



Crown
Commercial
Service

Test and Trace – Provision of Customer Insights Lead

To

The Department of Health & Social Care (DHSC)

From

Ipsos Mori (UK) Ltd

Contract Reference: CCPF20A06

FRAMEWORK SCHEDULE 4

CALL OFF ORDER FORM AND CALL OFF TERMS FOR THE MANAGEMENT CONSULTANCY FRAMEWORK AGREEMENT (RM6008)

PART 1 – CALL OFF ORDER FORM

SECTION A

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement for the provision of Customer Insights Leads dated 04 September 2018.

The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Template Call Off Order Form and the Call Off Terms.

Order Number	CCPF20A06
From	The Department of Health & Social Care (DHSC) ("CUSTOMER")
To	Ipsos Mori UK Ltd ("SUPPLIER")
Date	16th November 2020 ("DATE")

SECTION B

1. CALL OFF CONTRACT PERIOD

1.1.	Commencement Date: 16 th November 2020
1.2.	Expiry Date: End date of Initial Period: 16 th February 2021

2. SERVICES

2.1.	Services required: In Call Off Schedule 2 (Services)
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3. PROJECT PLAN

4.

3.1.	Project Plan: In Call Off Schedule 4 (Project Plan) Project plan / deliverables are as follows: <ul style="list-style-type: none">• Launch a perceptions tracking survey for NHS Test & Trace, completing the first wave of the survey in 2020 and overseeing weekly tracking from January 2021
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	<ul style="list-style-type: none"> • Oversee the design of a Voice of the Customer programme, ensuring that mechanisms are in place to effectively measure and track customer experience by end of Jan 2021 • Manage research to inform the design of serial testing programmes in December 2020 • Create a question bank for customer experience surveys (by end Jan 2021) and advise on survey design across the Customer Experience team
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5. CONTRACT PERFORMANCE

4.1.	Standards: BPSS security clearance is required for all personnel carrying out services under this contract.
4.2	Service Levels/Service Credits: Not applied
4.3	Critical Service Level Failure: Not applied
4.4	Performance Monitoring: Not applied
4.5	Period for providing Rectification Plan: In Clause 39.2.1(a) of the Call Off Terms

6. PERSONNEL

5.1	Key Personnel: Supplier: REDACTED
5.2	Relevant Convictions (Clause 28.2 of the Call Off Terms): Not applied

7. PAYMENT

6.1	Call Off Contract Charges (including any applicable discount(s), but excluding VAT): In Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)
6.2	Payment terms/profile (including method of payment e.g. Government Procurement Card (GPC) or BACS): In Annex 2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)

6.3	Reimbursable Expenses: Not applied
6.4	Customer billing address (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): REDACTED Payment and Invoicing 39 Victoria Street Westminster London SW1H 0EU
6.5	Call Off Contract Charges fixed for (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): Three Call Off Contract months from 16 th November 2020 to 16 th February 2021.
6.6	Supplier periodic assessment of Call Off Contract Charges (paragraph 9.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)) will be carried out on: Call Off charges will be fixed for the duration of the Contract.
6.7	Supplier request for increase in the Call Off Contract Charges (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): Not Permitted.

8. LIABILITY AND INSURANCE

7.1	Estimated Year 1 Call Off Contract Charges: For the avoidance of doubt, the total contract value shall not exceed a total of £75,594 (excluding VAT).
7.2	Supplier's limitation of Liability (Clause 37.2.1 of the Call Off Terms);
7.3	Insurance (Clause 38.3 of the Call Off Terms)

9. TERMINATION AND EXIT

8.1	Termination on material Default (Clause 42.2 of the Call Off Terms): In Clause 42.2.1(c) of the Call Off Terms
8.2	Termination without cause notice period (Clause 42.7 of the Call Off Terms): Five (5) working days.
8.3	Undisputed Sums Limit:

	In Clause 43.1.1 of the Call Off Terms.
8.4	Exit Management: In Call Off Schedule 9 (Exit Management)

10. SUPPLIER INFORMATION

9.1	Supplier's inspection of Sites, Customer Property and Customer Assets: Not applied
9.2	Commercially Sensitive Information: Not applied

11. OTHER CALL OFF REQUIREMENTS

10.1	Recitals (in preamble to the Call Off Terms): Recital A
10.2	Call Off Guarantee (Clause 4 of the Call Off Terms): Not applied
10.3	Security: Short form security requirements set out in paragraphs 1 to 5 of Schedule 7 (Security) shall apply.
10.4	ICT Policy: In line with DHSC ICT policy
10.6	Business Continuity & Disaster Recovery: Not applied
10.7	NOT USED
10.8	Protection of Customer Data: Clause 35.2.3 of the Call Off Terms
10.9	Notices (Clause 56.6 of the Call Off Terms): Customer's postal address and email address: Department of Health and Social Care, 39 Victoria Street, Westminster, London Supplier's postal address and email address: 3 Thomas More Square, London, England,

	E1W 1YW
10.10	Transparency Reports In Call Off Schedule 13 (Transparency Reports)
10.11	Alternative and/or Additional Clauses from Call Off Schedule 14 and if required, any Customer alternative pricing mechanism:
10.12	Call Off Tender: In Schedule 16 (Call Off Tender)
10.13	Publicity and Branding: In Clause 36.3.2 of the Call Off Terms.
10.14	Staff Transfer Annex to Schedule 10, List of Notified Sub-Contractors (Call Off Tender).
10.15	Processing Data Call Off Schedule 17.

Contract Reference:	CCPF20A06
Date:	07/12/2020
Description Of Authorised Processing	Details
Identity of the Controller and Processor	<i>The Parties acknowledge that for the purposes of the Data Protection Legislation the Customer is the Data Controller and the Supplier is the Data Processor of Personal Data under this Call Off Contract Agreement.</i>
Use of Personal Data	Managing the obligations under the Call Off Contract Agreement, including the delivery of services, exit management, and other associated activities,
Duration of the processing	For the duration of the Framework Contract plus 7 years.
Nature and purposes of the processing	As necessary for the Supplier to deliver the Services, in particular by using the Personal Data specified below to contact and discuss relevant matters with employees and contractors of the Customer.
Type of Personal Data	Full name Workplace address

	<p>Workplace Phone Number</p> <p>Workplace email address</p> <p>Names</p> <p>Job Title</p> <p>Compensation</p> <p>Tenure InformationQualifications or Certific</p> <p>Nationality</p> <p>Education & training history</p> <p>Previous work history</p> <p>Personal Interests</p> <p>References and referee details</p> <p>Driving license details</p> <p>National insurance number</p> <p>Bank statements</p> <p>Utility bills</p> <p>Job title or role</p> <p>Job application details</p> <p>Start date</p> <p>End date & reason for termination</p> <p>Contract type</p> <p>Compensation data</p> <p>Photographic Facial Image</p> <p>Biometric data</p>	
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	<p>Birth certificates</p> <p>IP Address</p> <p>Details of physical and psychological health condition</p> <p>Next of kin & emergency contact details</p> <p>Record of absence, time tracking & annual</p>	
Categories of Data Subject	Employees and contractors of the Customer.	

FORMATION OF CALL OFF CONTRACT

BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the terms Call Off Order Form and the Call Off Terms.

The Parties hereby acknowledge and agree that they have read the Call Off Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.

In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Supplier within two (2) Working Days from such receipt.

For and on behalf of the Supplier:

Name and Title	REDACTED
Signature	REDACTED
Date	REDACTED

For and on behalf of the Customer:

Name and Title	REDACTED
Signature	REDACTED
Date	REDACTED