



## **Crown Commercial Service**

---

### **Call-Off Order Form Schedule 6 for RM6126 Research and Insights DPS for the provision of Research Services**

---

**con\_22315**

## **Integrated Offender Management Evaluation**

## Framework Schedule 6 (Order Form and Call-Off Schedules)

### Order Form

#### Applicable Framework Contract

This Order Form is for the provision of the Deliverables and dated **15th May 2023**.

It's issued under the DPS Contract with the reference number **RM6126 Research & Insights** for the provision of **Research Services**.

<b>CONTRACT REFERENCE:</b>	con_22315
<b>THE BUYER:</b>	[REDACTED]
<b>BUYER ADDRESS:</b>	Ministry of Justice, Commercial & Contract Management Directorate (CCMD), 1st floor, 5 Wellington Place, Leeds, LS1 4AP
<b>THE CUSTOMER:</b>	Ministry of Justice
<b>CUSTOMER ADDRESS:</b>	HMPPS, Probation Reform Programme, 102 Petty France, London, SW1H 9AJ
<b>THE SUPPLIER:</b>	Ipsos (Market Research) Ltd
<b>SUPPLIER ADDRESS:</b>	3 Thomas More Square, London E1W 1YW
<b>COMPANY REGISTRATION NUMBER:</b>	948470
<b>REGISTERED OFFICE ADDRESS</b>	3 Thomas More Square, London E1W 1YW
<b>DUNS NUMBER:</b>	227257185
<b>SME Status</b> (Micro, Small, Medium, Large)	[REDACTED]
<b>ORDER START DATE:</b>	15 <sup>th</sup> May 2023
<b>ORDER EXPIRY DATE:</b>	14 <sup>th</sup> May 2024
<b>ORDER INITIAL PERIOD:</b>	12 Months
<b>ORDER EXTENSION PERIOD:</b>	2 x 3 Months
<b>FINAL POSSIBLE EXPIRY DATE:</b>	14 <sup>th</sup> November 2024
<b>DELIVERABLES:</b>	See details in Order Schedule 20 (Order Specification)

## **CALL-OFF ORDER INCORPORATED TERMS**

The following documents are incorporated into this Order Contract. Where schedules are missing, those schedules are not part of the agreement and cannot be used. If the documents conflict, the following order of precedence applies:

1. This Order Form (DPS Schedule 6) including the Order Special Terms and Order Special Schedules.
2. DPS Schedule 7 (Order Procedure and Award Criteria)
3. DPS Special Terms
4. The following Schedules in equal order of precedence:

- **Joint Schedules for RM6126 Research & Insights DPS**

- Joint Schedule 1 (Definitions and Interpretation)
- Joint Schedule 2 (Variation Form)
- Joint Schedule 3 (Insurance Requirements)
- Joint Schedule 4 (Commercially Sensitive Information)
- Joint Schedule 5 (Corporate Social Responsibility)
- Joint-Schedule 6 (Key-Subcontractors)
- Joint Schedule 10 (Rectification Plan)
- Joint Schedule 11 (Processing Data)

- **Order Schedules for RM6126 Research & Insights DPS**

- Order Schedule 1 (Transparency Reports)
- Order Schedule 2 (Staff Transfer)
- Order Schedule 3 (Continuous Improvement)
- Order Schedule 4 (Order Tender) Supplier Proposal
- 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 20 (Order Specification)

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.

## CALL-OFF ORDER SPECIAL TERMS

The following Special Terms are incorporated into this Order Contract:

### Costs and payment milestones

[REDACTED]

### Pricing Matrix - Report & Management

[REDACTED]

---

<b>Overall cost for all Requirements</b>	<b>£109,060.00</b>
--	--------------------

The table below details an estimated project timetable for the project. Bidders must detail how they will meet the timetable below and outline how they will organise their team to ensure these deadlines are met.

**[REDACTED]**

The key project milestones are listed below in Table 2. Payments will be made after delivery of specific milestones. Any contractual extension or change in the scope of work would be subject to agreement by the MoJ and the Supplier.

**[REDACTED]**

**The Intellectual Property Rights of all products and reporting from the contract will belong to MoJ.**

**Ownership of data and Intellectual Property from this project will be retained by the Authority and the Supplier will be required to provide assurance to the Authority that all data will be destroyed within a reasonable timeframe from completion of the project**

#### **Order Schedule 14 (Service Levels)**

##### **Project management**

- Supplier Obligations
- The contract manager nominated by the Supplier must have sufficient experience, seniority and time allocated to manage the project effectively. It is expected that following the contract initiation meeting, regular weekly contact will take place between the Supplier and the Authority by email and virtual meetings. The Supplier must:
- identify the team that will be involved in working on the contract, outlining their seniority, skills, experience, and nature of their involvement in the research;
- outline how the contract will be delivered in the event of staff changes during the project;
- give details of how they will keep the Authority updated on the progress of the project;
- describe in detail how they will manage this project to ensure that it runs smoothly, specifying the project management techniques that will be used;

	<ul style="list-style-type: none"> <li>• identify risks associated with the successful completion of the research and how they plan to mitigate them;</li> <li>• provide any details about any sub-contractors they will be using and for which parts of the project.</li> <li>•</li> <li>• <u>Project management</u></li> <li>• The Supplier will be expected to use a structured and transparent approach to project management throughout the life of the contract. This will include:             <ul style="list-style-type: none"> <li>• Appropriate steps to monitor progress and timings</li> <li>• Quality assurance processes</li> <li>• Suitable processes to identify, manage and report risks</li> <li>• Weekly progress updates</li> <li>• A mechanism to keep the Authority updated as issues emerge and need to be escalated.</li> </ul> </li> </ul>
<b>Performance Monitoring</b>	<p>The Supplier will be expected to meet with the Authority in line with dates agreed between the Authority and the Supplier at the inception meeting. These will be weekly update meetings with weekly progress reports during the set-up stages. This is subject to change as the project progresses or should this be requested and approved with the Authority.</p>

<b>REPORTING</b>	
<b>PROGRESS REPORT FREQUENCY</b>	<p>The Authority will nominate a contract manager, who will be the Supplier's first point of contact during the project and will manage all administrative issues and contractual and technical matters. They or a nominated replacement will be available to deal with queries.</p> <p>Day to day management of the work will be by overseen by the project manager in the MoJ Data and Analysis Directorate. Formal and timely updates will be provided to the wider policy team and emerging issues will be discussed. The Supplier will be invited to attend as necessary.</p>
<b>PROGRESS MEETING FREQUENCY</b>	<p>The Authority contract manager will be responsible for liaising with other colleagues in the MoJ during the course of the project, ensuring all parties are kept up to date.</p>

	Regular face to face meetings will take place over Microsoft Teams at the start of the project and before the delivery of key milestones, to discuss progress and ensure delivery against timelines. Progress reports including emerging current issues/ risks and mitigation should be submitted on a weekly basis during the initial stages of the project. This is subject to change as the project progresses or should this be requested and approved with the Authority. Formal advisory group meetings will be convened, at the Ministry of Justice, at significant points in the project to monitor developments. These will include representatives from the MoJ Data and Analysis Directorate and relevant service team colleagues. The Supplier will be invited as necessary.
--	--

<b>MAXIMUM LIABILITY</b>  The limitation of liability for this Order Contract is as below and not as is stated in Clause 11.2 of the Core Terms.	Each Party's total aggregate liability in each Contract Year under each Order Contract (whether in tort, contract or otherwise) is no more than one hundred and fifty percent (150%) of the Estimated Yearly Charges unless specified in the Order Form.
<b>CALL-OFF ORDER CHARGES</b>	See details in <b>Order Schedule 5 (Pricing Details)</b>
<b>REIMBURSABLE EXPENSES</b>	Not permitted unless approved in advance by the Customer and in line with MoJ Policy. <b>[REDACTED]</b>

PAYMENT METHOD	
<b>[REDACTED]</b>	
There are 3 ways suppliers can submit invoices can be submitted to MoJ for payment:	
<b>1. Paper/PDF</b>	invoices are posted/emailed to the shared service centre. On receipt, the invoice is scanned and loaded onto SOP using Optical Character Recognition (OCR) software.
<b>2. Electronic invoice file (Tech 11)</b>	invoices are emailed to the shared service centre in a specific text file format that SOP can read without the need of OCR software. Engagement is required with the supplier before invoices are accepted in this format.

**3.Basware**

invoices are submitted via the Basware supplier portal and are then transmitted electronically into SOP via XML. Suppliers must be onboarded to Basware before they submit invoices in this method.

**What you need to do**

Except for those submitted via Basware, all invoice should be sent directly to SSCL (see below)

Suppliers providing electronic invoice files will be given a specific email for their invoices once onboarded.

**Invoice minimum requirements**

To enable successful processing, all invoices submitted to MoJ must clearly state the word 'invoice' and contain the following:

- a unique identification number (invoice number)
- your company name, address and contact information
- the name and address of the department/agency you're invoicing
- a clear description of what you're charging for
- the date the goods or service were provided (supply date)
- the date of the invoice
- the amount(s) being charged
- VAT amount if applicable
- the total amount owed
- a cost centre code (available from your MoJ business contact) or a valid purchase order (PO) number

If any of the above information is missing from your invoice, it will be returned to you.

**Invoices relating to a purchase order**

In addition to the minimum requirements above, invoices relating to a PO must not contain any lines for items which are not on the purchase order. If this occurs, your invoice will be returned to you.

Speak to the business contact on the purchase order if there are any additional items/services which you need to invoice for.

**Invoice submission by email**

All invoices submitted by email must meet the following criteria:

- Email size must not exceed 4mb
- 1 invoice per file attachment (PDF), multiple invoices can be attached as separate files
- Any supporting information, backing data etc. must be contained within the invoice PDF file



Failure to meet these criteria may result in not all your invoices being processed, or your invoice(s) being returned to you.

#### **CUSTOMER'S INVOICE ADDRESS:**

The email and postal address for PDF and paper invoices can be found here.

<https://www.gov.uk/government/organisations/ministry-of-justice/about/procurement>

#### **AUTHORITY'S ENVIRONMENTAL POLICY**

Embedding sustainability on the MOJ estate, Published 26 March 2018, Last updated 4 October 2021, available online at: <https://www.gov.uk/guidance/ministry-of-justice-and-the-environment>

#### **AUTHORITY'S SECURITY POLICY**

Cyber and Technical Security Guidance, 14 December 202, available online at: [Security Guidance \(justice.gov.uk\)](https://www.justice.gov.uk/security-guidance).

#### **AUTHORITY'S AUTHORISED REPRESENTATIVE**

<b>Name:</b>	[REDACTED]
<b>Role:</b>	[REDACTED]
<b>Email:</b>	[REDACTED]
<b>Address:</b>	[REDACTED]

#### **AUTHORITIES KEY STAFF**

Key Role	Key Staff (Name & email)	Contact Details
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

#### **SUPPLIER'S AUTHORISED REPRESENTATIVE**

<b>Name:</b>	[REDACTED]
<b>Role:</b>	[REDACTED]
<b>Email:</b>	[REDACTED]
<b>Address:</b>	[REDACTED]

--	--

#### SUPPLIER'S KEY STAFF – See DPS Order Schedule 7 - Key Supplier Staff

Key Role	Key Staff (Name & email)	Contact Details
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

#### SUPPLIER'S CONTRACT MANAGER

<b>Name:</b>	[REDACTED]
<b>Role:</b>	[REDACTED]
<b>Email:</b>	[REDACTED]
<b>Address:</b>	[REDACTED]

#### KEY SUBCONTRACTOR(S) – See DPS Joint Schedule 6 - Key Subcontractors-v1.0 (IF APPLICABLE)

Key Role	Key Staff	Contact Details
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

<b>DPS FILTER CATEGORY(IES):</b>	Not applicable
<b>E-AUCTIONS</b>	Not applicable
<b>SERVICE CREDITS</b>	Not applicable

<b>ADDITIONAL INSURANCES</b>	Not applicable
<b>GUARANTEE</b>	Not applicable
<b>COMMERCIALLY SENSITIVE INFORMATION</b>	[REDACTED]

<b>SOCIAL VALUE COMMITMENT</b>
[REDACTED]
<b>CONFIDENTIAL INFORMATION</b>

<b>JOINT SCHEDULES FOR RM6126 RESEARCH &amp; INSIGHTS DPS</b>	
DPS Joint Schedule 1 - Definitions v1.0	[REDACTED]
DPS Joint Schedule 2 (Variation Form)	[REDACTED]
DPS Joint Schedule 3 (Insurance Requirements)	[REDACTED]
DPS Joint Schedule 4 (Commercially Sensitive Information)	[REDACTED]
DPS Joint Schedule 5 (Corporate Social Responsibility)	[REDACTED]
DPS Joint-Schedule 6 (Key-Subcontractors)	[REDACTED]
DPS Joint Schedule 10 (Rectification Plan)	[REDACTED]

DPS Joint Schedule 11 (Processing Data)	[REDACTED]
---	------------

ORDER SCHEDULES FOR RM6126 RESEARCH & INSIGHTS DPS	
DPS Order Schedule 1 (Transparency Reports)	[REDACTED]
DPS Order Schedule 2 (Staff Transfer)	[REDACTED]
DPS Order Schedule 3 (Continuous Improvement)	[REDACTED]
DPS Order Schedule 4 (Order Tender) - (Supplier Proposal)	[REDACTED]
DPS Order Schedule 5 (Pricing Details)	[REDACTED]
DPS Order Schedule 7 (Key Supplier Staff)	[REDACTED]
DPS Order Schedule 8 (Business Continuity and Disaster Recovery)	[REDACTED]
DPS Order Schedule 9 (Security)	[REDACTED]
DPS Order Schedule 10 (Exit Management)	[REDACTED]

**DPS Schedule 6 (Order Form Template and Order Schedules)**

Crown Copyright 2021

DPS Order Schedule 14 - Service Levels v 1.1	[REDACTED]
DPS Order Schedule 20 - Specification v1.0	[REDACTED]
DPS Schedule 7 (Order Procedure and Award Criteria)	[REDACTED]

## **Formation of call off contract**

By signing and returning this Call-Off Order Form the Supplier agrees to enter a Call-Off Contract with the Buyer to provide the Services in accordance with the Call-Off Order Form and the Call-Off Terms.

The Parties hereby acknowledge and agree that they have read the Call-Off Order Form and the Call-Off Terms and by signing below agree to be bound by this Call-Off Contract.

<b>For and on behalf of the Buyer: Ministry of Justice</b>	
Signature:	[REDACTED]
Name:	[REDACTED]
Role:	[REDACTED]
Date:	[REDACTED]

<b>For and on behalf of the Supplier: Ipsos (Market Research) Ltd</b>	
Signature:	[REDACTED]
Name:	[REDACTED]
Role:	[REDACTED]
Date:	[REDACTED]