

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

Dear Sirs

Letter of Appointment

This letter of Appointment dated 17th December 2020, 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.

Order Number:	CCZZ20A80
From:	Cabinet Office ("Customer")
To:	ORB INTERNATIONAL LTD. ("Supplier")

Effective Date:	17 th December 2020
Expiry Date:	31 st March 2021

Services required:	<p>Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by:</p> <ul style="list-style-type: none">the Customer's Project Specification attached at Annex A, and;the Supplier's Proposal attached at Annex B.
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Key Individuals:	<p>Customer: REDACTED TEXT</p> <p>Supplier: REDACTED TEXT</p>
Guarantor(s)	Not required

Contract Charges (including any applicable discount(s), but excluding VAT):	The total contract value shall not exceed £420,000.00 (exc VAT)
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Insurance Requirements	REDACTED TEXT
Liability Requirements	Suppliers limitation of Liability (Clause Error! Reference source not found. of the Contract Terms); Clause Error! Reference source not found. of the Contract Terms shall apply
Customer billing address for invoicing:	Invoices should be submitted to: REDACTED TEXT Email invoices to: REDACTED TEXT

GDPR	Schedule 7 (Processing, Personal Data and Data Subjects) of Attachment 5b RM6018-Call Off Contract Terms
Alternative and/or additional provisions (including Schedule 8(Additional clauses)):	Not applicable
Notified Sub-Contractors:	Trading Name: Humankind Research REDACTED TEXT

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:

Name and Title:

REDACTED TEXT

REDACTED TEXT

Signature:

Signature:

REDACTED TEXT

REDACTED TEXT

Date: 16/12/2020

Date: 17/12/2020

ANNEX A

Customer Project Specification REDACTED TEXT

KEY MILESTONES AND DELIVERABLES

The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Inception meeting	Within 1 week of Contract Award
2	Work plan to be submitted and agreed with supplier.	Within week 2 of Contract Award
3	Delivery of the project begins	18 December 2020
4	Completion of research	28 February 2021
5	Provide findings of the report	4 March 2021
6	Present report findings	8 March 2021

REDACTED TEXT

SERVICE LEVELS AND PERFORMANCE

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

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Research milestones to be completed within set deadlines. Adherence to contract milestones.	100%
2	Response timescales	Resolutions to queries from the Authority shall be received within 2 working days with initial response from supplier arriving within 24 hours.	100%
3	Granularity of audience variables	Insight activity to deliver based on adequate sample size to the most granular set of variables.	70%

REDACTED TEXT

ANNEX B
Supplier Proposal

REDACTED TEXT