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## **DPS Schedule 6 (Order Form Template and Order Schedules)**

### **Order Form**

ORDER REFERENCE:	<b>TIS0749</b>
THE BUYER:	<b>The Insolvency Service</b>
BUYER ADDRESS	<b>16<sup>th</sup> Floor, 1 Westfield Avenue, Stratford, London, E20 1HZ</b>
THE SUPPLIER:	<b>IFF Research Limited</b>
SUPPLIER ADDRESS:	<b>5th Floor, Harlequin Building, 65 Southwark Street, London SE1 0HR</b>
REGISTRATION NUMBER:	<b>00849983</b>

#### **APPLICABLE DPS CONTRACT**

This Order Form is for the provision of the Deliverables and dated 02/12/2024.  
It's issued under the DPS Contract with the reference number TIS0749 for the provision of a Research Services relating to the Buyers Customer Satisfaction Survey.

DPS FILTER CATEGORY:  
**RM6126 Research & Insights**

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## ORDER INCORPORATED TERMS

The following documents are incorporated into this Order 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 Order Special Terms and Order Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) RM6126 Research & Insights
3. DPS Special Terms
4. The following Schedules in equal order of precedence:
  - Joint Schedules for **TIS0749**:
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data)
  - Order Schedules for **TIS0749**
    - Order Schedule 1 (Transparency Reports)
    - Order Schedule 2 (Staff Transfer)
    - Order Schedule 3 (Continuous Improvement)
    - CCS Core Terms (DPS version) v1.0.3
5. Joint Schedule 5 (Corporate Social Responsibility) **TIS0749**

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

## ORDER SPECIAL TERMS

None

ORDER START DATE: **04/12/2024**

ORDER EXPIRY DATE: **03/12/2025**

ORDER INITIAL PERIOD: **12 Months**

EXTENSION PERIOD(S): **There are two extension options of 12 months included within this Order Form subject to the relevant approvals being obtained.**

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## DELIVERABLES

The Supplier will work as a research agency to evaluate customer views on the performance of the Buyer across a range of services and measures.

The Supplier will conduct a quantitative survey using computer assisted technology (CATI) to measure customer satisfaction with the Insolvency Service and capture further insight to help shape and improve the services the Buyer provides.

A derived customer satisfaction score will be calculated each based on a selection of defined measures.

The Supplier will:

- conduct a quantitative CATI survey to gather feedback from customers on the Insolvency Service about their experience using their services.
- calculate the overall agency derived customer satisfaction score and provide a satisfaction score for each of the five key customer groups.
- provide a full questionnaire data set for each customer group, full insight presentation and summary report.

The Buyer has a comprehensive package of customer measures - aligned against three areas: contact, process and quality - which provide an understanding of the expectations and perceptions of the products and services offered for all the Buyers key customer groups. These measures are detailed in the table below and will be used to produce the derived satisfaction measure (full calculation is provided as an additional document).

Contact measures	<ul style="list-style-type: none"><li>• Ease of getting through</li><li>• Has professional staff</li><li>• Ease of understanding written communications</li><li>• Kept me informed about my case/query</li></ul>
Process measures	<ul style="list-style-type: none"><li>• Was easy to deal with</li><li>• Dealt with me in a timely fashion</li><li>• Provided accurate information</li><li>• The way in which I was dealt with</li></ul>
Quality measures	<ul style="list-style-type: none"><li>• Acts fairly</li></ul>

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	<ul style="list-style-type: none"><li>• Overall, the way the Insolvency Service communicated with me</li><li>• Clearly explains decisions</li><li>• Satisfaction with online services</li></ul>
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In addition to measuring customer satisfaction and the key customer measures outlined above the survey will have additional questions to gain further insight into the Buyers customers experiences of engaging with the Buyer.

The questionnaire will be on average 10 -15 minutes long. CATI will be used to conduct the interviews.

The Supplier will, therefore, need to:

- work with the Buyer to refine the questionnaire.
- produce a derived satisfaction measure based on our core customer service measures using the calculation provided.
- work with the Buyer in respect of sampling and research methodology
- carry out fieldwork and provide regular updates on fieldwork progress

The research is to be conducted with the following customer groups:

- bankrupts - both debtor petition and creditor petition bankrupts
  - creditors of insolvents (non-institutional creditors such as sole traders and SMEs)
  - redundancy payments service claimants
  - individuals subject to a debt relief order
  - Directors with companies in compulsory liquidation (no investigations)
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Samples will be provided by the Buyer for all the above groups.

The sample data provided must only be used to complete the Customer Satisfaction Research detailed in this Order form document for the Insolvency Service.

Customers included in the sample must only be contacted about this research and not for any other purposes. The data provided cannot be shared with any other organisations or entities except the Insolvency Service. Any sample data held by the research provider must be destroyed once all 2024/25 outputs have been signed off as complete.

The composition of interviews required for the 2024/25 survey are detailed below:

Customer Group	Number of interviews
DRO Debtors	200
Bankrupts: <i>Debtors</i>	200 <i>(100)</i>
<i>Creditors</i>	<i>(100)</i>
RPS Claimants	200
Non-institutional creditors	200
Directors	100
Total	900

Each respondent must have had contact with the Insolvency Service, or used its services, within the last 12 months.

Interviews will last an average of 15 minutes.

All interviews will be conducted by the Suppliers award-winning in-house CATI centre, to ensure full control over all aspects of fieldwork.

The Buyer will provide samples for the project and that this will include contact details and telephone numbers of potential participants.

All data transfers will be done securely and sample received will be stored by the Supplier in secure folders on the Suppliers systems with restricted access.

**REDACTED**

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### Service Levels and Performance

The Buyer will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	To keep to the above key milestone delivery dates.	100%
2	Fieldwork	To provide updates weekly on number of completes for each customer group.	100%
3	Escalation	To be notified within 48 hours of any known issue with reaching the agreed number of completes for each customer group.	100%
4	Quality	To provide a high quality insight report detailing DCSAT (derived customer satisfaction score) scores, insight and recommendations for service improvements.	100%

The Buyer reserves the right to evoke extension options under the current framework and commission the Supplier to also deliver the 2025/26 and 2026/27 research on the same conditions. Clarification on the need for the 2025/26 and 2026/27 research will be provided following successful completion of the 2024/25 research.

### Contract and Service Management

The Supplier will have regular engagement with the User Design Team throughout the contract, as a minimum e-mail contact throughout and engagement at key milestones.

The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

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The Supplier should present new ways of working to the Buyer during yearly contract review meetings.

Changes to the way in which the Services are to be delivered must be brought to the Buyer's attention and agreed prior to any changes being implemented.

The Supplier will work transparently and collaboratively with the Buyer throughout the course of the project. The Supplier will have regular catch-up calls with the Buyer to discuss progress and collaboratively find solutions to (potential) issues; the Supplier will provide the Buyer with a weekly written progress update during fieldwork, sent at an agreed time, denoting progress, and forthcoming risks; and set up a group e-mail ensuring that all correspondence is received by all IFF project team members. The Supplier will respond to all requests and enquiries within 24 hours. If this is not possible, the Supplier will discuss the reasons for this with the Buyer and agree a revised timescale.

All the Suppliers research will comply with GDPR legislation.

#### Staff and Customer Service

The Buyer requires the Supplier to provide a sufficient level of resource throughout the duration of the Customer Satisfaction Survey Contract in order to consistently deliver a quality service to all Parties.

The Supplier's staff assigned to the Customer Satisfaction Survey Contract shall have the relevant qualifications and experience to deliver the Contract.

The Supplier shall ensure that staff understand the Buyer's vision and objectives and will provide excellent customer service to the Buyer throughout the duration of the Contract.

The Supplier will provide the following senior and well-established team with considerable experience in conducting customer satisfaction research:

**REDACTED**

This core team will be supported by:

The Suppliers panel of c.1,000 CATI interviewers. The Suppliers interviewing

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panel will be an accredited member of the Interviewer Quality Control Scheme. It will operate 7 days a week covering business and consumer audiences. All interviews will be conducted by these specialist telephone interviewers who have extensive experience of interviewing on sensitive issues.

The Suppliers in-house data services team, which includes experts in statistical analysis, coding, complex sampling, and weighting. This team will set up and conduct initial checks of the CATI script before it is signed off by the Project Manager. It will also set up and code the data tables which will be QA'd by the core team and signed off by the Project Manager.

The Suppliers approach to project management will be underpinned by its core principles of communication, collaboration, transparency and flexibility.

#### Location

The location of the Services will be carried out remotely.

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## Sustainability & Social Value Opportunities

Government has made clear its determination to tackle modern slavery crimes, referring to them as “the greatest human rights issue of our time”. To tackle these crimes, the Modern Slavery Act 2015 was introduced, the Act consolidated and clarifies modern slavery offences, toughens penalties and prosecution, and introduces great support and protection for victims. The Government and its Central Government Departments have committed to voluntarily publish Modern Slavery Statements setting out actions taken, and plans in place, to identify, tackle and prevent modern slavery in Government supply chains. Government published their first statement in April 2020.

Modern Slavery is a global problem and is thought to be prevalent in the UK and can occur in any business sector. The Modern Slavery Helpline has been established which provides information and advice about modern slavery, it operates a 24 hour telephone reporting line and an inline reporting function through the website.

Website: [modernslaveryhelpline.org](https://modernslaveryhelpline.org)

Modern Slavery Helpline: 08000 121 700

The supply chain we rely on is global, as well as the risks within the UK we must understand the global risks relating to our Procurement activity. We need to work with our suppliers to map our supply chains, understand where Modern Slavery risks lie and work together to address these. Details of any specific requirements in relation to Modern Slavery will be set out further in this statement of requirements below and aligned to our Terms and Conditions of Contracts. While questions relating to Modern Slavery are included in the Standard Selection Questionnaire, suppliers or supply chains with high risk supply chains may be required by the Authority to complete the Modern Slavery Assessment Tool (MSAT), updating their response regularly with any changes. The Supplier must work pro-actively with the Authority to address actions highlighted by the MSAT report generated by the assessment to agreed timescales throughout the life of the contract.

### MAXIMUM LIABILITY

The limitation of liability for this Order Contract is stated in Clause 11.2 of the Core Terms.

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The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£49,960.00.**

### **ORDER CHARGES**

Order Charges for the initial Order Period (04/12/2024 – 03/12/2025) will be £49,960.00.

### **REDACTED**

There are two extension options of 12 months included within this Order.

Costs per annum are £49,960.00 so on the enactment of the first extension option the Order value will rise to £99,920.00 and on the enactment of the second extension option the Order value will rise to £149,880

**Total Maximum Charge Value: £149,880**

### **REIMBURSABLE EXPENSES**

None

### **PAYMENT METHOD**

BACS

The Buyer has a No PO (Purchase Order) No PAY (Payment) policy.

All Invoices must comply with the No PO No Pay Policy to be considered valid and be paid.

A valid Supplier Invoice shall include the following:

1. Valid Buyer Purchase Order Number;
2. Buyer Contract Reference Number (TIS0749);
3. Invoice must accurately map to the line items within the Purchase Order, i.e. Line Descriptions, Number of Units and Unit Price.

The Buyer may make reasonable changes to its invoicing requirements during the Term by providing 30 calendar days written notice to the Supplier.

Please note that Payment Terms, notably lead times for payment of invoices, shall be directly tied to the No PO, No Pay Policy. Those without a valid PO number may be returned to the Supplier. In such cases, the lead time for payment of invoices shall not begin until a valid PO is received.

### **BUYER'S INVOICE ADDRESS:**

Payments@insolvency.gov.uk

BUYER'S AUTHORISED REPRESENTATIVE  
**REDACTED**

SUPPLIER'S AUTHORISED REPRESENTATIVE  
**REDACTED**

SUPPLIER'S CONTRACT MANAGER  
**REDACTED**

PROGRESS REPORT FREQUENCY  
See 'Deliverables' above

PROGRESS MEETING FREQUENCY  
See 'Deliverables' above

KEY STAFF  
See 'Deliverables' above

COMMERCIALLY SENSITIVE INFORMATION  
Not applicable

SERVICE CREDITS  
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 Order Contract, that it will comply with the Sustainability & Social Value Opportunities value commitments in the 'Deliverables' above

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For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	REDACTED	Signature:	REDACTED
Name:	REDACTED	Name:	REDACTED
Role:	REDACTED	Role:	REDACTED
Date:	REDACTED	Date:	REDACTED