



Crown Commercial Service

Call-Off Order Form Schedule 6 for RM6126 Research and Insights DPS for the provision of Research Services

Early Legal Advice Pilot Evaluation

Framework Schedule 6 (Order Form and Call-Off Schedules)

Order Form

Applicable Framework Contract

This Order Form is for the provision of the Deliverables and dated 31st March 2022.

CONTRACT REFERENCE:	con_20383
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THE BUYER:	[REDACTED] Commercial Manager
BUYER ADDRESS:	Ministry of Justice, Commercial & Contract Management Directorate (CCMD), 1st floor, 5 Wellington Place, Leeds, LS1 4AP

THE CUSTOMER:	HMCTS Court Reform Evaluation, Experimentation and Evaluation Hub
CUSTOMER ADDRESS:	10 South Colonnade, London, E14 4PU

THE SUPPLIER:	National Centre for Social Research
SUPPLIER ADDRESS:	35 Northampton Square London EC1V 0AX
REGISTRATION NUMBER:	4392418
DUNS NUMBER:	42-404-7426
DPS SUPPLIER REGISTRATION SERVICE ID:	SQ-V5DE2FW

ORDER START DATE:	31st March 2022
ORDER EXPIRY DATE:	30th March 2023
ORDER INITIAL PERIOD:	12 Months
ORDER EXTENSION PERIOD:	Option of up to 2 x 6-month extensions at the Authorities discretion
FINAL POSSIBLE EXPIRY DATE:	30th March 2024
DELIVERABLES:	See details in Order Schedule 20 (Order Specification)

CALL-OFF ORDER INCORPORATED TERMS

The following documents are incorporated into this Order Contract. Where schedules are missing, those schedules are not part of the agreement and cannot be used. If the documents conflict, the following order of precedence applies:

1. This Order Form (DPS Schedule 6) including the Order Special Terms and Order Special Schedules.
2. Joint Schedule 1 (Definitions and Interpretation) **RM6126 Research & Insights DPS**
3. DPS Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for **RM6126 Research & Insights DPS**
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - Joint-Schedule 6 (Key-Subcontractors)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Order Schedules for **RM6126 Research & Insights DPS**
 - Order Schedule 1 (Transparency Reports)
 - Order Schedule 2 (Staff Transfer)
 - Order Schedule 3 (Continuous Improvement)
 - Order Schedule 4 (Order Tender) Supplier Proposal
 - Order Schedule 5 (Pricing Details)
 - Order Schedule 7 (Key Supplier Staff)
 - Order Schedule 8 (Business Continuity and Disaster Recovery)
 - Order Schedule 9 (Security)
 - Order Schedule 10 (Exit Management)
 - Order Schedule 14 (Service Levels)
 - Order Schedule 20 (Order Specification)

No other Supplier terms are part of the Order Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF ORDER SPECIAL TERMS

The following Special Terms are incorporated into this Order Contract:

Costs and payment milestones

We anticipate that this project will cost around £1.55m and we will accept bids up to this amount. The project is VAT recoverable meaning VAT does not need to be included in the bid.

We recognise that there will be some uncertainty on costs dependent on the feasibility study. The approach to, and therefore cost of, the impact evaluation will be dependent on the final methodology, how it is implemented, and any special processes and data collection needed. Considerate of this, we have provided a suggested envelope for each evaluation strand that we believe are realistic and allow for a high-quality approach. There will also be some contingency to review the evaluation budget and payment structure after the feasibility study.

Indicative split of costs by strand

Evaluation component	Suggested split by component
Feasibility	10%
Process	25%
Impact	50%
Value for Money	15%
Total	100%

Payment milestones across the project will be linked to the following required contract deliverables.

Payment milestones

Timeline	Anticipated date	Deliverables	Suggested % cost
Expected start date for Contract	Mar-22	Inception meeting & Project Inception Document (PID) Inception meeting with MoJ stakeholders with pre-agreed agenda (allow approximately 2hrs). PID: project management document confirming the agreed approach, including project milestones, points of contact and full consideration of risks.	1%

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Feasibility Study Starts	Apr-22		
Feasibility Study ends	May-22	Feasibility study report (to be published) & presentation A concise report summarising the study approach and findings, updated Theory of Change, and outlining the agreed impact evaluation framework and implementation plan for all strands of the evaluation (impact, economic, process). To include a stand-alone executive summary. To be produced in line with Government Social Research standards, including consideration of accessibility, and signed off by the Authority as 'publication ready'. Key points to be presented to the MoJ stakeholders, for discussion (allow approx. 1.5 hours for meeting)	9%
Break point			
Pre implementation processes and testing	Jun-22	Updated Project Inception Document (PID): full review of PID, updating the agreed evaluation approach, including project milestones, points of contact and full consideration of risks.	13%
		Research tools: the Authority are required to sign-off all final research tools and processes e.g. participant consent requests, data collection templates, interview pro-formas	13%
Pilot start	Jun-22		
Q2 reporting	Sep-22	Interim update reports: Concise reports for MoJ stakeholders presenting pilot and evaluation progress, emerging findings and updates on risks.	16%
Q3 reporting	Dec-22		16%
Pilot stops	Feb-23		

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Draft final evaluation report	Mar-23	Draft final evaluation report & presentation: final report detailing research approach, limitations, findings and conclusions. To include a stand-alone executive summary. Summary and conclusions to be presented to the MoJ stakeholders, for discussion (allow approx. 1.5 hours for meeting)	19%
Final evaluation report	Mar-23	Final evaluation report (to be published): refined final reporting (responding to academic peer review and Authority comments). Report to be in line with Government Social Research standards, including consideration of accessibility, and signed off by the Authority as 'publication ready'.	13%
Total			100%

The Authority will review all deliverables (and in some cases seek expert peer review), in order to sign-off. The supplier must build in time to their planning processes to incorporate feedback from the Authority and anticipate some iteration of products.

The Intellectual Property Rights of all products and reporting from the contract will belong to MoJ.


Ownership of data and Intellectual Property from this project will be retained by the Authority and the Supplier will be required to provide assurance to the Authority that all data will be destroyed within a reasonable timeframe from completion of the project

Order Schedule 14 (Service Levels)	<p>The Supplier will be expected to use a structured and transparent approach to project management throughout the life of the contract. This will include:</p> <ul style="list-style-type: none"> • Appropriate steps to monitor progress and timings • Quality assurance processes
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	<ul style="list-style-type: none">• Suitable processes to identify, manage and report risks• Regular progress updates• A mechanism to keep the Authority updated as issues emerge and need to be escalated.
Part B: Performance Monitoring	The Supplier will be expected to meet with the Authority in line with dates agreed between the Authority and Supplier at the inception meeting. These will be weekly update meetings with quarterly progress reports. This is subject to change should this be requested and approved with the Authority.

MAXIMUM LIABILITY The limitation of liability for this Order Contract is as below and not as is stated in Clause 11.2 of the Core Terms.	Each Party's total aggregate liability in each Contract Year under each Order Contract (whether in tort, contract or otherwise) is no more than one hundred and twenty five percent (150%) of the Estimated Yearly Charges unless specified in the Order Form.
CALL-OFF ORDER CHARGES	See details in Order Schedule 5 (Pricing Details)
REIMBURSABLE EXPENSES	Not permitted unless approved in advance by the Customer and in line with MoJ Policy.  Travel and subsistence policy and

PAYMENT METHOD

All invoices must be sent, quoting a valid purchase order number (PO Number) 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.

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Ministry of Justice (including its various departments, agencies and arm's-length bodies) now uses the Basware Network to trade electronically with our suppliers. If you are not currently a supplier to the Ministry of Justice or your details are out of date, we will need to do a supplier set up.

To ensure that both the Ministry of Justice and our suppliers can maximise the benefits from using Basware, we will require you to register with Basware. Please see the attached Basware letter for further information.



Welcome-to-Basware
-eMarketplace-suppli

There are 3 ways suppliers can submit invoices can be submitted to MoJ for payment:

1. Paper/PDF	invoices are posted/emailed to the shared service centre. On receipt, the invoice is scanned and loaded onto SOP using Optical Character Recognition (OCR) software.
2.Electronic invoice file (Tech 11)	invoices are emailed to the shared service centre in a specific text file format that SOP can read without the need of OCR software. Engagement is required with the supplier before invoices are accepted in this format.
3.Basware	invoices are submitted via the Basware supplier portal and are then transmitted electronically into SOP via XML. Suppliers must be onboarded to Basware before they submit invoices in this method.

What you need to do

Except for those submitted via Basware, all invoice should be sent directly to SSCL (see below)

Suppliers providing electronic invoice files will be given a specific email for their invoices once onboarded.

Invoice minimum requirements

To enable successful processing, all invoices submitted to MoJ must clearly state the word 'invoice' and contain the following:

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- a unique identification number (invoice number)
- your company name, address and contact information
- the name and address of the department/agency you're invoicing
- a clear description of what you're charging for
- the date the goods or service were provided (supply date)
- the date of the invoice
- the amount(s) being charged
- VAT amount if applicable
- the total amount owed
- a cost centre code (available from your MoJ business contact) or a valid purchase order (PO) number

If any of the above information is missing from your invoice, it will be returned to you.

Invoices relating to a purchase order

In addition to the minimum requirements above, invoices relating to a PO must not contain any lines for items which are not on the purchase order. If this occurs, your invoice will be returned to you.

Speak to the business contact on the purchase order if there are any additional items/services which you need to invoice for.

Invoice submission by email

All invoices submitted by email must meet the following criteria:

- Email size must not exceed 4mb
- 1 invoice per file attachment (PDF), multiple invoices can be attached as separate files
- Any supporting information, backing data etc. must be contained within the invoice PDF file

Failure to meet these criteria may result in not all your invoices being processed, or your invoice(s) being returned to you.

CUSTOMER'S INVOICE ADDRESS:

The email and postal address for PDF and paper invoices can be found here.

<https://www.gov.uk/government/organisations/ministry-of-justice/about/procurement>

CUSTOMER'S AUTHORISED REPRESENTATIVE

Name: [REDACTED]
Role: Principal Researcher - Early Legal Advice Pilot
Email: [REDACTED]
Address: HMCTS Court Reform Evaluation, Experimentation and Evaluation Hub,
10 South Colonnade, London, E14 4PU

AUTHORITY'S ENVIRONMENTAL POLICY

Embedding sustainability on the MOJ estate, Published 26 March 2018, Last updated 4 October 2021, available online at: <https://www.gov.uk/guidance/ministry-of-justice-and-the-environment>

AUTHORITY'S SECURITY POLICY

Cyber and Technical Security Guidance, 14 December 202, available online at: [Security Guidance \(justice.gov.uk\)](https://www.justice.gov.uk/security-guidance).

SUPPLIER'S AUTHORISED REPRESENTATIVE

Name: [REDACTED]
Role: Director of Policy Research Centre
Email: [REDACTED]
Address: NatCen, 35 Northampton Square, London, EC1V 0AX

SUPPLIER'S CONTRACT MANAGER

Name: [REDACTED]
Role: Research Director
Email: [REDACTED]
Address: NatCen, 35 Northampton Square, London, EC1V 0AX

PROGRESS REPORT FREQUENCY	As stated in Order Schedule 20 (Order Specification) subject to change if required and agreed with the Authority
PROGRESS MEETING FREQUENCY	As stated in Order Schedule 20 (Order Specification) subject to change if required and agreed with the Authority

SUPPLIER'S KEY STAFF – See DPS Order Schedule 7 - Key Supplier Staff

Key Role	Key Staff	Contract Details
Project owner	[REDACTED]	NatCen, lead contractor
Programme director	[REDACTED]	NatCen, lead contractor
Feasibility and impact evaluation lead	[REDACTED]	NatCen, lead contractor
Implementation and process evaluation lead	[REDACTED]	NatCen, lead contractor
Quality assurance	[REDACTED]	NatCen, lead contractor
Quality assurance	[REDACTED]	NatCen, lead contractor

KEY SUBCONTRACTOR(S)

Key Role	Key Staff	Contract Details
Evaluation advisor and critical friend role	[REDACTED]	[REDACTED]
Participatory systems mapping lead, evaluation advisor and critical friend role	[REDACTED]	[REDACTED]
Value for Money evaluation	[REDACTED]	[REDACTED]
Quality assurance	[REDACTED]	[REDACTED]
Quality assurance	[REDACTED]	[REDACTED]

DPS FILTER CATEGORY(IES):	Not applicable
E-AUCTIONS	Not applicable
SERVICE CREDITS	Not applicable
ADDITIONAL INSURANCES	Not applicable
GUARANTEE	Not applicable
COMMERCIALLY SENSITIVE INFORMATION	See DPS Joint Schedule 4 - Commercially Sensitive Information v1.0

SOCIAL VALUE COMMITMENT

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The Supplier agrees, in providing the Deliverables and performing its obligations under the Order Contract, that it will comply with the social value commitments in Order Schedule 4 (Order Tender)

Joint Schedules for RM6126 Research & Insights DPS

[REDACTED]

Order Schedules for RM6126 Research & Insights DPS

[REDACTED]

Formation of call off contract

By signing and returning this Call-Off Order Form the Supplier agrees to enter a Call-Off Contract with the Buyer to provide the Services in accordance with the Call-Off Order Form and the Call-Off Terms.

The Parties hereby acknowledge and agree that they have read the Call-Off Order Form and the Call-Off Terms and by signing below agree to be bound by this Call-Off Contract.

For and on behalf of the Buyer: Ministry of Justice	
Signature:	[REDACTED]
Name:	[REDACTED]
Role:	[REDACTED]
Date:	[REDACTED]

For and on behalf of the Supplier: National Centre for Social Research	
Signature:	[REDACTED]
Name:	[REDACTED]
Role:	[REDACTED]
Date:	[REDACTED]