



Crown
Commercial
Service

Letter of Appointment

Contract Reference: CCZZ21A05

Global Democracy Insight For Cabinet Office

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

Cabinet Office
70 Whitehall
London
SW1A 2AS

Dear Sirs

Letter of Appointment

This letter of Appointment dated 10 March 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:	To be confirmed post contract award
From:	Cabinet Office ("Customer")
To:	Cambridge University Technical Services Limited ("Supplier")

Effective Date:	10 March 2021
Expiry Date:	End date of Initial Period 9 March 2022 End date of Maximum Extension Period 9 September 2022 Minimum written notice to Supplier in respect of extension: one month

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: <ul style="list-style-type: none">the Customer's Statement of Requirements attached at Annex A, the Supplier's Proposal attached at Annex B and Bid Clarification Questions and Responses at Annex D
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Key Individuals:	Redacted
Guarantor(s)	Not Applied

Contract Charges (including any applicable discount(s), but excluding VAT):	In Annex C
Insurance Requirements	<p>The Supplier shall hold and maintain the following insurances in relation to the performance of its obligations under this Contract:</p> <p>Public liability insurance to cover all risks in the performance of the Contract, with a minimum limit of one million pounds (£1,000,000.00) for each individual claim</p> <p>Employers' liability insurance with a minimum limit of indemnity as required by Law</p> <p>Professional indemnity insurance adequate to cover all risks in the performance of the Contract with a minimum limit of indemnity of one million pounds (£1,000,000.00) for each individual claim.</p> <p>Product liability insurance cover all risks in the provision of Deliverables under the Contract, with a minimum limit of one million pounds (£1,000,000.00) for each individual claim.</p>
Liability Requirements	<p>Suppliers limitation of Liability (Clause 18.2 of the Contract Terms);</p> <p>In Clause 18.2 of the Contract Terms</p>
Customer billing address for invoicing:	Redacted

GDPR	<p>In Schedule 7 of the Contract Terms.</p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Parties are Joint Controllers of the Personal Data under this Contract. This takes precedence over clause 29 of the Contract Terms. Any required updates to the Schedule 7 (Processing, Personal Data and Data Subjects will be agreed by the Parties following Contract Award.</p>
Alternative and/or additional provisions (including Schedule 8(Additional clauses)):	Both parties specifically agree that clauses 16.2.1, 16.3 and 20.12 of the Call off contract Terms RM6018 do not apply in this instance.

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

Customer Project Specification

1. PURPOSE

- 1.1 To ensure international communications are underpinned by robust analysis and insight, Cabinet Office intends to procure an academic partner for the generation of quantitative and qualitative insight products.

2. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 2.1 Redacted
- 2.2 The need to procure an academic partnership will provide insight, analysis and direction to support the robustness and effectiveness of the campaign to meet requirements from Cabinet Office and the Foreign, Commonwealth and Development Office (FCDO)

3. DEFINITIONS

Expression or Acronym	Definition
CSV	Comma Separated Values
GCSI	Government Communication Service International
FCDO	Foreign, Commonwealth and Development Office
NDA	Non-Disclosure Agreement

4. SCOPE OF REQUIREMENT

- 4.1 The scope of this requirement extends to:
- 4.1.1 provide access to existing datasets on the perception of democracy globally for at least the last 10 years
- 4.1.2 quantifiable and qualitative analyses of data
- 4.1.3 quantifiable and qualitative insight analysis reports
- 4.1.4 option for the commissioning of additional reports

5. THE REQUIREMENT

- 5.1 The requirement is to cover the following areas which are detailed below.

5.2 Purchasing of datasets

- 5.2.1 Redacted

5.2.2 Datasets to be provided in CSV or excel format, or equivalent

5.2.3 Post contract end, require any license agreement to allow access for the Contracting Authority the most up to date data (as detailed in 6.2.2.1) for 5 years post contract expiry.

5.3 Live Insight reports

5.3.1 Redacted

5.4 Optional insight reports

5.4.1 These additional reports would be on an ad-hoc basis to identify and give measurable insights on topics (which would be provided at the time of request) and provide analytical support as requested. Some of the requested reports will be required to be delivered at pace with short turnarounds.

5.4.2 The specific report content, delivery timescales and price will be agreed with the Supplier on a case-by-case basis. The price for these will be based on the pre-agreed rates for the Contract.

6. KEY MILESTONES AND DELIVERABLES

6.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1. Redacted	Redacted Report delivered to Cabinet Office point of contacts	Redacted delivered by 31st March with expected quarterly updates throughout contract period.
2. Redacted	Redacted Report delivered to Cabinet Office point of contacts	Redacted to be delivered by 31st March with expected quarterly updates throughout contract period.
3. Access to raw datasets	Ability for clients to access datasets.	Within 1 week of contract start date

4. Ad-hoc analysis products such as optional specialist reports	Additional analysis products to be delivered	Timescales to be agreed post contract award
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7. MANAGEMENT INFORMATION/REPORTING

- 7.1 The Supplier shall maintain a record of their performance against the Service Levels and Performance criteria (see Section 11 – Service Levels and Performance).
- 7.2 On a monthly basis, the Supplier shall provide a report prior to monthly meetings detailing their performance against KPIs. This report shall cover the preceding period and an overview of performance to date.

8. CONTINUOUS IMPROVEMENT

- 8.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 8.2 The Supplier should present new ways of working to the Customer during quarterly Contract review meetings.
- 8.3 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.

9. QUALITY

- 9.1 All analysis products and briefings shall be delivered to agreed timelines with the Customer and must contain correct and robust information and be free from errors.

10. STAFF AND CUSTOMER SERVICE

- 10.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 10.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 10.3 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.

11. SERVICE LEVELS AND PERFORMANCE

- 11.1 The Customer will measure the quality of the Supplier's delivery by:

KPI/SL A	Service Area	KPI/SLA description	Target
1	Redacted	Report to be delivered to Cabinet Office point of contacts on time and meet all quality requirements	100%
2	Redacted	Report to be delivered to Cabinet Office point of contacts on time and meet all quality requirements	100%
3	Access to raw datasets	Ability for clients to access datasets. Response to client in 1 working day from receipt of query or acknowledge within 1 working day from receipt stating timescale of response.	100%

13.2 Please refer to Call-off Contract Terms Section 5 for details of the mechanisms to compensate for poor Supplier performance.

12. SECURITY AND CONFIDENTIALITY REQUIREMENTS

12.1 Supplier will be required to sign a Non-Disclosure Agreement (NDA) due to confidentiality of the Customer's requirement that will require a signed copy returned with the signed Contract at Contract award stage. An example of the NDA is shown in Attachment 6.

13. PAYMENT AND INVOICING

13.1 Payment to be invoiced for stages of work, as outlined above and then subsequently, monthly in arrears.

13.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

13.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

13.4 Invoices should be submitted to: Redacted

14. CONTRACT MANAGEMENT

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

15. LOCATION

- 15.1 The location of the Services will be carried out remotely at the Supplier's own premises. Consideration should be given to the latest Government guidance in relation to the Covid 19 pandemic.

ANNEX B

REDACTED

Annex C

Contract Charges

The total contract value shall be £375,000.00 (ex VAT) including all extension options. A full break down of these costs is included below:

Redacted

Annex D
Bid Clarification Questions and Responses
Redacted

Part 2: Contract Terms



Contract Terms v6.0