

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

## Order Form

ORDER REFERENCE: **CR\_3078**

THE BUYER: **Department for Business and Trade**

BUYER ADDRESS: **Old Admiralty Building, London SW1A 2DY**

THE SUPPLIER: **Ipsos (market research) Limited t/a Ipsos**

SUPPLIER ADDRESS: **3 Thomas More Square, London, E1W 1YW**

REGISTRATION NUMBER: **948470**

DUNS NUMBER: **227257185**

DPS SUPPLIER REGISTRATION SERVICE ID: **SQ-ABE7ZEU**

### APPLICABLE DPS CONTRACT

This Order Form is for the provision of the Deliverables and dated 8 July 2024. It's issued under the DPS Contract with the reference number DRP RM6126 for the provision of Monitoring & Evaluation Services for the UK at Osaka 2025 Expo.

### DPS FILTER CATEGORY(IES):

Entertainment, Tourism, Econometric analysis, Multivariate analysis, Mixed method (qualitative and quantitative), Face-to-face, Case studies, Impact evaluation, Theory-based impact evaluation (incl. Theories of Change (ToC) and Logic Modelling), Process evaluation, Value for money evaluation, Audience measurement research, Behavioural insights research, Customer journey research, Customer satisfaction research, Stakeholder research, User experience (UX) research, Mixed-mode, Asia

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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) CR\_3078
3. DPS Special Terms
  - DPS Order Schedule 5 Pricing Details – Annex B Travel and Subsistence
4. The following Schedules in equal order of precedence:
  - Joint Schedules for **CR\_3078**
    - 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 **CR\_3078**
    - Order Schedule 1 (Transparency Reports)
    - Order Schedule 2 (Staff Transfer)
    - Order Schedule 3 (Continuous Improvement)
    - Order Schedule 5 (Pricing Details)
    - Order Schedule 7 (Key Supplier Staff)
    - Order Schedule 8 (Business Continuity and Disaster Recovery)
    - Order Schedule 9 (Security)
    - Order Schedule 10 (Exit Management)
    - Order Schedule 14 (Service Levels)
    - Order Schedule 15 (Order Contract Management)
    - Order Schedule 20 (Order Specification)
5. CCS Core Terms (DPS version) v1.0.3
6. Joint Schedule 5 (Corporate Social Responsibility) **CR\_3078**
7. Order Schedule 4 (Order Tender) as long as any parts of the Order 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 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

The following Special Terms are incorporated into this Order Contract:

Special Term 1. Attachment 03 Travel and Subsistence (Department for Business and Trade – Travel and Subsistence Expenses Policy)

ORDER START DATE: **29 July 2024**

ORDER EXPIRY DATE: **28 November 2025**

ORDER INITIAL PERIOD: **1 Year and 4 Months**

**DELIVERABLES**

<b>Deliverable</b>	<b>Objective</b>	<b>Anticipated Date of Delivery</b>
<p>Deliverable 1</p> <p>Provide refined M&amp;E plan and present to relevant DBT analysts and Osaka Project SRO.</p>	<p>Once onboarded, ensure Supplier proposed M&amp;E plan reflects DBT analysts and wider Osaka team input, amendments and adaptations that may be required.</p>	<p>From commencement of contract to September 2024.</p>
<p>Deliverable 2</p> <p>Conduct a perceptions survey onsite (subject to Expo regulations) and off site (a location tbc which enables access to a wider Japanese sample) to assess the perception of the UK at Expo.</p>	<p>To evaluate perceptions, for example, assessing the likelihood to visit/study in Britain.</p>	<p>Baseline would be before Expo begins, then regularly (number of waves tbc but around 3 waves minimum) throughout the 6 months Expo is live. During Expo Live, the survey would include additional questions around the impact of visiting the UK pavilion.</p>
<p>Deliverable 3</p> <p>Conduct ethnographic research at the Expo site to observe visitor experience. The duration and quantity will be confirmed between the Buyer and Supplier when in contract.</p>	<p>To provide contextual information to better understand the outcomes of the process and impact evaluations.</p>	<p>During Expo Live operations.</p>
<p>Deliverable 4</p> <p>Conduct comparison research with other countries attending Expo 2025.</p>	<p>To understand relative performance compared to other countries. Provides contextual info, informs process evaluation and relative performance of the UK. Insights into future planning.</p>	<p>During Expo Live operations.</p>
<p>Deliverable 5</p> <p>Gather stakeholder feedback, such as via structured telephone interviews.</p>	<p>To assess diplomatic relations and understand what did and didn't work within the programme and pavilion. This will inform future decision making and processes.</p>	<p>Towards the end of Expo Live and after Expo has finished.</p>
<p>Deliverable 6</p> <p>Analyse the data, including statistical significance to inform evaluation reporting and to understand the</p>	<p>Analysis will be required of MI data, customer satisfaction data, impact surveys, stakeholder feedback, ethnographic feedback. These combined</p>	<p>During Expo and at the end of Expo.</p>

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impact and process, and how and if objectives were met.	sources will be synthesised to inform the overall findings and narrative for the UK at Expo 2025.	
Deliverable 7  Draft of Interim Report and Interim Presentation Deck.	To disseminate interim findings of process and impact evaluations.	Post Expo, October / November 2025.
Deliverable 8  Compile a comprehensive report with clear findings to a publication-standard, and a presentation deck containing the key findings.	To disseminate final findings of process and impact evaluations.	Post Expo November / December 2025.

### MAXIMUM LIABILITY

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

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£390,150 excluding VAT.**

### ORDER CHARGES

Option B: See details in Call-Off Schedule 5 (Pricing Details)

This Call-Off Contract has a maximum value of £520,200.00 excluding VAT for the duration of the contract.

### REIMBURSABLE EXPENSES

Recoverable as stated in Annex B of DPS Order Schedule 5 Pricing Details v1.0. Reimbursable expenses under this contract will be for approved Travel and Subsistence to Osaka, Japan. There is a costs and expenses cap across all deliverables of **REDACTED** excluding VAT.

### PAYMENT METHOD

Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

Payments will be made in line with Project Deliverables mentioned under 7.1.4 of DPS Order Schedule 20 Specification v1.0 and DPS Order Schedule 5 Pricing Details v1.0. Any additional costs within each Deliverable, must be discussed with the Contract Manager and agreed to in writing before submission of any invoice.

Each invoice must include a detailed elemental breakdown of work completed and the associated costs and must be agreed with Contract Manager from DBT before submission.

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Invoices to be sent to [ap@uksbs.co.uk](mailto:ap@uksbs.co.uk) copying in [osakaexpofinance@businessandtrade.gov.uk](mailto:osakaexpofinance@businessandtrade.gov.uk). Invoices will be paid by BACS.

### BUYER'S INVOICE ADDRESS:

DBT - Department for Business and Trade

C/O UK SBS

Queensway House, West Precinct

Billingham TS23 2NF

[ap@uksbs.co.uk](mailto:ap@uksbs.co.uk)

### BUYER'S AUTHORISED REPRESENTATIVE

**REDACTED**

Evaluation Lead, Large Events and Contract Manager

**REDACTED**

Department for Business and Trade, Old Admiralty Building, London SW1A 2DY

**REDACTED**

Commercial Manager

**REDACTED**

Department for Business and Trade, Old Admiralty Building, London SW1A 2DY

### BUYER'S ENVIRONMENTAL POLICY

Greening Government Commitment 2021 – 2025 [here](#)

### BUYER'S SECURITY POLICY

Government Security Policy [here](#)

### SUPPLIER'S AUTHORISED REPRESENTATIVE

**REDACTED**

Project Director

**REDACTED**

**REDACTED**

### SUPPLIER'S CONTRACT MANAGER

**REDACTED**

**Contract Manager**

**REDACTED**

### PROGRESS REPORT FREQUENCY

- **Interim Findings Report**, anticipated to be delivered three (3x) times during contract.
- **Final M&E Report**, anticipated to be required once (1x) during contract.

### PROGRESS MEETING FREQUENCY

- **Contract Performance Meetings**, to be held quarterly.
- **Status Update Meetings**, anticipated to be held weekly.

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- **Project Board Meetings**, at the request of the Project Board (Anticipated to be delivered twice (2x) during contract).

### KEY STAFF

As set out in DPS Order Schedule 7 - Key Supplier Staff v1.1.

### KEY SUBCONTRACTOR(S)

Unison Research

4-6-10 Tenma, Kita-ku, Osaka City Joint Bldg. 3F No.

### E-AUCTIONS

Not applicable

### COMMERCIALLY SENSITIVE INFORMATION

As set out in DPS Joint Schedule 4 Commercially Sensitive Information.

### 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 social value commitments in Order Schedule 4 (Order Tender).

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	<b>REDACTED</b>	Signature:	<b>REDACTED</b>
Name:	<b>REDACTED</b>	Name:	<b>REDACTED</b>
Role:		Role:	
Date:	25/7/2024	Date:	23/7/2024