

## WP1994 User Research Participants for GOV.UK Roadmap - Variation Number One

This form is to be used in order to change a contract in accordance with Clause 24 (Changing the contract):

1. Contract Details	
This variation is between:	Cabinet Office (Government Digital Service) (" <b>the Buyer</b> ") <b>Buyer Address:</b> <ul style="list-style-type: none"><li>• <b>Main Address:</b> 1 Horse Guards Road, London, SW1A 2HQ.</li><li>• <b>Based:</b> The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS</li></ul> <b>Supplier Address:</b> Riverside House, 7 Canal Wharf, Leeds, LS11 5AS United Kingdom. And <b>Corporate Document Services Limited ("the Supplier")</b>
Contract name:	WP1994 User Research Participants for GOV.UK Roadmap
Contract reference number:	WP1961
Statement of Work (SOW) reference:	DOS-WP1994-03
2. Details of Proposed Variation	
Variation initiated by:	Buyer
Variation number:	One
Date variation is raised:	15 September 2022
Proposed variation	<i>The Initial Call-Off Contract expiry date is <b>30 September 2022</b> and will now be extended by a further 1 month and so the new expiry date will now be <b>31 October 2022</b>.</i>
Reason for the variation:	The Buyer wished to undertake the extension option available in WP1961 Digital Outcomes and Specialist 5 Order Form and extend for a further one month.

3. Impact of Variation					
None					
4. Outcome of Variation					
Contract variation:		This Contract detailed above is varied as follows: <ul style="list-style-type: none"><li>The new expiry date will now be <b>31 October 2022</b>.</li></ul>			
Financial variation:	Original Contract Value:		£62,500 (excluding VAT)		
	Additional cost due to variation:		£0		
	New Contract value:		£62,500 (excluding VAT)		
Outcome Description					
		Milestone Ref	Milestone Description	Acceptance Criteria	Due Date
		MS01	GOV.UK Programme - Provision of participants for between 60 minute to half-day, 1-to-1 interviews and usability testing. We may need to use other research methods, e.g. telephone interviews, ethnographic observation	Corporate Document Services Limited to provide the participants as requested based on the requirements of that round. These requirements will be specified to Corporate Document Services Limited by GOV.UK programme for each recruitment round.  We require Corporate Document Services Limited to create a screener	To be completed by 31 October 2022

		<p>or online tasks.</p> <p>Corporate Document Services Limited to provide research participants at the request of the GOV.UK Programme based on the specifications provided in the original brief:</p> <p><a href="https://www.digitalmarketplace.service.gov.uk/digital-outcomes-and-specialists/opportunities/15300">https://www.digitalmarketplace.service.gov.uk/digital-outcomes-and-specialists/opportunities/15300</a></p>	<p>for recruiting participants based on our criteria, and to maintain this for the duration of the engagement.</p> <p>It is usually 6 participants per round but we would like to have the flexibility to occasionally ask for more.</p>	
	MS02	<p>Corporate Document Services Limited to provide participants with 2 weeks notice, with shorter</p>	<p>Corporate Document Services Limited must provide the participants as required within the timescale requested.</p>	<p>To be completed by 31 October 2022</p>

		timescales in some circumstances.		
	MS03	Corporate Document Services Limited to handle Incentives and pay directly to participants	Each invoice should contain a clear breakdown of all charges.	To be completed by 31 October 2022
	MS04	Corporate Document Services Limited will not charge for no-show participants .	<p>Feedback from user research sessions. The User Research contact will inform Corporate Document Services Limited should there be any no-shows.</p> <p>Every effort should be made to avoid no-shows.</p>	To be completed by 31 October 2022
	MS05	Corporate Document Services Limited will have a 24-hour window to respond to any correspondence from user researchers /or their	Corporate Document Services Limited must respond to any correspondence from GOV.UK programme within 24 hours. The 24-hour window will occur during business hours (9am till 5pm Monday to Friday).	To be completed by 31 October 2022

		colleagues, and provide regular update in terms of recruitment progress.	Once the recruitment brief is provided and the research date has agreed, Corporate Document Services Limited must provide regular update (2-3 days) in terms of recruitment progress (this may include sharing an incomplete participants list to the researcher for visibility if required)	
	MS06	Corporate Document Services Limited to respond and address feedback from GOV.UK programme in terms of recruitment where improvements are required	Corporate Document Services Limited must deal with issues raised by the GOV.UK programme in terms of its recruitment service and address these issues to ensure that they are not recurring.  Where required, Corporate Document Services Limited to attend 'feedback meetings' organised by Tingting Zhao or her representatives	To be completed by 31 October 2022


			to discuss issues and agree on actions of solving the raised problems.		
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- 1 This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by the Buyer.
- 2 Words and expressions in this Variation shall have the meanings given to them in the Contract.
- 3 The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed by an authorised signatory for and on behalf of the Buyer - **Cabinet Office (Government Digital Service)**

Signature: 

Date: 26th September 2022


Name (in capitals): 

Job Title: 

Address: **Main Address:** 1 Horse Guards Road, London, SW1A 2HQ.

**Based:** The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS

Signed by an authorised signatory to sign for and on behalf of the Supplier - **Corporate Document Services Limited**

Signature: 

Date: 26<sup>th</sup> September 2022

Name (in capitals): 

Job Title: 

Address: Riverside House, 7 Canal Wharf, Leeds, LS11 5AS United Kingdom.