**ORDER FORM**

Framework Agreement

**FROM**

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| **Customer** | Department of Energy and Climate Change |
| **Service Address** | 3 Whitehall Place, London, SW1A 2AW |
| **Invoice Address** | 3 Whitehall Place, London, SW1A 2AW |
| **Contact Ref:** | Name: Caroline Davies  Phone: 0300 068 6319 / 07825 663 789  e-mail: caroline.davies@decc.gsi.gov.uk |
| **Order Number** | 1109586 |
| **Order Date** | 7 October 2015 |

**TO**

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| **Provider:** | TNS BMRB |
| **For the attention of:**  **REDACTED**  **E-mail**  **Telephone number** | Tim Hanson  [Tim.Hanson@tns-bmrb.co.uk](mailto:Tim.Hanson@tns-bmrb.co.uk)  +44 (0)20 7656 5737 |
| **Address** | 6 More London Place, London, SE1 2QY |

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| **1. SERVICES REQUIREMENTS** |
| **(1.1) Services [and Deliverables] Required:**  **Outputs at Inception Stage**   * Agreed two-page project plan to be submitted at the beginning of the contract period for inception and high level delivery, including review periods on a quarterly basis. This outlines TNS BMRB’s approach and timings for the DECC consumer panel. It also outlines TNS BMRB’s approach to managing the overall contract and to developing projects. (This has already been submitted and agreed). * Quality assurance plan to be submitted at the beginning of the contract period. This includes details of who will sign off outputs, and their role within the contractor’s organisation. TNS BMRB has specified who in the project team will be responsible for drafting reports and who will be responsible for quality assurance before it comes to DECC. TNS BMRB has also demonstrated that they have relevant experience in producing high quality policy development. (This has already been submitted and agreed).   A ‘community’ or sample of approximately 30 000 consumers, profiled on key criteria by early November 2015. TNS BMRB will work with DECC to design an initial profiling questionnaire which will be used to capture key information about consumer e.g. demographics, tenure and attitudes to various energy and environmental issues. This questionnaire will be sent to c150 000 active consumers who sit in Lightspeed’s GMI panel. Those consumers who respond to the survey will form the DECC sub-panel. TNS BMRB will be able to draw on this sample quickly and cost-effectively to deliver consumer insight projects when requested by DECC. TNS BMRB intend to refresh the sample on an annual basis. This will include checking and updating the details of existing panellists. After the fourth quarterly review period, DECC will assess the continuation of the Consumer Panel. Pending that decision, DECC will agree to refresh the panel.  **REDACTED**   * One or two 90 minute Consumer Panel workshops to be delivered to policy teams, communication teams and researchers within DECC at the beginning of November 2015. DECC will assist TNS BMRB with the running of these workshops. The workshops should help generate early interest in using the panel, and provide information about how to get started. * A Consumer Panel promotional event to be held at DECC in December 2015 to generate more interest in using the panel. If possible, this should be aligned with the completion of a first project to provide a positive case study about the panel’s benefits. TNS BMRB may need to undertake more promotional events at DECC depending on panel usage. The number and scale of any events will be discussed and mutually agreed between TNS BMRB and DECC. DECC will assist TNS BMRB with the running of these events.     **Outputs at Project Stage**   * A project delivery plan submitted at the beginning of each insight project. * A bespoke “interim” report of around five pages delivered after each insight project setting out key findings and implications for policy development. The report should include, where appropriate, the format of the panel, data collection instruments, any additional filtering applied to the sample, response rates, methodology, results, assessment of bias in sample and approach taken to this in drawing conclusions, and suggested next steps. * A bespoke slide deck of findings in PowerPoint for use by DECC after each insight project.The slide deck must be policy-centred focusing on results and policy implications with very brief summary of sample and method. **TNS BMRB must be prepared to present findings to policy teams if required.** * On occasion, TNS BMRB must be prepared to submit video files of workshops or interviews if requested by policy teams. Appropriate wording should be used to gain consent  **(TNS BMRB should note DECC may have some internal capacity for this so a flexible approach will be required).** * On occasion, TNS BMRB may be asked to submit findings in the form of an infographic or other visual format.   **Additional Requirements – please see 2.1 for more for price**   * TNS BMRB must also be prepared to produce synthesis “final” reports as part of this contract. Subject to agreement and panel usage, reports may need to be submitted annually or every six months.These reports should synthesis key lessons learnt from the research undertaken by the panel, and link to policy development. **(TNS BMRB should note DECC may have some internal capacity for this so a flexible approach will be required)** |
| **(1.2) Commencement Date: 7 October 2015** |
| **(1.3) Price Payable by Customer:**  **Inception Stage (implementation of Panel): £19 520 +VAT**  TNS BMRB will receive **100% of payment** after the implementation of the Consumer Panel. The panel should be in place by early November. Payment is expected to be made in December 2015 to allow time to ensure that deliverables of inception are high quality and fit for purpose.  **Project Stage (call-off contract): Price will vary depending on project**  The contractor will receive **100% of payment** after the completion of each insight project. For each project, payment schedule should be agreed upfront. Payment should always be made after the contractor has delivered an acceptable slide deck, presentation (if required) and report. |
| **(1.4) Completion Date:**  **Contract period ends: 7 September 2018**  **Contract break-clauses at quarterly intervals to align with the Steering Group Review periods.** |

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| **2 ADDITIONAL REQUIREMENTS** |
| **(2.1) Supplemental Requirements in addition to Call-Off Terms and Conditions:**  TNS BMRB must also be prepared to produce synthesis “final” reports as part of this contract. Delivery costs have already been provided by TNS BMRB. Subject to agreement and panel usage, reports may need to be submitted annually or every six months. These reports should synthesis key lessons learnt from the research undertaken by the panel, and link to policy development. **(TNS BMRB should note DECC may have some internal capacity for this so a flexible approach will be required)**  **REDACTED**  **Synethesis Report (to be confirmed): £5 000 + VAT per report**  If agreed, the contractor will receive **100% of payment** after the delivery of an acceptable report. |
| **(2.2) Variations to Call-Off Terms and Conditions** |

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| **3. PERFORMANCE OF THE SERVICES [AND DELIVERABLES]** |
| **(3.1) Key Personnel of the Provider to be involved in the Services [and deliverables]:**  **REDACTED**  The table below shows lead responsibilities for various tasks involved with this contract, including sign-off of research instruments and outputs. For tasks relating to inception and contract management we have specified the individuals who will be responsible for each task. For tasks relating to projects we have specified the roles of staff with responsibility (Project Director, Project Manager, Project Executive). On inception of each project a team will be drawn up and provided to DECC, with details of the specific tasks each individual will be responsible for.   | Task | Lead responsibility | Comments | | --- | --- | --- | | Overall contract management | Tim Hanson (Project Director) |  | | Budget / financial management | Tim Hanson (Project Director) |  | | Overseeing quality assurance | Tim Hanson (Project Director) |  | | Weekly updates with DECC Project Manager | Adam Green (Project Manager) | Other members of team involved as required | | Monthly written updates to DECC | Adam Green (Project Manager) | Updates reviewed by Tim Hanson (Project Director) prior to delivery to DECC | | Quarterly update meetings/calls | Tim Hanson (Project Director) |  | | Maintenance of risk register | Tim Hanson (Project Director) |  | | Initial review of project applications  **REDACTED** | Adam Green (Project Manager) | Adam will liaise with other team members as appropriate | | Liaising with DECC teams on project requirements / design | Project Director / Project Manager |  | | Drafting of two page project plan for each project | Project Manager / Project Director | All plans to be signed-off by a project director prior to delivery to DECC | | Drafting of survey instruments (e.g. questionnaires, topic guides) | Project Manager |  | | Sign-off of survey instruments | Project Director |  | | Drafting of project | Project Manager |  | | Sign-off of project outputs | Project Director |  | | Drafting of synthesis “final” reports | Project Manager / Project Director |  | | Sign-off of synthesis (and other) reports | Project Director |  | | Delivery of projects to requirements, timings and budgets | Project Director |  | | Working with DECC on panel engagement | Adam Green (Project Manager) / Tim Hanson (Project Director) |  | |
| **(3.2) Performance Standards**  As outlined in the project plan, regular verbal and written updates will be provided to DECC’s project management team throughout the contract to ensure performance standards are maintained. TNS BMRB will send weekly updates by email to DECC’s project manager. In addition, during the initial two months, DECC’s project management team will arrange weekly catch-ups by telephone with TNS BMRB (thereafter moving to fortnightly). On a monthly basis, TNS BMRB wil prepare updates to be circulated to the DECC project management team electronically, summarising project risks, work completed in the previous month, and upcoming tasks and milestones. TNS BMRB will continually maintain a risk and issues register to be reviewed with DECC’s project manager as and when required.  Internally, the performance of the panel will be scrutinised by a **Steering Group** who will meet on a **quarterly basis** to review (a) the flexibility of the panel in meeting policy needs and (b) whether the outputs are of sufficient quality to warrant further continuation. Steering Group attendees will include a mix of policy and analytical staff, including the panel management team and previous and potential users of the panel. **TNS BMRB may be asked to provide an update at the beginning of these meetings**. The panel’s contract contains break clauses at quarterly intervals so that if the Steering Group decides the panel is not delivering on impact or quality, the contract can be immediately terminated. After the Steering Group, TNS BMRB will hold a separate call or meeting with DECC’s project management team to allow progress to be reviewed and upcoming activity to be planned. |
| **(3.3) Location(s) at which the Services are to be provided:**  Location will vary depending on project requirement. Most of the contractor’s work will take place at 6 More London Place, London, SE1 2QY.  TNS BMRB will deliver 1-2 workshops and a promotional event at DECC, 3 Whitehall Place, London, SW1A 2AW. When required, TNS BMRB will also present project findings to teams at DECC, 3 Whitehall Place, London, SW1A 2AW.  Research will take place at various locations depending on the project. |
| **(3.4) Quality Standards**  TNS BMRB confirm that any activities undertaken by them will comply with the DECC Code of Practice for Research and (if applicable) the Code of Practice for Official Statistics. TNS BMRB have submitted a quality assurance plan which outlines the following measures which will be put in place to ensure delivery to the highest quality standard:   * A full risk assessment has been conducted as part of TNS BMRB’s tender response. The risk register will be reviewed and updated throughout the course of the contract. Risks applying to specific projects will also be flagged and discussed with DECC as and when required. * As outlined in the project plan, regular verbal and written updates will be provided to DECC’s project management team throughout the contract. TNS BMRB will send weekly updates by email to DECC’s project manager. In addition, during the initial two months, DECC’s project management team will arrange weekly catch-ups by telephone with TNS BMRB (thereafter moving to fortnightly). On a monthly basis, TNS BMRB wil prepare updates to be circulated to the DECC project management team electronically, summarising project risks, work completed in the previous month, and upcoming tasks and milestones. TNS BMRB will continually maintain a risk and issues register to be reviewed with DECC’s project manager as and when required. * Extensive checks will be conducted on survey instruments prior to sign-off. * The quality of the Lightspeed GMI panel will be ensured through a number of measures, full details of which were included in our proposed. This includes using a wide range of recruitment sources, comprehensive verification processes during recruitment and measures to detect fraudulent respondents during registration. * All outputs delivered to DECC will be reviewed and signed-off by a senior member of our quantitative or qualitative team (as appropriate) prior to delivery. All data outputs will be reviewed by a member of the TNS data processing team prior to delivery to the TNS BMRB research team for further checking. * Other members of the TNS BMRB team – not specifically working on projects – will be available to review and sign-off deliverables when required. * All outputs will be delivered to DECC in a format that is non-disclosive. * Appropriate regulations will be adhered to regarding safe storage and transfer, compliant with DECC’s requirements for processing of restricted data. * TNS BMRB is compliant with ISO 27001 – the international standard for data security and the UK Data Protection Act 1998. We abide by professional codes of conduct established by the Market Research Society and Social Research Association, to ensure that all data is kept strictly confidential. Further details of TNS BMRB’s quality and information security processes are included in our tender response. |
| **(3.5) Contract Monitoring Arrangements**  TNS BMRB have identified one named point of contact through whom all enquiries can be filtered. A DECC project manager has been assigned to the project and will be the central point of contact.  As outlined above, regular verbal and written updates will be provided to DECC’s project management team throughout the contract. TNS BMRB will send weekly updates by email to DECC’s project manager. In addition, during the initial two months, DECC’s project management team will arrange weekly catch-ups by telephone with TNS BMRB (thereafter moving to fortnightly). On a monthly basis, TNS BMRB wil prepare updates to be circulated to the DECC project management team electronically, summarising project risks, work completed in the previous month, and upcoming tasks and milestones. TNS BMRB will continually maintain a risk and issues register to be reviewed with DECC’s project manager as and when required.  Internally, the performance of the panel will be scrutinised by a **Steering Group** who will meet on a **quarterly basis** to review (a) the flexibility of the panel in meeting policy needs and (b) whether the outputs are of sufficient quality to warrant further continuation. Steering Group attendees will include a mix of policy and analytical staff, including the panel management team and previous and potential users of the panel. **TNS BMRB may be asked to provide an update at the beginning of these meetings**. The panel’s contract contains break clauses at quarterly intervals so that if the Steering Group decides the panel is not delivering on impact or quality, the contract can be immediately terminated. After the Steering Group, TNS BMRB will hold a separate call or meeting with DECC’s project management team to allow progress to be reviewed and upcoming activity to be planned.  DECC reserves the right to request an audit of projects against the DECC Code of Practice for Research and the commitments made in the tender documents and subsequent contract.   Projects will be rejected if quality assurance measures do not fully meet the Code’s requirements.  DECC will conduct internal peer review throughout the project, and may engage external peer reviewers at key stages.  In addition, all research tools and sampling methodologies will need to be agreed by DECC. |

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| **4. CONFIDENTIAL INFORMATION** |
| **(4.1) The following information shall be deemed Commercially Sensitive Information or Confidential Information:**  Freedom of Information   * Information in relation to this tender may be made available on demand in accordance with the requirements of the Freedom of Information Act 2000. * Contractors should state if any of the information supplied by them is confidential or commercially sensitive or should not be disclosed in response to a request for information under the Act. Contractors should state why they consider the information to be confidential or commercially sensitive. This will not guarantee that the information will not be disclosed but will be examined in the light of the exemptions provided in the Act. * It is important to note that information may be commercially sensitive for a time (e.g. during a tender process) but afterwards it may not be. The timing of any request for information may be extremely important in determining whether or not information is exempt. However Contractors should note that no information is likely to be regarded as exempt forever.   (4.2) Duration that the information shall be deemed Commercially Sensitive Information or Confidential Information  N/A (unless otherwise agreed) |

**By signing and returning this Order Form the Provider agrees** to enter a legally binding contract with the Customer to provide the Service specified in this Order Form together with, where completed and applicable, the mini-competition order (additional requirements) set out in section 2 of this Order Form. Incorporating the rights and obligations in the Call-Off Terms and Conditions set out in the Framework Agreement entered into by the Provider and UK SBS on 14.04.2014 and any subsequent signed variations to the terms and conditions.

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| For and on behalf of the Provider:- | |
| Name and Title | Tim Hanson, Director, TNS BMRB |
| Signature |  |
| Date | 23/10/2015 |

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| For and on behalf of the Customer- | |
| Name and Title | Jonathan Smetherham, Principal Research Officer, Research and Insight, DECC |
| Signature |  |
| Date | 21/10/2015 |
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