

ORDER FORM
Framework Agreement

FROM

Customer	Department for Transport
Service Address	REDACTED
Invoice Address	REDACTED
Contact Ref:	REDACTED
Contract Value	The maximum contract value is £120,000.00 The Authority reserves the right not to spend the full contract value.
Contract Duration	The contract will commence on Monday 19 th March 2018 and end on Wednesday 18 th March 2020. Unless the extension options are invoked. The contract term is two (2) years with the option to extend for a further 2 years to be reviewed on an annual basis. (2+1+1)
Order Number	CCZZ17A41
Order Date	Wednesday 14 th March 2018

TO

Provider:	YouGov Plc
For the attention of: E-mail Telephone number	REDACTED
Address	REDACTED

1. SERVICES REQUIREMENTS

(1.1) Services and deliverables required:

The Customer requirement is outlined below:

The Provider shall work with the Authority to devise a detailed questionnaire that will allow the Authority to:

- Gauge stakeholders' perceptions of the Authority;
- Evaluate the effectiveness of its stakeholder engagement by:
- Determining whether stakeholders understand the Authority's vision and priorities.
- Determining stakeholders' sentiments towards the Authority.
- Determining if stakeholders feel they have enough access to the Authority and whether they think their views are being taken into account.
- Develop an understanding of stakeholders' concerns, behaviours and attitudes towards the Authority as a whole;
- Develop indicators and metrics for improvements to the Authority's stakeholder engagement;

The Provider shall work with the Authority to devise a survey that includes both quantitative (online) and qualitative (telephone interviews) elements.

The Provider shall advise the Authority on the survey's recipients, to include business groups, consumer groups, MPs and the transport industry, based on a stakeholder list provided by the Authority.

The Authority currently anticipate this to be one individual per organisation in the region of 250 participants. The Potential Provider shall advise the Authority on the optimal number of recipients that should receive the survey to obtain credible results.

The Provider shall provide analysis of the results, and recommendations to improve Stakeholder engagement based on these findings.

On completion of the survey, the Provider shall provide the Authority with both a high-level and detailed report of the results, and present these findings to senior leaders in the organisation.

The Authority requires the Provider to devise one survey per year to be issued to the relevant stakeholders as well as a report and presentation. The Authority reserve the right to change the questions of each survey dependent on the response. The survey is expected to run at the same time each year.

The Provider shall provide a detailed complaints and escalation process including but not limited to; named contact details, area of responsibility and the escalation points.

The Provider shall ensure that all complaints and escalations are acknowledged within 24 hours. These should be investigated and resolved within 5 working days.

Authority's Responsibilities

The Authority shall provide all necessary information to allow the Provider to complete any activities within agreed timeframes, including providing names and contact details of stakeholders.

Payment

All Provider invoices must quote the appropriate Purchase Order number supplied by the Authority. The Authority may provide separate Purchase Order numbers for different services and projects.

<p>Provider invoices should be sent to either (not both):</p> <p>By email to REDACTED in PDF format. It is the Potential Providers responsibility to ensure the email is received by the Account Payable team; or</p> <p>By post to: REDACTED</p> <p>The Provider will be paid by BACS within 14 days of receipt of a valid invoice provided the management information detailed in Section 8 Reporting has also been received no later than the invoice.</p> <p>Payment can only be made following satisfactory delivery of the pre-agreed deliverables.</p> <p>All invoices should list an elemental breakdown of services supplied.</p> <p>All invoices must state a valid Purchase Order number as issued by the Authority.</p> <p>The Authority will notify the Provider at the earliest opportunity if it believes there is an error or omission in respect of the invoice which requires the Provider's attention before the invoice can be paid.</p> <p>The Provider's Response: REDACTED</p>
<p>(1.2) Commencement date: Monday 19th March 2018</p>
<p>(1.3) Price payable by customer The maximum contract value is £120,000.00 REDACTED The price can be varied in accordance with clause B5 between the Customer and the Provider.</p>
<p>(1.4) Completion date: Wednesday 18th March 2020 The contract term is two (2) years with the option to extend for a further 2 years to be reviewed on an annual basis. (2+1+1) If the extension options are invoked the end date will be as follows: Extension option 1 end date (1 year): 18th March 2021 Extension option 2 end date (1 year): 18th March 2022</p>

2 ADDITIONAL REQUIREMENTS
<p>(2.1) Supplemental requirements in addition to Call-Off Terms and Conditions: N/A</p>
<p>(2.2) Variations to Call-Off Terms and Conditions N/A</p>

3. PERFORMANCE OF THE SERVICES AND DELIVERABLES

(3.1) Key personnel of the provider to be involved in the services and deliverables:
REDACTED

(3.2) Performance standards

The Provider all adhere to the following project milestones that the Authority will measure the quality of delivery against. The timescales for each stage will be followed each year:

Milestone	Description	Timeframe
1	Initial meeting to commence development of the survey with the Authority.	Within week 1 of Contract Award
2	Agree draft survey questions, and the draft list of recipients that shall receive the survey.	Within 1 month of Contract Award
3	Agree final survey questions, and the recipients that shall receive the survey, ready for the survey to go live.	Within 6 weeks of Contract Award
4	Once the survey is complete, the Authority shall expect to receive a high-level and detailed report of the results within one month.	Within 1 month of completion of the survey
5	Present to the Authority on the results.	Within 6 weeks of completion on the survey

The Authority shall measure the quality of the Provider's delivery by their performance against the Key Milestones table including the indicators below and any additional measures that shall be agreed.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Account Management	Responses to the queries from the Authority's contract manager within 24 hours.	95%
2	Service Delivery	Responses to the Authority's personnel's briefs and questions within 24 hours.	95%
3	Service Delivery	Delivers against agreed timescales and budgets, in accordance with the timescales set out in the "key milestones" section.	100%

Any clarifications the Provider needs to complete the project brief must be requested within 24 hours of being identified so as not to impact the identified delivery date.

Performance is to be reviewed between the Provider and Authority to ensure maximum value is being received by the Authority. The Authority shall monitor this by arranging weekly updates with the Provider throughout the duration of the contract. The annual review meeting will be a more detailed review that will take place within one month of the final report being received.

The Authority shall provide the Provider with one months' notice to improve on failings and a further one months' notice should the service be unsatisfactory before considering termination. Termination is described in further detail in clause A3 of the contract terms and conditions.

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

The location of the Services will be carried out at the Providers own premises or other venues with the agreement of the Authority.

The Provider may be required to attend meetings at the Authority's London offices, currently at **REDACTED**.

The Provider's address:

REDACTED

(3.4) Quality standards

The quality standards must be in line with the legislative requirements.

(3.5) Contract monitoring arrangements

The contract will be managed as set out below.

Reporting

The Provider shall provide to the Authority's contract manager a report with pricing and total charges for the services provided, prior to submitting each invoice.

The Provider shall also maintain records of the balance of the contract sum which must be available on request.

On completion of the survey, the Provider shall provide the Authority with both a high-level and detailed report of the results, and present these findings to senior leaders in the organisation.

Volumes

The Authority intends to conduct a stakeholder survey on an annual basis.

Continuous Improvement

The Provider shall be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

The Provider shall present new ways of working to the Authority during annual contract review meetings.

Changes to the way in which the services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

Staff And Customer Service

The Provider shall provide a sufficient level of resource throughout the duration of the Provision of Stakeholder Survey Contract in order to consistently deliver a quality service to all Parties.

The Provider's staff assigned to the Provision of Stakeholder Survey 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 shall provide excellent customer service to the Authority throughout the duration of the contract.

The Provider shall acknowledge any complaints and escalations within 24 hours and these shall be resolved within 5 working days.

Security requirements

Stakeholder contact information should be treated sensitively, and shall not be disclosed to anyone who isn't working on the project.

Access to Great Minster House requires guests to sign-in and be escorted by a staff member.

The Provider shall follow the General Data Protection Regulation (GDPR) which comes into force on 25 May 2018 and the Data Protection Act (DPA) 2018 which is anticipated to come into force (subject to Parliamentary approval) on 25 May for GDPR.

Intellectual Property Rights (IPR)

Any Intellectual Property arising from the contract shall be treated in line with the Terms & Conditions of the contract.

4. CONFIDENTIAL INFORMATION

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

Security requirements

Stakeholder contact information should be treated sensitively, and shall not be disclosed to anyone who isn't working on the project.

Access to Great Minster House requires guests to sign-in and be escorted by a staff member.

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

The Security requirements outlined at 4.1 shall remain Commercially Sensitive Information or Confidential Information indefinitely.

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 Call-Off Terms and Conditions set out in the Framework Agreement entered into by the Provider and UK SBS on 24.02.2014 and any subsequent signed variations to the terms and conditions.

For and on behalf of the Provider

Name and Title	REDACTED
Signature	REDACTED
Date	15/03/2018

For and on behalf of the Customer

Name and Title	REDACTED
Signature	REDACTED
Date	16/03/2018