MAYOR OF LONDON

Framework Reference Number: **TfL 90865**

Customer Research and Insight Services Framework – Lot 2 – Mystery Shopping Surveys (MSS)

Date: **March 2017**

Schedule 6 Call-off Contract

TIME IN QUEUE MYSTERY SHOPPING SURVEYS (MSS)

between

Transport for London

and

TNS UK

APPENDIX 4
SCHEDULE 6 - CALL-OFF CONTRACT TEMPLATE

Framework Number:	**TfL 90865 – Customer Research and Insight – Lot 2 – Mystery Shopping Surveys (MSS)**
Call-Off Contract Number:	**Task M – Time in Queue Surveys (TIQS)**
Outline Agreement Number:	**4600004834/10**

THIS CALL-OFF CONTRACT is made the _20th_ day of _March_ 2017

BETWEEN:

(1)   Transport for London ("**the Authority**"); and

(2)   TNS UK, a company registered in England and Wales (Company Registration Number 03073845) whose registered office is at 6 More London Place, London, SE1 2QY ("**the Service Provider**").

RECITALS:

A.   The Contracting Authority and the Service Provider have entered into an agreement dated 13th March 2017 which sets out the framework for the Service Provider to provide certain Services to the Contracting Authority or the Authority ("**the Agreement**").

B.   The Authority wishes the Service Provider to provide the specific Services described in this Call-Off Contract pursuant to the terms of the Agreement and this Call-Off Contract and the Service Provider has agreed to provide such Services on those terms and conditions set out in the Call-Off Contract.

THE PARTIES AGREE THAT:

1.   CALL-OFF CONTRACT

1.1   The terms and conditions of this Agreement shall be incorporated into this Call-Off Contract.

1.2   In this Call-Off Contract the words and expressions defined in this Agreement shall, except where the context requires otherwise, have the meanings given in this Agreement. In this Call-Off Contract references to Attachments are, unless otherwise provided, references to attachments of this Call-Off Contract.

2.   SERVICES

2.1   The Services to be performed by the Service Provider pursuant to this Call-Off Contract are set out in Attachment 1.

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