

DPS Schedule 6 (Order Form Template and Order Schedules)

Order Form

ORDER REFERENCE: TfL 95857 – Customer Satisfaction Surveys

THE BUYER: Transport for London

BUYER ADDRESS 5 Endeavour Square, London, E20 1JN

THE SUPPLIER: Kantar Public UK

SUPPLIER ADDRESS: 4 Millbank, Westminster, London, SW1P 3JA

REGISTRATION NUMBER: 02887671

DUNS NUMBER:



DPS SUPPLIER REGISTRATION SERVICE ID:



APPLICABLE DPS CONTRACT

This Order Form is for the provision of the Deliverables and dated 17th September 2022.

It's issued under the DPS Contract with the reference number RM6126 for the provision of Customer Satisfaction Surveys.

DPS FILTER CATEGORY(IES):

Subject area:

Transport

Research Methods:

Performance Analysis

Regression Analysis

Segmentation Analysis

Quantitative

Online

Telephone

RM6126 - Research & Insights DPS

Project Version: v1.0

Model Version: v1.3

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CAP (computer assisted personal interview)
CATI (computer assisted telephone interview)
Customer Satisfaction research
Tracking Research
Quota-based sample
Customer List
Panel

Target Participants
Company car drivers / private motorists
Cyclists
Motorcyclists
Taxi drivers
Van / lorry drivers
Commuters / regular travellers
Leisure travellers

Research Location
England

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) RM6126
3. DPS Special Terms
4. The following Schedules in equal order of precedence:

- Joint Schedules for **TfL 95857 – Customer Satisfaction Surveys**

- Joint Schedule 2 (Variation Form)
- Joint Schedule 3 (Insurance Requirements)
- Joint Schedule 4 (Commercially Sensitive Information)
- Joint Schedule 6 (Key Subcontractors)
- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)
- Joint Schedule 12 (Supply Chain Visibility)

- Order Schedules for **TfL 95857 – Customer Satisfaction Surveys**

- Order Schedule 1 (Transparency Reports)
- Order Schedule 2 (Staff Transfer)

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- 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 15 (Order Contract Management)
 - Order Schedule 16 (Benchmarking)
 - Order Schedule 20 (Order Specification)
 - Order Schedule 24 (London Living Wage)
 - Order Schedule 25 (Information Security Policy)
5. CCS Core Terms (DPS version) v1.0.3
 6. Joint Schedule 5 (Corporate Social Responsibility) RM6126
 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:

London Living Wage – Order Schedule 24

ORDER START DATE: 17th September 2022

ORDER INITIAL EXPIRY DATE: 17th September 2025

ORDER LATEST PERIOD: 17th September 2026

DELIVERABLES

See details in Order Schedule 20 (Order Specification)

MAXIMUM LIABILITY

The limitation of liability for this Order Contract is stated in Clause 11.1 of the Core Terms.

ORDER CHARGES

The Buyer anticipate that charges for the Order Form will be £475,000 per annum as outlined in the Suppliers pricing proposal which is outlined in DPS Order Schedule 5 - Pricing Details. However, the following will apply:

The contract is a zero commitment on spend. TfL will only be committed on spend once the supplier has been instructed to undertake surveys.

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All spend commitment requires authorisation from the TfL representative. The contract rates are fixed for the full contract term including the optional extension period and will apply to all work when authorised.

No services are to be undertaken and charges incurred without prior authorisation and agreement from the TfL representative.

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

The Supplier will provide the Buyer's Customer Insight team with a cost plan per annum.

The Customer Insight team will raise a Purchase Order per quarter and the Supplier will invoice against the PO.

The Supplier will be paid 50% on receipt of Purchase order and 50% at the end of the quarter.

Payments will be made per quarter. The Buyer operates in 13 four-week periods per financial year, split into four quarters. While the exact dates move slightly each financial year, the quarters are as follows:

- Quarter 1 comprises periods 1-3 (1st April – late June),
- Quarter 2 comprises periods 4-6 (late June – mid-September),
- Quarter 3 comprises periods 7-10 (mid-September – early January)
- Quarter 4 comprises periods 11-13 (early January – 31st March).

As this contract falls under the Public Contract Regulations 2015, valid invoices must be paid within 30 days

BUYER'S INVOICE ADDRESS:

Transport for London

[REDACTED]

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

BUYER'S SECURITY POLICY

Information Security Policy

Appended at Order Schedule 25 (Information Security Policy)

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

PROGRESS REPORT FREQUENCY

The Buyer will hold fortnightly meetings with the Supplier's Account Lead to discuss progress against a shared action plan and to address any broader issues with delivery against the contract.

PROGRESS MEETING FREQUENCY

The Buyer will also hold weekly project management meetings with the Supplier to discuss the day-to-day management of the programme.

In these meetings the following will be reviewed:

Ways of working, resourcing, long-term planning, and similar broad subjects

Annually, the head of the CISE (Customer Insight, Strategy and Experience) will also join these discussions to:

- Review the contract and work undertaken
- Consider how the business and wider environment is changing
- Review how we work together as a partnership

Procurement and Supply Chain (P&SC) – Indirect Services (Marketing Services), will play an advisory role and will manage the contract from a commercial perspective.

The SLAs (Service Level Agreements) will be reviewed Quarterly and monitored on a spreadsheet against the four SLAs outlined in DPS Order Schedule 20-

Specification v1.0. The purpose of the review will be to identify causes of failure (if

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necessary) and to rectify the causes to ensure successful delivery of the requirement.

If the Service Provider fails to meet the SLAs over the specified period for each SLA outlined in section 4 in Order Schedule 20 – Specification v1.0 the Buyer can terminate the contract. The review meetings will enable the SLAs to be monitored and to rectify any failure.

KEY STAFF



KEY SUBCONTRACTOR(S)

Not applicable

E-AUCTIONS

Not applicable

COMMERCIALLY SENSITIVE INFORMATION

Not applicable

SERVICE CREDITS

Not Applicable

ADDITIONAL INSURANCES

Not applicable





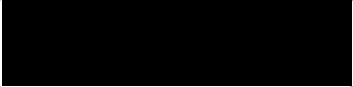

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

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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:		Signature:	
Name:		Name:	
Role:		Role:	
Date:	12/08/2022	Date:	16 August 2022