

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

### Part 1: Letter of Appointment



Dear Sirs

#### Letter of Appointment

This letter of Appointment dated 22 February 2021, 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 <b>con_18701</b>
From:	Ministry of Justice 102 Petty France, 5.15, 5 <sup>th</sup> floor, London SW1H 9AJ <b>("Customer")</b>
To:	National Centre for Social Research 35, Northampton Square London EC1V 0AX <b>("Supplier")</b>

Effective Date:	22 February 2021
Expiry Date:	<b>End date of Initial Period:</b> 30 June 2021 <b>End date of Maximum Extension Period:</b> NIL Minimum written notice to Supplier in respect of extension: N/A

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by:  The Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B;
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Key Individuals:	<b>[REDACTED] Future Prisons Policy Team</b>
	<b>[REDACTED] Research Director</b>
	<b>[REDACTED]</b>
[Guarantor(s)]	N/A

Contract Charges (including any applicable discount(s), but excluding VAT):	<p>The total cost of the project, objective 1 and objective 2, will be <b>£58,616.62</b> (exclusive of VAT). The tables below provide a detailed breakdown of these costs.</p> <p>Daily Rates have been discounted against the maximum framework rates given by CCS for the Research Marketplace DPS framework, RM6018.</p>
Payment Milestones	<p>Payment for work done will be in accordance with the milestones as below:</p> <p><b>[REDACTED]</b></p> <p>These payments are subject to the milestones being met, unless a change has been agreed by the customer, and receipt of a compliant invoice clearly stating the purchase order number and contract reference. Invoices that do not show the purchase order number will be returned by SSCL and the purchase order will go on hold delaying payment.</p>
Customer billing address for invoicing:	<p>All invoices must be sent, quoting a valid purchase order number (PO Number), to:</p> <p>SSCL – Her Majesty's Courts and Tribunal Service, PO Box 745 Newport Gwent NP10 8FZ <b>[REDACTED]</b></p> <p>Within 10 Working Days* of receipt of your countersigned copy of this letter, we will send you a unique PO Number.</p>

	<p>You must be in receipt of a valid PO Number before submitting an invoice.</p> <p>To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Buyer contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment.</p> <p>*can be subject to change</p>
<b>[REDACTED]</b>	
<b>[REDACTED]</b>	
<b>[REDACTED]</b>	
Insurance Requirements	As per terms (Clause 19 of the Contract Terms)
Liability Requirements	Suppliers limitation of Liability (Clause 18 of the Contract Terms);

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

## 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:

Name:	[REDACTED]
Title:	[REDACTED]
Signature:	[REDACTED]
Date:	[REDACTED]

For and on behalf of the Customer:

Name:	[REDACTED]
Title:	[REDACTED]
Signature:	[REDACTED]
Date:	[REDACTED]

## ANNEX A

### Customer Project Specification Document

<b>Title of Request:</b>	Prison digital and estates evaluation – feasibility study
<b>Estimated Total Value:</b>	£60k (exclusive VAT)
<b>Duration of Engagement:</b>	2 months
<b>Required Commencement Date:</b>	February 2021

#### 1. Introduction / Background to the requirement

The Government is taking forward an ambitious programme of work to reform the criminal justice system and ensure that it works for everyone, protects the public from harm, gets justice for victims, and gives a second chance to those who have served time and want to make a fresh start. Ensuring that prisons can hold offenders who have been caught, charged and sentenced is a crucial part of the Government's effort to create a more effective justice system and that is why the Ministry of Justice (MoJ) is investing £4 billion in improving and expanding the prison estate.

This includes creating four new prisons over the next six years and expanding another four prisons over the next three years. Construction is well underway on HMP Five Wells, the new prison at Wellingborough in Northamptonshire, and works have started at Glen Parva, Leicestershire. These prisons will provide safe, decent, and secure environments to support effective rehabilitation

Embedded in future estates and reducing reoffending is the drive to capitalise on digital tools. Access to modern, robust technology is a vital part of current prison design and operations and will remain so for new prisons. It has already been agreed that will include robust modern digital infrastructure in the new prisons and about what technology will be deployed in cells and elsewhere will also be taken in due course. An additional public announcement that £20million will be spent on improving IT in prisons before the end of this fiscal year also highlights the push to develop technology in the prison estate.

It is our ambition to build on the work that is already underway so we can assess and adapt the way we set out prisons, tailor initiatives to improve stability and support rehabilitative outcomes to break the costly cycle of reoffending and drive efficiencies across the estate.

#### 2. Requirement

##### Purpose

Our prison build programme presents a unique opportunity to:

1. Explore the technical and practical issues around how we could set up the new builds to enable robust RCT testing of new initiatives aimed at reducing reoffending, targeting future investment (eg. in tech) and generating efficiency savings?

2. Outline how we can embed evaluation into the prison estates building programme to ensure we
  - maximise learning build on build
  - understand the pros and cons of designs in practice
  - have clear evidence of what works to inform key decisions, future business cases and increase accountability and transparency for rationale

We are also keen that the contractor propose how can we streamline this evaluation activity to take advantage of the evolving technical capabilities and infrastructure changes within the prison estate

## Research Scope

We will agree a research plan with the contractor on appointment but we anticipate that the key research questions may include:

- How to set up the estate to enable RCT test beds for digital, behavioural and reducing reoffending initiatives?
  - What opportunities does the new build programme bring to use data and evidence to improve decision making across reducing reoffending and digital programmes?
  - How much would the build programme need to be adapted to enable this?
  - Would it be a prison level, comparing wings, or others? Would these be in the same prison/ site or across the estate?
  - What core data would be needed?
  - How many initiatives could be tested at any one time across the new builds?
  - How long would they need to last for?
  - What are the practical barriers for prison staff to run these? What would prison need to do to ensure these ran effectively?
  - What risks are there with this, and how could these be mitigated (eg. perceptions of fairness)
  - What are the ethical considerations?
- New prison build evaluation
  - How can we embed evaluation into the prison new build programme?
  - How could evaluation of different new build approaches work in practice?
    - Short-term accommodation
    - Houseblocks
    - New builds
  - How can we learn from recent new builds?
  - How can we isolate the impact of design, technique, building approach, contractor innovation etc from each other and from operational issues?
  - How we can share good practice build on build in a private contractor environment?
  - Estates design
    - How could we compare new and old prison design in terms of efficiency, stability and reducing reoffending?
    - How can we test design improvements on a small scale before embedding in a new build programme?
    - How can we test designs of types of new build over time to ensure each build improves and modernises?
  - How can evaluation improve decision making across the new estates programmes?

### **What we want from a contractor**

- Outline technical issues involved in running process and impact evaluations in this context, to produce robust results as quickly, cheaply and ethically as possible
- Explore and clearly outline practical barriers and potential solutions to establishing RCT testing beds within (or between) the new builds by interviews with staff, observations of operational activity and engaging with estates and delivery teams in prisons. Any RCT would need to be balanced against stability risks to prioritise maintaining order and the purpose of this study is to clearly outline the issues, costs, benefits, risks, and options to address to allow MOJ and HMPPS to make informed decisions about whether to take this forward.
- Produce a document outlining the questions this could (or couldn't answer) and the issues and compromises that could (or should) be made to produce reliable results.
- Review data plans and how we can use these to streamline and improve evaluation, embed latest data science techniques, and how this could be improved.

### **We expect the contractor to:**

- Bring specialist expertise in evaluation methods, either themselves or through sub-contractors, and ensure this is effectively applied to the current prison build situation and opportunities.
- Conduct in-depth interviews with key staff in MOJ and HMPPS, at various levels (eg. HQ, operations) and across various teams and other relevant stakeholders/ experts to fully understand and outline the practicalities involved in the two strands of evaluation – we will agree the final number of interviews with the contractor.

### **Outputs:**

At the outset of the project, the contractor should agree research plan and report / present on this regularly throughout.

A final report aimed at a non-technical audience and enabling clear, informed decision-making will be expected of the contractor. The final report should consist of:

- An executive summary of key findings.
- A main body outlining the methodology and main findings.
- A conclusion summarising the report and indicating future research needs.

All transcripts and materials gathered will be delivered to HMPPS / MoJ at the end of the project. The contractor will need to maintain a log of transcripts, presentation and materials and provide this to HMPPS with all transcripts and materials.

The transcripts, materials and final report will be the property of HMPPS. Suppliers must confirm their agreement to this in their bid.

## **Provider Criteria**

### **Essential Criteria:**

- An interest in issues around criminal justice system;
- Experience of successfully delivering similar projects to short time scales:
- Strong Project Management skills including ability to provide regular progress updates to the customer;
- Strong communication and stakeholder management skills;
- Proactive approach to work responsibilities and the ability to work effectively on your own, whilst ensuring colleagues and stakeholders are kept informed and feed in where appropriate.

### **Desirable Criteria:**

- Experience in the justice space;
- Educated to degree level (or equivalent).

### **Security arrangements for Consultants**

- Baseline Personnel Security Standards (of which Disclosure Scotland is a part) are a default requirement in any Research contract.

<https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

## **3. Timetable**

### **Provisional Timetable Following Award**

Contractors must confirm that they can meet the below timetable and outline how they will organise their team to ensure this. In their bid they should expand on this timetable, detailing the timings of specific planned data collection activities.

The timetable is flexible if the bidder provides justification that the project will benefit from being undertaken to a different timeframe. In this case, bidders should propose adjustments to the timetable for the project.

<b>Key stage / Milestone</b>	<b>Date</b>
Agree research plan	15 <sup>th</sup> February 2021
Commence research	15 <sup>h</sup> February 2021
Weekly keep-in-touch telephone call	Ongoing
Interim presentation of findings	24 <sup>th</sup> February 2021
Interim report	10 <sup>th</sup> March 2021



Final presentation of findings	24 <sup>th</sup> March 2021
Draft final report	24 <sup>th</sup> March 2021
Agreed final report	9 <sup>th</sup> April 2021

## CONSENT ARRANGEMENTS

The Department and the successful contractor shall agree in advance of any survey or interview activity taking place. All participants should be informed of the purpose of the research, that the Contractor is acting on behalf of the Department and that they have the option to refuse to participate (opt out). Contact details should be provided including a contact person at the Department.

## SECURITY

The successful contractor must ensure that some or all staff working on the project must have or be willing/ able to obtain a Baseline Personnel Security Standard (BPSS) check, as set out in Annex C This will be necessary for the HMCTS records with user contact details to be shared.

## DATA PROTECTION

All data will be collated and stored in accordance with the Data Protection Act 2018, Freedom of Information Act 2000, the General Data Protection Regulation (Regulation (EU) 2016/679) and Government Economic and Social Research Team guidelines - <http://www.civilservice.gov.uk/networks/gsr><sup>1</sup>. All published output from the evaluation will be anonymous. The successful contractor must comply throughout the project with the MoJ data protection policy, as set out in Annex D.

Tenderers shall demonstrate their processes for dealing with data securely and as a minimum how they will comply with Ministry of Justice data protection guidance for contractors and subcontractors (Annex C). Proposals must cover how data will be transported / transferred, handled, analysed and stored including retention schedules.

## FREEDOM OF INFORMATION

HMCTS is committed to open government and to meeting their responsibilities under the Freedom of Information Act 2005. Accordingly, all information submitted to the Department may need to be disclosed in response to a request under the Act. If you consider that any of the information included in your tender is commercially sensitive, please identify it and explain (in broad terms) what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity. You should be aware that, even where you have indicated that information is commercially sensitive, we may still be required to disclose it under the Act if a request is received. Please also note that the receipt of any material marked 'confidential' or equivalent by the Department should not be taken to mean that we accept any duty of confidence by virtue of that marking. If a request is received, we may also be required to disclose details of unsuccessful tenders.

<sup>1</sup> See information under GSR Code: Products i.e. legal and ethical subsection.

**List of annexes:**

**[REDACTED]**

**[REDACTED]**

**[REDACTED]**

**[REDACTED]**

## ANNEX B

### Supplier Proposal

To be determined at Call for Competition stage



NatCen\_Social  
mobility statement.p



Prisons digital eval  
feasibility bid-NatCe



Section  
guide\_NatCen.pdf

**[REDACTED]**

## **Part 2: Contract Terms**

See separate document RM6018-Contract-terms-v8