

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

Market & Opinion Research International Limited

REDACTED

Dear Sirs

Letter of Appointment

This letter of Appointment is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier dated Friday 14th December.

Capitalised terms and expressions used in this letter have the same meanings as in the Contract Terms unless the context otherwise requires.

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| Order Number: | To be provided Post Contract Award |
| From: | The Cabinet Office ("Customer") |
| To: | Market & Opinion Research International Limited ("Supplier") |

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| Effective Date: | The Effective date of the Contract shall be Wednesday 19 th December 2018 |
| Expiry Date: | The End date of the Contract Period Friday 17th August 2019 |

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| Services required: | Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: <ul style="list-style-type: none">· the Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B; and Clarifications Responses |
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| Key Individuals: | On behalf of the Cabinet Office (Customer): REDACTED On behalf of Market Opinion Research International (Supplier): REDACTED |
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| [Guarantor(s)] | Not Applicable |
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| Contract Charges (including any applicable discount(s), but excluding VAT): | <p>For the avoidance of doubt the Total Contract value shall not exceed £470,000.00 inclusive of expenses but excluding VAT.</p> <p>Payments will be made on successful completion of each milestone as detailed within Annex 1 - Contract Charges, Contract Terms.</p> |
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| Insurance Requirements | <p>Employers Liability Insurance of at least five million pounds</p> <p>Professional Liability Insurance of at least two million pounds</p> <p>Neither Party excludes or limits its liability for:</p> <ul style="list-style-type: none"> • death or personal injury caused by its negligence, or that of its employees, agents or Sub-Contractors (as applicable); • bribery or Fraud by it or its employees; • statutory obligations stated within the Consumer Rights Act 2015; • any liability in respect of a breach of duty or obligation under the Financial Services & Markets Act 2000 (as amended from time to time); or • any liability to the extent it cannot be excluded or limited by Law. <p>The Supplier does not exclude or limit its liability in respect of the indemnity in Clauses 28 (Staff Transfer) and clause 33 (IPR) and in each case whether before or after the making of a demand pursuant to the indemnity therein.</p> |
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| Customer billing address for invoicing: | <p>Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.</p> <p>Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs, alongside the dates in which work was completed.</p> <p>Invoicing</p> <p>Electronic invoicing - this is the preferred method of invoicing for the Authority. Please send all electronic invoices to our shared service provider at APinvoices-CAB-U@sscl.gse.gov.uk.</p> <p>Manual invoicing - please send these to:</p> |
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| | <p>NEWPORT SSCL - REDACTED</p> <p>Cabinet Office purchase order numbers must be clearly stated on all invoices</p> |
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| Alternative and/or additional provisions (including Schedule 8(Additional clauses)): | Not Applicable |
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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**

Name and Title: **REDACTED**

Signature: **REDACTED**

Signature: **REDACTED**

Date: **REDACTED**

Date: **REDACTED**

ANNEX A

Customer Project Specification

1. PURPOSE

- 1.1 This requirement will form one part of a broader evaluation of the impact of the ID requirement at polling stations across Great Britain. The Cabinet Office (The Authority) expects the supplier to demonstrate the value added by the Suppliers approach to the overall evaluation, and how value for money approaches will be employed throughout the duration of the project.
- 1.2 Following a first round of evaluation, completed in June 2018, The Authority invites bids for this research event to understand how the requirement for personal Identification (ID) at polling stations, in order to vote, could impact electoral participation and public perceptions of electoral integrity. In areas where the Authority plan to trial such requirements, the research shall help the Authority to assess public awareness and understanding of the new requirements. This shall support the Cabinet Office Elections Division in delivering a Government Manifesto commitment to roll out voter ID requirements across Great Britain.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority Cabinet Office supports the Prime Minister and ensures the effective running of government. Its purpose is to:
 - 2.1.1 Support the Prime Minister and Cabinet to deliver the government's programme;
 - 2.1.2 Drive efficiencies and reforms that will make government work better;
 - 2.1.3 Create a more united democracy;
 - 2.1.4 Strengthen and secure the United Kingdom at home and abroad¹
- 2.2 Within the Authority Cabinet Office, the Constitution Group, which the Elections Division is part of, is responsible for:
 - 2.2.1 Supporting Ministers to deliver a coherent and stable constitutional settlement;
 - 2.2.2 Building capability of Whitehall to deliver policy in a way which sustains the United Kingdom;
 - 2.2.3 Ensuring a stable electoral system and a democracy that works for all and is safeguarded.

3. BACKGROUND TO THE REQUIREMENT/OVERVIEW OF THE REQUIREMENT

¹ <https://www.gov.uk/government/organisations/cabinet-office/about>

- 3.1 The 2016 review of electoral fraud², by the then Secretary of State for Communities and Local Government Sir Eric Pickles, made a recommendation that the Government should consider the options for electors to have to produce ID before voting at polling stations, noting that the Government may wish to pilot different methods. The Government has included a commitment to rolling out voter ID requirements across Great Britain in their manifesto.
- 3.2 In May 2018 the Cabinet Office oversaw the piloting of such requirements³ in five Local Council⁴ Elections. The Electoral Commission (EC) were required in line with their statutory duty to evaluate the pilots. In their evaluation the EC concluded that voter identification requirements trialled in May 2018 worked well and also highlighted areas where further work is needed to fully address concerns and answer questions about the impact of identification requirements on voters⁵.
- 3.3 The Government will now support 12 voter ID Pilots and 2 Postal vote Pilots at Local Council Elections in England in May 2019 taking place across different regions in the country. Communications campaigns will be launched in early 2019 to raise awareness around the specific ID requirements needed to produce a ballot on polling day in May 2019.

Background Evidence

- 3.4 Research commissioned by the EC (2014)⁶ has found that people do not have a deep understanding of electoral fraud but they do have a general concern about the possibility of fraud taking place
- 3.5 Additionally, evidence from the research showed that the views of the public are rarely influenced by first-hand experience of electoral fraud, but instead by cases reported in the media and their own set of assumptions
- 3.6 The most recent report from the EC Winter Tracker (2018)⁷ found that in general the majority of respondents (71%) are confident that elections are well run in Great Britain and satisfied with the actual process of voting in elections (77%). As with previous Winter Trackers respondents have greater

² <https://www.gov.uk/government/publications/securing-the-ballot-review-into-electoral-fraud>

³ <https://www.gov.uk/government/publications/electoral-integrity-project-local-elections-2018-evaluation>

⁴ Watford, Bromley, Woking, Gosport and Swindon

⁵ <https://www.electoralcommission.org.uk/find-information-by-subject/electoral-fraud/voter-identification-pilot-schemes>

⁶ http://www.electoralcommission.org.uk/__data/assets/pdf_file/0008/164609/Electoral-fraud-review-final-report.pdf

⁷ https://www.electoralcommission.org.uk/__data/assets/pdf_file/0005/244787/Winter-Tracker-Topline-findings-2018.pdf

confidence in the safety of voting at a polling station (88%) than through post (73%).

- 3.7 The requirement for voter ID at the polling station has been in operation since 1985 in Northern Ireland, with photographic ID required from 2003 onwards. A report by the Electoral Commission (EC) in 2014⁸ on the 2007 Northern Ireland Assembly election found that 99% of voters surveyed had experienced no difficulties with electoral ID on polling day.

Building on evidence from 2018 Pilots

- 3.8 In its 2018 report, the EC noted that the piloting of the three identification models worked well⁹. The pilot experience provided useful evidence of how a voter identification requirement in Great Britain could work.
- 3.9 The EC also highlighted a number of areas where further work would be beneficial. The EC noted a number of recommendations for the Government to address to further understand the impact of the piloted requirement on voters more generally, and to inform what a final identification requirement would look like¹⁰.
- 3.10 As in 2018¹¹, for the 2019 evaluation, the Cabinet Office will continue to assess the impact of the identification requirement through four overarching themes; Integrity, Democracy and Equality, Delivery, and Affordability.

4. DEFINITIONS

| Expression or Acronym | Definition |
|-----------------------|---|
| Affordability | refers to a theme the Authority uses for evaluating the pilots by looking at the impact of the ID requirements in measuring changes, if any, to the monetary cost of delivering elections with ID requirements, including implementation and ongoing delivery |
| The Authority | means Cabinet Office |
| Agent | means Crown Commercial Services |

⁸http://www.electoralcommission.org.uk/__data/assets/pdf_file/0008/164609/Electoral-fraud-review-final-report.pdf

⁹ The poll card model in Watford and Swindon, the mixed ID (photographic and non-photographic) model in Gosport and Bromley, and the photographic ID model in Woking

¹⁰https://www.electoralcommission.org.uk/__data/assets/pdf_file/0006/244950/May-2018-voter-identification-pilots-evaluation-report.pdf

¹¹https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733128/Electoral_Integrity_Project_-_Local_Elections_2018_-_Evaluation.pdf

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| Delivery | refers to a theme the Authority uses for evaluating the pilots by looking of the impact of the ID requirement in ensuring that the ID requirements can be delivered successfully |
| Democracy and Equality | refers to a theme the Authority uses for evaluating the pilots by looking of the impact of the ID requirement in ensuring that the ID requirements being trialled do not prohibit electors from voting where eligible, and do not create more barriers for participation in the democratic process |
| ID requirements | means rules for identification permitted |
| Integrity | refers to a theme the Authority uses for evaluating the pilots by looking of the impact of the ID requirement on ensuring public confidence in the security of the electoral system remains high |
| In-person electoral fraud | means instances of impersonation with intent to commit fraud |
| Supplier | means those submitting a bid to deliver this Contract |
| Protected Characteristics | As defined by the Equality Act 2010 |
| E C | means the Electoral Commission |
| CSV | Comma Separated Values |
| SPSS | Statistical Package for Social Sciences |

5. SCOPE OF REQUIREMENT

Research Questions

- 5.1 The research questions for this requirement focus on the core areas of Integrity, Democracy and Equality. These are:
- 5.1.1 To what extent are electors aware of the requirements, overall and for key groups?
 - 5.1.2 How do requirements impact public confidence in the security of the electoral system and perceptions of electoral fraud?
 - 5.1.3 To what extent do requirements affect the proportion of all electors, overall and those with protected characteristics, who are able to vote?
- 5.2 The core requirement is to review and finalise the existing question set as per Annex A, and deliver on a survey of representative samples of the population

of those who are eligible to vote in local elections¹² and are living within the councils where pilots are to be run.

- 5.3 In order to understand impact of the ID requirement on attitudes, the first wave of the survey should be run ahead of any communications campaigns and the second wave after the polls take place. In order to attribute change to these pilots we are also interested in establishing a control representative sample of England.
- 5.4 Question wording for Wave 1 and Wave 2 and for piloting and non-piloting populations may need to be varied slightly and additional questions may be needed in some cases.
- 5.5 The Supplier shall outline how they plan to deliver the following:
- 5.5.1 **Survey Questions** - The Supplier shall use the survey questions (Annex A) put to respondents during the previous piloting (2018)¹³ and work with the Authority to refine them for the new fieldwork period. The Supplier shall show how they plan to draw on existing evidence, and any plans for minimising bias.
 - 5.5.2 **Determine the population of interest and control group** - The Supplier shall use the guidance provided to determine the population of interest stating clearly the rationale for selection and how the piloting areas will be compared to a representative control sample of England.
 - 5.5.3 **Determine the sample size** - The Supplier shall clearly outline their preferred method of sampling and indicate anticipated sample size. The Supplier shall clearly outline the relative advantages and disadvantages of collecting a smaller or larger sample size and the associated confidence intervals. Sub-group analysis across a number of characteristics should be considered when agreeing the sample size - including Black, Asian and Minority Ethnic (BAME) population, Socio-Economic Grouping (SEG), Rural and Urban living, and age.
 - 5.5.4 **Determine the surveying approach** - The Supplier shall clearly outline their proposed channels/ platform for surveying, the rationale for their choice (clearly outlining the strengths and

¹²In relation to this requirement a person is eligible to vote if they are registered to vote, be 18 or over on polling day, be a British, Irish or qualifying Commonwealth Citizen, and be registered at an address in the UK

¹³ <https://www.gov.uk/government/publications/electoral-integrity-project-local-elections-2018-evaluation>

weaknesses of the proposed approach), and evidence of previous experience in carrying out this type of research.

- 5.5.5 **Outputs Findings Wave 1** - Headline findings shall be provided to the Authority by 07/02/19 and in the format of 2-5 page headline summary
- 5.5.6 **Outputs Findings Wave 2** - Headline findings shall be provided to the Authority by 30/05/19 and in the format of 2-5 page headline summary. An additional headline summary (2-5 pages) shall be provided to the Authority showing statistically significant changes and comparisons between each wave by 30/05/19.
- 5.5.7 **Excel Data tables** - shall be provided at each stage of the research following fieldwork - Wave 1 data tables shall be provided to the Authority by 14/02/19 and Wave 2 data tables shall be provided to the Authority by 06/06/19. An additional set of tables shall be provided comparing data from Wave 1 and Wave 2 by 10/06/19.
- 5.5.8 The Authority will work with the Supplier to design and organise the excel data tables, including cross breaks, to aid understanding and comparison with the piloting of the ID requirements in the May 2019 Local Elections - this shall be provided through table specification documentation once commissioned.
- 5.5.9 All data shall be sent to the Authority by 10/06/19 including a complete CSV file that can be uploaded to SPSS.
- 5.5.10 **Technical Report** - Detailing sample design, development work, how the fieldwork was conducted, quality control and issues which arose during fieldwork phase and procedures for coding, editing and data preparation. The Supplier shall share a draft technical report to the Authority no later than 5 days after the Wave 2 of fieldwork has begun. The final technical report shall be provided to the Authority by 13/06/19.
- 5.5.11 **Progress updates** - The Supplier shall update the Authority weekly and at key milestones, on the progress and risks of the research in a format as outlined within Annex B.
- 5.5.12 **Data protection and privacy** -The Authority requires the Supplier to comply with the conditions of the framework, and adhere to the requirements of the General Data Protection Regulation 2016/679 and any linked or replacement legislation.

What is excluded

5.6 The Suppliers views and/or recommendations on the policy requirements and delivery mechanisms in the pilots shall be excluded

6. THE REQUIREMENT

6.1 The Supplier shall carefully read the requirements set out and respond to the questions set out in the response guidance. Please note:

6.1.1 The Supplier shall implement all objectives and processes listed in their approaches once agreed and signed, if requested by the Authority.

The Approach and Research Design

Finalise the survey questions

6.1.2 The Supplier shall provide confirmation of wording of the survey questions.

6.1.3 The Authority expects that the Supplier shall take a supervisory role in shaping the content and wording of questions for respondents and the response options, and shall be open to making modifications and adding questions where appropriate. Question wording for Wave 1 and Wave 2 and for piloting and control populations may need to be varied slightly and additional questions may be needed in some cases. Where possible comparison with previous research should be maintained.

6.1.4 The Authority will take the final decision on the questions that are put to respondents.

Agree sampling approach

- 6.1.5 The Supplier shall develop a robust sample size for the requirement which is large enough and representative enough to generalise to the population of interest (the piloting councils and England).
- 6.1.6 The Supplier shall cost for a core sample size and shall advise of the sufficiency of this sample size and confidence intervals to enable a broad and meaningful understanding of sub group analysis - including Black, Asian and Minority Ethnic (BAME) population, Socio-Economic Grouping (SEG), Rural and Urban living, and age.
- 6.1.7 Encouraging response - The Supplier shall also ensure that the mode of delivery will produce a reasonable response rate (i.e. ensuring efficiency and reducing non-response bias as far as possible). The supplier shall outline the strategy they intend to use and full costs involved. If incentives are proposed, the Supplier shall outline the full rationale for this and evidence of prior impact.
- 6.1.8 Factors that could affect outcomes shall also be considered. The Supplier shall explore these factors and ensure that the sampling approach allows for a broad and meaningful understanding of the requirement to present ID at the polling station.
- 6.1.9 Suppliers shall outline their proposed sampling strategy for the different population areas in their response, demonstrating how it will provide a representative sample.
- 6.1.10 The Authority will have final say over what approach they wish to commission.

Conducting fieldwork

- 6.1.11 When conducting fieldwork, Suppliers shall conform to guidelines for research set out in the Crown Commercial Framework.
- 6.1.12 Timing - it is expected that the Supplier shall conduct the first wave of fieldwork in January 2019 and the second wave immediately after polling day in May 2019.
- 6.1.13 Suppliers shall outline their planned delivery dates for the fieldwork, and their capacity for undertaking the work during this period, including evidence of previous delivery at this pace.
- 6.1.14 Any data sets or files containing data which could be directly attributed to an identifiable research participant or group of participants must be treated with particular care and shall only be sent to the Authority after being encrypted using a technique acceptable to both parties e.g. PGP. The password / passphrase required to decrypt the file content shall be sent by the Supplier to a named contact within the Authority by means of letter, text (SMS) or phone call. The use of email to communicate passwords and passphrases is not permitted.
- 6.1.15 The Supplier shall comply with the conditions of the General Data Protection Regulation 2016/679 and all linked or replacement legislation. The Supplier shall have robust processes in place to deal with data security issues, including the transmission and storage of research data. All Risk management plans shall include plans for data handling and planning against any data loss.
- 6.1.16 Upon completion of the contract, the Authority will take the final decision about the full transfer and removal of data from the Suppliers systems. The Authority will have final decision over whether all data will be transferred to the Authority.
- 6.1.17 The Supplier shall have ethical review procedures and guidelines in place before collecting data from research participants. The Supplier shall also outline how they intend to obtain consent from research participants and what personal data (if any) will be collected.
- 6.1.18 If the Supplier uses any form of survey software, tool or online service and collects personal data, then the Privacy Policy of the Supplier shall make it clear to research participants what personal data is being collected, what it will be used for, where it will be held in the United Kingdom and who will have responsibility as Data Controller and Data Processor of the data.
- 6.1.19 The Supplier and any third parties providing it with services such as data hosting, survey activity or software tools shall hold ISO 27001:2013 certification or be in a position to achieve such certification within an agreed timeframe, to be discussed post award, and be shall undergo an Information Assurance assessment by the Government Digital Service (GDS).

Analyse results and produce final report

Outputs - headlines and data tables

- 6.1.20 Outputs Wave 1 - Headline findings of the research shall be provided to the Authority by 07/02/19 and in the format of 2-5 page headline summary with full Excel data tables sent to the Authority by 14/02/19.
- 6.1.21 Outputs Wave 2 - Headline findings of the research shall be provided to the Authority by 30/05/19 and in the format of 2-5 page headline summary, and an additional 2-5 page summary, showing statistically significant changes and comparisons between each wave shall be provided by 30/05/19. With full Excel data tables sent to the Authority by 06/06/19. An Additional set of tables shall be provided comparing data from Wave 1 and Wave 2 by 10/06/19
- 6.1.22 Data and headlines shall be fully quality assured before being submitted to the Authority. The Authority will provide table specifications for the Supplier to follow. To note that the Authority may wish to view anonymised responses to open questions, and the Supplier shall support this activity where requested.
- 6.1.23 It is anticipated that the Supplier shall hold informal discussions with the Authority on the headline findings within a week of providing the written headline findings. This will be to aid understanding of findings, clarify the scope and focus of analysis, and ensure that policy questions of interest are covered where possible. It is anticipated that these discussions shall form part of the project management meetings with the Authority, therefore no further costs should be allocated for such discussions.
- 6.1.24 The final reports and all related outputs, survey materials and data remain the intellectual property of the Authority. Decisions regarding the timings, format and any publication of reports will be taken by the Authority.
- 6.1.25 Style - All such reporting (including annexes) shall be in a standardised format agreed beforehand.
- 6.1.26 Format - The final headline summary reports shall be sent to the Authority electronically in Microsoft Word.
- 6.1.27 Length - Headline Outputs for Wave 1 and Wave 2 shall be no longer than 5 pages each.
- 6.1.28 The outputs shall be sent to the Authority for final approval. The Authority may feedback or provide queries which the Supplier must address in the final version no later than 5 working days after receiving comments back.

Full datasets:

6.1.29 The Supplier shall provide full anonymised data sets (CSV) compatible for SPSS to the Authority by 10/06/19. This includes responses to any open questions, should these be requested by the Authority. Supporting documentation should be provided to facilitate this process. This final data set shall contain both Wave 1 and Wave 2 outputs and variables.

6.1.30 The final outputs, survey materials and data remain the intellectual property of the Authority. Decisions regarding the timings, format and any publication of reports will be taken by the Authority.

6.2 **Project leads/teams**

6.2.1 The Supplier shall have one lead project manager who is accountable and responsible for all components of the evaluation.

6.2.2 The Authority's research project manager and/or team will provide advice and guidance on any issues during the course of the project.

6.2.3 Where comments or input are required from the Authority, the Supplier shall allow sufficient time for turnaround and give advance notice where possible. As a general guide the Authority will aim to turnaround minor requests within one week and major requests (e.g. commenting on drafts of reports, or checking data outputs) within two weeks.

6.3 **Project management reporting**

6.3.1 The project leads for the Authority and the Supplier, plus additional team members as required, shall meet at key points (to be agreed between the Authority and Supplier) in person to discuss the progress of the requirement awarded. It is expected that these meetings shall take place at the start of the contract, and occur around key milestones for the duration of the contract, and at the close of the project if necessary.

6.3.2 The project leads for the Authority and the Supplier shall arrange a weekly teleconference to update on progress towards milestones and management of risks arising. The format of these shall follow the format specified in Annex B and submitted in advance of the teleconference.

6.4 **Risk Management**

6.4.1 The Supplier shall outline its understanding of perceived risks to the security of the data it holds together with the approach it shall take to manage such risks. The Supplier shall also be prepared to satisfy the Government Digital Service (GDS) that risks have been identified, recorded and treated appropriately.

6.4.2 The Supplier shall outline full details of this plan as part of their response, including the course of action to be followed shall risks to project delivery arise, e.g. in the case of low response rates and/or timings for key project milestone being squeezed.

- 6.4.3 During the weekly progress reports outlined above the Supplier shall report on performance against relevant milestones and include an update on risks identified and how these will be managed.
- 6.4.4 The Authority will assess performance based on these reports and will require additional meetings with the Supplier if milestones are not met, either in terms of timings or quality.
- 6.4.5 In their response, the Supplier shall outline their process in relation to data security and protection including their practices for securely storing data and deleting datasets, and any risk management practices that are in place. Any data stored shall be held within the United Kingdom.

7. KEY MILESTONES

- 7.1 It is expected that the Supplier shall be available to start work immediately on award of contract.
- 7.2 The Supplier shall be available for weekly updates with the Authority at a time set by the Authority, in consultation with the Supplier.
- 7.3 The Supplier shall confirm in their response that they can meet the timetable set out, or outline clearly any alternative timings that will be put in place to ensure that any fieldwork can commence at the latest by January 2018, and that headline findings and Excel data tables can be delivered by the specified deadline.
- 7.4 All work including the final report must be delivered within 8 months of the start of the contract.
- 7.5 Wave 1 fieldwork shall be done ahead of any communication campaigns in the piloting areas. The Supplier shall note the following project milestones that the Authority will measure the quality of delivery against:

| Milestone | Description | Timeframe |
|-----------|---|-----------------------------|
| 1 | Inception meeting to discuss ways of working and outputs | w/c 17/12/18 |
| 2 | Supplier prepare fieldwork resources and logistics for Wave 1 | To be completed by 20/12/18 |
| 3 | Complete Fieldwork, Wave 1 [with staggered approach if needed based on delivering before communication campaigns are live in Piloting Councils] | To be completed by 31/01/19 |
| 4 | Send headline summary of Wave 1 findings to the Authority | To be completed by 07/02/19 |

| | | |
|----|---|---|
| 5 | Send Wave 1 data to the Authority (inc. full CSV data set and Excel data tables) | To be completed by 14/02/19 |
| 6 | Teleconference Wave 1 headline findings | To be completed by 15/02/19 |
| 7 | Polling day | To be completed by 02/05/19 |
| 8 | Complete Fieldwork, Wave 2 | To be completed by 29/05/19 |
| 9 | Send headline summary of Wave 2 findings to the Authority (inc. significant changes since Wave 1) | To be completed by 30/05/19 |
| 10 | Send Wave 2 data to the Authority (inc. full CSV data set and Excel data tables) | To be completed by 06/06/19 |
| 11 | Teleconference Wave 2 headline findings – including comparison to Wave 1 results | To be completed by 07/06/19 |
| 12 | Send additional Excel data tables with comparison of Wave 1 and 2 results and final CSV file to the Authority with all data | To be completed by 10/06/19 |
| 13 | Send final technical report to Authority | To be completed by 13/06/19 |
| 14 | Project Closure | within 8 months of contract being awarded |

8. AUTHORITY'S RESPONSIBILITIES

- 8.1 Project Lead - The Authority will assign a project lead who will act as the point of contact for the duration of the Contract.
- 8.2 Reviewing - The Authority will review in the agreed timeframe and within 1 week as to not to delay the completion of the final report.
- 8.3 Payment - The Authority will make payment within 30 days after the receipt of all goods and a valid invoice.

9. REPORTING

- 9.1 The Supplier shall be required to provide regular updates on the research weekly and at key milestones (using the risk register log as seen in – Annex B).

10. VOLUMES

The Supplier shall provide:

| Output | Volume |
|---|---|
| Data tables | Three (3) sets of Excel data tables (and PDF copies) shall be provided (one per each wave of fieldwork and one combined set showing the two waves comparatively) – the supplier shall agree with Authority the cross breaks to be included to allow analysis of particular sub-groups |
| CSV data file (Compatible with SPSS) | Three (3) CSV data files shall be provided (One to include data collected after each wave of fieldwork and one to include data from both Wave 1 and Wave 2 combined) |
| Two - five page summary of headline results | Three (3) headline summary reports shall be provided. (One for each wave of fieldwork and one comparing wave one and wave two) |
| Teleconference calls to discuss findings | Two (2) teleconference calls will be provided to review and discuss findings |
| Kick off meeting | One (1) Inception meeting shall be provided for requirement |
| Weekly progress calls | One (1) a week for the project lifespan shall be provided by the Supplier. To be carried out as a Teleconference. |

11. CONTINUOUS IMPROVEMENT

- 11.1 The Supplier shall be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 11.2 The Supplier shall present any new ways of working to the Authority during weekly review meetings.
- 11.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

12. SUSTAINABILITY

12.1 Not applicable

13. QUALITY

13.1 The Supplier shall demonstrate that they have expertise in delivering research with a focus on electoral perceptions and experience in honing survey questions to gauge meaningful findings about attitudes and behaviours.

14. PRICE

14.1 The Authority is looking for the most competitive bid that can deliver maximum value for money. This will be assessed in accordance with Appendix D. The Authority anticipates the cost for this research will be £600,000 excluding VAT. Prices submitted should be based on a capped price.

14.2 A clear breakdown of costs must be provided by the Supplier.

14.3 Prices should be inclusive of expenses and exclusive of VAT, and are to be submitted via the e-Sourcing Suite Appendix E.

14.4 Usage of, and charges from, third party Supplier shall be clearly identified and explained. The Authority expects the Supplier shall ensure that third party Suppliers are commissioned on a clear value for money basis, and that such activities are passed on at cost.

15. STAFF AND CUSTOMER SERVICE

15.1 The Authority requires that the Supplier shall provide a sufficient level of resource throughout the duration of the Research into ID Pilots Contract in order to consistently deliver a quality service to all Parties.

15.2 The Suppliers staff assigned to the Research into the ID requirements piloting contract shall have the relevant qualifications and experience to deliver the Contract.

15.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

16. SERVICE LEVELS AND PERFORMANCE

16.1 The Authority will measure the quality of the Supplier's delivery by:

| KPI/SLA | Service Area | KPI/SLA description | Target |
|---------|--------------|---------------------|--------|
|---------|--------------|---------------------|--------|

| | | | |
|---|-------------------------|--|------|
| 1 | Final Question Drafting | The Supplier shall be receptive to any requirement to redraft or amend the final questions prior to the research being conducted. In the event that redrafts are needed, the Supplier shall provide the Authority with a timescale for the completion of this activity within 1 working day. | 100% |
| 2 | Fieldwork | The Supplier shall complete all fieldwork by no later than 31/01/19 for Wave 1 and 29/05/2019 for Wave 2. Any delays or risks of delays must be reported to the Authority within 1 working day of them being identified. | 100% |
| 3 | Project Management Lead | The Supplier shall have an identified Project Manager in place who will be able to acknowledge any Authority queries within 1 working days. | 100% |
| 4 | Weekly Reporting | The Supplier shall provide the Authority with weekly updates on the progress of the services. This will be in a template format and shall be delivered once a calendar week via email. This will be followed by attendance at a teleconference. | 100% |
| 5 | Ad-hoc Meetings | The Supplier shall make themselves available to attend ad-hoc teleconference meetings as and when they may be required by the Authority. The Authority will endeavour to provide 1 working days notice of any requirement of attendance at a teleconference, where possible. | 100% |
| 6 | Provision of Datatables | The Supplier shall provide the Authority with a full set of data tables, no later than 1 calendar weeks following the delivery of headline findings. These tables | 100% |

| | | | |
|---|-----------------------|--|------|
| | | shall be provided in an xls, pdf and SPSS format. | |
| 7 | Provision of Datasets | The Supplier shall provide the Authority with full anonymised datasets, no later than 1 calendar weeks following the completion of the fieldwork. These datasets shall be in xls and SPSS formats and shall include weighting factors. | 100% |

Where the Supplier fails to meet the KPIs stipulated in relation to this requirement the Authority shall follow the poor performance measures of the Contract in accordance with the procedures set out in Appendix C Terms and Conditions.

17. SECURITY REQUIREMENTS

- 17.1 The Supplier shall implement appropriate arrangements for data security at all times, particularly relating to the transmission and storage of personal data. Processes should be in place for data being returned by any interviewers and safeguarding against data loss, including appropriate risk management procedures. Such procedures must meet the standards outlined in the framework terms and conditions, and the General Data Protection Regulation 2016/679 and any linked to replacement legislation. Suppliers should confirm within their response what procedures will be implemented and outline the technical measures to be put in place to meet such requirements.
- 17.2 The Authority expect all Suppliers staff that handle personal data or conduct research with research participants to have been subject to a Baseline Personnel Security Standard (BPSS) check during recruitment or as a minimum, to meet all UK employment legal requirements supplemented by a Data Barring Service (DBS) Basic check
- 17.3 The Supplier shall provide the Authority with an accurate and regularly updated list of all individuals working on its behalf who have access to the data, their level of access and confirmation that BPSS and/or DBS has been undertaken.

18. INTELLECTUAL PROPERTY RIGHT (IPR)

- 18.1 Any IPR will be in line with the Terms and Conditions of the Contract.

19. PAYMENT

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

- 19.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs, alongside the dates in which work was completed.

20. INVOICING

- 20.1 Electronic invoicing - this is the preferred method of invoicing for the Authority. Please send all electronic invoices to our shared service provider at

20.2 REDACTED

Manual invoicing - please send these to:

NEWPORT SSCL

REDACTED

Cabinet Office purchase order numbers must be clearly stated on all invoices

21. ADDITIONAL INFORMATION

Not applicable

22. LOCATION

- 22.1 The main base location of the Services will be carried out in the Suppliers offices.
- 22.2 As part of the pilot scheme the Supplier shall visit all 12 different local authority locations across England simultaneously to complete wave 1 and wave 2 as part of the requirement.
- 22.3 Other visits may be required to be carried out at the Authorities Offices in London for an initial inception meeting.

ANNEX B
Supplier Proposal

REDACTED