



Crown
Commercial
Service

HOME OFFICE

- and -

ICM UNLIMITED

CONTRACT

for

**PROVISION OF PUBLIC ATTITUDES & COMMUNITY INSIGHT
RESEARCH PROGRAMME**

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	Home Office
Service Address	Redacted Text
Invoice Address	Redacted Text
Contact Ref:	CCMK16A06
Order Number	To Be Confirmed
Order Date	To Be Confirmed

TO

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

1. SERVICES REQUIREMENTS

THE SERVICE

The requirement covers 4 primary areas:

- Public Attitudes & Community Insight Research Programme
- Campaign Testing and Evaluation
- Ad Hoc Research Requirements
- Project Management

Redacted Text

The Provider will deliver as per the Provider's proposal of 23rd day of January 2017 and pitch presentation on 16th day of February 2017.

Redacted Text

(1.2) Commencement Date:

The contract will commence on 1st April 2017.

(1.3) Price Payable by Authority**All pricing is exclusive of VAT.**

The contract value is capped at £1.4 million inclusive of any extension period.

The following rates will remain firm for the duration of the contract inclusive of any extension periods:

Redacted Text

Travel and subsistence may be reimbursed if approval is sought prior to incurrence. Any reimbursement made will be at cost in line with the Framework terms and conditions The Provider must utilise the most economical option available and must provide receipts before payment is made.

Payment will be via purchase order.

All invoices must be sent, quoting a valid purchase order number to:

Redacted Text

All invoices should all be cc'd to the client team (as per the details in section 3), details of which will be confirmed on award of contract

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 the associated costs.

(1.4) Completion Date:

The contract will expire on 31st March 2018. The Authority reserves the right to extend the contract by one (1) period of twelve (12) months. If this option is taken, the expiry date will be 3^{1st} March 2019.

2 ADDITIONAL REQUIREMENTS

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

Redacted Text

(2.2) Supplementary Terms to Call-Off Terms and Conditions

Redacted Text

3. PERFORMANCE OF THE SERVICES [AND DELIVERABLES]**(3.1) Key Personnel of the Provider to be involved in the Services:**

The Authority requires the Provider to provide a sufficient level of resource throughout the duration of the Public Attitudes & Community Insight Research Programme Contract in order to consistently deliver a quality service to all Parties.

The Provider's staff assigned to the Public Attitudes & Community Insight Research Programme Contract shall have the relevant qualifications and experience to deliver the Contract.

The Provider 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.

The Provider team is as follows:

Redacted Text

Contact details as follows:

Redacted Text

Route of escalation

The Provider chain of escalation is shown below:

Redacted Text

Key Personnel of the Authority to be involved in the Services:

Redacted Text

(3.2) Performance Standards

The Authority will measure the quality of the Supplier's delivery by:

Redacted Text

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

Redacted Text

(3.4) Quality Standards

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

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

(3.5) Contract Monitoring Arrangements

As per section 1.1 and 3.2

4. CONFIDENTIAL INFORMATION**(4.1) The following information shall be deemed Commercially Sensitive Information or Confidential Information: -**

Redacted Text

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	