



Crown Commercial Service

Call-Off Order Form Schedule 6 for RM6126 Research and Insights DPS for the provision of Research Services

Con_22232

Evaluation of the Problem Solving Courts (PSC) pilot

Framework Schedule 6 (Order Form and Call-Off Schedules)

Order Form

Applicable Framework Contract

This Order Form is for the provision of the Deliverables and dated **5th June 2023**

It's issued under the DPS Contract with the reference number **RM6126 Research & Insights** for the provision of **Research Services**.

CONTRACT REFERENCE:	Con_22232
THE BUYER:	[REDACTED]
BUYER ADDRESS:	[REDACTED]
THE CUSTOMER:	Problem Solving Courts APP
CUSTOMER ADDRESS:	Ministry of Justice, 102 Petty France, London SW1H 9AJ
THE SUPPLIER:	CFE (Research & Consulting) Ltd trading as CFE Research,
SUPPLIER ADDRESS:	Phoenix Yard, 5-9 Upper Brown Street, Leicester, LE1 5TE
COMPANY REGISTRATION NUMBER:	3345012
REGISTERED OFFICE ADDRESS	Phoenix Yard, 5-9 Upper Brown Street, Leicester, LE1 5TE
DUNS NUMBER:	896795937
SME Status (Micro, Small, Medium, Large)	Small
ORDER START DATE:	5th June 2023
ORDER EXPIRY DATE:	4th June 2025
ORDER INITIAL PERIOD:	2 years
ORDER EXTENSION PERIOD:	6 months
FINAL POSSIBLE EXPIRY DATE:	4th December 2025
DELIVERABLES:	See details in Order Schedule 20 (Order Specification)

CALL-OFF ORDER INCORPORATED TERMS

The following documents are incorporated into this Order Contract. Where schedules are missing, those schedules are not part of the agreement and cannot be used. If the documents conflict, the following order of precedence applies:

1. This Order Form (DPS Schedule 6) including the Order Special Terms and Order Special Schedules.
2. DPS Schedule 7 (Order Procedure and Award Criteria)
3. DPS Special Terms
4. The following Schedules in equal order of precedence:
 - **Joint Schedules for RM6126 Research & Insights DPS**
 - Joint Schedule 1 (Definitions and Interpretation)
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - Joint-Schedule 6 (Key-Subcontractors)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - **Order Schedules for RM6126 Research & Insights DPS**
 - Order Schedule 1 (Transparency Reports)
 - Order Schedule 2 (Staff Transfer)
 - Order Schedule 3 (Continuous Improvement)
 - Order Schedule 4 (Order Tender) Supplier Proposal
 - Order Schedule 5 (Pricing Details)
 - Order Schedule 7 (Key Supplier Staff)
 - Order Schedule 8 (Business Continuity and Disaster Recovery)
 - Order Schedule 9 (Security)
 - Order Schedule 10 (Exit Management)
 - Order Schedule 14 (Service Levels)
 - Order Schedule 20 (Order Specification)

No other Supplier terms are part of the Order Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF ORDER SPECIAL TERMS

The following Special Terms are incorporated into this Order Contract:

Costs and payment milestones

Pricing Matrix - SCOPING

Please submit the best daily rates that you will offer for this contract for and the number of days each role will be involved in the scoping phase. These costs should cover all of the requirements for the scoping phase of the Problem Solving Courts Pilot Process Evaluation set out in Appendix B, Statement of Requirements.

Please also provide a full detailed breakdown of ALL costs associated with the scoping of the project, including an overall combined total. All costs must be included in the pricing submission, and any assumptions made in relation to these costs must be clearly indicated.

All relevant rows in the table must be populated.
These rates MUST be fixed for the term of the contract.

Staff Grade	Number of days required	Daily Rate (8hrs) £	Half Day Rate (4hrs) £	Hourly Rate £	Total cost £
Board Level / Chief Executive					-
Category A	4.75	[REDACTED]			[REDACTED]
Category B	9.00	[REDACTED]			[REDACTED]
Category C		[REDACTED]			-
Specialist: expert associate (Dr Ann Hanrahan)	1.75	[REDACTED]			[REDACTED]
Specialist: Revolving Doors Lived Experience Consultants	4.50	[REDACTED]			[REDACTED]
Category D					-
Category E					-
TOTAL					[REDACTED]

Assumptions: Scoping activity includes meetings with MoJ analysts, evaluation workshops with pilot sites, developing a detailed evaluation and project plan and reviewing and updating these as appropriate.

Please refer to Roles Matrix for information on descriptors and experience relating to the roles. Information required is for prime contractor but bidders need to insert rates which would be applicable to any sub-contractors.

The following question represents specialists who may sit outside of the usual definitions of the roles matrix above but who may attract a specific rate

Role	Daily Rate £	Half Day Rate £	Hourly Rate £	Weekend Daily Rate £	Weekend Half Day Rate £
Specialist: Expert associate (Dr Ann Hanrahan)	[REDACTED]				
Specialist: Revolving Doors Lived Experience Consultants	[REDACTED]				

All other associated costs:	Cost
-----------------------------	------

DPS Schedule 6 (Order Form Template and Order Schedules)
 Crown Copyright 2021

Travel and subsistence	[REDACTED]
Total	[REDACTED]

Overall project cost for scoping [REDACTED]

Pricing Matrix - DELIVERY

Please submit the best daily rates that you will offer for this contract for and the number of days each role will be involved in the delivery phase. These costs should cover all of the requirements for the delivery phase of the Problem Solving Courts Pilot Process Evaluation set out in Appendix B, Statement of Requirements.

Please also provide a full detailed breakdown of ALL costs associated with the delivery of the project, including an overall combined total.

All costs must be included in the pricing submission, and any assumptions made in relation to these costs must be clearly indicated.

All relevant rows in the table must be populated. These rates MUST be fixed for the term of the contract.

Staff Grade	Number of days required	Daily Rate (8hrs) £	Half Day Rate (4hrs) £	Hourly Rate £	Total cost £
Board Level / Chief Executive					-
Category A	8.75	[REDACTED]			[REDACTED]
Category B	91.00	[REDACTED]			[REDACTED]
Category C	41.00	[REDACTED]			[REDACTED]
Specialist: Expert associate (Dr Ann Hanrahan)	33.75	[REDACTED]			[REDACTED]
Specialist: Revolving Doors Lived Experience Consultants	12.00	[REDACTED]			[REDACTED]
Category D					-
Category E					-
TOTAL					[REDACTED]

Assumptions: Delivery costs encompass design of research instruments, sampling and recruitment of participants, observations, interviews, focus groups, online survey, preparation and analysis of all quantitative and qualitative data and test and confirm workshops.

Please refer to Roles Matrix for information on descriptors and experience relating to the roles. Information required is for prime contractor but bidders need to insert rates which would be applicable to any sub-contractors.

The following question represents specialists who may sit outside of the usual definitions of the roles matrix above but who may attract a specific rate

Role	Daily Rate £	Half Day Rate £	Hourly Rate £	Weekend Daily Rate £	Weekend Half Day Rate £
Specialist: Expert associate (Dr Ann Hanrahan)	[REDACTED]				
Specialist: Revolving Doors Lived Experience Consultants	[REDACTED]				

All other associated costs:	Cost
Other- transcription	[REDACTED]

DPS Schedule 6 (Order Form Template and Order Schedules)
 Crown Copyright 2021

Other- travel, subsistence and overnight accommodation	[REDACTED]
Other- incentives for participants	[REDACTED]
Other- live graphic notetaking at workshops	[REDACTED]
Total	[REDACTED]

Overall project cost for delivery [REDACTED]



Pricing Matrix - REPORTING AND MANAGEMENT

Please submit the best daily rates that you will offer for this contract for report writing and overall project management, and the number of days each role will be involved in delivering this phase. This should include interim, draft, and final reports, and overall management for the project.

Please also provide a full detailed breakdown of ALL costs associated with the delivery of the report writing and overall project management, including an overall combined total.

All costs must be included in the pricing submission, and any assumptions made in relation to these costs must be clearly indicated.

All relevant rows in the table must be populated.

These rates MUST be fixed for the term of the contract.

Staff Grade	Number of days required	Daily Rate (8hrs) £	Half Day Rate (4hrs) £	Hourly Rate £	Total cost £
Board Level / Chief Executive					-
Category A	29.75	[REDACTED]			[REDACTED]
Category B	82.50	[REDACTED]			[REDACTED]
Category C	26.00	[REDACTED]			[REDACTED]
Specialist: Expert associate (Dr Ann Hanrahan)	10.50	[REDACTED]			[REDACTED]
Specialist: Revolving Doors Lived Experience Consultants	8.00	[REDACTED]			[REDACTED]
Category D					-
Category E					-
Total					[REDACTED]

Assumptions: Reporting includes triangulation and interpretation of data, drafting of interim and final reports, quality assurance and presentation of findings/workshops. Project management includes inception meeting, ethical approval, internal team meetings, fortnightly progress updates, monthly updates to plans and risk registers, contracting, budgets and invoicing and engagement with the advisory panel.

Please refer to Roles Matrix for information on descriptors and experience relating to the roles. Information required is for prime contractor but bidders need to insert rates which would be applicable to any sub-contractors.

The following question represents specialists who may sit outside of the usual definitions of the roles matrix above but who may attract a specific rate

Role	Daily Rate £	Half Day Rate £	Hourly Rate £	Weekend Daily Rate £	Weekend Half Day Rate £
------	-----------------	--------------------	------------------	-------------------------	----------------------------

DPS Schedule 6 (Order Form Template and Order Schedules)
 Crown Copyright 2021

Specialist: Expert associate (Dr Ann Hanrahan)	[REDACTED]				
Specialist: Revolving Doors Lived Experience Consultants	[REDACTED]				

All other associated costs:	Cost
Other- travel and subsistence	[REDACTED]
Other- professional proof-reading	[REDACTED]
Total	[REDACTED]

Overall estimate project cost for delivery of report writing and project management	[REDACTED]
--	------------

TOTAL COST FOR ALL 3 PHASES	[REDACTED]
------------------------------------	------------

Payment Milestones

Date of payment	Payment proportion	Payment amount	Milestone
June 2023	[REDACTED]	[REDACTED]	Start of contract
Sept 2023	[REDACTED]	[REDACTED]	Completion of evaluation plan/start of fieldwork
March 2024	[REDACTED]	[REDACTED]	On receipt of interim report
July 2024	[REDACTED]	[REDACTED]	Completion wave 2 fieldwork
Jan 2025	[REDACTED]	[REDACTED]	Conclusion of all fieldwork
May 2025	[REDACTED]	[REDACTED]	On receipt of final report
	TOTAL	[REDACTED]	

The Intellectual Property Rights of all products and reporting from the contract will belong to MoJ.

Ownership of data and Intellectual Property from this project will be retained by the Authority and the Supplier will be required to provide assurance to the Authority that all data will be destroyed within a reasonable timeframe from completion of the project

Order Schedule 14 (Service Levels)

Project management	The supplier is expected to follow the project management plan which they set out in their bid. This includes meeting all agreements around correspondence with the authority and all deadlines imposed.
Performance Monitoring	The supplier will be expected to deliver the specification set out for this project and carry out the evaluation plan established at the outset of the project. Order schedule 14 contains further details on performance monitoring relating to the timing and quality of work delivered by the supplier.

REPORTING

PROGRESS REPORT FREQUENCY	The supplier is expected to keep the authority up to date on progress. Particularly for situations which relate to the production of key documents required as per the specification, such as fieldwork materials and the final report.
PROGRESS MEETING FREQUENCY	As per the specification, 30-minute fortnightly progress updates and monthly updates to the project plan are expected. These meetings may be more frequent at the outset of the project and become less frequent as the project progresses, at the discretion of the authority.

PAYMENT METHOD

All invoices must be sent, quoting a valid purchase order number (PO Number) Within 10 Working Days* of receipt of your countersigned copy of this letter, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice. Ministry of Justice (including its various departments, agencies and arm’s-length bodies) now uses the Basware Network to trade electronically with our suppliers. If you are not currently a supplier to the Ministry of Justice or your details are out of date, we will need to do a supplier set up.

To ensure that both the Ministry of Justice and our suppliers can maximise the benefits from using Basware, we will require you to register with Basware. Please see the attached Basware letter for further information.

[REDACTED]

<p>There are 3 ways suppliers can submit invoices can be submitted to MoJ for payment:</p>	
<p>1. Paper/PDF</p>	<p>invoices are posted/emailed to the shared service centre. On receipt, the invoice is scanned and loaded onto SOP using Optical Character Recognition (OCR) software.</p>
<p>2. Electronic invoice file (Tech 11)</p>	<p>invoices are emailed to the shared service centre in a specific text file format that SOP can read without the need of OCR software. Engagement is required with the supplier before invoices are accepted in this format.</p>
<p>3. Basware</p>	<p>invoices are submitted via the Basware supplier portal and are then transmitted electronically into SOP via XML. Suppliers must be onboarded to Basware before they submit invoices in this method.</p>
<p><u>What you need to do</u></p> <p>Except for those submitted via Basware, all invoice should be sent directly to SSCL (see below) Suppliers providing electronic invoice files will be given a specific email for their invoices once onboarded.</p>	
<p><u>Invoice minimum requirements</u></p> <p>To enable successful processing, all invoices submitted to MoJ must clearly state the word 'invoice' and contain the following:</p> <ul style="list-style-type: none"> • a unique identification number (invoice number) • your company name, address and contact information • the name and address of the department/agency you're invoicing • a clear description of what you're charging for • the date the goods or service were provided (supply date) • the date of the invoice • the amount(s) being charged • VAT amount if applicable • the total amount owed • a cost centre code (available from your MoJ business contact) or a valid purchase order (PO) number <p>If any of the above information is missing from your invoice, it will be returned to you.</p>	

Invoices relating to a purchase order

In addition to the minimum requirements above, invoices relating to a PO must not contain any lines for items which are not on the purchase order. If this occurs, your invoice will be returned to you.

Speak to the business contact on the purchase order if there are any additional items/services which you need to invoice for.

Invoice submission by email

All invoices submitted by email must meet the following criteria:

- Email size must not exceed 4mb
- 1 invoice per file attachment (PDF), multiple invoices can be attached as separate files
- Any supporting information, backing data etc. must be contained within the invoice PDF file

Failure to meet these criteria may result in not all your invoices being processed, or your invoice(s) being returned to you.

CUSTOMER'S INVOICE ADDRESS:

The email and postal address for PDF and paper invoices can be found here.

[REDACTED]

AUTHORITY'S ENVIRONMENTAL POLICY

Embedding sustainability on the MOJ estate, Published 26 March 2018, Last updated 4 October 2021, available online at: <https://www.gov.uk/guidance/ministry-of-justice-and-the-environment>

AUTHORITY'S SECURITY POLICY

Cyber and Technical Security Guidance, 14 December 202, available online at: [Security Guidance \(justice.gov.uk\)](https://www.justice.gov.uk/security-guidance).

AUTHORITY'S AUTHORISED REPRESENTATIVE

Name:	[REDACTED]
Role:	[REDACTED]
Email:	[REDACTED]
Address:	[REDACTED]

AUTHORITIES KEY STAFF

Key Role	Key Staff (Name & email)	Contact Details
PSC Analyst	[REDACTED]	[REDACTED]
Offender Health Projects Analyst	[REDACTED]	[REDACTED]
Criminal Justice Analytical Priority Projects Lead	[REDACTED]	[REDACTED]
Head of Community Diversion Policy	[REDACTED]	[REDACTED]

AUTHORITIES CONTRACT MANAGER

Name:	[REDACTED]
Role:	[REDACTED]
Email:	[REDACTED]
Address:	[REDACTED]

SUPPLIER'S AUTHORISED REPRESENTATIVE

Name:	[REDACTED]
Role:	[REDACTED]
Email:	[REDACTED]
Address:	[REDACTED]

SUPPLIER'S KEY STAFF – See DPS Order Schedule 7 - Key Supplier Staff

Key Role	Key Staff (Name & email)	Contact Details
Project Director	[REDACTED]	[REDACTED]
Project Manager	[REDACTED]	[REDACTED]
Senior Research Executive	[REDACTED]	[REDACTED]

SUPPLIER'S CONTRACT MANAGER	
Role:	[REDACTED]
Role:	[REDACTED]
Email:	[REDACTED]
Address:	[REDACTED]

KEY SUBCONTRACTOR(S) – See DPS Joint Schedule 6 - Key Subcontractors-v1.0 (IF APPLICABLE)		
Key Role	Key Staff (Name & email)	Contact Details
Director	[REDACTED]	[REDACTED]
Project manager and specialist researcher (qualitative lead)	[REDACTED]	[REDACTED]
Research Manager and specialist researcher (Courts and probation)	[REDACTED]	[REDACTED]
Research Fellow	[REDACTED]	[REDACTED]

INFORMATION	
<p>MAXIMUM LIABILITY</p> <p>The limitation of liability for this Order Contract is as below and not as is stated in Clause 11.2 of the Core Terms.</p>	<p>Each Party's total aggregate liability in each Contract Year under each Order Contract (whether in tort, contract or otherwise) is no more than one hundred and fifty percent (150%) of the Estimated Yearly Charges unless specified in the Order Form.</p>
<p>CALL-OFF ORDER CHARGES</p>	<p>See details in Order Schedule 5 (Pricing Details)</p>

REIMBURSABLE EXPENSES	Not permitted unless approved in advance by the Customer and in line with MoJ Policy. [REDACTED]
DPS FILTER CATEGORY(IES):	Not applicable
E-AUCTIONS	Not applicable
SERVICE CREDITS	Not applicable
ADDITIONAL INSURANCES	Not applicable
GUARANTEE	Not applicable
COMMERCIALLY SENSITIVE INFORMATION	See DPS Joint Schedule 4 - Commercially Sensitive Information v1.0

SOCIAL VALUE COMMITMENT	
The Supplier agrees, in providing the Deliverables and performing its obligations under the Order Contract, that it will comply with the social value commitments in DPS Order Schedule 4 - Order Tender v1.0 [REDACTED]	
CONFIDENTIAL INFORMATION	

JOINT SCHEDULES FOR RM6126 RESEARCH & INSIGHTS DPS	
DPS Schedule 7 (Order Procedure and Award Criteria)	[REDACTED]
DPS Joint Schedule 1 - Definitions v1.0	 DPS Joint Schedule 1 - Definitions v1.0.doc
DPS Joint Schedule 2 (Variation Form)	 DPS Joint Schedule 2 - Variation Form v.1.0
DPS Joint Schedule 3 (Insurance Requirements)	[REDACTED]

DPS Schedule 6 (Order Form Template and Order Schedules)

Crown Copyright 2021

DPS Joint Schedule 4 (Commercially Sensitive Information)	[REDACTED]
DPS Joint Schedule 5 (Corporate Social Responsibility)	 DPS Joint Schedule 5 - Corporate Social Res
DPS Joint-Schedule 6 (Key-Subcontractors)	[REDACTED]
DPS Joint Schedule 10 (Rectification Plan)	[REDACTED]
DPS Joint Schedule 11 (Processing Data)	[REDACTED]

ORDER SCHEDULES FOR RM6126 RESEARCH & INSIGHTS DPS	
DPS Order Schedule 1 (Transparency Reports)	[REDACTED]
DPS Order Schedule 2 (Staff Transfer)	[REDACTED]
DPS Order Schedule 3 (Continuous Improvement)	[REDACTED]
DPS Order Schedule 4 (Order Tender) - (Supplier Proposal)	[REDACTED] CONFIDENTIAL
DPS Order Schedule 5 (Pricing Details)	[REDACTED] CONFIDENTIAL

DPS Schedule 6 (Order Form Template and Order Schedules)
 Crown Copyright 2021

DPS Order Schedule 7 (Key Supplier Staff)	[REDACTED]
DPS Order Schedule 8 (Business Continuity and Disaster Recovery	[REDACTED]
DPS Order Schedule 9 (Security)	 DPS Order Schedule 9 - Security v1.1.docx
DPS Order Schedule 10 (Exit Management)	[REDACTED]
DPS Order Schedule 14 - Service Levels v 1.1	[REDACTED]
DPS Order Schedule 20 - Specification v1.0	[REDACTED]

Formation of call off contract

By signing and returning this Call-Off Order Form the Supplier agrees to enter a Call-Off Contract with the Buyer to provide the Services in accordance with the Call-Off Order Form and the Call-Off Terms.

The Parties hereby acknowledge and agree that they have read the Call-Off Order Form and the Call-Off Terms and by signing below agree to be bound by this Call-Off Contract.

For and on behalf of the Buyer: Ministry of Justice	
Signature:	
Name:	
Role:	
Date:	

For and on behalf of the Supplier: CFE (Research & Consulting) Ltd trading as CFE Research	
Signature:	
Name:	
Role:	
Date:	