



REDACTED

Democracy Counts
3A Liverpool Road
Great Sankey
Warrington
Cheshire
WA5 1ED

Attn: **REDACTED**

REDACTED

Date: 03 October 2017

Procurement ref: 00088236

Dear Sir/Madam

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

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

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

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

- 1.1. The Services shall be delivered at Democracy Counts' offices (3A Liverpool Road, Great Sankey, Warrington, Cheshire, WA5 1ED, and made available to a subset of Democracy Counts' customers, as directed by the Cabinet Office.
- 1.2. The charges for the Services shall be as set out in Annex 2. The total contract value shall be up to a maximum of £160,781, including all extension options, for all Change Requests issued during the period covered by this contract.
- 1.3. The specification of the Services to be supplied is as set out in Appendix 2.
- 1.4. The Term shall commence on 1st April 2017 (the "Start Date") and the Expiry Date shall be 31st March 2018.
- 1.5. The address for notices of the Parties are:

OFFICIAL

Award letter

V1.0 – 03 October 2017



Customer

Cabinet Office
1 Horse Guards Road,
London,
SW1A 2HQ.
Attention: **REDACTED**, Digital Director

Supplier

Democracy Counts
3A Liverpool Road
Great Sankey
Warrington
Cheshire
WA5 1ED
Attention: **REDACTED**, Managing
Director

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

Name	Title/Role
REDACTED	Digital Director
REDACTED	Programme Director
REDACTED	Democracy Counts Managing Director

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

2. Payment

Payment, per Change Request, will be made upon successful completion of the Change Request and following receipt of the Suppliers invoice. All invoices must be sent, quoting a valid purchase order number (PO Number), to: **REDACTED** with a copy to **REDACTED**.

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

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

3. Liaison

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

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



Crown
Commercial
Service

OFFICIAL

T 07917 211833

E rob.hardman@crowncommercial.gov.uk

www.gov.uk/ccs

Yours sincerely

REDACTED

Procurement Manager, CCS

REDACTED

Signed for the Cabinet Office ("the Customer")

Name: **REDACTED**

Senior Finance Business Partner, Finance Directorate,
Cabinet Office

Signature:

Date:

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

Signed for Democracy Counts ("the Supplier")

Name: **REDACTED**

Managing Director

Signature:

Date:



APPENDIX 1 – Service Charges

This contract is a draw down contract covering the financial year 2017/18. Individual Change Requests will be issued throughout this period. Each Change Request will be negotiated individually to ensure value for money. The Supplier's Rate Card that will apply for this work is as follows;

Role	Day Rates £ plus VAT
Director	REDACTED
Senior software Engineer	REDACTED
Software Engineer	REDACTED
JR Software Engineer	REDACTED
Senior Business Analyst	REDACTED
Business Analyst	REDACTED
Software Testing	REDACTED
Documentation	REDACTED
Training	REDACTED

APPENDIX 2 – Services to be delivered

Introduction

Delivering a more cost effective, streamlined and user friendly annual voter registration canvass is one work stream within a wider Programme initiative aimed at delivering the vision for electoral registration. This wider Programme, entitled the 'Modernising Electoral Registration Programme' (MERP), consists of a range of work streams, each aimed at realising one or more of the vision's overarching objectives – such as increasing the completeness and accuracy of the register, making the system of electoral registration more efficient and ensuring ERO performance is measured more on outcomes as opposed to outputs.

The '2017 Canvass Pilots' project seeks to test alternative processes for conducting the annual voter registration canvass, with the following objectives;

The **primary objectives** for the 2017 Canvass Pilots are as follows:

i) That the volume and quality of the information supplied to EROs as a result of the pilot canvass activity (potential: additions, changes to registration details, and deletions to the register) remains the same or higher than the baseline.

Measurement: Proportion of households for which information of a change (addition/deletion/amendment) is provided through the canvass or alternative.

ii) That the monetary cost of conducting the pilot activity is lower than the baseline (the current canvass approach under IER) and significantly reduces the costs of electoral registration.

Measurement: Total cost associated with conducting the canvass or alternative (to include all printing, postage, processing, face to face visits or other staff time).



The following are **sub objectives**:

i) Improved usability of the ERO's chosen methods of contact with households

Measurement: Volume and substance of complaints related to the process received by the ERO

ii) Reduced time taken to gather information

Measurement: Duration of 2017 canvass activity in pilot areas compared to baseline.

iii) Greater volume of actual registrations and deletions arising from the canvass or alternative

Measurement: Number of additions and deletions

iv) Greater ERO satisfaction with the piloted canvass process

The outcomes of the 2017 Canvass Pilots will be evaluated by the Cabinet Office Constitution Group Analysis Team, the **research questions** for this evaluation are as follows:

- i) Do a range of effective and more efficient alternatives to the legislated canvass exist?
- ii) If so, can they be successfully delivered across a range of EROs/LAs?
- iii) What impact, if any, did the various elements of the alternative canvasses have on the volume and quality of the information captured?
- iv) What, if any, are the other important costs or benefits to the alternative approaches?

Deliverables

High Level

The high level deliverables are as follows;

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

Testing

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



Delivery Dates

1. The modified EMS, including the In-flight MI, to be operationally ready for the start of the 2017 Annual Canvass on 1st July 2017
2. The Evaluation MI to be tested against test data and ready to execute on 1st December 2017 against live data, upon which further testing will commence with live data, with the final approval by 31st January 2018