



Foreign &
Commonwealth
Office

NOIPOLLS

No. 4 Dep Street Maitama,
FCT Abuja

Dear **REDACTED TEXT**

Award of contract for the Strategic Communications Campaign Project in Nigeria

Following your proposal for the Strategic Communications Campaign Project in Nigeria with The Cabinet Office we are pleased to award this contract to you.

This letter (Award Letter) and its [Annex/Annexes] set out the terms of the contract between The Cabinet Office as the Customer and NOIPolls Ltd as the Supplier for the Strategic Communications Campaign Project. 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 the Conditions, this Award Letter 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.

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

- 1) The Services shall be performed as specified in the terms of reference.
- 2) The charges for the Services shall be set as **£54,000.00** [Annex 2 / the Supplier’s quotation].
- 3) The specification of the Services to be supplied is as set out in [Annex 3 / the customer specification quotation].
- 4) The Term shall commence on 13 October 2020 and end on 31 March 2021. The address for notices of the Parties are:

Donor

The Cabinet Office

Attention: **REDACTED TEXT**

Email: **REDACTED TEXT**

Supplier

NOIPOLLS LTD

Attention: **REDACTED TEXT**

Email: **REDACTED TEXT**

5) The following persons are Key Personnel for the purposes of the Agreement:

Name**Title**

REDACTED TEXT

Project Lead

REDACTED TEXT

Regional Procurement Lead

6) For the purposes of the Agreement the [Staff Vetting Procedures/data security requirements/equality and diversity policy/ [and] environmental policy [HSP9.39]

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 Contract.

Payment

8) The Authority may elect to pay for the Services by Contractor invoice via electronic payment under a valid purchase order.

9) All invoices must be sent, quoting a valid purchase order number (PO Number) and project code number, to: **REDACTED TEXT**

Within [10] working days of receipt of your countersigned copy of this letter, we 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, 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 sent back to you, which may lead to a delay in payment.

The Authority pays into its Contractors bank accounts by credit transfer.

Liaison

10) For general, financial and project progress liaison your contact will continue to be Adam Cohen at the email Address **REDACTED TEXT**

We thank you for your co-operation to date, and look forward to forging a successful working relationship resulting in smooth and successful delivery. Please confirm your acceptance of the award of this contract by signing and returning the enclosed copy of this contract award to Wilhelm Holtman 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 reference number above in any future communications relating to this contract.

Yours faithfully,

Signed for and on behalf of The Cabinet Office

Name: REDACTED TEXT

Signature:

REDACTED TEXT

Date: 19/10/20

Signed for and on behalf of The Procurement Hub

Name:

Signature:.....

Date:.....

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

Signed for and on behalf of NOIPolls Ltd

Name:

Terms and Conditions of Contract

Annex 1

- 1 Interpretation
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1. Interpretation

1.1 In these terms and conditions:

“Agreement”	means the contract between (i) the Customer acting as part of the Crown and (ii) the Supplier constituted by the Supplier’s countersignature of the Award Letter and includes the Award Letter and Annexes;
“Authority”	means the Secretary of State for Foreign and Commonwealth Affairs and includes the Authority’s Representative. In this Contract, the Authority is acting as part of the Crown.
“Authority’s Representative”	means the individual authorised to act on behalf of the Authority for the purposes of the Contract.
“Award Letter”	means the letter from the Customer to the Supplier printed above these terms and conditions;
“Central Government Body”	<p>means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics:</p> <ul style="list-style-type: none">(a) Government Department;(b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);(c) Non-Ministerial Department; or(d) Executive Agency;
“Charges”	means the charges specified in the Award Letter;
“Confidential Information”	means all information, whether written or oral (however recorded), provided by the disclosing Party to the receiving Party and which (i) is known by the receiving Party to be confidential; (ii) is marked as or stated to be confidential; or (iii) ought reasonably to be considered by the receiving Party to be confidential;
“Contract Period”	Is the term of the contract from the Commencement Date till the expiry date
“Contracts Finder”	Is the Government’s publishing portal for public sector procurement opportunities
“Controller, Processor, Data Subject, Personal Data, Personal Data Breach, Data Protection Officer”	take the meaning given in the GDPR;
“Credit Transfer”	is a payment instruction from the Authority to its bank or payment service provider to transfer an amount of money to another account.
“Customer”	means the person named as Customer in the Award Letter who is the “Authorities

Representative”;

“Data Protection Legislation”	means (i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 [subject to Royal Assent] to the extent that it relates to processing of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy;
“Data Protection Impact Assessment”	means an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
“Data Loss Event”	means any event that results, or may result, in unauthorised access to Personal Data held by the Contractor under this Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach;
“Data Subject Request”	means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
“Date of Delivery”	means that date by which the Goods must be Delivered to the Customer, as specified in the Award Letter.
“Deliver”	means hand over the Goods to the Customer at the address and on the date specified in the Award Letter, which shall include unloading and any other specific arrangements agreed in accordance with. Delivered and Delivery shall be construed accordingly.
“DPA 2018”	means the Data Protection Act 2018;
“EIR”	means Environmental Information Regulations 2004;
“Expiry Date”	means the date for expiry of the Agreement as set out in the Award Letter;
“FOIA”	means the Freedom of Information Act 2000;
“GDPR”	means the General Data Protection Regulation (<i>Regulation (EU) 2016/679</i>)
“Goods”	means the goods to be supplied by the Supplier to the Customer under the Agreement;
“GPC”	means the Government Procurement credit card used for purchasing and/or making payment;
“Information”	has the meaning given under section 84 of the FOIA;
“Intellectual Property Rights”	means patents, trademarks, service marks, copyright, moral rights, rights in a design, know-how, confidential information and all or any other intellectual or industrial property rights whether or not registered or capable of registration and whether subsisting in the United Kingdom or any other part of the world together with all or any goodwill relating or attached thereto;

“Joint Controllers”	where two or more Controllers jointly determine the purposes and means of processing
“Key Personnel”	means any persons specified as such in the Award Letter or otherwise notified as such by the Customer to the Supplier in writing;
“LED”	means Law Enforcement Directive (<i>Directive (EU) 2016/680</i>)
“Law”	means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Contractor is bound to comply;
“Notice”	means information from either Party to the other Party about a particular action that has been taken;
“Party”	means the Supplier or the Customer (as appropriate) and “Parties” shall mean both of them;
“Personal Data”	means personal data (as defined in the DPA) which is processed by the Supplier or any Staff on behalf of the Customer pursuant to or in connection with this Agreement;
“Processor Personnel”	means all directors, officers, employees, agents, consultants and contractors of the Processor and/or of any Sub-Processor engaged in the performance of its obligations under this Agreement
“Protective Measures”	appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it including those outlined in Schedule DPA (Security).
“Purchase Order”	means the form, on the other side of these Conditions or attached separately, which the Authority sends to the Contractor setting out the Authority’s specific requirements, the contract terms which apply to the Goods and/or Services and any documents referred to therein;
“Purchase Order Number”	means the Customer’s unique number relating to the Contract;
“Regulatory Body”	means any organisation/authority that is authorised to set directions for or monitor standards set out in law;
“Request for Information”	has the meaning set out in the FOIA or the Environmental Information Regulations 2004 as relevant (where the meaning set out for the term “request” shall apply);
“SME”	means an enterprise falling within the category of micro, small and medium-sized enterprises defined by the Commission Recommendation of 6 May 2003

concerning the definition of micro, small and medium-sized enterprises;

“Services”	means the services to be supplied by the Supplier to the Customer under the Agreement;
“Specification”	means the specification for the Services or Services (including as to quantity, description and quality) as specified in the Award Letter;
“Staff”	means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any sub-contractor of the Supplier engaged in the performance of the Supplier’s obligations under the Agreement;
“Staff Vetting Procedures”	means vetting procedures that accord with good industry practice or, where requested by the Customer, the Customer’s procedures for the vetting of personnel as provided to the Supplier from time to time;
“Sub-processor”	means any third Party appointed to process Personal Data on behalf of that Processor related to this Agreement;
“Supplier”	means the person named as Supplier in the Award Letter;
“Term”	means the period from the start date of the Agreement set out in the Award Letter to the Expiry Date as such period may be extended in accordance with (Term) or terminated in accordance with the terms and conditions of the Agreement;
“VAT”	means value added tax in accordance with the provisions of the Value Added Tax Act 1994;
“VCSE”	means a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives.
“Working Day”	means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London.

1.2 In these terms and conditions, unless the context otherwise requires:

- 1.2.1 references to numbered Conditions are references to the relevant Condition in these terms and conditions;
- 1.2.2 any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;
- 1.2.3 the headings to the Conditions of these terms and conditions are for information only and do not affect the interpretation of the Agreement;
- 1.2.4 any reference to an enactment includes reference to that enactment as amended or replaced from time to time and to any subordinate legislation or byelaw made under that enactment; and
- 1.2.5 the word ‘including’ shall be understood as meaning ‘including without limitation’.

2. Basis of Agreement

2.1 The Award Letter constitutes an offer by the Customer to purchase the Services subject to and in

accordance with the terms and conditions of the Agreement.

- 2.2 The offer comprised in the Award Letter shall be deemed to be accepted by the Supplier on receipt by the Customer of a copy of the Award Letter countersigned by the Supplier within 7 days of the date of the Award Letter.

3. Supply of Services

- 3.1 In consideration of the Customer's agreement to pay the Charges, the Supplier shall supply the Services to the Customer for the Term subject to and in accordance with the terms and conditions of the Agreement.
- 3.2 In supplying the Services, the Supplier shall:
- 3.2.1 co-operate with the Customer in all matters relating to the Services and comply with all the Customer's instructions;
 - 3.2.2 perform the Services with all reasonable care, skill and diligence in accordance with good industry practice in the Supplier's industry, profession or trade;
 - 3.2.3 use Staff who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled in accordance with the Agreement;
 - 3.2.4 ensure that the Services shall conform with all descriptions and specifications set out in the Specification;
 - 3.2.5 comply with all applicable laws; and
 - 3.2.6 provide all equipment, tools and vehicles and other items as are required to provide the Services.
- 3.3 The Customer may by written notice to the Supplier at any time request a variation to the scope of the Services. In the event that the Supplier agrees to any variation to the scope of the Services, the Charges shall be subject to fair and reasonable adjustment to be agreed in writing between the Customer and the Supplier.

4. Terms

- 4.1 The Agreement shall take effect on the date specified in Award Letter and shall expire on the Expiry Date, unless it is otherwise extended in accordance with Condition 4 (Term) or terminated in accordance with the terms and conditions of the Agreement.
- 4.2 The Customer may extend the Agreement for a period of up to 1 year by giving not less than 10 Working Days' notice in writing to the Supplier prior to the Expiry Date. The terms and conditions of the Agreement shall apply throughout any such extended period.

5 Charges, Payment and Recovery of Sums Due

- 5.1 The Charges for the Services shall be as set out in the Award Letter and shall be the full and exclusive remuneration of the Supplier in respect of the supply of the Services. Unless otherwise agreed in writing by the Customer, the Charges shall include every cost and expense of the Supplier directly or indirectly incurred in connection with the performance of the Services.
- 5.2 The Contractor shall not add VAT to the Agreement Price as the Agreement is Zero-Rated.
- 5.3 The Authority may elect to pay for the services by invoice via credit transfer, Government Procurement Card or such other method as the Parties may agree. To enable the Customer to verify the accuracy of the charges, the Supplier shall provide supportive information as the Customer requires, including a breakdown of the Services supplied.

If the Authority elects to pay against an invoice, The Authority shall pay the Contractor within 30 days of receipt of an undisputed invoice by payment direct to the Contractors bank account as a credit transfer.

- 5.4 In consideration of the supply of the Services by the Supplier, the Customer shall pay the Supplier the charges no later than 30 days after verifying that the charge is valid and undisputed. If paying by invoice, a valid Purchase Order Number is required.
- 5.5 If the Customer fails to consider and verify a charge in a timely fashion the charge shall be regarded as valid and undisputed for the purpose of Condition 7.4 (Charges, Payment and Recovery of Sums Due) after a reasonable time has passed
- 5.6 The Customer may, without prejudice to any other rights and remedies under the Agreement, withhold or reduce payments in the event of unsatisfactory performance.
- 5.7 If there is a dispute between the Parties as to the amount charged, the Customer shall pay the undisputed amount. The Supplier shall not suspend the supply of the Services unless the Supplier is entitled to terminate the Agreement for a failure to pay undisputed sums in accordance with Condition 15 (Termination). Any disputed amounts shall be resolved through the dispute resolution procedure detailed in Condition 18 (Dispute Resolution).
- 5.8 If a payment of an undisputed amount is not made by the Customer by the due date, then the Customer shall pay the Supplier interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.
- 5.9 Where the Supplier enters into a sub-contract, the Supplier shall include in that sub-contract:
 - 5.9.1 provisions having the same effects as Conditions 5.3 to 5.7 (Charges, Payment and Recovery of Sums Due) of this Agreement; and
 - 5.9.2 a provision requiring the counterparty to that sub-contract to include in any sub-contract which it awards provisions having the same effect as Conditions 5.3 to 5.8 (Charges, Payment and Recovery of Sums Due) of this Agreement.
- 5.9.3 In this Condition 5.8 (Charges, Payment and Recovery of Sums Due), “sub-contract” means a contract between two or more suppliers, at any stage of remoteness from the Authority in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Agreement.
- 5.10 If any sum of money is recoverable from or payable by the Supplier under the Agreement (including any sum which the Supplier is liable to pay to the Customer in respect of any breach of the Agreement), that sum may be deducted unilaterally by the Customer from any sum then due, or which may come due, to the Supplier under the Agreement or under any other agreement or contract with the Customer. The Supplier shall not be entitled to assert any credit, set-off or counterclaim against the Customer in order to justify withholding payment of any such amount in whole or in part.

6 Premises and equipment

- 6.1 If necessary, the Customer shall provide the Supplier with reasonable access at reasonable times to its premises for the purpose of supplying the Services. All equipment, tools and vehicles brought onto the Customer’s premises by the Supplier or the Staff shall be at the Supplier’s risk.
- 6.2 If the Supplier supplies all or any of the Services at or from the Customer’s premises, on completion of the Services or termination or expiry of the Agreement (whichever is the earlier) the Supplier shall vacate the Customer’s premises, remove the Supplier’s plant, equipment and unused materials and all rubbish arising out of the provision of the Services and leave the Customer’s

premises in a clean, safe and tidy condition. The Supplier shall be solely responsible for making good any damage to the Customer's premises or any objects contained on the Customer's premises which is caused by the Supplier or any Staff, other than fair wear and tear.

- 6.3 If the Supplier supplies all or any of the Services at or from its premises or the premises of a third party, the Customer may, during normal business hours and on reasonable notice, inspect and examine the manner in which the relevant Services are supplied at or from the relevant premises.
- 6.4 The Customer shall be responsible for maintaining the security of its premises in accordance with its standard security requirements. While on the Customer's premises the Supplier shall, and shall procure that all Staff shall, comply with all the Customer's security requirements.
- 6.5 Where all or any of the Services are supplied from the Supplier's premises, the Supplier shall, at its own cost, comply with all security requirements specified by the Customer in writing.
- 6.6 Without prejudice to Condition 3 (Supply of Services), any equipment provided by the Customer for the purposes of the Agreement shall remain the property of the Customer and shall be used by the Supplier and the Staff only for the purpose of carrying out the Agreement. Such equipment shall be returned promptly to the Customer on expiry or termination of the Agreement.
- 6.7 The Supplier shall reimburse the Customer for any loss or damage to the equipment (other than deterioration resulting from normal and proper use) caused by the Supplier or any Staff. Equipment supplied by the Customer shall be deemed to be in a good condition when received by the Supplier or relevant Staff unless the Customer is notified otherwise in writing within 5 Working Days.

7 Staff and Key Personnel

- 7.1 If the Customer reasonably believes that any of the Staff are unsuitable to undertake work in respect of the Agreement, it may, by giving written notice to the Supplier:
 - 7.1.1 refuse admission to the relevant person(s) to the Customer's premises;
 - 7.1.2 direct the Supplier to end the involvement in the provision of the Services of the relevant person(s); and/or
 - 7.1.3 require that the Supplier replace any person removed under this Condition with another suitably qualified person and procure that any security pass issued by the Customer to the person removed is surrendered, and the Supplier shall comply with any such notice.
- 7.2 The Supplier shall:
 - 7.2.1 ensure that all Staff are vetted in accordance with the Staff Vetting Procedures;
 - 7.2.2 if requested, provide the Customer with a list of the names and addresses (and any other relevant information) of all persons who may require admission to the Customer's premises in connection with the Agreement; and
 - 7.2.3 procure that all Staff comply with any rules, regulations and requirements reasonably specified by the Customer.
- 7.3 Any Key Personnel shall not be released from supplying the Services without the agreement of the Customer, except by reason of long-term sickness, maternity leave, paternity leave, termination of employment or other extenuating circumstances.
- 7.4 Any replacements to the Key Personnel shall be subject to the prior written agreement of the Customer (not to be unreasonably withheld). Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.

8 Assignment and sub-contracting

- 8.1 The Supplier shall not without the written consent of the Customer assign, sub-contract, novate or in any way dispose of the benefit and/ or the burden of the Agreement or any part of the Agreement. The Customer may, in the granting of such consent, provide for additional terms and conditions relating to such assignment, sub-contract, novation or disposal. The Supplier shall be responsible for the acts and omissions of its sub-contractors as though those acts and omissions were its own.
- 8.2 Where the Customer has consented to the placing of sub-contracts, the Supplier shall, at the request of the Customer, send copies of each sub-contract, to the Customer as soon as is reasonably practicable.
- 8.3 The Customer may assign, novate, or otherwise dispose of its rights and obligations under the Agreement without the consent of the Supplier provided that such assignment, novation or disposal shall not increase the burden of the Supplier's obligations under the Agreement.

9 Intellectual Property Rights

- 9.1 All intellectual property rights in any materials provided by the Customer to the Supplier for the purposes of this Agreement shall remain the property of the Customer but the Customer hereby grants the Supplier a royalty-free, non-exclusive and non-transferable licence to use such materials as required until termination or expiry of the Agreement for the sole purpose of enabling the Supplier to perform its obligations under the Agreement.
- 9.2 All intellectual property rights in any materials created or developed by the Supplier pursuant to the Agreement or arising as a result of the provision of the Services shall vest in the Supplier. If, and to the extent, that any intellectual property rights in such materials vest in the Customer by operation of law, the Customer hereby assigns to the Supplier by way of a present assignment of future rights that shall take place immediately on the coming into existence of any such intellectual property rights all its intellectual property rights in such materials (with full title guarantee and free from all third party rights).
- 9.3 The Supplier hereby grants the Customer:
- 9.3.1 a perpetual, royalty-free, irrevocable, non-exclusive licence (with a right to sub-license) to use all intellectual property rights in the materials created or developed pursuant to the Agreement and any intellectual property rights arising as a result of the provision of the Services; and
- (a) the Customer may request all the materials created or developed pursuant to the Agreement and any intellectual property rights from the Supplier
- (b) the Customer reserves the right to provide materials created or developed pursuant to the Agreement (or summaries thereof) to potential suppliers for the successive Global Future Cities programme work
- 9.3.2 a perpetual, royalty-free, irrevocable and non-exclusive licence (with a right to sub-license) to use:
- (a) any intellectual property rights vested in or licensed to the Supplier on the date of the Agreement; and
- (b) any intellectual property rights created during the Term but which are neither created or developed pursuant to the Agreement nor arise as a result of the provision of the Services, including any modifications to or derivative versions of any such intellectual property rights,

which the Customer reasonably requires in order to exercise its rights and take the benefit of the Agreement including the Services provided.

- 9.4 The Supplier shall indemnify, and keep indemnified, the Customer in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, penalties, and reasonable legal and other professional fees awarded against or incurred or paid by the Customer as a result of or in connection with any claim made against the Customer for actual or alleged infringement of a third party's intellectual property arising out of, or in connection with, the supply or use of the Services, to the extent that the claim is attributable to the acts or omission of the Supplier or any Staff.

10 Governance and Records

- 10.1 The Supplier shall:

10.1.1 attend progress meetings with the Customer at the frequency and times specified by the Customer and shall ensure that its representatives are suitably qualified to attend such meetings; and

10.1.2 submit progress reports to the Customer at the times and in the format specified by the Customer.

- 10.2 The Supplier shall keep and maintain until 6 years after the end of the Agreement, or as long a period as may be agreed between the Parties, full and accurate records of the Agreement including all payments made by the Customer. The Supplier shall on request afford the Customer or the Customer's representatives such access to those records as may be reasonably requested by the Customer in connection with the Agreement.

11 Confidentiality

- 11.1 The parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract is not Confidential Information. The Authority shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA. Notwithstanding any other term of this Contract, the Contractor gives consent to the Authority to publish the Contract in its entirety, (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted) including from time to time agreed changes to the Contract, to the general public.

- 11.2 The Authority may consult with the Contractor to inform its decision regarding any exemptions to FOIA but the Authority shall have the final decision in its absolute discretion.

- 11.3 The Contractor shall assist and cooperate with the Authority to enable the Authority to publish this Agreement.

- 11.4 Condition 11.2 (Confidentiality) shall not apply to the extent that:

11.4.1 Such disclosure is a requirement of Law placed upon the party making the disclosure, including any requirements for disclosure under the FOIA, Code of Practice on Access to Government Information or the EIR, save that the Contractor shall not disclose any information relating to the Contract or the Authority's activities without the prior written consent of the Authority, which shall not be unreasonably withheld.

11.4.2 Such information was in the possession of the party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;

11.4.3 Such information was obtained from a third party without obligation of confidentiality;

11.4.4 Such information was already in the public domain at the time of disclosure otherwise than by a breach of this Contract; or

- 11.4.5 It is independently developed without access to the other party's Confidential Information.
- 11.5 The Contractor may only disclose the Authority's Confidential Information to the persons it has employed or engaged who are directly involved in the provision of the Services and who need to know the information, and shall ensure that such persons are aware of and shall comply with these obligations as to confidentiality.
- 11.6 The Contractor shall not, and shall procure that the persons it has employed or engaged do not, use any of the Authority's Confidential Information received otherwise than for the purposes of this Contract.
- 11.7 At the written request of the Authority, the Contractor shall procure that those persons it has employed or engaged identified in the Authority's notice sign a confidentiality undertaking prior to commencing any work in accordance with this Contract.
- 11.8 Nothing in this Contract shall prevent the Authority from disclosing the Contractor's Confidential Information:
- 11.8.1 To any Crown Body or Overseas Governments. All Crown Bodies receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Crown Bodies on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Crown Body;
- 11.8.2 To any consultant, contractor or other person engaged by the Authority or any person conducting a Gateway or other assurance review;
- 11.8.3 For the purpose of the examination and certification of the Authority's accounts; or
- 11.8.4 For any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources.
- 11.9 The Authority shall use all reasonable endeavours to ensure that any Crown Body, employee, third party or sub-contractor to whom the Contractor's Confidential Information is disclosed pursuant to Condition 13.8 (Confidentiality) is made aware of the Authority's obligations of confidentiality.
- 11.10 Nothing in this Condition 13 (Confidentiality) shall prevent either party from using any techniques, ideas or know-how gained during the performance of this Contract in the course of its normal business to the extent that this use does not result in a disclosure of the other party's Confidential Information or an infringement of Intellectual Property Rights.
- 11.11 In the event that the Contractor fails to comply with this Condition 13 (Confidentiality), the Authority reserves the right to terminate the Contract by notice in writing with immediate effect.
- 11.12 The provisions under this Condition 13 (Confidentiality) are without prejudice to the application of the Official Secrets Acts 1911 to 1989 to any Confidential Information.

12 Data Protection

- 12.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and the Contractor is the Processor unless otherwise specified in Annex 5.2 to the Contract (Joint Controller Agreement). The only processing that the Processor is authorised to do is listed in Annex 5.1 to the Contract (Processing, Personal Data and Data Subjects) by the Controller and may not be determined by the Processor.
- 12.2 The Processor shall notify the Controller immediately if it considers that any of the Controller's instructions infringe the Data Protection Legislation.

- 12.3 The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Controller, include:
- (a) a systematic description of the envisaged processing operations and the purpose of the processing;
 - (b) an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
 - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 12.4 The Processor shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:
- (a) process that Personal Data only in accordance with Annex 5.1 to the Contract (Processing, Personal Data and Data Subjects), unless the Processor is required to do otherwise by Law. If it is so required the Processor shall promptly notify the Controller before processing the Personal Data unless prohibited by Law;
 - (b) ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures), having taken account of the:
 - (i) nature of the data to be protected;
 - (ii) harm that might result from a Data Loss Event;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
 - (c) ensure that:
 - (i) the Processor Personnel do not process Personal Data except in accordance with this Agreement (and in particular Annex 5.1 to the Contract (Processing, Personal Data and Data Subjects))
 - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Processor's duties under this condition;
 - (B) are subject to appropriate confidentiality undertakings with the Processor or any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Controller or as otherwise permitted by this Agreement; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and
 - (d) not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:

- (i) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Controller;
 - (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
 - (iv) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the processing of the Personal Data;
- (e) at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Agreement unless the Processor is required by Law to retain the Personal Data.

12.5 Subject to Condition 12.6 (Data Protection), the Processor shall notify the Controller immediately if it:

- (a) receives a Data Subject Request (or purported Data Subject Request);
 - (b) receives a request to rectify, block or erase any Personal Data;
 - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Agreement;
 - (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law;
- or
- (f) becomes aware of a Data Loss Event.

12.6 The Processor's obligation to notify under condition 12.5 (Data Protection) shall include the provision of further information to the Controller in phases, as details become available.

12.7 Taking into account the nature of the processing, the Processor shall provide the Controller with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under condition 12.5 (Data Protection) (and insofar as possible within the timescales reasonably required by the Controller) including by promptly providing:

- (a) the Controller with full details and copies of the complaint, communication or request;
- (b) such assistance as is reasonably requested by the Controller to enable the Controller to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation;
- (c) the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
- (d) assistance as requested by the Controller following any Data Loss Event;
- (e) assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.

- 12.8 The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this condition. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
- (a) the Controller determines that the processing is not occasional;
 - (b) the Controller determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; or
 - (c) the Controller determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 12.9 The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
- 12.10 Each Party shall designate its own data protection officer if required by the Data Protection Legislation.
- 12.11 Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Processor must:
- (a) notify the Controller in writing of the intended Sub-processor and processing;
 - (b) obtain the written consent of the Controller;
 - (c) enter into a written agreement with the Sub-processor which give effect to the terms set out in this Condition 12 (Data Protection) such that they apply to the Sub-processor; and
 - (d) provide the Controller with such information regarding the Sub-processor as the Controller may reasonably require.
- 12.12 The Processor shall remain fully liable for all acts or omissions of any of its Sub-processors.
- 12.13 The Controller may, at any time on not less than 30 Working Days' notice, revise this condition by replacing it with any applicable controller to processor standard condition or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Agreement).
- 12.14 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Controller may on not less than 30 Working Days' notice to the Processor amend this agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.
- 12.15 Where the Parties include two or more Joint Controllers as identified in Annex 5.1 to Contract (Processing, Personal Data and Data Subjects) in accordance with GDPR Article 26, those Parties shall enter into a Joint Controller Agreement based on the terms outlined in Annex 5.1 to Contract (Processing, Personal Data and Data Subjects) in replacement of conditions 14.1-14.14 for the Personal Data under Joint Control.

13 Liability

- 13.1 The Supplier shall not be responsible for any injury, loss, damage, cost or expense suffered by the Customer if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the Agreement.
- 13.2 Subject always to condition 13.3 and 13.4 (Liability):
- 13.2.1 the aggregate liability of the Supplier in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Agreement, the supply or failure to supply of the

Services, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed a sum equal to 125% of the Charges paid or payable to the Supplier; and

13.2.2 except in the case of claims arising under conditions 9 (Intellectual Property Rights) and 17 (Prevention of Fraud and Corruption), in no event shall the Supplier be liable to the Customer for any:

- (a) loss of profits;
- (b) loss of business;
- (c) loss of revenue;
- (d) loss of or damage to goodwill;
- (e) loss of savings (whether anticipated or otherwise); and/or
- (f) any indirect, special or consequential loss or damage.

13.3 Nothing in the Agreement shall be construed to limit or exclude either Party's liability for:

13.3.1 death or personal injury caused by its negligence or that of its Staff;

13.3.2 fraud or fraudulent misrepresentation by it or that of its Staff; or

13.3.3 any other matter which, by law, may not be excluded or limited.

13.4 The Supplier's liability under the indemnity in conditions 9 (Intellectual Property Rights) and 17 (Prevention of Fraud and Corruption) shall be unlimited.

14 Force Majeure

14.1 Neither Party shall have any liability under or be deemed to be in breach of the Agreement for any delays or failures in performance of the Agreement which result from circumstances beyond the reasonable control of the Party affected. Each Party shall promptly notify the other Party in writing when such circumstances cause a delay or failure in performance and when they cease to do so. If such circumstances continue for a continuous period of more than two months, either Party may terminate the Agreement by written notice to the other Party.

15 Termination

15.1 The Customer may terminate the Agreement at any time by notice in writing to the Supplier to take effect on any date falling at least 1 month (or, if the Agreement is less than 3 months in duration, at least 10 Working Days) later than the date of service of the relevant notice.

15.2 Without prejudice to any other right or remedy it might have, the Customer may terminate the Agreement by written notice to the Supplier with immediate effect if the Supplier:

15.2.1 (without prejudice to condition 14 Force Majeure), is in material breach of any obligation under the Agreement which is not capable of remedy;

15.2.2 repeatedly breaches any of the terms and conditions of the Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Agreement;

15.2.3 is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the Supplier receiving notice specifying the breach and requiring it to be remedied;

15.2.4 undergoes a change of control within the meaning of section 416 of the Income and Corporation Taxes Act 1988;

- 15.2.5 breaches any of the provisions of conditions 7 (Staff and key personnel), 11 (Confidentiality), 12 (Data Protection) and 16 (Compliance);
- 15.2.6 becomes insolvent, or if an order is made or a resolution is passed for the winding up of the Supplier (other than voluntarily for the purpose of solvent amalgamation or reconstruction), or if an administrator or administrative receiver is appointed in respect of the whole or any part of the Supplier's assets or business, or if the Supplier makes any composition with its creditors or takes or suffers any similar or analogous action (to any of the actions detailed in this condition 15 (Termination) in consequence of debt in any jurisdiction; or
- 15.2.7 fails to comply with legal obligations in the fields of environmental, social or labour law.
- 15.3 The Supplier shall notify the Customer as soon as practicable of any change of control as referred to in condition 15 (Termination) or any potential such change of control.
- 15.4 The Supplier may terminate the Agreement by written notice to the Customer if the Customer has not paid any undisputed amounts within 90 days of them falling due.
- 15.5 Termination or expiry of the Agreement shall be without prejudice to the rights of either Party accrued prior to termination or expiry and shall not affect the continuing rights of the Parties under this Condition and conditions 2 (Basis of Agreement), 3.2 (Supply of Services/Goods), 3.3 (Supply of Services/Goods), 9 (Staff), 11 (Intellectual Property Rights / Intellectual Property Rights and Indemnity), 9.2 (Intellectual Property Rights / Intellectual Property Rights and Indemnity), 11 (Confidentiality), 12 (Data Protection), 13 (Liability), 15.5 (Termination), 16.4 (Compliance), 17.3 (Prevention of Fraud and Corruption), 18 (Dispute Resolution) and 21.7 (General) or any other provision of the Agreement that either expressly or by implication has effect after termination.
- 15.6 Upon termination or expiry of the Agreement, the Supplier shall:
- 15.6.1 give all reasonable assistance to the Customer and any incoming supplier of the Services; and
- 15.6.2 return all requested documents, information and data to the Customer as soon as reasonably practicable.

16 Compliance

- 16.1 The Supplier shall promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of its obligations under the Agreement. The Customer shall promptly notify the Supplier of any health and safety hazards which may exist or arise at the Customer's premises and which may affect the Supplier in the performance of its obligations under the Agreement.
- 16.2 The Supplier shall:
- 16.2.1 comply with all the Customer's health and safety measures while on the Customer's premises; and
- 16.2.2 notify the Customer immediately in the event of any incident occurring in the performance of its obligations under the Agreement on the Customer's premises where that incident causes any personal injury or damage to property which could give rise to personal injury.
- 16.3 The Supplier shall:
- 16.3.1 perform its obligations under the Agreement in accordance with all applicable equality Law and the Customer's equality and diversity policy as provided to the Supplier from time to time; and
- 16.3.2 take all reasonable steps to secure the observance of condition 16 (Compliance) by all Staff.
- 16.4 The Supplier shall supply the Services in accordance with the Customer's environmental policy as provided to the Supplier from time to time.

16.5 The Supplier shall comply with, and shall ensure that its Staff shall comply with, the provisions of:

16.5.1 the Official Secrets Acts 1911 to 1989; and

16.5.2 section 182 of the Finance Act 1989.

17 Prevention of Fraud and Corruption

17.1 The Supplier shall not offer, give, or agree to give anything, to any person an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Agreement or for showing or refraining from showing favour or disfavour to any person in relation to the Agreement.

17.2 The Supplier shall take all reasonable steps, in accordance with good industry practice, to prevent fraud by the Staff and the Supplier (including its shareholders, members and directors) in connection with the Agreement and shall notify the Customer immediately if it has reason to suspect that any fraud has occurred or is occurring or is likely to occur.

17.3 If the Supplier or the Staff engages in conduct prohibited by condition 17 (Prevention of Fraud and Corruption) or commits fraud in relation to the Agreement or any other contract with the Crown (including the Customer) the Customer may:

17.3.1 terminate the Agreement and recover from the Supplier the amount of any loss suffered by the Customer resulting from the termination, including the cost reasonably incurred by the Customer of making other arrangements for the supply of the Services and any additional expenditure incurred by the Customer throughout the remainder of the Agreement; or

17.3.2 recover in full from the Supplier any other loss sustained by the Customer in consequence of any breach of this Condition.

18 Dispute Resolution

18.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Agreement and such efforts shall involve the escalation of the dispute to an appropriately senior representative of each Party.

18.2 If the dispute cannot be resolved by the Parties within one month of being escalated as referred to in condition 18 (Dispute Resolution), the dispute may by agreement between the Parties be referred to a neutral adviser or mediator (the “**Mediator**”) chosen by agreement between the Parties. All negotiations connected with the dispute shall be conducted in confidence and without prejudice to the rights of the Parties in any further proceedings.

18.3 If the Parties fail to appoint a Mediator within one month, or fail to enter into a written agreement resolving the dispute within one month of the Mediator being appointed, either Party may exercise any remedy it has under applicable law.

19 General

19.1 Each of the Parties represents and warrants to the other that it has full capacity and authority, and all necessary consents, licences and permissions to enter into and perform its obligations under the Agreement, and that the Agreement is executed by its duly authorised representative.

19.2 A person who is not a party to the Agreement shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties.

19.3 The Agreement cannot be varied except in writing signed by a duly authorised representative of both the Parties.

- 19.4 The Agreement contains the whole agreement between the Parties and supersedes and replaces any prior written or oral agreements, representations or understandings between them. The Parties confirm that they have not entered into the Agreement on the basis of any representation that is not expressly incorporated into the Agreement. Nothing in this Condition shall exclude liability for fraud or fraudulent misrepresentation.
- 19.5 Any waiver or relaxation either partly, or wholly of any of the terms and conditions of the Agreement shall be valid only if it is communicated to the other Party in writing and expressly stated to be a waiver. A waiver of any right or remedy arising from a breach of contract shall not constitute a waiver of any right or remedy arising from any other breach of the Agreement.
- 19.6 The Agreement shall not constitute or imply any partnership, joint venture, agency, fiduciary relationship or other relationship between the Parties other than the contractual relationship expressly provided for in the Agreement. Neither Party shall have, nor represent that it has, any authority to make any commitments on the other Party's behalf.
- 19.7 Except as otherwise expressly provided by the Agreement, all remedies available to either Party for breach of the Agreement (whether under the Agreement, statute or common law) are cumulative and may be exercised concurrently or separately, and the exercise of one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.
- 19.8 If any provision of the Agreement is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from the Agreement and rendered ineffective as far as possible without modifying the remaining provisions of the Agreement, and shall not in any way affect any other circumstances of or the validity or enforcement of the Agreement.

20 Notices

- 20.1 Any notice to be given under the Agreement shall be in writing and may be served by personal delivery, first class recorded or, subject to condition 23 (General), e-mail to the address of the relevant Party set out in the Award Letter, or such other address as that Party may from time to time notify to the other Party in accordance with this Condition:
- 20.2 Notices served as above shall be deemed served on the Working Day of delivery provided delivery is before 5.00pm on a Working Day. Otherwise delivery shall be deemed to occur on the next Working Day. An email shall be deemed delivered when sent unless an error message is received.
- 20.3 Notices under conditions 14 (Force Majeure) and 15 (Termination) may be served by email only if the original notice is then sent to the recipient by personal delivery or recorded delivery in the manner set out in condition 22.1 (Notices).

21 Governing Law and Jurisdiction

- 21.1 This Agreement will be governed by and construed in accordance with English law and the Contractor hereby irrevocably submits to the jurisdiction of the English courts. The submission to such jurisdiction will not (and will not be construed so as to) limit the right of the Authority to take proceedings against the Contractor in any other court of competent jurisdiction, nor will the taking of proceedings by the Authority in any one or more jurisdictions preclude the taking of proceedings by the Authority in any other jurisdiction, whether concurrently or not

CHARGES

Annex 2

REDACTED TEXT

1. PURPOSE

- 1.1 The requirement is to develop a research project that supports the UK Government to inform a strategic communications campaign that promotes its long-standing partnership with Nigeria and ongoing support to tackle key issues together. The research project will also serve to inform the UK's programmatic design to support the Nigerian Government to tackle key policy issues through sustained policy engagement and improved government communications.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Cabinet Office supports the Prime Minister and ensures the effective running of government. They are the corporate headquarters for the government, in partnership with HM Treasury and take the lead in certain critical policy areas.
- 2.2 This project will be managed by the Cabinet Office's Government Communication Services International (GCSI)
- 2.3 GCSI, formerly the GCS Knowledge & Capability unit, was established in June 2015 in response to unprecedented demand from foreign governments and international organisations to replicate the award-winning UK model of effective and efficient communications. Since 2015, GCSI has delivered communications projects in more than 20 countries.
- 2.4 Led by the Cabinet Office in partnership with other Government departments such as FCDO and Home Office, the unit deploys experts from across Government Communications Service and the wider civil service to deliver short to long term strategic communications projects that support UK Government diplomatic and development objectives. The unit is currently delivering projects in Europe, South America, Asia, the Middle East and North Africa.

3. Background to requirement/OVERVIEW of requirement

- 3.1 The UK is a longstanding partner to Nigeria and the promotion of this partnership is key for the UK to ensure sustained engagement on key issues in Nigeria for the benefit of Nigerian citizens, the UK and its partners.
- 3.2 This audience insight research is key to inform the design of the UK Government's communications around its partnership with the Nigerian government that speak to the opinions, attitudes and concerns of key policy-makers, their influencers and their constituents. Among these target audiences, the research will seek to capture quantitative and qualitative insights on their reputation of the UK and other key international partners, as well as on key issues that affect Nigeria.

4. definitions

Expression or Acronym	Definition
GCSI	means Government Communications Service International
CSO	means Civil Society Organisations

5. scope of requirement

- 5.1 The scope of the requirement will require the supplier to plan and deliver pre-campaign (October/November 2020) and post-campaign (March 2021) research to baseline key indicators and measure impact around a strategic communications campaign.
- 5.2 At pre- and post-campaign stages, research should take the form of both: a) quantitative national audience insight polling and analysis on the opinions, attitudes and concerns of the general population; and b) a planned series of 1-1 interviews and focus groups with key stakeholders and influencers, e.g. CSOs, policymakers at state/Federal government level, traditional/religious leaders, the private sector.

- 5.3 The supplier will need to conduct timely service delivery until 31 March 2021 with possibility of extension at the same value of the contract ;
- 5.4 The Authority requires the Potential Provider to have a permanent office in Nigeria, with a sufficient level of resources to deliver and a good understanding of the Nigerian polling/focus group market. This will ideally have been proven through previous work in the country. Ideally, the supplier will have a strong understanding of the various cultures across Nigeria.

6. The requirement

- 6.1 The supplier will need to conduct the following as part of its planning and delivery:
- 6.1.1 Develop a model of quantitative audience insight polling that includes the development of a solid methodology, sample size and substantial disaggregated analysis;
- 6.1.2 Develop questions for audience insight survey tools;
- 6.1.3 Translate audience insight survey tools into relevant languages across Nigeria - English, Pidgin, Igbo, Hausa, and Yoruba as a minimum - and match pollsters with respondents based on languages spoken and other key demographic markers, e.g. gender, ethnicity;
- 6.1.4 Provide timely and substantive disaggregated analysis and reporting of polling results to GCSI.
- 6.1.5 Develop a plan for qualitative audience insight gathering through focus groups and 1-1 interviews with key stakeholders, that includes stakeholder mapping and plan for engagement;
- 6.1.6 Develop targeted focus group discussion guides and/or semi-structured interview guides as appropriate;
- 6.1.7 Hold Focus group discussions and 1-1 interviews matching up with polling agents with respondent backgrounds to the greatest extent possible;
- 6.1.8 Provide timely reporting on the findings of the qualitative findings.

7. key milestones

- 7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

7.2

Milestone	Description	Timeframe
1	Inception meeting, planning of quantitative survey tools and qualitative focus group/interview discussion guides	Within 1 week of Contract Award
2	Pre-campaign quantitative and qualitative research (likely to be carried out in two waves)	By mutually specified and agreed upon dates
3	Analysis and reporting of pre-campaign quantitative and qualitative audience insight (likely to be carried out in two waves)	By mutually specified and agreed upon dates
4	Post-campaign quantitative and qualitative research	By mutually specified and agreed upon dates
5	Analysis and reporting of post-campaign quantitative and qualitative audience insight	By mutually specified and agreed upon dates

8. authority's responsibilities

- 8.1 GCSI will support by providing detailed briefs and instructions as required, supplying policy documents and lessons learnt from previous audience insight polling in Nigeria as needed to support planning, providing approvals and feedback throughout the process as well as facilitating partnerships and connections between the Supplier and any other necessary partners/stakeholders/participants.

- 8.2 GCSI will also establish links between the Supplier and other project partners and/or suppliers as appropriate.
- 8.3 GCSI will also act as a primary point of contact and will be on call to troubleshoot and provide clarification as needed.
- 9. reporting**
- 9.1 The supplier and GCSI will agree to mutually acceptable dates for delivery and reporting on research, and work to respect them. Advance noticed should be given if deadlines are unable to be met.
- 10. volumes**
- 10.1 Two-waves of pre-campaign audience insight research are likely (to be carried out in October and November 2020), followed by one round of post-campaign audience insight research to be conducted in March 2021.
- 11. Sustainability**
- 11.1 The Potential Provider should consider sustainability within their submissions. Wherever possible consideration should be given to the environmental impact of activities associated with the campaign.
- 12. quality**
- 12.1 Previous experience of delivering polling on a nationwide level within Nigeria is required. The Potential Provider must have some internal staff who have a good understanding of the various languages and culture of Nigeria.
- 12.2 The Potential Provider must have a local office in Nigeria.
- 13. PRICE**
- 13.1 It is assumed that Goods and Services in relation to this procurement may be sourced locally within Nigeria. Approved budgets are in pounds Sterling and Potential Providers should convert the costs of Nigerian sourced Goods and Services into GBP for their cost submissions. The supplier may be paid in NGN based on an agreed exchange rate with the GBP.
- 13.2 Prices are to be submitted excluding VAT.
- 13.3 A thorough breakdown of estimated costs shall be provided by the Supplier and agreed with the GCSI Nigeria team before the start of any new project/work that will incur costs.
- 13.4 The Authority requires that where appropriate (most services), prices submitted will reflect typical Nigerian local market rates.
- 14. STAFF AND CUSTOMER SERVICE**
- 14.1 The Authority requires the Potential Provider to have a base in Nigeria, preferably Abuja, with a sufficient level of locally engaged staff resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.
- 14.2 In addition to the practical needs for an on-the-ground presence in Nigeria, local knowledge and understanding of Nigeria will be essential for the development and delivery of successful nationwide telephone polling .
- 14.3 The Potential Providers staff assigned to the Contract shall have the relevant experience to deliver the contract. Potential Providers' response must outline the team's experience in working on the designing and delivering nationwide telephone polling.
- 14.4 The Potential Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the contract.
- 14.5 The Potential Provider should outline ways of working to accommodate the remote nature of liaising with GCSI.
- 15. service levels and performance**
- 15.1 The Authority will measure the quality of the Suppliers delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Polling milestones to be completed within set deadlines. Adherence to contract milestones.	100%
2	Response timescales	Resolutions to queries from the Authority shall be received within 2 working days with initial response from supplier arriving within 24 hours.	100%
3	Reach and engagement of communications	Communications activity to meet the benchmarks for success set by the GCSI team.	70%

- 15.2 For the purposes of contract monitoring, representatives of the Potential Provider will routinely report to the Designated Officer on the performance of the contract.
- 15.3 Where the Authority identifies poor performance against the agreed upon milestones and service KPIs, the Supplier shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than 5 working days from the date of notification at the Authority's premises.
- 15.4 The Supplier shall be required to provide a full incident report that describes the issues and identifies the causes. The Supplier will also be required to prepare a full and robust 'Service Improvement Action Plan' which sets out its proposals to remedy the service failure. The Service Improvement Plan shall be subject to amendment following the performance review meeting and agreed by both parties prior to implementation.
- 15.5 The Authority agrees to work with the Supplier to resolve service failure issues. However, it will remain the Supplier's sole responsibility to resolve any service failure issues.
- 15.6 Where the Supplier fails to provide a Service Improvement Plan or fails to deliver the agreed Service Improvement Plan to the required standard, the Client reserves the right to seek early termination of the contract in accordance with the procedures set out in Appendix C - Terms and Conditions.
- 15.7 The Supplier is responsible for the performance of the Contract by any subcontractors or other agents working on their behalf. The Supplier is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Supplier, this however does not exclude sub-contractors or other agents working on behalf of the Supplier from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so.
- 15.8 If any subcontractors or other agents working on behalf of the Supplier are found unsuitable, for whatever reason, the Supplier is to engage with the relevant sub-contractors or other agents to broker a resolution.
- 16. Security requirements**
- 16.1 The Potential Provider and upon successful tender should not disclose the content and implementation of the project or the sensitive information, which is exchanged between the Parties to a third party (persons or organisations) without the written consent of the Authority (GCSI / Cabinet Office). The principle of confidentiality shall continue even after the tender process or termination of the contract.
- 16.2 Insight on the project's audience and current draft narratives/core messages and strategy outline will be shared with the Potential Providers who are successful at Stage 1 and have signed the appropriate NDA.

17. intellectual property rights (ipr)

- 17.1 Creative concepts developed by the Supplier for this campaign will become the property of the Authority to use as they see fit. Furthermore, the Supplier should not provide the creative concept to other clients or use it elsewhere in a way that could compromise the message of this campaign.

18. payment

- 18.1 Invoices should be submitted on a monthly basis to the GCSI Project Lead in Nigerian Naira.
- 18.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 18.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 18.4 All payments shall be as a rule be made in UK pound sterling. Although if payment in Naira is preferable, payment may be made by Cabinet Office to the Supplier's UK office in pound sterling and then transferred by them to the local office in Nigerian Naira.
- 18.5 The Supplier and the Authority shall make a payment arrangement where possible to mitigate the impact of currency fluctuations on the project budget.
- 18.6 The supplier must submit all invoices for work on this project no later than 31 March 2021 to ensure they are processed in line with the Authority's quarterly and yearly finance deadlines.

19. additional information

- 19.1 The supplier will be required to provide a plan of action for safeguarding vulnerable persons who participate in research;
- 19.2 The supplier will be required to provide a plan of action to prevent the spread of Covid-19 as a result of this research activity;
- 19.3 The supplier will be required to provide a plan of action to report and manage cases of harassment or violence against polling agents and respondents.

20. Location

- 20.1 The location of the services will be carried out in Nigeria. There will be no requirement for the Supplier to travel outside of Nigeria throughout the duration of the contract.