**DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS**

* 1. **Letter of Appointment**

Blavatnik School of Government,

University of Oxford,

Radcliffe Observatory Quarter,

Woodstock Road,

Oxford OX2 6GG,

United Kingdom

Dear [REDACTED],

**Letter of Appointment**

This letter of Appointment dated [to be confirmed at contract award], 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.

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| Order Number: | To be confirmed at Contract award |
| From: | Cabinet Office("Customer") |
| To: | The Chancellor Masters and Scholars of the University of Oxford ("Supplier") |

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| Effective Date:  | Monday 10th May 2021 |
| Expiry Date:   | Thursday 31st March 2022There is no option to extend |

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| --- | --- |
| Services required:   | [REDACTED] |

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| Key Individuals: | Customer:[REDACTED]Supplier:[REDACTED] |
| Guarantor(s) | Not applicable |

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| Contract Charges (including any applicable discount(s), but excluding VAT): | £180,004.00 (ex VAT)Please refer to Schedule 6 – Contract Charges of the Order for a full break down of costs. |
| Insurance Requirements | Public Liability – Level of Cover £5millionEmployers liability – Level of Cover £5millionProfessional Indemnity – Level of Cover £1million |
| Liability Requirements | **Suppliers limitation of Liability** In Clause 18.2 of the Contract Terms |
| Customer billing address for invoicing: | 10 Victoria St Westminster, London SW1H 0NB |

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| GDPR | In Schedule 7 of the Contract Terms.The Parties acknowledge that for the purposes of the Data Protection Legislation, the Parties are Joint Controllers of the Personal Data under this Contract. This takes precedence over clause 29 of the Contract Terms. Any required updates to the Schedule 7 (Processing, Personal Data and Data Subjects will be agreed by the Parties following Contract Award. |
| Alternative and/or additional provisions (including Schedule 8(Additional clauses)): | Not applied |

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

Name and Title: [REDACTED] Name and Title: [REDACTED]

Signature: [REDACTED] Signature: [REDACTED]

Date: [REDACTED] Date: [REDACTED]

**Annex A**

**Customer Project Specification**

# PURPOSE

## The requirement is for the maintenance of the Coronavirus government response tracker. The comparator data will inform products published by the International Comparator Joint Unit.

# SCOPE OF REQUIREMENT

## The core requirement of this contract is to maintain a Coronavirus Government Response Tracker recording policies of International Comparator countries in response to the ongoing challenges of the Coronavirus pandemic according to the timescales set out in the deliverables. The Response Tracker must systematically collect information on common policy responses that governments have taken to respond to the pandemic. This will be used to inform a fortnightly trends product published by ICJU which will compare global responses:

### The government response tracker must include, as a minimum, data from the countries listed within section 3.1 of this document

### It must include a minimum of 19 different policy indicators to be determined in consultation with the ICJU (for example, school closures, workplace closures, gatherings on restrictions);

### The supplier must maintain a record of Coronavirus policy responses for multiple other countries – albeit potentially updated with less regular frequency;

### The tracker must be provided in an accessible format in line with the timescales set out below; this will be agreed at the project inception meeting between the supplier and the ICJU

### The supplier will undertake a small number of ‘deep dive’ ad hoc requests as detailed in Section 7 “Key Milestones & deliverables” of this document.

# THE REQUIREMENT

## The Supplier will develop a tracker with a methodology to systematically collect information on government responses to Coronavirus, as detailed above.

## The supplier will ensure that the tracker covers, as a minimum, the countries listed above.

## The supplier will ensure the tracker includes the 19 different policy indicators – examples given above, but the final list will be agreed with the ICJU at project inception.

## Data for core countries (specified above) will be quality assured by the Supplier by their own dedicated research assistant before publication.

## The Cabinet Office will also quality assure data before inclusion in the fortnightly Trends product.

## An appointed research assistant, or other team member, will hold regular, weekly, touch-point meetings with an ICJU representative to align on working practices (e.g. timings, codebook interpretation, etc) and ensure data is meeting ICJU requirements.

## The research assistant, or other team member, will be available at short notice (within the working day) to resolve queries, explain coding requirements, and correct data as necessary. Availability to field short-notice requests is necessary given ICJU’s short working timeframes.

## The supplier will continue to develop and improve the core policy indicators and its underlying methodology. This includes the development of new indicators for the tracker, and the inclusion of information relating to additional sub-national areas. The supplier will consult ICJU as to key development areas, and will brief key ICJU stakeholders on relevant updates, proposed developments, and next steps on a quarterly basis.

## The supplier will evidence capacity to deal with deep dive requests as detailed below.

# KEY MILESTONES AND DELIVERABLES

## Key deliverables of the contract will be the maintenance of the policy response tracker as well as the completion of ad hoc data requirements as set out below.

## The following Contract milestones/deliverables shall apply:

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| **Milestone/Deliverable** | **Description** | **Timeframe or Delivery Date** |
| 1 | Government policy responses to Coronavirus will be updated and quality assured at a regular delivery date to align with ICJU reporting requirements. Core countries to be updated are as follows: Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany, Ireland, Israel, Italy, Japan, Netherlands, Norway, Poland, South Korea, Singapore, Spain, Sweden, Switzerland and the UK. Data for these countries must be fully updated across all indicators. | On alternate Fridays (i.e. on a fortnightly basis), before being reviewed and made available to ICJU on Monday mornings |
| 2 | The supplier will undertake two additional collection exercises every month. These collection exercises will facilitate deep-dive analysis on particular issue areas of interest to ICJU. Additional data collection will be limited to a group of approximately 20 high-interest countries per request. Additional data collection does not include an expectation of building new and universally back-dated indicators. | 2 requests each month as agreed in regular meetings between the Supplier and the ICJU. |

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# MANAGEMENT INFORMATION/REPORTING

## Data will be made available for download as a csv and via api.

## In addition to ICJU fortnightly publication of the ‘Trends’ product outlined above, the data may be made publicly available separately, at the Supplier’s discretion.

# CONTINUOUS IMPROVEMENT

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

## The Supplier should present new ways of working to the Authority during monthly Contract review meetings.

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

# QUALITY

## Data for core countries must be quality assured by a dedicated research assistant before being made available to the ICJU.

## The ICJU will also quality assure data being published as part of the Trends product.

# STAFF AND CUSTOMER SERVICE

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

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

# SERVICE LEVELS AND PERFORMANCE

## The Customer will measure the quality of the Supplier’s delivery by:

### Service levels are as identified in the deliverables above.

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| --- | --- | --- | --- |
| **KPI/SLA** | **Service Area** | **KPI/SLA description** | **Target** |
| 1 | Policy Response Tracker (Core) | Core countries updated with any relevant changes to policies on a fortnightly basis | 98% |
| 2 | Policy Response Tracker (Other) | Countries not identified as core comparators updated with any relevant changes to policies within the past 2 weeks.  | 85% |
| 3 | Additional requests | 2 deep-dives completed each month with reference to the specifications made under ‘deliverables’. These will focus on a particular topic and will not include additional indicators, as detailed above. | 90% |

## If the supplier fails to meet the deliverables listed above on more than 2 occasions an urgent contract review meeting will be held to agree remedial action, and prevent future occurrences.

## If the supplier is unable to remedy this on any further occasions the customer reserves the right to terminate the contract.

# SECURITY AND CONFIDENTIALITY REQUIREMENTS

## The Supplier is responsible for ensuring that details of any additional requests made by the ICJU are only shared by explicit consent of the ICJU;

# PAYMENT AND INVOICING

## Invoicing must be submitted at the end of each month, but can be submitted retrospectively where appropriate.

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

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## Invoices must be submitted to: 10 Victoria St Westminster, London SW1H 0NB

## Invoices must reference the PO number as agreed upon contract award.

# CONTRACT MANAGEMENT

## The supplier must attend weekly touch points and must attend monthly review meetings with the ICJU; these will normally be virtual meetings with physical attendance only required in exceptional circumstances.

## Attendance at Contract Review meetings shall be at the Supplier’s own expense and any physical attendance will be subject to Covid-19 restrictions.

# LOCATION

The location of the Services will be carried out at the Supplier’s address.

**Annex B**

**Supplier Proposal**

[REDACTED]