**DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS**

* 1. **Letter of Appointment**



Dear Sirs

**Letter of Appointment**

This letter of Appointment is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier dated 19/03/20.

Capitalised terms and expressions used in this letter have the same meanings as in the Contract Terms unless the context otherwise requires.

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| Order Number:  Contract Number: | TBC  **con\_17572** |
| From: ("Customer") | MoJ Commercial & Contract Management Directorate (CCMD), on behalf of;  HMCTS, Insight and User Research Division, Location 5.12, 102 Petty France, London, SW1H 9AJ  Attn: **REDACTED**  Email: **REDACTED** |
| To: ("Supplier") | Revolving Doors Agency, South Bank Technopark, 90 London Road, London, SE1 6LN  Attn: **REDACTED**  Email: **REDACTED** |

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| Effective Date: | 23rd March 2020 |
| Expiry Date: | End date: 1st May 2020  Date of Maximum Extension Period: N/A  Minimum written notice to Supplier in respect of extension: N/A |

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| Services required: | Set out in at:  Annex A – Customer Specification  Annex B – Supplier Proposal. |

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| Key Individuals: | MoJ Stakeholders **REDACTED**  MoJ Commercial Team: Hilary Cooper  Supplier: **REDACTED** |

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| Contract Charges (including any applicable discount(s), but excluding VAT): | **REDACTED** ex VAT |
| Insurance Requirements | As per those detailed in the DPS framework agreement |
| Liability Requirements | **Suppliers limitation of Liability** (Clause 18.2 of the Contract Terms) |
| Customer billing address for invoicing: | SSCL – Her Majesty’s Courts and Tribunal Service,  PO Box 745  Newport  Gwent  NP10 8FZ    Email: [APinvoices-CTS-U@gov.sscl.com](mailto:APinvoices-CTS-U@gov.sscl.com)  For emailed invoices please attach a PDF of the invoice to a blank email clearly marked with the PO number and contract reference and send. It to the above email address. The invoice will be automatically scanned on receipt at SSCL. |

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| GDPR | As detailed in Contract Terms Schedule 7 (Processing, Personal Data and Data Subjects) |
| Alternative and/or additional provisions (including Schedule 8 (Additional clauses)): | N/A |

**FORMATION OF CALL OFF CONTRACT**

**BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT the Supplier agrees to enter a Contract with the Customer to provide the Services in accordance with the terms of this letter and the Contract Terms.**

**The Parties hereby acknowledge and agree that they have read this letter and the Contract Terms, and by signing below agree to be bound by this Contract.**

**The Parties hereby acknowledge and agree that this Contract shall be formed when the Customer acknowledges the receipt of the signed copy of this letter from the Supplier within two (2) Working Days from such receipt**

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| **For and on behalf of the Supplier:** | |
| Name and Title | **REDACTED** |
| Signature | **REDACTED** |
| Date | **REDACTED** |
| **For and on behalf of the Customer:** | |
| Name and Title | **REDACTED** |
| Signature | **REDACTED** |
| Date | **REDACTED** |

**Annex A**

**Customer Project Specification**

1. **Introduction**

HM Courts & Tribunals Service (HMCTS) is responsible for the administration of criminal, civil and family courts and tribunals in England and Wales. It is an executive agency, sponsored by the Ministry of Justice.

In just a few years, HMCTS will transform the way justice is administered. We want every user to feel they have been treated swiftly, fairly and with respect.

**REDACTED**

This is about more than simplifying processes. It’s about changing the way we think and feel about how we serve our customers, how we work with each other, and our own roles. By focusing our energy on providing a better customer experience and using technology to enable us to work better and smarter, we are going to build a modern system for administering justice which will benefit everyone who uses it, for generations to come.

An important cohort who encounter the criminal justice system is defendants, and it is imperative we fully understand their experiences and identify any triggers and barriers to current engagement throughout the process.

More information about HMCTS Reform can be found here:

<https://www.gov.uk/government/news/hmcts-reform-programme>

1. **Background to the Requirement**

Research with defence representatives was undertaken in 2019 by HMCTS’ Insight and User research team and had two key aims; understand how defence reps work can be commenced and expediated pre-hearing, and explore how to encourage defendants to attend court, seek representation and engage with defence reps at an earlier stage of the process.

Whilst this research provided fruitful learnings around these key areas, the defendant perspective was not captured directly from the point of view of defendants themselves. All defendant insights around engagement and representation decisions were based on the perceptions of defence representatives and their personal experiences with their clients.

This piece of research is therefore being conducted to further understand engagement across the defendant journey (from point of arrest to first hearing / trial) from the point of view of the defendant. The key focus of this research will be to look to improve defendant engagement in the criminal justice process pre-court (including with legal representation) and attendance at court; by understanding defendant behaviour, decision making and choices around legal representation.

Findings from the 2019 research with defence reps has helped to segment defendants and identify which are of most importance to focus on within this research. Our research revealed that two core defendant cohorts are the least likely to be able to change their behaviour or be receptive to encouragement around early engagement so will not be included in this research;

* **Repeat offenders**
* **Defendants with chaotic lifestyles**

The output of this research will help inform the programme’s Proof of Concepts and Crime Service Design, (case progression, on-line plea and allocation and video remand hearings), and could also help with ongoing efficiency as well as improving the system for, and increasing our engagement with, unrepresented defendants. There are many potential benefits of understanding and thus potentially improving engagement and representation e.g. there is potential to reduce levels of failure to attend leading to less ineffective trials, swifter conclusion of cases resulting in a positive impact on defendants, victims and witnesses experience.

This research will also inform internal work conducted by the insight research team which will focus on applying behavioural insight to encourage defendant engagement

1. **Requirement**

Whilst researchers from HMCTS’ Insight and User Research team can gain access and interview defendants in prisons, those on probation and at court, we recognise that understanding the experience of former defendants and those who have suspended sentences requires a specialist agency who have the skills and expertise in having access to recruiting and interviewing this cohort for this piece of research.

Therefore, any provider wishing to bid for this contract must have the ability to recruit such defendants with a variety of different needs.

The following outlines the required work and considerations that are required for this piece of work:

1. **To undertake primary qualitative research**
   1. *Research questions:*

**REDACTED**

*Engagement with defence reps (represented defendants)*

**REDACTED**

*Engagement with the process (unrepresented defendants)*

**REDACTED**

*The defendant experience via Prison to Court Video Link*

**REDACTED**

1. **Practical recommendations on how to improve defendant engagement.**

**REDACTED**.

1. **A robust final report**

**REDACTED**

1. **Aims**

The overarching aims of this work is to:

1. Understand how defendant’s engagement with the process leading up to first hearing/trial, including legal representation can be encouraged, and if this can happen earlier in their journey
2. Understand how we may improve defendant attendance at court

**REDACTED**

1. **Objectives (Measurable Outputs)**

We would expect the contract to last for up to six weeks.

**Phase 1: Research plan and instruments**

* A research plan outlining;

**REDACTED**

* Research instruments; such as interview schedule/ interview guides.

**Phase 2: Fieldwork**

* Competition of qualitative fieldwork (interviews). Providing HMCTS with summaries from each research session.

**Phase 3: Final research report**

* The creation of a research report covering the findings of the qualitative research. This research will need to take an iterative approach, with HMCTS consultation for each step.

A presentation of the final report to HMCTS

1. **Timetable**

**Timeline:**

Research plan and research tools: Mid-March 2020

Fieldwork commences: Late March 2020

Fieldwork continues: Early April 2020

Draft research report: Mid April 2020

Final presentation: Late April 2020

As noted below this timeline is subject to change

**Working with us:**

The chosen provider is expected to work very closely with HMCTS and weekly catch up meetings over the phone and specified meetings in person will be required.

We would expect at least two face-to-face meetings, and one research findings presentation. **REDACTED** Timings.

Procurement for this contract will follow the following timescales, however the Authority reserves the right to alter/amend this timetable if required. The Bidders / Potential Supplier will be informed through the e-Sourcing Portal of any such changes where necessary.

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| **Action** | **Task Owner** | **Deadlines.** |
| ITT Published | Customer | 21/02/20 |
| Clarification questions deadline | Supplier | 28/02/20 |
| Clarification questions response deadline | Customer | 03/03/20 |
| Deadline for proposal submission – 12.00 noon | Supplier | 09/03/20 |
| ITT Submission Compliance Check and forward documents to the pre-arranged Evaluators | Customer | 09/03/20 |
| Evaluation of proposals | Customer | 10/03/20 |
| Moderation Meeting | Customer | 11/03/20 |
| Prepare and send Decision Letters to all parties who took part | Customer | 11/03/20 |
| Finalise Contract Document and send to successful supplier | Customer | 12/03/20 |
| Supplier to check Contract Document, sign and return | Supplier | 16/03/20 |
| Commercial to sign contracts and return one to the supplier | Customer | 17/03/20 |
| Commercial create CPA for PO to link to / Business to raise a Requisition and advise commercial of the number | Customer | 17/03/20 |
| Business to set up initial meeting / approach and research material development | Customer / supplier | 18/03/20 |

1. **Any other Key features**

**Supplier Proposal**

**REDACTED**

1. **Outcome**

**Key deliverables:**

* Research proposal and research instruments
* Summaries of research sessions
* Final report including research findings and recommendations

**Invitation to Tender (ITT\_2599) Evaluation Criteria, Improving Defendant Engagement**

**REDACTED**

**Annex B**

**Supplier Proposal**

To be determined at Call for Competition stage

**REDACTED**



**RM6018 Contract Terms**

**See Separate Document**