



Crown  
Commercial  
Service

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

### **Framework Schedule 6 (Order Form)**

Version 2

Crown Copyright 2020

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

### **Order Form**

**Call-Off Reference:** WP1994

**Call-Off Title:** WP1994 User Research Participants for GOV.UK Roadmap

**Call-Off Contract Description:** Recruiting user research participants for GOV.UK Roadmap programme

**The Buyer:** The Cabinet Office

**Buyer Address:**

- **Main Address:** 1 Horse Guards Road, London, SW1A 2HQ.
- **Based:** The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS

**The Supplier:** Corporate Document Services Limited

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

**Registration Number:** 02925653

**DUNS Number:** 737586297

**SID4GOV ID:** 737586297

## Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated [Insert date of issue].

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

## Call-Off Lot

[Insert the relevant Lot from Framework Schedule 1 (Specification)]

## Call-Off Incorporated Terms

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions) RM1043.7
- 3 Framework Special Terms

**[Buyer guidance:** This will incorporate all of the Framework Special Terms into the Call-Off Contract. This will need to be amended to specify which are included if it is anticipated that some will be excluded]

The following Schedules in equal order of precedence:

**[Buyer guidance: delete** any Schedules marked as **[Optional]** that you do not need for this Call-Off Contract. **Add** any additional Schedule needed, providing it is within scope of the framework agreement. **Remove** this guidance too.]

- 4 The following Schedules in equal order of precedence:
  - Joint Schedules for RM1043.7
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 5 (Corporate Social Responsibility)
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data)

- Call-Off Schedules for RM1043.7
  - Call-Off Schedule 1 (Transparency Reports)
  - Call-Off Schedule 2 (Staff Transfer)
  - Call-Off Schedule 3 (Continuous Improvement)
  - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
  - Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)
  - Call-Off Schedule 7 (Key Supplier Staff)
  - Call-Off Schedule 9 (Security)
  - Call-Off Schedule 10 (Exit Management)
  - Call-Off Schedule 13 (Implementation Plan and Testing)
  - Call-Off Schedule 20 (Call-Off Specification)

5 CCS Core Terms (version 3.0.9)

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

7 Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

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

### **Call-Off Special Terms**

The following Special Terms are incorporated into this Call-Off Contract:

Not used.

Call-Off Start Date: 01 October 2021

Call-Off Expiry Date: 30 September 2022

Call-Off Initial Period: 12 months. Possibility for 24 month contract, subject to Cabinet Office approvals

Call-Off Optional Extension Period: Buyer can request to extend DOS Contract up to 24 month contract, subject to Cabinet Office approvals

Minimum Notice Period for Extensions: Four (4) weeks

Call-Off Contract Value: £62,500 (excluding VAT and expenses)

### **Call-Off Deliverables**

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

### **Buyer's Standards**

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

The Supplier should follow where applicable:

- The Government Technology Code of Practice
- (<https://www.gov.uk/government/publications/technology-code-of-practice>)
- The Government Service Standard  
(<https://www.gov.uk/service-manual/service-standard>)

### **Cyber Essentials Scheme**

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a [Cyber Essentials Certificate] [OR Cyber Essentials Plus Certificate] prior to commencing the provision of any Deliverables under this Call-Off Contract.

### **Maximum Liability**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £62,500 (excluding VAT).

### **Call-Off Charges**

Other pricing method or a combination of pricing methods agreed by the Parties

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Schedule 5 (Pricing Details and Expenses Policy) and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

### **Reimbursable Expenses**

See Expenses Policy in Call-Off Schedule 5 (Pricing Details and Expenses Policy).

## Payment Method

Invoice to be emailed monthly in arrears.

Bank account provider: Bank of Ireland

Bank Account Number: 49501674

Bank Sort Code: 30-14-74

Bank Account Name: Corporate Document Services Ltd

## Buyer's Invoice Address

**Name:** Cabinet Office and Shared Service Connected Limited (SSCL)

**Role:** Paying invoices on behalf of Cabinet Office

**Phone:**

**Email Address:** pmo@digital.cabinet-office.gov.uk

chris.marshall@digital.cabinet-office.gov.uk and apinvoices-cab-u@gov.sscl.com

**Address: SSCL:** Cabinet Office PO Box 405, SSCL, Phoenix House Celtic Springs Business Park, Newport, NP10 8FZ.

Cabinet Office:

- **Main Address:** 1 Horse Guards Road, London, SW1A 2HQ.
- **Based:** The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS

## Buyer's Authorised Representative

**Name:** Chris Marshall

**Role:** Lead User Researcher, GOV.UK

**Phone:** 07761 603420

**Email Address:** chris.marshall@digital.cabinet-office.gov.uk

## Additional Contact

**Name:** Jo Arthur

**Role:** Senior User Researcher

**Email Address:**

## Buyer's Environmental Policy

Cabinet Office Environment policy, available at request. Please email GDS Commissioning Team ([commissioning-digital@digital.cabinet-office.gov.uk](mailto:commissioning-digital@digital.cabinet-office.gov.uk) / [GDS-digital-buyer@digital.cabinet-office.gov.uk](mailto:GDS-digital-buyer@digital.cabinet-office.gov.uk))

## Buyer's Security Policy

Cabinet Office Security Breach Policy, Physical Security Policy and Personnel Vetting Policy, all available on request. Please email GDS Commissioning Team

[\(commissioning-digital@digital.cabinet-office.gov.uk/](mailto:commissioning-digital@digital.cabinet-office.gov.uk/)  
[GDS-digital-buyer@digital.cabinet-office.gov.uk\)](mailto:GDS-digital-buyer@digital.cabinet-office.gov.uk)

### **Supplier's Authorised Representative**

**Name:** Mark Gair

**Role:** Managing Director

**Phone:** 0800 138 4308

**Email Address:** Mark.gair@cds.co.uk

**Address:** SimpleUsability, Marshalls Mill, Marshall St, Leeds, LS11 9YJ

### **Supplier's Contract Manager**

**Name:** Judith Doherty

**Role:** Account Director

**Phone:** 0113 350 8155

**Email Address:** [REDACTED]

**Address:** SimpleUsability, Marshalls Mill, Marshall St, Leeds, LS11 9YJ

### **Progress Report Frequency**

Progress Report to be provided on a monthly basis when there are commissions under way.

### **Progress Meeting Frequency**

Progress Meeting to be held on a monthly basis when there are commissions under way.

### **Key Staff**

**Name:** Jenny Roberts

**Role:** Participant Recruitment Lead

**Phone:** 0113 350 1767

**Email Address:** [REDACTED]

**Address:** SimpleUsability, Marshalls Mill, Marshall St, Leeds, LS11 9YJ

**Name:** Layla Al-Muhtaseb

**Role:** Participant Recruiter

**Phone:** 0113 350 1767

**Email Address:** [REDACTED]

**Address:** SimpleUsability, Marshalls Mill, Marshall St, Leeds, LS11 9YJ

**Name:** Asma Iqbal

**Role:** Participant Recruiter

**Phone:** 0113 350 1767

**Email Address:** [REDACTED]

**Address:** SimpleUsability, Marshalls Mill, Marshall St, Leeds, LS11 9YJ

Worker for WP1965 project is 'Outside IR35'.

**Key Subcontractor(s)**

Not used.

**Commercially Sensitive Information**

[REDACTED]

**Balanced Scorecard**

Not Used.

**Material KPIs**

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14 (Service Levels and Balanced Scorecard):

Material KPIs	Target	Measured by
N/A - since Balance Scorecard not being used	N/A - since Balance Scorecard not being used	N/A - since Balance Scorecard not being used

**Additional Insurances**

Not applicable

**Guarantee**

Not applicable

**Social Value Commitment**

Not applicable

**Statement of Works**

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

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

Signature:

Name:

Role:

Date:

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

Signature:

Name:

Role:

Date:

## Appendix 1

### Statement of Works (SOW) Details

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

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

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

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

**Date of SOW:** 01 October 2021

**SOW Title:** Statement of Work 01

**SOW Reference:** DOS-WP1994-01

**Call-Off Contract Reference:** WP1994 User Research Participants for GOV.UK Roadmap

**Buyer:** Cabinet Office

**Supplier:** Corporate Document Services Limited

**SOW Start Date:** 01 October 2021

**SOW End Date:** 31 March 2022

**Duration of SOW:** 6 months

**Key Personnel (Buyer):**

**Name:** Chris Marshall

**Role:** Lead User Researcher, GOV.UK

**Phone:** 07761 603420

**Email Address:** chris.marshall@digital.cabinet-office.gov.uk

**Additional Contact**

**Name:** Jo Arthur

**Role:** Senior User Researcher

**Email Address:** [REDACTED]

**Address:**

- **Main Address:** 1 Horse Guards Road, London, SW1A 2HQ.
- **Based:** The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS

**Key Personnel (Supplier):**

**Name:** Judith Doherty

**Role:** Account Director

**Phone:** 0113 350 8155

**Email Address:** Judith.doherty@simpleusability.com

**Address:** SimpleUsability, Marshalls Mill, Marshall St, Leeds, LS11 9YJ

**Name:** Jenny Roberts

**Role:** Participant Recruitment Lead

**Phone:** 0113 350 1767

**Email Address:** [REDACTED]

**Address:** SimpleUsability, Marshalls Mill, Marshall St, Leeds, LS11 9YJ

**Name:** [REDACTED]

**Role:** Participant Recruiter

**Phone:** 0113 350 1767

**Email Address:** Layla.Al-Muhtaseb@simpleusability.com

**Address:** SimpleUsability, Marshalls Mill, Marshall St, Leeds, LS11 9YJ

**Name:** [REDACTED]

**Role:** [REDACTED]

**Phone:** [REDACTED]

**Email Address:** Asma.Iqbal@simpleusability.com

**Address:** SimpleUsability, Marshalls Mill, Marshall St, Leeds, LS11 9YJ

**Subcontractors:** Not used.

## 1 Call-Off Contract Specification – Deliverables Context

**SOW Deliverables Background:** This Deliverables will focus on deliverables for WP1994 User Research Participants for GOV.UK Roadmap

**Delivery phase(s):** Live

**Overview of Requirement:** Delivery

## 2 Buyer Requirements – SOW Deliverables

**Outcome Description:**

Milestone Ref	Milestone Description	Acceptance Criteria	Due Date
MS01	<p>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 or online tasks.</p> <p>Corporate Document Services Limited Limited to provide research participants at the request of the GOV.UK Programme based on the specifications provided in the original brief: <a href="https://www.digitalmarketplac e.service.gov.uk/digital-outcomes-and-specialists/opportunities/15300">https://www.digitalmarketplac e.service.gov.uk/digital-outcomes-and-specialists/opportunities/15300</a></p>	<ul style="list-style-type: none"><li>• 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.</li><li>• We require Corporate Document Services Limited to create a screener for recruiting participants based on our criteria, and to maintain this for the duration of the engagement.</li><li>• It is usually 6 participants per round but we would like to have the flexibility to occasionally ask for more.</li></ul>	To be completed by 31 March 2022
MS02	Corporate Document Services Limited to provide participants with 2 weeks notice, with shorter timescales in some circumstances.	Corporate Document Services Limited performance in providing the participants as required within the timescale requested.	To be completed by 31 March 2022
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 March 2022

MS04	Corporate Document Services Limited will not charge for no-show participants.	Feedback from user research sessions. The User Research contact will inform Corporate Document Services Limited should there be any no-shows.  Every effort should be made to avoid no-shows.	To be completed by 31 March 2022
------	-------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------

**Delivery Plan:** Not applicable

**Dependencies:**

- Cabinet Office will provide (GOV.UK Programme) will be contract Corporate Document Services Limited, listed they type of User Research participants needed, as per our requirements for WP1994:  
<https://www.digitalmarketplace.service.gov.uk/digital-outcomes-and-specialists/opportunities/15300>

**Supplier Resource Plan:** Not applicable

**Security Applicable to SOW:** Not applicable

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

**Cyber Essentials Scheme: - Not used**

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

**SOW Standards:**

Not applicable.

**Performance Management:**

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

Material KPIs	Target	Measured by

**Additional Requirements:**

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

**Key Supplier Staff:**

Key Role	Key Staff	Contract Details	Employment / Engagement Route (incl. inside/outside IR35)
Account Director	Judith Doherty		Outside IR35 (Not applicable since this is procuring User Research Participants)
Participant Recruitment Lead	Jenny Roberts		Outside IR35 (Not applicable since this is procuring User Research Participants)
Participant Recruiter	Layla Al-Muhtaseb		Outside IR35 (Not applicable since this is procuring User Research Participants)
Participant Recruiter	Asma Iqbal		Outside IR35 (Not applicable since this is procuring User Research Participants)

[Indicate: whether there is any requirement to issue a Status Determination Statement]

**SOW Reporting Requirements:**

[Further to the Supplier providing the management information detailed in Paragraph 6 of Call-Off Schedule 15 (Call Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:

Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission
1.	N/A		
1.1	N/A	N/A	N/A

**3 Charges****Call Off Contract Charges:**

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

- Other pricing method or a combination of pricing methods agreed by the Parties

The estimated maximum value of this SOW (irrespective of the selected charging method) is £31,250.00 (excluding VAT and expenses).

**Rate Cards Applicable:**

Cost of Recruitment of User research participants for each round (based of 6 participants):

Based on:

**Reimbursable Expenses:**

See Expenses Policy in Call-Off Schedule 5 (Pricing Details and Expenses Policy)

Where possible work on this project will be carried out remotely by Rainmaker. Any travel and subsistence expenses incurred on travel to Cabinet Office premises within the M25 is included in the capped price. Any travel outside the M25 will be agreed with CO in advance, in accordance with CO travel policy and charged in addition to the capped price.

**4 Signatures and Approvals****Agreement of this SOW**

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

**For and on behalf of the Supplier**

Name:

Title:

Date:

Signature:

**For and on behalf of the Buyer**

Name:

Title:

Date:

Signature:

## Annex 1

### Data Processing

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

**Data Controller Name: Cabinet Office and Corporate Document Services Limited**

**Data Processor Name: N/A**

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>The Parties are Independent Controllers of Personal Data</b></p> <p>The Parties acknowledge that they are each an Independent Controller for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"><li>• personal data that the Supplier processes to identify appropriate user research participants in accordance with the criteria outlined in the <a href="#">Digital Marketplace offering</a> for which the Supplier is the Controller.</li><li>• any personal data concerning potential user research participants shared with the Buyer by the Supplier for which the Buyer is the Controller;</li><li>• personal data the Buyer collects from user research participants during research interviews and other activities for which the Buyer is the Controller.</li><li>• Business contact details of Supplier Personnel for which the Supplier is the Controller</li><li>• Business contact details of any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Personnel) engaged in the performance of the Buyer's duties under the Contract) for which the Buyer is the Controller.</li></ul>
Duration of the Processing	<p>The duration of each round of user research will not be longer than 4 weeks. The duration of all recruitment commissions is bound by the duration of the due date of the deliverables (31 September 2022).</p> <p>3 years remain the agreed retention period with user research at GDS. Corporate Document Services Limited will be subject to contract terms of data belonging to GDS</p>

Nature and purposes of the Processing	<p>To facilitate the fulfillment of the Buyer's obligations arising from this contract:</p> <p>Recruitment of groups of participants as outlined in the Buyer's brief - see the <a href="#">Digital Marketplace offering</a>.</p>
Type of Personal Data	Includes but not limited to: Name, email addresses, phone numbers, capacity information (how confident they are using digital services / technology), any impairments user research participants may have, demographic data such as age, gender
Categories of Data Subject	<p>Includes but not limited to:</p> <p>(i) User Research Participants or Applicants whose data may be processed in relation to the Supplier's recruitment services.</p> <p>(ii) Buyer staff that are concerned with the management of the contract.</p>
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>