Home Office

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Digital Outcomes & Specialist Framework - Framework Schedule 6 (Order Form)

C23829 - External Recruitment – User Research Participants

Version: V0.01
Date: July 2022

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

Order Form

Call-Off Contract Ref.	C23829
Call-Off Title	External Recruitment – User Research Participants
Call-Off Contract Description	To provide external recruitment participants with Access needs for user testing in multiple areas.
The Buyer:	The Secretary of State for the Home Department (acting through the Home Office)
Buyer Address:	The Secretary of State for the Home Department 2 Marsham Street London SW1P 4DF
The Supplier:	People for Research
Supplier Address:	QC30 Queen Charlotte Street, Bristol, BS1 4HJ
Registration Number:	03734502
DUNS Number:	
SID4GOV ID:	

Applicable Framework Contract
This Order Form is for the provision of the Call-Off Deliverables and dated [22/11/2022].
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

Digital Outcomes and Specialist 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 (Key Subcontractors)
        - Joint Schedule 7 (Financial Difficulties)
        - Joint Schedule 8 (Guarantee)
        - Joint Schedule 10 (Rectification Plan)
        - Joint Schedule 11 (Processing Data) RM1043.7

- Call-Off Schedules for RM1043.7
    - Call-Off Schedule 1 (Transparency Reports)
    - Call-Off Schedule 2 (Staff Transfer)
    - 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 (Business Continuity and Disaster Recovery)
    - Call-Off Schedule 9 (Security)
    - Call-Off Schedule 10 (Exit Management)
    - Call-Off Schedule 13 (Implementation Plan and Testing)
    - Call-Off Schedule 14 (Service Levels and Balanced Scorecard)
    - Call-Off Schedule 15 (Call-Off Contract Management)
    - Call-Off Schedule 16 (Benchmarking)
    - Call-Off Schedule 18 (Background Checks)
    - Call-Off Schedule 20 (Call-Off Specification)
    - Call-Off Schedule 26 (Cyber Essentials Scheme)

1 CCS Core Terms (version 3.0.9)

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

3 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:

Special Term 1	People for Research (PFR) Operational costs Terms & Conditions • [redacted] [redacted] [redacted] • [redacted] [redacted]

Call-Off Start Date	25th November 2022 and is valid for 3 months
Call-Off Expiry Date	24th February 2023
Call-Off Initial Period	3 Months
Call-Off Optional Extension Period	3 Months
Minimum Notice Period for Extensions	15 (Fifteen) days
Call-Off Contract Value	The Maximum Amount of this Call-Off Contract is £11,134 (excluding VAT) over the initial 3-month period. The contract is fixed price.

Call-Off Deliverables

[redacted]

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:

Standards	The technical standards required for this Call-Off Contract are detailed below: (a) Home Office Digital Strategy https://www.gov.uk/government/publications/uk-digital-strategy (b) Home Office Technology Strategy https://www.gov.uk/government/publications/home-office-technology-strategy/home-office-technology-strategy (c) Government Service Design Manual https://www.gov.uk/service-manual/browse (d) HMG Security Policy Framework https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework (e) Government Security Classification Policy https://www.gov.uk/government/publications/government-security-classifications (f) All CESG Policies and Guidance (g) Home Office Technology Principles and Standards – Enterprise Architecture (h) Technology and Methodology Standards and Terms to provide context for (European Small Business Alliance) ESBA Suppliers - non-exhaustive / indicative standards include: TOGAF ADM, BPMN 2.0, W3C WCAG, Archimate 2.0, UML2.0, DevOps, Continuous Integration, Build Automation, Agile Development

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials 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.

Call-Off Charges

Charging Method	

Capped time and materials (CTM)	
Incremental Fixed Price	
Time and materials (T&M)	
Fixed price	X
A combination of two or more of the above Charging methods	

Reimbursable Expenses

Reimbursable Expenses	Home Office T&S Policy will apply. Service is expected to be provided at Home Office locations. Occasional travel to other sites maybe required, expenses incurred from Travel (not subsistence) outside of the M25/Greater London or Home Office base location will be subject to Home Office Travel Policy.

Payment Method

The method of payment for the Call-Off Contract Charges	BACS

Buyer's Invoice Address

Who and where to send invoices to	Home Office Shared Service Centre HO Box 5015 Newport, Gwent NP20 9BB United Kingdom Tel: 08450 100125 Fax: 01633 581514 Email: HOSupplierInvoices@homeoffice.gov.uk

Invoice information required – e.g. PO, project ref, etc.	All invoices must include the following information: ● Project reference number ● The unique purchase order number; ● The services detailed in the Statement of Work (SoW) to which the invoice relates; ● The line value; ● Total value excluding Value Added Tax ● Value Added Tax percentage ● The total value including Value Added Tax ● The tax point date relating to the rate of Value Added Tax shown; ● Supplier SAP number (if applicable) ● Breakdown of charges supported by approved timesheets (if applicable) ● Expenses receipts (if applicable)
Invoice frequency	As per the SoW

Buyer's Authorised Representative

Buyer Contact	[redacted]

Buyer's Environmental Policy

Environmental Policy	N/A

Buyer's Security Policy

Security Policy	HMG Security Policy Framework https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework

Supplier's Authorised Representative

Supplier's Representative	[redacted]

Supplier's Contract Manager

Supplier's Representative	[redacted]

Progress Report Frequency

Report Frequency	See Call-Off Schedule 20 (Call-Off Specification)

Progress Meeting Frequency

Meeting Frequency	See Call-Off Schedule 20 (Call-Off Specification)

Key Staff

Supplier's Key Staff	[redacted]

Key Subcontractor(s)

Subcontractors / Partners	N/A

Commercially Sensitive Information

Sensitive Information	

Balanced Scorecard

Service Levels and Balanced Scorecard	N/A

Additional Insurances

Additional Insurances	No additional clause – see Joint Schedule 3 (Insurance Requirements)

Guarantee

Guarantee	Not applicable

Social Value Commitment

Social Value	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.

Call-Off Contract Charges:

- [redacted] £9062 plus VAT
- [redacted] £2072 plus VAT

Total Value: £11,134

	For and on behalf of the Supplier:	**For and on behalf of the Buyer:**
Name	[redacted] -	[redacted]
Role	[redacted]	[redacted]
Signature	[redacted]	[redacted]
Date	24.11.2022	24.11.2022

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 Independent Controller arrangements covered by the call-off specification, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken in this contract:

1 This Annex shall be completed by the Relevant Authority, who may take account of the view of the Supplier, however the final decision as to the content of this Annex shall be with the Relevant Authority at its absolute discretion.

1.1 The contact details of the Relevant Authority's Data Protection Officer are: [redacted]

1.2 The contact details of the Supplier's Head of Digital Operations & Data Protection are: [redacted]

1.3 The parties agree to process the shared personal data as Independent Controllers for the duration of this agreement.

1.4 Any such further instructions shall be incorporated into this Annex.

[Template Annex 1 of Joint Schedule 11 (Processing Data) Below]

Description	Details
Identity of Controller for each Category of Personal Data	**Where the Relevant Authority is the Controller and the Supplier is the Processor** [redacted] [redacted] [redacted] **Where the Parties are Independent Controllers of Personal Data** [redacted] • [redacted]

	[redacted]
Duration of the Processing	[redacted]
Nature and purposes of the Processing	[redacted]
Type of Personal Data	[redacted]
Categories of Data Subject	[redacted]
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data	[redacted]