

DPS Schedule 6 (Order Form Template and Order Schedules)

Order Form

ORDER REFERENCE: **PR_3102**

THE BUYER: **Department for Business and Trade**

BUYER ADDRESS Old Admiralty Building, Whitehall, London, SW1A 2BL

THE SUPPLIER: Kantar Public (Trading as Verian)

SUPPLIER ADDRESS: [REDACTED]

REGISTRATION NUMBER: [REDACTED]

APPLICABLE DPS CONTRACT

This Order Form is for the provision of the Deliverables and dated 16/04/2023.

It's issued under the DPS Contract with the reference number RM6126 for the provision of Research into Package Travel and Linked Travel Arrangements Regulations 2018 (PTRs)

DPS FILTER CATEGORY(IES):

Business transformation and change, Competition, markets and mergers, Gig economy, Trade, Economics (appraisal and behavioural economics), Financial advice and guidance, Insurance, Arts, culture and music, Entertainment, Heritage, Hospitality, Tourism, Travel, Gambling, Gaming, Sport, leisure and recreation, Central Government, EU Exit, International law, Emergency and disaster response, Online experiments, Consumers, School-age children / young people, England, Wales, Scotland, Northern Ireland

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) RM6126
3. DPS Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6126

- 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)
- Joint Schedule 12 (Supply Chain Visibility)
- Order Schedules for RM6126
 - Order Schedule 1 (Transparency Reports)
 - Order Schedule 2 (Staff Transfer)
 - Order Schedule 3 (Continuous Improvement)
 - 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 15 (Order Contract Management)
 - Order Schedule 16 (Benchmarking)
 - Order Schedule 20 (Order Specification)
- 5. CCS Core Terms (DPS version) v1.0.3
- 6. Joint Schedule 5 (Corporate Social Responsibility) RM6126
- 7. Order Schedule 4 (Order Tender) as long as any parts of the Order Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

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

The following Special Terms are incorporated into this Order Contract:

None

ORDER START DATE: 01/04/2024

ORDER EXPIRY DATE: 01/10/2024

ORDER INITIAL PERIOD: Six Months

DELIVERABLES

See details in Order Schedule 20 (Order Specification)

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 £54,579.

ORDER CHARGES

See details in Order Schedule 5 (Pricing Details)]

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in DPS Schedule 3 (DPS Pricing)

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

Each project requirement called-off from the Contract, as agreed by both the supplier and the Authority, will have a fixed price based on the rates submitted as part of your Tender and shall be paid according to the Specification of Requirements.

BUYER'S INVOICE ADDRESS:

Department for Business and Trade

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

BUYER'S AUTHORISED REPRESENTATIVE

Name – [REDACTED]

Email - [REDACTED]

Address - Old Admiralty Building, London, SW1A 2AY

BUYER'S ENVIRONMENTAL POLICY

Not Applicable

BUYER'S SECURITY POLICY

Not Applicable

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PROGRESS MEETING FREQUENCY

Weekly

KEY SUBCONTRACTOR(S)

None

E-AUCTIONS

Not Applicable

COMMERCIALLY SENSITIVE INFORMATION

Please see DPS Joint Schedule 4: Commercially Sensitive Information

SERVICE CREDITS

Not Applicable

ADDITIONAL INSURANCES

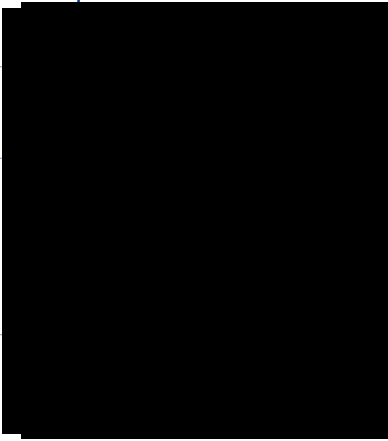
Not Applicable

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 in Order Schedule 4 (Order Tender)

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	<div>DocuSigned by: </div>	Signature:	<div>DocuSigned by: </div>
Name:		Name:	
Role:		Role:	
Date:		Date:	

Joint Schedule 4 (Commercially Sensitive Information)

8. What is the Commercially Sensitive Information?

In this Schedule the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA and the EIRs.

Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Schedule applies in the table below and in the Order Form (which shall be deemed incorporated into the table below).

Without prejudice to the Relevant Authority's obligation to disclose Information in accordance with FOIA or Clause 16 (When you can share information), the Relevant Authority will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:

No.	Date	Item(s)	Duration of Confidentiality
1.	01/04/2024	Tender Response	Indefinite

Joint Schedule 11 (Processing Data)

Definitions

1. In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

“Processor Personnel” all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Subprocessor engaged in the performance of its obligations under a Contract;

Status of the Controller

2. The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under a Contract dictates the status of each party under the DPA 2018. A Party may act as:
 - (a) “Controller” in respect of the other Party who is “Processor”;
 - (b) “Processor” in respect of the other Party who is “Controller”;
 - (c) “Joint Controller” with the other Party;
 - (d) “Independent Controller” of the Personal Data where the other Party is also “Controller”,
in respect of certain Personal Data under a Contract and shall specify in Annex 1 (*Processing Personal Data*) which scenario they think shall apply in each situation.

Where one Party is Controller and the other Party its Processor

3. Where a Party is a Processor, the only Processing that it is authorised to do is listed in Annex 1 (*Processing Personal Data*) by the Controller.
4. The Processor shall notify the Controller immediately if it considers that any of the Controller’s instructions infringe the Data Protection Legislation.
5. The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include:
 - (a) a systematic description of the envisaged Processing and the purpose of the Processing;
 - (b) an assessment of the necessity and proportionality of the Processing in relation to the Deliverables;
 - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
 - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
6. The Processor shall, in relation to any Personal Data Processed in connection with its obligations under the Contract:
 - (a) Process that Personal Data only in accordance with Annex 1 (*Processing Personal Data*), unless the Processor is required to do otherwise by Law. If it is so required the Processor shall notify the Controller before Processing the Personal Data unless prohibited by Law;
 - (b) ensure that it has in place Protective Measures, including in the case of the Supplier the measures set out in Clause 14.3 of the Core Terms, which the Controller may reasonably

reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:

- (i) nature of the data to be protected;
- (ii) harm that might result from a Personal Data Breach;
- (iii) state of technological development; and
- (iv) cost of implementing any measures;

(c) ensure that :

- (i) the Processor Personnel do not Process Personal Data except in accordance with the Contract (and in particular Annex 1 (*Processing Personal Data*));
- (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Processor's duties under this Joint Schedule 11, Clauses 14 (*Data protection*), 15 (*What you must keep confidential*) and 16 (*When you can share information*);
 - (B) are subject to appropriate confidentiality undertakings with the Processor or any Subprocessor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise permitted by the Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;

(d) not transfer Personal Data outside of the UK or EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:

- (i) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with UK GDPR Article 46 or LED Article 37) as determined by the Controller;
- (ii) the Data Subject has enforceable rights and effective legal remedies;
- (iii) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
- (iv) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data; and

(e) at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.

7. Subject to paragraph 7 of this Joint Schedule 11, the Processor shall notify the Controller immediately if in relation to it Processing Personal Data under or in connection with the Contract it:

- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
- (b) receives a request to rectify, block or erase any Personal Data;

- (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract;
 - (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - (f) becomes aware of a Personal Data Breach.
8. The Processor's obligation to notify under paragraph 6 of this Joint Schedule 11 shall include the provision of further information to the Controller, as details become available.
9. Taking into account the nature of the Processing, the Processor shall provide the Controller with assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under paragraph 6 of this Joint Schedule 11 (and insofar as possible within the timescales reasonably required by the Controller) including by immediately providing:
- (a) the Controller with full details and copies of the complaint, communication or request;
 - (b) such assistance as is reasonably requested by the Controller to enable it to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - (c) the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
 - (d) assistance as requested by the Controller following any Personal Data Breach; and/or
 - (e) assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.
10. The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Joint Schedule 11. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
- (a) the Controller determines that the Processing is not occasional;
 - (b) the Controller determines the Processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
 - (c) the Controller determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
11. The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
12. The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
13. Before allowing any Subprocessor to Process any Personal Data related to the Contract, the Processor must:
- (a) notify the Controller in writing of the intended Subprocessor and Processing;
 - (b) obtain the written consent of the Controller;
 - (c) enter into a written agreement with the Subprocessor which give effect to the terms set out in this Joint Schedule 11 such that they apply to the Subprocessor; and

- (d) provide the Controller with such information regarding the Subprocessor as the Controller may reasonably require.
- 14. The Processor shall remain fully liable for all acts or omissions of any of its Subprocessors.
- 15. The Relevant Authority may, at any time on not less than thirty (30) Working Days' notice, revise this Joint Schedule 11 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to the Contract).
- 16. The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Relevant Authority may on not less than thirty (30) Working Days' notice to the Supplier amend the Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

Where the Parties are Joint Controllers of Personal Data

- 17. In the event that the Parties are Joint Controllers in respect of Personal Data under the Contract, the Parties shall implement paragraphs that are necessary to comply with UK GDPR Article 26 based on the terms set out in Annex 2 to this Joint Schedule 11.

Independent Controllers of Personal Data

- 18. With respect to Personal Data provided by one Party to another Party for which each Party acts as Controller but which is not under the Joint Control of the Parties, each Party undertakes to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Controller.
- 19. Each Party shall Process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.
- 20. Where a Party has provided Personal Data to the other Party in accordance with paragraph 8 of this Joint Schedule 11 above, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.
- 21. The Parties shall be responsible for their own compliance with Articles 13 and 14 UK GDPR in respect of the Processing of Personal Data for the purposes of the Contract.
- 22. The Parties shall only provide Personal Data to each other:
 - (a) to the extent necessary to perform their respective obligations under the Contract;
 - (b) in compliance with the Data Protection Legislation (including by ensuring all required data privacy information has been given to affected Data Subjects to meet the requirements of Articles 13 and 14 of the UK GDPR); and
 - (c) where it has recorded it in Annex 1 (*Processing Personal Data*).
- 23. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its Processing of Personal Data as Independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article

32(1)(a), (b), (c) and (d) of the UK GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the UK GDPR.

24. A Party Processing Personal Data for the purposes of the Contract shall maintain a record of its Processing activities in accordance with Article 30 UK GDPR and shall make the record available to the other Party upon reasonable request.
25. Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to the Contract (**“Request Recipient”**):
 - (a) the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the Request Recipient; or
 - (b) where the request or correspondence is directed to the other Party and/or relates to that other Party's Processing of the Personal Data, the Request Recipient will:
 - (i) promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other Party that it has received the same and shall forward such request or correspondence to the other Party; and
 - (ii) provide any information and/or assistance as reasonably requested by the other Party to help it respond to the request or correspondence in the timeframes specified by Data Protection Legislation.
26. Each Party shall promptly notify the other Party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to the Contract and shall:
 - (a) do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;
 - (b) implement any measures necessary to restore the security of any compromised Personal Data;
 - (c) work with the other Party to make any required notifications to the Information Commissioner's Office and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
 - (d) not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.
27. Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under the Contract as specified in Annex 1 (*Processing Personal Data*).
28. Personal Data shall not be retained or processed for longer than is necessary to perform each Party's respective obligations under the Contract which is specified in Annex 1 (*Processing Personal Data*).
29. Notwithstanding the general application of paragraphs 2 to 16 of this Joint Schedule 11 to Personal Data, where the Supplier is required to exercise its regulatory and/or legal

obligations in respect of Personal Data, it shall act as an Independent Controller of Personal Data in accordance with paragraphs 18 to 27 of this Joint Schedule 11.

Annex 1 - Processing Personal Data

This Annex shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Annex shall be with the Relevant Authority at its absolute discretion.

1.1 The contact details of the Relevant Authority's Data Protection Officer are:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

1.2 The contact details of the Supplier's Data Protection Officer are:

[REDACTED]
[REDACTED]

1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.

1.4 Any such further instructions shall be incorporated into this Annex.

Description	Details
Identity of Controller for each Category of Personal Data	The Relevant Authority is Controller and the Supplier is Processor The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data. ,
Type of Personal Data	N/A

Order Schedule 1 (Transparency Reports)

1.1 The Supplier recognises that the Buyer is subject to PPN 01/17 (Updates to transparency principles v1.1 (<https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles>)). The Supplier shall comply with the provisions of this

Schedule in order to assist the Buyer with its compliance with its obligations under that PPN.

- 1.2 Without prejudice to the Supplier's reporting requirements set out in the DPS Contract, within three (3) Months of the Start Date the Supplier shall submit to the Buyer for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent with the content requirements and format set out in the Annex of this Schedule.
- 1.3 If the Buyer rejects any proposed Transparency Report submitted by the Supplier, the Supplier shall submit a revised version of the relevant report for further Approval within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Buyer. If the Parties fail to agree on a draft Transparency Report the Buyer shall determine what should be included. Any other disagreement in connection with Transparency Reports shall be treated as a Dispute.
- 1.4 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Buyer at the frequency referred to in the Annex of this Schedule.

Annex A: List of Transparency Reports

Title	Content	Format	Frequency
Social Value KPI	To be determined as part of the Government Transparency Agenda	To be determined as part of the Government Transparency Agenda	Upon request as part of the Government Transparency Agenda
Invoices paid costing over £25,000	Information obtained from the Supplier's invoices	Information obtained from the Supplier's invoices	Monthly
Contracts Finder award notice	An award notice and the redacted PDF contract	As determined by Contracts Finder and the Government Transparency Agenda	Once within 30 days of Contract signature

Order Schedule 5 (Pricing Details)

Order Schedule 7 (Key Supplier Staff)

1. 1.1 The Annex 1 to this Schedule lists the key roles ("**Key Roles**") and names of the persons who the Supplier shall appoint to fill those Key Roles at the Start Date.
- 2.
3. 1.2 The Supplier shall ensure that the Key Staff fulfil the Key Roles at all times during the Contract Period.
- 4.
5. 1.3 The Buyer may identify any further roles as being Key Roles and, following agreement to the same by the Supplier, the relevant person selected to fill those Key Roles shall be included on the list of Key Staff.
- 6.
7. 1.4 The Supplier shall not and shall procure that any Subcontractor shall not remove or replace any Key Staff unless:
 - 1.4.1 requested to do so by the Buyer or the Buyer Approves such removal or replacement (not to be unreasonably withheld or delayed);
 - 1.4.2 the person concerned resigns, retires or dies or is on maternity or long-term sick leave; or
 - 1.4.3 the person's employment or contractual arrangement with the Supplier or Subcontractor is terminated for material breach of contract by the employee.
- 8.
9. 1.5 The Supplier shall:
 - 1.5.1 notify the Buyer promptly of the absence of any Key Staff (other than for short-term sickness or holidays of two (2) weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);
 - 1.5.2 ensure that any Key Role is not vacant for any longer than ten (10) Working Days;
 - 1.5.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Staff and, except in the cases of death, unexpected ill health or a material breach of the Key Staff's employment contract, this will mean at least three (3) Months' notice;
 - 1.5.4 ensure that all arrangements for planned changes in Key Staff provide adequate periods during which incoming and outgoing staff work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Deliverables; and
 - 1.5.5 ensure that any replacement for a Key Role has a level of qualifications and experience appropriate to the relevant Key Role and is fully competent to carry out the tasks assigned to the Key Staff whom he or she has replaced.
- 1.6 The Buyer may require the Supplier to remove or procure that any Subcontractor shall remove any Key Staff that the Buyer considers in any respect unsatisfactory. The Buyer shall not be liable for the cost of replacing any Key Staff.

Annex 1- Key Roles

Key Role	Key Staff
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Order Schedule 20 (Order Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Order Contract

The Department for Business and Trade (DBT) has launched (20/09/2023) a twelve week call for evidence on the Package Travel and Linked Travel Arrangements Regulations 2018 (PTRs).

The purpose of the call for evidence is to seek views on how the regime has operated and test ideas for reform.

The call for evidence suggests some initial ideas for reform, focussed on testing whether regulatory burdens on businesses are proportionate and where consumers most need protections by suggesting where the regime could be narrowed. The call for evidence also sets out proposals aimed at improving the clarity and effectiveness of existing requirements.

Overall, we want to better understand what improvements could be made to the regulation and how they could be implemented.

The PTRs set a series of requirements for organisers of package holidays and Linked Travel Arrangements (LTAs), which provide bespoke protections for travellers. The PTRs fall within scope of the Retained EU Law (Revocation and Reform) Act 2023 as they are derived from EU law. Principally, the PTRs provide consumers with protection relating to insolvency, such as requiring organisers of packages to set aside funds to enable refunds and repatriation should the organiser become insolvent.

As part of His Majesty's Government's (HMG) commitment to review REUL and to seek benefits of regulatory reform, HMG are considering the options available to improve package travel rules and make them better suited to the needs of the UK. The reform to the PTRs aims to reduce the regulatory burden on existing firms and to reduce market access barriers to new ones. These are high among DBT SoS's priorities.

Project Aims

We are planning a mixed methodology research project to fill evidence gaps that have emerged from the Impact Assessment (IA) and from discussions of policy options. The aim is to conduct consumer journey research, ideally a consumer experiment combined with interviews/ semi-structured questionnaire, or user research combined with qualitative methods. We wish to assess how much consumers value the protections that currently are provided and the degree to which reform would alter market behaviour.

The analytical project aims to inform evidence-based policy on reforms to the PTRs, by giving much needed quantified figures. Current policy options include 3 broad options of; exempting domestic packages, introducing a threshold for protection qualification and removing the LTA category.

The recommendations from this research will allow ministers and policy colleagues to decide on the best options to revise package travel rules, by identifying where the best interventions can be made to secure policy aims for regulation to be proportionate and effective and for consumers to retain key protections.

This research and its recommendations shall aid policy colleagues to: assess whether the current regime is fit for purpose, and whether there are improvements to the requirements of the existing methods; assess the regulations' impacts on businesses and consumers; and make updates to legislation.

Research Objectives

The following evidence gaps have been identified the research is needed to fill.

- How much consumers understand and value protections. What is their willingness to pay for packages with reduced protections?.
- Consumer spending on domestic packages (Average and total UK)
- Increase in domestic holiday demand as a result of reduced prices
- What are the motivations for booking packages if with varying risk levels?
- Difference in package protection valuation and holiday choice by protected characteristic

Methodology

A mixed methodology approach that gathers responses from consumers without over-reliance on self-reporting is a priority. The call for evidence may better inform the business view on policy, but the consumer viewpoint is a key evidence gap.

We have a proposed methodology that will be finalised with research agency according to budget and feasibility.

Current options are:

We will measure consumer awareness, perceptions and behaviour regarding package holidays and LTAs by exploring consumer journeys when making holiday bookings.

We will collect both quantitative and qualitative information around their behaviour when hypothetical changes are made to regulations.

A consumer journey experiment is preferable to ascertain the level of awareness of existing regulations. An online experiment with an online-access panel sample is an option we would consider.

We are also open to user research and qualitative research around hypothetical reservation scenarios.

Deliverables

The project will have the following deliverables:

Raw data and a report (20-50 pages) that meet DBT publishing and accessibility guidelines, a final verbal presentation with slide-deck.
All research instruments and reports must be provided in draft format to DBT for review and comment.

Timelines

The below timetable for milestone deliverables has been put together assuming that the contract with the successful supplier will start in March 2024.

Deliverable	Date required by
Consumer Journey Research Design	29th April 2024
Consumer Demographic Update	When recruitment is complete [w/c 29 April]
Consumer Journey Report	22 July 2024
Power Point Slide report	26 July 2024
Verbal Presentation	31 July 2024

Governance

Meeting/report	Content	Frequency	Format
Initial scoping meeting	Project planning	1 meeting at project initiation	Face to face/Online
Kick-Off meeting	Deep dive into the specific elements of the project once the scoping exercise to select up to 5 behavioural insight frameworks is complete	1 meeting after project initiation	Face to face/Online
Project updates	Project progress	As needed, expected weekly	Online
Review project deliverables	Review of relevant deliverables and delivery of feedback to supplier	As part of weekly project update meetings	Online

Milestone Acceptance Criteria

Metric	MAC	What information is required to measure this MAC?	How will the MAC be measured?	Met	Not met
Delivery	MAC 1 Research design <ul style="list-style-type: none">Consumer Journey research These should be delivered in the form of a Word or PP document.	Delivery of the identified outputs by 15 April	Delivery of the identified outputs to an acceptable quality as determined by the DBT Project Manager	Design completed in a reasonable time. Design meets our requirement to study consumer behaviour without total reliance on self-reporting.	Design not completed on time as per the timeline specified in this. Design confined to survey and interviews.
Delivery	MAC 2 Delivery of demographic updates The demographic update may be in any MS Office format	- At the end of recruitment for the consumer journey research	Delivery of the sample representative of holiday makers in the UK in consumer journey research.	Sample delivered on time as per the timeline and to the required standard approved by DBT.	Delays in delivery impinge on DBT's ability to provide feedback and leads to delays to other deliverables

					and project completion. Sample not representative
<i>Delivery</i>	MAC 4 Delivery Consumer Journey Research report Draft reports must be sent for review by DBT. Reports must follow accessibility guidelines. Reports may be in Word or PP format	Submission report by 17 June	Delivery of the identified outputs to an acceptable quality as determined by the DBT Project Manager	Quality report with infographic summary of the key findings is delivered on time as per the timeline and to the required standard approved by DBT.	Delays in delivery impinge on DBT's ability to provide feedback and leads to delays to other deliverables and project completion.
<i>Delivery</i>	MAC 5 Delivery of PP presentation ahead of final verbal presentation Presentation to be in PP format	Submission of PP slide deck by 24 June	Delivery of the identified outputs to an acceptable quality as determined by the DBT Project Manager	Quality report with infographic summary of the key findings is delivered on time as per the timeline and to the required standard approved by DBT.	Delays in delivery impinge on DBT's ability to provide feedback and leads to delays to other deliverables and project completion.
<i>Delivery</i>	MAC 6 Delivery of Verbal Presentation Presentation should be 20-30 minutes	Verbal presentation should be delivered on 27 June	Delivery of the identified outputs to an acceptable quality as determined by the DBT Project Manager	Quality report with infographic summary of the key findings is delivered on time as per the timeline and to the required standard approved by DBT.	Delays in delivery impinge on DBT's ability to provide feedback and leads to delays to other deliverables and project completion.
<i>Quality</i>	MAC 7	Provide project and progress updates in accordance to the agreed and outlined in Schedule 07 – Specification of Requirements in the invitation to Tender (ITT) document	The project proceeds as expected and in accordance to the agreed timelines, as outlined in Schedule 07 – Specification of Requirements in the Invitation to Tender (ITT) document. Supplier is able to fully outline progress, specifically at the mid-point check in.		

			All deliverables are delivered in line with the requirement outlined in Schedule 07 – Specification of Requirements in the Invitation to Tender (ITT) document and to a standard of satisfactory		
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Order Schedule 4 (Order Tender)

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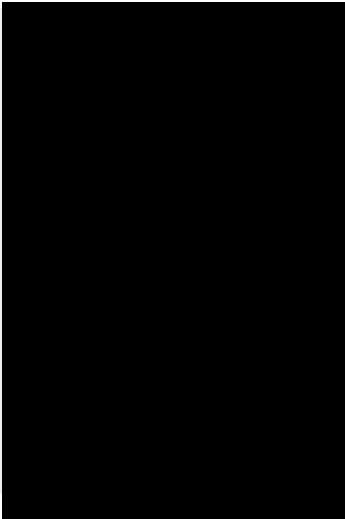
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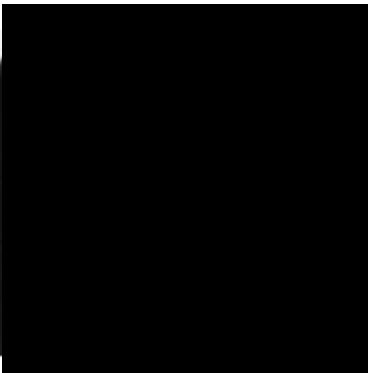
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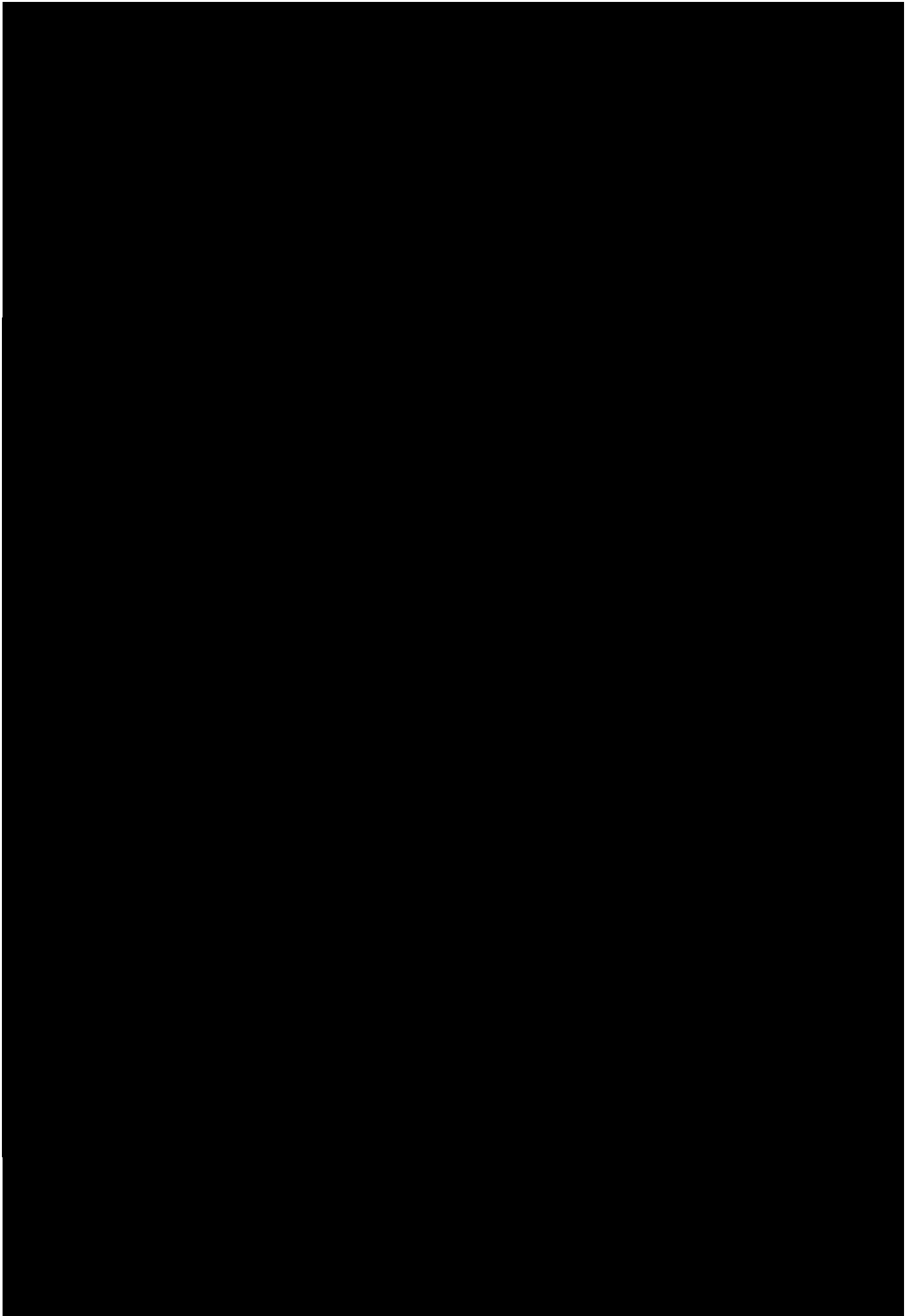
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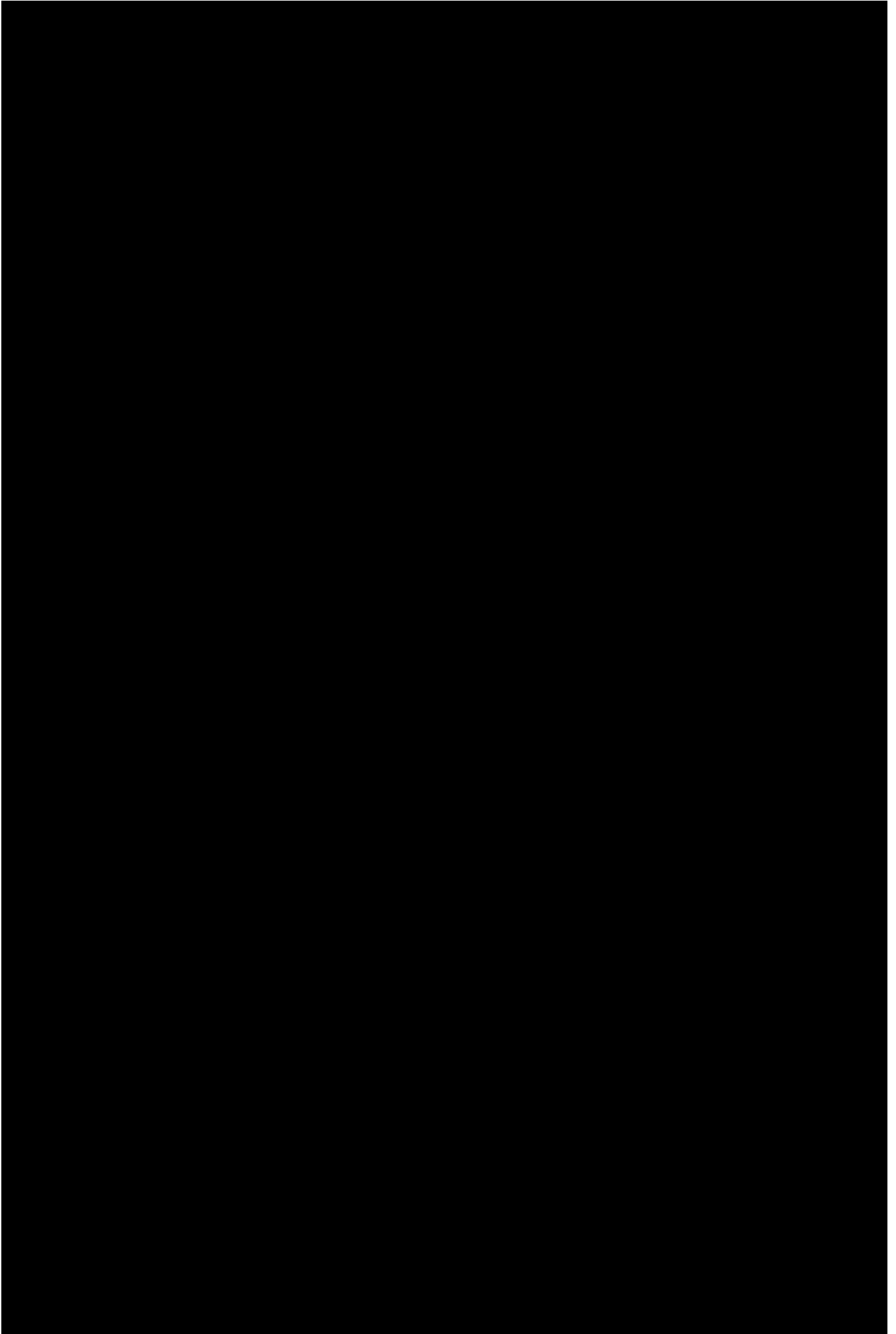


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DPS Schedule 6 (Order Form Template and Order Schedules)
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