

1. FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CALL-OFF TERMS FOR CCS COMMERCIAL AGREEMENT FOR COMMUNICATION SERVICES (RM3796)

Part 1: Letter of Appointment

Identity Holdings Ltd

REDACTED

Attn: REDACTED

REDACTED

Dear REDACTED

Letter of Appointment

This letter of Appointment is issued in accordance with the provisions of the Framework Agreement (RM3796) between CCS and the Agency dated Monday 16th January 2017.

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

Order Number:	CCSO20B03
From:	The Cabinet Office ("Client")
To:	Identity Holdings Ltd ("Agent")

Effective Date:	Monday 7 th December 2020
Expiry Date:	Friday 31 st December 2021

Relevant Lot:	Lot 2: Events
Services required:	Set out in Section 2 (Services offered) and refined by: the Client's Brief attached at Annex A and the Agency's Proposal attached at Annex B;

Key Individuals:	For the Client: REDACTED G7 Presidency Taskforce, Cabinet Office For the Agency: REDACTED
Guarantor(s)	Not Applicable

Call Off Contract Charges (including any applicable discount(s), but excluding VAT):	Call off (time & Materials): REDACTED Capped Costs: REDACTED Payment will be made in line with the rate card and Pricing Schedule above – Agency Pricing. All rates are inclusive of expenses and exclusive of VAT. The contract value will be for a maximum of £100,000.00 (Excluding VAT). This is apportioned as £73,810.00 as capped costs with the remaining balance of £26,190.00 to be on a call off (time & materials) basis. It should be noted that an element of the pricing is a call off contract and therefore there is no guarantee of spends and the scope may change. Payment can only be made following satisfactory delivery of pre-agreed products and deliverables that have been approved by the client. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed, unit price and cost must be provided to the client in an agreed format. This will be required ahead of the Agency issuing an invoice.
Liability	Agency Liability: see clause 18.3 of Call Off Contract Client Liability: see clause 18.5 of Call Off Contract
Insurance Requirements	Please see Call off Terms and Conditions.

Client billing address for invoicing:	Agency invoices should be sent to: REDACTED
---------------------------------------	---

GDPR	Call-Off Schedule 8 (Authorised Processing Template)
Alternative and/or additional provisions:	Not Applicable

FORMATION OF CALL OFF CONTRACT

BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) the Agency agrees to enter a Call-Off Contract with the Client to provide the Services in accordance with the terms of this letter and the Call-Off Terms.

The Parties hereby acknowledge and agree that they have read this letter and the Call-Off Terms. The Parties hereby acknowledge and agree that this Call-Off Contract shall be formed when the Client acknowledges (which may be done by electronic means) the receipt of the signed copy of this letter from the Agency within two (2) Working Days from such receipt.

For and on behalf of the Agency:

Name and Title: REDACTED

Signature: REDACTED

For and on behalf of the Client:

Name and Title: REDACTED

Signature: REDACTED

Date: 4th December 2020

Date: 8th December 2020

ANNEX A

Client Brief



**Crown
Commercial
Service**

Statement of Requirements

Contract Reference: CCSO20B03

Provision of G7 Presidency Events - Virtualisation

CONTENTS

1.	PURPOSE.....	6
2.	BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT ERROR! BOOKMARK NOT DEFINED.	
3.	DEFINITIONS	6
4.	SCOPE OF REQUIREMENT	6
5.	THE REQUIREMENT	6
6.	KEY MILESTONES AND DELIVERABLES	8
7.	MANAGEMENT INFORMATION/REPORTING	8
8.	VOLUMES.....	8
9.	CONTINUOUS IMPROVEMENT	9
10.	SUSTAINABILITY	9
11.	QUALITY	9
12.	STAFF AND CUSTOMER SERVICE.....	9
13.	SERVICE LEVELS AND PERFORMANCE	9
14.	SECURITY AND CONFIDENTIALITY REQUIREMENTS	10
15.	PAYMENT AND INVOICING ERROR! BOOKMARK NOT DEFINED.	
16.	CONTRACT MANAGEMENT	10
17.	LOCATION	10

1. PURPOSE

- 1.1 The G7 Taskforce require virtual solutions for hosting the G7 Presidency engagement groups on a remote virtual platform, in line with the current Covid19 restrictions.

2. DEFINITIONS

Expression or Acronym	Definition
G7	The G7 (or Group of Seven) is an international intergovernmental economic organisation made up of the world's seven largest so-called advanced economies: countries (Canada, France, Germany, Italy, Japan, United Kingdom and United States of America).
HMG	Her Majesty's Government
Supplier	The company providing the virtual event solution
Taskforce	The G7 presidency Taskforce
Virtual Platform	The web based platform that would deliver the virtual conference for the engagement group events
Administrative users	HMG and other individuals that the G7 Presidency Taskforce allocate to run the virtual platform for each event
Engagement Groups	The Engagement Groups are: Business 7 (B7), Civil Society (C7), Labour 7 (L7), Science 7 (S7), Women 7 (W7) and Youth 7 (Y7)
Events	The various meetings over the presidency year
GDPR	General Data Protection Regulation
DDoS	Distributed Denial of Service

3. SCOPE OF REQUIREMENT

- 3.1 The taskforce requires the Supplier to support us in the delivery of the engagement group events on a virtual platform. The taskforce will be expected to work with a standard conference format with a key point of contact who will have full oversight on the delivery of the events and will take full responsibility for the contract including any subcontractors the Agency needs to take on to help them deliver the services.
- 3.2 The Client is seeking a digital company that can run all the G7 Engagement Groups in either a hybrid (Covid19 permitting) or fully virtual format.

4. THE REQUIREMENT

4.1 Pre-event

- 4.2 Attendee invitations and registration. The ability to email attendees with eye-catching invites and digital access details to a virtual platform, requiring suitable interfacing to the main G7 website and an accreditation system for online registration. Additionally, digital promotion and event trailers for the working groups with G7 branding and logos, along with partner logos.
- 4.3 Each virtual platform should have an appropriate, engaging and creative visual background, reflecting the significance of the UK's Presidency and the union of the home nations of Northern Ireland, Scotland, Wales and England.

4.4 **Event format**

- 4.5 The 'standard format' of the engagement groups will be a main plenary on the morning of the first day, which will be facilitated with either live or pre-recorded keynotes. The Agency will need to be able to switch between different formats and live feeds.
- 4.6 The 'standard format' will have a mid-morning main plenary that will breakout into roundtable discussions or breakout sessions. There will need to be capability for the platforms to host roundtable discussions for 8-10 'tables' of expertise for approximately 10 people on each table.
- 4.7 The platforms will need robust security measures to ensure the protection for the data held. Two-factor authentication for administrative users and unique registration codes for each individual will be required. The platform must have gone through penetration testing as well as having DDoS protection in place.
- 4.8 The ability to be able to record sessions (audio and visually) and upload onto relevant event websites, with a link through to agenda and login details for delegates to access presentations during and post event, establishing a knowledge portal to help strengthen and embed the value and importance of these events.
- 4.9 The capacity to host international attendees and offer low tech and high tech solutions, depending on their internet resourcing. In addition, user support, for troubleshooting any technical issues the delegates and speakers, creating easy to navigate platforms for delegates, speakers and event partners.
- 4.10 Creative ideas to overcome the absent 1:1 networking opportunities between delegates, speakers and partners that would have been traditionally held in real live events and innovative ideas to create virtual business cards, or ability to exchange details.

4.11 **Event features**

- 4.12 Digital agenda with speaker biographies and presentations linked or embedded accessed via mobile app and on the virtual platform, both during and after the event for a limited period.
- 4.13 Mobile phone access, the ability to be able to dial in/access via an app on a mobile device, to complement and enhance virtual experience, or be able to access the event in its entirety.
- 4.14 The ability to have a live commentary and a transcript of proceedings, which can be posted onto the individual event webpages, or knowledge portal post event.
- 4.15 Full speaker support for all the speakers both in the lead up to the event and during the event. Support should focus on camera angles, lighting and comprehensive tech testing, and advice on appearance and how best to present themselves to full effect.
- 4.16 Presentation slide template for speakers, to ensure uniformity and consistency for event and G7 branding.
- 4.17 The ability to have live audio or video streaming of keynote speakers or workshops alongside their presentation material and integration of other social media tools such as Twitter, LinkedIn, Instagram and Facebook.
- 4.18 Q&A moderation for delegates and speakers after each presentation.

- 4.19 Detailed contingency plans for shifting the entire event to a fully virtual format scenario. In addition, back up plans to ensure smooth running of the event in the event.
- 4.20 Online interpretation services for international delegates and any live speakers, or for delegates with interpretation requirements. Languages required would be requested ahead of time, and possibly a subtitles feature, if deemed necessary.
- 4.21 The ability to capture feedback from all users and analytics on overall attendance tracking, which presentations had the most interaction, also to be able to pull attendee lists of who attended which sessions and contact details.
- 4.22 Overarching administrative users for the platform and the ability to set specific administrative users for each event workspace. The Client requires different levels of administrative access (set by the overarching administrative user) within the workspace, so users can only access the categories relevant to their role.
- 4.23 Email messaging to be incorporated into the platform so administrative users can send regular email communication to attendees.
- 4.24 The virtual platform will need to undergo comprehensive testing by all organising stakeholders involved in the production of virtual events.
- 4.25 For the live/studio part of the event proper Covid19 safe precautions and practices will need to be included, such as boom mics being used as opposed to stick microphones, and equipment surfaces regularly wiped down with appropriate antibacterial agents.

5. KEY MILESTONES AND DELIVERABLES

- 5.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Virtual production of platform to begin which covers a minimum of 6 events	No later than 7/12/2020
2	Soft launch of virtual events model platform for Cabinet Office user testing	No later than 29/01/2020
3	Formal launch of virtual event platform which covers a minimum of 6 events	No later than 26/02/2020
4	First virtual meetings	No later than 15/03/2020
5	Engagement Groups run	April - June 2020

6. MANAGEMENT INFORMATION/REPORTING

- 6.1 A monthly financial report detailing actual costs to date and forecast costs.
- 6.2 Weekly meetings with the virtualisation team to discuss progress and monitor updates.

7. VOLUMES

- 7.1 There will be at least 6 events, some of which will run concurrently. The taskforce will need assurances that the virtualisation company will be able to cope and manage multi work streams.

8. CONTINUOUS IMPROVEMENT

- 8.1 The Agency will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 8.2 The Agency should present new ways of working to the Client during monthly Contract review meetings.
- 8.3 Changes to the way in which the Services are to be delivered must be brought to the Client's attention and agreed prior to any changes being implemented.

9. SUSTAINABILITY

- 9.1 There are no specific sustainability requirements applied to this contract, due to its overarching nature, however the Client expects the Agency to comply with all current legislation regarding sustainability and legislation introduced or amended during the period of the contract pertaining to this.
- 9.2 This must include compliance with the Modern Slavery Act 2015 and Climate Change Act 2008.
- 9.3 The Agency must consider their carbon footprint in allocating and deploying resources to undertake requirement.

10. QUALITY

- 10.1 The delivery of the virtual platform for the events will be an integral part of the UK's G7 Presidency, and so the design and high level production of the virtual platform will need to reflect the standards that will be specified by the taskforce and other organisations.
- 10.2 Contingency planning is crucial, as so a fully operational backup system will be necessary, in the event of any technical issues.

11. STAFF AND CUSTOMER SERVICE

- 11.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 11.2 The Agency's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 11.3 The Agency shall ensure that staff understand the Client's vision and objectives and will provide excellent Client service to the Client throughout the duration of the Contract.

12. SERVICE LEVELS AND PERFORMANCE

- 12.1 The Client will measure the quality of the Agency's delivery by:

Service Area	KPI/SLA description	Target
Delivery timescales	All materials and activities (referred to in the milestone section) to be delivered within the time specified	100%

Delivery timescales	The Agency to notify the Client immediately of any slippage from the timeline set out in 7.1 and provide options/rectification solutions	100%
Reporting	The Agency will provide weekly flash reports on progress to the Client project manager by 5pm on Fridays	100%
Engagement relationship and	Engagement with the Client and Engagement Groups is appropriate and in line with the approved delivery plan.	100%

12.2 If at any time the Agency becomes aware that they may not be able to perform the services or provide any deliverables by the timelines set out in 7.1 (or any other deadline agreed by the parties in writing), this will constitute a default and the Agency will immediately notify the Client of the Default and the reasons for the Default.

12.3 If the Default described in Clause 15.2 is, in the Client's opinion capable of remedy, the Client may, up to 10 Working Days from being notified of the Default, instruct the Agency to comply with a Rectification Plan Process as set out in the Framework terms & conditions.

12.4 The Cabinet Office reserve the right to exit the agreement therefore terminating the contract in accordance with the Framework terms and conditions.

13. SECURITY AND CONFIDENTIALITY REQUIREMENTS

13.1 The virtual platform will need robust security measures to ensure the protection for the data held including denial-of-service (DDoS) protection. The Agency shall provide the taskforce with a detailed plan of how the top-level architecture will be configured to ensure the security of intellectual property, attendee data and privacy of conversations.

13.2 GDPR as well as all other applicable data protection laws of England and Wales must be strictly adhered to throughout the term of the contract. The Agency must outline data protection flows and processes as part of the proposal including how the data will be kept secure.

14. CONTRACT MANAGEMENT

14.1 Please note whilst the Client is working during Covid19 restrictions all planning meetings will need to be held virtually, however there might be the need for face to face meetings, either in a studio or at the Cabinet Office, please note all social distancing precautions will be respected.

14.2 Attendance at Weekly Reporting Meetings and Contract Review meetings shall be at the Agency's own expense.

15. LOCATION

15.1 The Presidency events will take place at various locations across the United Kingdom that are yet to be confirmed.

15.2 The taskforce is based at 70 Whitehall, London SW1A 2AS and this will be the base location and days rates submitted will include travel to this site. Due to Covid19, we anticipate the majority of meetings will be virtual while social distancing measures are in place. The Agency may be required to be physically present at sites where the taskforce will have meetings, which can include 70 Whitehall, London SW1A 2AS and other HMG departments.

- 15.3 The Client will pay reasonable out of pocket travel (using the most economical mode of transport) and subsistence expenses, properly and necessarily incurred in the performance of the services, calculated at the rates and in accordance with the Cabinet Office expenses policy. It is expected that the Potential Agency will only claim travel costs from their office nearest the location where taskforce meetings take place.

ANNEX B
Agency Proposal

REDACTED