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

**Letter of Appointment**

Dear Sirs/Madams

This letter of Appointment dated 20/03/2020, 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.

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| Order Number: | CCFI19A09 |
| From: | HM Treasury (the "Customer") |
| To: | I.F.F Research Ltd. (the "Supplier") |

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| --- | --- |
| Effective Date:  | 24/03/2020 |
| Expiry Date:   | End date of Initial Period: 31/03/2021End date of Maximum Extension Period: 30/09/2021Minimum written notice to Supplier in respect of extension: 30 days |

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| Services required:   | Set out in Part A -Specification of the DPS Agreement and refined by all of the following:Annex A - the Statement of Requirements Annex B - the Supplier’s ProposalAnnex C – the Price Schedule and Rate Card |

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| Key Individuals: | For the Customer:REDACTEDFor the Supplier:REDACTED |
| Guarantor(s): | N/A |

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| Contract Charges (excluding VAT, but including all other expenses related to Contract delivery): | The total contract value is £176,243.75 (excluding VAT and excluding the extension option). |
| Insurance Requirements | See RM6018 Research Marketplace Contract Terms. |
| Liability Requirements | See RM6018 Research Marketplace Contract Terms. |
| Customer billing address for invoicing: | Invoices should be submitted to: HM Treasury, Attention: REDACTEDPayment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.Payments will be made when the Supplier has achieved each key milestone to a satisfactory standard.Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.  |

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| GDPR | See Contract Terms, Schedule 7 |
| 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: For and on behalf of the Customer:**

Name and Title: Name and Title:

REDACTED REDACTED

Signature: Signature:

REDACTED REDACTED

Date: Date:

**ANNEX A**

**Statement of Requirements**

1. scope of requirement

The scope of requirements is to evaluate the Credit Union PrizeSaver against its policy aims. These are as follows:

To raise awareness and membership of the participating Credit Unions.

To build financial resilience for individual savers by getting individuals to start saving or to save more.

To test whether the prize-linked savings model is effective and is financially sustainable.

The evaluation will also inform the Customer’s options at the end of the pilot.

The Supplier will also be expected to use its expertise in data handling to design a standardised way to analyse and present data.

1. The requirement

The Customer requires the provision of the following requirements:

Reporting;

The Supplier will be expected to produce an interim report for the reporting period 17 October 2019 – 31 July 2020 and a final report for the reporting period 17 October 2019 – 31 January 2021, by the dates outlined in Section 7.1. This will assess the impact of the Credit Union PrizeSaver using the research methods outlined in Sections 6.1.2 and 6.1.3. Both reports are for the Customer’s purposes only, and should not be published elsewhere. The Customer will have the option to publish the reports if it wishes to do so.

The precise research questions and methods are to be agreed with the Customer in the first month of the contract. The Customer expects this will include the following issues:

To what extent has PrizeSaver raised awareness of Credit Unions?

To what extent has PrizeSaver increased membership of participating Credit Unions?

Are there any differences between Credit Unions’ existing members and new members which have joined through the pilot?

Have participating members gone on to benefit from other products offered by the Credit Union?

Has PrizeSaver increased individuals’ financial resilience?

Has PrizeSaver successfully attracted new savers and/or encouraged existing savers to save more or save differently?

Are the savings new or displaced savings?

What impact has winning the prizes had on winners?

Is PrizeSaver financially sustainable for Credit Unions to offer? Are there any change which would need to be made for the pilot to roll out more widely?

Data Collection;

The Supplier will have access to data from the Fintech company responsible for running the prize-draw, until the end of the pilot. This data will include, but is not limited to, the number of accounts, number of accounts per Credit Union, number of deposits in accounts and the amount saved. This data will all be for the PrizeSaver accounts specifically.

The Supplier will be required to contact the participating Credit Union in order to access further data. The type and amount of data will vary per Credit Union, but could include, for example, Credit Union membership numbers, demographic information on members and/or data from other savings accounts provided by the Credit Union.

The Supplier will be required to contact Credit Union members who have signed up to the PrizeSaver on behalf of Customer, in order to carry out further research.

The Supplier will be required to contact the marketing agency to collect data, subject to the marketing agency’s approval. This data includes, but is not limited to, the digital journeys of people setting up a PrizeSaver online.

The Supplier should identify a rough control group. The classification of the control group is to the Supplier’s discretion and subject to data availability. This will be agreed with the Customer in the first month of the contract.

The collection of data will be ongoing until the data for the January 2021 prize-draw is available.

Quantitative analysis;

The work will involve collecting and analysing data from Credit Unions, the Fintech responsible for the prize draw, the marketing agency and Credit Union member as set out in 6.1.2. Data collection will have to take into account the capacity of Credit Unions and their ability to provide data.

The method of quantitative analysis will be at the discretion of the Supplier and agreed with the Customer in the first month of the contract.

The Supplier must ensure that the quantitative analysis addresses the issues outlined in 6.1.1.2.

Qualitative analysis;

The method of qualitative data collection will be at the discretion of the Supplier and will be agreed with the Customer in the first month of the contract. Methods could include online surveys and/or focus groups.

The method of qualitative analysis will be at the discretion of the Supplier and agreed with the Customer in the first month of the contract.

The Supplier must ensure that the qualitative analysis addresses the issues outlined in 6.1.1.2.

The Supplier will be expected to report to the Customer at regular intervals as outlined in Section 7.1.

1. key milestones and Deliverables

The following Contract milestones/deliverables shall apply:

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| --- | --- | --- |
| **Milestone/Deliverable** | **Description** | **Timeframe or Delivery Date** |
| 1 | Kick-off Meeting  | Week commencing 02/03/2020 |
| 2 | Research questions and quantitative/qualitative data collection framework designed and agreed with the Customer. | Within 4 weeks of Contract Award |
| 3 | Data collection | Ongoing |
| 4 | Interim Report | No later than  5/10/2020  |
| 5 | Final Report | No later than 01/03/2021 |

1. MANAGEMENT INFORMATION/reporting

The Supplier will be required to attend weekly meetings with the Customer to give progress updates for the first month and then monthly thereafter.

The Supplier will then be required to attend monthly meetings with the Customer after the first month of quantitative data collection in order to assess the effectiveness of said data collection and assess any changes that need to be made.

The Supplier will be required to sight the Customer on the Interim and Final Reports, prior to their submission, so that the customer can make any amendments that it deemed necessary and the Supplier can action those amendments.

The Supplier will be required to meet with the Customer after the Interim and Final reports have been published by the Customer. This will enable the Customer and the Supplier to discuss any changes to the pilot and to the evaluation that need to be made.

1. volumes

The Supplier will be required to collect quantitative data from all 15 participating Credit Unions.

The Supplier will be required to collection qualitative data from a select sample, as determined by the contracted Supplier and agreed with the Customer.

1. continuous improvement

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

The Supplier should present any new ways of working to the Customer during quarterly Contract review meetings.

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

1. quality

Quality will be measured by Customer on how successful the Supplier is in ensuring a reliable and valid evaluation. These options shall be turned into feedback at regular meetings between the Customer and the Supplier.

1. 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 Customer’s vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

1. service levels and performance

The Customer will measure the quality of the Supplier’s delivery by:

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| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Contact | Unless otherwise agreed with the Customer, to attend weekly meetings for the first four (4) weeks of the Contract duration. This will then be reduced to monthly meetings after the first month of data collection has been completed. | 100% |
| 2 | Timescales | Adherence to the key milestones outlined in Section 7 ‘Key Milestones and Deliverables’. | 100% |
| 3 | Data collection | The Supplier and the Customer shall review the quality of the data collection in terms of validity and reliability. | 100% validity at all times. |
| 4 | Data analysis | The Supplier shall review the quality of the data analysis | 100% |
| 5 | In-flight adjustments | Customer and the Supplier shall assess the data collection and the interim reports and make relevant adjustments. | 100% |

For the purposes of contract monitoring, representatives of the Supplier will routinely report to the Designated Officer on the performance of the contract.

Where the Customer identifies poor performance against the KPIs or SLAs, the Supplier shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than 5 working days from the date of notification at the Customer’s premises.

The Supplier shall be required to provide a full incident report which describes the issues and identifies the causes. The Supplier will also be required to prepare a full and robust ‘Service Improvement Action Plan’ which sets out its proposals to remedy the service failure. The Service Improvement Plan shall be subject to amendment following the performance review meeting and agreed by both parties prior to implementation.

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 Attachment 5a - Contract Terms.

The Supplier is responsible for the performance of the Contract by any sub-contractors or other agents working on their behalf. The Supplier is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Supplier, this however does not exclude sub-contractors or other agents working on behalf of the Supplier from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so.

If any sub-contractors or other agents working on behalf of the Supplier are found unsuitable, for whatever reason, the Supplier is to engage with the relevant sub-contractors or other agents to broker a resolution.

1. Security and CONFIDENTIALITY requirements

The Supplier will comply with, and evidence that they have a full understanding of their obligations in relation to, the General Data Protection Regulation (GDPR), and with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.

The Supplier will be responsible for the creation and distribution of any Privacy Notices that may be required. The Supplier will need to get the Customer’s approval before distribution.

The Supplier will comply with, and have a full understanding of’ their obligations in relation to, the [Data Protection Act 2018](https://ico.org.uk/for-organisations/data-protection-act-2018/) and the [General Data Protection Regulation (GDPR), and will also be expected to ensure that any data/information collected from the Credit Unions, as part of meeting this requirement, will remain within the UK.](https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/)

The Supplier shall ensure that their security policies and processes, and their implementation of security controls are consistent with Industry best practice and with HMG Security Policy Framework, as detailed in the link below:
<https://www.gov.uk/government/publications/security-policy-framework>

Any IT systems used by the Supplier to meet the Customer’s requirement shall either:

have a [Cyber Essentials Scheme](https://www.gov.uk/government/publications/cyber-essentials-scheme-overview) Basic Certificate or equivalent at the commencement date of the contract, with that certification being maintained throughout the life of the contract, or

be demonstrably fully compliant with the requirements of the Cyber Essentials Scheme.

Cyber Essential Scheme requirements can be located at: <https://www.cyberessentials.ncsc.gov.uk/advice/>

The Supplier shall at all times ensure that any suspected or actual security breaches related to data/information collected from Credit Unions, as part of meeting this requirement, are reported to the Customer immediately, once identified, and depending on the impact of the breach, shall be included in any regular performance reporting to the Customer.

The Supplier shall ensure that Customer’s information and Data (electronic and physical) shall be collected, stored and processed in a secure and confidential manner and in accordance with the Terms of this Contract. At the end of the Contract the Supplier will be expected to delete/destroy the data using methods which are consistent with NCSC's guidance on secure sanitisation of storage media.

The Supplier shall take all measures reasonably necessary to ensure that all Supplier Personnel involved in the performance of the Contract are aware of all ongoing Security, Data Protection Act, GDPR and confidentiality requirements.

Any pre-employment checks that the Supplier subjects their staff to should be at least equivalent to the [Government Baseline Personnel Security Standard (BPSS)](https://www.gov.uk/government/publications/government-baseline-personnel-security-standard), and include obtaining, and maintaining, evidence of their Right to Work in the United Kingdom in line with the Immigration, Asylum and Nationality Act (2006). The cost of obtaining any such evidence shall be the responsibility of the Supplier.

1. CONTRACT MANAGEMENT

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

The Customer will facilitate meetings via telephone and/or videoconferencing. Should there be a need for Supplier to attend a meeting with the Customer in person, the Customer will disclose the address to the Supplier within a reasonable amount of time.

1. Location

The location of the Services will be carried out at the Supplier’s premises. There may be some requirement for the Supplier to visit the Customer, the participating credit unions, or the Customer’s operational Supplier in performing the requirement.

**ANNEX B**

**Supplier Proposal**

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**ANNEX C**

**Price Schedule and Rate Card**

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