



Crown  
Commercial  
Service

## **Digital Outcomes and Specialists 5 (RM1043.7)**

### **Core Terms and Framework Schedules**

### **DWP UC User Research Recruitment Services**

Version 2

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## **CCS Core Terms (version 3.0.9)**

### **1 Definitions used in the contract**

Interpret this Contract using Joint Schedule 1 (Definitions).

### **2 How the contract works**

- 2.1 The Supplier is eligible for the award of Call-Off Contracts during the Framework Contract Period.
- 2.2 CCS does not guarantee the Supplier any exclusivity, quantity or value of work under the Framework Contract.
- 2.3 CCS has paid one penny to the Supplier legally to form the Framework Contract. The Supplier acknowledges this payment.
- 2.4 If the Buyer decides to buy Deliverables under the Framework Contract it must use Framework Schedule 7 (Call-Off Award Procedure) and must state its requirements using Framework Schedule 6 (Order Form Template and Call-Off Schedules). If allowed by the Regulations, the Buyer can:
  - (a) make changes to Framework Schedule 6 (Order Form Template and Call-Off Schedules);
  - (b) create new Call-Off Schedules;
  - (c) exclude optional template Call-Off Schedules; and/or
  - (d) use Special Terms in the Order Form to add or change terms.
- 2.5 Each Call-Off Contract:
  - (a) is a separate Contract from the Framework Contract;
  - (b) is between a Supplier and a Buyer;
  - (c) includes Core Terms, Schedules and any other changes or items in the completed Order Form; and
  - (d) survives the termination of the Framework Contract.
- 2.6 Where the Supplier is approached by any Other Contracting Authority requesting Deliverables or substantially similar goods or services, the Supplier must tell them about this Framework Contract before accepting their order.
- 2.7 The Supplier acknowledges it has all the information required to perform its obligations under each Contract before entering into a Contract. When information is provided by a Relevant Authority no warranty of its accuracy is given to the Supplier.
- 2.8 The Supplier will not be excused from any obligation, or be entitled to additional Costs or Charges because it failed to either:
  - (a) verify the accuracy of the Due Diligence Information; or
  - (b) properly perform its own adequate checks.
- 2.9 CCS and the Buyer will not be liable for errors, omissions or misrepresentation of any information.
- 2.10 The Supplier warrants and represents that all statements made and documents submitted as part of the procurement of Deliverables are and remain true and accurate.

### **3 What needs to be delivered**

#### **3.1 All deliverables**

##### **3.1.1 The Supplier must provide Deliverables:**

- (a) that comply with the Specification, the Framework Tender Response and, in relation to a Call-Off Contract, the Call-Off Tender (if there is one);
- (b) to a professional standard;
- (c) using reasonable skill and care;
- (d) using Good Industry Practice;
- (e) using its own policies, processes and internal quality control measures as long as they do not conflict with the Contract;
- (f) on the dates agreed; and
- (g) that comply with Law.

##### **3.1.2 The Supplier must provide Deliverables with a warranty of at least 90 days from Delivery against all obvious defects.**

#### **3.2 Goods clauses**

##### **3.2.1 All Goods delivered must be new, or as new if recycled, unused and of recent origin.**

##### **3.2.2 All manufacturer warranties covering the Goods must be assignable to the Buyer on request and for free.**

##### **3.2.3 The Supplier transfers ownership of the Goods on Delivery or payment for those Goods, whichever is earlier.**

##### **3.2.4 Risk in the Goods transfers to the Buyer on Delivery of the Goods, but remains with the Supplier if the Buyer notices damage following Delivery and lets the Supplier know within 3 Working Days of Delivery.**

##### **3.2.5 The Supplier warrants that it has full and unrestricted ownership of the Goods at the time of transfer of ownership.**

##### **3.2.6 The Supplier must deliver the Goods on the date and to the specified location during the Buyer's working hours.**

##### **3.2.7 The Supplier must provide sufficient packaging for the Goods to reach the point of Delivery safely and undamaged.**

##### **3.2.8 All deliveries must have a delivery note attached that specifies the order number, type and quantity of Goods.**

##### **3.2.9 The Supplier must provide all tools, information and instructions the Buyer needs to make use of the Goods.**

##### **3.2.10 The Supplier must indemnify the Buyer against the costs of any Recall of the Goods and give notice of actual or anticipated action about the Recall of the Goods.**

##### **3.2.11 The Buyer can cancel any order or part order of Goods which has not been Delivered. If the Buyer gives less than 14 days' notice then it will pay the Supplier's reasonable and proven costs already incurred on the cancelled order as long as the Supplier takes all reasonable steps to minimise these costs.**

##### **3.2.12 The Supplier must at its own cost repair, replace, refund or substitute (at the Buyer's option and request) any Goods that the Buyer rejects because they do not conform with Clause 3. If the Supplier does not do this it will pay the Buyer's costs including repair or re-supply by a third party.**

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### 3.3 Services clauses

- 3.3.1 Late Delivery of the Services will be a Default of a Call-Off Contract.
- 3.3.2 The Supplier must co-operate with the Buyer and third party suppliers on all aspects connected with the Delivery of the Services and ensure that Supplier Staff comply with any reasonable instructions.
- 3.3.3 The Supplier must at its own risk and expense provide all Supplier Equipment required to deliver the Services.
- 3.3.4 The Supplier must allocate sufficient resources and appropriate expertise to each Contract.
- 3.3.5 The Supplier must take all reasonable care to ensure performance does not disrupt the Buyer's operations, employees or other contractors.
- 3.3.6 The Supplier must ensure all Services, and anything used to Deliver the Services, are of good quality and free from defects.
- 3.3.7 The Buyer is entitled to withhold payment for partially or undelivered Services, but doing so does not stop it from using its other rights under the Contract.

## 4 Pricing and payments

- 4.1 In exchange for the Deliverables, the Supplier must invoice the Buyer for the Charges in the Order Form.
- 4.2 CCS must invoice the Supplier for the Management Charge and the Supplier must pay it using the process in Framework Schedule 5 (Management Charges and Information).
- 4.3 All Charges and the Management Charge
  - (a) exclude VAT, which is payable on provision of a valid VAT invoice; and
  - (b) include all costs connected with the Supply of Deliverables.
- 4.4 The Buyer must pay the Supplier the Charges within 30 days of receipt by the Buyer of a valid, undisputed invoice, in cleared funds using the payment method and details stated in the Order Form.
- 4.5 A Supplier invoice is only valid if it:
  - (a) includes all appropriate references including the Contract reference number and other details reasonably requested by the Buyer;
  - (b) includes a detailed breakdown of Delivered Deliverables and Milestone(s) (if any); and
  - (c) does not include any Management Charge (the Supplier must not charge the Buyer in any way for the Management Charge).
- 4.6 The Buyer must accept and process for payment an undisputed Electronic Invoice received from the Supplier.
- 4.7 The Buyer may retain or set-off payment of any amount owed to it by the Supplier if notice and reasons are provided.
- 4.8 The Supplier must ensure that all Subcontractors are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this does not happen, CCS or the Buyer can publish the details of the late payment or non-payment.
- 4.9 If CCS or the Buyer can get more favourable commercial terms for the supply at cost of any materials, goods or services used by the Supplier to provide the Deliverables, then CCS or the Buyer may require the Supplier to replace its existing commercial

terms with the more favourable terms offered for the relevant items.

- 4.10 If CCS or the Buyer uses Clause 4.9 then the Framework Prices (and where applicable, the Charges) must be reduced by an agreed amount by using the Variation Procedure.
- 4.11 The Supplier has no right of set-off, counterclaim, discount or abatement unless they are ordered to do so by a court.

## **5 The buyer's obligations to the supplier**

- 5.1 If Supplier Non-Performance arises from an Authority Cause:
  - (a) neither CCS or the Buyer can terminate a Contract under Clause 10.4.1;
  - (b) the Supplier is entitled to reasonable and proven additional expenses and to relief from liability and Deduction under this Contract;
  - (c) the Supplier is entitled to additional time needed to make the Delivery; and
  - (d) the Supplier cannot suspend the ongoing supply of Deliverables.
- 5.2 Clause 5.1 only applies if the Supplier:
  - (a) gives notice to the Party responsible for the Authority Cause within 10 Working Days of becoming aware;
  - (b) demonstrates that the Supplier Non-Performance would not have occurred but for the Authority Cause; and
  - (c) mitigated the impact of the Authority Cause.

## **6 Record keeping and reporting**

- 6.1 The Supplier must attend Progress Meetings with the Buyer and provide Progress Reports when specified in the Order Form.
- 6.2 The Supplier must keep and maintain full and accurate records and accounts on everything to do with the Contract:
  - (a) during the Contract Period;
  - (b) for 7 years after the End Date; and
  - (c) in accordance with GDPR,including but not limited to the records and accounts stated in the definition of Audit in Joint Schedule 1.
- 6.3 The Supplier must allow any Auditor access to their premises to verify all contract accounts and records of everything to do with the Contract and provide copies for an Audit.
- 6.4 The Supplier must provide information to the Auditor and reasonable co-operation at their request.
- 6.5 If the Supplier is not providing any of the Deliverables, or is unable to provide them, it must immediately:
  - (a) tell the Relevant Authority and give reasons;
  - (b) propose corrective action; and
  - (c) provide a deadline for completing the corrective action.
- 6.6 The Supplier must provide CCS with a Self Audit Certificate supported by an audit report at the end of each Contract Year. The report must contain:
  - (a) the methodology of the review;

- (b) the sampling techniques applied;
  - (c) details of any issues; and
  - (d) any remedial action taken.
- 6.7 The Self Audit Certificate must be completed and signed by an auditor or senior member of the Supplier's management team that is qualified in either a relevant audit or financial discipline.

## **7 Supplier staff**

- 7.1 The Supplier Staff involved in the performance of each Contract must:
- (a) be appropriately trained and qualified;
  - (b) be vetted using Good Industry Practice and the Security Policy; and
  - (c) comply with all conduct requirements when on the Buyer's Premises.
- 7.2 Where a Buyer decides one of the Supplier's Staff is not suitable to work on a contract, the Supplier must replace them with a suitably qualified alternative.
- 7.3 If requested, the Supplier must replace any person whose acts or omissions have caused the Supplier to breach Clause 27.
- 7.4 The Supplier must provide a list of Supplier Staff needing to access the Buyer's Premises and say why access is required.
- 7.5 The Supplier indemnifies CCS and the Buyer against all claims brought by any person employed by the Supplier caused by an act or omission of the Supplier or any Supplier Staff.

## **8 Rights and protection**

- 8.1 The Supplier warrants and represents that:
- (a) it has full capacity and authority to enter into and to perform each Contract;
  - (b) each Contract is executed by its authorised representative;
  - (c) it is a legally valid and existing organisation incorporated in the place it was formed;
  - (d) there are no known legal or regulatory actions or investigations before any court, administrative body or arbitration tribunal pending or threatened against it or its Affiliates that might affect its ability to perform each Contract;
  - (e) it maintains all necessary rights, authorisations, licences and consents to perform its obligations under each Contract;
  - (f) it does not have any contractual obligations which are likely to have a material adverse effect on its ability to perform each Contract;
  - (g) it is not impacted by an Insolvency Event; and
  - (h) it will comply with each Call-Off Contract.
- 8.2 The warranties and representations in Clauses 2.10 and 8.1 are repeated each time the Supplier provides Deliverables under the Contract.
- 8.3 The Supplier indemnifies both CCS and every Buyer against each of the following:
- (a) wilful misconduct of the Supplier, Subcontractor and Supplier Staff that impacts the Contract; and
  - (b) non-payment by the Supplier of any Tax or National Insurance.
- 8.4 All claims indemnified under this Contract must use Clause 26.

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- 8.5 CCS or a Buyer can terminate the Contract for breach of any warranty or indemnity where they are entitled to do so.
- 8.6 If the Supplier becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify CCS and every Buyer.
- 8.7 All third party warranties and indemnities covering the Deliverables must be assigned for the Buyer's benefit by the Supplier.

## 9 Intellectual Property Rights (IPRs)

- 9.1 Each Party keeps ownership of its own Existing IPRs. The Supplier gives the Buyer a non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, change and sub-license the Supplier's Existing IPR to enable it to both:
  - (a) receive and use the Deliverables; and
  - (b) make use of the deliverables provided by a Replacement Supplier.
- 9.2 Any New IPR created under a Contract is owned by the Buyer. The Buyer gives the Supplier a licence to use any Existing IPRs and New IPRs for the purpose of fulfilling its obligations during the Contract Period.
- 9.3 Where a Party acquires ownership of IPRs incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.
- 9.4 Neither Party has the right to use the other Party's IPRs, including any use of the other Party's names, logos or trademarks, except as provided in Clause 9 or otherwise agreed in writing.
- 9.5 If there is an IPR Claim, the Supplier indemnifies CCS and each Buyer against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result.
- 9.6 If an IPR Claim is made or anticipated the Supplier must at its own expense and the Buyer's sole option, either:
  - (a) obtain for CCS and the Buyer the rights in Clause 9.1 and 9.2 without infringing any third party IPR; or
  - (b) replace or modify the relevant item with substitutes that do not infringe IPR without adversely affecting the functionality or performance of the Deliverables.
- 9.7 In spite of any other provisions of a Contract and for the avoidance of doubt, award of a Contract by the Buyer and placement of any contract task under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949. The Supplier acknowledges that any authorisation by the Buyer under its statutory powers must be expressly provided in writing, with reference to the acts authorised and the specific IPR involved.

## 10 Ending the contract or any subcontract

- 10.1 Contract Period
  - 10.1.1 The Contract takes effect on the Start Date and ends on the End Date or earlier if required by Law.
  - 10.1.2 The Relevant Authority can extend the Contract for the Extension Period by giving the Supplier no less than 3 Months' written notice before the Contract expires.
- 10.2 Ending the contract without a reason
  - 10.2.1 CCS has the right to terminate the Framework Contract at any time without reason by giving the Supplier at least 30 days' notice.



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10.2.2 Each Buyer has the right to terminate their Call-Off Contract at any time without reason by giving the Supplier not less than 90 days' written notice.

### 10.3 Rectification plan process

10.3.1 If there is a Default, the Relevant Authority may, without limiting its other rights, request that the Supplier provide a Rectification Plan.

10.3.2 When the Relevant Authority receives a requested Rectification Plan it can either:

- (a) reject the Rectification Plan or revised Rectification Plan, giving reasons; or
- (b) accept the Rectification Plan or revised Rectification Plan (without limiting its rights) and the Supplier must immediately start work on the actions in the Rectification Plan at its own cost, unless agreed otherwise by the Parties.

10.3.3 Where the Rectification Plan or revised Rectification Plan is rejected, the Relevant Authority:

- (a) must give reasonable grounds for its decision; and
- (b) may request that the Supplier provides a revised Rectification Plan within 5 Working Days.

10.3.4 If the Relevant Authority rejects any Rectification Plan, including any revised Rectification Plan, the Relevant Authority does not have to request a revised Rectification Plan before exercising its right to terminate its Contract under Clause 10.4.3(a).

### 10.4 When CCS or the buyer can end a contract

10.4.1 If any of the following events happen, the Relevant Authority has the right to immediately terminate its Contract by issuing a Termination Notice to the Supplier:

- (a) there is a Supplier Insolvency Event;
- (b) there is a Default that is not corrected in line with an accepted Rectification Plan;
- (c) the Supplier does not provide a Rectification Plan within 10 days of the request;
- (d) there is any material Default of the Contract;
- (e) there is any material Default of any Joint Controller Agreement relating to any Contract;
- (f) there is a Default of Clauses 2.10, 9, 14, 15, 27, 32 or Framework Schedule 9 (Cyber Essentials) (where applicable) relating to any Contract;
- (g) there is a consistent repeated failure to meet the Performance Indicators in Framework Schedule 4 (Framework Management);
- (h) there is a Change of Control of the Supplier which is not pre-approved by the Relevant Authority in writing;
- (i) if the Relevant Authority discovers that the Supplier was in one of the situations in 57(1) or 57(2) of the Regulations at the time the Contract was awarded; or
- (j) the Supplier or its Affiliates embarrass or bring CCS or the Buyer into disrepute or diminish the public trust in them.

10.4.2 CCS may terminate the Framework Contract if a Buyer terminates a Call-Off Contract for any of the reasons listed in Clause 10.4.1.

10.4.3 If any of the following non-fault based events happen, the Relevant Authority has the right to immediately terminate its Contract by issuing a Termination Notice to the Supplier:

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- (a) the Relevant Authority rejects a Rectification Plan;
- (b) there is a Variation which cannot be agreed using Clause 24 (Changing the contract) or resolved using Clause 34 (Resolving disputes);
- (c) if there is a declaration of ineffectiveness in respect of any Variation; or
- (d) any of the events in 73 (1) (a) or (c) of the Regulations happen.

### 10.5 When the supplier can end the contract

10.5.1 The Supplier can issue a Reminder Notice if the Buyer does not pay an undisputed invoice on time. The Supplier can terminate a Call-Off Contract if the Buyer fails to pay an undisputed invoiced sum due and worth over 10% of the annual Contract Value within 30 days of the date of the Reminder Notice

### 10.6 What happens if the contract ends

10.6.1 Where a Party terminates a Contract under any of Clauses 10.2.1, 10.2.2, 10.4.1, 10.4.2, 10.4.3, 10.5 or 20.2 or a Contract expires all of the following apply:

- (a) The Buyer's payment obligations under the terminated Contract stop immediately.
- (b) Accumulated rights of the Parties are not affected.
- (c) The Supplier must promptly repay to the Buyer any and all Charges the Buyer has paid in advance in respect of Deliverables not provided by the Supplier as at the End Date.
- (d) The Supplier must promptly delete or return the Government Data except where required to retain copies by Law.
- (e) The Supplier must promptly return any of CCS or the Buyer's property provided under the terminated Contract.
- (f) The Supplier must, at no cost to CCS or the Buyer, co-operate fully in the handover and re-procurement (including to a Replacement Supplier).

10.6.2 In addition to the consequences of termination listed in Clause 10.6.1, where the Relevant Authority terminates a Contract under Clause 10.4.1 the Supplier is also responsible for the Relevant Authority's reasonable costs of procuring Replacement Deliverables for the rest of the Contract Period.

10.6.3 In addition to the consequences of termination listed in Clause 10.6.1, if either the Relevant Authority terminates a Contract under Clause 10.2.1 or 10.2.2 or a Supplier terminates a Call-Off Contract under Clause 10.5:

- (a) the Buyer must promptly pay all outstanding Charges incurred to the Supplier; and
- (b) the Buyer must pay the Supplier reasonable committed and unavoidable Losses as long as the Supplier provides a fully itemised and costed schedule with evidence - the maximum value of this payment is limited to the total sum payable to the Supplier if the Contract had not been terminated.

10.6.4 In addition to the consequences of termination listed in Clause 10.6.1, where a Party terminates under Clause 20.2 each Party must cover its own Losses.

10.6.5 The following Clauses survive the termination or expiry of each Contract: 3.2.10, 4.2, 6, 7.5, 9, 11, 12.2, 14, 15, 16, 17, 18, 31.3, 34, 35 and any Clauses and Schedules which are expressly or by implication intended to continue.

### 10.7 Partially ending and suspending the contract

10.7.1 Where CCS has the right to terminate the Framework Contract it can suspend the Supplier's ability to accept Orders (for any period) and the Supplier cannot enter into

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any new Call-Off Contracts during this period. If this happens, the Supplier must still meet its obligations under any existing Call-Off Contracts that have already been signed.

10.7.2 Where CCS has the right to terminate a Framework Contract it is entitled to terminate all or part of it.

10.7.3 Where the Buyer has the right to terminate a Call-Off Contract it can terminate or suspend (for any period), all or part of it. If the Buyer suspends a Contract it can provide the Deliverables itself or buy them from a third party.

10.7.4 The Relevant Authority can only partially terminate or suspend a Contract if the remaining parts of that Contract can still be used to effectively deliver the intended purpose.

10.7.5 The Parties must agree any necessary Variation required by Clause 10.7 using the Variation Procedure, but the Supplier may not either:

- (a) reject the Variation; or
- (b) increase the Charges, except where the right to partial termination is under Clause 10.2.

10.7.6 The Buyer can still use other rights available, or subsequently available to it if it acts on its rights under Clause 10.7.

10.8 When subcontracts can be ended

10.8.1 At the Buyer's request, the Supplier must terminate any Subcontracts in any of the following events:

- (a) there is a Change of Control of a Subcontractor which is not pre-approved by the Relevant Authority in writing;
- (b) the acts or omissions of the Subcontractor have caused or materially contributed to a right of termination under Clause 10.4; or
- (c) a Subcontractor or its Affiliates embarrasses or brings into disrepute or diminishes the public trust in the Relevant Authority.

## 11 How much you can be held responsible for

11.1 Each Party's total aggregate liability in each Contract Year under this Framework Contract (whether in tort, contract or otherwise) is no more than £100,000.

11.2 Each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than the greater of £5 million or 150% of the Estimated Yearly Charges unless specified in the Call-Off Order Form

11.3 No Party is liable to the other for:

- (a) any indirect Losses; or
- (b) Loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).

11.4 In spite of Clause 11.1 and 11.2, neither Party limits or excludes any of the following

- (a) its liability for death or personal injury caused by its negligence, or that of its employees, agents or Subcontractors;
- (b) its liability for bribery or fraud or fraudulent misrepresentation by it or its employees;
- (c) any liability that cannot be excluded or limited by Law;

- (d) its obligation to pay the required Management Charge or Default Management Charge.
- 11.5 In spite of Clauses 11.1 and 11.2, the Supplier does not limit or exclude its liability for any indemnity given under Clauses 7.5, 8.3, 9.5, 31.3 or Call-Off Schedule 2 (Staff Transfer) of a Contract.
- 11.6 In spite of Clauses 11.1, 11.2 but subject to Clauses 11.3 and 11.4, the Supplier's aggregate liability in each and any Contract Year under each Contract under Clause 14.8 shall in no event exceed the Data Protection Liability Cap.
- 11.7 Each Party must use all reasonable endeavours to mitigate any Loss or damage which it suffers under or in connection with each Contract, including any indemnities.
- 11.8 When calculating the Supplier's liability under Clause 11.1 or 11.2 the following items will not be taken into consideration:
  - (a) Deductions; and
  - (b) any items specified in Clauses 11.5 or 11.6.
- 11.9 If more than one Supplier is party to a Contract, each Supplier Party is jointly and severally liable for their obligations under that Contract.

## 12 Obeying the law

- 12.1 The Supplier must use reasonable endeavours to comply with the provisions of Joint Schedule 5 (Corporate Social Responsibility).
- 12.2 To the extent that it arises as a result of a Default by the Supplier, the Supplier indemnifies the Relevant Authority against any fine or penalty incurred by the Relevant Authority pursuant to Law and any costs incurred by the Relevant Authority in defending any proceedings which result in such fine or penalty.
- 12.3 The Supplier must appoint a Compliance Officer who must be responsible for ensuring that the Supplier complies with Law, Clause 12.1 and Clauses 27 to 32.

## 13 Insurance

- 13.1 The Supplier must, at its own cost, obtain and maintain the Required Insurances in Joint Schedule 3 (Insurance Requirements) and any Additional Insurances in the Order Form.

## 14 Data protection

- 14.1 The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with Joint Schedule 11 (Processing Data).
- 14.2 The Supplier must not remove any ownership or security notices in or relating to the Government Data.
- 14.3 The Supplier must make accessible back-ups of all Government Data, stored in an agreed off-site location and send the Buyer copies every 6 Months.
- 14.4 The Supplier must ensure that any Supplier system holding any Government Data, including back-up data, is a secure system that complies with the Security Policy and any applicable Security Management Plan.
- 14.5 If at any time the Supplier suspects or has reason to believe that the Government Data provided under a Contract is corrupted, lost or sufficiently degraded, then the Supplier must notify the Relevant Authority and immediately suggest remedial action.
- 14.6 If the Government Data is corrupted, lost or sufficiently degraded so as to be unusable the Relevant Authority may either or both:

- (a) tell the Supplier to restore or get restored Government Data as soon as practical but no later than 5 Working Days from the date that the Relevant Authority receives notice, or the Supplier finds out about the issue, whichever is earlier; and/or
  - (b) restore the Government Data itself or using a third party.
- 14.7 The Supplier must pay each Party's reasonable costs of complying with Clause 14.6 unless CCS or the Buyer is at fault.
- 14.8 The Supplier:
  - (a) must provide the Relevant Authority with all Government Data in an agreed open format within 10 Working Days of a written request;
  - (b) must have documented processes to guarantee prompt availability of Government Data if the Supplier stops trading;
  - (c) must securely destroy all Storage Media that has held Government Data at the end of life of that media using Good Industry Practice;
  - (d) securely erase all Government Data and any copies it holds when asked to do so by CCS or the Buyer unless required by Law to retain it; and
  - (e) indemnifies CCS and each Buyer against any and all Losses incurred if the Supplier breaches Clause 14 and any Data Protection Legislation.

## **15 What you must keep confidential**

- 15.1 Each Party must:
  - (a) keep all Confidential Information it receives confidential and secure;
  - (b) except as expressly set out in the Contract at Clauses 15.2 to 15.4 or elsewhere in the Contract, not disclose, use or exploit the Disclosing Party's Confidential Information without the Disclosing Party's prior written consent; and
  - (c) immediately notify the Disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information.
- 15.2 In spite of Clause 15.1, a Party may disclose Confidential Information which it receives from the Disclosing Party in any of the following instances:
  - (a) where disclosure is required by applicable Law or by a court with the relevant jurisdiction if the Recipient Party notifies the Disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;
  - (b) if the Recipient Party already had the information without obligation of confidentiality before it was disclosed by the Disclosing Party;
  - (c) if the information was given to it by a third party without obligation of confidentiality;
  - (d) if the information was in the public domain at the time of the disclosure;
  - (e) if the information was independently developed without access to the Disclosing Party's Confidential Information;
  - (f) on a confidential basis, to its auditors;
  - (g) on a confidential basis, to its professional advisers on a need-to-know basis; or
  - (h) to the Serious Fraud Office where the Recipient Party has reasonable grounds to believe that the Disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010.
- 15.3 In spite of Clause 15.1, the Supplier may disclose Confidential Information on a confidential basis to Supplier Staff on a need-to-know basis to allow the Supplier to

meet its obligations under the Contract. The Supplier Staff must enter into a direct confidentiality agreement with the Relevant Authority at its request.

15.4 In spite of Clause 15.1, CCS or the Buyer may disclose Confidential Information in any of the following cases:

- (a) on a confidential basis to the employees, agents, consultants and contractors of CCS or the Buyer;
- (b) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company that CCS or the Buyer transfers or proposes to transfer all or any part of its business to;
- (c) if CCS or the Buyer (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;
- (d) where requested by Parliament; or
- (e) under Clauses 4.8 and 16.

15.5 For the purposes of Clauses 15.2 to 15.4 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in Clause 15.

15.6 Transparency Information is not Confidential Information.

15.7 The Supplier must not make any press announcement or publicise the Contracts or any part of them in any way, without the prior written consent of the Relevant Authority and must take all reasonable steps to ensure that Supplier Staff do not either.

## **16 When you can share information**

16.1 The Supplier must tell the Relevant Authority within 48 hours if it receives a request for Information.

16.2 Within five (5) Working Days of the Buyer's request the Supplier must give CCS and each Buyer full co-operation and information needed so the Buyer can:

- (a) publish the Transparency Information;
- (b) comply with any Freedom of Information Act (FOIA) request; and/or
- (c) comply with any Environmental Information Regulations (EIR) request.

16.3 The Relevant Authority may talk to the Supplier to help it decide whether to publish information under Clause 16. However, the extent, content and format of the disclosure is the Relevant Authority's decision in its absolute discretion.

## **17 Invalid parts of the contract**

17.1 If any part of a Contract is prohibited by Law or judged by a court to be unlawful, void or unenforceable, it must be read as if it was removed from that Contract as much as required and rendered ineffective as far as possible without affecting the rest of the Contract, whether it is valid or enforceable.

## **18 No other terms apply**

18.1 The provisions incorporated into each Contract are the entire agreement between the Parties. The Contract replaces all previous statements, agreements and any course of dealings made between the Parties, whether written or oral, in relation to its subject matter. No other provisions apply.

## **19 Other people's rights in a contract**

19.1 No third parties may use the Contracts (Rights of Third Parties) Act 1999 (CRTPA) to enforce any term of the Contract unless stated (referring to CRTPA) in the Contract.

This does not affect third party rights and remedies that exist independently from CRTPA.

## **20 Circumstances beyond your control**

- 20.1 Any Party affected by a Force Majeure Event is excused from performing its obligations under a Contract while the inability to perform continues, if it both:
- (a) provides a Force Majeure Notice to the other Party; and
  - (b) uses all reasonable measures practical to reduce the impact of the Force Majeure Event.
- 20.2 Either Party can partially or fully terminate the affected Contract if the provision of the Deliverables is materially affected by a Force Majeure Event which lasts for 90 days continuously.

## **21 Relationships created by the contract**

- 21.1 No Contract creates a partnership, joint venture or employment relationship. The Supplier must represent themselves accordingly and ensure others do so.

## **22 Giving up contract rights**

- 22.1 A partial or full waiver or relaxation of the terms of a Contract is only valid if it is stated to be a waiver in writing to the other Party.

## **23 Transferring responsibilities**

- 23.1 The Supplier cannot assign, novate or transfer a Contract or any part of a Contract without the Relevant Authority's written consent.
- 23.2 The Relevant Authority can assign, novate or transfer its Contract or any part of it to any Central Government Body, public or private sector body which performs the functions of the Relevant Authority.
- 23.3 When CCS or the Buyer uses its rights under Clause 23.2 the Supplier must enter into a novation agreement in the form that CCS or the Buyer specifies.
- 23.4 The Supplier can terminate a Contract novated under Clause 23.2 to a private sector body that is experiencing an Insolvency Event.
- 23.5 The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.
- 23.6 If CCS or the Buyer asks the Supplier for details about Subcontractors, the Supplier must provide details of Subcontractors at all levels of the supply chain including:
- (a) their name;
  - (b) the scope of their appointment; and
  - (c) the duration of their appointment.

## **24 Changing the contract**

- 24.1 Either Party can request a Variation which is only effective if agreed in writing and signed by both Parties.
- 24.2 The Supplier must provide an Impact Assessment either:
- (a) with the Variation Form, where the Supplier requests the Variation; or
  - (b) within the time limits included in a Variation Form requested by CCS or the Buyer.
- 24.3 If the Variation cannot be agreed or resolved by the Parties, CCS or the Buyer can either:

- (a) agree that the Contract continues without the Variation; or
  - (b) terminate the affected Contract, unless in the case of a Call-Off Contract, the Supplier has already provided part or all of the provision of the Deliverables, or where the Supplier can show evidence of substantial work being carried out to provide them; or
  - (c) refer the Dispute to be resolved using Clause 34 (Resolving Disputes).
- 24.4 CCS and the Buyer are not required to accept a Variation request made by the Supplier.
- 24.5 If there is a General Change in Law, the Supplier must bear the risk of the change and is not entitled to ask for an increase to the Framework Prices or the Charges.
- 24.6 If there is a Specific Change in Law or one is likely to happen during the Contract Period the Supplier must give CCS and the Buyer notice of the likely effects of the changes as soon as reasonably practical. They must also say if they think any Variation is needed either to the Deliverables, Framework Prices or a Contract and provide evidence:
- (a) that the Supplier has kept costs as low as possible, including in Subcontractor costs;
  - (b) and of how it has affected the Supplier's costs.
- 24.7 Any change in the Framework Prices or relief from the Supplier's obligations because of a Specific Change in Law must be implemented using Clauses 24.1 to 24.4.
- 24.8 For 101(5) of the Regulations, if the Court declares any Variation ineffective, the Parties agree that their mutual rights and obligations will be regulated by the terms of the Contract as they existed immediately prior to that Variation and as if the Parties had never entered into that Variation.

## **25 How to communicate about the contract**

- 25.1 All notices under the Contract must be in writing and are considered effective on the Working Day of delivery as long as they are delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective at 9:00am on the first Working Day after sending unless an error message is received.
- 25.2 Notices to CCS must be sent to the CCS Authorised Representative's address or email address in the Framework Award Form.
- 25.3 Notices to the Buyer must be sent to the Buyer Authorised Representative's address or email address in the Order Form.
- 25.4 This Clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

## **26 Dealing with claims**

- 26.1 If a Beneficiary is notified of a Claim then it must notify the Indemnifier as soon as reasonably practical and no later than 10 Working Days.
- 26.2 At the Indemnifier's cost the Beneficiary must both:
- (a) allow the Indemnifier to conduct all negotiations and proceedings to do with a Claim; and
  - (b) give the Indemnifier reasonable assistance with the claim if requested.
- 26.3 The Beneficiary must not make admissions about the Claim without the prior written consent of the Indemnifier which cannot be unreasonably withheld or delayed.
- 26.4 The Indemnifier must consider and defend the Claim diligently using competent legal



advisors and in a way that does not damage the Beneficiary's reputation.

26.5 The Indemnifier must not settle or compromise any Claim without the Beneficiary's prior written consent which it must not unreasonably withhold or delay.

26.6 Each Beneficiary must take all reasonable steps to minimise and mitigate any losses that it suffers because of the Claim.

26.7 If the Indemnifier pays the Beneficiary money under an indemnity and the Beneficiary later recovers money which is directly related to the Claim, the Beneficiary must immediately repay the Indemnifier the lesser of either:

(a) the sum recovered minus any legitimate amount spent by the Beneficiary when recovering this money; or

(b) the amount the Indemnifier paid the Beneficiary for the Claim.

## **27 Preventing fraud, bribery and corruption**

27.1 The Supplier must not during any Contract Period:

(a) commit a Prohibited Act or any other criminal offence in the Regulations 57(1) and 57(2); or

(b) do or allow anything which would cause CCS or the Buyer, including any of their employees, consultants, contractors, Subcontractors or agents to breach any of the Relevant Requirements or incur any liability under them.

27.2 The Supplier must during the Contract Period:

(a) create, maintain and enforce adequate policies and procedures to ensure it complies with the Relevant Requirements to prevent a Prohibited Act and require its Subcontractors to do the same;

(b) keep full records to show it has complied with its obligations under Clause 27 and give copies to CCS or the Buyer on request; and

(c) if required by the Relevant Authority, within 20 Working Days of the Start Date of the relevant Contract, and then annually, certify in writing to the Relevant Authority, that they have complied with Clause 27, including compliance of Supplier Staff, and provide reasonable supporting evidence of this on request, including its policies and procedures.

27.3 The Supplier must immediately notify CCS and the Buyer if it becomes aware of any breach of Clauses 27.1 or 27.2 or has any reason to think that it, or any of the Supplier Staff, has either:

(a) been investigated or prosecuted for an alleged Prohibited Act;

(b) been debarred, suspended, proposed for suspension or debarment, or is otherwise ineligible to take part in procurement programmes or contracts because of a Prohibited Act by any government department or agency;

(c) received a request or demand for any undue financial or other advantage of any kind related to a Contract; or

(d) suspected that any person or Party directly or indirectly related to a Contract has committed or attempted to commit a Prohibited Act.

27.4 If the Supplier notifies CCS or the Buyer as required by Clause 27.3, the Supplier must respond promptly to their further enquiries, co-operate with any investigation and allow the Audit of any books, records and relevant documentation.

27.5 In any notice the Supplier gives under Clause 27.3 it must specify the:

(a) Prohibited Act;

- (b) identity of the Party who it thinks has committed the Prohibited Act; and
- (c) action it has decided to take.

## **28 Equality, diversity and human rights**

- 28.1 The Supplier must follow all applicable equality Law when they perform their obligations under the Contract, including:
- (a) protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise; and
  - (b) any other requirements and instructions which CCS or the Buyer reasonably imposes related to equality Law.
- 28.2 The Supplier must take all necessary steps, and inform CCS or the Buyer of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on a Contract.

## **29 Health and safety**

- 29.1 The Supplier must perform its obligations meeting the requirements of:
- (a) all applicable Law regarding health and safety; and
  - (b) the Buyer's current health and safety policy while at the Buyer Premises, as provided to the Supplier.
- 29.2 The Supplier and the Buyer must as soon as possible notify the other of any health and safety incidents or material hazards they are aware of at the Buyer Premises that relate to the performance of a Contract.

## **30 Environment**

- 30.1 When working on Site the Supplier must perform its obligations under the Buyer's current Environmental Policy, which the Buyer must provide.
- 30.2 The Supplier must ensure that Supplier Staff are aware of the Buyer's Environmental Policy.

## **31 Tax**

- 31.1 The Supplier must not breach any Tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines. CCS and the Buyer cannot terminate a Contract where the Supplier has not paid a minor Tax or social security contribution.
- 31.2 Where the Charges payable under a Contract with the Buyer are or are likely to exceed £5 million at any point during the relevant Contract Period, and an Occasion of Tax Non-Compliance occurs, the Supplier must notify CCS and the Buyer of it within 5 Working Days including:
- (a) the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance and any mitigating factors that it considers relevant; and
  - (b) other information relating to the Occasion of Tax Non-Compliance that CCS and the Buyer may reasonably need.
- 31.3 Where the Supplier or any Supplier Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under a Call-Off Contract, the Supplier must both:
- (a) comply with the Income Tax (Earnings and Pensions) Act 2003 and all other

statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions; and

- (b) indemnify the Buyer against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Contract Period in connection with the provision of the Deliverables by the Supplier or any of the Supplier Staff.

31.4 If any of the Supplier Staff are Workers who receive payment relating to the Deliverables, then the Supplier must ensure that its contract with the Worker contains the following requirements:

- (a) the Buyer may, at any time during the Contract Period, request that the Worker provides information which demonstrates they comply with Clause 31.3, or why those requirements do not apply, the Buyer can specify the information the Worker must provide and the deadline for responding;
- (b) the Worker's contract may be terminated at the Buyer's request if the Worker fails to provide the information requested by the Buyer within the time specified by the Buyer;
- (c) the Worker's contract may be terminated at the Buyer's request if the Worker provides information which the Buyer considers is not good enough to demonstrate how it complies with Clause 31.3 or confirms that the Worker is not complying with those requirements; and
- (d) the Buyer may supply any information they receive from the Worker to HMRC for revenue collection and management.

## 32 Conflict of interest

- 32.1 The Supplier must take action to ensure that neither the Supplier nor the Supplier Staff are placed in the position of an actual or potential Conflict of Interest.
- 32.2 The Supplier must promptly notify and provide details to CCS and each Buyer if a Conflict of Interest happens or is expected to happen.
- 32.3 CCS and each Buyer can terminate its Contract immediately by giving notice in writing to the Supplier or take any steps it thinks are necessary where there is or may be an actual or potential Conflict of Interest.

## 33 Reporting a breach of the contract

- 33.1 As soon as it is aware of it the Supplier and Supplier Staff must report to CCS or the Buyer any actual or suspected breach of:
  - (a) Law;
  - (b) Clause 12.1; or
  - (c) Clauses 27 to 32.
- 33.2 The Supplier must not retaliate against any of the Supplier Staff who in good faith reports a breach listed in Clause 33.1 to the Buyer or a Prescribed Person.

## 34 Resolving disputes

- 34.1 If there is a Dispute, the senior representatives of the Parties who have authority to settle the Dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the Dispute.
- 34.2 If the Dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure current at the time of the Dispute. If the Parties cannot agree on a mediator,

the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the Dispute, the Dispute must be resolved using Clauses 34.3 to 34.5.

34.3 Unless the Relevant Authority refers the Dispute to arbitration using Clause 34.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:

- (a) determine the Dispute;
- (b) grant interim remedies; and/or
- (c) grant any other provisional or protective relief.

34.4 The Supplier agrees that the Relevant Authority has the exclusive right to refer any Dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the Dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.

34.5 The Relevant Authority has the right to refer a Dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under Clause 34.3, unless the Relevant Authority has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under Clause 34.4.

34.6 The Supplier cannot suspend the performance of a Contract during any Dispute.

### **35 Which law applies**

35.1 This Contract and any Disputes arising out of, or connected to it, are governed by English law.

## Framework Schedule 1 (Specification)

### 1 Introduction

- 1.1 This Schedule sets out what we and our Buyers want.
- 1.2 The Supplier must only provide the Services, as part of the Deliverables, for those Lots that they are awarded under the Framework Contract, as set out in the Framework Award Form.
- 1.3 In this Schedule, the following words and phrases shall have the following meanings:

Term	Definition
<b>Alpha</b>	the alpha phase of agile delivery described in the Service Manual;
<b>Beta</b>	the beta phase of agile development described in the Service Manual;
<b>Digital Outcomes</b>	a team of digital specialists to deliver a defined digital outcome as further described in Paragraphs 2.2 to 2.4;
<b>Digital Specialists</b>	an individual digital specialist to deliver a defined digital outcome as further described in Paragraphs 2.5 to 2.7;
<b>Discovery</b>	the discovery phase of agile delivery described in the Service Manual;
<b>GDS</b>	the Government Digital Service;
<b>Live</b>	the live phase of agile development described in the Service Manual;
<b>Open Standards Principles</b>	the Cabinet Office' Open Standards principles: <a href="https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles">https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles</a> ;
<b>Retirement</b>	the retirement phase of agile development described in the Service Manual;
<b>Service Manual</b>	the GDS Service Manual: <a href="http://www.gov.uk/service-manual">http://www.gov.uk/service-manual</a> ;
<b>Service Standard</b>	the Service Standard section of the Service Manual: <a href="http://www.gov.uk/service-manual/service-standard">http://www.gov.uk/service-manual/service-standard</a> ;
<b>Technology Code of Practice</b>	the GDS technology code of practice: <a href="https://www.gov.uk/service-manual/technology/code-of-practice.html">https://www.gov.uk/service-manual/technology/code-of-practice.html</a> ;
<b>User Research Participants</b>	an individual with the appropriate characteristics to test a digital service as further described in Paragraphs 2.10 to 2.11; and
<b>User Research Studios</b>	a physical space in which to conduct user research as further described in Paragraphs 2.8 to 2.9.

## Framework Schedule 1 (Specification)

- 1.4 Services must be exclusively delivered by the Supplier Staff (where Supplier Staff includes Supplier employees, agents, consultants, contractors, Subcontractors or any person engaged by a Subcontractor in the performance of the Supplier's obligations under the Contract). The Supplier will deliver the Deliverables and will not solely source staff for others.
- 1.5 Subcontracting
  - 1.5.1 The Supplier will only subcontract with the prior written approval of the Buyer. If the Supplier chooses to use Subcontractors or a person engaged by a Subcontractor, this will be outlined in any Buyer's bid along with the percentage of delivery allocated to each Subcontractor.
  - 1.5.2 The Supplier will take direct contractual responsibility and full accountability for delivering the Deliverables they provide using Subcontractors.
- 1.6 For all Lots and/or Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
- 1.7 The Deliverables and any Standards set out in Paragraph 3.5 below may be refined (to the extent permitted and set out in the Order Form) by a Buyer during a Further Competition Procedure to reflect its Deliverables requirements for entering into a particular Call-Off Contract.
- 1.8 Call-Off Contract Period

The Call-Off Contract is for the Call-Off Initial Period of up to a maximum of 24 Months from the Call-Off Start Date as set out in the Order Form.
- 1.9 Call-Off Optional Extension Period
  - 1.9.1 The Call-Off Initial Period may be extended by the Buyer serving written notice on the Supplier on or before the Minimum Notice Period for Extension(s) as set out in the Order Form.
  - 1.9.2 Where the Buyer has incorporated an Optional Extension Period in the Order Form, the Parties agree that this Extension Period shall be for up to a maximum of 25% of the Call-Off Initial Period.
  - 1.9.3 The Buyer will give the Supplier the Minimum Notice Period for Extension(s) before exercising its right to extend the Call-Off Initial Period.

## 2 Services offered

- 2.1 Suppliers are only able to provide Services, as part of the Deliverables, for the Lot(s) to which they've been awarded a Framework Contract. The Digital Outcomes and Specialists Deliverables are split into 4 Lots:
  - Lot 1: Digital Outcomes
  - Lot 2: Digital Specialists
  - Lot 3: User Research Studios
  - Lot 4: User Research Participants

### Lot 1: Digital Outcomes

- 2.2 Digital Outcomes Suppliers will provide Supplier Staff to create teams of individuals to research, test, design, build, release, iterate, support and/or retire a digital service. Buyers will define their specific requirements in their Statement of Requirements.
- 2.3 The Supplier must:
  - work according to the Technology Code of Practice

- work according to the GDS Service Manual
- understand what it means to work on one of the Discovery, Alpha, Beta, Live or Retirement phases described in the GDS Service Manual

2.4 The Supplier must provide Services within one or more of the following capabilities:

- user experience and design
- performance analysis and data
- security
- service delivery
- software development
- support and operations
- testing and auditing
- user research

Each Supplier's capability descriptions are on the Digital Marketplace:

<https://www.gov.uk/guidance/digital-outcomes-and-specialists-digital-outcomes-capabilities>

## **Lot 2: Digital Specialists**

2.5 Digital Specialists Suppliers will provide Buyers with an individual specialist to deliver a specific outcome (or specific outcomes) on a service, programme and/or project. Buyers will define their specific requirements in their Statement of Requirements.

2.6 The Supplier accepts that the individual specialist will be Supplier Staff and must:

- take direct contractual responsibility and full accountability for delivery of the Service (as part of the Deliverables) and the work undertaken by each specialist they provide
- offer evidence of competence of each individual specialist in each role if requested by the Buyer
- ensure all roles support the GDS Service Manual's (<https://www.gov.uk/service-manual/the-team>) design and description of what you need to build a successful Service

2.7 The Supplier must provide one or more of the following roles:

- agile coach
- business analyst
- communications manager
- content designer or copywriter
- cyber security consultant
- data architect
- data engineer
- data scientist
- delivery manager or project manager
- designer
- developer

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- performance analyst
- portfolio manager
- product manager
- programme delivery manager
- quality assurance analyst
- service manager
- technical architect
- user researcher
- web operations engineer

Each Supplier's role descriptions are on the Digital Marketplace:

<https://www.gov.uk/guidance/digital-outcomes-and-specialists-digital-specialist-roles>

### **Lot 3: User Research Studios**

2.8 User research will inform the development of all digital services.

2.9 User Research Studios Suppliers must provide:

- the hire of User Research Studios where and when the Buyer needs it and that has the facilities and is fit for the purpose(s) disclosed by the Buyer
- a list of the geographical areas within which the Supplier provides or can provide User Research Studios
- a comfortable, private and safe environment for Buyer participants, researchers and observers to work in
- space to conduct interviews, usability tests or focus groups
- facilities where it's possible to watch and record people as they engage with designs, prototypes and live public sector services

### **Lot 4: User Research Participants**

2.10 All digital services need to:

- use research to develop a deeper knowledge of who the service users are, how they use those services and what that means for the design of the service
- have a plan for ongoing user research and testing to continuously seek feedback from users to improve the service

2.11 In providing User Research Participants, Suppliers must be able to:

- recruit participants with a range of experience, e.g. they should consider diversity, people who are digitally excluded, as well as those who have low literacy or digital skills, and those who need assisted digital support
- recruit User Research Participants who best reflect the users of a service, e.g. a specific target user group such as people who have recently had a specific experience e.g. victims, witnesses or jurors

### **Important information**

2.12 Suppliers can apply to CCS for Approval to make changes to the Services they offer during the Framework Contract Period. Suppliers can apply to increase or reduce the Services offer within each Lot. Upon receipt of CCS Approval, CCS will update the Digital Marketplace to display each Approved change. Suppliers cannot add services to Lots in which they have not been awarded a Framework Contract. CCS can request



evidence of new skills or capabilities proposed to be added by a Supplier.

2.13 Failure by the Supplier to provide acceptable evidence of new skills and capabilities may result in:

2.13.1 the Supplier's proposed new service not being Approved by CCS, or

2.13.2 CCS may suspend the Supplier's ability to accept Orders (for any period) and the Supplier cannot enter into any Call-Off Contracts during this period. If this happens, the Supplier must still meet its obligations under any existing Call-Off Contract that they have already signed.

### **Collaborative Requirements**

2.14 Suppliers must be highly collaborative and flexible under this Framework Contract in meeting Buyer's needs.

2.15 The Deliverables supplied under the Call-Off Contract and each Statement of Work may require the Supplier to work in collaboration with other suppliers of the Buyer. In the event that the Deliverables do require such collaboration, the Supplier shall comply with the following:

2.15.1 The Supplier shall:

- work pro-actively with (a) the Buyer, (b) the incumbent providers, and (c) each of the other suppliers and contractors of the Buyer, in a spirit of trust and mutual confidence;
- cooperate with the Buyer's other suppliers and contractors of other goods and/or services to enable and ensure efficient Delivery;
- assist in sharing information with the Buyer's other suppliers and contractors for the purposes of facilitating provision of the Deliverables;
- provide all additional cooperation and assistance as is reasonably required by the Buyer to ensure the continuous delivery of the Deliverables and other services under the Call-Off Contract; and
- procure that the Supplier's Subcontractors provide all cooperation and assistance as required by the Buyer pursuant to the Call-Off Contract.

## **3 How Services will be Delivered**

### **Methodologies**

3.1 The Supplier will typically be expected to adopt an agile development process, starting with user needs. The methodology will be outlined in the relevant Statement of Work (SOW) which in turn will be drawn down from the high level Implementation Plan and Testing incorporated into the Call-Off Contract.

3.2 Waterfall methodology will only be used in exceptional circumstances, and where it can be shown to better meet user needs, but should be agreed in advance with the Buyer under a Statement of Work.

3.3 In some circumstances both waterfall and agile methodologies may be used, playing to their respective strengths, and this shall be agreed between the Supplier and Buyer in each Statement of Work.

3.4 Guidance for the above can be found in:

- the Service Manual at: <https://www.gov.uk/service-manual/agile>
- the Technology Code Of Practice at: <https://www.gov.uk/service-manual/technology/code-of-practice.html#using-the-technology-code-of-practice>

## Standards

### 3.5 The Supplier must:

#### 3.5.1 work according to:

- the Technology Code of Practice,
- GDS Service Manual, and
- understand what it means to work on one of the Discovery, Beta, Live or Retirement phases described in the Service Manual.

#### 3.5.2 support Buyers:

- to comply with Paragraph 3.5.1 above
- through successful Service Standard assessments: <https://www.gov.uk/service-manual/digital-by-default>
- to develop Services based on Open Standards Principles and accessible data protocols, to ensure they are interoperable: <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles>
- to comply with any adopted open standards that are compulsory in government: <http://standards.data.gov.uk/challenges/adopted>

## Security

### 3.6 If requested by the Buyer, the Supplier must support Buyers according to:

#### 3.6.1 the Baseline Personnel Security Standard (BPSS):

<https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

Additional levels of security clearance may be required by the Buyer under the Call-Off Contract (and applicable SOWs) and may include:

- Security Check (SC)
- Developed Vetting (DV)
- Counter-Terrorist Check (CTC)

Details on each are at: <https://www.gov.uk/government/publications/united-kingdom-security-vetting-clearance-levels>

#### 3.6.2 the Supplier assurance framework for contracts at the 'Official' information security level at: <https://www.gov.uk/government/publications/government-Supplier-assurance-framework>

#### 3.6.3 any relevant security guidance at:

<https://www.gov.uk/government/collections/government-security>

#### 3.6.4 the Cyber Essentials Scheme at: <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

#### 3.6.5 the Government Security Classification at:

<https://www.gov.uk/government/publications/government-security-classifications>

All of the above guidance may change or be updated from time to time.

## Code of conduct

### 3.7 The Supplier must support Buyers according to the Civil Service conduct and guidance, accessible at: <https://www.gov.uk/government/collections/civil-service-conduct-and-guidance>

This guidance may change or be updated from time to time.

#### 4 Assurance

- 4.1 The Supplier accepts that a key element of the Framework Contract is an assurance process, where CCS and other agents appointed by CCS, check any claims made by the Supplier in their Framework Tender. Thereafter, CCS will continue to check that any information submitted by Supplier's are still an accurate reflection of the Supplier and the Services it provides.
- 4.2 The Supplier will provide to CCS on request all evidence needed by CCS to verify to its reasonable satisfaction any element of the Supplier's Framework Tender.
- 4.3 If the Supplier fails to meet and maintain the appropriate level of assurance, CCS may suspend the Supplier from providing any particular Service (for any period), and/or the Supplier's ability to accept Orders (for any period) and the Supplier cannot enter into any Call-Off Contracts during this period. If this happens, the Supplier must still meet its obligations under any existing Call-Off Contract that they have already signed

#### 5 Our social value priorities

- 5.1 Within the context of social value, these are our priorities in this procurement:
  - **Corporate Social Responsibility (CSR):** The Supplier shall demonstrate CSR credentials, both domestically and globally, specifically adhering to UK and international legislation and conforming to the principles and subjects addressed in ISO 26000.
  - **Modern Slavery:** The Supplier shall be aware of and adhere to duties imposed on commercial organisations by the Modern Slavery Act 2015 and all related Government procurement policy notes in relation to transparency in the supply chain.
  - **Accessibility:** The Supplier shall comply with the World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level AA standard for accessibility when delivering their Services to design, develop and build any public facing websites and mobile applications. The Supplier's compliance with this requirement in turn enables CCS and the Buyer to comply with their own obligations under Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 in signposting and making the Services available to Buyers.
  - **Supply chain opportunities for a diverse range of businesses:** Suppliers shall be asked how their organisation will ensure that supply chain opportunities under the Contract are accessible to a diverse range of businesses, including SMEs, VCSEs and mutuals, through subcontracting or any other acceptable arrangements (such as consortiums); they shall also be asked how they will monitor, measure and report on the impact of this through the use of a Balanced Scorecard.
- 5.2 The Buyer can identify specific social value priorities as part of each Call-Off Contract.

## **Framework Schedule 2 (Framework Tender) RM1043.7**

[Insert Supplier Framework Tender response held on the Digital Marketplace  
<https://www.digitalmarketplace.service.gov.uk/> ]

## Framework Schedule 3 (Framework Prices)

### 1 All Services

1.1 The Buyer may use one or a combination of the following pricing mechanisms:

- **Fixed Price:** the pricing mechanism whereby the Buyer agrees to pay the Supplier based on a capped price that shall cover all work performed and Deliverables required to be provided by the Supplier Staff and all materials used in the project, no matter how much work is required to complete each identified Deliverable within the agreed scope;
- **Incremental Fixed Price:** the pricing mechanism where the overall Statement of Work is based on Capped Time and Materials, but where the prices for individual Deliverable increments for the Statement of Work will be fixed, but the Charges for subsequent Deliverable increments will be reviewed and refined prior to the execution of each subsequent Deliverable increment within the same Statement of Work;
- **Time and Materials:** a pricing mechanism whereby the Buyer agrees to pay the Supplier for the work performed by Supplier Staff and for the materials used in the project based on pre-agreed rate cards and material disclosures and subject to time approval;
- **Capped Time and Materials:** maximum amount to be paid by the Buyer under a Time and Materials mechanism for the delivery of the Deliverables and the agreed scope;

and pricing submitted as part of the Further Competition Procedure shall be used in the calculation of applicable Charges under each Call-Off Contract, which shall be no greater than that set out in the Framework Prices or, as applicable, the Further Competition Procedure. All Charges shall be invoiced based on the accurate reflection of the proportion of each Work Day Supplier Staff have actually worked under the SOW, for example, 3 hours and 30 minutes worked will be invoiced at 3.5 hours.

- 1.2 The Supplier, in compliance with Paragraph 2.12 to 2.13 of Framework Schedule 1 (Specification), will be able to add new Service(s) to the Framework Contract which shall, upon incorporation in accordance with the CCS Approval procedure, be made available to Buyers under their Call-Off Contracts.
- 1.3 The Supplier will provide its pricing, as part of the Further Competition Procedure, in the format and applying the pricing mechanism, including details of any discount structures, incentivisation or gainshare, specified by the Buyer in its Statement of Requirements. The Buyer may request that the Supplier provide a breakdown of how the total price was calculated and provide copies of supporting documentation. The Supplier must provide a cost breakdown in the format and to the timetable requested by the Buyer, and should the Supplier fail to do so, the Buyer may reject the Suppliers bid without further consideration.
- 1.4 All prices submitted by a Supplier during a Further Competition Procedure must be honoured by the Supplier for the Contact Period of the Call-Off Contract.
- 1.5 The Supplier will invoice the Buyer the full cost of the Deliverables satisfactorily supplied and will not require the Buyer to pay any third party for any part of the Deliverables supplied by or on behalf of the Supplier.

### 2 Digital Outcomes

- 2.1 During a Further Competition Procedure, the Supplier will provide a total price for Delivery based on the expected outcome specified by the Buyer in its Statement of Requirements.

## Framework Schedule 3 (Framework Prices)

- 2.2 The Buyer may require the Supplier to clarify their pricing during a Further Competition Procedure.

### **3 Digital Specialists**

- 3.1 As part of its Framework Tender, the Supplier will provide a maximum day rate per role per Work Day through the Digital Marketplace. The maximum day rate will be the maximum a Supplier can charge any Buyer per Work Day for that specific role.
- 3.2 The maximum day rate per role submitted at the Framework Tender stage is fixed for the Contract Period and cannot be amended.
- 3.3 During a Further Competition Procedure, the Supplier will provide a day rate (not to exceed its maximum rate) for the role and skills required by the Buyer's Statement of Requirements. The day rate price excludes VAT and excludes travel and expenses which are capped in accordance with the Buyer's expense policy's permitted maximum or as otherwise stated in the Order Form.

### **4 User Research Studios**

- 4.1 As part of its Framework Tender, the Supplier will provide the standard price to hire each studio they offer for the minimum period that the studio can be hired for through the Digital Marketplace. Suppliers will be asked to confirm the facilities each studio has, which facilities are included in the standard price and which are an optional extra charge.
- 4.2 During a Further Competition Procedure, the Supplier will provide a total cost for the studios based on the facilities required by the Buyer and the period over which the studio is required.

### **5 User Research Participants**

- 5.1 During a Further Competition Procedure, the Supplier will provide a total cost per participant recruited. Participant price will include all incentives, recruitment and any travel and subsistence costs paid to participants. The Supplier may be asked to provide a breakdown of their pricing.
- 5.2 The Buyer will not pay for participants who do not attend on the day in accordance with Buyer instructions.
- 5.3 The Supplier is solely responsible for payments to participants. Neither CCS nor the Buyer will be responsible for making any such payments.

## Framework Schedule 4 (Framework Management)

### 1 Definitions

- 1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

Term	Definition
<b>Material KPIs</b>	are Key Performance Indicators which are identified by the Buyer as having a material impact on the performance of the Call-Off Contract;
<b>Supplier Action Plan</b>	has the meaning given to it in Paragraph 3.4 of this Schedule;
<b>Supplier Framework Manager</b>	has the meaning given to it in Paragraph 3.1 of this Schedule; and
<b>Supplier Review Meetings</b>	has the meaning given to it in Paragraph 3.9 of this Schedule.

### 2 How CCS and the Supplier will work together

- 2.1 The successful delivery of this Contract will rely on the ability of the Supplier and CCS to develop a strategic relationship immediately following the conclusion of this Contract and maintaining this relationship throughout the Framework Contract Period.
- 2.2 To achieve this strategic relationship, there will be a requirement to adopt proactive framework management activities which will be informed by quality Management Information, and the sharing of information between the Supplier and CCS.
- 2.3 This Schedule outlines the general structures and management activities that the Parties shall follow during the Framework Contract Period.

### 3 Framework Management

#### Framework Management Structure

- 3.1 The Supplier shall provide a suitably qualified nominated contact (the "**Supplier Framework Manager**") who will take overall responsibility for delivering the Goods and/or Services required within this Contract, as well as a suitably qualified deputy to act in their absence.
- 3.2 The Supplier shall put in place a structure to manage this Contract in accordance with Framework Schedule 1 (Specification) and the Performance Indicators (defined in Paragraph 4 below).
- 3.3 A governance structure will be agreed between the Parties as soon as reasonably practicable following the Framework Start Date.
- 3.4 Following discussions between the Parties following the Framework Start Date, where requested by CCS, the Supplier shall produce and issue to CCS a draft supplier action plan (the "**Supplier Action Plan**"). CCS shall not unreasonably withhold or delay its agreement to the draft Supplier Action Plan. The Supplier Action Plan shall be agreed between the Parties and come into effect within two weeks from receipt by the Supplier of the draft Supplier Action Plan.
- 3.5 The Supplier Action Plan shall be maintained and updated on an ongoing basis by CCS. Any changes to the Supplier Action Plan shall be notified by CCS to the Supplier. The Supplier shall not unreasonably withhold its agreement to any changes to the Supplier Action Plan. Any such changes shall, unless CCS otherwise Approves, be agreed between the Parties and come into effect within two weeks from receipt by

the Supplier of CCS's notification.

- 3.6 The Supplier agrees to comply with its obligations in the Supplier Action Plan as updated from time to time.
- 3.7 The Supplier shall comply with all requests from CCS in regard to compliance requirements as required including:
  - 3.7.1 Dun and Bradstreet risk failure score monitoring;
  - 3.7.2 regular evidence that the Required Insurances and Additional Insurances have been renewed and maintained;
  - 3.7.3 invoice payment performance; and
  - 3.7.4 verification of required accreditations & certifications.
- 3.8 Suppliers should participate in Further Competition Procedures when identified as part of the final bidder list. Failure to bid on further competitions without an acceptable reason may result in the Supplier being suspended from the Framework Contract, in accordance with Clause 10.7 (Partially ending and suspending the contract), for any period, as decided by CCS.

#### **Supplier Review Meetings**

- 3.9 Regular performance review meetings will take place at CCS's premises, or as directed by CCS, throughout the Framework Contract Period ("**Supplier Review Meetings**") at such times and frequencies as CCS determine from time to time (which are anticipated to be once every Month or less). The Parties shall be flexible about the timings of these meetings.
- 3.10 The Supplier Review Meetings will review the Supplier's performance under this Contract and, where applicable, the Supplier's adherence to the Supplier Action Plan. The agenda for each Supplier Review Meeting shall be set by CCS and sent to the Supplier in advance.
- 3.11 CCS may ask the Supplier to discuss any instances known to the Supplier where any Other Contracting Authority decided not to use this Framework Contract for their order.
- 3.12 The Supplier Review Meetings shall be attended, as a minimum, by CCS Authorised Representative(s) and the Supplier Framework Manager.

#### **4 How the Supplier's Performance will be measured**

- 4.1 The Supplier's performance will be measured by the following Performance Indicators ("PI"):

<b>Performance Indicator (PI)</b>	<b>PI Target</b>	<b>Measured by</b>
<b>Contract Management</b> Respond to CCS for any Framework management matters	$\geq 95\%$	Responding to correspondence (email or phone) from CCS within 2 Working Days  Resolving issues raised within 5 Working Days
Provide a report to detail the number of Call-Off Contract variations within each Quarter	100%	Provision of the report 2 weeks after the end of each



Framework Schedule 4 (Framework Management)

		Quarter
<b>Management Information</b> Complete, accurate MI template to be returned to CCS by the Reporting Date	100%	Complete and accurate MI template submitted to CCS by the Reporting Date
Management Charges to be paid within 30 calendar days from date of invoice issue	100%	Confirmation of payment received by CCS within 30 calendar days
Provide accurate and full breakdown of pricing for Services within 14 Working Days of a request from CCS	100%	Confirmation of receipt of full and accurate information by CCS
Provide accurate and full information when requested by CCS for pricing calculations relating to a fixed or capped price bid under a Call-Off Contract	100%	Confirmation of receipt of full and accurate information by CCS
<b>Customer Service</b> Customer satisfaction	Customer satisfaction of 90% or above	% of responders who are satisfied or better at the end of SOW/ customer satisfaction report. The Buyer may use the Balanced Scorecard to score their satisfaction against Supplier's performance during that SOW.
Responsiveness to Further Competitions	≥ 95% per quarter	Responding to further competitions issued via the Framework (at shortlisting stage).

- 4.2 The Supplier shall comply with the PIs and establish processes to monitor its performance against them and the Supplier's achievement of PIs shall be reviewed during the Supplier Review Meetings.
- 4.3 CCS shall have the right to request copies of any contract performance related information shared between a Buyer and Supplier under any Call-Off Contract including but not limited to Service Levels and Balanced Scorecards. CCS will notify the Buyer when such requests are in progress.
- 4.4 CCS reserves the right to adjust, introduce new, or remove PIs throughout the Framework Contract Period, however any significant changes to PIs shall be agreed

between CCS and the Supplier in accordance with the Variation Procedure.

- 4.5 CCS reserves the right to use and publish the performance of the Supplier against the PIs without restriction.

## **5 What the Supplier must do to measure their performance**

- 5.1 The Supplier shall cooperate in good faith with CCS to develop efficiency tracking performance measures for this Contract. This shall include the following (but this list is not exhaustive and may be developed during the Framework Contract Period):
- 5.1.1 tracking reductions in product volumes and product costs, in order to demonstrate that Buyers are consuming less and buying more smartly;
- 5.1.2 developing additional PIs to ensure that this Contract supports the emerging target operating model across central government (particularly in line with centralised sourcing and category management, procurement delivery centres and payment processing systems and shared service centres).
- 5.2 The metrics that are to be implemented to measure efficiency shall be developed and agreed between CCS and the Supplier. Such metrics shall be incorporated into the list of PIs set out in this Schedule.
- 5.3 The ongoing progress and development of the efficiency tracking performance measures shall be reported through framework management activities as outlined in this Schedule.
- 5.4 CCS may ask for a Rectification Plan and suspend the Supplier from taking part in subsequent Further Competitions under the Framework Contract if the Supplier:
- 5.4.1 fails to meet any of the key performance indicators ("KPIs") that are Material KPIs or Service Levels as detailed in a Call-Off Contract on at least 3 occasions within a 12-month rolling period
- 5.4.2 demonstrates poor performance of a Call-Off Contract, evidenced through Buyer feedback to CCS that the Supplier has scored a 'red' status on any one of the agreed Material KPIs, on at least 2 occasions within a Contract Period, or within a period of 3 months (whichever is the earlier).
- 5.5 This Rectification Plan must clearly detail the improvements and associated timeframes that the Supplier intends to meet to achieve the KPIs and/or Service Levels. The Rectification Plan must be provided in accordance with Clause 10.3 of the Core Terms and any failure to correct a Default in line with an accepted Rectification Plan, or failure to provide a Rectification Plan within 10 days of the request may result in the Buyer exercising its right to terminate the Call-Off Contract in accordance with Clause 10.4 of the Core Terms.

## **6 What to do if CCS and the Buyer can't agree about the performance**

- 6.1 In the event that CCS and the Supplier are unable to agree the performance score for any PI during a Supplier Review Meeting, the disputed score shall be recorded and the matter shall be referred to CCS Authorised Representative and the Supplier Authorised Representative in order to determine the best course of action to resolve the matter (which may involve organising an ad-hoc meeting to discuss the performance issue specifically).
- 6.2 In cases where CCS Authorised Representative and the Supplier Authorised Representative fail to reach a solution within a reasonable period of time, the matter shall be referred to the Dispute Resolution Procedure.

## **7 Marketing**

- 7.1 The Supplier shall ensure that a person is appointed as Supplier Marketing Contact

who shall be responsible for the marketing obligations of the Supplier in relation to this Contract.

#### **How the Supplier must contribute to CCS publications**

- 7.2 The Supplier shall supply current information relating to the Goods and/or Services it offers for inclusion in CCS marketing materials when required by CCS from time to time.
- 7.3 Such information shall be provided in such form and at such time as CCS may request.
- 7.4 Failure to comply with the provisions of Paragraphs 7.2 and 7.3 may result in the Supplier's exclusion from the use of such marketing materials.

#### **What Suppliers can say in its own publications**

- 7.5 All marketing materials produced by the Supplier in relation to this Framework shall at all times comply with the CCS branding guidance at:  
<https://www.gov.uk/government/publications/crown-commercial-service-supplier-logo-and-brand-guidelines>
- 7.6 The Supplier will periodically update and revise its marketing materials to ensure ongoing compliance.
- 7.7 The Supplier shall regularly review the content of any information which appears on its website and which relates to each Contract and ensure that such information is up to date at all times.
- 7.8 The Supplier shall obtain all appropriate approvals prior to publishing any content in relation to a Contract with that Party using any media, including on any electronic medium, and the Supplier will ensure that such content is regularly maintained and updated. In the event that the Supplier fails to maintain or update the content, CCS or the relevant Buyer may give the Supplier notice to rectify the failure and if the failure is not rectified to its reasonable satisfaction within one (1) Month of receipt of such notice, shall have the right to remove such content itself or require that the Supplier immediately arranges the removal of such content.

### **8 Where CCS might oversee parts of the Call-Off Contracts**

- 8.1 CCS shall have oversight of certain contract management processes which are operated under Call-Off Contracts. Such oversight shall be provided in relation to the operation of the following Schedules in each Call-Off Contract:
  - 8.1.1 Call-Off Schedule 3 (Continuous Improvement);
  - 8.1.2 Call-Off Schedule 8 (Business Continuity and Disaster Recovery);
  - 8.1.3 Call-Off Schedule 9 (Security); and
  - 8.1.4 Call-Off Schedule 16 (Benchmarking).(the "Supported Schedules")

#### **How the Supplier must support CCS involvement**

- 8.2 The Supplier shall co-operate as reasonably required by CCS in relation to the Supported Schedules including:
  - 8.2.1 provision of information;
  - 8.2.2 allowing CCS to act as agent for the Buyers under the Supported Schedules for such matters as CCS may notify the Supplier from time to time; and
  - 8.2.3 such other matters as CCS may notify to the Supplier from time to time.

**Where CCS might manage the process for Buyers collectively**

8.3 In addition to general oversight as referred to above the following specific oversight shall apply to the individual Supported Schedules:

8.3.1 Call-Off Schedule 3 (Continuous Improvement) - the Supplier shall:

- (a) adopt a policy of continuous improvement in relation to the Deliverables;
- (b) create, maintain and update a continuous improvement plan for improving the provision of the Deliverables and/or reducing the Charges and, where requested by CCS, incorporate any improvement identified in accordance with the Variation Procedure.

8.3.2 Call-Off Schedule 8 (Business Continuity and Disaster Recovery) - the Supplier shall:

- (a) create and hold a template BCDR plan that can be used by each Buyer and shall make it available to CCS so that it can be published to potential Buyers; and
- (b) notify CCS in the event of the invocation or potential invocation of any BCDR plan and the Supplier shall provide such support as CCS may reasonably require to coordinate the application of BCDR plans across all Call-Off Contracts.

8.3.3 Call-Off Schedule 9 (Security) - the Supplier shall:

- (a) create and hold a template Security Management Plan that can be used by each Buyer and shall make it available to CCS so that it can be published to potential Buyers; and
- (b) notify CCS in the event of breach of any Security Plan and the Supplier shall provide such support as CCS and/or Buyers may reasonably require to coordinate the application of Security Plans across all Call Off Contract.

8.3.4 Call-Off Schedule 16 (Benchmarking) - the Supplier:

- (a) shall notify CCS in the event that any benchmarker is appointed in respect of any Call-Off Contract and the Supplier recognises that CCS may want to co-ordinate how benchmarking is conducted across multiple Call-Off Contracts;
- (b) shall where CCS is appointed as agent by Buyers in respect of benchmarking, co-operate with CCS in order to operate the benchmarking as efficiently as possible
- (c) agrees that notwithstanding the remainder of Clause 15 (Confidentiality) in the Core Terms, CCS shall be entitled to publish the results of any benchmarking of the Framework Prices to Other Contracting Authorities (subject to the other party entering into reasonable confidentiality undertakings).

## Framework Schedule 5 (Management Charges and Information)

### 1 How to provide management information to CCS

- 1.1 The Supplier shall, at no charge, provide timely, full, accurate and complete MI Reports to CCS which incorporate the data, in the correct format, required by the MI Reporting Template and such guidance that CCS may issue from time to time.
- 1.2 The initial **MI Reporting Template** is set out in the Annex to this Schedule and CCS may change it from time to time (including the data required and/or format) and issue a replacement version. CCS shall give at least thirty (30) days' notice in writing of any such change and shall specify the date from which it must be used. The Supplier may not make any amendment to the current MI Reporting Template without the prior Approval of CCS.

### 2 Reporting period

- 2.1 MI Reports must be completed and returned to CCS by the fifth Working Day of every Month during the framework period and thereafter until all transactions relating to call-off contracts have permanently ceased. If at any point there is a period of a month where no reportable transactions occur, then a declaration must be made confirming no business has been conducted, in place of data submission.
- 2.2 In an MI Report, the Supplier should report contract data that is one month in arrears. For example, if an invoice is raised for October but the work was actually completed in September, the Supplier must report the invoice in October's MI Report and not September's. Each Order received by the Supplier must be reported only once, i.e. when the Order is received.

### 3 Submitting the information

- 3.1 MI Reports shall be completed electronically and uploaded to the CCS data submission service at: <https://www.reportmi.crowncommercial.gov.uk>
- 3.2 MI Reports must be completed in pounds sterling unless CCS has given prior written consent to the use of another currency.
- 3.3 CCS may reasonably require that MI Reports be submitted by an alternative means such as email.
- 3.4 Where requested by CCS, the Supplier shall provide Management Information to a Buyer as specified by CCS.
- 3.5 The Supplier shall:
  - 3.5.1 promptly after the Framework Start Date provide an e-mail and/or postal address to which CCS will send invoices for the Management Charge and monthly statements relating to the invoicing of the Management Charge;
  - 3.5.2 promptly after the Framework Start Date provide at least one contact name and contact details for the purposes of queries relating to either Management Information or invoicing; and
  - 3.5.3 immediately notify CCS of any changes to the details previously provided to CCS under this Paragraph 3.5.

### 4 How CCS can use the Management Information

- 4.1 The Supplier grants CCS a non-exclusive, transferable, perpetual, irrevocable, royalty free licence to:
  - 4.1.1 use and to share with any Buyer, Other Contracting Authority and Central

Government Bodies; and/or

- 4.1.2 publish (subject to any information that is exempt from disclosure in accordance with the provisions of FOIA, being redacted), any Management Information supplied to CCS for CCS' normal operational activities including administering this Contract and/or all Call-Off Contracts, monitoring public sector expenditure, identifying savings or potential savings and planning future procurement activity.
- 4.2 CCS may consult with the Supplier to inform its decision to publish information. However, CCS shall retain absolute discretion regarding the extent, content and format of any disclosure.
- 4.3 Following receipt of the completed MI Report, CCS shall invoice the Supplier for the Management Charge payable for the Month to which the MI report relates.

## **5 Paying the Management Charge**

- 5.1 The Management Charge excludes VAT which is payable on provision of a valid VAT invoice.
- 5.2 The Supplier shall pay CCS the Management Charge (and other charges payable in accordance with this Schedule) in cleared funds within 30 days of receipt by the Supplier of an undisputed invoice to such bank or building society account set out in the invoice.

## **6 What happens if the Management Charge is not paid?**

- 6.1 Payment of undisputed and valid CCS invoices should be completed within thirty (30) days. CCS may take action on outstanding invoices by:
  - 6.1.1 issuing the supplier with reminders that an invoice payment is due and/or overdue;
  - 6.1.2 charging statutory interest and charges on overdue invoices, as per the Late Payment of Commercial Debts (Interest) Act 1998;
  - 6.1.3 suspending the supplier from the agreement until such time that overdue invoices are paid; and/or
  - 6.1.4 terminating this Contract.

## **7 What happens if the Management Information is wrong?**

- 7.1 If the Supplier or CCS identify error(s) and/or omission(s) in historic MI Report(s), the Supplier must provide corrected MI report(s) to CCS on or before the date when the next MI Report is due. Corrections may be either in the form of an addendum to the next MI submission, or a resubmission of existing historic returns, at the discretion of CCS.
- 7.2 Following an **MI Failure**, CCS may issue reminders to the Supplier and require the Supplier to correctly complete the MI Report. The Supplier shall rectify any deficient or incomplete MI Report as soon as possible and not more than five (5) Working Days following receipt of any such reminder.

## **Meetings**

- 7.3 The Supplier agrees to attend meetings between the Parties in person to discuss the circumstances of any MI Failure(s) at the request of CCS. If CCS requests such a meeting the Supplier shall propose and document measures as part of a Rectification Plan to ensure that the MI Failure(s) are corrected and do not occur in the future.

## **Admin fees**

- 7.4 If, in any rolling three (3) Month period, two (2) or more MI Failures occur, the Supplier acknowledges and agrees that CCS shall have the right to invoice the Supplier Admin

Fee(s) with respect to any MI Failures as they arise in subsequent Months.

- 7.5 The Supplier acknowledges and agrees that the Admin Fees are a fair reflection of the additional costs incurred by CCS as a result of the Supplier failing to provide Management Information as required by this Contract.

## **8 What happens if Management Information Reports are not provided?**

- 8.1 If two (2) MI Reports are not provided in any rolling six (6) month period then an **MI Default** shall be deemed to have occurred and CCS shall be entitled to:
- 8.1.1 charge and the Supplier shall pay a **Default Management Charge** in respect of the Months in which the MI Default occurred and subsequent Months in which they continue, calculated in accordance with Paragraph 8.2.1 and/or
  - 8.1.2 suspend the Supplier from the agreement until such time that deficient MI reports(s) are rectified; and/or
  - 8.1.3 terminate this Contract.
- 8.2 The Default Management Charge shall be the higher of:
- 8.2.1 the average Management Charge paid or payable by the Supplier in the previous six (6) Month period or, if the MI Default occurred within less than six (6) months from the commencement date of the first Call-Off Contract, in the whole period preceding the date on which the MI Default occurred; or
  - 8.2.2 the sum of five hundred pounds (£500).
- 8.3 If the Supplier provides sufficient Management Information to rectify any MI Default(s) to the satisfaction of CCS and the Management Information demonstrates that:
- 8.3.1 the Supplier has overpaid the Management Charge as a result of the application of the Default Management Charge then the Supplier shall be entitled to a refund of the overpayment, net of any Admin Fees where applicable; or
  - 8.3.2 the Supplier has underpaid the Management Charge during the period when a Default Management Charge was applied, then CCS shall be entitled to immediate payment of the balance as a debt together with interest.

**Annex: MI Reporting Template**

MI Reports shall be completed electronically and uploaded to the CCS data submission service at: <https://www.reportmi.crowncommercial.gov.uk>

The Digital Outcomes and Specialists 5 (RM1043.7) [MI reporting template](#) can be downloaded from Contracts Finder.



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

### **Order Form**

**Call-Off Reference:** TBC

**Project Number:** 24405

**Call-Off Title:** DWP UC User Research Recruitment Services

**Call-Off Contract Description:** Call-off contract - Department for Work and Pensions Digital requires participant recruitment for regular user research activities. The supplier is required to recruit participants who reflect the diverse make-up of people who use DWP services and manage a user research panel for Universal Credit specifically.

**The Buyer:** Department for Work and Pensions (DWP)

**Buyer Address:** Department for Work and Pensions

Peel Park

Blackpool

FY4 5ES

**The Supplier:** People for Research Ltd

**Supplier Address:** People for Research Ltd, Suite 302 QC30, Queen Charlotte Street, Bristol, BS1 4HJ

**Registration Number:** 03734502

### **Applicable Framework Contract**

This Order Form is for the provision of the Call-Off Deliverables and dated 23<sup>rd</sup> August 2021.

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**

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 7 (Financial Difficulties)
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data) RM1043.7

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

- Call-Off Schedules for RM1043.7
  - 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 14 (Service Levels and Balanced Scorecard)
  - Call-Off Schedule 15 (Call-Off Contract Management)
  - Call-Off Schedule 16 (Benchmarking)
  - Call-Off Schedule 20 (Call-Off Specification)
  - Call-Off Schedule 25 (Ethical Walls Agreement)
  - Call-Off Schedule 26 (Cyber Essentials Scheme)

5 CCS Core Terms (version 3.0.9)

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

7 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: SECURITY REQUIREMENTS LEVEL 3 AND 4

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

Call-Off Start Date: 23/08/2021

Call-Off Expiry Date: 22/08/2023

Call-Off Initial Period: 2 years

Call-Off Optional Extension Period: 6 months

Minimum Notice Period for Extensions: 1 month

Call-Off Contract Value: £200,00 excluding VAT

The Buyer's maximum combined expenditure for all Recruitment Briefing Documents agreed under this Call-Off Contract is £200,000 (Excluding VAT).

### Call-Off Deliverables

**Option B:** See details in Call-Off Schedule 20 (Call-Off Specification)]

### 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).

### Cyber Essentials Scheme

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

- 1 This is a Time & Materials charging arrangement and this agreement places "no minimum commitment of spend" obligations on the Buyer.

<b>DWP UC User Research Pricing Schedule</b>	<b>Scenario 1</b> (Price per participant remote - UC claimants and mix of accessibility needs)	<b>Scenario 2</b> (Price per participant face to face - UC claimants and mix of accessibility needs, including lab cost)
Recruitment Fee	[Redacted]	[Redacted]
Incentive value (Must be a Gift Voucher)	[Redacted]	[Redacted]
Incentive Handling Fee	[Redacted]	[Redacted]
Lab Fee (based on own user lab in Bristol, see pricing explanation)		[Redacted]
Example number of rounds (assuming 8 participants per round)	48	24
<b>TOTAL estimate excluding VAT</b>	<b>£110.25</b>	<b>£875.25</b>

<b>DWP UC User Research Pricing Schedule</b>	<b>DWP re-cruited panel</b>
One off set up fee	[Redacted]
Incentive value (Must be a Gift Voucher)	[Redacted]
Incentive Handling Fee	[Redacted]
Monthly fee of up to 10 participants (see pricing explanation for details)	[Redacted]
Example number of rounds (assuming 10 participants per round)	24
<b>TOTAL estimate excluding VAT</b>	<b>£1,040.25</b>

[Redacted]

### Reimbursable Expenses

The Supplier will be responsible for any travel and expenses to the base location for each statement of work. Any travel required in addition to/or outside of the specified locations will only be paid if agreed in advance with DWP and in line with the DWP Travel and Expenses Policy.



### Payment Method

Payment method is via BACS Monthly in Arrears

### Buyer's Invoice Address

DWP  
PO Box 406  
SSCL  
Phoenix House  
Celtic Springs Business Park  
Newport  
NP10 8FZ

The electronic PDF invoice and MI shall be emailed to:

[APinvoices-DWP-U@sscl.gse.gov.uk](mailto:APinvoices-DWP-U@sscl.gse.gov.uk)

All invoices must include:

- DWP Purchase Order number \* (invoices without P/O number will be rejected)
- Supplier remittance address

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

- Details of service carried out referring to specific milestone deliveries under this Call-Off agreement.
- Cost of Service
- VAT element of cost
- Remittance date
- Due Date (in accordance to the payment profile of the Call-Off Agreement).

### Buyer's Authorised Representative

Name: [Redacted]

Title: [Redacted]

Phone: [Redacted]

Email: [Redacted]

Address:

DWP

Peel Park

Blackpool

FY4 5ES

### Buyer's Security Policy

<https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards>

### Supplier's Authorised Representative

Name: [Redacted]

Title: [Redacted]

Phone: [Redacted]

Email: [Redacted]

Address: People for Research, Suite 302 QC30, Queen Charlotte Street, Bristol, BS1 4HJ

### Supplier's Contract Manager

Name: [Redacted]

Title: [Redacted]

Phone: [Redacted]

Email: [Redacted]

Address: People for Research, Suite 302 QC30, Queen Charlotte Street, Bristol, BS1 4HJ

**Progress Report Frequency**

- To be organised as required by the Buyer in line with the work being carried out under the SOW(s).
- Attendees should include key staff responsible for the direct delivery of services

**Progress Meeting Frequency**

- To be organised as required by the Buyer in line with the work being carried out under the SOW(s).
- Attendees should include key staff responsible for the direct delivery of services

**Quarterly Contract Performance Meeting:**

- Quarterly meetings to review the performance of the contract and any issues arising from delivery.
- Personnel should include: Buyer - commercial contract owners, senior user researchers. Supplier – Project Manager.

**Key Staff - DWP**

Name: [Redacted]

Title: [Redacted]

Email: [Redacted]

Name: [Redacted]

Title: [Redacted]

Email: [Redacted]

Name: [Redacted]

Title: [Redacted]

Email: [Redacted]

Name: [Redacted]

Title: [Redacted]

Email: [Redacted]

**Key Staff - People for Research**

Name: [Redacted]

Title: [Redacted]

Email: [Redacted]

Name: [Redacted]

Title: [Redacted]

Email: [Redacted]

Name: [Redacted]

Title: [Redacted]

Email: [Redacted]

### Commercially Sensitive Information

- breakdown of the Charges set out in this Call-Off Contract

### Balanced Scorecard

See Call-Off Schedule 14 (Balanced Scorecard)

Material KPIs	Target	Measured by
Performance to Pay Process	RAG status	Balanced Scorecard
Quality (resourcing and recruitment)	RAG status	Balanced Scorecard
Partnering behaviours and added value	RAG status	Balanced Scorecard
Delivery	RAG status	Balanced Scorecard

### Additional Insurances

Not applicable

### Guarantee

Not applicable

### Social Value Commitment

Typical Social Value associated with DOS5 procurement stated in Joint Schedule 5 (Corporate Social Responsibility)

### Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

### For and on behalf of the Supplier:

Signature: [Redacted]

Name: [Redacted]

Role: [Redacted]

Date: 24<sup>th</sup> August 2021

### For and on behalf of the Buyer:

Signature: [Redacted]

Name: [Redacted]



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

Role: **[Redacted]**

Date: 25/08/2021

## **Annex 1**

### **1 Statement of Works (SOW) Details**

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

**Date of SOW:** 23.08.21.

**SOW Title:** DWP UC User Research Recruitment Services – SOW01

**SOW Reference:** SOW01

**Call-Off Contract Reference:** 24405

**Buyer:** Department for Work and Pensions

**Supplier:** People for Research Ltd

**SOW Start Date:** 23.08.21.

**SOW End Date:** 22.08.23.

**Duration of SOW:** 2 years

**Key Personnel (Buyer):** [Redacted]

**Key Personnel (Supplier):** [Redacted]

**Subcontractors:** N/A

## 2 Call-Off Contract Specification – Deliverables Context

### Overview of Requirement:

Department for Work and Pensions Digital requires participant recruitment for regular user research activities, to include the recruitment of participants who reflect the diverse make-up of people who use DWP services and manage a user research panel for Universal Credit specifically.

The recruitment brief will vary by project but may include the need for participants:

- In receipt of a DWP benefit or tax credits, for example Universal Credit or NS Job Seekers Allowance
- Usage of assistive technologies to access digital services
- Requirements for non-digital support to access digital services
- Digital usage or experience
- Cognitive and/or learning disabilities
- Mental health conditions
- Motor skills impairments
- Visual impairments
- Auditory disabilities
- Household income levels
- A mix of gender, age and educational attainment

Users of our services may include vulnerable users so should be recruited ethically and sensitively. Participants should have a good understanding of the service they are being recruited to test, what it entails, how their data is handled, and possible requirements around non-disclosure, this information will be provided by each project.

For the user research panel, we would like the supplier to maintain a list of participants referred directly from DWP. These may be users of DWP services who volunteer to take part in research but are not aware of the supplier directly. We require the vendor to maintain this panel list on our behalf.

Participants with assisted digital or access needs will need to be included in the research as described by the project brief. The supplier will actively work with national and local charities to find such hard to reach or more vulnerable users, even going so far as to ensure charities are incentivized to give their time/effort contribution to recruiting.

Most of the research activities will be remote - over phone, Microsoft Teams, or similar. We will seek participants from England, Wales, Scotland and Northern Ireland. In-person meetings may also be required. In addition, we may need to recruit participants for research at their home or in neutral location like a community centre. Research at a research lab is also possible and would be in London, Leeds, or Manchester where we have DWP hubs and offices. Ideally researchers would have a single point of contact to organise research sessions. The agency may be responsible for venue when stated in brief.

The research will be continuous across many researchers so working with multiple researchers conducting recruits simultaneously may be required. We will provide the usual two weeks' notice ahead of research needs. The request for participants may not be at regular intervals. There might be a pause in requests, followed by several simultaneous requests, depending on project timelines. The supplier must be able to cater for this - possibly up to 5 requests at one time.

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

The supplier is required to ensure repeat participants are not used across projects without prior agreement.

The supplier is required to securely transfer data to DWP regarding participants, ideally PGP encryption.

**Call Off Process:** Recruitment Briefing Document to be completed and agreed for each round of participant recruitment required.

**[Redacted]**

**Delivery phase(s):** Delivery of each participant recruitment to be determined within the Recruitment Briefing Document. Multiple recruitment requirements can operate concurrently.

### Buyer Requirements – SOW Deliverables

#### Outcome Description:

Milestone Ref	Milestone Description	Acceptance Criteria	Due Date
MS01	See Recruitment Briefing Document	Provision of participants in-line with the Briefing requirements.	TBD

**Delivery Plan:** TBD

**Dependencies:** N/A

**Supplier Resource Plan:** Will vary dependant on requirements detailed in Recruitment Briefing Document.

#### Security Applicable to SOW:

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

#### Cyber Essentials Scheme:

The Buyer requires the Supplier to have and maintain a Cyber Essentials Plus Certificate for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).

**SOW Standards:** Compliant with agreed Recruitment Briefing Document

**Performance Management:**

Material KPIs	Target	Measured by
<p><b>KPI: Performance to pay process</b></p> <p>In accordance with an agreed performance to pay process, suppliers submit the following 'inputs':</p> <ul style="list-style-type: none"> <li>• accurate and complete acceptance of briefing document</li> <li>• accurate and complete invoices in a timely manner</li> <li>• accurate and complete spend management report, including breakdown of costs for each project</li> </ul>	RAG status	<p><u>Met:</u></p> <p>All of the inputs are submitted in accordance with the performance to pay process timescales and contain accurate and complete information</p> <p><u>Partially Met:</u></p> <p>Inputs are later than prescribed in the performance to pay process but within 5 working days of the prescribed dates</p> <p>Inputs are incomplete or inaccurate</p> <p><u>Not Met:</u></p> <p>Inputs are later than 5 working days in the prescribed performance to pay process</p> <p>Inputs contain significant errors</p>

<p><b>KPI: Quality (participant recruitment)</b></p> <p>Successful recruitment of participants and provision of facilities meets the planned deliverables and contractual obligations. The supplier pro-actively manages their resource skills or state of facilities by identifying issues early, and in a timely fashion, addressing any deficits.</p>	<p>RAG status</p>	<p><u>Met:</u></p> <p>Quality of participants met the required specification for all recruitments requested</p> <p><u>Partially Met:</u></p> <p>Quality met for most of the recruitments requested (75% - 99%) through no fault of the Buyer</p> <p><u>Not Met:</u></p> <p>Quality missed for most of the recruitments requested (below 75%) through no fault of the Buyer</p>
<p><b>KPI: Partnering behaviours and added value</b></p> <p>Supplier promotes positive collaborative working relationships, within and across team, by acting in a transparent manner. Supplier shows commitment to Buyer goals through adding value over and above the provision of compensated skilled personnel or facilities.</p>	<p>RAG status</p>	<p><u>Met:</u></p> <p>No behavioural problems identified</p> <p>Added value recognised by the programme above provision of compensated skilled resource/facilities</p> <p><u>Partially Met:</u></p> <p>Some minor behavioural problems</p> <p>Supplier adds some value above provision of compensated resource and facilities, but this is not regarded as significant</p> <p><u>Not Met:</u></p> <p>Significant behavioural problems</p> <p>No added value contributions recognised by the Programme</p>

<p><b>KPI: Delivery</b></p> <p>Recruitment of participants to the required specification within agreed timelines and all facilities are to the expected standard. All Supplier resources delivering services for the contract are performing to the expected standard required.</p>	<p>RAG staus</p>	<p><u>Met:</u></p> <p>100% of participants are recruited to the required specification within agreed timelines</p> <p>Supplier skills meet the standards expected</p> <p><u>Partially Met:</u></p> <p>75%-99% of participants meet the required specification within the agreed timelines</p> <p>Supplier skills do not always meet the standard expected</p> <p><u>Not Met:</u></p> <p>Below 75% of participants meet the required specification within the agreed timelines</p> <p>Supplier skills do not meet the standard expected</p>
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**Additional Requirements:**

**Annex 1** – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.

**SOW Reporting Requirements:**

**Not Applicable – Refer to Schedule 15**

**3 Charges**

**Call Off Contract Charges:**

The applicable charging method(s) for this SOW is:

- Time and Materials

The estimated maximum value of this SOW (irrespective of the selected charging method) is £200,000 excluding VAT.

**Rate Cards Applicable:**

<b>DWP UC User Research Pricing Schedule</b>	<b>Scenario 1</b> (Price per participant remote - UC claimants and mix of accessibility needs)	<b>Scenario 2</b> (Price per participant face to face - UC claimants and mix of accessibility needs, including lab cost)
Recruitment Fee	[Redacted]	[Redacted]
Incentive value (Must be a Gift Voucher)	[Redacted]	[Redacted]
Incentive Handling Fee	[Redacted]	[Redacted]
Lab Fee (based on own user lab in Bristol, see pricing explanation)		[Redacted]
Example number of rounds (assuming 8 participants per round)	48	24
<b>TOTAL estimate excluding VAT</b>	<b>£110.25</b>	<b>£875.25</b>

<b>DWP UC User Research Pricing Schedule</b>	<b>DWP re-cruited panel</b>
One off set up fee	[Redacted]
Incentive value (Must be a Gift Voucher)	[Redacted]
Incentive Handling Fee	[Redacted]
Monthly fee of up to 10 participants (see pricing explanation for details)	[Redacted]
Example number of rounds (assuming 10 participants per round)	24
<b>TOTAL estimate excluding VAT</b>	<b>£1,040.25</b>



### **Reimbursable Expenses:**

See Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy). All expenses need Senior DWP approval in advance.

## **4 Signatures and Approvals**

### **Agreement of this SOW**

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

#### **For and on behalf of the Supplier**

Name: [Redacted]

Title: [Redacted]

Date: 24<sup>th</sup> August 2021

Signature: [Redacted]

#### **For and on behalf of the Buyer**

Name: [Redacted]

Title: [Redacted]

Date: 25/08/2021

Signature: [Redacted]

## **Annex 1 (Template Statement of Work)**

### **5 Statement of Works (SOW) Details**

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

**Date of SOW:** [insert details]

**SOW Title:** [insert details]

**SOW Reference:** [insert details]

**Call-Off Contract Reference:** [insert details]

**Buyer:** [insert details]

**Supplier:** [insert details]

**SOW Start Date:** [insert details]

**SOW End Date:** [insert details]

**Duration of SOW:** [insert details]

**Key Personnel (Buyer):** [insert details]

**Key Personnel (Supplier):** [insert details]

**Subcontractors:** [insert details] Framework

## 6 Call-Off Contract Specification – Deliverables Context

**SOW Deliverables Background:** [Insert details of which elements of the Deliverables this SOW will address]

**Delivery phase(s):** [Insert item and nature of Delivery phase(s), for example, Discovery, Alpha, Beta or Live]

**Overview of Requirement:** [Insert details including Release Type(s), for example Ad hoc, Inception, Calibration or Delivery]

## 7 Buyer Requirements – SOW Deliverables

Milestone Ref	Milestone Description	Acceptance Criteria	Due Date
MS01			
MS02			

**Delivery Plan:**

**Dependencies:**

**Supplier Resource Plan:**

### Security Applicable to SOW:

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

### Cyber Essentials Scheme:

The Buyer requires the Supplier to have and maintain a **[Cyber Essentials Certificate][OR Cyber Essentials Plus Certificate]** for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).

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

**SOW Standards:**

[Insert any specific Standards applicable to this SOW (check Annex 3 of Framework Schedule 6 (Order Form Template, SOW Template and Call-Off Schedules)]

**Performance Management:**

[Insert details of Material KPIs that have a material impact on Contract performance]

Material KPIs	Target	Measured by

[Insert Service Levels and/or KPIs – See Call-Off Schedule 14 (Service Levels and Balanced Scorecard) Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)]

**Additional Requirements:**

**Annex 1** – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.

**Key Supplier Staff:**

Key Role	Key Staff	Contract Details	Employment / Engagement Route (incl. inside/outside IR35)

## 8 Charges

**Call Off Contract Charges:**

The applicable charging method(s) for this SOW is:

- Time and Materials

The estimated maximum value of this SOW (irrespective of the selected charging method) is £[Insert detail].

**Rate Cards Applicable:**

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

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

[**Insert** SOW applicable Supplier and Subcontractor rate cards from Call-Off Schedule 5 (Pricing Details and Expenses Policy), including details of any discounts that will be applied to the work undertaken under this SOW.]

**Reimbursable Expenses:**

[See Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy) ]

[Reimbursable Expenses are capped at [£[**Insert**] [OR [**Insert**] percent ([X]%) of the Charges payable under this Statement of Work.]

[None]

[**Buyer** to delete as appropriate for this SOW]

9 Signatures and Approvals

**Agreement of this SOW**

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

**For and on behalf of the Supplier**

Name:

Title:

Date:

Signature:

**For and on behalf of the Buyer**

Name:

Title:

Date:

Signature:

## Annex 1

### Data Processing - NOT APPLICABLE

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 Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

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

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>The Relevant Authority is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> <li>• [Insert the scope of Personal Data for which the purposes and means of the Processing by the Supplier is determined by the Relevant Authority]</li> </ul> <p><b>The Supplier is Controller and the Relevant Authority is Processor</b></p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data:</p> <ul style="list-style-type: none"> <li>• [Insert the scope of Personal Data which the purposes and means of the Processing by the Relevant Authority is determined by the Supplier]</li> </ul> <p><b>The Parties are Joint Controllers</b></p> <p>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> <li>• [Insert the scope of Personal Data which the purposes and means of the Processing is determined by the both Parties together]</li> </ul> <p><b>The Parties are Independent Controllers of Personal Data</b></p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> <li>• Business contact details of Supplier Personnel for which the Supplier is the Controller,</li> <li>• Business contact details of any directors, officers, employees, agents, consultants and contractors of Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority's duties under the Contract) for which the Relevant Authority is the Controller,</li> <li>• [Insert the scope of other Personal Data provided by one Party]</li> </ul>

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

	<p>who is Controller to the other Party who will separately determine the nature and purposes of its Processing the Personal Data on receipt e.g. where (1) the Supplier has professional or regulatory obligations in respect of Personal Data received, (2) a standardised service is such that the Relevant Authority cannot dictate the way in which Personal Data is processed by the Supplier, or (3) where the Supplier comes to the transaction with Personal Data for which it is already Controller for use by the Relevant Authority]</p> <p><b>[Guidance</b> where multiple relationships have been identified above, please address the below rows in the table for in respect of each relationship identified]</p>
Duration of the Processing	[Clearly set out the duration of the Processing including dates]
Nature and purposes of the Processing	<p>[Be as specific as possible, but make sure that you cover all intended purposes.</p> <p>The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.</p> <p>The purpose might include: employment processing, statutory obligation, recruitment assessment etc.]</p>
Type of Personal Data	[Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc.]
Categories of Data Subject	[Examples include: Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc.]
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	[Describe how long the data will be retained for, how it be returned or destroyed]

## Framework Schedule 8 (Self Audit Certificate)

**[Supplier guidance:** You must ensure that this annual certificate is completed and sent to the CCS Authorised Representative at the end of each Contract Year]

In accordance with Clause 6 (Record keeping and reporting) of the Framework Contract RM1043.7 Digital Outcomes and Specialists 5, entered into on **[Insert Framework Start Date dd/mm/yyyy]** between **[Insert Supplier name]** and CCS, we confirm the following:

- 1 In our opinion based on the testing undertaken **[Insert Supplier name]** is successfully identifying, recording and reporting on Framework Contract activity.
- 2 We have tested a sample of 20 **[CCS to review number]** Orders and related invoices during our audit for the Contract Year ending **[Insert dd/mm/yyyy]** and confirm that they are correct and in accordance with the Framework Contract.
- 3 We have tested a sample of 15 **[CCS to review number]** Orders and related invoices:
  - for the same or similar Deliverables
  - for the UK public sector
  - not supplied under the Framework Contract
  - during our audit for the Contract Year ending **[Insert dd/mm/yyyy]**

We confirm that the Orders and invoices have been procured under an appropriate and legitimate procurement route and could not have been procured under the Framework Contract.

- 4 We attach an audit report which details:
  - the methodology used of the review
  - the sampling techniques applied
  - details of any issues identified
  - remedial action taken

Name:

Signed:

**[Head of Internal Audit/ Finance Director/ External Audit firm]**

Date:

Professional Qualification held by Signatory: