

FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND TERMS

Part 1: Letter of Appointment

Dear Sirs/Madams,

Letter of Appointment

This letter of Appointment is issued in accordance with the provisions of the Framework Agreement between BEIS and the Supplier dated **23rd February 2023**.

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

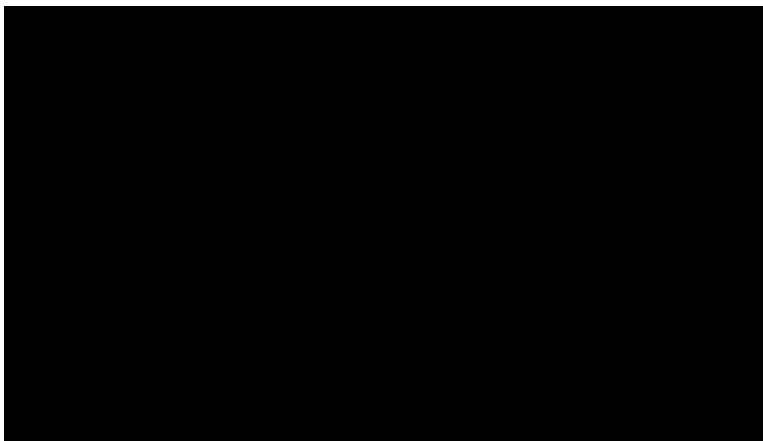
Order Number:	PS23058
From:	The Department for Business, Energy & Industrial Strategy ("Customer")
To:	Pye Tait Limited ("Supplier")

Effective Date:	Monday, 27 th February 2023
Expiry Date:	Friday, 19 th May 2023

Services required:	Set out in Section 2 (Services offered) and refined by: The Customer's Project Specification attached at Framework Annex A and the Supplier's Proposal attached at Annex B; and [insert supplemental information if any]
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Key Individuals:	
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Call Off Contract Charges (including any applicable discount(s), but excluding VAT):	The total contract value will not exceed £48,600.00 excluding VAT.
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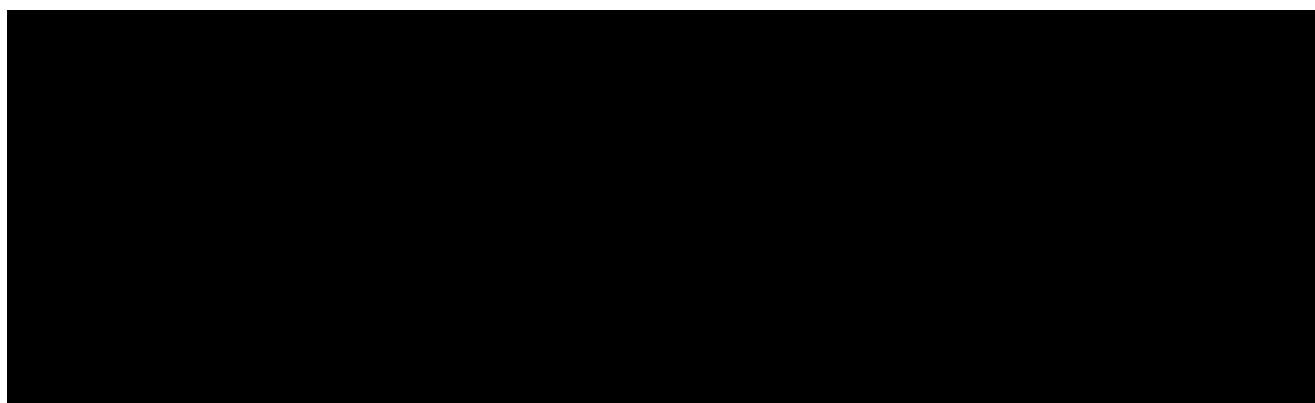
	
Insurance Requirements	<p>Additional public liability insurance to cover all risks in the performance of the Contract, with a minimum limit of £1 million for each individual claim</p> <p>Additional employers' liability insurance with a minimum limit of £1 million indemnity</p> <p>Additional professional indemnity insurance adequate to cover all risks in the performance of the Contract with a minimum limit of indemnity of £1 million for each individual claim.</p>
Customer billing address for invoicing:	ap@uksbs.co.uk
Alternative and/or additional provisions:	N/A

FORMATION OF CALL OFF 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 Terms.

The Parties hereby acknowledge and agree that they have read this letter and the 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.



Annex D: Order Form

This should include;

Annex A – Customer Project Specification

Annex B – Supplier Proposal

Part 2 – The Terms as set out in this Framework Schedule 4 (Letter of Appointment and Terms) shall apply to this Contract.

FROM

Customer	The Department for Business, Energy & Industrial Strategy
Service Address	1 Victoria Street, London, SW1H 0ET
Invoice Address	
Contact Ref:	
Order Number	To be quoted on all correspondence relating to this Order: PS23058
Order Date	Monday, 27th February 2023

TO

Supplier:	Pye Tait Limited
For the attention of:	
Address	5 Merus Court, Meridian Business Park, Leicester, England, LE19 1RJ

1. SERVICES REQUIREMENTS

(1.1) Services [and Deliverables] Required:

As per Pye Tait Limited proposal and customer brief

(1.2) Commencement Date:

Monday, 27th February 2023

(1.3) Price Payable by Customer

The total contract value will not exceed £48,600.00 excluding VAT

(1.4) Completion Date:

Friday, 19th May 2023

2 ADDITIONAL REQUIREMENTS

(2.1) Supplemental Requirements in addition to Call-Off Terms and Conditions:

N/A

(2.2) Variations to Call-Off Terms and Conditions

N/A

3. PERFORMANCE OF THE SERVICES [AND DELIVERABLES]

(3.1) Key Personnel of the Supplier to be involved in the Services [and deliverables]:



(3.2) Performance Standards

As per contract

(3.3) Location(s) at which the Services are to be provided:

Physical, Verbally & Virtual as required

(3.4) Quality Standards

As per contract
(3.5) Contract Monitoring Arrangements Department for Business, Energy & Industry Strategy

4. CONFIDENTIAL INFORMATION

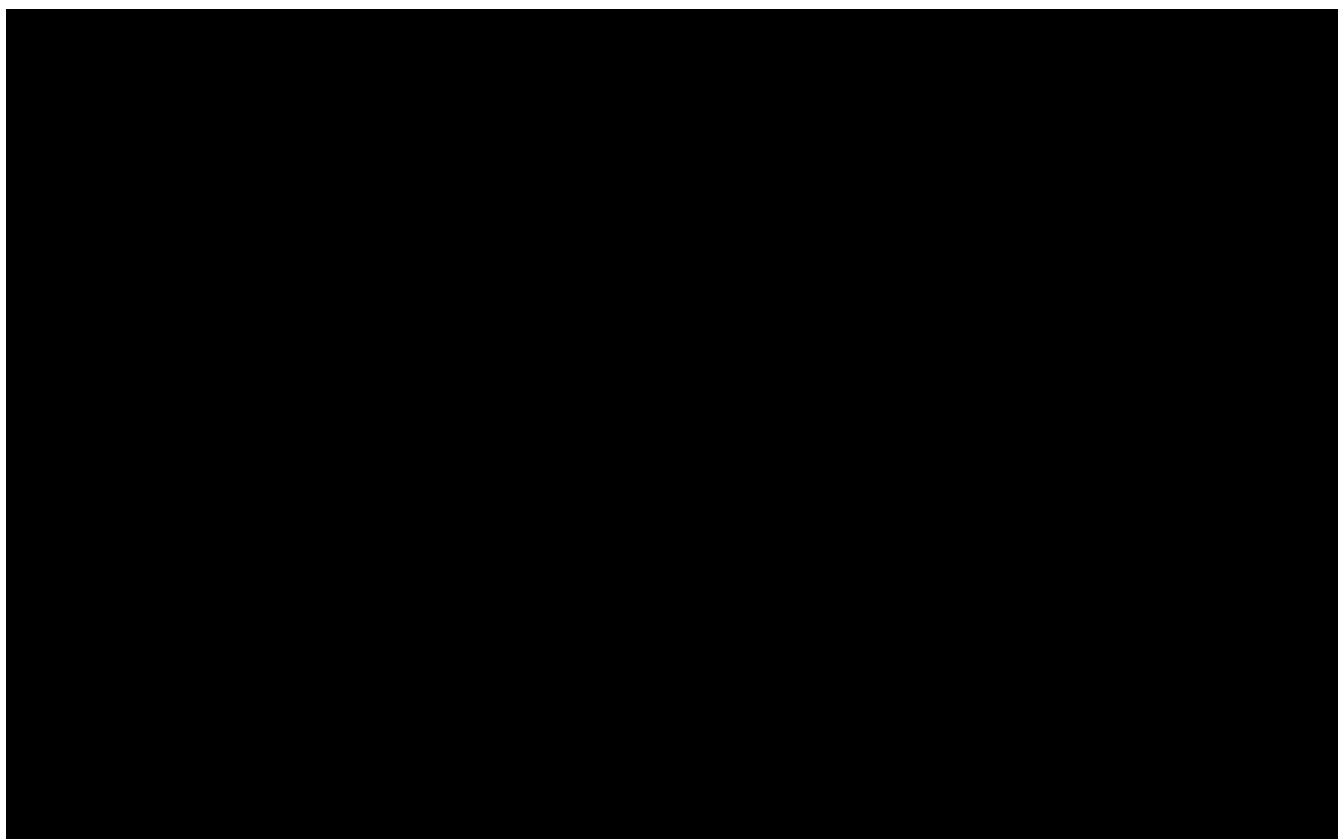
(4.1) The following information shall be deemed Commercially Sensitive Information or Confidential Information:-

N/A

(4.2) Duration that the information shall be deemed Commercially Sensitive Information or Confidential Information

N/A

BY SIGNING AND RETURNING THIS ORDER FORM THE PROVIDER AGREES to enter a legally binding contract with the Customer to provide the Service specified in this Order Form together with, where completed and applicable, the mini-competition order (additional requirements) set out in section 2 of this Order Form. Incorporating the rights and obligations in the Terms and Conditions set out in the Framework Agreement entered into by the Provider and BEIS and any subsequent signed variations to the terms and conditions.



ANNEX A

Customer Project Specification

Please see below full details of our requirement:

Outline of business challenge/issue

The Sector Delivery Lead (SDL) programme was introduced in September 2021 by No.10 and manufacturing was identified as a priority sector with long-term workforce and skills challenges.

The SDL programme requires business-facing sector teams like the BEIS manufacturing (joint with Defra) team to address medium- to long-term skills and workforce challenges in their sector by coordinating and driving action across government and industry. This is a priority area for this government, with skills necessary for driving growth in the economy. Following a workforce assessment of the sector, the Manufacturing Action Plan was developed with teams XWH to address four areas of focus:

1. Attract more people into manufacturing,
2. Increase apprenticeships,
3. Increase industry investment in skills,
4. Increase training provision for upskilling and reskilling, especially digital and net zero skills.

While we have some understanding of skill shortages in the sector, to address particularly areas of focus 3&4 we want to gain a qualitative understanding of what skill shortages businesses are facing, and the impacts of these. This will enable us to better target government policies and develop industry-led actions to help address the skill shortage issues in the sector.

The main aim of this project is to generate evidence and understanding to inform future actions and policy design in order to address skill shortages in the manufacturing sector.

Specific objectives are as follows:

1. To understand the kinds of skill shortages and skill gaps that manufacturers face
 - Skill shortages are defined as an inability to recruit a particular type of worker with a particular set of skills sought by employers. Skill gaps are defined as shortcomings in the existing workforce.
2. To understand the impacts of these skill shortages/gaps
3. To understand what manufacturers are doing to address these skill shortages/gaps, or why they are not doing anything
4. To understand what would help businesses to address their skill shortages/gaps (i.e. is there demand for further intervention/better signalling/provision of information from government)
5. To understand expected future skill shortages and gaps, in particular the impact of structural changes such as net zero

Details of activities

Activities of the project:

1. Find appropriate sample of businesses and conduct interviews

Undertake interviews with 30-40 manufacturing businesses to understand the skills issues they are facing and the impact of these and their skills needs of the future.

The interviews should be conducted across a range of manufacturing subsectors, regions and sizes. The sample does not need to be fully representative across these factors, but some variation is needed, as set out below. In terms of size, the sample should include small, medium and large businesses (5-250 employees) avoiding micro businesses and very large businesses. BEIS will work with the supplier to generate sample of businesses.

CHARACTERISTIC	REQUIREMENT
SUBSECTOR	At least one business interviewed in each of the following subsectors: <ul style="list-style-type: none"> • Aerospace • Automotive • Food and drink • Chemicals • Pharmaceuticals • Metals
REGION	At least two businesses interviewed per NUTS1 region
SIZE	At least <ul style="list-style-type: none"> • 10 small businesses • 10 medium businesses

If the above breakdowns are not possible due to sample limitations, the contractor should discuss with BEIS what is possible and BEIS will sign off on the sample selected.

2. Analysis of interview results

The data should be analysed by the themes of the interviews. The contractor should analyse data by region, subsector and size of business, highlighting any key differences across these factors when they are found. If there are similarities across sectors for example, the contractor could group sectors together into higher skilled and lower skilled to analyse the results.

3. Final Published Report

Findings from the interviews, highlighting key findings by theme of the interviews and any key differences in findings of the experience of manufacturers observed by sector, size of business, skill level and region

4. PowerPoint presentation

Contractor to present findings to BEIS.

5. Data

Provide a record of the sector, region and size of the manufacturing businesses interviewed to BEIS

Throughout the project, the following processes should be adhered to:

1. Project management:

The contractor will be expected to identify one named point of contact through whom all enquires can be filtered. A BEIS project manager will be assigned to the project and will be the central point of contact.

If sub-contractors are in place, BEIS expects that they are included in meetings, workshops, and review points where relevant to ensure their full engagement in the project. This will only be occasionally, and BEIS does not expect that this will be a matter of routine. Overall, BEIS ultimately expects the lead contractor to be responsible for management of sub-contractors, including ensuring they understand BEIS' requirements. BEIS does not expect to take any role in the management of sub-contractors. It is expected that the lead contractor takes an active role in oversight of all workstreams and bears the overall responsibility for the delivery of the evaluation activities and outputs.

The frequency of project updates is likely to vary throughout the course of the project in line with the nature of the activities at the time. It should be expected that weekly Microsoft Teams calls will be required between the contractor and the BEIS project manager. After 10 interviews have been conducted, this weekly meeting between the contractor and BEIS will be to check progress of the interviews. The contractor should give feedback on any early findings from the initial interviews. This is to ensure the interviews are meeting the stated objectives and BEIS will have the opportunity to edit the topic guide and/or format of the interviews if not.

On occasion, BEIS may request that contractor attends other adhoc meetings outside of the regular project update and output development meetings mentioned thus far.

It is expected that the contractor will keep a project tracker up-to-date. Though this is for the contractor's own purposes, BEIS expects it to be easy to follow so that BEIS can effectively monitor progress.

2. Quality Assurance

All research and outputs are required to meet standards set out in the Magenta Book¹, the BEIS Monitoring and Evaluation Framework², The BEIS Business Support Evaluation Framework³, the Government Social Research code⁴ and the Market Research Society Code of Conduct⁵.

The supplier should state the quality assurance (QA) processes that will be applied to different activities and outputs. Where necessary, deliverables that provide evidence of QA should be specified. Sign-off for quality assurance must be done by someone of sufficient seniority within the lead contractor organisation to be able to take responsibility for the work done. This extends to work produced by sub-contractors. Acceptance of the work by BEIS will take this into consideration. BEIS will ultimately hold the lead contractor accountable for all work produced, including that of sub-contractors. The lead contractor should ensure they have the resources available to assure the quality of work produced by sub-contractors. BEIS expects work will be submitted to us by the lead contractor in all instances and that they will receive feedback from us. BEIS reserves the right to refuse to sign off outputs which do not meet the required standard specified in this invitation to tender and/or the contractor's

¹ <https://www.gov.uk/government/publications/the-magenta-book>

² <https://www.gov.uk/government/publications/beis-monitoring-and-evaluation-framework>

³ <https://www.gov.uk/government/publications/business-support-evaluation-framework>

⁴ <https://www.gov.uk/government/publications/the-government-social-research-code-people-and-products>

⁵ <https://www.mrs.org.uk/standards/code-of-conduct>

QA plan. QA should cover all aspects of the project undertaken by the contractor, including data collection, data analysis and reporting.

To demonstrate an effective process to produce high quality reporting, the contractor/s must ensure that QA is done by individuals who were not directly involved in that particular research or analysis.

Bidders should note that BEIS may appoint its own peer reviewer(s) to QA publishable outputs. Consideration should be given to how the external peer reviewer(s) will be included in the QA process. A BEIS appointed peer reviewer will not be expected to provide detailed quality assurance, their role will be focused on higher level peer review.

Outputs will be subject to BEIS internal approvals, the more substantive the output the longer the approval time required. The final report will require two rounds of review, as well as a final review for internal sign-off. These should be factored into the timelines. In the case of quantitative analysis, BEIS may seek to recreate the analysis submitted to us by the contractor. We will query any discrepancies between our results and the contractor's results. The contractor should be prepared to provide BEIS with a raw, cleaned data in .xlsx (Excel) format, and copies of their code to aid BEIS in their QA, if applicable.

The successful bidder will be responsible for any work supplied by sub-contractors. For primary research, the contractor should be willing to facilitate BEIS research staff to attend interviews as part of the quality assurance process.

3. Ethics

We expect that the contractor will follow the GSR ethical principles as laid out in the professional guidance⁶. These are that;

- Research should meet a clear user need and public benefit.
- Research should be based on sound research methods and protect against bias in the interpretation of findings.
- Research should adhere to data protection regulations and the secure handling of personal data.
- Participation in research should be based on specific and informed consent.
- Research should enable participation of the groups it seeks to represent.
- Participation in research should be conducted in a manner that minimises personal and social harm.

The supplier will consider the above principles clearly and show evidence of how they have mitigated risks relating to these, in each stage of the research design.

4. Data security and GDPR

All research and outputs must meet GDPR requirements. The supplier should state whether they have sufficient privacy policies in place to satisfy GDPR regulation. BEIS will be the data controller of all data collected and deliverables produced as part of the contract. Contractors will have responsibility for ensuring that they and any subcontractor who processes or handles information on behalf of the Department is conducted securely. The

⁶ See here:

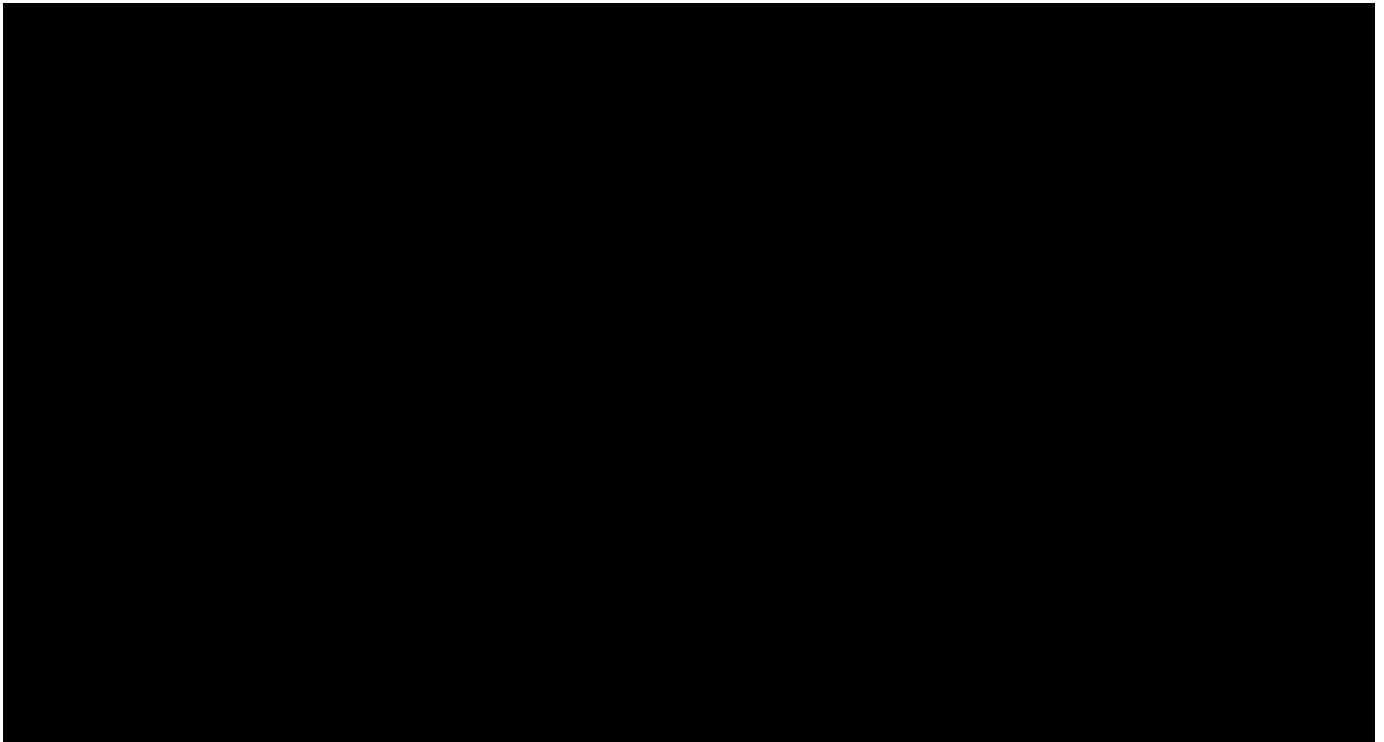
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1000708/2021-GSR_Ethics_Guidance_v3.pdf

sorts of issues which must be addressed satisfactorily and described in contractors' bids include:

- procedures for storing both physical and system data
- data back-up procedures
- procedures for the destruction of physical and system data
- how data is protected
- data encryption software used
- use of laptops and electronic removable media
- details of person/s responsible for data security
- policies for unauthorised staff access or misuse of confidential/personal data
- policies for staff awareness and training of Data Protection Act
- physical security of premises
- how research respondents will be made aware of all potential uses of their data

Specialist services:

For this project we are looking to appoint a business experienced in conducting qualitative interviews. Knowledge of skills or the UK manufacturing sector would be beneficial.



ANNEX B

