



Crown
Commercial
Service

HER MAJESTY'S PASSPORT OFFICE

- and -

ICM RESEARCH

CONTRACT

for

**PROVISION OF MARKET RESEARCH FOR THE PASSPORT
CUSTOMER EXPERIENCE**

CCMA16A03

OFFICIAL

ORDER FORM

SUBJECT TO THE CALL-OFF TERMS AND CONDITIONS OF UK SHARED BUSINESS SERVICES LTD. S3 - PRECEDENT FRAMEWORK AGREEMENT
FOR THE PROVISION OF MARKET RESEARCH SERVICES

FROM

Authority	Her Majesty's Passport Office
Service Address	Redacted Text
Invoice Address	Redacted Text
Contract Ref:	CCMA16A03
Order Number	To Be Confirmed
Order Date	Monday 6 th February 2017

TO

Provider:	ICM Research
For the attention of: E-mail	Redacted Text
Address	Redacted Text

1. SERVICES REQUIREMENTS

THE SERVICE

The Provider is required to conduct the Customer Experience survey, and where appropriate, to complete additional ad hoc research into related areas.

The Customer Experience methodology is to use a quantitative telephone-based customer experience survey amongst a random sample of recent passport customers who live all over the UK. This survey targets UK-based customers who have recently applied for a new first-time, renewal or replacement UK passport, and typically requires a 2,000 random usable respondent sample size per wave, although boosts are occasionally used to get a more targeted sample, e.g. for analysis by passport office.

Redacted Text

The Provider will deliver as per the Provider's proposal of: 6th day of December 2016 and subsequent presentation on 20th day of January 2017.

Redacted Text

(1.2) Commencement Date:

The commencement date is the 6th day of February 2017.

(1.3) Price Payable by Authority

The maximum contract value is £450,000 exclusive of the 12 month extension option. The maximum value of the 12 month extension is an additional £150,000 however this is subject to change depending on Authority funding. Therefore the total contract value is £600,000.

The contract will run as a call off contract. The Authority does not guarantee any spend and will only pay for services rendered.

As per the Provider's proposal of: 6th day of December 2016

The following rate card will apply for the duration of the contract:

Redacted Text

Prices will remain firm for the duration of the contract and any extension period invoked.

For the Customer Experience survey, the Provider must invoice the Authority upon completion of each wave of research.

For the ad-hoc research, the Provider must invoice the Authority upon completion of each research project.

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

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and associated costs.

Payment will be made 30 days following receipt of a correctly submitted invoice.

All invoices should be submitted for the attention of Accounts Payable at the following address(s):

Redacted Text

(1.4) Completion Date:

The contract will expire on 5th day of February 2020. The Customer reserves the right to extend the contract by an additional twelve (12) months to 5th day of February 2021.

2 ADDITIONAL REQUIREMENTS**(2.1) Supplemental Requirements in addition to Call-Off Terms and Conditions:****Security Requirements:**

The Provider must be certified by the British Assessment Bureau to ISO 27001.

Provider staff must have valid forms of ID. This is essential for entrance and to the Authority's premises.

There must be no requirement for any systems used to be dependent on, or communicate with the Provider's systems. Any aspects of activation and operation must be able to be undertaken offline.

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Upon contract award the Provider will need approval from the Authority's security department before any work or data transfer can take place. The process will be provided to the winning bidder following contract award.

Provider shall not disclose the personal data to a third party in any circumstances other than at the specific written request of the Authority.

Any breaches in security, losses or misuse of the data will be immediately reported to the Authority by the Provider and will be covered by their respective disciplinary procedures. Both parties will keep the other party informed of any communications about such incidents.

The breaches will be informed by telephone and confirmed in writing within 24 hours of it being discovered.

Any breaches of the security protocols will be covered by internal disciplinary processes which once considered and investigated are open to all the normal sanctions.

The Provider must have access to a secure FTP system for file transfer of large files (not containing customer data).

The Provider must have access to PGP or a similar desktop encryption services so customer data can be encrypted during transfer between the Authority and Provider.

The Provider is not permitted to sub-contract any of the processing, nor transfer of the personal data to any third party, without explicit written agreement from the Authority.

The Provider warrants that it has in place appropriate data processor agreements with the authorised sub-processors, and that the Provider will assure the authorised sub-processors comply with the terms of this agreement, in line with the Security Policy Framework:

<https://www.gov.uk/government/publications/security-policy-framework>

(2.2) Variations to Call-Off Terms and Conditions

Not Applicable

3. PERFORMANCE OF THE SERVICES AND DELIVERABLES

(3.1) Key Personnel to be involved in the Services and deliverables:

From the Authority:

Redacted Text

From the Provider:

Redacted Text

(3.2) Performance Standards

The Authority will measure the quality of the Provider's delivery by utilising KPI's to determine the level of service being delivered.

An exit strategy may be applied in the case of poor performance which isn't addressed through the escalation process.

If the Provider fails to provide the Service due to poor performance, the Authority reserves the right to remedy the Contract utilising clause B2 of the Framework Terms and Conditions.

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In the event that this Contract is terminated due to poor performance the Provider will provide all work in progress, materials and confidential information to the Authority. The Provider will not be permitted to hold or use any of the data collated under the Contract. This exit strategy must be implemented in a timely manner by both the Provider and the Authority.

Redacted Text

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

The Services will be carried out at the successful Provider’s premises.

The Authority are happy for the chosen Provider to be based at offices anywhere in the UK, however, proximity to London would be useful as there will be occasions where there is a requirement to visit the Authority in Westminster, central London, for meetings / face-to-face briefings etc., and when the Authority may need to courier things to them, (and vice versa).

(3.4) Quality Standards

The Provider is required to perform the services in accordance with the MRS Code of Conduct.

The Provider will adhere to Framework quality standards, as referred to in section B1-3-2 of the Framework Agreement.

4. CONFIDENTIAL INFORMATION

Not applicable

BY SIGNING AND RETURNING THIS ORDER FORM THE PROVIDER AGREES to enter a legally binding contract with the Authority 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 Call-Off Terms and Conditions set out in the Framework Agreement entered into by the Provider and UK SBS and any subsequent signed variations to the terms and conditions.

For and on behalf of the Provider: -

Name and Title	
Signature	
Date	

For and on behalf of the Authority-

Name and Title	
Signature	
Date	