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Idox Software Ltd
Second Floor
1310 Waterside
Arlington Business Park
Theale
RG7 4SA

Attn: REDACTED

Date: 26th March 2019

Procurement ref: CCCO19A20

Dear Sir/Madam

Award of contract for the supply of bespoke Electoral Management System modifications

Following your submission of delivery plans for the supply of bespoke modifications to your Electoral Management System ('EMS') product on behalf of the Modern Electoral Registration Programme within the Cabinet Office, we are pleased to award this contract to you.

This letter (Award Letter) and its Annexes set out the terms of the contract between the Cabinet Office as the Customer and Idox Software Ltd as the Supplier for the provision of bespoke modifications to the Idox Software Ltd Electoral Management System ('EMS') products ('Eros' and 'Strand'). Unless the context otherwise requires, capitalised expressions used in this Award Letter have the same meanings as in the terms and conditions of contract set out in Annex 1 to this Award Letter (the "**Conditions**"). In the event of any conflict between this Award Letter (and its Annexes) and the Conditions, this Award Letter (and its Annexes) shall prevail. Please do not attach any Supplier terms and conditions to this Award Letter as they will not be accepted by the Customer and may delay the conclusion of the Agreement.

1. For the purposes of the Agreement, the Customer and the Supplier agree as follows:

- 1.1. The Services shall be delivered at Idox Software Ltd offices (Second Floor, 1310 Waterside, Arlington Business Park, Theale, RG7 4SA) and made available to Idox Software Ltd's customers, as directed by the Cabinet Office.
- 1.2. The charges for the Services shall be as set out in Annex 2. The total contract value shall be up to a maximum of £739,323.00. This value is not guaranteed and is subject to further approvals. The supplier must present a value for money proposal for any additional work. The cost for delivering the specification as agreed in December 2018 is guaranteed and shall be £492,882.00. Charges for additional works shall be agreed as and when required.

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1.3. The specification of the Services to be supplied is as set out in Appendix 2.

1.4. The Term commenced on 1 December 2018 (the “Start Date”) and the Expiry Date shall be 31st March 2020.

1.5. The address for notices of the Parties are:

Customer

Cabinet Office
1 Horse Guards Road,
London,
SW1A 2HQ.
Attention: REDACTED
Email: REDACTED

Supplier

Idox plc
Second Floor
1310 Waterside
Arlington Business Park
Theale
RG7 4SA
Attention: REDACTED
Email: REDACTED

1.6. The following persons are Key Personnel for the purposes of the Agreement:

Name	Title/Role
REDACTED	REDACTED
REDACTED	REDACTED
REDACTED	REDACTED

1.7. The Customer may require the Supplier to ensure that any person employed in the provision of the Services has undertaken a Disclosure and Barring Service check. The Supplier shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Services, relevant to the work of the Customer, or is of a type otherwise advised by the Customer (each such conviction a “**Relevant Conviction**”), or is found by the Supplier to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Services.

2. Payment

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Payment will be made for the specification agreed in the December 2018 in line with the payment schedule outlined below:

Payment to be upon completion in four stages;

1. 45% - April 2019
2. 25% - June 2019
3. 25% - November 2019
4. 5% - March 2020

Payment will be made upon successful completion of agreed milestones and following receipt of the Suppliers invoice. If milestones are achieved earlier than the dates outlined above, then earlier payment can be arranged. The cost for any additional work must be agreed prior to the commencement of the work and the payment schedule for any additional works will be made in tandem with the stage payments above. All invoices must be sent, quoting a valid purchase order number (PO Number), to: REDACTED with a copy to Cabinet Office, PO Box 405, SSCL, Phoenix House, Celtic Springs Business Park, Newport, NP10 8FZ.

Within 10 working days of receipt of your countersigned copy of this letter, the Customer will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.

To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, item number (if applicable) and the details (name and telephone number) of your Customer contact (i.e. Contract Manager). Non-compliant invoices will be returned, which may lead to a delay in payment.

3. Liaison

For general liaison your contact will continue to be REDACTED; or, in their absence, REDACTED

We thank you for your co-operation to date, and look forward to forging a successful working relationship resulting in a smooth and successful delivery of the Services. Please confirm your acceptance of the award of this contract by signing and returning this letter to Sarah Ling at the above address within 7 days from the date of this letter. No other form of acknowledgement will be accepted. Please remember to quote the procurement reference number above in any future communications relating to this contract.

Yours sincerely

REDACTED
Senior Sourcing Specialist

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Signed for the Cabinet Office (“the Customer”)

REDACTED

We accept the terms set out in this letter and its Annexes, including the Conditions.

Signed for Idox plc (“the Supplier”)

REDACTED

APPENDIX 1 – Service Charges

Payment will be in line with the rate card below and in line with the pricing at Appendix 1(a)- Supplier Pricing

Role	Day Rates £ plus VAT
REDACTED	REDACTED

Day rate= 7.5 hours and is inclusive of all expenses.

APPENDIX 2 – Services to be delivered

Background

The current canvass gathers information on potential additions, changes to, and deletions from, the register. Since the introduction of Individual Electoral Registration (IER) in 2014, further action is typically required to convert this information into actual changes on the electoral register. The annual canvass is therefore no longer a registration process in itself, although it forms part of Electoral Registration Officers (EROs) wider registration duties. EROs must individually invite potential new electors to apply to register, and verify their identity, before they can be added to the register. This process sits separately to the annual canvass but can, and generally does occur concurrently.

While the current canvass is effective overall in meeting its objectives, it is widely recognised to be outdated and cumbersome. The one-size-fits-all approach, incorporating numerous prescribed steps, takes little account of differences within and between registration areas. It is heavily paper based, expensive, complex to administer and stifles innovation. It is also clear that the current process leads to confusion for the citizen.

Pilots of alternative models for conducting the annual canvass were run in 2016 and 2017. From the evaluation of the pilots it is clear that there is merit in enabling EROs to more effectively target their resources towards those properties where the occupiers have changed and the electoral register needs to be updated. This would allow them to ensure their resources are targeted at the properties which need it, with a more streamlined process for those properties where composition remains the same.

The Canvass Reform Project is set to deliver these changes across Great Britain in time for the 2020 Annual Canvass. Canvass reform will enable the ERO to conduct a data matching step (using both national and local data) at the start of the canvass. The results from the data matching step will inform the ERO as to if there is likely to be no change or change in the household composition, and thus tailor the canvass process to a light touch process, or a full canvass process. These process will have options to enable the ERO to use e-communications. A national data testing will be conducted during 2019/20.

The purpose of testing the data in 2019 is to achieve the following objectives:

- An ERO will know how accurate their local data is, when it matches, across the complete Register. The accuracy figure will be available for the complete Local Authority / Register plus at the individual Ward level. This test is repeated for each local data set the ERO wishes to test
- As a product of the above, the ERO will know for 2020 what their match result (i.e. number of properties going down Route 1, Route 2 and Route 3) is likely to be if they used the same data as at 2019. Note: this will need a dummy running of the household aggregation step in order to determine the number of households where all electors matched and households where one or more electors failed to match

Deliverables

High Level

The high level deliverables are as follows;

1. Development of modifications to your Electoral Management System ('EMS') such that it can run the Canvass Reform Data testing processes and functionality as described, at each of your Local Authority sites
2. Testing of these modifications to ensure operational readiness and adherence to specification
3. Guidance as appropriate at the Local Authorities listed such that the Electoral Office staff can operate the modified EMS and carry out the data testing processes as described
4. Appropriate support of the Local Authorities in preparation and running of the data testing processes and functionality

Detailed

The detailed specifications for the Canvass Reform Data Test are contained in the attached documents. The table below lists the specification documents; the document title, version, brief description and file name;

Title	Version	Description	Filename
Canvass Reform: 2019 Data Testing	0.9.2	Contains the detailed functional requirements - baseline specification	Canvass Reform 2019 Data Testing EMS functional requirements v0.9.2
Canvass Reform: 2019 Data Testing	0.9.4	Contains the detailed functional requirements - current specification	Canvass Reform 2019 Data Testing EMS functional requirements v0.9.4 (1)
Data testing flows		Contains the detailed workflow of the data testing	

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Testing

1. It is the responsibility of the EMS supplier to test the modified EMS to ensure operational readiness and adherence to specification. The Cabinet Office involvement will be observation of testing and testing results , with the exception of;
2. The Evaluation MI will be approved jointly by the Cabinet Office and the EMS supplier following an iterative process of review, fix and re-review

Delivery Dates

1. Initial functionality, for start of canvass data retainment, and local data matching, to be operationally ready for the start of the 2019 Annual Canvass on 1st July 2019
2. National data matching functionality, to be operationally ready for 1 December 2019
3. The testing MI to be tested against test data and ready to execute on 1 December 2019, with further testing to commence on live data, with final approval by one week after the final week of national testing, expected to be February 2020

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