

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

Dear Sir/Madam

Letter of Appointment

This letter of Appointment dated 31st May 2019, 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:	CCZZ19A19
From:	Department of Work and Pensions ("Customer") [Redacted Text]
To:	NatCen Social Research ("Supplier") [Redacted Text]
Effective Date:	31 st May 2019
Expiry Date:	End date of Initial Period: 31 st March 2020 There is no option to extend this Contract.
Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: · the Customer's Statement of Requirements attached at Annex A and the Supplier's Proposal attached at Annex A.
Key Individuals:	Customer: [Redacted Text] Supplier: [Redacted Text]
Contract Charges (including any applicable discount(s), but excluding VAT):	£164,716.00 See Annex B for Pricing Breakdown

Insurance Requirements	Refer to Part 2 Call-Off Terms and Conditions
Liability Requirements	<p>Suppliers limitation of Liability (Clause Error! Reference source not found. of the Contract Terms);</p> <p>The maximum amount the Supplier can be liable for in respect of all Defaults shall in no event exceed:</p> <p>In relation to any Defaults occurring from the Effective Date to the end of the first Contract Year, the higher of the figure specified in the Letter of Appointment or a sum equal to 125% of the Contract Charges estimated by the Customer for the first Contract Year;</p> <p>In relation to any Defaults occurring in each subsequent Contract Year that commences during the remainder of the Term, the higher of the figure specified in the Letter of Appointment or a sum equal to 125% of the Contract Charges payable to the Supplier under this Contract in the previous Contract Year; and</p> <p>In relation to any Defaults occurring in each Contract year that commences after the end of the Initial Term, the higher of the figure specified in the Letter of Appointment or a sum equal to 125% of the Contract charges payable to the Supplier under this Contract in the last Contract Year commencing during the Term.</p>
Customer billing address for invoicing:	<p>Invoices should be submitted to:</p> <p>[Redacted Text]</p> <p>Shared Services Helpline: [Redacted Text]</p>

GDPR	As per Schedule 7 of the Terms & Conditions
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:

[Redacted Text]

Name and Title:

[Redacted Text]

Signature:

[Redacted Text]

Signature:

[Redacted Text]

Date: 7th June 2019

Date: 11th June 2019

ANNEX A

Customer Project Specification

BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

In 'Improving Lives: the Work, Health and Disability Green Paper' (DWP, 2016) the Government set out its vision for a support system that provides rapid access to financial support when needed. It also committed to building the evidence base to inform the Department's future plans for delivering services. Most recently the Secretary of State for Work and Pensions publicly set out new measures to support disabled people and improve the way DWP engages with them. This included the commissioning of new research to "*better understand claimants' experiences of the benefits system, and how to meet their needs*" (05 March 2019). This is a high profile project and the Customer expects a high level of interest in the findings from a range of stakeholders including disability organisations, other government departments and the public

The Government spends over £50bn a year supporting people with disabilities and health conditions. Health and disability benefits include those that are intended to help with some of the extra costs caused by long term ill health or disability (e.g. PIP, DLA and AA) and those intended to provide an out of work 'income replacement' payment to reflect the impact of ill-health and disability on work capability (e.g. ESA/UC).

This research seeks to better understand the lives and experiences of claimants with health conditions and disabilities and to explore how different health and disability benefits are used to help claimants meet their needs. Many claimants receive a combination of health and disability benefits and may also have other financial resources to draw on.

The purpose of this research is to understand: how claimants who experience a range of types and severity of health conditions and disabilities incorporate different benefits into their household budgeting; how they spend these benefits; and what drives these spending behaviours and decisions within the context of wider household incomes, family circumstances and the availability of other support, including local services and provision.

To gain a breadth of understanding it is critical that the research covers a range of disability benefits and includes claimants who receive different combinations of health and disability benefits and different benefit award levels. The benefits to be included are set out below:

Employment and Support Allowance (ESA) was introduced in October 2008 and replaced previous incapacity benefits (Incapacity Benefit, Severe Disablement Allowance, and Income Support where it was paid on the grounds of incapacity/disability). It is an income-replacement benefit paid to people of working-age who are unable to work due to a health condition or disability. ESA combines both a contributory aspect, ESA (C) and an income-related aspect, ESA (IR). ESA (IR) includes additional premiums:

People on ESA (IR) who are placed in the ESA Support Group are entitled to the Enhanced Disability Premium (EDP). Someone on ESA (IR) may also be eligible if they receive a qualifying benefit (PIP, DLA or AFIP); and

The Severe Disability Premium (SDP) which is dependent on satisfying the qualifying conditions in addition to receiving a qualifying benefit (PIP, DLA, AFIP or AA).

Incapacity benefits including Employment Support Allowance, Incapacity Benefit and Severe Disablement Allowance were received by 2.3 million working age claimants at August 2018.

ESA (IR) is being replaced by Universal Credit (UC) under UC rollout. The equivalent UC groups for claimants with a health condition or disability are: limited capability for work (LCW) and limited capability for work and work related activity (LCWRA).

Disability Living Allowance (DLA) is a tax free non-contributory benefit. It provides a contribution to the extra costs incurred by persons with severe disabilities. DLA comprises two components: mobility and care. People can receive just one component or both together. The care component is paid at three different rates and the mobility component is paid at two rates depending on the claimant's needs as a result of a disability. New claims for DLA are now only open to children under the age of 16, whose needs are substantially in excess of the needs of a child of the same age without a disability. Personal Independence Payment (PIP) is replacing DLA for people of working age. The case load as at August 2018 was: Child DLA - 468,341 claimants; Working Age DLA - 578,624 claimants (due to eventually be assessed for PIP); and Pensioner DLA - 742,867 claimants.

Personal Independence Payment (PIP) is a tax free, non-means tested benefit. It is made up of two components: daily living and mobility and can be awarded at either 'standard' or 'enhanced' rates depending on the claimant's level of need. PIP replaces Disability Living Allowance (DLA) for most claimant groups: from 8th April 2013 DWP started to replace DLA for working age people with PIP. Full PIP implementation is still underway. Those aged over 65 on 8 April 2013 who receive DLA will continue to receive it for as long as they are eligible. There were 3.7 million claimants of Personal Independence Payment and Disability Living Allowance at August 2018.

Universal Credit (UC) UC was introduced in 2013 and replaced six in work and out of work benefits: Jobseeker's Allowance, Housing Benefit, Working Tax Credit, Child Tax Credit, income based Employment and Support Allowance and Income Support. UC is being introduced nationwide in stages. Claimants receive a standard allowance plus additional elements linked to their circumstances, including health conditions and disability.

Attendance Allowance (AA) provides financial support to help people over 65 meet the additional costs associated with disability. It is a tax free, non-means tested benefit paid at two rates depending on the level of a person's needs: £57.30 per week (18/19 rates) if a person requires help during either the day or night, £85.60 per week if a person requires help both day and night, or if they have been diagnosed as terminally ill. There were 1.4 million claimants receiving AA at August 2018.

Over 1.4m over 65s in England claim AA, at a cost of around £5.6bn per year. In addition, 1 million over 65s in England claim other disability benefits, DLA or PIP, at an estimated cost of around £5.3bn.

DEFINITIONS

Expression or Acronym	Definition
DWP	Means: The Department for Work and Pensions
The Customer	Means: The Department for Work and Pensions
AA	Means: Attendance Allowance

AFIP	Means: Armed Forces Independence Payment
DLA	Means: Disability Living Allowance
EDP	Means: Enhanced Disability Premium
ESA	Means: Employment Support Allowance
PIP	Means: Personal Independence Payment
SDP	Means: Severe Disability Premium
UC	Means: Universal Credit

SCOPE OF REQUIREMENT

The scope of this requirement extends to:

A full research proposal to be developed by the Supplier and approved by the Customer prior to issuing the contract;

The research will comprise a large-scale face-to-face qualitative study of (up to) 120 claimants in receipt of health and disability benefits covering: ESA, UC, PIP, DLA, AA, EDP and SDP.

A presentation of the research findings to the Customer;

A Ministerial presentation, if required;

A short summary report of the research findings, possibly for publication;

A final report of the research findings for publication;

A one-page summary of the research for the DWP website;

The Supplier will be expected to work with an (academic) expert Project Consultant who will be appointed separately and has proven expertise in this policy area, including:

In-depth expertise of the welfare system and in particular of health and disability benefits.

In-depth understanding of disabled people's lives and their additional needs and extra costs.

The Supplier will also be expected to work with a Research Engagement Group during the lifetime of the project. The group, which will be recruited and managed by the Customer, will comprise of disability experts including members who will draw from their own lived experience of managing a disability or health condition.

The Customer requires regular updates on the progress of the research, including fortnightly update meetings with DWP colleagues and weekly telephone kits with the research team during fieldwork and analysis stages;

The Customer requires short feedback reports produced monthly on the progress of the research and emerging findings;

THE REQUIREMENT

The Supplier is required to undertake qualitative research examining the experiences, spending decisions and spending behaviours of health and disability claimants to understand how their needs are met.

The research shall comprise a large-scale face-to-face qualitative study of up to 120 claimants in receipt of health and disability benefits covering: ESA, UC, PIP, DLA, AA, EDP and SDP. The majority of the sample shall be of working age, but the research must also include claimants of state pension age who receive AA, PIP/DLA and social care.

Though it is anticipated that the majority of the working-age sample shall be claiming “out of work” benefits, the research also needs to include claimants of PIP/DLA who are working.

Understanding how claimants use their health and disability benefits is methodologically challenging in terms of respondent recall and accuracy of spending behaviour, and in terms of distinguishing additional needs arising because of a health condition or disability from general day-to-day needs. The Supplier should suggest approaches for addressing these methodological issues.

The analysis and research findings shall need to identify how spending behaviours and decisions differ across claimants, for example, by household type, health condition or the range of benefits received, to deliver insights into the wider contextual factors that influence how different needs are met.

The required geographical coverage for the qualitative research must cover England, Scotland and Wales. Sample points shall also need to cover urban as well as more rural areas.

The Supplier is advised that the Customer has signed up to the Welsh Language Scheme. Where it conducts public business in Wales, it treats the English and Welsh languages equally.

The Supplier must be aware of the provisions of the Welsh Language Scheme and the implications of conducting research in Wales. In practice, this means the Supplier must ensure;

Invitation letters to Welsh participants are issued in both English and Welsh;

Interview / survey materials for Welsh participants are made available in Welsh, where requested;

Face to face interviews are conducted in Welsh, where requested;

Any telephone or postal queries from Welsh participants are answered in Welsh, where requested.

The Supplier must confirm their ability to meet the above provisions at all stages of the research process.

The Supplier is advised that some participants are likely to have additional complex accessibility needs, including communication difficulties. The Supplier must ensure they are able to offer accessible materials and research interviews to participants where required, including the provision of British Sign Language interpreters. In some cases interviews shall need to be conducted with appointees.

The Supplier is required to attend up to 3 project team meetings with the Customer’s research team - in either London or Sheffield (this number includes the project inception meeting);

The Supplier is required to attend up to 5 Research Engagement Group meetings – in either London or Sheffield – and should include in their costs for the Project Director, Project Manager and the Project Consultant to participate at these meetings.

Proposed Methodology:

The methodology proposed below may change prior to commencement of the project. The precise format of the research shall be designed in conjunction with stakeholders (via a Research Engagement Group appointed by DWP) and the research contractor.

To meet the requirements the Supplier is requested to work with an academic expert Project Consultant who has proven expertise in this policy area, including:

In-depth expertise of the welfare system and in particular of health and disability benefits.

In-depth understanding of disabled people's lives and their additional needs and extra costs.

The Supplier shall also be expected to work with a Research Engagement Group during the lifetime of the project. The group, which shall be recruited and managed by the Customer, shall comprise of disability experts including members who will draw from their own lived experience of managing a disability or health condition.

Design:

The research shall consist of in-depth qualitative interviews.

Due to the range of different benefits covered by this research project, and the need to include claimants who receive these in varying combinations and at different award rates, the Customer suggests that a sample of 120 achieved interviews shall be required in total.

The Supplier should base their costs on this number.

The Research Engagement Group shall be closely engaged from the early stages of the project and shall provide a key advice and sounding board function throughout the lifetime of the project including the development of research instruments.

The Customer expects that this would take the form of an initial meeting to talk through the project and garner early input to the research design.

Once draft topic guides have been developed this shall be followed by up to two face to face (two hour) workshops with members who themselves live with a health condition or disability to test the salience of the topic guides.

The Customer also expects up to two further Research Engagement Group meetings following the data collection and analysis to sense check the research findings.

Interviews shall occur face to face (in home) unless:

Participants express a clear preference to be interviewed over the phone

Participants require alternative arrangements for accessibility reasons.

Interviews shall be conducted with the claimant or their appointee, but may also need to involve a partner, carer or relative, if claimants request their presence or support during the interview.

Interview duration shall be between 60 to 90 minutes due to the complexity of understanding participants' circumstances in relation to their health, household finances, use of health and disability benefits and use of support services.

The Customer welcome views on the (average) interview length required, but the Supplier is requested to base their costs on 90 minutes.

The Customer anticipate that research participants shall be offered a nominal incentive to participate.

The Supplier should advise on the appropriate amount and the rationale.

Incentives should be fully costed within the bid.

The Supplier should also set out in their proposal any particular challenge they foresee in recruiting participants for this research on the potentially sensitive topic of household finances, and how they shall address this to ensure that they successfully recruit the required number of participants.

Claimants shall be sampled from DWP records and the sample design shall be developed in conjunction with the Supplier.

The Customer would welcome suggestions and views from the Supplier on the key factors / characteristics that shall need to be taken into account in the sample design to ensure that the research includes a cross-section of claimants

Given the relative complexity of the sample design the Supplier should include in their bid the necessary time and associated costs for thorough pre-screening of research participants.

The Customer is interested in the use of specific approaches / tools to facilitate the collection and analysis of accurate spending data and are open to suggestions as to how this could be achieved.

The Supplier should demonstrate their understanding of the methodological challenges and their previous experience in this area.

All research instruments used in this evaluation shall be agreed and approved by the Project Manager prior to data collection.

All interviews shall be recorded onto 256-bit encrypted digital recorders and fully transcribed prior to data analysis.

The Customer welcomes suggestions from the Supplier as to how, potentially, the perspectives and insights of disabled people can be reflected in all aspects of conducting the research.

The data analysis shall need to be conducted at pace in order to deliver a findings presentation in early November 2019. The Supplier should:

Outline their approach for analysing a large amount of complex data, across a wide range of different claimant types, within a relatively short timeframe;

Indicate the level of analysis that could be achieved within this timeframe;

And demonstrate their previous experience in drawing together, analysing and presenting findings from a large scale qualitative project.

High level research questions:

Set out below are a number of high level research questions. The Supplier should be aware that they provide only an indication of the questions that the Customer wishes to explore and may not be fully representative of the final question sets.

The final topic guides shall be designed in conjunction with the Supplier, the Project Manager and key stakeholders prior to commencement of the research. The topic guides shall also need to be piloted at the start of the fieldwork period.

Current circumstances:

Current living situation.

Nature of health condition(s) / disability and how they affect day-to-day living.

Receipt of health-related support and availability of local provision:

Use of services and other local provision.

Engagement with support networks.

Benefits received and wider household finances:

What health and disability benefits do claimants receive and at what levels / rates?

Other sources of household income.

Claimants experiences of using health and disability benefits:

How do claimants think about different benefits – are they viewed as having specific purposes or as a part of overall household income?

Perceived importance of different income components.

How benefits are used / what they are spent on: day-to-day living expenses, health and disability related needs, social care needs?

What underpins spending behaviour and budgeting decisions?

Are decisions influenced by the availability of local services?

The perceived impacts of health and disability benefits:

What difference do health and disability benefits make to claimants' lives and well-being?

How do claimants' feel about their overall financial and personal circumstances?

Ethics

It is essential that the research allows all claimants to participate fully. Research instruments should be designed to be accessible if required. Researchers should be experienced in conducting interviews with disabled people who have a range of impairments, including those who have mental health conditions, sensory impairments, learning disabilities and communication and or mobility difficulties.

It is the responsibility of the Supplier to ensure the research is conducted ethically. The Supplier shall be expected to assess whether ethical approval is necessary. Where ethical approval is required, it shall be the responsibility of the Supplier to seek and gain ethical approval before the research commences.

All participants must give their consent prior to taking part in the research. This consent must be informed, specific and freely given. Ideally, this should be written consent, but where this is not possible, explicit verbal consent needs to be obtained and recorded by the interviewer.

KEY MILESTONES AND DELIVERABLES

The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Project inception meeting	REDACTED
2	Work with Research Engagement Group to design and test research instruments	REDACTED
3	Sign off research instruments	REDACTED
4	Mainstage Fieldwork	REDACTED
5	Analysis	REDACTED
6	Initial findings shared with DWP research team	REDACTED
7	Final findings presentation to DWP	REDACTED
8	Short summary report for publication	REDACTED
9	Full research report finalised	REDACTED

These deadlines are non-negotiable because of the public commitment made by Secretary of State to conduct this research

To meet these deadlines the Supplier shall need sufficient resource in terms fieldwork and analytical capacity to undertake these activities concurrently. A flexible, iterative approach to fieldwork and analysis shall also be needed so that any early analytical insights can be fed back in the design of the data collection tools and sampling strategy.

The Supplier shall perform its obligations so as to achieve each Milestone by the Milestone Date.

The Customer shall ensure that the successful Supplier has access to relevant information to allow for a suitable understanding of the policy area prior to commencing the work.

The Customer shall liaise closely with the Supplier to ensure that any changes in priorities that affect the project are communicated clearly and in a timely fashion.

The Customer shall ensure that the Supplier has access to a claimant sample for conducting the research.

The Customer requires reporting outputs as detailed in the table above. Culminating in a summary findings report in November 2019. A final publishable quality report shall be agreed between the Customer and the Supplier and provided by the end of February 2020.

Changes to the Milestones shall only be made in accordance with the variation procedure and provided that the Supplier shall not attempt to postpone any of the Milestones using the variation procedure or otherwise (except in the event of a Customer default which affects the Supplier's ability to achieve a Milestone by the relevant Milestone Date).

The Supplier shall inform the customer of changes to risk which will impact upon delivery to time, cost or quality

MANAGEMENT INFORMATION/REPORTING

The Customer requires regular updates on the progress of the research, including fortnightly update meetings with DWP colleagues and weekly telephone kits with the research team during fieldwork and analysis stages;

The Customer requires short feedback reports produced monthly on the progress of the research and emerging findings;

Draft versions of all reports must be provided by the Supplier for quality assurance by DWP. Comments must be considered and used to inform the final versions. Products must be produced in a format consistent with the DWP Style Guide. The Supplier should be aware that they may be required to produce multiple draft copies before a final version is accepted.

VOLUMES

Volumes required for interviews are called out under 'The Requirement'.

CONTINUOUS IMPROVEMENT

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.

SUSTAINABILITY

There are no specific clauses that relate to Sustainability for this project.

QUALITY

Quality shall comply with those terms set out in this Tender Pack and in line with the Terms and Conditions of RM6018: Research Marketplace Dynamic Purchasing System.

PRICE

The Supplier should include in their costs a minimum 10 days of Project Consultant time to cover inputs to the research design, analysis and reporting, as well as travel and subsistence costs for the consultant to attend project team and Research Engagement Group meetings.

Potential Providers shall provide a capped cost price for this work.

All prices must remain valid for a period of thirty (30) days following the bid submission deadline

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.

SERVICE LEVELS AND PERFORMANCE

The Customer shall measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Qualitative sampling approach	Sample quotas and sampling approach agreed with DWP. DWP will provide the sample frame.	100% completed.
2	Topic guides for qualitative interviews	Design of the topic guide and any additional data collection tools delivered and finalised with DWP.	100% completed.
3	Recruitment materials for qualitative interviews	Design of the opt-out letter and recruitment questionnaire delivered and finalised with DWP.	100% completed.
4	Fieldwork	Qualitative interviews with 120 claimants	100% completed.
5	Qualitative interview analysis	The analytical approach / thematic framework designed and finalised with DWP. All interviews transcribed and analysed.	100% completed.

6	Findings presentation	Findings slide pack produced and agreed with DWP. Presentation of findings to DWP colleagues.	100% completed.
7	Summary report	Report structure agreed with DWP. Summary research report delivered and signed off by DWP	100% completed.
8	Full research report	Report structure agreed with DWP. Summary research report delivered and signed off by DWP	100% completed.
9	One page summary for DWP website	Delivered and signed off by DWP	100% completed.

The Supplier's performance shall be monitored and assessed through regular project update meetings with the Department's Project Manager, review of progress against the agreed project timeline and through review of deliverable products. Meetings with the Project Manager shall occur at least once in every two week period.

The Supplier shall provide a robust escalation procedure to help resolve any issues that may arise within project delivery. This should include the provision of a dedicated senior point of contact who can deal with and resolve such issues.

Where the Customer identifies poor performance against the agreed SLAs (3 consecutive failures in any rolling 2 month period), the Supplier shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than five (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 shall 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.

The Customer agrees to work with the Supplier to resolve service failure issues. However, it shall remain the Supplier's sole responsibility to resolve any such service failures.

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 5 – Contract Terms and Conditions.

SECURITY AND CONFIDENTIALITY REQUIREMENTS

The Supplier must adhere to all DWP security guidelines. This is mandatory and will involve working with the Project Manager to ensure security procedures are in compliance with Departmental standards.

The Supplier must have an up to date DWP Generic Security Accreditation Document (GSAD) as required by departmental security protocols. This will be sought by the Project Manager in consultation with the Supplier

Interviewers must be DBS checked.

All fieldwork must be gathered, transported and stored securely.

All interviews must be recorded in 256-bit encrypted digital recorders.

Any transfers to and from the contractor to any subcontractors (for example, a transcription services provider) must also meet DWP standards, using PGP encryption software or equivalent.

Data must be held, processed and transported only within the United Kingdom.

The Supplier must securely store data in accordance with the General Data Protection Regulation. The Customer requires details from the Potential Provider on how this shall be undertaken.

The Supplier is required to provide assurance to the Customer that all data shall be securely destroyed within a reasonable timeframe, as per current Data Protection Regulations, following completion of the project.

The Supplier must follow appropriate research fieldwork principles, and adhere to requirements outlined in the Ethical Assurance Guidelines for Government Social Research, particularly with regards to obtaining informed consent, protecting anonymity (where possible) and confidentiality.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/515296/ethics_guidance_tcm6-5782.pdf

PAYMENT AND INVOICING

Payment shall be made in milestones dependent upon key stages in the research being completed.

Payment schedules shall be agreed and finalised in the contract, however final payment will only be paid upon completion and sign-off of the final report.

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

Invoices should be submitted to:

REDACTED

Payment shall be made within thirty working days following receipt of a correctly submitted invoice as specified above.

CONTRACT MANAGEMENT

Contract management shall fall under responsibility of the Customer.

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

LOCATION

The Supplier shall be based within their own office, but shall be expected to travel to DWP Corporate Centre Offices (in London and Sheffield) for project meetings as required.

The research shall be covering a large geographical area. The Supplier must ensure that they are able to conduct interviews across the UK as required.

ANNEX B
Supplier Proposal

[Redacted Text]

Part 2: Contract Terms



Contract Terms v6.0