

DPS SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

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 14th June 2018.

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

Order Number:	CCZZ18A12
From:	The Department for Transport ("Customer")
To:	The Chamber of Shipping Ltd ("Supplier")

Effective Date:	25 th June 2018
Expiry Date:	End date of Initial Period 24 th June 2021 End date of Maximum Extension Period 24 th June 2022. Minimum written notice to Supplier in respect of extension: 4 weeks

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: · the Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B; and
--------------------	--

Key Individuals:	Refer to Annex B – Supplier Proposal, Chamber Personnel
Guarantor(s)	N/A

Contract Charges (including any applicable)	£86,400.00 (including extension option). See Annex 1 of terms for full price breakdown.
---	---

discount(s), but excluding VAT):	
Insurance Requirements	No specialist requirements.
Customer billing address for invoicing:	REDACTED
Alternative and/or additional provisions (including Schedule 6 (Additional clauses)):	N/A

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 three (3) Working Days from such receipt

For and on behalf of the Supplier:

Name and Title:

Signature:

Date:

For and on behalf of the Customer:

Name and Title:

Signature:

Date:

ANNEX A

Customer Project Specification

1. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 1.1 The Authority require a survey of UK companies employing seafarers. This must provide data which is fit for the purpose of producing seafarers statistics, including covering a sufficient number of companies, ability to collect data consistently to support monitoring of trends and, ideally, comparability with the current statistics (based on UK Chamber of Shipping (CoS) members).
- 1.2 As a guide, the current statistics are based on a census of UK CoS members who employ seafarers, but do not include data for non-CoS member companies. The response rates for this data collection have typically been between 80-90%, so that the statistics provide good coverage for CoS members. The Authority estimate that the majority of UK seafarers are employed by CoS member companies, so that the published statistics, while not covering the whole sector, provide substantial coverage sufficient to provide an indication of numbers and trends.
- 1.3 Attempts to collect data from an appropriately defined range of UK companies who employ seafarers that are not a member of the CoS have been made, but it has proved difficult to collect this data robustly. For example, in 2016 and 2017, the survey was expanded to allow coverage of an additional 250 companies not affiliated with the CoS, with response rates less than 50%. Analysis of this data was used in a review of the methodology used to produce estimates of seafarers active at sea; this review concluded by outlining a number of alterations in which estimates should be produced, as indicated above.
- 1.4 The data collected will be used to support the production of statistics under the revised methodology. Data collected on UK officers, uncertificated officers and ratings employed for the defined population (e.g. CoS members) will be used to produce Seafarers Statistics 2018 (provisionally scheduled for publication in the first quarter of 2018).

2. DEFINITIONS

<i>Expression or Acronym</i>	<i>Definition</i>
<i>UK seafarers</i>	Means UK nationals employed as officers or ratings by UK companies
<i>CoS</i>	Chamber of Shipping
<i>MCA</i>	Maritime and Coastguard Agency
<i>Certificated officer</i>	A Merchant Navy officer is required to gain a MCA Certificate of Competency (CoC) as an Officer of the Watch (OOW). Officers with training from outside the UK are required to hold a Certificate of Equivalent Competency (CEC) before working as a deck or engine officer on a UK registered vessel.

<i>Uncertificated officer</i>	Means officers without certificates who are employed in technical occupations or working in catering/hotel functions ¹ .
<i>CoC</i>	Certificate of Competency
<i>CEC</i>	Certificate of Equivalent Competency
<i>TIC</i>	Tugs and Inshore Crafts
<i>ETO</i>	Electro-technical Officer
<i>OOW</i>	Officer of the Watch
<i>Ratings</i>	Means semi-skilled, experienced workers who are required to hold specific certificates but not required to hold Certificates of Competency. Other staff without maritime training can also hold a rating status, such as those working in the catering and hotel departments on cruise ships.

3. SCOPE OF REQUIREMENT

- 3.1 The objective of this work is to collect data on the number of seafarers employed at sea as officers or ratings by the UK shipping industry (by this, we mean companies with a corporate or operating base in the UK, and which employ seafarers at sea). Key tasks include identifying respondents, collating contact details, preparing contact materials and survey tools, distributing the questionnaire, any non-response or clarification follow-up activities, data processing and data validation.
- 3.2 Data should be collected for all seafarers who are active at sea² and employed by UK companies (or a specified subset of these, as set out in section 3 above) as at 30 June 2017. This 'snapshot' will be used to estimate the number of UK seafarers and continues the same reference point as the current time series. The scope of this work does not include seafarers working for non-UK companies or seafarers and individuals with seafaring qualifications who are employed on shore. Coverage does not include the Royal Fleet Auxiliary.

4. THE REQUIREMENT

4.1 Data Items

- 4.1.1 All employed seafarers for companies surveyed must be recorded with the following pieces of information:
- 4.1.1.1 certificated officers, uncertificated officers and ratings;
 - 4.1.1.2 basic demographic information on nationality, gender and date of birth³;
 - 4.1.1.3 whether the seafarer is employed on a UK or non-UK flagged vessel;

¹ The Authority requires that certificated Electro-technical officers and uncertificated other (non-ETO) technical officers are separately identified as far as possible.

² The Authority defines active at sea as anyone working aboard a registered vessel in a regular sea-going capacity (excluding fishing vessels) – onshore would then include anyone not active at sea. Seafarers with Tugs and Inshore Craft (TIC) tickets and Boatmaster licences who spend almost all nights ashore but work on the water during the day would be considered to be active at sea.

³ While date of birth is preferred as it provides more detail, in cases where this causes concern to respondents, age would be acceptable as an alternative.

- 4.1.1.4 whether the seafarer is employed by a CoS member or non-member is ideally required (to allow comparison with previous statistics)
 - 4.1.2 Data should be collected on all seafarers employed by the company. The Authority will use the nationality data to filter seafarers who are UK nationals ('UK seafarers'). The remaining demographic information will be used to compare the results for officers at sea to those held by the MCA on certificated officers.
 - 4.1.3 The number of certificated officers must be recorded by the type of certificate they hold: Certificate of Competency (CoC, UK seafarers), Certificate of Equivalent Competency (CEC, non-UK seafarers), Tugs and Inshore Crafts (TIC) or Yachts. We also require the capacity and level at which they are certificated i.e. deck or navigation (master, chief mate or Officer of the Watch (OOW)), engineering (Chief engineer, Second engineer or OOW) or electro-technical officer (ETO).
 - 4.1.4 The following categorisations should be used for the department of officers and ratings:
 - 4.1.4.1 Officers (certificated and uncertificated) should be categorised as deck, engine, electro-technical and other (includes hotel, catering etc.)
 - 4.1.4.2 Ratings should be categorised as deck, engine, electro-technical, dual/general purpose and other (includes hotel, catering etc.)
- 4.2 **Methodology**
 - 4.2.1 Data must include a census of all companies within a well-defined population (e.g. Chamber of Shipping members) who employ seafarers who are active at sea (including shipping companies, vessel owners etc. and manpower agencies). Where there is any possibility that manpower agency staff are at risk of being double counted – once by the agency and secondly by the company using the agency, care must be taken to ensure these are accounted for only once, and the Supplier should clearly set out how this will be achieved.
 - 4.2.2 The Supplier will provide the research services as per their proposed methodology (see Annex B - Supplier Proposal).
- 4.3 **Response rates**
 - 4.3.1 Whilst the number of contacts for the survey of CoS members is relatively small - just under 100 companies in recent years - the survey has succeeded in maintaining very high response rates of at least 80-90 per cent, collecting data on around 90,000 seafarers of all nationalities. The Supplier must clearly explain how they will maximise response rates for the defined population (so that response bias is minimised).
 - 4.3.2 This could, but need not, include the use of appropriate incentives to surveyed companies to increase response rates.
 - 4.3.3 For companies that do not return any data, the Supplier should seek to provide information on the reason for this, e.g. company does not employ seafarers holding UK qualification, declined survey participation.
 - 4.3.4 The Authority are willing to be identified as the client for the data collection if the Supplier believes this would help to improve response rates and engender respondents' confidence in supplying the data. The Authority willing for survey materials to bear the DfT logo (in addition to the Suppliers' logo) and for any contact materials to explain the end use of the data if desired.
 - 4.3.5 The Authority is seeking a response rate of at least 80 per cent for

companies surveyed i.e. we expect at least 80 per cent of companies to return complete data. The Authority also expect the data to cover the core population of seafarers active at sea sufficiently well, and would expect a final dataset to contain data for of the order of 90,000 seafarers.

4.4 **Outputs**

4.4.1 The key deliverables are an Excel Workbook containing validated data supported by a short, concise summary report, including counts and percentages of the number of UK officers and ratings by role, age and gender.

4.4.2 A technical report on the methodology employed, sample size and response rates, QA processes and instructions on calculating standard errors and weights (where applicable). This should also include notes on any concerns about weaknesses in the data and notes on any important caveats.

4.5 **Sample size**

4.5.1 We invite the Supplier to set out an appropriate sample size, and indicate how this would ensure that the data collected would meet the requirement (as outlined e.g. in section 3).

4.6 **Data collection mode**

4.6.1 We believe that the most appropriate method of data collection would be using an electronic form, be this hosted as an online survey, or sent to respondents for completion as an easy to use form, using form fields in MS Excel format.

4.6.2 The Supplier should consider an advance telephone call to confirm the most appropriate recipient of an invitation to complete an electronic survey, or a headed letter to engage the intended recipient prior to providing the survey, to affirm its authenticity and potentially improve response rates/reduce the need for follow-up activities.

5. **KEY MILESTONES**

5.1 This contract is for up to three years of data collection, on an annual basis (collecting data for 2018, 2019 and 2020), with an option for additional data collection in 2021 (3+1).

5.2 The following project milestones that the Authority will measure the quality of delivery against for the 2018 survey:

Milestone	Description	Timeframe (Working days)
1	Contract awarded	14 June
2	Inception meeting (face-to-face: London)	By end June
3	Sign-off on method and survey materials	20 July
4	Data collection (including response chasing)	21 Sep (45)
5	Data processing	05 Oct (10)
6	Deliver clean data set and supplementary technical report including tabulations by demographics	19 Oct (10)
7	DfT return comments on draft report	2 Nov (10)
8	Deliver final technical report	9 Nov (5)

5.3 The Authority do not believe that there should be a requirement for a further face-to-face meeting beyond the inception meeting, however, the Supplier should provide costs for an additional meeting in our London office in Horseferry Road in case this is required (e.g. for a review at the end of the first year's data collection).

5.4 The Supplier will contact the contract manager upon contract commencement to progress and agree deliverables using email and telephone.

5.5 Data collection for future years is expected to follow a similar timescale as above, with precise timetable to be agreed between the Supplier and the Authority prior to the start of the data collection period.

6. AUTHORITY'S RESPONSIBILITIES

6.1 The Authority shall ensure that sign-off on any method or survey materials and comments on the final technical report is provided as per the agreed timetable.

7. REPORTING

7.1 See paragraph 4.4.1, 4.4.2 and 13.

8. VOLUMES

8.1 This requirement is for a three year contract, with a break point at the end of the third year.

9. CONTINUOUS IMPROVEMENT

9.1 The Authority expects the Supplier to continually improve the way in which the required Services are to be delivered throughout the Contract duration, for example, demonstrating greater coverage or increased response rates where possible.

10. QUALITY - QUALITY ASSURANCE OF DATA

10.1 The data must be quality assured to meet the high quality standards of National

Statistics. The Supplier may wish to reflect upon the protocols and practices set out in the UK Statistics Authority Code of Practice⁴ in particular principle four on the use of sound methods and assured quality and principle five on the confidentiality of data pertaining to corporate bodies.

- 10.2 In order to meet the most basic level of quality assurance we require a short report on the methodology used to collect the data and a summary of the QA arrangements, principles, standards and checks applied by the data supplier that we would include in the technical note that supports the statistical release.
- 10.3 The Supplier must clearly describe the QA procedures they will follow including:
 - 10.3.1 Any validation rules to sense check data, or trigger queries into call backs with respondents to ensure data is recorded accurately (particularly where responses are unusually small, large or inconsistent)
 - 10.3.2 The process for following non-response, including how many attempts will be made to contact non-responders who do not meet the initial deadline for response, and the related time periods.
- 10.4 The Supplier must produce a well-designed, attractive and effective survey tool.
 - 10.4.1 The Authority will have final sign-off for any contact materials, survey tools and reporting used.
- 10.5 All data items must be clearly coded '0' for a nil response and 'no response' for a missing response. There should be no blank responses or uncertainty about the interpretation of blanks.
- 10.6 The excel data file containing results will be fully labelled and categorised and supplied with full metadata where applicable.
- 10.7 The supporting report on the methodology used, will explain in clear and simple terms how any standard errors are to be calculated to assess the quality of any survey estimates.

11. PRICE

- 11.1 As per the prices submitted by the Supplier (see Annex 1 – Contract Charges).

12. STAFF AND CUSTOMER SERVICE

- 12.1 The Authority requires the Supplier to provide a sufficient level of resource throughout the duration of the Seafarers statistics data collection Contract in order to consistently deliver a quality service to all Parties. The Supplier should identify the key personnel involved in the delivery of the requirement with details of the role that they will carry out.
- 12.2 The Supplier's staff assigned to the Seafarers statistics data collection Contract shall have the relevant qualifications and experience to deliver the Contract.
- 12.3 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.

13. SERVICE LEVELS AND PERFORMANCE

- 13.1 The Authority will measure the quality of the Supplier's delivery through regular

⁴ See <https://www.statisticsauthority.gov.uk/code-of-practice/>

assessment of their progress alongside the agreed milestones, compliance with the minimum response rates set out in paragraph 4.3.5 and by reviewing the technical report.

KPI/SLA	Service Area	KPI/SLA description	Target
#1	Progress report	Weekly reports will be supplied to the Authority's project manager by phone or email (to be confirmed). These will include a summary of progress against milestones. During survey fieldwork these will also include information on responses rates including successful responses, non-contacts, incomplete responses and any errors.	Weekly
#2	Risk monitoring	The Supplier will monitor response rates and follow-up rates and raise any concerns about the possibility of failing to meet the minimum response rates prescribed within the contract in good time and put forwards practical proposals on how to vary the methodology to correct this.	Overall response rate of 80% to be achieved (with data covering around 90,000 seafarers in total)
#3	Communication	The Supplier shall acknowledge any communications from the contract manager within 48 working hours and make reasonable efforts to provide a solution or programme for resolution within this time.	90% of communications to be answered within 48 working hours
#4	Emergencies	If there is an urgent issue, the Supplier shall make the contract manager aware of this within 48 working hours.	100% of issues to be notified within 48 working hours

14. SECURITY REQUIREMENTS

- 14.1 All data must be collected and stored in compliance with General Data Protection Regulation (GDPR) legislation.

15. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 15.1 The Department for Transport will own the intellectual property rights of all survey materials, data and outputs from this contract.

16. PAYMENT

- 16.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 16.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

17. LOCATION

- 17.1 The location of the Services will be carried out at the Supplier's premises.

ANNEX B
Supplier Proposal

REDACTED

Part 2: Contract Terms



RM6018 - Contract
Terms v0.1.docx