

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

### Part 1: Letter of Appointment

Government Equalities Office  
Sanctuary Buildings, Sixth Floor  
Great Smith Street  
London  
SW1P 3BT

Dear Sirs

### Letter of Appointment

This letter of Appointment dated 12<sup>th</sup> August 2019 is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier.

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

Order Number:	TBC
From:	Government Equalities Office ("Customer") Sanctuary Buildings, Sixth Floor Great Smith Street London SW1P 3BT
To:	National Institute of Economic and Social Research (Incorporated) (the) ("Supplier") 2 Dean Trench Street Smith Square Westminster London SW1P 3HE
Effective Date:	12 <sup>th</sup> August 2019
Expiry Date:	The Contract shall expire on 31st March 2020 with no option to extend.

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Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: <ul style="list-style-type: none"> <li>· the Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B</li> </ul>
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Key Individuals:	<p><b>For the Customer</b> REDACTED</p> <p><b>For the Supplier</b> REDACTED</p> <p><b>Contractual Relationships</b> NIESR shall be the lead Supplier for this Contract and shall subcontract to Traverse, Consortium and academic advisors.</p>
Guarantor(s)	Not Applicable

Contract Charges (including any applicable discount(s), but excluding VAT):	Roles and Rates shall remain firm for the duration of the Contract. The maximum Contract value shall not exceed £77,362.50. Annex C
Insurance Requirements	Clause 19 of the Contract Terms
Liability Requirements	<b>Suppliers limitation of Liability</b> (Clause <b>Error! Reference source not found.</b> of the Contract Terms);
Customer billing address for invoicing:	Invoices shall be submitted to: REDACTED

GDPR	Contract Terms Schedule 7 (Processing, Personal Data and Data Subjects)
Alternative and/or additional provisions	Not Applicable

(including Schedule 8(Additional clauses)):	
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**FORMATION OF CONTRACT**

**BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) 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.**

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

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

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

Name and Title:

Name and Title:

Signature:

Signature:

Date:

Date:

## ANNEX A

### Customer Project Specification

#### DEFINITIONS

Expression or Acronym	Definition
LGBT	Lesbian, gay, bisexual and transgender
Non-binary or non-binary gender identities	People who have a gender identity that is neither exclusively male nor female. These gender identities are often referred to using the umbrella term 'non-binary'. Those with a non-binary gender identity may feel like they are, to some degree, both a man and a woman; that they are neither a man nor a woman; or that their gender identity is something altogether more fluid. This may include people who identify as having no gender ('agender') or a fluid gender ('genderfluid').
Gender identity	An internal sense of one's own gender, which can correspond with assigned sex at birth or can differ.
Cisgender people	People whose gender identity corresponds with their sex registered at birth.
Public and private services	Public services are services provided by Government. This can include job centres, the benefits system, the criminal justice system as well as services local government provides  Private services are services provided by private companies. That might mean utility companies, banks, telephone providers and landlords or housing providers. It could also include retailers and leisure providers, such as gyms and sports centres.
'Grey' literature	The term 'grey literature' refers to any information that is not produced by commercial publishers. It includes research reports, working papers, conference proceedings, theses, white papers, and reports produced by government departments, select committees, academics, pressure groups, business and industry.  Grey literature may not be directly available to the public, or distributed privately within organisations/ groups. It may be difficult to discover, access, and evaluate, but this can be addressed through the formulation of sound search strategies.
Call for evidence	A call for evidence is an information gathering process. It is not a consultation, which is a process of gathering views on Government's legislative or policy proposals.  In the context of this project, the call for evidence shall comprise two stages:  (a) gathering published and 'grey' literature; and,  (b) engaging with and collecting evidence with stakeholders in an appropriate format.

Critical evidence review	Evidence reviews provide an overview of existing research on a topic and a synthesis of the evidence base to answer research questions. The evidence review must systematically search and critically appraise the quality of the evidence base to provide a balanced assessment of what is known about a policy issue. Where possible, the method adopted be rigorous and explicit in method.  For more details, please refer to method section.
'Policy issues'	This relates to the five key contexts in which we would like to develop the evidence base on non-binary experiences. Specifically,  (1) healthcare / medical services (2) education (3) workplace / labour market (4) using public and private services and (5) recognition on identity documents.

**SCOPE OF REQUIREMENT**

The Supplier must conduct the following evidence gathering and research activities:

**Component 1** – Call for evidence, including qualitative research with stakeholders

**Component 2** – Critical evidence review

**Component 3** – Qualitative research with non-binary participants

**THE REQUIREMENT**

The aim of the research is to improve understanding of:

the non-binary population and how non-binary people identify their gender;  
 experiences of non-binary people, specifically those associated with their gender identity;  
 the needs/preferences of people with non-binary gender identities; and,  
 what can be done to improve support for people with non-binary gender identities  
 in the five 'policy issues'

- (1) healthcare / medical services
- (2) education
- (3) workplace / labour market
- (4) using public and private services and
- (5) recognition on identity documents.

In order to achieve the project aims, the Supplier shall:

conduct and analyse an external, wide-ranging 'call for evidence' to generate the best and most up-to-date evidence on non-binary gender identities, including qualitative research with a minimum of ten stakeholders agreed with the Customers policy team

critically review and synthesise evidence on the experiences, barriers faced, and needs/preferences of people with non-binary gender identities

undertake robust and insightful qualitative research on the experiences, barriers faced, and needs/preferences of people with non-binary gender identities

The key research questions are set out in Table 2. Each question is mapped to the three components of the project. These research questions shall be considered in general and for all five 'policy issues'.

Table 1: List of research questions by component of work

	1. Call for evidence	2. Critical evidence review	3. Qualitative research
<b>THEME A. What is known about the non-binary population?</b>			
1. What are <b>non-binary gender identities</b> and how do they vary? Including, <ul style="list-style-type: none"> <li>- How have non binary people developed their sense of gender identity?</li> <li>- How do non-binary people define or explain their gender identity?</li> <li>- To what extent do people with non-binary gender identities regard themselves as transgender?</li> </ul>	✓	✓	✓
2. What are the <b>socio-demographic and economic characteristics</b> of the non-binary population in the UK? Including, <ul style="list-style-type: none"> <li>- To what extent are younger people more likely to identify as non-binary than people from older age groups?</li> <li>- How do non-binary people vary by other socio-demographic and economic characteristics, such as sex assigned at birth, region, ethnicity, religion/belief, education levels, employment status etc.</li> </ul>	✓	✓	X
<b>THEME B. What experiences, challenges and barriers do non-binary people face as a result of their gender identity and how can these be addressed?</b>			
3. What are the <b>key challenges and inequalities</b> experienced by people with non-binary gender identities? <ul style="list-style-type: none"> <li>- How does identifying as non-binary affect experiences of services and employment, and how non-binary people are treated?</li> <li>- To what extent do non-binary people experience discrimination (or unfavourable treatment) on the basis of their gender identity? What is the nature of this discrimination? Who is affected by it?</li> </ul>	✓	✓	✓
4. What are the <b>needs / preferences</b> for non-binary people relating to service delivery?	✓	✓	✓
5. What <b>barriers</b> do non-binary people experience as a result of their gender identity?	✓	✓	✓

6. What could be done to <b>improve support</b> for non-binary people?	✓	✓	✓
7. What are the key <b>evidence gaps</b> on the inequalities experienced by non-binary people?	X	✓	X

All research methods and analysis must be robust, transparent, and objective. The Customer envisage the methodological approach for this project shall comprise three components:

**Component 1** – Call for evidence, including stakeholder interviews

**Component 2** – Critical evidence review

**Component 3** – Qualitative research with non-binary people

### **Component 1 - Call for evidence**

The overall purpose of the call for evidence is to gather timely, wide-ranging quality evidence on the following high-level themes:

Theme A: What is known about the non-binary population?

Theme B: What experiences, challenges and barriers do non-binary people face as a result of their gender identity and how can these be addressed?

Within each of these themes, evidence shall be collected, generated and grouped in order to answer the key research questions.

The Customer proposes that the call for evidence is divided into two parts:

Part 1 – Published call for evidence

Part 2 – Qualitative research with stakeholder organisations

### **PART 1 – PUBLISHED CALL FOR EVIDENCE**

The published call for evidence is aimed at stakeholders, including LGBT organisations, academics, service providers and others who may have evidence on the specific issues. It is not directly targeted at members of the general public.

The Customer proposes using a relatively high quality threshold for evidence submitted via the published call for evidence. The Customer are seeking published evidence and 'grey literature' only (see 'Definitions' table). At this stage of policy development, the Customers preference is not to include evidence from individuals about 'personal' experiences or anecdote, or views about non-binary identities. It will be important that this is clearly conveyed publicly to help manage the expectations of the public and stakeholders but also to ensure appropriate evidence is submitted.

The published call for evidence shall be open for **approximately 6 weeks**. It shall be published in as many formats and communicated through as many appropriate networks as possible. At a minimum, it shall need to be published on webpages, via social media, via appropriate LGBT stakeholder and academic networks. The Customer also expects the Supplier to engage with service providers (healthcare, education, public and private services).

The Supplier shall need to identify relevant stakeholders, including service providers. The Supplier is required to effectively and **proactively** promote the call for evidence among these stakeholders, using appropriate communication modes. The Supplier shall need to provide a detailed plan for conducting and engaging with stakeholders (Milestone 2). This shall involve identifying key stakeholders, methods for engaging with them on the call for evidence. The Customer anticipate the Supplier shall need to engage directly (via phone, email, or face to face) with key stakeholders to facilitate the collection of evidence. The Customer also expect reminders to be sent at appropriate intervals in order to secure timely submission of evidence.

The Supplier shall be responsible for reviewing and analysing all the responses to the published call for evidence. The quality of all evidence submitted shall need to be assessed according to quality criteria agreed with the Customer. Evidence which does not meet the quality threshold shall be excluded from further analysis. All evidence which meets the quality threshold must be reviewed and synthesised in order to answer the research questions. The findings shall inform the first report.

## **PART 2 - QUALITATIVE RESEARCH WITH STAKEHOLDER ORGANISATIONS**

While stakeholder organisations are able to respond to the published call for evidence (Part 1), they may also have important insight on the research questions which does not meet the specified quality thresholds. To ensure that the Customer are able to capture this important evidence, particularly on the needs or preferences of people with non-binary gender identities, the Customer requires the Supplier to conduct robust qualitative research with 10-15 stakeholder organisations. The final list of stakeholders shall need to be agreed with the Customer. It shall include, but is not limited solely, to non-binary stakeholders.

The Customer requires the Supplier to conduct semi-structured interviews with nominated representatives from stakeholder organisations. However the Supplier shall need to liaise with each stakeholder organisation to agree the best format in which to provide information. Transcripts of the all interviews shall be produced and used for analysis.

Interviews with stakeholders shall be organised, as much as possible at their convenience. They shall be carried out face-to-face or by telephone depending on their preferences. Interviews shall to take 40-60 minutes.

The stakeholder interviews shall generate evidence on stakeholders perspectives on non-binary issues in general and specifically relating to the five 'policy issues'. Where possible, the reasons for views expressed shall be sought, and if possible evidence provided. The Supplier is expected to acquire any evidence cited in the stakeholder interviews which has not already been supplied as part of the call for evidence.

Topics for stakeholder interviews include:

Experiences, and interactions with non-binary people

Issues, challenges and/or inequalities related to non-binary gender identity

Understanding of the needs / preferences for service delivery

Barriers

Support.

## **COMPONENT 2 – CRITICAL EVIDENCE REVIEW**

The Customer appreciates that although the evidence base on non-binary people is growing it is also limited. So while the evidence review must systematically search, identify, critically evaluate and synthesise evidence, a flexible approach is required. Throughout the review,

decisions need to be taken and agreed with the Customer about the breadth and depth of the review.

A critical approach to reviewing the strengths and weaknesses of evidence shall be adopted.

Inclusion / exclusion criteria must be set to filter out studies which are not of sufficiently good quality. Where possible, given the time constraints, the evidence review shall adopt the principles of Rapid Evidence Assessments. For more information about Rapid Evidence Assessments, please see the Government Social Research toolkit:

<http://webarchive.nationalarchives.gov.uk/20131001174923/http://www.civilservice.gov.uk/networks/gsr/resources-and-guidance/rapid-evidence-assessment>.

## **SCOPE OF EVIDENCE REVIEW**

Detail on the scope of the evidence review is set out below. The main geographical focus is the UK, however, given the limited evidence base, the review shall extend to relevant international studies published in the English language.

The evidence for consideration in the review must include:

All relevant published and grey literature from 2000 – present;

Evidence on the non-binary population, their experiences and gender identity/expressions in general

Evidence on all five ‘policy issues’:

- (1) healthcare / medical services
- (2) education
- (3) workplace / labour market
- (4) using public and private services and
- (5) recognition on identity documents.

Literature published in the English language, including seminal reports in other languages if considered appropriate for the review.

International, national and local-level studies in the UK;

Studies involving quantitative, qualitative methods, or a range of methods;

## **MINIMUM STANDARD FOR EVIDENCE REVIEW**

There is a basic, minimum methodological standard that the Customer requires the evidence review to meet:

The Supplier must consider all the key research questions and all five ‘policy issues’

A ‘systematic’ method of searching the literature must be used. This shall be transparent and well-documented. Clear inclusion/exclusion criteria shall be used and documented at the outset of the review to appraise studies and included in the final report, along with a bibliography of research, with highlighted quality criteria.

The Supplier must clearly critically review (i.e. assess the strengths and weaknesses of) the following elements of each study considered when reviewing the relevant literature:

the scope and size of sample (including response rates);  
the research questions/hypotheses posed;  
the research design;  
the nature and quality of the fieldwork (mindful of technical notes);  
the analysis (nature and robustness of findings).

The evidence review must identify and document any evidence gaps and/or limitations associated with the methodology employed.

The Supplier must, based on the evidence generated, consider how the findings shall inform subsequent research and policy in this area.

The evidence review is intended to provide comprehensive coverage (i.e. breadth and depth) of the key research questions. The final search strategy and proposed methodology shall need to be agreed with the Customer at an early stage (Milestone 3).

As part of the reviewing process the Customer shall require the Supplier to document the different approaches to a) recruiting and b) generating a diverse or representative sample of non-binary research participants for qualitative and quantitative studies, as appropriate.

A final research report, to publication standard, must be delivered by the Supplier by **Friday 4<sup>th</sup> October 2019** which summarises and synthesises the findings from:

Published call for evidence (Component 1, Part 1)

Qualitative research with stakeholders (Component 1, Part 2)

Critical evidence review (Component 2)

The Supplier shall need to include a database of sources identified or accessed and a summary paper detailing methods of recruiting and generating a diverse or representative sample of non-binary research participants for qualitative or quantitative studies and evidence of their effectiveness.

### **COMPONENT 3: QUALITATIVE RESEARCH WITH NON-BINARY PEOPLE**

The call for evidence and evidence review shall be complimented by qualitative research with non-binary participants. This component shall build on the evidence already collected and help to address evidence gaps to enable a more detailed assessment of the nature of experiences/issues but also probe the reasons why participants believe that their non-binary gender identity was an important factor in their experiences and interactions in the five 'policy issues'.

The Customer propose that up to 40 semi-structured interviews are conducted with a non-binary participants. Interviews shall be carried out face-to-face or by telephone (but ultimately this shall be participant-led). Interviews shall take 40-60 minutes. The Customer hopes that this approach shall allow the collection of rich data and is suitable given the potentially personal and sensitive nature of experiences relating to non-binary gender identities.

### **RECRUITMENT**

There is no robust data on the non-binary population. Definitions of non-binary gender identities also vary. The Supplier must attempt to recruit a diverse sample of non-binary people with a range of views and experiences. To improve the understanding of the relevant issues, participants in the sample must have experiences of using at least one of the four policy issues: healthcare, education, the workplace, and using public and private services.

This is to enable the Customer to better understand a diversity of experiences and identify any inequalities on the basis of non-binary gender identities. Views on the recognition on identity documents shall be sought from all participants (i.e. the fifth policy issue).

The Customer requires the Supplier to have access to their own networks of contacts and develop their own strategies for the recruitment of non-binary participants. The Customer anticipate that the recruitment of a diverse sample of non-binary participants will be a significant challenge for this research. The Customer expect a range of recruitment techniques to be employed in order to achieve a diverse sample. It may also require the use of innovative recruitment techniques, rather than relying solely on existing / established networks.

In order to facilitate the recruitment of research participants, the Supplier shall be expected to work closely with the Customer to agree the routes to recruiting participants.

The Supplier shall recognise that some of the issues being discussed may be personal or sensitive for some research participants. It is also important to recognise that non-binary participants may want to avoid being 'labelled' or categorised. Participants shall be treated appropriately, and with understanding.

## TOPIC GUIDE

The Customer expect topic guides to be informed by the findings from the call for evidence (Component 1), the evidence review (Component 2) and the research questions in this specification. The exact content shall be agreed with the Customer and the Supplier during the project. The Customer requires the following topics shall be explored:

Personal expressions of gender identity

Openness about gender identity and gender expression/presentation and interactions with other people

How sense of gender identity developed

Effect of gender identity on everyday life and experiences of services

Effect of gender identity on employment and experience of the workplace

Attitudes to recognition on identity documents and legal recognition

Experiences of discrimination or unfavourable treatment on basis of gender identity

Needs and expectations

Removing barriers

The Supplier shall use a range of appropriate techniques to engage and facilitate discussion with research participants but also to clarify people's thinking or judgements, for example by using vignettes.

All data shall be transcribed. Analysis shall conducted by theme (themes shall be mapped onto the key research questions) and by 'whole case' analysis shall explore the relationship between personal circumstances, experiences and attitudes. Such analysis is also useful for generating detailed case studies (suitably anonymised) to illustrate key research findings.

A final research report, to publication standard, setting out the findings of qualitative research with non-binary participants must be delivered by the Supplier by **Friday 10<sup>th</sup> January 2020** (Component 3) (Milestone 6).

## KEY MILESTONES AND DELIVERABLES

The table below sets out our anticipated timetable for the milestones and deliverables this work.

The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Project <b>inception meeting</b> , attended in person at the Customers London office.	Within week 1 of Contract Award
2	Delivery of detailed <b>stakeholder engagement plan</b> for published call for evidence (Component 1, Part 1)	No later than Friday 16 <sup>th</sup> Aug 2019
3	Delivery of detailed <b>method paper</b> for: <ul style="list-style-type: none"> <li>• Qualitative research with stakeholders (Component 1, Part 2)</li> </ul> Critical evidence review (Component 1, Part 2)	No later than Friday 16 <sup>th</sup> Aug 2019
4	<b>Project meeting</b> involving a presentation of findings from Component 1 and Component 2, attended in person at the Customers London office	Within week commencing Monday 23 <sup>rd</sup> September 2019
5	Delivery of <b>first research report</b> for publication summarising and synthesising the findings from <ul style="list-style-type: none"> <li>• Published call for evidence (Component 1, Part 1)</li> <li>• Qualitative research with stakeholders (Component 1, Part 2)</li> <li>• Critical evidence review (Component 2)</li> </ul> In addition, the Supplier shall need to provide <ul style="list-style-type: none"> <li>• a <b>database of sources</b> identified or accessed.</li> <li>• a <b>summary of methods</b> of recruiting and generating a diverse or representative samples of non-binary research participants for qualitative or quantitative studies and evidence of their effectiveness</li> </ul>	Friday 4 <sup>th</sup> October 2019
6	Delivery of <b>second research report for publication</b> with findings of qualitative research with non-binary participants (Component 3)	Friday 10 <sup>th</sup> January 2020

7	Acceptance of final second research report for publication	Friday 31 <sup>st</sup> January 2020
8	Delivery of <b>Powerpoint presentation</b> (and speaking notes) of findings from components 1, 2 and 3; presentation of findings at GEO LGBT conference. Specifics to be agreed in advance with the Customer.	February 2020 (date tbc)

## MANAGEMENT INFORMATION/REPORTING

The interim and final reports must be accessible, concise and written in plain English, suitable for a non-specialist audience. Reports shall follow the Customers style guidance and be written using the approved Customer report template, which shall be made available to the Supplier. All reports submitted must be proof-read.

The Customer shall expect to review and comment on at least two drafts of each report, prior to agreeing final versions and approving payment of related invoices. At a minimum, the Customers staff shall require at least one working week to review and return comments on a draft report.

The final report shall be reviewed, accepted and signed off by the Customers Head of Analysis and the Deputy Director, LGBT policy.

The Supplier shall be required to work and report to the appropriate Customer staff. Full details of whom the Supplier shall be required to report to shall be provided upon Contract award.

Reporting shall take the form of weekly progress email update at the start of the project, with the frequency adapting relatively to the work schedule, in agreement with the Customer. The Customer also requires the Supplier to engage in regular discussions via telephone or face-to-face, as required.

An initial inception meeting shall be in person at the Customers London office. A project meeting to present and discuss the findings of the call for evidence (Component 1, parts 1 and 2) and the evidence review (Component 2) in September prior to submitting the draft research report.

## VOLUMES

This contract is for a one-off request for a call for evidence, evidence review and qualitative research.

## CONTINUOUS IMPROVEMENT

The Supplier shall be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

The Supplier shall present new ways of working to the Customer during monthly Contract review meetings.

Changes to the way in which the Services are to be delivered must be brought to the Customers attention and agreed prior to any changes being implemented.

## QUALITY

All final research reports must explicitly address all agreed research questions. Reports must be concise and written in plain English, and be presented in a way that is accessible and engaging for policymakers, ministers and wider stakeholders. Reports shall follow the Customers style guidance and be written using the Customers report template.

The Customer shall review and comment on at least two drafts of each report, prior to agreeing final versions.

### **STAFF AND CUSTOMER SERVICE**

The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

The Supplier shall ensure that staff understand the Customers vision and objectives and shall provide excellent customer service to the Customer throughout the duration of the Contract.

### **SERVICE LEVELS AND PERFORMANCE**

The Customer shall measure the quality of the Supplier's delivery by:

<b>KPI/SLA</b>	<b>Service Area</b>	<b>KPI/SLA description</b>	<b>Target</b>
1	Published call for evidence (Component 1 (part 1))	Full written stakeholder engagement plan for published call for evidence (Component 1, Part 1). To be presented to the Customer no later than Friday 16 <sup>th</sup> July 2019.	100%
2	Qualitative stakeholder research and evidence review (Components 1(part 2) and 2)	Full written method paper for: <ul style="list-style-type: none"> <li>Qualitative research with stakeholders (Component 1, Part 2)</li> <li>Critical evidence review (Component 1, Part 2)</li> </ul> To be presented to the Customer no later than Friday 16 <sup>th</sup> August 2019.	100%
3	Call for evidence and critical evidence review (Components 1 and 2)	Full written research report summarising and synthesising the findings from <ul style="list-style-type: none"> <li>Published call for evidence (Component 1, Part 1)</li> <li>Qualitative research with stakeholders (Component 1, Part 2)</li> <li>Critical evidence review (Component 2)</li> </ul> The Supplier shall need to include a database of sources identified or accessed. To be presented to the Customer no later than Friday 4 <sup>th</sup> October 2019	100%

4	Call for evidence and critical evidence review (Components 1 and 2)	Powerpoint presentation, for GEO officials, of findings from <ul style="list-style-type: none"> <li>• Published call for evidence (Component 1, Part 1)</li> <li>• Qualitative research with stakeholders (Component 1, Part 2)</li> <li>• Critical evidence review (Component 2)</li> </ul> and consideration of policy implications, delivered in person at the Customers London office. To be presented to the Customer no later than Friday 4 <sup>th</sup> October 2019.	100%
5	Qualitative research with non-binary participants (Component 3)	Delivery of research report on findings of qualitative research with non-binary participants (Component 3). To be presented to the Customer no later than Friday 10 January 2020.	100%
6	Call for evidence, evidence review and qualitative research with non-binary participants (Components 1, 2 and 3)	Powerpoint presentation, aimed at the public, of the findings from Components 1, 2 and 3 at the GEO's LGBT Stakeholder conference, expected in February 2020. The Supplier shall also provide speaking notes for each slide, To be presented to the Customer by no later than end March 2020.	100%
7	Communication	Brief weekly progress reports by email against agreed work milestones. Regular discussions via telephone or face-to-face as required.	100%
8	Project management	All action points from progress meetings circulated and agreed within two working days of meeting.	100%
9	Account Management	Requests from the Customer responded to within 24hrs	100%
10	Account Management	Complaints escalated within 24hrs and resolved within 72hrs	100%

The Customer reserves the right to ask for early, descriptive, findings for key questions once the interviews and review has been completed where this is of importance for ongoing policy development.

In addition to these outputs, we also expect regular weekly updates on progress. Specifics shall be agreed with the Customers contract manager.

The Customer shall maintain a record of the Supplier's adherence to the agreed service level and performance timelines. Any non-adherence shall result in performance review meetings between the Customer and the Supplier, to provide a full debrief and explanation as to why the service level agreement was not met. Improvement plans shall also be established here. Performance Management shall be in accordance with Terms and Conditions of Framework RM6018.

Where the Supplier fails to provide a Service Improvement Plan or fails to deliver the agreed Service Improvement Plan to the required standard, the Customer reserves the right to seek early termination of the contract in accordance with the procedures set out in the Terms and Conditions.

For the purposes of Exit Management, this shall include the transfer of knowledge to the Customer at the end of the contract that informed the development of the report and any subsequent works delivered.

The Supplier is to note that all material for this procurement and the subsequent Contract are not to be shared with any third parties without first obtaining written permission from the Customer.

## **SECURITY AND CONFIDENTIALITY REQUIREMENTS**

The Supplier shall to comply with the General Data Protection Regulation (GDPR) 2018 and all other applicable and appropriate laws of England and Wales. The Supplier shall have in place appropriate and up-to-date data security protocols, which are compliant with the Customers standards.

## **CONTRACT MANAGEMENT**

Contract management activities shall be undertaken by the Customer in partnership with the Supplier.

A formal Contract Management Plan shall be established to provide the key components of a management and operations plan for this Contract.

Reporting shall take the form of weekly telephone updates at the start of the project, with the frequency adapting relatively to the work schedule. An initial inception meeting and final sign off meetings shall be in person at the London office of the Customer.

Attendance at Contract Review meetings shall be at the Supplier's own expense.

## **LOCATION**

The location of the Services shall be carried out at the Suppliers premises. The Supplier shall be expected to attend the Customers offices located at: Sanctuary Buildings, Sixth Floor, Great Smith Street, London, SW1P 3BT

**ANNEX B**  
**Supplier Proposal**

REDACTED



## **ANNEX C – Contract Charges**

Roles and Rates shall remain firm for the duration of the Contract. Day rates are based upon a working day of eight (8) hours excluding lunch break. All rates are inclusive of expenses and exclusive of VAT.

**REDACTED**

### **Part 2: Contract Terms**



**Contract Terms v6.0**