DPS Schedule 6
Order Form Template and Order Schedules

Order Form

ORDER REFERENCE:	**TRAS0070**
THE BUYER:	**Department for Transport**
BUYER ADDRESS	**Great Minster House, 33 Horseferry Rd, London, SW1P 4DR**
THE SUPPLIER:	**St George's, University of London (SGUL)**
SUPPLIER ADDRESS:	**St George's Hospital Medical School, Cranmer Terrace, London, SW17 0RE**
REGISTRATION NUMBER:	**KC7Z9,G6C6Q8FR1CA3**
DUNS NUMBER:	**232167098**

DPS SUPPLIER REGISTRATION SERVICE ID:

APPLICABLE DPS CONTRACT

This Order Form is for the provision of the Deliverables and dated 01/09/2023.

It's issued under the DPS Contract (RM6126) with the reference number (DfT) of **TRAS0070,** for the provision of **Aviation Night Noise Effects (ANNE) Objective Study.**

ORDER INCORPORATED TERMS

The following documents are incorporated into this Order Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Order Special Terms and Order Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) DPS Contract reference number **RM6126**
3. DPS Special Terms
4. The following Schedules in equal order of precedence:

   - Joint Schedules for **RM6126** DPS reference number]
     - Joint Schedule 2 (Variation Form)
     - Joint Schedule 3 (Insurance Requirements)
     - Joint Schedule 4 (Commercially Sensitive Information)
     - Joint Schedule 6 (Key Subcontractors)
     - Joint Schedule 10 (Rectification Plan)
     - Joint Schedule 11 (Processing Data)
   - Order Schedules for **RM6126**
     - Order Schedule 1 (Transparency Reports)
     - Order Schedule 2 (Staff Transfer)
     - Order Schedule 3 (Continuous Improvement)
     - Order Schedule 7 (Key Supplier Staff)
     - Order Schedule 8 (Business Continuity and Disaster Recovery)
     - Order Schedule 15 (Order Contract Management)
     - Order Schedule 18 (Background Checks)

5. CCS Core Terms (DPS version) v1.0.3
6. Joint Schedule 5 (Corporate Social Responsibility) **RM6126** DPS Contract reference number

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.

ORDER SPECIAL TERMS

NA

ORDER START DATE:	**09/09/2023**
ORDER EXPIRY DATE:	**09/09/2024** (09/09/2025 including extension options)
ORDER INITIAL PERIOD:	**1 year with option to extend by +1 year (1+1-year term)**

DELIVERABLES

See details in Attachment 3 – Statement of Requirements (Annex 1) and the suppliers Technical (and Social Value) submission (Annex 2).

MAXIMUM LIABILITY

The limitation of liability for this Order Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£550,000.00** Estimated Charges in the first 12 months of the Contract.

ORDER CHARGES
See details in Attachment 4 – Pricing Schedule (Annex 3)

The maximum value of this contract, including any specified extension options, is **£1,100,000.00** excluding Vat.

REIMBURSABLE EXPENSES
NA

PAYMENT METHOD

Invoicing Instructions.doc

BUYER'S INVOICE ADDRESS:
Accounts Payable,
Shared Services Arvato,
5 Sandringham Park,
Swansea Vale,
Swansea
SA7 0EA

SSa.invoice@sharedservicesarvato.co.uk

Please ensure that a copy of the invoice is sent to the DfT Contract Manager.

BUYER'S AUTHORISED REPRESENTATIVE (Contract Manager)
[redacted]
Great Minster House
33 Horseferry Road
London SW1P 4DR

BUYER'S AUTHORISED REPRESENTATIVE (Commercial Manager)
[redacted]
Great Minster House
33 Horseferry Road
London SW1P 4DR

BUYER'S ENVIRONMENTAL POLICY

DfT Corporate Environmental Policy.p

BUYER'S SECURITY POLICY

Information & Cyber Security Policy.docx

SUPPLIER'S AUTHORISED REPRESENTATIVE

[redacted]

St George's, University of London
Cranmer Terrace
London
SW17 0RE

SUPPLIER'S CONTRACT MANAGER

[redacted]

St George's, University of London
Cranmer Terrace
London
SW17 0RE

PROGRESS REPORT FREQUENCY
On the first Working Day of each calendar month

PROGRESS MEETING FREQUENCY
Quarterly on the first Working Day of each quarter

KEY STAFF

[redacted]

St George's, University of London
Cranmer Terrace
London
SW17 0RE

KEY SUBCONTRACTOR(S)
University of Pennsylvania PA 19104-6303
Noise Consultants Ltd - registration number 10853764

E-AUCTIONS
Not applicable

COMMERCIALLY SENSITIVE INFORMATION
Not applicable

SERVICE CREDITS
Not applicable

ADDITIONAL INSURANCES
Not applicable

GUARANTEE
Not applicable

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 as per the Attachment 2 and the bidders formal response (Annex 2).

For and on behalf of the Supplier:		**For and on behalf of the Buyer:**	
Signature:	[redacted]	Signature:	[redacted]
Name:	[redacted]	Name:	[redacted]
Role:	[redacted]	Role:	[redacted]
Date:	2023-11-01 | 7:52 AM PDT	Date:	01/09/2023

Annex 1 – Attachment 3, Statement of Requirements

Crown
Commercial
Service

Statement of Requirements

The Aviation Night Noise Effects (ANNE) Objective Study

DfT Contract Reference: **TRAS0070**

CONTENTS

1. PURPOSE

1.1 Since the early 1990s, the coverage and strength of evidence on the relationship between aviation noise and public health, which has included empirical evidence reviews completed by the Civil Aviation Authority (CAA) and the World Health Organisation (WHO), has improved. However, there remains an evidence gap on how this relationship varies by different times of the night.

1.2 The Department for Transport (DfT) intends to commission research to provide new evidence on how the impacts of exposure to night time aviation noise on sleep and annoyance vary by time of night in order to fill this gap. This new evidence could be used to inform the Department's future policies to assist the management and mitigation of health impacts on local communities, as part of a wider assessment of the costs and benefits of night flying.

1.3 In commissioning this evidence, the Department intends to address the following key research questions.

1.3.1 How does exposure to night aviation noise affect the instance, continuation and, where possible, development of annoyance and sleep disturbance?

1.3.2 How does the relationship between exposure to night aviation noise and annoyance and sleep disturbance vary by time?

1.4 In order to answer these research questions, a diverse skillset will be required. The Contractor will need to map respondents to their noise exposure levels and proximity to UK commercial airports, which will require some technical noise expertise. In order to assess sleep disturbance and annoyance impacts of exposure to aviation noise, Contractors will likely need to use a combination of surveys and some form of monitoring or measuring device, likely requiring social research and potential medical expertise.

1.4.1 The Department strongly encourages Contractors to partner up with other Suppliers to deliver the work and fill necessary skill gaps.

1.4.2 The Departments contract will be with the prime Contractor. The Contractor will therefore need to subcontract specific work packages/expertise themselves, as well as take responsibility for managing this relationship and manage any of the associated risks.

1.4.3 The Department must be informed of all suppliers working to deliver the requirement at the bidding stage, including how the prime Contractor will manage the relationship and associated risks.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

2.1 The Department for Transport works with its agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. The Department (DfT) plans and invests in transport infrastructure to keep the UK on the move and support economic growth, and develop policy to deliver safe, secure and sustainable transport.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

3.1 The following are details relating to the requirement's background and the events leading up to the services being required.

3.1.1 Noise from aircraft taking-off and landing at night is regarded by overflown communities as the most disturbing form of aircraft operations. It is also recognised that there is evidence, including in the World Health Organisation's (WHO) revised Environmental Noise Guidelines for the European Region[1], that suggests that sleep disturbance caused by aircraft night operations can have adverse health impacts. Relevant existing evidence in this area includes the "Report of a Field Study of Aircraft Noise and Sleep Disturbance" (1992)[2], commissioned by the Department and conducted by the Civil Aviation Authority (CAA).

3.1.2 At present, the Department conducts economic appraisal of proposed policy initiatives using its Transport Analysis Guidance (TAG)[3]. This guidance draws on robust evidence to produce monetary valuations of the health costs associated with exposure to aviation noise. However, TAG does not distinguish these costs by times of the day or night, but instead provides a single value that only varies by noise level for application in impacts appraisal.

3.1.3 The Department's Decision Document: Night Flight Restrictions at Heathrow, Gatwick and Stansted (July 2021)[4] outlined that a key benefit of the extension to the existing night flight regime is to afford the Department sufficient time to develop "a more meaningful evaluation of the costs and benefits of night flights". This decision document set out the Government's commitment to improving the evidence base around the costs and benefits of night flying, of which this study forms a critical component.

3.1.4 The Department intends to strengthen TAG by gathering new evidence on the how the impacts of exposure to aviation noise on annoyance and sleep disturbance vary by time of night, to then be able to implement a series of cost valuations by time of night.

3.1.5 The Requirement, and any subsequent revisions to TAG, will facilitate the implementation of evidence-driven policies in relation to future Night Flight Regimes and other aviation noise policy decisions.

3.2 The following sets out why the requirement is needed.

3.2.1 The aims of this procurement are to:

3.2.1.1 Better understand the relationship between exposure to aviation night noise and annoyance and sleep disturbance, including how this relationship varies at different times of night and at different levels of noise exposure.

[1] See https://www.euro.who.int/en/health-topics/environment-and-health/noise/publications/2018/environmental-noise-guidelines-for-the-european-region-2018

[2] Ollerhead J. B. et al (1992); Report of a Field Study of Aircraft Noise and Sleep Disturbance. Department of Transport, December 1992.

[3] See https://www.gov.uk/government/publications/tag-unit-a3-environmental-impact-appraisal

[4] See https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1003621/night-flight-restrictions-at-heathrow-gatwick-and-stansted-decision-document.pdf

3.2.1.2 Better understand how the relationship between aviation night noise and annoyance and sleep disturbance varies across people from a wide range of diverse backgrounds, in line with requirements outlined as part of HM Treasury's Green Book Review 2020[5]. However, the Department recognises the ability to do this will be driven by the available sample for the study and the power of that sample (that is, estimating how many people are needed in the sample to avoid errors).

3.2.1.3 Provide evidence to support recommendations on updates to the Department's Transport Analysis Guidance (TAG) tools in relation to aviation noise and health, informing a more detailed set of cost valuations for use in economic appraisal. More specially, it is expected the Contractor would work with the Department to make recommendations for updating the Aviation Noise TAG[6] workbook if the evidence suggests this is necessary.

3.2.1.4 Provide robust evidence to support the implementation of policy decisions relating to the Night Flight Regime and other noise policies.

3.2.1.5 Begin to address calls for a robust assessment of the costs of night flying, as raised by communities and others in responses to stage one of the night flights consultation.

4. DEFINITIONS

Expression or Acronym	Definition
ANE	Aircraft Noise Event
Annoyance	Characterised as being bothered, disturbed or annoyed
CAA	Civil Aviation Authority
Department	Department for Transport
DfT	Department for Transport
ICAO	International Civil Aviation Authority
Night Period	Period from 23:00 to 07:00
Night Quota Period	Period from 23:30 to 06:00
Sleep Disturbance	Characterised as difficulty in falling asleep, awakening during the night and tiredness on waking
SoNA	See 'CAP 1506: Survey of Noise Attitudes 2014'
TAG	Transport Analysis Guidance
WHO	World Health Organisation

[5] See https://www.gov.uk/government/publications/final-report-of-the-2020-green-book-review

[6] See 'Noise workbook – Aviation' at https://www.gov.uk/government/publications/tag-environmental-impacts-worksheets

5. SCOPE OF REQUIREMENT

5.1 The Department requires a research study to understand the impact of aviation night noise on sleep disturbance and annoyance, with a specific focus on how this impact varies by time of the night.

5.2 The Contractor is required to propose a methodology to assess these impacts.

5.2.1 The Contractor should set out how they will ensure attrition levels are minimised where relevant.

5.3 The study should provide evidence with a consideration of the following criteria:

5.3.1 The nature of the study should focus on sleep disturbance and annoyance effects caused by, or associated with, exposure to aviation night noise during the period from 22:00 to 08:00. The Contractor will also need to make clear distinction between impacts felt during the 'night period' (23:00 to 07:00), 'night quota period' (23:30 to 06:00) and the 'night shoulder periods' (which in this case refer to the one hour periods either side of the night period, i.e. 22:00 to 23:00; 07:00 to 08:00).

5.3.2 A representative sample of UK commercial airports, including airports with varying levels of night flying activity and with varying business models should be identified. This sample should include at least one airport with a large share of freight-related activity at night. The Contractor will be required to explore the feasibility of which airports should be included in the study, and therefore manage any trade-offs associated with sampling and/or data limitations, but will be able to discuss these with the Department. The final selection of airports must be agreed upon with the Department before the study commences.

5.3.3 Based on this representative sample of UK commercial airports, the Contractor should identify a representative sample of individuals[7], aged 18 and over. These individuals should reside at varying geographic proximities to the airports identified, and be exposed to varying levels of aviation night noise; the noise thresholds are to be agreed in conjunction with the Department.

5.3.3.1 The exact number of individuals sampled will be agreed between the Contractor and Department, but the quantitative sample should be drawn in such a way to include respondents from a wide range of diverse backgrounds.

5.3.4 The Contractor will need to map participants to their noise exposure levels and proximity to UK commercial airports, which will require some technical noise expertise (potentially through partnerships to deliver the research).

5.3.5 In order to assess sleep disturbance and annoyance impacts of exposure to aviation noise, Contractors will need to use a combination of surveys and some form of monitoring or measuring device to take physiological measurements. This is likely to require social research and potential medical expertise.

5.3.5.1 The Contractors will need to demonstrate

[7] The sample should be representative at the aggregate, with sample size sufficient within each of the 'proximities' to generate robust estimates of relationships. The DfT suggests looking at previous work completed in this area to influence appropriate sample size e.g. Population and sampling for an aviation noise attitudes survey, prepared by NATCEN for ICCAN and available at https://iccan.gov.uk/wp-content/uploads/2021_06_09_NatCen_ANAS_Population_and_Sampling.pdf

5.3.5.1.1 Experience of conducting research on the effects of environmental noise on health.

5.3.5.1.2 Knowledge and experience of assessing subjective sleep disturbance using survey methodologies.

5.3.5.1.3 Knowledge and experience of undertaking and analysing physiological assessments of sleep (e.g. awakenings, body movement, increases in heart rate and blood pressure).

5.3.6 Where it is difficult to reach those living in higher noise bands, the Contractor should suggest an approach to overcome this challenge to the Department.

5.4 Where possible, the study should also incorporate lessons learnt from CAP1506: Survey of Noise Attitudes (SoNA) 2014[8]. For example, the sample of individuals should be identified based on exposure to night time aviation noise (in this case referring to the period 22:00 to 08:00, as outlined above). The study should also consider lessons learnt and resources available, including data, from the first phase of the Aviation Night Noise Effects (ANNE) study.

5.5 The scope of the Requirement excludes evidence and/or information relating to the following:

5.5.1 Health conditions beyond those listed within the specified scope i.e. beyond sleep disturbance and annoyance.

5.5.2 The sleep disturbance and annoyance effects caused by, or associated with, exposure to aviation noise during the day, where ‘day’ is defined as the period from 08:00 to 22:00.

6. THE REQUIREMENT

6.1 Description of the requirement

6.1.1 The Department will insert break clauses into the Contract at the provisional completion date of each phase, in line with the Contractual Milestones outlined in Section 7. The Department reserves the right to terminate the Contract pertaining to subsequent phases in the event of unforeseen circumstances, financial or budgetary challenges, or if deliverables are deemed to be of insufficient quality.

6.1.2 The following points outline the Requirement the Department would expect to be undertaken within each proposed phase:

6.1.2.1 During Contract phase 1, the Contractor will develop a methodology note outlining the approach to answering the research questions and also run a feasibility study to test this methodology.

6.1.2.1.1 The methodology should take the form of a survey and some form of monitoring or measuring device to take physiological measurements. It must be representative of people living near airports.

[8] See https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&mode=detail&id=7744

6.1.2.1.1.1 The Contractor would need to identify which airports should be included in the study and develop a sampling approach and sampling frame to select participants for the study.

6.1.2.1.1.2 The Contractor will need to map study respondents to their noise exposure levels and proximity to UK commercial airports, which will require technical noise expertise.

6.1.2.1.1.2.1 Previous experience of mapping respondents to noise exposure is a requirement for Contractors.

6.1.2.1.1.2.2 Previous experience of modelling a range of time-average metrics and event-based metrics is required.

6.1.2.1.1.2.3 The Contractor will need to be responsible for gathering data on aviation noise occurrences around the airports included in the study; and monitoring for the occurrence of aircraft noise events (ANEs) during the study itself.

6.1.2.1.1.3 All data collection will be designed and delivered by the Contractor following approval from the Department.

6.1.2.1.1.4 We would encourage Contractors to strike a balance between monitoring noise exposure and using existing noise contour information where available, for example noise contours produced by the CAA's Aircraft Noise Contour (ANCON) model. Noise contours that are not available, but required, will need to be produced at the Contractors' own expense.

6.1.2.2 The Contractor will design a survey to gather evidence on perceived annoyance and sleep disturbance, and deliver the survey and collate responses. This will need to be accompanied by the Contractor using a combination of health monitoring and surveillance to record the sleep and annoyance impacts of subject exposure to ANEs through taking physiological measurements.

6.1.2.2.1 The Department welcomes advice on sleep disturbance and annoyance monitoring methods from the Contractor and any final methodology will be agreed in conjunction with the Department.

6.1.2.2.2 The Contractors will need to demonstrate:

6.1.2.2.2.1 Experience of conducting research on the effects of environmental noise on health.

6.1.2.2.2.2 Knowledge and experience of assessing subjective sleep disturbance using survey methodologies.

6.1.2.2.2.3 Knowledge and experience of undertaking and analysing physiological assessments of sleep (e.g. awakenings, body movement, increases in heart rate and blood pressure).

6.1.2.3 It is expected the cost of monitoring methods and equipment for the study will be covered within the budget for this work.

6.1.2.4 During Contract phase 2, the Contractor will reflect on lessons learnt from the feasibility study undertaken in Contract phase 1 and adapt the methodology developed if required. Following from this, the Contractor will undertake the required data collection, survey and other fieldwork set out and agreed in Phase 1 for the full sample, undertake any statistical and economic data analysis required, and produce a final report covering the methodology, any statistical analysis or graphical presentation of data.

6.1.2.4.1 The Contractor will be responsible for conducting statistical analysis to determine the causal relationship between ANEs and annoyance and sleep disturbance.

6.1.2.4.1.1 Previous experience of using epidemiological analysis methods, including regression modelling techniques to derive exposure-response functions (ERFs), is required.

6.1.2.4.1.2 The Contractor must demonstrate experience in health economics and in the use of epidemiological evidence to estimate cost valuations for the effects of aviation night noise (in order to make recommendations for updating the TAG aviation noise workbook).

6.1.2.4.2 During Contract Phase 2, the Contractor will also be responsible for providing estimated cost valuations (relating to sleep disturbance and annoyance) and recommendations on updates to the Department's Transport Analysis Guidance (TAG) aviation noise workbook[9] for the environmental costs of aviation noise.

6.1.3 Given the diverse skillset needed in order to deliver this requirement, the Department strongly encourages Contractors to partner up with other Suppliers if necessary.

6.1.4 The Departments contract will be with the prime Contractor; the Contractor will need to subcontract specific work packages/expertise themselves, as well as take responsibility for managing this relationship and manage any of the associated risks.

6.1.5 The Department must be informed of all suppliers working to deliver the requirement at the bidding stage, including how the prime Contractor will manage the relationship and associated risks.

6.1.6 A Steering Group has been established by the Department for this work, consisting of representatives across the Department, wider Government, aviation industry, community groups and academia.

7. KEY MILESTONES AND DELIVERABLES

7.1 The following Contract milestones/deliverables shall apply, along with the associated provisional timeframes and delivery dates:

Milestone/Deliverable	Description	Timeframe or expected Delivery Date

[9] See 'Noise workbook – Aviation' at https://www.gov.uk/government/publications/tag-environmental-impacts-worksheets

Phase 1: Project Award	The Department will award the Contract to the successful supplier.	June 2023
Phase 1: Methodology Note, Survey Strategy & purchase of equipment	The Contractor will supply the Department with a note outlining the methodology and sampling approach, which will be signed-off by the Department; the Department may seek input from the Steering Group before signing off the note. The Contractor is strongly encouraged to utilise some of the budget from this phase to acquire some/all of the necessary equipment required to deliver the requirements for subsequent phases.	June 2023
Post-Phase 1: Contract Break Clause Review	The Department will have the option to exercise the right to terminate the contract for subsequent phases of the project e.g. depending on the quality of outputs produced during Phase 1 and the results from the Objective Feasibility Study.	July 2023
Phase 2: Contractor Conducts Monitoring & Data Collection, and provides a Final report incl. recommended Final TAG Values and Presentation of Findings	The Contractor will fulfil the Requirement for Phase 2 of the project, outlined in section 6. The Contractor will supply the Department with a final Report to outline findings and estimated cost valuations from Phase 2 of the project. This will be shared with the project Steering Group and signed-off by the Department.	No later than March 2025

7.3 Dates in the table above are indicative only and may be varied by written agreement between the Department and the Contractor. Timings for phases will be reviewed and agreed upon again by both the contractor and Department following appointment.

8. MANAGEMENT INFORMATION/REPORTING

8.1 The parties will agree a draft structure for any Report. The Contractor will incorporate comments from the Department in the final version of any Report and the Department will be required to sign-off each version before a new phase of the work can commence.

8.2 Key project decisions will be made following consultation with the Department and, where necessary, the Project Steering Group. The Steering Group consists of representatives across the Department, wider Government, aviation industry, community groups and academia. The Steering Group may also be responsible for reviewing material produced by the Contractor.

8.3 The Contractor will be required to collect, process and analyse any special category data in compliance with UK Data Protection legislation and the Public Sector Equality Duty. The Department will only receive data outputs in an anonymised and, where appropriate, aggregated format.

8.4 All reports intended for publication must be submitted to DfT as both MS Word and Adobe PDF files. Both files must meet the latest government minimum accessibility requirements: currently (December 2021) level AA of the Web Content Accessibility Guidelines (WCAG 2.1)[10]. The supplier may decide to undertake this accessibility work themselves or to use a third-party contractor to ensure the required standard is met (making sufficient allowance for any additional cost and time this would entail). Reporting format(s) will be agreed directly with the Department in line with the Department's Web Publishing guidance at the time at which each Contract phase is completed.[11]

8.5 The Contractor should provide the Department with aggregated data tables, and anonymised, cleaned and coded SPSS (or equivalent) dataset. If any weighting is used, the weighting variable should also be provided, along with instructions for the Department as to how and when to apply the weighting.

8.6 The Contractor should also provide weekly updates to the Department via email or telephone during active stages of the project.

8.7 A presentation of the research findings at the Department's central London offices (or other central London location, or by video-conferencing facilities as agreed) will be required at each phase of the project. The exact content and nature of the presentation will be decided between the Contractor and the Department, but at a

[10] Level AA of the Web Content Accessibility Guidelines (WCAG 2.1)

https://www.w3.org/TR/WCAG21/

Publishing accessible documents on GOV.UK

https://www.gov.uk/guidance/publishing-accessible-documents

Make your Word documents accessible to people with disabilities

https://support.microsoft.com/en-us/office/make-your-word-documents-accessible-to-people-with-disabilities-d9bf3683-87ac-47ea-b91a-78dcacb3c66d

Create and verify PDF accessibility (Acrobat Pro)

https://helpx.adobe.com/uk/acrobat/using/create-verify-pdf-accessibility.html

[11] DfT's Guidelines for organisations or contractors supplying documents that will be published on GOV.UK can be found at https://www.gov.uk/guidance/how-to-produce-accessible-documents-for-dft

minimum one presentation is required for each phase. This may include additional presentations to the expert Steering Group or at other stakeholder meetings.

9. VOLUMES

9.1 For Phase one, a methodology note and sampling strategy will be required, as well as a report setting out the findings from the feasibility study. For Phase two, a final report and recommended TAG cost valuations will be supplied to the Department.

10. CONTINUOUS IMPROVEMENT

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

11. SUSTAINABILITY

11.1 There are no explicit sustainability requirements for this procurement.

12. QUALITY

12.1 The Department requires the Potential Provider to detail the Quality Assurance process in their bid.

12.2 The Department requires the Potential Provider to detail the anticipated risks and mitigation for the project in the form of a “risk register” on their bid.

12.3 The Department reserves the right to examine any aspect of the successful Providers work in detail, or to commission suitable agents to do this.

12.4 Potential Providers shall submit a quality control plan with their proposal outlining their internal quality control procedures.

12.5 The Potential Provider shall provide evidence of the quality assurance activities undertaken.

12.6 The Potential Provider is invited to suggest appropriate performance indicators for meeting target dates and objectives. These can be included in their quality plan.

12.7 The Department intends to use the data primarily to inform policy analysis for internal Government use. However, the Potential Provider shall note that the data may also be shared with Local Authorities or published in Departmental statistics reports (although this is likely to be at an aggregated level/averages only). The contractual arrangement between the Potential Provider and the Department will need to enable the Department to use the data in this way.

12.8 The Department will own and retain all Intellectual Property Rights arising from this Research Project.

13. PRICE

13.1 Bidders will provide a fixed price for delivering the Requirement, for each individual Contract phase. Bidders shall include all Research Project costs, including set up

and fieldwork costs (if relevant), along with any overheads and other related costs such as procuring necessary monitoring equipment.

13.2 Potential Providers shall include in their costings provision for a debrief meeting of the final report to the Departments Steering Group for this project, either face-to-face at a mutually convenient central London location or by remote meeting via video-conferencing software, at each project phase.

13.3 Prices are to be submitted via the e-Sourcing Suite [Attachment 4 – Price Schedule] excluding VAT and including all other expenses relating to Contract delivery.

13.4 The Department seeks an economically advantageous proposal and bidders should provide a competitive cost option:

13.4.1 The cost estimate for the entire project must not exceed £1,100,000.

14. STAFF AND CUSTOMER SERVICE

14.1 It is essential for the Contractor to have some knowledge and relevant experience of working on issues relating to the Project, or to work with other Suppliers that do in order to deliver the requirement. As noted above, the Contractor is encouraged to collaborate with other Suppliers to further strengthen their expertise in this area if required. Any partnerships will need to be disclosed by the Contractor in the tender submitted.

14.2 The Department requires the Contractor to provide a sufficient level of resource throughout the duration of the Project in order to consistently deliver a quality service.

14.3 The Contractor's Staff and Key Personnel assigned to the Project shall have the relevant qualifications and experience to deliver the Project.

14.4 The Contractor shall ensure that its Staff and Key Personnel understand the Department's vision and objectives and will provide excellent customer service to the Department throughout the duration of the Project.

15. SERVICE LEVELS AND PERFORMANCE

15.1 The Department will measure the quality of the Supplier's delivery, for each individual project phase, by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	*Research Design*	*The supplier will deliver the Research Design to a high standard within agreed timescales.* *The supplier will work with the Department to ensure the Department, and if needed its Steering Group, sign-off on that Design.*	*100%*

		The supplier will provide regular updates on progress at a frequency to be agreed.	
2	*Fieldwork*	*The supplier will deliver Fieldwork to a high standard within agreed timescales for each phase.* *The supplier will provide regular updates on progress at a frequency to be agreed.*	*100%*
3	*Disseminatio n of Findings*	*The Contractor will provide a face-to-face or virtual presentation on interim/final findings for each phase of the project to the Department, and its stakeholders/Steering group if requested, within each Phase.*	*100%*
4	*Data Delivery*	*Recommendations for updates to the aviation noise appraisal data workbook and final report to be provided to the Department within agreed timescales.* *The recommendations for updates to the aviation noise appraisal data work should be able to be used practically by the Department, and potentially its stakeholders, to assess the impacts of aviation noise at different times of night.*	*100%*

15.2 In the event of poor performance through the failure to deliver the Contract deliverables described above to time and of appropriate quality, the Department shall meet with the Contractor to understand the root causes of the issue. The Contractor shall formulate a performance improvement plan within 10 working days to rectify these issues and meet the requirements in this statement.

15.3 If poor performance continues, following formal written warnings, the Department reserve the right to terminate the Contract.

15.4 The Department will monitor the work of the Contractor throughout the project through regular contact between the Contractor and the Department's day-to-day contact. It is anticipated that these will be fortnightly/monthly telephone calls and weekly email updates on progress with the Project.

16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

16.1 The Contractor should explain how it intends to transfer the Report(s) and how the security and confidentiality of the transfer will be ensured. This will need to be reviewed and agreed by the Department at the initial project initiation meeting before implementation.

17. PAYMENT AND INVOICING

17.1 Invoices will be provided per phase of the project. Total work can be split into a series of smaller invoices, if agreed by the Department. Invoices should be settled within the corresponding financial year.

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

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

17.4 Invoices should be initially submitted to the Department's Project Manager and, once agreed, subsequently submitted to Shared Services Arvato (SSa.invoice@sharedservicesarvato.co.uk):

Shared Services Arvato, 5 Sandringham Park, Llansamlet, Swansea Vale, Swansea, SA7 0EA

18. CONTRACT MANAGEMENT

18.1 Key Project decisions will be made in agreement with the Department and the Project steering group, chaired by the Department and comprised of policy officials, noise experts, industry representatives, community representatives and academics. The Contractor may be requested to attend meetings of the steering group where requested e.g. to present on approach and the interim and final findings of each phase.

18.2 The Contractor will have weekly contact, via telephone calls, meetings and/or email, with the Project manager to update the Department on progress and other matters of importance at critical times of the project.

18.3 Attendance at Contract Review meetings shall be at the Supplier's own expense. These could be a combination of face to face and virtual meetings.

19. LOCATION

19.1 The location of the Services will be carried out at the Contractor's own offices.

Annex 2 – Tenders Submission

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Technical Experience – Question 5.2. Project Team

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