including the Conditions.

For and on behalf of the Supplier: **I.F.F Research Ltd**

Name	[REDACTED]
Title	[REDACTED]
Signature	[REDACTED]
Date	[REDACTED]

ANNEX A

Customer Project Specification

To be determined by the Customer at Call for Competition stage

The project specification, as presented in the Invitation to Tender (ITT) documentation, is attached below. The project specification in the ITT categorised requirements as mandatory and desirable. For clarity, the requirements agreed between the customer and supplier to be carried out is as follows in table 1:

Table 1- Agreed scope

[REDACTED]

The timetable set out in the ITT project specification no longer reflects the estimated timings the project is predicted to follow. For clarity, an updated timetable is provided in table 2 below:

Table 2 – Updated timetable

[REDACTED]

ANNEX A

Customer Project Specification..... cont

[REDACTED]

ANNEX B

Supplier Proposal

To be determined at Call for Competition stage

[REDACTED]

Part 2: Contract Terms

To be Finalised by the Customer at Award Stage

[REDACTED]