

DPS Schedule 6 (Order Form and Order Schedules)  
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## DPS Schedule 6 (Order Form and Order Schedules)

### Order Form

ORDER REFERENCE: PS22445 – Interim Evaluation of Domestic Energy Affordability Support in Great Britain (RAF 130/2223)

THE BUYER: The Department for Business, Energy and Industrial Strategy

BUYER ADDRESS 1 Victoria Street, London, SW1H 0ET

THE SUPPLIER: IPSOS (Market Research) Ltd

SUPPLIER ADDRESS: 3 Thomas More Square, London, United Kingdom, E1W 1YW

REGISTRATION NUMBER: 00948470

DUNS NUMBER: 227257185

DPS SUPPLIER REGISTRATION SERVICE ID: 210501

#### APPLICABLE DPS CONTRACT

This Order Form is for the provision of the Deliverables and dated Thursday 24<sup>th</sup> March 2023.

It's issued under the DPS Contract with the reference number RM6126 for the provision of Interim Evaluation of Domestic Energy Affordability Support in Great Britain (RAF 130/2223).

DPS FILTER CATEGORY(IES):

**Energy (renewables and fossil-based) Impact assessment , Quantitative , Qualitative, Face-to-face, Online, Postal, Telephone, Depth interviews, Workshop, Impact evaluation, Experimental / quasi-experimental impact evaluation, Theory-based impact evaluation**

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**ORDER INCORPORATED TERMS**

The following documents are incorporated into this Order Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

This Order Form including the Order Special Terms and Order Special Schedules.

Joint Schedule 1(Definitions and Interpretation) **RM6126**

DPS Special Terms

The following Schedules in equal order of precedence:

- **Joint Schedules for RM6126**
  - Joint Schedule 2 (Variation Form)
  - Joint Schedule 3 (Insurance Requirements)
  - Joint Schedule 4 (Commercially Sensitive Information)
  - Joint Schedule 10 (Rectification Plan)
  - Joint Schedule 11 (Processing Data)
  - Joint Schedule 12 (Supply Chain Visibility)
- **Order Schedules for PS22445**
  - Order Schedule 1 (Transparency Reports)
  - Order Schedule 2 (Staff Transfer)
  - Order Schedule 3 (Continuous Improvement)
  - 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 20 (Order Specification)
    - CCS Core Terms (DPS version) v1.0.3
    - Joint Schedule 5 (Corporate Social Responsibility) **RM6126**
    - Order Schedule 4 (Order Tender)

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.

**ORDER SPECIAL TERMS**

The following Special Terms are incorporated into this Order Contract:

**Special Term 1**

There will be one contract review point following the delivery of the overarching interim evaluation plan (around early/mid April 2023) to allow any changes required to the contract to reflect the research plan developed. There will also be two break points included in the contract to allow the Department to manage the contract and its budget:

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At the end of Stage 1 (end of July 2023) after the delivery of the first interim evaluation report. This will also allow for changes to be made to the requirements of the impact and economic scoping work that will be conducted in Stage 2.

At the end of Stage 2 (end of November 2023) after the delivery of the second interim evaluation report.

ORDER START DATE: Monday, 27<sup>th</sup> March 2023

ORDER EXPIRY DATE: Wednesday, 31<sup>st</sup> July 2024

ORDER INITIAL PERIOD: 16.5 Months + 6 months extension option

**DELIVERABLES**

See details in Order Schedule 20 (Order Specification)

**MAXIMUM LIABILITY**

The limitation of liability for this Order Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£1,760,671.60**

**ORDER CHARGES**

Value of contract is £2,178,842.05 excluding VAT, as per Order Schedule 5 (Pricing Details)

The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

- 1 Specific Change in Law

**REIMBURSABLE EXPENSES**

None

**PAYMENT METHOD**

Payment shall be made via BACS

Invoices payable upon receipt of invoice and Purchase Order

Payment shall be made on Acceptance of the deliverables

BEIS c/o UKSBS, Queensway House, West Precinct, Billingham, TS23 2NF

[REDACTED]

**BUYER'S AUTHORISED REPRESENTATIVE**

RM6126 - Research & Insights DPS

Project Version: v1.0

Model Version: v1.3

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**BUYER'S ENVIRONMENTAL POLICY**

available online at:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/991859/beis-environment-policy.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/991859/beis-environment-policy.pdf)

**BUYER'S SECURITY POLICY**

available online at:

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

**SUPPLIER'S AUTHORISED REPRESENTATIVE**



**SUPPLIER'S CONTRACT MANAGER**



**PROGRESS REPORT FREQUENCY**

Weekly

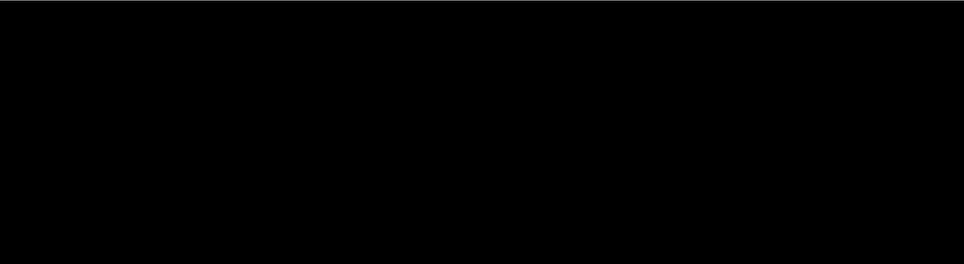
**PROGRESS MEETING FREQUENCY**

Weekly

**KEY STAFF**

As per Order Schedule 7 (Key Supplier Staff)

**KEY SUBCONTRACTOR(S)**



**E-AUCTIONS**

None

**COMMERCIALLY SENSITIVE INFORMATION**

As per Joint Schedule 4 (Commercially Sensitive Information)

**SERVICE CREDITS**

Not applicable

**ADDITIONAL INSURANCES**

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Not applicable

**GUARANTEE**

Not applicable

**SOCIAL VALUE COMMITMENT**

The Supplier agrees, in providing the Deliverables and performing its obligations under the Order Contract, that it will comply with the social value commitments in Order Schedule 4 (Order Tender)

<b>For and on behalf of the Supplier:</b>		<b>For and on behalf of the Buyer:</b>	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	

## Joint Schedule 1 (Definitions)

- 1.1 In each Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in this Joint Schedule 1 (Definitions) or the relevant Schedule in which that capitalised expression appears.
- 1.2 If a capitalised expression does not have an interpretation in this Schedule or any other Schedule, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
- 1.3 In each Contract, unless the context otherwise requires:
- 1.3.1 the singular includes the plural and vice versa; 1.3.2 reference to a gender includes the other gender and the neuter; 1.3.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
- 1.3.4 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
- 1.3.5 the words "**including**", "**other**", "**in particular**", "**for example**" and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words "**without limitation**";
- 1.3.6 references to "**writing**" include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
- 1.3.7 references to "**representations**" shall be construed as references to present facts, to "**warranties**" as references to present and future facts and to "**undertakings**" as references to obligations under the Contract;
- 1.3.8 references to "**Clauses**" and "**Schedules**" are, unless otherwise provided, references to the clauses and schedules of the Core Terms and references in any Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts,

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paragraphs, annexes and tables of the Schedule in which these references appear;

1.3.9 references to "**Paragraphs**" are, unless otherwise provided, references to the paragraph of the appropriate Schedules unless otherwise provided;

1.3.10 references to a series of Clauses or Paragraphs shall be inclusive of the clause numbers specified;

1.3.11 the headings in each Contract are for ease of reference only and shall not affect the interpretation or construction of a Contract; and 1.3.12 where the Buyer is a Crown Body the Supplier shall be treated as contracting with the Crown as a whole.

1.4 In each Contract, unless the context otherwise requires, the following words shall have the following meanings:

"Achieve"	in respect of a Test, to successfully pass such Test without any Test Issues and in respect of a Milestone, the issue of a Satisfaction Certificate in respect of that Milestone and " <b>Achieved</b> ", " <b>Achieving</b> " and " <b>Achievement</b> " shall be construed accordingly;
"Additional Insurances"	insurance requirements relating to an Order Contract specified in the Order Form additional to those outlined in Joint Schedule 3 (Insurance Requirements);
"Admin Fee"	means the costs incurred by CCS in dealing with MI Failures calculated in accordance with the tariff of administration charges published by the CCS on: <a href="http://CCS.cabinetoffice.gov.uk/i-amsupplier/management-information/admin-fees">http://CCS.cabinetoffice.gov.uk/i-amsupplier/management-information/admin-fees</a> ;
"Affected Party"	the party seeking to claim relief in respect of a Force Majeure Event;
"Affiliates"	in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
"Annex"	extra information which supports a Schedule;
"Approval"	the prior written consent of the Buyer and " <b>Approve</b> " and " <b>Approved</b> " shall be construed accordingly;

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<p><b>"Audit"</b></p>	<p>the Relevant Authority's right to:</p> <ul style="list-style-type: none"> <li>verify the accuracy of the Charges and any other amounts payable by a Buyer under an Order Contract (including proposed or actual variations to them in accordance with the Contract);</li> <li>verify the costs of the Supplier (including the costs of all Subcontractors and any third party suppliers) in connection with the provision of the Services;</li> <li>verify the Open Book Data;</li> <li>verify the Supplier's and each Subcontractor's compliance with the applicable Law;</li> <li>identify or investigate actual or suspected breach of Clauses 27 to 33 and/or Joint Schedule 5 (Corporate Social Responsibility), impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Relevant Authority shall have no obligation to inform the Supplier of the purpose or objective of its investigations;</li> </ul>
	<ul style="list-style-type: none"> <li>identify or investigate any circumstances which may impact upon the financial stability of the Supplier, any Guarantor, and/or any Subcontractors or their ability to provide the Deliverables;</li> <li>obtain such information as is necessary to fulfil the Relevant Authority's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;</li> <li>review any books of account and the internal contract management accounts kept by the Supplier in connection with each Contract;</li> <li>carry out the Relevant Authority's internal and statutory audits and to prepare, examine and/or certify the Relevant Authority's annual and interim reports and accounts;</li> <li>enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Relevant Authority has used its resources;</li> <li>verify the accuracy and completeness of any Management Information delivered or required by the DPS Contract;</li> </ul>

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<b>"Auditor"</b>	<p>the Buyer's internal and external auditors;</p> <p>the Buyer's statutory or regulatory auditors;</p> <p>the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office;</p> <p>HM Treasury or the Cabinet Office;</p> <p>any party formally appointed by the Buyer to carry out audit or similar review functions; and</p> <p>successors or assigns of any of the above;</p>
<b>"Authority"</b>	CCS and each Buyer;
<b>"Authority Cause"</b>	any breach of the obligations of the Relevant Authority or any other default, act, omission, negligence or statement of the Relevant Authority, of its employees, servants, agents in connection with or in relation to the subject-matter of the Contract and in respect of which the Relevant Authority is liable to the Supplier;
<b>"BACS"</b>	the Bankers' Automated Clearing Services, which is a scheme for the electronic processing of financial transactions within the United Kingdom;
<b>"Beneficiary"</b>	a Party having (or claiming to have) the benefit of an indemnity under this Contract;
<b>"Buyer"</b>	the relevant public sector purchaser identified as such in the Order Form;
<b>"Buyer Assets"</b>	the Buyer's infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Buyer and which is or may be used in connection with the provision of the Deliverables which remain the property of the Buyer throughout the term of the Contract;
<b>"Buyer Authorised Representative"</b>	the representative appointed by the Buyer from time to time in relation to the Order Contract initially identified in the Order Form;
<b>"Buyer Premises"</b>	premises owned, controlled or occupied by the Buyer which are made available for use by the Supplier or its Subcontractors for the provision of the Deliverables (or any of them);
<b>"CCS"</b>	the Minister for the Cabinet Office as represented by Crown Commercial Service, which is an executive agency and operates as a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP;

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<b>"CCS Authorised Representative"</b>	the representative appointed by CCS from time to time in relation to the DPS Contract initially identified in the DPS Appointment Form and subsequently on the Platform;
<b>"Central Government Body"</b>	a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: Government Department; Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); Non-Ministerial Department; or Executive Agency;
<b>"Change in Law"</b>	any change in Law which impacts on the supply of the Deliverables and performance of the Contract which comes into force after the Start Date;
<b>"Change of Control"</b>	a change of control within the meaning of Section 450 of the Corporation Tax Act 2010;
<b>"Charges"</b>	the prices (exclusive of any applicable VAT), payable to the Supplier by the Buyer under the Order Contract, as set out in the Order Form, for the full and proper performance by the Supplier of its obligations under the Order Contract less any Deductions;
<b>"Claim"</b>	any claim which it appears that a Beneficiary is, or may become, entitled to indemnification under this Contract;
<b>"Commercially Sensitive Information"</b>	the Confidential Information listed in the DPS Appointment Form or Order Form (if any) comprising of commercially sensitive information relating to the Supplier, its IPR or its business or which the Supplier has indicated to the Authority that, if disclosed by the Authority,
	would cause the Supplier significant commercial disadvantage or material financial loss;
<b>"Comparable Supply"</b>	the supply of Deliverables to another Buyer of the Supplier that are the same or similar to the Deliverables;
<b>"Compliance Officer"</b>	the person(s) appointed by the Supplier who is responsible for ensuring that the Supplier complies with its legal obligations;
<b>"Confidential Information"</b>	means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How, personnel and suppliers of CCS, the Buyer or the Supplier, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as <b>"confidential"</b> ) or which ought reasonably to be considered to be confidential;

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<b>"Conflict of Interest"</b>	a conflict between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to CCS or any Buyer under a Contract, in the reasonable opinion of the Buyer or CCS;
<b>"Contract"</b>	either the DPS Contract or the Order Contract, as the context requires;
<b>"Contracts Finder"</b>	the Government's publishing portal for public sector procurement opportunities;
<b>"Contract Period"</b>	the term of either a DPS Contract or Order Contract from the earlier of the: <p style="text-align: center;">applicable Start Date; or</p> <p style="text-align: center;">the Effective Date until the applicable End Date;</p>
<b>"Contract Value"</b>	the higher of the actual or expected total Charges paid or payable under a Contract where all obligations are met by the Supplier;
<b>"Contract Year"</b>	a consecutive period of twelve (12) Months commencing on the Start Date or each anniversary thereof;
<b>"Control"</b>	control in either of the senses defined in sections 450 and 1124 of the Corporation Tax Act 2010 and <b>"Controlled"</b> shall be construed accordingly;
<b>"Controller"</b>	has the meaning given to it in the GDPR;
<b>"Core Terms"</b>	CCS' standard terms and conditions for common goods and services which govern how Supplier must interact with CCS and Buyers under DPS Contracts and Order Contracts;
<b>"Costs"</b>	the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Deliverables: <p style="text-align: center;">a) the cost to the Supplier or the Key Subcontractor (as the context requires), calculated per Man Day, of engaging the Supplier Staff, including:</p>

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	<p>i) base salary paid to the Supplier Staff; ii) employer’s National Insurance contributions; iii) pension contributions; iv) car allowances;</p> <ul style="list-style-type: none"> <li>● any other contractual employment benefits;</li> <li>● staff training; vii) work place accommodation; viii)work place IT equipment and tools reasonably necessary to provide the Deliverables (but not including items included within limb (b) below); and</li> </ul> <p>ix) reasonable recruitment costs, as agreed with the Buyer;</p> <p>costs incurred in respect of Supplier Assets which would be treated as capital costs according to generally accepted accounting principles within the UK, which shall include the cost to be charged in respect of Supplier Assets by the Supplier to the Buyer or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;</p> <p>operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Deliverables;</p> <p>Reimbursable Expenses to the extent these have been specified as allowable in the Order Form and are incurred in delivering any Deliverables; but</p> <p>excluding:</p> <p>Overhead;</p> <p>financing or similar costs;</p> <p>maintenance and support costs to the extent that these relate to maintenance and/or support Deliverables provided beyond the Order Contract Period whether in relation to Supplier Assets or otherwise;</p> <p>taxation;</p> <p>finances and penalties;</p> <p>amounts payable under Order Schedule 16 (Benchmarking) where such Schedule is used; and</p> <p>non-cash items (including depreciation, amortisation, impairments and movements in provisions);</p>
<p><b>"Crown Body"</b></p>	<p>the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including, but not limited to, government ministers and government departments</p>

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	and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
"CRTPA"	the Contract Rights of Third Parties Act 1999;
"Data Protection Impact Assessment"	an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data;
"Data Protection Legislation"	(i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 to the extent that it relates to Processing of personal data and privacy; (iii) all applicable Law about the Processing of personal data and privacy;
"Data Protection Officer"	has the meaning given to it in the GDPR;
"Data Subject"	has the meaning given to it in the GDPR;
"Data Subject Access Request"	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
"Deductions"	all Service Credits, Delay Payments (if applicable), or any other deduction which the Buyer is paid or is payable to the Buyer under an Order Contract;
"Default"	any breach of the obligations of the Supplier (including abandonment of a Contract in breach of its terms) or any other default (including material default), act, omission, negligence or statement of the Supplier, of its Subcontractors or any Supplier Staff howsoever arising in connection with or in relation to the subject-matter of a Contract and in respect of which the Supplier is liable to the Relevant Authority;
"Default Management Levy"	has the meaning given to it in Paragraph 8.1.1 of DPS Schedule 5 (Management Levy and Information);
"Delay Payments"	the amounts (if any) payable by the Supplier to the Buyer in respect of a delay in respect of a Milestone as specified in the Mobilisation Plan;
"Deliverables"	Goods and/or Services that may be ordered under the Contract including the Documentation;
"Delivery"	delivery of the relevant Deliverable or Milestone in accordance with the terms of an Order Contract as confirmed and accepted by the Buyer by either (a) confirmation in writing to the Supplier; or (b) where Order Schedule 13 (Implementation Plan and Testing) is used, issue by the Buyer of a Satisfaction Certificate. " <b>Deliver</b> " and " <b>Delivered</b> " shall be construed accordingly;

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<b>"Disaster"</b>	the occurrence of one or more events which, either separately or cumulatively, mean that the Deliverables, or a material part thereof
	will be unavailable (or could reasonably be anticipated to be unavailable) for the period specified in the Order Form (for the purposes of this definition the <b>"Disaster Period"</b> );
<b>"Disclosing Party"</b>	the Party directly or indirectly providing Confidential Information to the other Party in accordance with Clause 15 (What you must keep confidential);
<b>"Dispute"</b>	any claim, dispute or difference arises out of or in connection with the Contract or in connection with the negotiation, existence, legal validity, enforceability or termination of the Contract, whether the alleged liability shall arise under English law or under the law of some other country and regardless of whether a particular cause of action may successfully be brought in the English courts;
<b>"Dispute Resolution Procedure"</b>	the dispute resolution procedure set out in Clause 34 (Resolving disputes);
<b>"Documentation"</b>	<p>descriptions of the Services and Service Levels, technical specifications, user manuals, training manuals, operating manuals, process definitions and procedures, system environment descriptions and all such other documentation (whether in hardcopy or electronic form) is required to be supplied by the Supplier to the Buyer under a Contract as:</p> <p>would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Buyer to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Deliverables;</p> <p>is required by the Supplier in order to provide the Deliverables; and/or</p> <p>has been or shall be generated for the purpose of providing the Deliverables;</p>
<b>"DOTAS"</b>	the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions;
<b>"DPA 2018"</b>	a) the Data Protection Act 2018;
<b>"DPS"</b>	the dynamic purchasing system operated by CCS in accordance with Regulation 34 that this DPS Contract governs access to;

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<b>"DPS Application"</b>	the application submitted by the Supplier to CCS and annexed to or referred to in DPS Schedule 2 (DPS Application);
<b>"DPS Appointment Form"</b>	the document outlining the DPS Incorporated Terms and crucial information required for the DPS Contract, to be executed by the Supplier and CCS and subsequently held on the Platform;
<b>"DPS Contract"</b>	the dynamic purchasing system access agreement established between CCS and the Supplier in accordance with Regulation 34 by the DPS Appointment Form for the provision of the Deliverables to Buyers by the Supplier pursuant to the OJEU Notice;
<b>"DPS Contract Period"</b>	the period from the DPS Start Date until the End Date or earlier termination of the DPS Contract;
<b>"DPS Expiry Date"</b>	the date of the end of the DPS Contract as stated in the DPS Appointment Form;
<b>"DPS Incorporated Terms"</b>	the contractual terms applicable to the DPS Contract specified in the DPS Appointment Form;
<b>"DPS Initial Period"</b>	the initial term of the DPS Contract as specified in the DPS Appointment Form;
<b>"DPS Optional Extension Period"</b>	such period or periods beyond which the DPS Initial Period may be extended up to a maximum of the number of years in total specified in the DPS Appointment Form;
<b>"DPS Pricing"</b>	the maximum price(s) applicable to the provision of the Deliverables set out in DPS Schedule 3 (DPS Pricing);
<b>"DPS Registration"</b>	the registration process a Supplier undertakes when submitting its details onto the Platform;
<b>"DPS SQ Submission"</b>	the Supplier's selection questionnaire response;
<b>"DPS Special Terms"</b>	any additional terms and conditions specified in the DPS Appointment Form incorporated into the DPS Contract;
<b>"DPS Start Date"</b>	the date of start of the DPS Contract as stated in the DPS Appointment Form;
<b>"Due Diligence Information"</b>	any information supplied to the Supplier by or on behalf of the Authority prior to the Start Date;
<b>"Effective Date"</b>	the date on which the final Party has signed the Contract;
<b>"EIR"</b>	the Environmental Information Regulations 2004;
<b>"Employment Regulations"</b>	the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced or any other Regulations implementing the European Council Directive 77/187/EEC;

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<b>"End Date"</b>	the earlier of: a) the Expiry Date (as extended by any Extension Period exercised by the Authority under Clause 10.2); or if a Contract is terminated before the date specified in (a) above, the date of termination of the Contract;
<b>"Environmental Policy"</b>	to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and
	minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment, including any written environmental policy of the Buyer;
<b>"Estimated Year 1 Contract Charges"</b>	the anticipated total charges payable by the Supplier in the first Contract Year specified in the Order Form; a)
<b>"Estimated Yearly Charges"</b>	means for the purposes of calculating each Party's annual liability under clause 11.2 : i) in the first Contract Year, the Estimated Year 1 Contract Charges; or ii) in any subsequent Contract Years, the Charges paid or payable in the previous Contract Year; or  iii) after the end of the Contract, the Charges paid or payable in the last Contract Year during the Contract Period;
<b>"Equality and Human Rights Commission"</b>	the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;
<b>"Existing IPR"</b>	any and all IPR that are owned by or licensed to either Party and which are or have been developed independently of the Contract (whether prior to the Start Date or otherwise);
<b>"Expiry Date"</b>	the DPS Expiry Date or the Order Expiry Date (as the context dictates);
<b>"Extension Period"</b>	the DPS Optional Extension Period or the Order Optional Extension Period as the context dictates;
<b>"Filter Categories"</b>	the number of categories specified in DPS Schedule 1 (Specification), if applicable;
<b>"FOIA"</b>	the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;

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<b>"Force Majeure Event"</b>	any event, occurrence, circumstance, matter or cause affecting the performance by either the Relevant Authority or the Supplier of its obligations arising from:  acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party which prevent or materially delay the Affected Party from performing its obligations under a Contract;  riots, civil commotion, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;
	acts of a Crown Body, local government or regulatory bodies;  fire, flood or any disaster; or  an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding:  i) any industrial dispute relating to the Supplier, the Supplier Staff (including any subsets of them) or any other failure in the Supplier or the Subcontractor's supply chain; ii) any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned;  and  any failure of delay caused by a lack of funds;
<b>"Force Majeure Notice"</b>	a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;
<b>"GDPR"</b>	i) the General Data Protection Regulation (Regulation (EU) 2016/679);
<b>"General Anti-Abuse Rule"</b>	b) the legislation in Part 5 of the Finance Act 2013; and  any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid National Insurance contributions;
<b>"General Change in Law"</b>	a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
<b>"Goods"</b>	a) goods made available by the Supplier as specified in DPS Schedule 1 (Specification) and in relation to an Order Contract as specified in the Order Form;
<b>"Good Industry Practice"</b>	standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;

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<b>"Government"</b>	the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including government ministers and government departments and other bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
<b>"Government Data"</b>	the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any of the Authority's Confidential Information, and which:  i) are supplied to the Supplier by or on behalf of the Authority; or
	the Supplier is required to generate, process, store or transmit pursuant to a Contract;
<b>"Government Procurement Card"</b>	the Government's preferred method of purchasing and payment for low value goods or services <a href="https://www.gov.uk/government/publications/governmentprocurement-card-2">https://www.gov.uk/government/publications/governmentprocurement-card-2</a> ;
<b>"Guarantor"</b>	i) the person (if any) who has entered into a guarantee in the form set out in Joint Schedule 8 (Guarantee) in relation to this Contract;
<b>"Halifax Abuse Principle"</b>	the principle explained in the CJEU Case C-255/02 Halifax and others;
<b>"HMRC"</b>	Her Majesty's Revenue and Customs;
<b>"ICT Policy"</b>	the Buyer's policy in respect of information and communications technology, referred to in the Order Form, which is in force as at the Order Start Date (a copy of which has been supplied to the Supplier), as updated from time to time in accordance with the Variation Procedure;

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<b>"Impact Assessment"</b>	<p>an assessment of the impact of a Variation request by the Relevant Authority completed in good faith, including:</p> <p>details of the impact of the proposed Variation on the Deliverables and the Supplier's ability to meet its other obligations under the Contract;</p> <p>details of the cost of implementing the proposed Variation;</p> <p>details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the DPS Pricing/Charges (as applicable), any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party;</p> <p>a timetable for the implementation, together with any proposals for the testing of the Variation; and</p> <p>such other information as the Relevant Authority may reasonably request in (or in response to) the Variation request;</p>
<b>"Implementation Plan"</b>	the plan for provision of the Deliverables set out in Order Schedule 13 (Implementation Plan and Testing) where that Schedule is used or otherwise as agreed between the Supplier and the Buyer;
<b>"Indemnifier"</b>	a) a Party from whom an indemnity is sought under this Contract;
<b>"Independent Control"</b>	where a Controller has provided Personal Data to another Party which is not a Processor or a Joint Controller because the recipient itself determines the purposes and means of Processing but does so separately from the Controller providing it with Personal Data and <b>"Independent Controller"</b> shall be construed accordingly;
<b>"Indexation"</b>	the adjustment of an amount or sum in accordance with DPS Schedule 3 (DPS Pricing) and the relevant Order Form;
<b>"Information"</b>	has the meaning given under section 84 of the Freedom of Information Act 2000;
<b>"Information Commissioner"</b>	the UK's independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies;
<b>"Initial Period"</b>	the initial term of a Contract specified on the Platform or the Order Form, as the context requires;

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<b>"Insolvency Event"</b>	<p>(a) in respect of a person:</p> <p>(b) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or c) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or</p> <p>a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or</p> <p>a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or</p> <p>an application is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or</p> <p>it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or</p> <p>being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or</p> <p>where the person is an individual or partnership, any event analogous to those listed in limbs (a) to (g) (inclusive) occurs in relation to that individual or partnership; or</p> <p>any event analogous to those listed in limbs (a) to (h) (inclusive) occurs under the law of any other jurisdiction;</p>
<b>"Installation Works"</b>	all works which the Supplier is to carry out at the beginning of the Order Contract Period to install the Goods in accordance with the Order Contract;
<b>"Intellectual Property Rights" or "IPR"</b>	a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade or

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	<p>business names, goodwill, designs, Know-How, trade secrets and other rights in Confidential Information;</p> <ul style="list-style-type: none"> <li>• applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and</li> <li>• all other rights having equivalent or similar effect in any country or jurisdiction;</li> </ul>
<b>"Invoicing Address"</b>	the address to which the Supplier shall Invoice the Buyer as specified in the Order Form;
<b>"IPR Claim"</b>	a) any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Deliverables or otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Relevant Authority in the fulfilment of its obligations under a Contract;
<b>"IR35"</b>	the off-payroll rules requiring individuals who work through their company pay the same tax and National Insurance contributions as an employee which can be found online at: <a href="https://www.gov.uk/guidance/ir35-find-out-if-it-applies">https://www.gov.uk/guidance/ir35-find-out-if-it-applies</a> ;
<b>"Joint Controller Agreement"</b>	the agreement (if any) entered into between the Relevant Authority and the Supplier substantially in the form set out in Annex 2 of Joint Schedule 11 ( <i>Processing Data</i> );
<b>"Joint Controllers"</b>	where two or more Controllers jointly determine the purposes and means of Processing;
<b>"Key Personnel"</b>	the individuals (if any) identified as such in the Order Form;
<b>"Key Sub-Contract"</b>	each Sub-Contract with a Key Subcontractor;
<b>"Key Subcontractor"</b>	<p>any Subcontractor:</p> <ul style="list-style-type: none"> <li>• which is relied upon to deliver any work package within the Deliverables in their entirety; and/or</li> <li>• which, in the opinion of CCS or the Buyer performs (or would perform if appointed) a critical role in the provision of all or any part of the Deliverables; and/or</li> <li>• with a Sub-Contract with a contract value which at the time of appointment exceeds (or would exceed if appointed) 10% of the aggregate Charges forecast to be payable under the Order Contract, and the Supplier shall list all such Key Subcontractors on the Platform and in the Key Subcontractor Section in the Order Form;</li> </ul>

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<b>"Know-How"</b>	all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Deliverables but excluding know-how already in the other Party's possession before the applicable Start Date;
<b>"Law"</b>	any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the relevant Party is bound to comply;
<b>"LED"</b>	Law Enforcement Directive (Directive (EU) 2016/680);
<b>"Losses"</b>	all losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and <b>"Loss"</b> shall be interpreted accordingly;
<b>"Man Day"</b>	7.5 Man Hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day;
<b>"Man Hours"</b>	the hours spent by the Supplier Staff properly working on the provision of the Deliverables including time spent travelling (other than to and from the Supplier's offices, or to and from the Sites) but excluding lunch breaks;
<b>"Management Information"</b>	the management information specified in DPS Schedule 5 (Management Levy and Information);
<b>"Management Levy"</b>	the sum specified on the Platform payable by the Supplier to CCS in accordance with DPS Schedule 5 (Management Levy and Information);
<b>"Marketing Contact"</b>	shall be the person identified in the DPS Appointment Form;
<b>"MI Default"</b>	means when two (2) MI Reports are not provided in any rolling six (6) month period;
<b>"MI Failure"</b>	means when an MI report: <ul style="list-style-type: none"> <li>• contains any material errors or material omissions or a missing mandatory field; or</li> <li>• is submitted using an incorrect MI reporting Template; or</li> </ul> is not submitted by the reporting date (including where a declaration of no business should have been filed);
<b>"MI Report"</b>	means a report containing Management Information submitted to the Authority in accordance with DPS Schedule 5 (Management Levy and Information);

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<b>"MI Reporting Template"</b>	a) means the form of report set out in the Annex to DPS Schedule 5 (Management Levy and Information) setting out the information the Supplier is required to supply to the Authority;
<b>"Milestone"</b>	an event or task described in the Mobilisation Plan;
<b>"Milestone Date"</b>	the target date set out against the relevant Milestone in the Mobilisation Plan by which the Milestone must be Achieved;
<b>"Month"</b>	a calendar month and <b>"Monthly"</b> shall be interpreted accordingly;
<b>"National Insurance"</b>	contributions required by the National Insurance Contributions Regulations 2012 (SI 2012/1868) made under section 132A of the Social Security Administration Act 1992;
<b>"New IPR"</b>	<ul style="list-style-type: none"> <li>- IPR in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of a Contract and updates and amendments of these items including (but not limited to) database schema; and/or</li> <li>- IPR in or arising as a result of the performance of the Supplier's obligations under a Contract and all updates and amendments to the same; but shall not include the Supplier's Existing IPR;</li> </ul>
<b>"Occasion of Tax Non – Compliance"</b>	<p>where:</p> <p>a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of:</p> <p style="padding-left: 40px;">i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation in any jurisdiction that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle; ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime in any jurisdiction; and/or</p> <p>any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Start Date or to a civil penalty for fraud or evasion;</p>

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<b>"Open Book Data"</b>	<p>complete and accurate financial and non-financial information which is sufficient to enable the Buyer to verify the Charges already paid or payable and Charges forecast to be paid during the remainder of the Order Contract, including details and all assumptions relating to:</p> <ul style="list-style-type: none"> <li>• the Supplier's Costs broken down against each Good and/or Service and/or Deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all Deliverables;</li> <li>• operating expenditure relating to the provision of the Deliverables including an analysis showing: <ul style="list-style-type: none"> <li>• the unit costs and quantity of Goods and any other consumables and bought-in Deliverables;</li> <li>• manpower resources broken down into the number and grade/role of all Supplier Staff (free of any contingency)</li> </ul> </li> </ul>
	<p>together with a list of agreed rates against each manpower grade;</p> <ul style="list-style-type: none"> <li>• a list of Costs underpinning those rates for each manpower grade, being the agreed rate less the Supplier Profit Margin; and</li> <li>• Reimbursable Expenses, if allowed under the Order Form; c) Overheads;</li> <li>• all interest, expenses and any other third party financing costs incurred in relation to the provision of the Deliverables;</li> <li>• the Supplier Profit achieved over the DPS Contract Period and on an annual basis;</li> <li>• confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier;</li> <li>• an explanation of the type and value of risk and contingencies associated with the provision of the Deliverables, including the amount of money attributed to each risk and/or contingency; and</li> </ul> <p>the actual Costs profile for each Service Period;</p>
<b>"Order"</b>	a) means an order for the provision of the Deliverables placed by a Buyer with the Supplier under a Contract;
<b>"Order Contract"</b>	b) the contract between the Buyer and the Supplier (entered into pursuant to the provisions of the DPS Contract), which consists of the terms set out and referred to in the Order Form;
<b>"Order Contract Period"</b>	the Contract Period in respect of the Order Contract;
<b>"Order Expiry Date"</b>	the date of the end of an Order Contract as stated in the Order Form;

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"Order Form"	a completed Order Form Template (or equivalent information issued by the Buyer) used to create an Order Contract;
"Order Form Template"	the template in DPS Schedule 6 (Order Form Template and Order Schedules);
"Order Incorporated Terms"	the contractual terms applicable to the Order Contract specified under the relevant heading in the Order Form;
"Order Initial Period"	the Initial Period of an Order Contract specified in the Order Form;
"Order Optional Extension Period"	such period or periods beyond which the Order Initial Period may be extended up to a maximum of the number of years in total specified in the Order Form;
"Order Procedure"	the process for awarding an Order Contract pursuant to Clause 2 (How the contract works) and DPS Schedule 7 (Order Procedure);
"Order Special Terms"	any additional terms and conditions specified in the Order Form incorporated into the applicable Order Contract;
"Order Start Date"	the date of start of an Order Contract as stated in the Order Form;
"Order Tender"	the tender submitted by the Supplier in response to the Buyer's Statement of Requirements following an Order Procedure and set out at Order Schedule 4 (Order Tender);
"Other Contracting Authority"	any actual or potential Buyer under the DPS Contract;
"Overhead"	those amounts which are intended to recover a proportion of the Supplier's or the Key Subcontractor's (as the context requires) indirect corporate costs (including financing, marketing, advertising, research and development and insurance costs and any fines or penalties) but excluding allowable indirect costs apportioned to facilities and administration in the provision of Supplier Staff and accordingly included within limb (a) of the definition of "Costs";
"Parliament"	takes its natural meaning as interpreted by Law;
"Party"	in the context of the DPS Contract, CCS or the Supplier, and in the in the context of an Order Contract the Buyer or the Supplier. "Parties" shall mean both of them where the context permits;
"Performance Indicators" or "PIs"	the performance measurements and targets in respect of the Supplier's performance of the DPS Contract set out in DPS Schedule 4 (DPS Management);
"Personal Data"	has the meaning given to it in the GDPR;

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<b>"Personal Data Breach"</b>	has the meaning given to it in the GDPR;
<b>"Personnel"</b>	all directors, officers, employees, agents, consultants and suppliers of a Party and/or of any Subcontractor and/or Subprocessor engaged in the performance of its obligations under a Contract;
<b>"Platform"</b>	the online application operated on behalf of CCS to facilitate the technical operation of the DPS;
<b>"Prescribed Person"</b>	a legal adviser, an MP or an appropriate body which a whistle-blower may make a disclosure to as detailed in 'Whistleblowing: list of prescribed people and bodies', 24 November 2016, available online at: <a href="https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies">https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies</a> <a href="https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies">https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies</a>
<b>"Processing"</b>	has the meaning given to it in the GDPR;
<b>"Processor"</b>	has the meaning given to it in the GDPR;

<b>"Processor Personnel"</b>	all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Subprocessor engaged in the performance of its obligations under a Contract;
<b>"Progress Meeting"</b>	a meeting between the Buyer Authorised Representative and the Supplier Authorised Representative;
<b>"Progress Meeting Frequency"</b>	the frequency at which the Supplier shall conduct a Progress Meeting in accordance with Clause 6.1 as specified in the Order Form;
<b>"Progress Report"</b>	a report provided by the Supplier indicating the steps taken to achieve Milestones or delivery dates;
<b>"Progress Report Frequency"</b>	the frequency at which the Supplier shall deliver Progress Reports in accordance with Clause 6.1 as specified in the Order Form;

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

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<p><b>“Prohibited Acts”</b></p>	<ul style="list-style-type: none"> <li>• to directly or indirectly offer, promise or give any person working for or engaged by a Buyer or any other public body a financial or other advantage to: <ul style="list-style-type: none"> <li>• induce that person to perform improperly a relevant function or activity; or</li> <li>• reward that person for improper performance of a relevant function or activity;</li> </ul> </li> <li>• to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with each Contract; or</li> <li>• committing any offence: <ul style="list-style-type: none"> <li>• under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or</li> <li>• under legislation or common law concerning fraudulent acts; or</li> <li>• defrauding, attempting to defraud or conspiring to defraud a Buyer or other public body; or any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK;</li> </ul> </li> </ul>
<p><b>“Protective Measures”</b></p>	<p>appropriate technical and organisational measures which may include pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it including those outlined in DPS Schedule 9 (Cyber Essentials), if applicable, in the case of the DPS Contract or Order Schedule 9 (Security), if applicable, in the case of an Order Contract;</p>
<p><b>“Recall”</b></p>	<p>a) a request by the Supplier to return Goods to the Supplier or the manufacturer after the discovery of safety issues or defects (including defects in the right IPR rights) that might endanger health or hinder performance;</p>
<p><b>"Recipient Party"</b></p>	<p>the Party which receives or obtains directly or indirectly Confidential Information;</p>

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<b>"Rectification Plan"</b>	<p>the Supplier's plan (or revised plan) to rectify its breach using the template in Joint Schedule 10 (Rectification Plan Template) which shall include:</p> <ul style="list-style-type: none"> <li>• full details of the Default that has occurred, including a root cause analysis;</li> <li>• the actual or anticipated effect of the Default; and</li> </ul> <p>the steps which the Supplier proposes to take to rectify the Default (if applicable) and to prevent such Default from recurring, including timescales for such steps and for the rectification of the Default (where applicable);</p>
<b>"Rectification Plan Process"</b>	the process set out in Clause 10.4.3 to 10.4.5 (Rectification Plan Process);
<b>"Regulations"</b>	a) the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires);
<b>"Reimbursable Expenses"</b>	<p>the reasonable out of pocket travel and subsistence (for example, hotel and food) expenses, properly and necessarily incurred in the performance of the Services, calculated at the rates and in accordance with the Buyer's expenses policy current from time to time, but not including:</p> <p>a) travel expenses incurred as a result of Supplier Staff travelling to and from their usual place of work, or to and from the premises at which the Services are principally to be performed, unless the Buyer otherwise agrees in advance in writing; and subsistence expenses incurred by Supplier Staff whilst performing</p> <p>the Services at their usual place of work, or to and from the premises at which the Services are principally to be performed;</p>
<b>"Relevant Authority"</b>	the Authority which is party to the Contract to which a right or obligation is owed, as the context requires;
<b>"Relevant Authority's Confidential Information"</b>	<ul style="list-style-type: none"> <li>• all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, property rights, trade secrets, Know-How and IPR of the Relevant Authority (including all Relevant Authority Existing IPR and New IPR);</li> <li>• any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered confidential which comes (or has come) to the Relevant Authority's attention or into the Relevant Authority's possession in connection with a Contract; and</li> </ul>
	c) information derived from any of the above;
<b>"Relevant Requirements"</b>	all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State pursuant to section 9 of the Bribery Act 2010;

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<b>"Relevant Tax Authority"</b>	HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established;
<b>"Reminder Notice"</b>	a notice sent in accordance with Clause 10.6 given by the Supplier to the Buyer providing notification that payment has not been received on time;
<b>"Replacement Deliverables"</b>	any deliverables which are substantially similar to any of the Deliverables and which the Buyer receives in substitution for any of the Deliverables following the Order Expiry Date, whether those goods are provided by the Buyer internally and/or by any third party;
<b>"Replacement Subcontractor"</b>	a Subcontractor of the Replacement Supplier to whom Transferring Supplier Employees will transfer on a Service Transfer Date (or any Subcontractor of any such Subcontractor);
<b>"Replacement Supplier"</b>	any third party provider of Replacement Deliverables appointed by or at the direction of the Buyer from time to time or where the Buyer is providing Replacement Deliverables for its own account, shall also include the Buyer;
<b>"Request For Information"</b>	a request for information or an apparent request relating to a Contract for the provision of the Deliverables or an apparent request for such information under the FOIA or the EIRs;
<b>"Required Insurances"</b>	the insurances required by Joint Schedule 3 (Insurance Requirements) or any additional insurances specified in the Order Form;
<b>"Satisfaction Certificate"</b>	the certificate (materially in the form of the document contained in Part B of Order Schedule 13 (Implementation Plan and Testing) or as agreed by the Parties where Order Schedule 13 is not used in this Contract) granted by the Buyer when the Supplier has met all of the requirements of an Order, Achieved a Milestone or a Test;
<b>"Schedules"</b>	any attachment to a DPS or Order Contract which contains important information specific to each aspect of buying and selling;
<b>"Security Management Plan"</b>	the Supplier's security management plan prepared pursuant to Order Schedule 9 (Security) (if applicable);
<b>"Security Policy"</b>	the Buyer's security policy, referred to in the Order Form, in force as at the Order Start Date (a copy of which has been supplied to the Supplier), as updated from time to time and notified to the Supplier;
<b>"Self Audit Certificate"</b>	means the certificate in the form as set out in DPS Schedule 8 (Self Audit Certificate);
<b>"Serious Fraud Office"</b>	the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;

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<b>"Service Levels"</b>	any service levels applicable to the provision of the Deliverables under the Order Contract (which, where Order Schedule 14 (Service Credits) is used in this Contract, are specified in the Annex to Part A of such Schedule);
<b>"Service Period"</b>	has the meaning given to it in the Order Form;
<b>"Services"</b>	services made available by the Supplier as specified in DPS Schedule 1 (Specification) and in relation to an Order Contract as specified in the Order Form;
<b>"Service Transfer"</b>	any transfer of the Deliverables (or any part of the Deliverables), for whatever reason, from the Supplier or any Subcontractor to a Replacement Supplier or a Replacement Subcontractor;
<b>"Service Transfer Date"</b>	the date of a Service Transfer;
<b>"Sites"</b>	any premises (including the Buyer Premises, the Supplier's premises or third party premises) from, to or at which: a) the Deliverables are (or are to be) provided; or the Supplier manages, organises or otherwise directs the provision or the use of the Deliverables;
<b>"SME"</b>	an enterprise falling within the category of micro, small and medium sized enterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium enterprises;
<b>"Special Terms"</b>	a) any additional Clauses set out in the DPS Appointment Form or Order Form which shall form part of the respective Contract;
<b>"Specific Change in Law"</b>	a Change in Law that relates specifically to the business of the Buyer and which would not affect a Comparable Supply where the effect of that Specific Change in Law on the Deliverables is not reasonably foreseeable at the Start Date;
<b>"Specification"</b>	the specification set out in DPS Schedule 1 (Specification), as may, in relation to an Order Contract, be supplemented by the Order Form;
<b>"Standards"</b>	any: <ul style="list-style-type: none"> <li>• standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with;</li> <li>• standards detailed in the specification in DPS Schedule 1 (Specification);</li> </ul>

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	<p>c) standards detailed by the Buyer in the Order Form or agreed between the Parties from time to time;</p> <p>relevant Government codes of practice and guidance applicable from time to time;</p>
<b>"Start Date"</b>	in the case of the DPS Contract, the date specified on the DPS Appointment Form, and in the case of an Order Contract, the date specified in the Order Form;
<b>"Statement of Requirements"</b>	a) a statement issued by the Buyer detailing its requirements in respect of Deliverables issued in accordance with the Order Procedure;
<b>"Storage Media"</b>	the part of any device that is capable of storing and retrieving data;
<b>"Sub-Contract"</b>	<p>any contract or agreement (or proposed contract or agreement), other than an Order Contract or the DPS Contract, pursuant to which a third party:</p> <ul style="list-style-type: none"> <li>• provides the Deliverables (or any part of them);</li> <li>• provides facilities or services necessary for the provision of the Deliverables (or any part of them); and/or is responsible for the management, direction or control of the provision of the Deliverables (or any part of them);</li> </ul>
<b>"Subcontractor"</b>	any person other than the Supplier, who is a party to a Sub-Contract and the servants or agents of that person;
<b>"Subprocessor"</b>	a) any third party appointed to process Personal Data on behalf of that Processor related to a Contract;
<b>"Supplier"</b>	the person, firm or company identified in the DPS Appointment Form;
<b>"Supplier Assets"</b>	all assets and rights used by the Supplier to provide the Deliverables in accordance with the Order Contract but excluding the Buyer Assets;
<b>"Supplier Authorised Representative"</b>	the representative appointed by the Supplier named in the DPS Appointment Form, or later defined in an Order Contract;
<b>"Supplier's Confidential Information"</b>	<ul style="list-style-type: none"> <li>- any information, however it is conveyed, that relates to the business, affairs, developments, IPR of the Supplier (including the Supplier Existing IPR) trade secrets, Know-How, and/or personnel of the Supplier;</li> <li>- any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential and which comes (or has come) to the Supplier's attention or into the Supplier's possession in connection with a Contract;</li> </ul> <p>Information derived from any of (a) and (b) above;</p>

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<b>"Supplier's Contract Manager"</b>	the person identified in the Order Form appointed by the Supplier to oversee the operation of the Order Contract and any alternative person whom the Supplier intends to appoint to the role, provided that the Supplier informs the Buyer prior to the appointment;
<b>"Supplier Equipment"</b>	a) the Supplier's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from the Buyer) in the performance of its obligations under this Order Contract;
<b>"Supplier Non-Performance"</b>	where the Supplier has failed to: <ul style="list-style-type: none"> <li>• Achieve a Milestone by its Milestone Date;</li> <li>• provide the Goods and/or Services in accordance with the Service Levels ; and/or comply with an obligation under a Contract;</li> </ul>
<b>"Supplier Profit"</b>	in relation to a period, the difference between the total Charges (in nominal cash flow terms but excluding any Deductions and total Costs (in nominal cash flow terms) in respect of an Order Contract for the relevant period;
<b>"Supplier Profit Margin"</b>	a) in relation to a period or a Milestone (as the context requires), the Supplier Profit for the relevant period or in relation to the relevant Milestone divided by the total Charges over the same period or in relation to the relevant Milestone and expressed as a percentage;
<b>"Supplier Staff"</b>	all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Subcontractor engaged in the performance of the Supplier's obligations under a Contract;
<b>"Supply Chain Information Report Template"</b>	the document at Annex 1 of Joint Schedule 12 (Supply Chain Visibility);
<b>"Supporting Documentation"</b>	sufficient information in writing to enable the Buyer to reasonably assess whether the Charges, Reimbursable Expenses and other sums due from the Buyer under the Order Contract detailed in the information are properly payable;
<b>"Termination Notice"</b>	a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate a Contract on a specified date and setting out the grounds for termination;
<b>"Test Issue"</b>	any variance or non-conformity of the Deliverables or Deliverables from their requirements as set out in an Order Contract;

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"Test Plan"	a plan: a) for the Testing of the Deliverables; and setting out other agreed criteria related to the achievement of Milestones;
"Tests and Testing"	any tests required to be carried out pursuant to an Order Contract as set out in the Test Plan or elsewhere in an Order Contract and "Tested" shall be construed accordingly;
"Third Party IPR"	a) Intellectual Property Rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Deliverables;
"Transferring Supplier Employees"	those employees of the Supplier and/or the Supplier's Subcontractors to whom the Employment Regulations will apply on the Service Transfer Date;
"Transparency Information"	the Transparency Reports and the content of a Contract, including any changes to this Contract agreed from time to time, except for –  - any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by the Relevant Authority; and  - Commercially Sensitive Information;
"Transparency Reports"	the information relating to the Deliverables and performance of the Contracts which the Supplier is required to provide to the Buyer in accordance with the reporting requirements in Order Schedule 1 (Transparency Reports);
"Variation"	has the meaning given to it in Clause 24 (Changing the contract);
"Variation Form"	the form set out in Joint Schedule 2 (Variation Form);
"Variation Procedure"	the procedure set out in Clause 24 (Changing the contract);
"VAT"	value added tax in accordance with the provisions of the Value Added Tax Act 1994;
"VCSE"	a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives;
"Worker"	any one of the Supplier Staff which the Buyer, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) ( <a href="https://www.gov.uk/government/publications/procurement-policynote-0815-tax-arrangements-of-appointees">https://www.gov.uk/government/publications/procurement-policynote-0815-tax-arrangements-of-appointees</a> ) applies in respect of the Deliverables; and

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<b>"Working Day"</b>	any day other than a Saturday or Sunday or public holiday in England and Wales unless specified otherwise by the Parties in the Order Form.
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## Joint Schedule 2 (Variation Form)

This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract)

Contract Details	
This variation is between:	<b>The Department of Business, Energy and Industrial Strategy ("the Buyer")</b> And <b>IPSOS (Market Research) Limited ("the Supplier")</b>
Contract name:	<b>Interim Evaluation of Domestic Energy Affordability Support in Great Britain ("the Contract")</b>
Contract reference number:	<b>PS22445</b>
Details of Proposed Variation	
Variation initiated by:	<b>[delete as applicable: CCS/Buyer/Supplier]</b>
Variation number:	<b>[insert variation number]</b>
Date variation is raised:	<b>[insert date]</b>
Proposed variation	
Reason for the variation:	<b>[insert reason]</b>
An Impact Assessment shall be provided within:	<b>[insert number] days</b>
Impact of Variation	
Likely impact of the proposed variation:	<b>[Supplier to insert assessment of impact]</b>
Outcome of Variation	
Contract variation:	This Contract detailed above is varied as follows: 1. <b>[CCS/Buyer to insert original Clauses or Paragraphs to be varied and the changed clause]</b>
Financial variation:	Original Contract Value: £ <b>[insert amount]</b>
	Additional cost due to variation: £ <b>[insert amount]</b>
	New Contract value: £ <b>[insert amount]</b>

- This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by **[delete as applicable: CCS / Buyer]**
- Words and expressions in this Variation shall have the meanings given to them in the Contract.
- The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

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Signed by an authorised signatory for and on behalf of the **[delete** as applicable: CCS / Buyer]

Signature

Date

Name (in Capitals)

Address

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Signed by an authorised signatory to sign for and on behalf of the Supplier

Signature

Date

Name (in Capitals)

Address

## Joint Schedule 3 (Insurance Requirements)

### • The insurance you need to have

1.1 The Supplier shall take out and maintain, or procure the taking out and maintenance of the insurances as set out in the Annex to this Schedule, any additional insurances required under an Order Contract (specified in the applicable Order Form) ("**Additional Insurances**") and any other insurances as may be required by applicable Law (together the "**Insurances**"). The Supplier shall ensure that each of the Insurances is effective no later than:

1.1.1 the DPS Start Date in respect of those Insurances set out in the Annex to this Schedule and those required by applicable Law; and

1.1.2 the Order Contract Effective Date in respect of the Additional Insurances.

1.2 The Insurances shall be:

1.2.1 maintained in accordance with Good Industry Practice;

1.2.2 (so far as is reasonably practicable) on terms no less favourable than those generally available to a prudent contractor in respect of risks insured in the international insurance market from time to time;

1.2.3 taken out and maintained with insurers of good financial standing and good repute in the international insurance market; and

1.2.4 maintained for at least six (6) years after the End Date.

1.3 The Supplier shall ensure that the public and products liability policy contain an indemnity to principals clause under which the Relevant Authority shall be indemnified in respect of claims made against the Relevant Authority in respect of death or bodily injury or third party property damage arising out of or in connection with the Deliverables and for which the Supplier is legally liable.

### • How to manage the insurance

2.1 Without limiting the other provisions of this Contract, the Supplier shall:

2.1.1 take or procure the taking of all reasonable risk management and risk control measures in relation to Deliverables as it would be reasonable to expect of a prudent contractor acting in accordance with Good Industry Practice, including the investigation and reports of relevant claims to insurers;

2.1.2 promptly notify the insurers in writing of any relevant material fact under any Insurances of which the Supplier is or becomes aware; and

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- 2.1.3 hold all policies in respect of the Insurances and cause any insurance broker effecting the Insurances to hold any insurance slips and other evidence of placing cover representing any of the Insurances to which it is a party.

## ● What happens if you aren't insured

3.1 The Supplier shall not take any action or fail to take any action or (insofar as is reasonably within its power) permit anything to occur in relation to it which would entitle any insurer to refuse to pay any claim under any of the Insurances.

3.2 Where the Supplier has failed to purchase or maintain any of the Insurances in full force and effect, the Relevant Authority may elect (but shall not be obliged) following written notice to the Supplier to purchase the relevant Insurances and recover the reasonable premium and other reasonable costs incurred in connection therewith as a debt due from the Supplier.

## ● Evidence of insurance you must provide

4.1 The Supplier shall upon the Start Date and within 15 Working Days after the renewal of each of the Insurances, provide evidence, in a form satisfactory to the Relevant Authority, that the Insurances are in force and effect and meet in full the requirements of this Schedule.

## ● Making sure you are insured to the required amount

5.1 The Supplier shall ensure that any Insurances which are stated to have a minimum limit "in the aggregate" are maintained at all times for the minimum limit of indemnity specified in this Contract and if any claims are made which do not relate to this Contract then the Supplier shall notify the Relevant Authority and provide details of its proposed solution for maintaining the minimum limit of indemnity.

## ● Cancelled Insurance

6.1 The Supplier shall notify the Relevant Authority in writing at least five (5) Working Days prior to the cancellation, suspension, termination or nonrenewal of any of the Insurances.

6.2 The Supplier shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as voided in whole or part. The Supplier shall use all reasonable endeavours to notify the Relevant Authority (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has

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caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or void any insurance, or any cover or claim under any insurance in whole or in part.

## ● Insurance claims

7.1 The Supplier shall promptly notify to insurers any matter arising from, or in relation to, the Deliverables, or each Contract for which it may be entitled to claim under any of the Insurances. In the event that the Relevant Authority receives a claim relating to or arising out of a Contract or the Deliverables, the Supplier shall co-operate with the Relevant Authority and assist it in dealing with such claims including without limitation providing information and documentation in a timely manner.

7.2 Except where the Relevant Authority is the claimant party, the Supplier shall give the Relevant Authority notice within twenty (20) Working Days after any insurance claim in excess of 10% of the sum required to be insured pursuant to Paragraph 5.1 relating to or arising out of the provision of the Deliverables or this Contract on any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by the Relevant Authority) full details of the incident giving rise to the claim.

7.3 Where any Insurance requires payment of a premium, the Supplier shall be liable for and shall promptly pay such premium.

7.4 Where any Insurance is subject to an excess or deductible below which the indemnity from insurers is excluded, the Supplier shall be liable for such excess or deductible. The Supplier shall not be entitled to recover from the Relevant Authority any sum paid by way of excess or deductible under the Insurances whether under the terms of this Contract or otherwise.

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**ANNEX: REQUIRED INSURANCES**

1. The Supplier shall hold the following [standard] insurance cover from the DPS Start Date in accordance with this Schedule:
  - a. professional indemnity insurance [with cover (for a single event or a series of related events and in the aggregate) of not less than] one million pounds (£1,000,000);
  - b. public liability insurance [with cover (for a single event or a series of related events and in the aggregate)] of not less than one million pounds (£1,000,000); and
  - c. employers' liability insurance [with cover (for a single event or a series of related events and in the aggregate) of not less than] five million pounds (£5,000,000).

## Joint Schedule 4 (Commercially Sensitive Information)

- **What is the Commercially Sensitive Information?**
  - In this Schedule the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA and the EIRs.
  - Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Schedule applies in the table below and in the Order Form (which shall be deemed incorporated into the table below).
  - Without prejudice to the Relevant Authority's obligation to disclose Information in accordance with FOIA or Clause 16 (When you can share information), the Relevant Authority will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:

<b>No.</b>	<b>Date</b>	<b>Item(s)</b>	<b>Duration of Confidentiality</b>
1	March 2023	Suppliers' Full Proposal	5 Years
2	March 2023	Suppliers' Full Fiscal Breakdown	5 Years

**DPS Schedule 6 (Order Form and Order Schedules)**  
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**Joint Schedule 6 (Key Subcontractors)** Crown  
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## Joint Schedule 6 (Key Subcontractors)

- **Restrictions on certain subcontractors**
  - The Supplier is entitled to sub-contract its obligations under the DPS Contract to the Key Subcontractors identified on the Platform.
  - The Supplier is entitled to sub-contract its obligations under an Order Contract to Key Subcontractors listed on the Platform who are specifically nominated in the Order Form.
  - Where during the Contract Period the Supplier wishes to enter into a new Key Sub-contract or replace a Key Subcontractor, it must obtain the prior written consent of CCS and the Buyer and the Supplier shall, at the time of requesting such consent, provide CCS and the Buyer with the information detailed in Paragraph 1.4. The decision of CCS and the Buyer to consent or not will not be unreasonably withheld or delayed. Where CCS consents to the appointment of a new Key Subcontractor then they will be added to the Platform. Where the Buyer consents to the appointment of a new Key Subcontractor then they will be added to the Key Subcontractor section of the Order Form. CCS and the Buyer may reasonably withhold their consent to the appointment of a Key Subcontractor if it considers that:
    - the appointment of a proposed Key Subcontractor may prejudice the provision of the Deliverables or may be contrary to its interests;
    - the proposed Key Subcontractor is unreliable and/or has not provided reliable goods and or reasonable services to its other customers; and/or
    - the proposed Key Subcontractor employs unfit persons.
  - The Supplier shall provide CCS and the Buyer with the following information in respect of the proposed Key Subcontractor:
    - the proposed Key Subcontractor's name, registered office and company registration number;
    - the scope/description of any Deliverables to be provided by the proposed Key Subcontractor;
    - where the proposed Key Subcontractor is an Affiliate of the Supplier, evidence that demonstrates to the reasonable satisfaction of the CCS and the Buyer that the proposed Key Sub-Contract has been agreed on "arm's-length" terms;
    - for CCS, the Key Sub-Contract price expressed as a percentage of the total projected DPS Price over the DPS Contract Period;

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- for the Buyer, the Key Sub-Contract price expressed as a percentage of the total projected Charges over the Order Contract Period; and
- (where applicable) Credit Rating Threshold (as defined in Joint Schedule 7 (Financial Distress)) of the Key Subcontractor.

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- If requested by CCS and/or the Buyer, within ten (10) Working Days of receipt of the information provided by the Supplier pursuant to Paragraph 1.4, the Supplier shall also provide:
  - a copy of the proposed Key Sub-Contract; and
  - any further information reasonably requested by CCS and/or the Buyer.
- The Supplier shall ensure that each new or replacement Key Sub-Contract shall include:
  - provisions which will enable the Supplier to discharge its obligations under the Contracts;
  - a right under CRTPA for CCS and the Buyer to enforce any provisions under the Key Sub-Contract which confer a benefit upon CCS and the Buyer respectively;
  - a provision enabling CCS and the Buyer to enforce the Key Sub-Contract as if it were the Supplier;
  - a provision enabling the Supplier to assign, novate or otherwise transfer any of its rights and/or obligations under the Key Sub-Contract to CCS and/or the Buyer;
  - obligations no less onerous on the Key Subcontractor than those imposed on the Supplier under the DPS Contract in respect of:
    - the data protection requirements set out in Clause 14 (Data protection);
    - the FOIA and other access request requirements set out in Clause 16 (When you can share information);
    - the obligation not to embarrass CCS or the Buyer or otherwise bring CCS or the Buyer into disrepute;
    - the keeping of records in respect of the goods and/or services being provided under the Key Sub-Contract, including the maintenance of Open Book Data; and
    - the conduct of audits set out in Clause 6 (Record keeping and reporting);

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- provisions enabling the Supplier to terminate the Key Sub-Contract on notice on terms no more onerous on the Supplier than those imposed on CCS and the Buyer under Clauses 10.4 (When CCS or the Buyer can end this contract) and 10.5 (What happens if the contract ends) of this Contract; and
- a provision restricting the ability of the Key Subcontractor to sub-contract all or any part of the provision of the Deliverables provided to the Supplier under the Key Sub-Contract without first seeking the written consent of CCS and the Buyer.

## Joint Schedule 11 (Processing Data)

### Definitions

1. In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

**“Processor Personnel”** all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Subprocessor engaged in the performance of its obligations under a Contract;

### Status of the Controller

2. The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under a Contract dictates the status of each party under the DPA 2018. A Party may act as:
  1. “Controller” in respect of the other Party who is “Processor”;
  2. “Processor” in respect of the other Party who is “Controller”;
  3. “Joint Controller” with the other Party;
  4. “Independent Controller” of the Personal Data where the other Party is also “Controller”,

in respect of certain Personal Data under a Contract and shall specify in Annex 1 (*Processing Personal Data*) which scenario they think shall apply in each situation.

### Where one Party is Controller and the other Party its Processor

3. Where a Party is a Processor, the only Processing that it is authorised to do is listed in Annex 1 (*Processing Personal Data*) by the Controller.
4. The Processor shall notify the Controller immediately if it considers that any of the Controller’s instructions infringe the Data Protection Legislation.
5. The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include:
  1. a systematic description of the envisaged Processing and the purpose of the Processing;

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2. an assessment of the necessity and proportionality of the Processing in relation to the Deliverables;
  3. an assessment of the risks to the rights and freedoms of Data Subjects; and
  4. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
6. The Processor shall, in relation to any Personal Data Processed in connection with its obligations under the Contract:
1. Process that Personal Data only in accordance with Annex 1 (*Processing Personal Data*), unless the Processor is required to do otherwise by Law. If it is so required the Processor shall notify the Controller before Processing the Personal Data unless prohibited by Law;
  2. ensure that it has in place Protective Measures, including in the case of the Supplier the measures set out in Clause 14.3 of the Core Terms, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:
    1. nature of the data to be protected;
    2. harm that might result from a Personal Data Breach;
    3. state of technological development; and
    4. cost of implementing any measures;
  3. ensure that :
    1. the Processor Personnel do not Process Personal Data except in accordance with the Contract (and in particular Annex 1 (*Processing Personal Data*));
    2. it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
      1. are aware of and comply with the Processor's duties under this Joint Schedule 11, Clauses 14 (*Data protection*), 15 (*What you must keep confidential*) and 16 (*When you can share information*);
      2. are subject to appropriate confidentiality undertakings with the Processor or any Subprocessor;
      3. are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise permitted by the Contract; and

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4. have undergone adequate training in the use, care, protection and handling of Personal Data;
4. not transfer Personal Data outside of the UK or EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
  1. the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with UK GDPR Article 46 or LED Article 37) as determined by the Controller;
  2. the Data Subject has enforceable rights and effective legal remedies;
  3. the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
  4. the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data; and
5. at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.
7. Subject to paragraph 7 of this Joint Schedule 11, the Processor shall notify the Controller immediately if in relation to it Processing Personal Data under or in connection with the Contract it:
  1. receives a Data Subject Access Request (or purported Data Subject Access Request);
  2. receives a request to rectify, block or erase any Personal Data;
  3. receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
  4. receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract;
  5. receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
  6. becomes aware of a Personal Data Breach.
8. The Processor's obligation to notify under paragraph 6 of this Joint Schedule 11 shall include the provision of further information to the Controller, as details become available.

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9. Taking into account the nature of the Processing, the Processor shall provide the Controller with assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under paragraph 6 of this Joint Schedule 11 (and insofar as possible within the timescales reasonably required by the Controller) including by immediately providing:
  1. the Controller with full details and copies of the complaint, communication or request;
  2. such assistance as is reasonably requested by the Controller to enable it to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
  3. the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
  4. assistance as requested by the Controller following any Personal Data Breach; and/or
  5. assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.
10. The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Joint Schedule 11. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
  1. the Controller determines that the Processing is not occasional;
  2. the Controller determines the Processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
  3. the Controller determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
11. The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
12. The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
13. Before allowing any Subprocessor to Process any Personal Data related to the Contract, the Processor must:
  1. notify the Controller in writing of the intended Subprocessor and Processing;
  2. obtain the written consent of the Controller;

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3. enter into a written agreement with the Subprocessor which give effect to the terms set out in this Joint Schedule 11 such that they apply to the Subprocessor; and
  4. provide the Controller with such information regarding the Subprocessor as the Controller may reasonably require.
14. The Processor shall remain fully liable for all acts or omissions of any of its Subprocessors.
  15. The Relevant Authority may, at any time on not less than thirty (30) Working Days' notice, revise this Joint Schedule 11 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to the Contract).
  16. The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Relevant Authority may on not less than thirty (30) Working Days' notice to the Supplier amend the Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

**Where the Parties are Joint Controllers of Personal Data**

17. In the event that the Parties are Joint Controllers in respect of Personal Data under the Contract, the Parties shall implement paragraphs that are necessary to comply with UK GDPR Article 26 based on the terms set out in Annex 2 to this Joint Schedule 11.

**Independent Controllers of Personal Data**

18. With respect to Personal Data provided by one Party to another Party for which each Party acts as Controller but which is not under the Joint Control of the Parties, each Party undertakes to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Controller.
19. Each Party shall Process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.
20. Where a Party has provided Personal Data to the other Party in accordance with paragraph 8 of this Joint Schedule 11 above, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.
21. The Parties shall be responsible for their own compliance with Articles 13 and 14 UK GDPR in respect of the Processing of Personal Data for the purposes of the Contract.
22. The Parties shall only provide Personal Data to each other:

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1. to the extent necessary to perform their respective obligations under the Contract;
  2. in compliance with the Data Protection Legislation (including by ensuring all required data privacy information has been given to affected Data Subjects to meet the requirements of Articles 13 and 14 of the UK GDPR); and
  3. where it has recorded it in Annex 1 (*Processing Personal Data*).
23. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its Processing of Personal Data as Independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the UK GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the UK GDPR.
24. A Party Processing Personal Data for the purposes of the Contract shall maintain a record of its Processing activities in accordance with Article 30 UK GDPR and shall make the record available to the other Party upon reasonable request.
25. Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to the Contract (**“Request Recipient”**):
1. the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the Request Recipient; or
  2. where the request or correspondence is directed to the other Party and/or relates to that other Party's Processing of the Personal Data, the Request Recipient will:
    1. promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other Party that it has received the same and shall forward such request or correspondence to the other Party; and
    2. provide any information and/or assistance as reasonably requested by the other Party to help it respond to the request or correspondence in the timeframes specified by Data Protection Legislation.

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26. Each Party shall promptly notify the other Party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to the Contract and shall:
  1. do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;
  2. implement any measures necessary to restore the security of any compromised Personal Data;
  3. work with the other Party to make any required notifications to the Information Commissioner's Office and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
  4. not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.
27. Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under the Contract as specified in Annex 1 (*Processing Personal Data*).
28. Personal Data shall not be retained or processed for longer than is necessary to perform each Party's respective obligations under the Contract which is specified in Annex 1 (*Processing Personal Data*).
29. Notwithstanding the general application of paragraphs 2 to 16 of this Joint Schedule 11 to Personal Data, where the Supplier is required to exercise its regulatory and/or legal obligations in respect of Personal Data, it shall act as an Independent Controller of Personal Data in accordance with paragraphs 18 to 27 of this Joint Schedule 11.

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### **Annex 1 - Processing Personal Data**

This Annex shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Annex shall be with the Relevant Authority at its absolute discretion.

1. The contact details of the Relevant Authority's Data Protection Officer are: [REDACTED]
2. The contact details of the Supplier's Data Protection Officer are: [REDACTED]
3. The Processor shall comply with any further written instructions with respect to Processing by the Controller.
4. Any such further instructions shall be incorporated into this Annex.

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Description	Details
Subject matter of the processing	<p>This processing is required in order to ensure that the Supplier can effectively deliver the contract to provide an interim evaluation of Domestic Energy Affordability Support in Great Britain.</p> <p>The processing of personal data of evaluation research participants is necessary in order for samples to be drawn for research fieldwork and evaluation evidence to be captured.</p> <p>The processing of names and business contact details of staff of both Contracting Authority and Supplier will be necessary to deliver the services exchanged during the course of the Contract, and to undertake Contract and performance management.</p> <p>The Contract itself will include the names and business contact details of staff of both the Contracting Authority and the Supplier involved in managing the Contract</p> <p>The Supplier will need to confirm that they are UK GDPR compliant.</p>
Duration of the processing	Processing will take place from the commencement of the contract in March 2022. The contract is estimated to end in July 2024.
Nature and purposes of the processing	Processing relies on Public Task, though informed consent to take part in primary research will be sought. Processing of personal information is required in order to effectively evaluate the interventions. Special category data collected through

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	<p>primary research on variables such as ethnic origin and health are likely to be processed for the purpose of providing equality impact analysis.</p> <p>Processing includes the processing of data from public sector organisations and businesses that have been involved in the delivery of the interventions, households that have been within scope of the interventions, and organisations that can provide further insights on the experiences of households.</p> <p>Processing will also include the storage and use of names and business contact details of staff of both the Contracting Authority and the Supplier as necessary to deliver the Services and to undertake Contract and performance management. The Contract itself will include the names and business contact details of staff of both the Contracting Authority and the Supplier involved in managing the Contract.</p> <p>The nature of the processing will include collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data in line with the Supplier’s standard procedure.</p> <p>The personal data required for the project will be both collected by the Supplier and by the schemes’ delivery partners who will then share the data with the Supplier.</p>
<p><b>Type of Personal Data</b></p>	<p>Contact details of public sector organisation representatives and business representatives:</p> <ul style="list-style-type: none"> <li>• Names</li> <li>• Job title</li> <li>• Phone number</li> <li>• Emails</li> </ul>

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	<p>Addresses of households within scope of the interventions and personal data (including contact details and meter reference numbers) of individuals within households that are within and outside the scope of the interventions collected through primary research. Privacy notices will be in place to cover sharing of this data.</p> <p>Names, business telephone numbers and email addresses, office location and position of staff of both the Contracting Authority and the Supplier as necessary to deliver the services and to undertake the Contract and performance management. The Contract itself will include the names and business contact details of staff of both the Contracting Authority and the Supplier involved in managing the Contract.</p>
<p>Categories of Data Subject</p>	<p>The data subjects who will be involved in the evaluation research are public sector organisations and businesses that have been involved in the delivery of the interventions, individuals within households that have been within scope of the interventions, and organisations that can provide further insights on the experiences of households.</p> <p>Staff of the Contracting Authority and the Supplier, including where those employees are named within the Contract itself or involved within the Contract management.</p>
<p>Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data</p>	<p>Personal data will be retained by the Supplier for 12 months after the end of the interim evaluation contract, following which the Supplier will delete the Personal Data and erase the Personal Data from any computers, storage devices and storage media that are to be retained by the Supplier after the expiry of the Contract and the Supplier's retention period. The Supplier will certify to the Contracting</p>

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	<p>Authority that it has completed such deletion.</p> <p>Where Personal Data is contained within the Contract documentation, this will be retained in line with the Department's privacy notice found within the Procurement Documents.</p>
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## Joint Schedule 12 (Supply Chain Visibility)

### 1. Definitions

1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>"Contracts Finder"</b>	the Government's publishing portal for public sector procurement opportunities;
<b>"SME"</b>	an enterprise falling within the category of micro, small and medium sized enterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium sized enterprises;
<b>"Supply Chain Information Report Template"</b>	the document at Annex 1 of this Schedule 12; and
<b>"VCSE"</b>	a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives.

### 2. Visibility of Sub-Contract Opportunities in the Supply Chain

1. The Supplier shall:
  1. subject to Paragraph 2.3, advertise on Contracts Finder all Sub-Contract opportunities arising from or in connection with the provision of the Deliverables above a minimum threshold of £25,000 that arise during the Contract Period;
  2. within 90 days of awarding a Sub-Contract to a Subcontractor, update the notice on Contract Finder with details of the successful Subcontractor;
  3. monitor the number, type and value of the Sub-Contract opportunities placed on Contracts Finder advertised and awarded in its supply chain during the Contract Period;
  4. provide reports on the information at Paragraph 2.1.3 to the Relevant Authority in the format and frequency as reasonably specified by the Relevant Authority; and

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5. promote Contracts Finder to its suppliers and encourage those organisations to register on Contracts Finder.
2. Each advert referred to at Paragraph 2.1.1 of this Schedule 12 shall provide a full and detailed description of the Sub-Contract opportunity with each of the mandatory fields being completed on Contracts Finder by the Supplier.
3. The obligation on the Supplier set out at Paragraph 2.1 shall only apply in respect of Sub-Contract opportunities arising after the Effective Date.
4. Notwithstanding Paragraph 2.1, the Authority may by giving its prior Approval, agree that a Sub-Contract opportunity is not required to be advertised by the Supplier on Contracts Finder.

**3. Visibility of Supply Chain Spend**

1. In addition to any other management information requirements set out in the Contract, the Supplier agrees and acknowledges that it shall, at no charge, provide timely, full, accurate and complete SME management information reports (the "SME Management Information Reports") to the Relevant Authority which incorporates the data described in the Supply Chain Information Report Template which is:
  1. the total contract revenue received directly on the Contract;
  2. the total value of sub-contracted revenues under the Contract (including revenues for non-SMEs/non-VCSEs); and
  3. the total value of sub-contracted revenues to SMEs and VCSEs.
1. The SME Management Information Reports shall be provided by the Supplier in the correct format as required by the Supply Chain Information Report Template and any guidance issued by the Relevant Authority from time to time. The Supplier agrees that it shall use the Supply Chain Information Report Template to provide the information detailed at Paragraph 3.1(a) –(c) and acknowledges that the template may be changed from time to time (including the data required and/or format) by the Relevant Authority issuing a replacement version. The Relevant Authority agrees to give at least thirty (30) days' notice in writing of any such change and shall specify the date from which it must be used.

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2. The Supplier further agrees and acknowledges that it may not make any amendment to the Supply Chain Information Report Template without the prior Approval of the Authority.

**Annex 1**

**Supply Chain Information Report template**



Supply Chain Information  
Report templat

## **Order Schedule 1 (Transparency Reports)**

- 1.1 The Supplier recognises that the Buyer is subject to PPN 01/17 (Updates to transparency principles v1.1 (<https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles>)). The Supplier shall comply with the provisions of this Schedule in order to assist the Buyer with its compliance with its obligations under that PPN.
- 1.2 Without prejudice to the Supplier's reporting requirements set out in the DPS Contract, within three (3) Months of the Start Date the Supplier shall submit to the Buyer for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent with the content requirements and format set out in the Annex of this Schedule.
- 1.3 If the Buyer rejects any proposed Transparency Report submitted by the Supplier, the Supplier shall submit a revised version of the relevant report for further Approval within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Buyer. If the Parties fail to agree on a draft Transparency Report the Buyer shall determine what should be included. Any other disagreement in connection with Transparency Reports shall be treated as a Dispute.
- 1.4 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Buyer at the frequency referred to in the Annex of this Schedule.

## Order Schedule 2 (Staff Transfer)

### 1. Definitions

1. In this Schedule, the following words have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<p><b>“Acquired Rights Directive”</b></p>	<p>2. the European Council Directive 77/187/EEC on the approximation of laws of European member states relating to the safeguarding of employees’ rights in the event of transfers of undertakings, businesses or parts of undertakings or businesses, as amended or re-enacted from time to time;</p> <p>3.</p>
<p><b>"Employee Liability"</b></p>	<p>4. all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation including in relation to the following:</p> <p>1. redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments;</p>
	<p>2. unfair, wrongful or constructive dismissal compensation;</p>
	<p>3. compensation for discrimination on grounds of sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation or claims for equal pay;</p>
	<p>4. compensation for less favourable treatment of part-time workers or fixed term employees;</p>
	<p>5. outstanding employment debts and unlawful deduction of wages including any PAYE and National Insurance Contributions;</p>

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	<p>6. employment claims whether in tort, contract or statute or otherwise;</p>
	<p>7. any investigation relating to employment matters by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation;</p>
<b>"Former Supplier"</b>	<p>a supplier supplying services to the Buyer before the Relevant Transfer Date that are the same as or substantially similar to the Services (or any part of the Services) and shall include any Subcontractor of such supplier (or any Subcontractor of any such Subcontractor);</p>
<b>"New Fair Deal"</b>	<p>the revised Fair Deal position set out in the HM Treasury guidance: "<i>Fair Deal for Staff Pensions: Staff Transfer from Central Government</i>" issued in October 2013 including:</p> <ol style="list-style-type: none"> <li>1. any amendments to that document immediately prior to the Relevant Transfer Date; and</li> <li>2. any similar pension protection in accordance with the Annexes D1-D3 inclusive to Part D of this Schedule as notified to the Supplier by the Buyer;</li> </ol>
<b>"Old Fair Deal"</b>	<p>HM Treasury Guidance "<i>Staff Transfers from Central Government: A Fair Deal for Staff Pensions</i>" issued in June 1999 including the supplementary guidance "<i>Fair Deal for Staff pensions: Procurement of Bulk Transfer Agreements and Related Issues</i>" issued in June 2004;</p>
<b>"Partial Termination"</b>	<p>the partial termination of the relevant Contract to the extent that it relates to the provision of any part of the Services as further provided for in Clause 10.4 (When CCS or the Buyer can end this contract) or 10.6 (When the Supplier can end the contract);</p>
<b>"Relevant Transfer"</b>	<p>a transfer of employment to which the Employment Regulations applies;</p>
<b>"Relevant Transfer Date"</b>	<p>in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place. For the purposes of</p>

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	Part D: Pensions and its Annexes, where the Supplier or a Subcontractor was the Former Supplier and there is no Relevant Transfer of the Fair Deal Employees because they remain continuously employed by the Supplier (or Subcontractor), references to the Relevant Transfer Date shall become references to the Start Date;
<b>"Staffing Information"</b>	in relation to all persons identified on the Supplier's Provisional Supplier Personnel List or Supplier's Final Supplier Personnel List, as the case may be, such information as the Buyer may reasonably request (subject to all applicable provisions of the Data Protection Legislation), but including in an anonymised format:
	(a) their ages, dates of commencement of employment or engagement, gender and place of work;
	(b) details of whether they are employed, self-employed contractors or consultants, agency workers or otherwise;
	(c) the identity of the employer or relevant contracting Party;
	(d) their relevant contractual notice periods and any other terms relating to termination of employment, including redundancy procedures, and redundancy payments;
	(e) their wages, salaries, bonuses and profit sharing arrangements as applicable;
	(f) details of other employment-related benefits, including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and company car schedules applicable to them;
	(g) any outstanding or potential contractual, statutory or other liabilities in respect of such individuals (including in respect of personal injury claims);

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	(h) details of any such individuals on long term sickness absence, parental leave, maternity leave or other authorised long term absence;
	(i) copies of all relevant documents and materials relating to such information, including copies of relevant contracts of employment (or relevant standard contracts if applied generally in respect of such employees); and
	(j) any other "employee liability information" as such term is defined in regulation 11 of the Employment Regulations;
<b>"Supplier's Final Supplier Personnel List"</b>	a list provided by the Supplier of all Supplier Staff whose will transfer under the Employment Regulations on the Service Transfer Date;
<b>"Supplier's Provisional Supplier Personnel List"</b>	a list prepared and updated by the Supplier of all Supplier Staff who are at the date of the list wholly or mainly engaged in or assigned to the provision of the Services or any relevant part of the Services which it is envisaged as at the date of such list will no longer be provided by the Supplier;
<b>"Term"</b>	the period commencing on the Start Date and ending on the expiry of the Initial Period or any Extension Period or on earlier termination of the relevant Contract;
<b>"Transferring Buyer Employees"</b>	those employees of the Buyer to whom the Employment Regulations will apply on the Relevant Transfer Date;
<b>"Transferring Former Supplier Employees"</b>	in relation to a Former Supplier, those employees of the Former Supplier to whom the Employment Regulations will apply on the Relevant Transfer Date.

**5. INTERPRETATION**

- Where a provision in this Schedule imposes any obligation on the Supplier including (without limit) to comply with a requirement or provide an indemnity, undertaking or warranty, the Supplier shall procure that each of its Subcontractors shall comply with such obligation and provide such indemnity, undertaking or warranty to CCS, the Buyer, Former Supplier, Replacement Supplier or Replacement Subcontractor, as the case may

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be and where the Subcontractor fails to satisfy any claims under such indemnities the Supplier will be liable for satisfying any such claim as if it had provided the indemnity itself.

2. The provisions of Paragraphs 2.1 and 2.6 of Part A, Paragraph 3.1 of Part B, Paragraphs 1.5, 1.7 and 1.9 of Part C, Part D and Paragraphs 1.4, 2.3 and 2.8 of Part E of this Schedule (together “Third Party Provisions”) confer benefits on third parties (each such person a “Third Party Beneficiary”) and are intended to be enforceable by Third Party Beneficiaries by virtue of the CRTPA.
3. Subject to Paragraph 2.2 above, a person who is not a Party to this Order Contract has no right under the CRTPA to enforce any term of this Order Contract but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.
4. No Third Party Beneficiary may enforce, or take any step to enforce, any Third Party Provision without the prior written consent of the Buyer, which may, if given, be given on and subject to such terms as the Buyer may determine.
5. Any amendments or modifications to this Order Contract may be made, and any rights created under Paragraph 2.2 above may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.

**6. Which parts of this Schedule apply**

Only the following parts of this Schedule shall apply to this Call Off Contract:

1. Part C (No Staff Transfer on the Start Date)
2. Part E (Staff Transfer on Exit)

## Part C: No Staff Transfer on the Start Date

### 1. What happens if there is a staff transfer

1. The Buyer and the Supplier agree that the commencement of the provision of the Services or of any part of the Services will not be a Relevant Transfer in relation to any employees of the Buyer and/or any Former Supplier.
2. If any employee of the Buyer and/or a Former Supplier claims, or it is determined in relation to any employee of the Buyer and/or a Former Supplier, that his/her contract of employment has been transferred from the Buyer and/or the Former Supplier to the Supplier and/or any Subcontractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
  1. the Supplier shall, and shall procure that the relevant Subcontractor shall, within 5 Working Days of becoming aware of that fact, notify the Buyer in writing and, where required by the Buyer, notify the Former Supplier in writing; and
  2. the Buyer and/or the Former Supplier may offer (or may procure that a third party may offer) employment to such person within 15 Working Days of the notification from the Supplier or the Subcontractor (as appropriate) or take such other reasonable steps as the Buyer or Former Supplier (as the case may be) it considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law.
3. If an offer referred to in Paragraph 1.2.2 is accepted (or if the situation has otherwise been resolved by the Buyer and/or the Former Supplier),, the Supplier shall, or shall procure that the Subcontractor shall, immediately release the person from his/her employment or alleged employment.
4. If by the end of the 15 Working Day period referred to in Paragraph 1.2.2:
  1. no such offer of employment has been made;
  2. such offer has been made but not accepted; or
  3. the situation has not otherwise been resolved;

the Supplier may within 5 Working Days give notice to terminate the employment or alleged employment of such person.
5. Subject to the Supplier and/or the relevant Subcontractor acting in accordance with the provisions of Paragraphs 1.2 to 1.4 and in accordance with all applicable employment procedures set out in applicable Law and subject also to Paragraph 1.8 the Buyer shall:
  1. indemnify the Supplier and/or the relevant Subcontractor against all Employee Liabilities arising out of the termination of the employment of any of the Buyer's employees referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Supplier takes, or shall procure that the Subcontractor takes, all reasonable steps to minimise any such Employee Liabilities; and

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2. procure that the Former Supplier indemnifies the Supplier and/or any Subcontractor against all Employee Liabilities arising out of termination of the employment of the employees of the Former Supplier referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Supplier takes, or shall procure that the relevant Subcontractor takes, all reasonable steps to minimise any such Employee Liabilities.
6. If any such person as is described in Paragraph 1.2 is neither re employed by the Buyer and/or the Former Supplier as appropriate nor dismissed by the Supplier and/or any Subcontractor within the 15 Working Day period referred to in Paragraph 1.4 such person shall be treated as having transferred to the Supplier and/or the Subcontractor (as appropriate) and the Supplier shall, or shall procure that the Subcontractor shall, comply with such obligations as may be imposed upon it under Law.
7. Where any person remains employed by the Supplier and/or any Subcontractor pursuant to Paragraph 1.6, all Employee Liabilities in relation to such employee shall remain with the Supplier and/or the Subcontractor and the Supplier shall indemnify the Buyer and any Former Supplier, and shall procure that the Subcontractor shall indemnify the Buyer and any Former Supplier, against any Employee Liabilities that either of them may incur in respect of any such employees of the Supplier and/or employees of the Subcontractor.
8. The indemnities in Paragraph 1.5:
  1. shall not apply to:
    1. any claim for:
      - (i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
      - (ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

in any case in relation to any alleged act or omission of the Supplier and/or Subcontractor; or
    2. any claim that the termination of employment was unfair because the Supplier and/or any Subcontractor neglected to follow a fair dismissal procedure; and
  2. shall apply only where the notification referred to in Paragraph 1.2.1 is made by the Supplier and/or any Subcontractor to the Buyer and, if applicable, Former Supplier within 6 months of the Start Date.
9. If the Supplier and/or the Subcontractor does not comply with Paragraph 1.2, all Employee Liabilities in relation to such employees shall remain with the Supplier

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and/or the Subcontractor and the Supplier shall (i) comply with the provisions of Part D: Pensions of this Schedule, and (ii) indemnify the Buyer and any Former Supplier against any Employee Liabilities that either of them may incur in respect of any such employees of the Supplier and/or employees of the Subcontractor.

**2. Limits on the Former Supplier's obligations**

Where in this Part C the Buyer accepts an obligation to procure that a Former Supplier does or does not do something, such obligation shall be limited so that it extends only to the extent that the Buyer's contract with the Former Supplier contains a contractual right in that regard which the Buyer may enforce, or otherwise so that it requires only that the Buyer must use reasonable endeavours to procure that the Former Supplier does or does not act accordingly.

**Part E: Staff Transfer on Exit****1. Obligations before a Staff Transfer**

1. The Supplier agrees that within 20 Working Days of the earliest of:
  1. receipt of a notification from the Buyer of a Service Transfer or intended Service Transfer;
  2. receipt of the giving of notice of early termination or any Partial Termination of the relevant Contract;
  3. the date which is 12 Months before the end of the Term; and
  4. receipt of a written request of the Buyer at any time (provided that the Buyer shall only be entitled to make one such request in any 6 Month period),

it shall provide in a suitably anonymised format so as to comply with the Data Protection Legislation, the Supplier's Provisional Supplier Personnel List, together with the Staffing Information in relation to the Supplier's Provisional Supplier Personnel List and it shall provide an updated Supplier's Provisional Supplier Personnel List at such intervals as are reasonably requested by the Buyer.

2. At least 20 Working Days prior to the Service Transfer Date, the Supplier shall provide to the Buyer or at the direction of the Buyer to any Replacement Supplier and/or any Replacement Subcontractor (i) the Supplier's Final Supplier Personnel List, which shall identify the basis upon which they are Transferring Supplier Employees and (ii) the Staffing Information in relation to the Supplier's Final Supplier Personnel List (insofar as such information has not previously been provided).
3. The Buyer shall be permitted to use and disclose information provided by the Supplier under Paragraphs 1.1 and 1.2 for the purpose of informing any prospective Replacement Supplier and/or Replacement Subcontractor.
4. The Supplier warrants, for the benefit of The Buyer, any Replacement Supplier, and any Replacement Subcontractor that all information

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provided pursuant to Paragraphs 1.1 and 1.2 shall be true and accurate in all material respects at the time of providing the information.

5. From the date of the earliest event referred to in Paragraph 1.1.1, 1.1.2 and 1.1.3, the Supplier agrees that it shall not, and agrees to procure that each Subcontractor shall not, assign any person to the provision of the Services who is not listed on the Supplier's Provisional Supplier Personnel List and shall not without the approval of the Buyer (not to be unreasonably withheld or delayed):

:

1. replace or re-deploy any Supplier Staff listed on the Supplier Provisional Supplier Personnel List other than where any replacement is of equivalent grade, skills, experience and expertise and is employed on the same terms and conditions of employment as the person he/she replaces
2. make, promise, propose, permit or implement any material changes to the terms and conditions of employment of the Supplier Staff (including pensions and any payments connected with the termination of employment);
3. increase the proportion of working time spent on the Services (or the relevant part of the Services) by any of the Supplier Staff save for fulfilling assignments and projects previously scheduled and agreed;
4. introduce any new contractual or customary practice concerning the making of any lump sum payment on the termination of employment of any employees listed on the Supplier's Provisional Supplier Personnel List;
5. increase or reduce the total number of employees so engaged, or deploy any other person to perform the Services (or the relevant part of the Services);
6. terminate or give notice to terminate the employment or contracts of any persons on the Supplier's Provisional Supplier Personnel List save by due disciplinary process;

and shall promptly notify, and procure that each Subcontractor shall promptly notify, the Buyer or, at the direction of the Buyer, any Replacement Supplier and any Replacement Subcontractor of any notice to terminate employment given by the Supplier or relevant Subcontractor or received from any persons listed on the Supplier's Provisional Supplier Personnel List regardless of when such notice takes effect.

6. On or around each anniversary of the Start Date and up to four times during the last 12 Months of the Term, the Buyer may make written requests to the Supplier for information relating to the manner in which the Services are organised. Within 20 Working Days of receipt of a written request the Supplier shall provide, and shall procure that each Subcontractor shall provide, to the Buyer such information as the Buyer may reasonably

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require relating to the manner in which the Services are organised, which shall include:

1. the numbers of employees engaged in providing the Services;
  2. the percentage of time spent by each employee engaged in providing the Services;
  3. the extent to which each employee qualifies for membership of any of the Statutory Schemes or any Broadly Comparable scheme set up pursuant to the provisions of any of the Annexes to Part D (Pensions) (as appropriate); and
  4. a description of the nature of the work undertaken by each employee by location.
7. The Supplier shall provide, and shall procure that each Subcontractor shall provide, all reasonable cooperation and assistance to the Buyer, any Replacement Supplier and/or any Replacement Subcontractor to ensure the smooth transfer of the Transferring Supplier Employees on the Service Transfer Date including providing sufficient information in advance of the Service Transfer Date to ensure that all necessary payroll arrangements can be made to enable the Transferring Supplier Employees to be paid as appropriate. Without prejudice to the generality of the foregoing, within 5 Working Days following the Service Transfer Date, the Supplier shall provide, and shall procure that each Subcontractor shall provide, to the Buyer or, at the direction of the Buyer, to any Replacement Supplier and/or any Replacement Subcontractor (as appropriate), in respect of each person on the Supplier's Final Supplier Personnel List who is a Transferring Supplier Employee:
1. the most recent month's copy pay slip data;
  2. details of cumulative pay for tax and pension purposes;
  3. details of cumulative tax paid;
  4. tax code;
  5. details of any voluntary deductions from pay; and
  6. bank/building society account details for payroll purposes.

**2. Staff Transfer when the contract ends**

1. The Buyer and the Supplier acknowledge that subsequent to the commencement of the provision of the Services, the identity of the provider of the Services (or any part of the Services) may change (whether as a result of termination or Partial Termination of the relevant Contract or otherwise) resulting in the Services being undertaken by a Replacement Supplier and/or a Replacement Subcontractor. Such change in the identity of the supplier of such services may constitute a Relevant Transfer to which the Employment Regulations and/or the Acquired Rights Directive will apply. The Buyer and the Supplier agree that, as a result of the operation of the Employment Regulations, where a Relevant Transfer occurs, the contracts of employment between the Supplier and the Transferring Supplier Employees (except in relation to

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any contract terms disapplied through operation of regulation 10(2) of the Employment Regulations) will have effect on and from the Service Transfer Date as if originally made between the Replacement Supplier and/or a Replacement Subcontractor (as the case may be) and each such Transferring Supplier Employee.

2. The Supplier shall, and shall procure that each Subcontractor shall, comply with all its obligations in respect of the Transferring Supplier Employees arising under the Employment Regulations in respect of the period up to (and including) the Service Transfer Date and shall perform and discharge, and procure that each Subcontractor shall perform and discharge, all its obligations in respect of all the Transferring Supplier Employees arising in respect of the period up to (and including) the Service Transfer Date (including (without limit) the payment of all remuneration, benefits, entitlements, and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions and all such sums due as a result of any Fair Deal Employees' participation in the Schemes which in any case are attributable in whole or in part to the period ending on (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between: (i) the Supplier and/or the Subcontractor (as appropriate); and (ii) the Replacement Supplier and/or Replacement Subcontractor.
  
3. Subject to Paragraph 2.4, the Supplier shall indemnify the Buyer and/or the Replacement Supplier and/or any Replacement Subcontractor against any Employee Liabilities arising from or as a result of:
  1. any act or omission of the Supplier or any Subcontractor in respect of any Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee whether occurring before, on or after the Service Transfer Date;
  2. the breach or non-observance by the Supplier or any Subcontractor occurring on or before the Service Transfer Date of:
    1. **any collective agreement applicable to the Transferring Supplier Employees; and/or**
    2. **any other custom or practice with a trade union or staff association in respect of any Transferring Supplier Employees which the Supplier or any Subcontractor is contractually bound to honour;**
  3. any claim by any trade union or other body or person representing any Transferring Supplier Employees arising from or connected with any failure by the Supplier or a Subcontractor to comply with any legal obligation to such trade union, body or person arising on or before the Service Transfer Date;

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4. any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
    1. **in relation to any Transferring Supplier Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on and before the Service Transfer Date; and**
    2. **in relation to any employee who is not identified in the Supplier's Final Supplier Personnel List, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Supplier to the Buyer and/or Replacement Supplier and/or any Replacement Subcontractor, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or before the Service Transfer Date;**
  5. a failure of the Supplier or any Subcontractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Supplier Employees in respect of the period up to (and including) the Service Transfer Date);
  6. any claim made by or in respect of any person employed or formerly employed by the Supplier or any Subcontractor other than a Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List for whom it is alleged the Buyer and/or the Replacement Supplier and/or any Replacement Subcontractor may be liable by virtue of the relevant Contract and/or the Employment Regulations and/or the Acquired Rights Directive; and
  7. any claim made by or in respect of a Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee relating to any act or omission of the Supplier or any Subcontractor in relation to its obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Buyer and/or Replacement Supplier to comply with regulation 13(4) of the Employment Regulations.
4. The indemnities in Paragraph 2.3 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Replacement Supplier and/or any Replacement Subcontractor whether

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occurring or having its origin before, on or after the Service Transfer Date including any Employee Liabilities:

1. arising out of the resignation of any Transferring Supplier Employee before the Service Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Replacement Supplier and/or any Replacement Subcontractor to occur in the period on or after the Service Transfer Date); or
  2. arising from the Replacement Supplier's failure, and/or Replacement Subcontractor's failure, to comply with its obligations under the Employment Regulations.
5. If any person who is not identified in the Supplier's Final Supplier Employee List claims, or it is determined in relation to any employees of the Supplier, that his/her contract of employment has been transferred from the Supplier to the Replacement Supplier and/or Replacement Subcontractor pursuant to the Employment Regulations or the Acquired Rights Directive, then:
1. the Buyer shall procure that the Replacement Supplier and/or Replacement Subcontractor will, within 5 Working Days of becoming aware of that fact, notify the Buyer and the Supplier in writing; and
  2. the Supplier may offer (or may procure that a Subcontractor may offer) employment to such person, or take such other reasonable steps as it considered appropriate to deal the matter provided always that such steps are in compliance with Law, within 15 Working Days of receipt of notice from the Replacement Supplier and/or Replacement Subcontractor.
6. If such offer of is accepted, or if the situation has otherwise been resolved by the Supplier or a Subcontractor, Buyer shall procure that the Replacement Supplier shall, or procure that the and/or Replacement Subcontractor shall, immediately release or procure the release the person from his/her employment or alleged employment;
7. If after the 15 Working Day period specified in Paragraph 2.5.2 has elapsed:
1. no such offer has been made:
  2. such offer has been made but not accepted; or
  3. the situation has not otherwise been resolved
- the Buyer shall advise the Replacement Supplier and/or Replacement Subcontractor (as appropriate) that it may within 5 Working Days give notice to terminate the employment or alleged employment of such person;
8. Subject to the Replacement Supplier's and/or Replacement Subcontractor acting in accordance with the provisions of Paragraphs 2.5 to 2.7 and in accordance with all applicable proper employment procedures set out in applicable Law and subject to Paragraph 2.9 below, the Supplier will

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indemnify the Replacement Supplier and/or Replacement Subcontractor against all Employee Liabilities arising out of the termination of the employment of any of the Supplier's employees pursuant to the provisions of Paragraph 2.7 provided that the Replacement Supplier takes, or shall procure that the Replacement Subcontractor takes, all reasonable steps to minimise any such Employee Liabilities.

## 9. The indemnity in Paragraph 2.8:

1. shall not apply to:
  1. any claim for:
    1. discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
    2. equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

In any case in relation to any alleged act or omission of the Replacement Supplier and/or Replacement Subcontractor, or

2. any claim that the termination of employment was unfair because the Replacement Supplier and/or Replacement Subcontractor neglected to follow a fair dismissal procedure; and
  2. shall apply only where the notification referred to in Paragraph 2.5.1 is made by the Replacement Supplier and/or Replacement Subcontractor to the Supplier within 6 months of the Service Transfer Date..
10. If any such person as is described in Paragraph 2.5 is neither re-employed by the Supplier or any Subcontractor nor dismissed by the Replacement Supplier and/or Replacement Subcontractor within the time scales set out in Paragraphs 2.5 to 2.7, such person shall be treated as a Transferring Supplier Employee. .
  11. The Supplier shall comply, and shall procure that each Subcontractor shall comply, with all its obligations under the Employment Regulations and shall perform and discharge, and shall procure that each Subcontractor shall perform and discharge, all its obligations in respect of any person identified in the Supplier's Final Supplier Personnel List before and on the Service Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions and such sums due as a result of any Fair Deal Employees' participation in the Schemes and any requirement to set up a broadly comparable pension

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scheme which in any case are attributable in whole or in part in respect of the period up to (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between:

1. **the Supplier and/or any Subcontractor; and**
  2. **the Replacement Supplier and/or the Replacement Subcontractor.**
12. The Supplier shall, and shall procure that each Subcontractor shall, promptly provide the Buyer and any Replacement Supplier and/or Replacement Subcontractor, in writing such information as is necessary to enable the Buyer, the Replacement Supplier and/or Replacement Subcontractor to carry out their respective duties under regulation 13 of the Employment Regulations. The Buyer shall procure that the Replacement Supplier and/or Replacement Subcontractor, shall promptly provide to the Supplier and each Subcontractor in writing such information as is necessary to enable the Supplier and each Subcontractor to carry out their respective duties under regulation 13 of the Employment Regulations.
13. Subject to Paragraph 2.14, the Buyer shall procure that the Replacement Supplier indemnifies the Supplier on its own behalf and on behalf of any Replacement Subcontractor and its Subcontractors against any Employee Liabilities arising from or as a result of:
1. any act or omission of the Replacement Supplier and/or Replacement Subcontractor in respect of any Transferring Supplier Employee in the Supplier's Final Supplier Personnel List or any appropriate employee representative (as defined in the Employment Regulations) of any such Transferring Supplier Employee;
  2. the breach or non-observance by the Replacement Supplier and/or Replacement Subcontractor on or after the Service Transfer Date of:
    1. **any collective agreement applicable to the Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List; and/or**
    2. **any custom or practice in respect of any Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List which the Replacement Supplier and/or Replacement Subcontractor is contractually bound to honour;**
  3. any claim by any trade union or other body or person representing any Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List arising from or connected with any failure by the Replacement Supplier and/or Replacement Subcontractor to comply with any legal obligation to such trade

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union, body or person arising on or after the Service Transfer Date;

4. any proposal by the Replacement Supplier and/or Replacement Subcontractor to change the terms and conditions of employment or working conditions of any Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List on or after their transfer to the Replacement Supplier or Replacement Subcontractor (as the case may be) on the Service Transfer Date, or to change the terms and conditions of employment or working conditions of any person identified in the Supplier's Final Supplier Personnel List who would have been a Transferring Supplier Employee but for their resignation (or decision to treat their employment as terminated under regulation 4(9) of the Employment Regulations) before the Service Transfer Date as a result of or for a reason connected to such proposed changes;
5. any statement communicated to or action undertaken by the Replacement Supplier or Replacement Subcontractor to, or in respect of, any Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List on or before the Service Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Supplier in writing;
6. any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
  1. **in relation to any Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date; and**
  2. **in relation to any employee who is not a Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Supplier or Subcontractor, to the Replacement Supplier or Replacement Subcontractor to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date;**
7. a failure of the Replacement Supplier or Replacement Subcontractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and

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national insurance contributions relating to the Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List in respect of the period from (and including) the Service Transfer Date; and

8. any claim made by or in respect of a Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List or any appropriate employee representative (as defined in the Employment Regulations) of any such Transferring Supplier Employee relating to any act or omission of the Replacement Supplier or Replacement Subcontractor in relation to obligations under regulation 13 of the Employment Regulations.
14. The indemnities in Paragraph 2.13 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Supplier and/or any Subcontractor (as applicable) whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities arising from the failure by the Supplier and/or any Subcontractor (as applicable) to comply with its obligations under the Employment Regulations.

## Order Schedule 3 (Continuous Improvement)

### - BUYER'S RIGHTS

- The Buyer and the Supplier recognise that, where specified in DPS Schedule 4 (DPS Management), the Buyer may give CCS the right to enforce the Buyer's rights under this Schedule.

### - SUPPLIER'S OBLIGATIONS

- The Supplier must, throughout the Contract Period, identify new or potential improvements to the provision of the Deliverables with a view to reducing the Buyer's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables and their supply to the Buyer.
- The Supplier must adopt a policy of continuous improvement in relation to the Deliverables, which must include regular reviews with the Buyer of the Deliverables and the way it provides them, with a view to reducing the Buyer's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables. The Supplier and the Buyer must provide each other with any information relevant to meeting this objective.
- In addition to Paragraph -o, the Supplier shall produce at the start of each Contract Year a plan for improving the provision of Deliverables and/or reducing the Charges (without adversely affecting the performance of this Contract) during that Contract Year ("**Continuous Improvement Plan**") for the Buyer's Approval. The Continuous Improvement Plan must include, as a minimum, proposals:
  - identifying the emergence of relevant new and evolving technologies;
  - changes in business processes of the Supplier or the Buyer and ways of working that would provide cost savings and/or enhanced benefits to the Buyer (such as methods of interaction, supply chain efficiencies, reduction in energy consumption and methods of sale);
  - new or potential improvements to the provision of the Deliverables including the quality, responsiveness, procedures, benchmarking methods, likely performance mechanisms and customer support services in relation to the Deliverables; and

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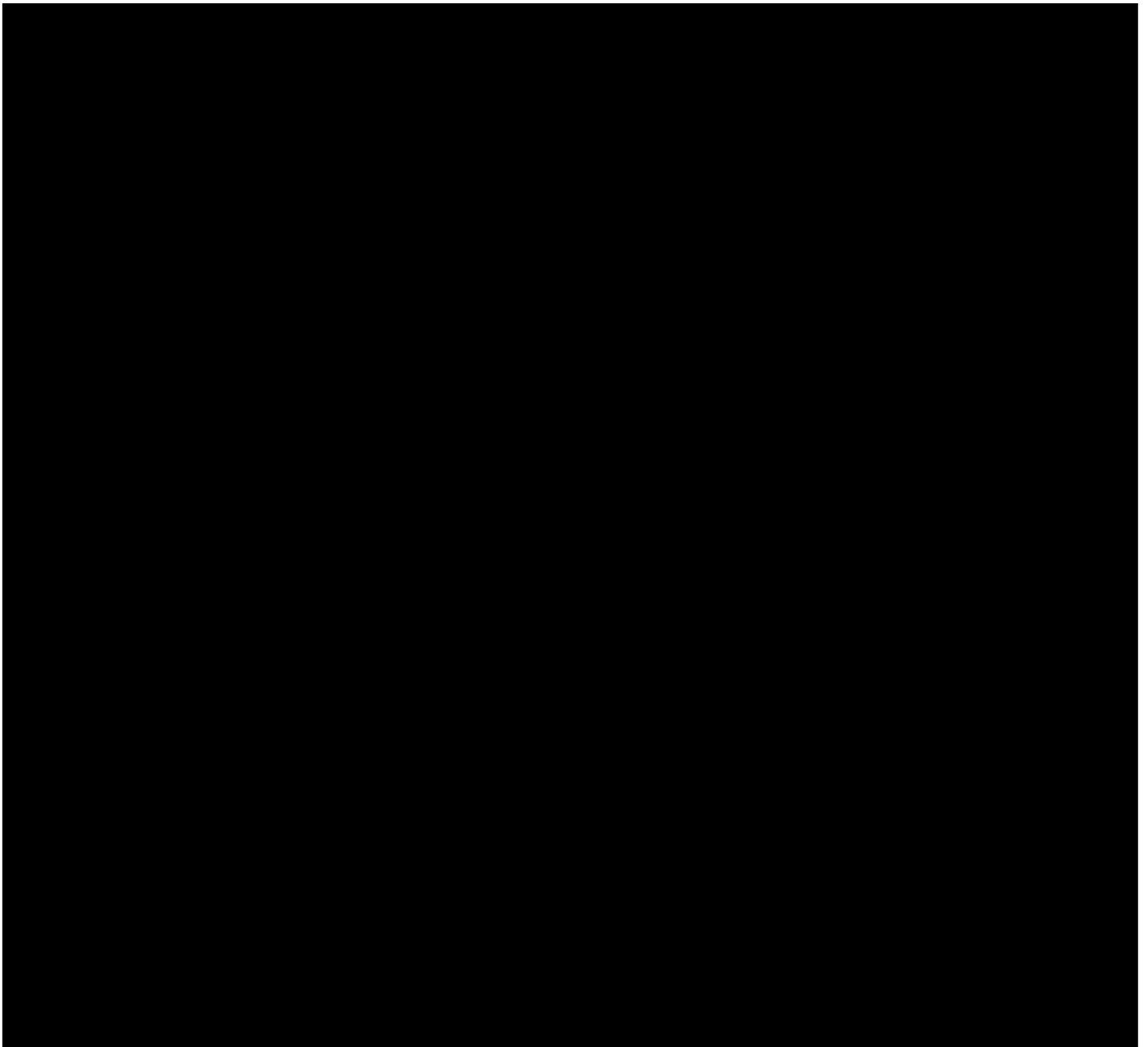
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- measuring and reducing the sustainability impacts of the Supplier's operations and supply-chains relating to the Deliverables, and identifying opportunities to assist the Buyer in meeting their sustainability objectives.
- The initial Continuous Improvement Plan for the first (1<sup>st</sup>) Contract Year shall be submitted by the Supplier to the Buyer for Approval within one hundred (100) Working Days of the first Order or six (6) Months following the Start Date, whichever is earlier.
- The Buyer shall notify the Supplier of its Approval or rejection of the proposed Continuous Improvement Plan or any updates to it within twenty (20) Working Days of receipt. If it is rejected then the Supplier shall, within ten (10) Working Days of receipt of notice of rejection, submit a revised Continuous Improvement Plan reflecting the changes required. Once Approved, it becomes the Continuous Improvement Plan for the purposes of this Contract.
- The Supplier must provide sufficient information with each suggested improvement to enable a decision on whether to implement it. The Supplier shall provide any further information as requested.
- If the Buyer wishes to incorporate any improvement into this Contract, it must request a Variation in accordance with the Variation Procedure and the Supplier must implement such Variation at no additional cost to the Buyer or CCS.
- Once the first Continuous Improvement Plan has been Approved in accordance with Paragraph -o:
  - the Supplier shall use all reasonable endeavours to implement any agreed deliverables in accordance with the Continuous Improvement Plan; and
  - the Parties agree to meet as soon as reasonably possible following the start of each quarter (or as otherwise agreed between the Parties) to review the Supplier's progress against the Continuous Improvement Plan.
- The Supplier shall update the Continuous Improvement Plan as and when required but at least once every Contract Year (after the first (1<sup>st</sup>) Contract Year) in accordance with the procedure and timescales set out in Paragraph -o.
- All costs relating to the compilation or updating of the Continuous Improvement Plan and the costs arising from any improvement made pursuant to it and the costs of implementing any improvement, shall have no effect on and are included in the Charges.
- Should the Supplier's costs in providing the Deliverables to the Buyer be reduced as a result of any changes implemented, all of the cost savings shall be passed on to the Buyer by way of a consequential and immediate reduction in the Charges for the Deliverables.
- At any time during the Contract Period of the Order Contract, the Supplier may make a proposal for gainshare. If the Buyer deems gainshare to be

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applicable then the Supplier shall update the Continuous Improvement Plan so as to include details of the way in which the proposal shall be implemented in accordance with an agreed gainshare ratio.

## **Order Schedule 5 (Pricing Details)**



## Order Schedule 7 (Key Supplier Staff)

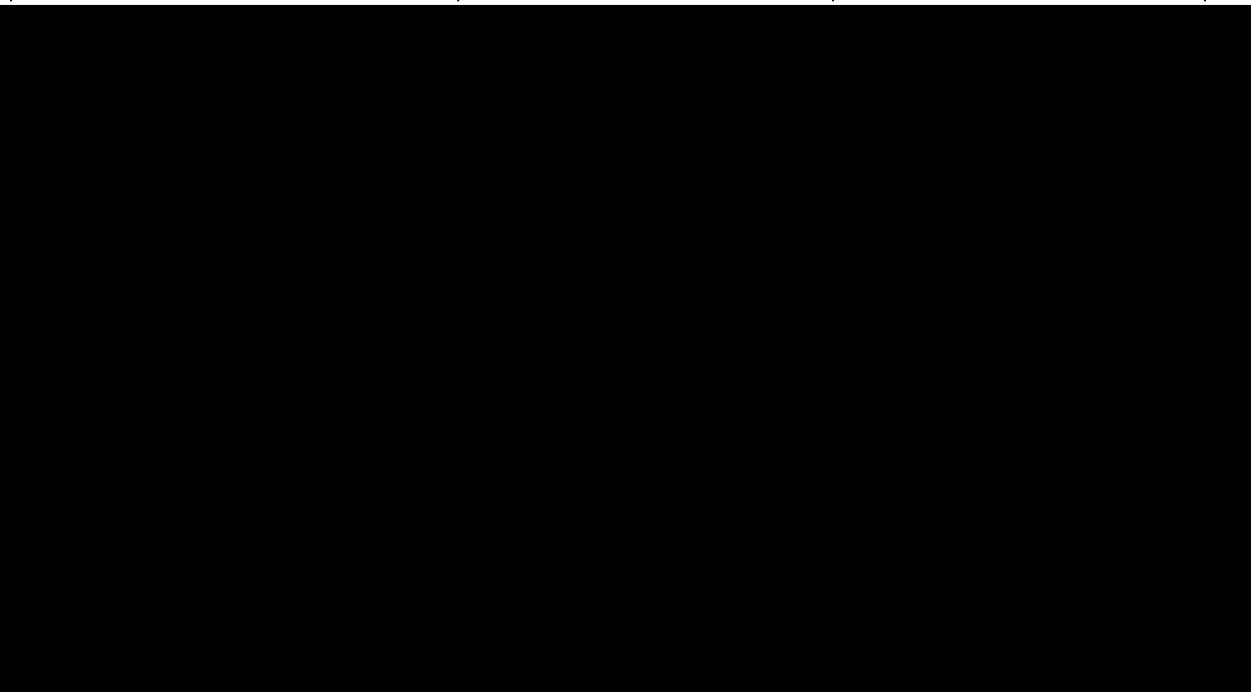
- a. 1.1 The Annex 1 to this Schedule lists the key roles (“**Key Roles**”) and names of the persons who the Supplier shall appoint to fill those Key Roles at the Start Date.
- b.
- c. 1.2 The Supplier shall ensure that the Key Staff fulfil the Key Roles at all times during the Contract Period.
- d.
- e. 1.3 The Buyer may identify any further roles as being Key Roles and, following agreement to the same by the Supplier, the relevant person selected to fill those Key Roles shall be included on the list of Key Staff.
- f.
- g. 1.4 The Supplier shall not and shall procure that any Subcontractor shall not remove or replace any Key Staff unless:
  - h.
    - 1.4.1 requested to do so by the Buyer or the Buyer Approves such removal or replacement (not to be unreasonably withheld or delayed);
    - 1.4.2 the person concerned resigns, retires or dies or is on maternity or long-term sick leave; or
    - 1.4.3 the person’s employment or contractual arrangement with the Supplier or Subcontractor is terminated for material breach of contract by the employee.
- i. 1.5 The Supplier shall:
  - 1.5.1 notify the Buyer promptly of the absence of any Key Staff (other than for short-term sickness or holidays of two (2) weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);
  - 1.5.2 ensure that any Key Role is not vacant for any longer than ten (10) Working Days;
  - 1.5.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Staff and, except in the cases of death, unexpected ill health or a material breach of the Key Staff’s employment contract, this will mean at least three (3) Months’ notice;
  - 1.5.4 ensure that all arrangements for planned changes in Key Staff provide adequate periods during which incoming and outgoing staff work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Deliverables; and
  - 1.5.5 ensure that any replacement for a Key Role has a level of qualifications and experience appropriate to the relevant Key Role and is fully competent to carry out the tasks assigned to the Key Staff whom he or she has replaced.

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- 1.6 The Buyer may require the Supplier to remove or procure that any Subcontractor shall remove any Key Staff that the Buyer considers in any respect unsatisfactory. The Buyer shall not be liable for the cost of replacing any Key Staff.

## Annex 1- Key Roles

Key Role	Key Staff	Contract Details
		

## Order Schedule 8 (Business Continuity and Disaster Recovery)

### - Definitions

- In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>"BCDR Plan"</b>	1.	has the meaning given to it in Paragraph 2.2 of this Schedule;
<b>"Business Continuity Plan"</b>	2.	has the meaning given to it in Paragraph - o of this Schedule;
<b>"Disaster Recovery Deliverables"</b>	3.	the Deliverables embodied in the processes and procedures for restoring the provision of Deliverables following the occurrence of a Disaster;
<b>"Disaster Recovery Plan"</b>	4.	has the meaning given to it in Paragraph - o of this Schedule;
<b>"Disaster Recovery System"</b>	5.	the system embodied in the processes and procedures for restoring the provision of Deliverables following the occurrence of a Disaster;
	6.	
<b>"Related Supplier"</b>	7.	any person who provides Deliverables to the Buyer which are related to the Deliverables from time to time;
<b>"Review Report"</b>	8.	has the meaning given to it in Paragraph - o of this Schedule; and
<b>"Supplier's Proposals"</b>	9.	has the meaning given to it in Paragraph - o of this Schedule;

### - BCDR Plan

- The Buyer and the Supplier recognise that, where specified in DPS Schedule 4 (DPS Management), CCS shall have the right to enforce the Buyer's rights under this Schedule.
- At least ninety (90) Working Days after the Start Date the Supplier shall prepare and deliver to the Buyer for the Buyer's written approval a plan (a

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- “BCDR Plan”), which shall detail the processes and arrangements that the Supplier shall follow to:
- ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Deliverables; and
  - the recovery of the Deliverables in the event of a Disaster
- The BCDR Plan shall be divided into three sections:
    - Section 1 which shall set out general principles applicable to the BCDR Plan;
    - Section 2 which shall relate to business continuity (the "**Business Continuity Plan**"); and
    - Section 3 which shall relate to disaster recovery (the "**Disaster Recovery Plan**").
  - Following receipt of the draft BCDR Plan from the Supplier, the Parties shall use reasonable endeavours to agree the contents of the BCDR Plan. If the Parties are unable to agree the contents of the BCDR Plan within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
- **General Principles of the BCDR Plan (Section 1)**
- Section 1 of the BCDR Plan shall:
    - set out how the business continuity and disaster recovery elements of the BCDR Plan link to each other;
    - provide details of how the invocation of any element of the BCDR Plan may impact upon the provision of the Deliverables and any goods and/or services provided to the Buyer by a Related Supplier;
    - contain an obligation upon the Supplier to liaise with the Buyer and any Related Suppliers with respect to business continuity and disaster recovery;
    - detail how the BCDR Plan interoperates with any overarching disaster recovery or business continuity plan of the Buyer and any of its other Related Supplier in each case as notified to the Supplier by the Buyer from time to time;
    - contain a communication strategy including details of an incident and problem management service and advice and help desk facility which can be accessed via multiple channels;
    - contain a risk analysis, including:
      - failure or disruption scenarios and assessments of likely frequency of occurrence;
      - identification of any single points of failure within the provision of Deliverables and processes for managing those risks;

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- identification of risks arising from the interaction of the provision of Deliverables with the goods and/or services provided by a Related Supplier; and
- a business impact analysis of different anticipated failures or disruptions;
- provide for documentation of processes, including business processes, and procedures;
- set out key contact details for the Supplier (and any Subcontractors) and for the Buyer;
- identify the procedures for reverting to "normal service";
- set out method(s) of recovering or updating data collected (or which ought to have been collected) during a failure or disruption to minimise data loss;
- identify the responsibilities (if any) that the Buyer has agreed it will assume in the event of the invocation of the BCDR Plan; and
- provide for the provision of technical assistance to key contacts at the Buyer as required by the Buyer to inform decisions in support of the Buyer's business continuity plans.
- The BCDR Plan shall be designed so as to ensure that:
  - the Deliverables are provided in accordance with this Contract at all times during and after the invocation of the BCDR Plan;
  - the adverse impact of any Disaster is minimised as far as reasonably possible;
  - it complies with the relevant provisions of ISO/IEC 27002; ISO22301/ISO22313 and all other industry standards from time to time in force; and
  - it details a process for the management of disaster recovery testing.
- The BCDR Plan shall be upgradeable and sufficiently flexible to support any changes to the Deliverables and the business operations supported by the provision of Deliverables.
- The Supplier shall not be entitled to any relief from its obligations under the Performance Indicators (PI's) or Service Levels, or to any increase in the Charges to the extent that a Disaster occurs as a consequence of any breach by the Supplier of this Contract.

**- Business Continuity (Section 2)**

- The Business Continuity Plan shall set out the arrangements that are to be invoked to ensure that the business processes facilitated by the provision of Deliverables remain supported and to ensure continuity of the business operations supported by the Services including:
  - the alternative processes, options and responsibilities that may be adopted in the event of a failure in or disruption to the provision of Deliverables; and

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- the steps to be taken by the Supplier upon resumption of the provision of Deliverables in order to address the effect of the failure or disruption.
- The Business Continuity Plan shall:
  - address the various possible levels of failures of or disruptions to the provision of Deliverables;
  - set out the goods and/or services to be provided and the steps to be taken to remedy the different levels of failures of and disruption to the Deliverables;
  - specify any applicable Performance Indicators with respect to the provision of the Business Continuity Services and details of any agreed relaxation to the Performance Indicators or Service Levels in respect of the provision of other Deliverables during any period of invocation of the Business Continuity Plan; and
  - set out the circumstances in which the Business Continuity Plan is invoked.
- **Disaster Recovery (Section 3)**
  - The Disaster Recovery Plan (which shall be invoked only upon the occurrence of a Disaster) shall be designed to ensure that upon the occurrence of a Disaster the Supplier ensures continuity of the business operations of the Buyer supported by the Services following any Disaster or during any period of service failure or disruption with, as far as reasonably possible, minimal adverse impact.
  - The Supplier's BCDR Plan shall include an approach to business continuity and disaster recovery that addresses the following:
    - loss of access to the Buyer Premises;
    - loss of utilities to the Buyer Premises;
    - loss of the Supplier's helpdesk or CAFM system;
    - loss of a Subcontractor;
    - emergency notification and escalation process;
    - contact lists;
    - staff training and awareness;
    - BCDR Plan testing;
    - post implementation review process;
    - any applicable Performance Indicators with respect to the provision of the disaster recovery services and details of any agreed relaxation to the Performance Indicators or Service Levels in respect of the provision of other Deliverables during any period of invocation of the Disaster Recovery Plan;

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- details of how the Supplier shall ensure compliance with security standards ensuring that compliance is maintained for any period during which the Disaster Recovery Plan is invoked;
  - access controls to any disaster recovery sites used by the Supplier in relation to its obligations pursuant to this Schedule; and
  - testing and management arrangements.
- **Review and changing the BCDR Plan**
- The Supplier shall review the BCDR Plan:
    - on a regular basis and as a minimum once every six (6) Months;
    - within three (3) calendar Months of the BCDR Plan (or any part) having been invoked pursuant to Paragraph **Error! Reference source not found.**; and
    - where the Buyer requests in writing any additional reviews (over and above those provided for in Paragraphs -o□ and -o□ of this Schedule) whereupon the Supplier shall conduct such reviews in accordance with the Buyer's written requirements. Prior to starting its review, the Supplier shall provide an accurate written estimate of the total costs payable by the Buyer for the Buyer's approval. The costs of both Parties of any such additional reviews shall be met by the Buyer except that the Supplier shall not be entitled to charge the Buyer for any costs that it may incur above any estimate without the Buyer's prior written approval.
  - Each review of the BCDR Plan pursuant to Paragraph -o shall assess its suitability having regard to any change to the Deliverables or any underlying business processes and operations facilitated by or supported by the Services which have taken place since the later of the original approval of the BCDR Plan or the last review of the BCDR Plan, and shall also have regard to any occurrence of any event since that date (or the likelihood of any such event taking place in the foreseeable future) which may increase the likelihood of the need to invoke the BCDR Plan. The review shall be completed by the Supplier within such period as the Buyer shall reasonably require.
  - The Supplier shall, within twenty (20) Working Days of the conclusion of each such review of the BCDR Plan, provide to the Buyer a report (a "**Review Report**") setting out the Supplier's proposals (the "**Supplier's Proposals**") for addressing any changes in the risk profile and its proposals for amendments to the BCDR Plan.
  - Following receipt of the Review Report and the Supplier's Proposals, the Parties shall use reasonable endeavours to agree the Review Report and the Supplier's Proposals. If the Parties are unable to agree Review Report and the Supplier's Proposals within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.

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- The Supplier shall as soon as is reasonably practicable after receiving the approval of the Supplier's Proposals effect any change in its practices or procedures necessary so as to give effect to the Supplier's Proposals. Any such change shall be at the Supplier's expense unless it can be reasonably shown that the changes are required because of a material change to the risk profile of the Deliverables.

**- Testing the BCDR Plan**

- The Supplier shall test the BCDR Plan:
  - regularly and in any event not less than once in every Contract Year;
  - in the event of any major reconfiguration of the Deliverables
  - at any time where the Buyer considers it necessary (acting in its sole discretion).
- If the Buyer requires an additional test of the BCDR Plan, it shall give the Supplier written notice and the Supplier shall conduct the test in accordance with the Buyer's requirements and the relevant provisions of the BCDR Plan. The Supplier's costs of the additional test shall be borne by the Buyer unless the BCDR Plan fails the additional test in which case the Supplier's costs of that failed test shall be borne by the Supplier.
- The Supplier shall undertake and manage testing of the BCDR Plan in full consultation with and under the supervision of the Buyer and shall liaise with the Buyer in respect of the planning, performance, and review, of each test, and shall comply with the reasonable requirements of the Buyer.
- The Supplier shall ensure that any use by it or any Subcontractor of "live" data in such testing is first approved with the Buyer. Copies of live test data used in any such testing shall be (if so required by the Buyer) destroyed or returned to the Buyer on completion of the test.
- The Supplier shall, within twenty (20) Working Days of the conclusion of each test, provide to the Buyer a report setting out:
  - the outcome of the test;
  - any failures in the BCDR Plan (including the BCDR Plan's procedures) revealed by the test; and
  - the Supplier's proposals for remedying any such failures.
- Following each test, the Supplier shall take all measures requested by the Buyer to remedy any failures in the BCDR Plan and such remedial activity and re-testing shall be completed by the Supplier, at its own cost, by the date reasonably required by the Buyer.

**- Invoking the BCDR Plan**

- In the event of a complete loss of service or in the event of a Disaster, the Supplier shall immediately invoke the BCDR Plan (and shall inform the Buyer promptly of such invocation). In all other instances the Supplier shall invoke or test the BCDR Plan only with the prior consent of the Buyer.

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- **Circumstances beyond your control**
  - The Supplier shall not be entitled to relief under Clause 20 (Circumstances beyond your control) if it would not have been impacted by the Force Majeure Event had it not failed to comply with its obligations under this Schedule.

**Order Schedule 9 (Security)****Short Form Security Requirements**

- **Definitions**
  - In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):
 

<b>"Breach of Security"</b>	<p>10. the occurrence of:</p> <ol style="list-style-type: none"> <li>1. any unauthorised access to or use of the Deliverables, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Government Data) used by the Buyer and/or the Supplier in connection with this Contract; and/or</li> <li>2. the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Government Data), including any copies of such information or data, used by the Buyer and/or the Supplier in connection with this Contract,</li> </ol>
<b>"Security Management Plan"</b>	<p>11. in either case as more particularly set out in the Security Policy where the Buyer has required compliance therewith in accordance with paragraph 2.2;</p> <p>12. the Supplier's security management plan prepared pursuant to this Schedule, a draft of which has been provided by the Supplier to the Buyer and as updated from time to time;</p>

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- **Complying with security requirements and updates to them**
  - The Buyer and the Supplier recognise that, where specified in DPS Schedule 4 (DPS Management), CCS shall have the right to enforce the Buyer's rights under this Schedule.
  - The Supplier shall comply with the requirements in this Schedule in respect of the Security Management Plan. Where specified by a Buyer that has undertaken a Further Competition it shall also comply with the Security Policy and shall ensure that the Security Management Plan produced by the Supplier fully complies with the Security Policy.
  - Where the Security Policy applies the Buyer shall notify the Supplier of any changes or proposed changes to the Security Policy.
  - If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision of the Deliverables it may propose a Variation to the Buyer. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Charges shall be subject to the Variation Procedure.
  - Until and/or unless a change to the Charges is agreed by the Buyer pursuant to the Variation Procedure the Supplier shall continue to provide the Deliverables in accordance with its existing obligations.
  
- **Security Standards**
  - The Supplier acknowledges that the Buyer places great emphasis on the reliability of the performance of the Deliverables, confidentiality, integrity and availability of information and consequently on security.
  - The Supplier shall be responsible for the effective performance of its security obligations and shall at all times provide a level of security which:
    - is in accordance with the Law and this Contract;
    - as a minimum demonstrates Good Industry Practice;
    - meets any specific security threats of immediate relevance to the Deliverables and/or the Government Data; and
    - where specified by the Buyer in accordance with paragraph 2.2 complies with the Security Policy and the ICT Policy.
  - The references to standards, guidance and policies contained or set out in Paragraph -o shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
  - In the event of any inconsistency in the provisions of the above standards, guidance and policies, the Supplier should notify the Buyer's Representative of such inconsistency immediately upon becoming aware of the same, and the Buyer's Representative shall, as soon as practicable, advise the Supplier which provision the Supplier shall be required to comply with.

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**- Security Management Plan**○ **Introduction**

- The Supplier shall develop and maintain a Security Management Plan in accordance with this Schedule. The Supplier shall thereafter comply with its obligations set out in the Security Management Plan.

○ **Content of the Security Management Plan**

- The Security Management Plan shall:
  - comply with the principles of security set out in Paragraph **Error! Reference source not found.** and any other provisions of this Contract relevant to security;
  - identify the necessary delegated organisational roles for those responsible for ensuring it is complied with by the Supplier;
  - detail the process for managing any security risks from Subcontractors and third parties authorised by the Buyer with access to the Deliverables, processes associated with the provision of the Deliverables, the Buyer Premises, the Sites and any ICT, Information and data (including the Buyer's Confidential Information and the Government Data) and any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;
  - be developed to protect all aspects of the Deliverables and all processes associated with the provision of the Deliverables, including the Buyer Premises, the Sites, and any ICT, Information and data (including the Buyer's Confidential Information and the Government Data) to the extent used by the Buyer or the Supplier in connection with this Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;
  - set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Deliverables and all processes associated with the provision of the Goods and/or Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Deliverables comply with the provisions of this Contract;
  - set out the plans for transitioning all security arrangements and responsibilities for the Supplier to meet the full obligations of the security requirements set out in this Contract and, where necessary in accordance with paragraph 2.2 the Security Policy; and
  - be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Buyer engaged in the provision of the Deliverables and shall only

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reference documents which are in the possession of the Parties or whose location is otherwise specified in this Schedule.

- **Development of the Security Management Plan**
  - Within twenty (20) Working Days after the Start Date and in accordance with Paragraph o, the Supplier shall prepare and deliver to the Buyer for Approval a fully complete and up to date Security Management Plan which will be based on the draft Security Management Plan.
  - If the Security Management Plan submitted to the Buyer in accordance with Paragraph -o□, or any subsequent revision to it in accordance with Paragraph o, is Approved it will be adopted immediately and will replace the previous version of the Security Management Plan and thereafter operated and maintained in accordance with this Schedule. If the Security Management Plan is not Approved, the Supplier shall amend it within ten (10) Working Days of a notice of non-approval from the Buyer and re-submit to the Buyer for Approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of its first submission to the Buyer. If the Buyer does not approve the Security Management Plan following its resubmission, the matter will be resolved in accordance with the Dispute Resolution Procedure.
  - The Buyer shall not unreasonably withhold or delay its decision to Approve or not the Security Management Plan pursuant to Paragraph □. However a refusal by the Buyer to Approve the Security Management Plan on the grounds that it does not comply with the requirements set out in Paragraph o shall be deemed to be reasonable.
  - Approval by the Buyer of the Security Management Plan pursuant to Paragraph -o□ or of any change to the Security Management Plan in accordance with Paragraph o shall not relieve the Supplier of its obligations under this Schedule.
- **Amendment of the Security Management Plan**
  - The Security Management Plan shall be fully reviewed and updated by the Supplier at least annually to reflect:
    - emerging changes in Good Industry Practice;
    - any change or proposed change to the Deliverables and/or associated processes;
    - where necessary in accordance with paragraph 2.2, any change to the Security Policy;
    - any new perceived or changed security threats; and
    - any reasonable change in requirements requested by the Buyer.

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- The Supplier shall provide the Buyer with the results of such reviews as soon as reasonably practicable after their completion and amendment of the Security Management Plan at no additional cost to the Buyer. The results of the review shall include, without limitation:
  - suggested improvements to the effectiveness of the Security Management Plan;
  - updates to the risk assessments; and
  - suggested improvements in measuring the effectiveness of controls.
- Subject to Paragraph o, any change or amendment which the Supplier proposes to make to the Security Management Plan (as a result of a review carried out in accordance with Paragraph o, a request by the Buyer or otherwise) shall be subject to the Variation Procedure.
- The Buyer may, acting reasonably, Approve and require changes or amendments to the Security Management Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment.

- **Security breach**

- Either Party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.
- Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in Paragraph o, the Supplier shall:
  - immediately take all reasonable steps (which shall include any action or changes reasonably required by the Buyer) necessary to:
    - minimise the extent of actual or potential harm caused by any Breach of Security;
    - remedy such Breach of Security to the extent possible and protect the integrity of the Buyer and the provision of the Goods and/or Services to the extent within its control against any such Breach of Security or attempted Breach of Security;
    - prevent an equivalent breach in the future exploiting the same cause failure; and
    - as soon as reasonably practicable provide to the Buyer, where the Buyer so requests, full details (using the reporting mechanism defined by the Security Management Plan) of the Breach of Security or

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attempted Breach of Security, including a cause analysis where required by the Buyer.

- In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the Security Management Plan with the Security Policy (where relevant in accordance with paragraph 2.2) or the requirements of this Schedule, then any required change to the Security Management Plan shall be at no cost to the Buyer.

## Order Schedule 10 (Exit Management)

### - Definitions

- In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>"Exclusive Assets"</b>	13.	Supplier Assets used exclusively by the Supplier or a Key Subcontractor in the provision of the Deliverables;
<b>"Exit Information"</b>	14.	has the meaning given to it in Paragraph -o of this Schedule;
<b>"Exit Manager"</b>	15.	the person appointed by each Party to manage their respective obligations under this Schedule;
<b>"Net Book Value"</b>	16.	the current net book value of the relevant Supplier Asset(s) calculated in accordance with the DPS Application or Order Tender (if stated) or (if not stated) the depreciation policy of the Supplier (which the Supplier shall ensure is in accordance with Good Industry Practice);
<b>"Non-Exclusive Assets"</b>	17.	those Supplier Assets used by the Supplier or a Key Subcontractor in connection with the Deliverables but which are also used by the Supplier or Key Subcontractor for other purposes;
<b>"Registers"</b>	18.	the register and configuration database referred to in Paragraph -o of this Schedule;
<b>"Replacement Goods"</b>	19.	any goods which are substantially similar to any of the Goods and which the Buyer receives in substitution for any of the Goods following the End Date, whether

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- those goods are provided by the Buyer internally and/or by any third party;
- "Replacement Services"** 20. any services which are substantially similar to any of the Services and which the Buyer receives in substitution for any of the Services following the End Date, whether those goods are provided by the Buyer internally and/or by any third party;
- "Termination Assistance"** 21. the activities to be performed by the Supplier pursuant to the Exit Plan, and other assistance required by the Buyer pursuant to the Termination Assistance Notice;
- "Termination Assistance Notice"** 22. has the meaning given to it in Paragraph -o of this Schedule;
- "Termination Assistance Period"** 23. the period specified in a Termination Assistance Notice for which the Supplier is required to provide the Termination Assistance as such period may be extended pursuant to Paragraph -o of this Schedule;
- "Transferable Assets"** 24. Exclusive Assets which are capable of legal transfer to the Buyer;
- "Transferable Contracts"** 25. Sub-Contracts, licences for Supplier's Software, licences for Third Party Software or other agreements which are necessary to enable the Buyer or any Replacement Supplier to provide the Deliverables or the Replacement Goods and/or Replacement Services, including in relation to licences all relevant Documentation;
- "Transferring Assets"** 26. has the meaning given to it in Paragraph -o of this Schedule;
- "Transferring Contracts"** 27. has the meaning given to it in Paragraph -o of this Schedule.
- **Supplier must always be prepared for contract exit**
- o The Supplier shall within 30 days from the Start Date provide to the Buyer a copy of its depreciation policy to be used for the purposes of calculating Net Book Value.

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- During the Contract Period, the Supplier shall promptly:
  - create and maintain a detailed register of all Supplier Assets (including description, condition, location and details of ownership and status as either Exclusive Assets or Non-Exclusive Assets and Net Book Value) and Sub-contracts and other relevant agreements required in connection with the Deliverables; and
  - create and maintain a configuration database detailing the technical infrastructure and operating procedures through which the Supplier provides the Deliverables ("**Registers**").
- The Supplier shall:
  - ensure that all Exclusive Assets listed in the Registers are clearly physically identified as such; and
  - procure that all licences for Third Party Software and all Sub-Contracts shall be assignable and/or capable of novation (at no cost or restriction to the Buyer) at the request of the Buyer to the Buyer (and/or its nominee) and/or any Replacement Supplier upon the Supplier ceasing to provide the Deliverables (or part of them) and if the Supplier is unable to do so then the Supplier shall promptly notify the Buyer and the Buyer may require the Supplier to procure an alternative Subcontractor or provider of Deliverables.
- Each Party shall appoint an Exit Manager within three (3) Months of the Start Date. The Parties' Exit Managers will liaise with one another in relation to all issues relevant to the expiry or termination of this Contract.

- **Assisting re-competition for Deliverables**

- The Supplier shall, on reasonable notice, provide to the Buyer and/or its potential Replacement Suppliers (subject to the potential Replacement Suppliers entering into reasonable written confidentiality undertakings), such information (including any access) as the Buyer shall reasonably require in order to facilitate the preparation by the Buyer of any invitation to tender and/or to facilitate any potential Replacement Suppliers undertaking due diligence (the "**Exit Information**").
- The Supplier acknowledges that the Buyer may disclose the Supplier's Confidential Information (excluding the Supplier's or its Subcontractors' prices or costs) to an actual or prospective Replacement Supplier to the extent that such disclosure is necessary in connection with such engagement.
- The Supplier shall provide complete updates of the Exit Information on an as-requested basis as soon as reasonably practicable and notify the Buyer within five (5) Working Days of any material change to the Exit Information which may adversely impact upon the provision of any Deliverables (and shall consult the Buyer in relation to any such changes).
- The Exit Information shall be accurate and complete in all material respects and shall be sufficient to enable a third party to prepare an informed offer for

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those Deliverables; and not be disadvantaged in any procurement process compared to the Supplier.

- **Exit Plan**

- The Supplier shall, within three (3) Months after the Start Date, deliver to the Buyer an Exit Plan which complies with the requirements set out in Paragraph -o of this Schedule and is otherwise reasonably satisfactory to the Buyer.
- The Parties shall use reasonable endeavours to agree the contents of the Exit Plan. If the Parties are unable to agree the contents of the Exit Plan within twenty (20) Working Days of the latest date for its submission pursuant to Paragraph -o, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
- The Exit Plan shall set out, as a minimum:
  - a detailed description of both the transfer and cessation processes, including a timetable;
  - how the Deliverables will transfer to the Replacement Supplier and/or the Buyer;
  - details of any contracts which will be available for transfer to the Buyer and/or the Replacement Supplier upon the Expiry Date together with any reasonable costs required to effect such transfer;
  - proposals for the training of key members of the Replacement Supplier's staff in connection with the continuation of the provision of the Deliverables following the Expiry Date;
  - proposals for providing the Buyer or a Replacement Supplier copies of all documentation relating to the use and operation of the Deliverables and required for their continued use;
  - proposals for the assignment or novation of all services utilised by the Supplier in connection with the supply of the Deliverables;
  - proposals for the identification and return of all Buyer Property in the possession of and/or control of the Supplier or any third party;
  - proposals for the disposal of any redundant Deliverables and materials;
  - how the Supplier will ensure that there is no disruption to or degradation of the Deliverables during the Termination Assistance Period; and
  - any other information or assistance reasonably required by the Buyer or a Replacement Supplier.
- The Supplier shall:
  - maintain and update the Exit Plan (and risk management plan) no less frequently than:
    - every six (6) months throughout the Contract Period; and

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- no later than twenty (20) Working Day after a request from the Buyer for an up-to-date copy of the Exit Plan;
  - as soon as reasonably possible following a Termination Assistance Notice, and in any event no later than ten (10) Working Days after the date of the Termination Assistance Notice;
  - as soon as reasonably possible following, and in any event no later than twenty (20) Working Days following, any material change to the Deliverables (including all changes under the Variation Procedure); and
    - jointly review and verify the Exit Plan if required by the Buyer and promptly correct any identified failures.
- Only if (by notification to the Supplier in writing) the Buyer agrees with a draft Exit Plan provided by the Supplier under Paragraph -o or -o (as the context requires), shall that draft become the Exit Plan for this Contract.
  - A version of an Exit Plan agreed between the parties shall not be superseded by any draft submitted by the Supplier.
- **Termination Assistance**
- The Buyer shall be entitled to require the provision of Termination Assistance at any time during the Contract Period by giving written notice to the Supplier (a "**Termination Assistance Notice**") at least four (4) Months prior to the Expiry Date or as soon as reasonably practicable (but in any event, not later than one (1) Month) following the service by either Party of a Termination Notice. The Termination Assistance Notice shall specify:
    - the nature of the Termination Assistance required; and
    - the start date and period during which it is anticipated that Termination Assistance will be required, which shall continue no longer than twelve (12) Months after the date that the Supplier ceases to provide the Deliverables.
  - The Buyer shall have an option to extend the Termination Assistance Period beyond the Termination Assistance Notice period provided that such extension shall not extend for more than six (6) Months beyond the end of the Termination Assistance Period and provided that it shall notify the Supplier of such this extension no later than twenty (20) Working Days prior to the date on which the provision of Termination Assistance is otherwise due to expire. The Buyer shall have the right to terminate its requirement for Termination Assistance by serving not less than (20) Working Days' written notice upon the Supplier.
  - In the event that Termination Assistance is required by the Buyer but at the relevant time the parties are still agreeing an update to the Exit Plan pursuant to Paragraph **Error! Reference source not found.**, the Supplier will provide the Termination Assistance in good faith and in accordance with the principles in this Schedule and the last Buyer approved version of the Exit Plan (insofar as it still applies).

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**- Termination Assistance Period**

- Throughout the Termination Assistance Period the Supplier shall:
  - continue to provide the Deliverables (as applicable) and otherwise perform its obligations under this Contract and, if required by the Buyer, provide the Termination Assistance;
  - provide to the Buyer and/or its Replacement Supplier any reasonable assistance and/or access requested by the Buyer and/or its Replacement Supplier including assistance and/or access to facilitate the orderly transfer of responsibility for and conduct of the Deliverables to the Buyer and/or its Replacement Supplier;
  - use all reasonable endeavours to reallocate resources to provide such assistance without additional costs to the Buyer;
  - subject to Paragraph -o, provide the Deliverables and the Termination Assistance at no detriment to the Performance Indicators (PI's) or Service Levels, the provision of the Management Information or any other reports nor to any other of the Supplier's obligations under this Contract;
  - at the Buyer's request and on reasonable notice, deliver up-to-date Registers to the Buyer;
  - seek the Buyer's prior written consent to access any Buyer Premises from which the de-installation or removal of Supplier Assets is required.
- If it is not possible for the Supplier to reallocate resources to provide such assistance as is referred to in Paragraph -o without additional costs to the Buyer, any additional costs incurred by the Supplier in providing such reasonable assistance shall be subject to the Variation Procedure.
- If the Supplier demonstrates to the Buyer's reasonable satisfaction that the provision of the Termination Assistance will have a material, unavoidable adverse effect on the Supplier's ability to meet one or more particular Service Levels, the Parties shall vary the relevant Service Levels and/or the applicable Service Credits accordingly.

**- Obligations when the contract is terminated**

- The Supplier shall comply with all of its obligations contained in the Exit Plan.
- Upon termination or expiry or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Deliverables and the Termination Assistance), the Supplier shall:
  - vacate any Buyer Premises;
  - remove the Supplier Equipment together with any other materials used by the Supplier to supply the Deliverables and shall leave the Sites in a clean, safe and tidy condition. The Supplier is solely responsible for making good any damage to the Sites or any objects

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contained thereon, other than fair wear and tear, which is caused by the Supplier;

- provide access during normal working hours to the Buyer and/or the Replacement Supplier for up to twelve (12) Months after expiry or termination to:
  - such information relating to the Deliverables as remains in the possession or control of the Supplier; and
  - such members of the Supplier Staff as have been involved in the design, development and provision of the Deliverables and who are still employed by the Supplier, provided that the Buyer and/or the Replacement Supplier shall pay the reasonable costs of the Supplier actually incurred in responding to such requests for access.

- Except where this Contract provides otherwise, all licences, leases and authorisations granted by the Buyer to the Supplier in relation to the Deliverables shall be terminated with effect from the end of the Termination Assistance Period.

- **Assets, Sub-contracts and Software**

- Following notice of termination of this Contract and during the Termination Assistance Period, the Supplier shall not, without the Buyer's prior written consent:
  - terminate, enter into or vary any Sub-contract or licence for any software in connection with the Deliverables; or
  - (subject to normal maintenance requirements) make material modifications to, or dispose of, any existing Supplier Assets or acquire any new Supplier Assets.
- Within twenty (20) Working Days of receipt of the up-to-date Registers provided by the Supplier, the Buyer shall notify the Supplier setting out:
  - which, if any, of the Transferable Assets the Buyer requires to be transferred to the Buyer and/or the Replacement Supplier ("**Transferring Assets**");
  - which, if any, of:
    - the Exclusive Assets that are not Transferable Assets; and
    - the Non-Exclusive Assets,
 the Buyer and/or the Replacement Supplier requires the continued use of; and
  - which, if any, of Transferable Contracts the Buyer requires to be assigned or novated to the Buyer and/or the Replacement Supplier (the "**Transferring Contracts**"),

in order for the Buyer and/or its Replacement Supplier to provide the Deliverables from the expiry of the Termination Assistance Period. The Supplier shall provide all reasonable assistance required by the Buyer

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- and/or its Replacement Supplier to enable it to determine which Transferable Assets and Transferable Contracts are required to provide the Deliverables or the Replacement Goods and/or Replacement Services.
- With effect from the expiry of the Termination Assistance Period, the Supplier shall sell the Transferring Assets to the Buyer and/or the Replacement Supplier for their Net Book Value less any amount already paid for them through the Charges.
  - Risk in the Transferring Assets shall pass to the Buyer or the Replacement Supplier (as appropriate) at the end of the Termination Assistance Period and title shall pass on payment for them.
  - Where the Buyer and/or the Replacement Supplier requires continued use of any Exclusive Assets that are not Transferable Assets or any Non-Exclusive Assets, the Supplier shall as soon as reasonably practicable:
    - procure a non-exclusive, perpetual, royalty-free licence for the Buyer and/or the Replacement Supplier to use such assets (with a right of sub-licence or assignment on the same terms); or failing which
    - procure a suitable alternative to such assets, the Buyer or the Replacement Supplier to bear the reasonable proven costs of procuring the same.
  - The Supplier shall as soon as reasonably practicable assign or procure the novation of the Transferring Contracts to the Buyer and/or the Replacement Supplier. The Supplier shall execute such documents and provide such other assistance as the Buyer reasonably requires to effect this novation or assignment.
  - The Buyer shall:
    - accept assignments from the Supplier or join with the Supplier in procuring a novation of each Transferring Contract; and
    - once a Transferring Contract is novated or assigned to the Buyer and/or the Replacement Supplier, discharge all the obligations and liabilities created by or arising under that Transferring Contract and exercise its rights arising under that Transferring Contract, or as applicable, procure that the Replacement Supplier does the same.
  - The Supplier shall hold any Transferring Contracts on trust for the Buyer until the transfer of the relevant Transferring Contract to the Buyer and/or the Replacement Supplier has taken place.
  - The Supplier shall indemnify the Buyer (and/or the Replacement Supplier, as applicable) against each loss, liability and cost arising out of any claims made by a counterparty to a Transferring Contract which is assigned or novated to the Buyer (and/or Replacement Supplier) pursuant to Paragraph -o in relation to any matters arising prior to the date of assignment or novation of such Transferring Contract. Clause 19 (Other people's rights in this contract) shall not apply to this Paragraph -o which is intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.

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**- No charges**

- Unless otherwise stated, the Buyer shall not be obliged to pay for costs incurred by the Supplier in relation to its compliance with this Schedule.

**- Dividing the bills**

- All outgoings, expenses, rents, royalties and other periodical payments receivable in respect of the Transferring Assets and Transferring Contracts shall be apportioned between the Buyer and/or the Replacement and the Supplier as follows:
  - the amounts shall be annualised and divided by 365 to reach a daily rate;
  - the Buyer or Replacement Supplier (as applicable) shall be responsible for or entitled to (as the case may be) that part of the value of the invoice pro rata to the number of complete days following the transfer, multiplied by the daily rate; and
  - the Supplier shall be responsible for or entitled to (as the case may be) the rest of the invoice.

## Order Schedule 20 (Order Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Order Contract

### 2. Introduction

#### Scope of the tender

BEIS is seeking to commission an interim evaluation of the package of new Domestic Energy Affordability Support interventions in Great Britain that began delivery in October 2022. This will involve **process, outcome and early impact evaluations** of the Energy Bills Support Scheme (EBSS), EBSS Alternative Funding (EBSS AF), Energy Price Guarantee (EPG) and Alternative Fuel Payment (AFP). These interventions are very large in both value and scale, covering almost the entire population of Great Britain; as such, this evaluation is a priority for the Department and wider Government.

The evaluation will use an overarching theory-based framework to evaluate awareness, understanding, perceptions and experience of the delivery of the interventions, as well as outcomes of interest, including intervention reach and benefits to energy and wider household consumption, household finances, health and welfare and the wider economy. The contract will also involve collecting evidence of perceived impacts of the interventions as reported by households and wider contextual data to support a robust impact evaluation that is expected to be tendered separately in due course. Scoping of impact and economic evaluation requirements will be conducted as part of this contract.

The EBSS and EPG schemes launched from October 2022, while EBSS AF and AFP are launching in early 2023. The evaluation will begin in March 2023 and continue until summer 2024. Reporting of research findings will be required frequently throughout the contract to support policy decisions around future energy bill or wider cost of living support.

BEIS will accept bids to deliver this work from both individual suppliers and consortia. Bidders should also note that an evaluation of Domestic Energy Affordability Support in Northern Ireland will also be procured separately. The successful contractor for this contract will be expected to work closely with both the contractor delivering the Northern Ireland evaluation and the contractor delivering a future impact and economic evaluation.

#### Background to the Domestic Energy Affordability Support provided to households in Great Britain

Inflation in the UK is currently very high and a key driver of this has been rising global energy prices, largely caused by a surge in demand following the Covid 19 recovery period and stresses on supply chains because of the 2022 war in Ukraine and role of Russia. Given increasing wholesale gas prices and ongoing volatility, the price cap for energy rose by 54% for households in April 2022, directly impacting approximately 22 million customers on default tariffs.

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Energy is an essential and unavoidable expense for households and as such, government agreed to take action to mitigate the increase in energy costs for consumers. On 3 February 2022 the Chancellor of the Exchequer announced a package of support to help domestic energy customers with the costs of rising energy bills, which included the Energy Bills Support Scheme (EBSS): a £200 grant to all domestic energy bill payers with a levy to recover costs from bill payers over a five-year period. On 26 May 2022, the Chancellor of the Exchequer extended support, including changing the EBSS to a £400 grant with no levy recovery.

However, on 26 August, Ofgem announced the energy price cap would increase to £3,549 per year on average for a typical dual fuel household paying by direct debit from 1 October 2022, around £750 higher than previous expectations and pushing energy bills up to unprecedented levels. As a result, on 8<sup>th</sup> September, the government announced a new 'Energy Price Guarantee' which provided a cap on the unit prices of electricity and gas that suppliers could charge from 1<sup>st</sup> October 2022.

The Energy Price Guarantee limits the unit price households pay for electricity and gas across the UK. As such, the Energy Price Guarantee will ensure that a typical household in Great Britain will save around £900 this winter (October 2022 – March 2023), based on what energy prices would have been under the current price cap. The consumer saving will be based on usage, so bills and savings could be higher or lower depending on how much energy consumers use. From April 2023 to March 2024, unit prices will be capped so that a typical household bill in Great Britain will be reduced to around £3,000 over this period. Based on projections of the undiscounted price of energy, this is expected to save the typical household in Great Britain around £500.

Approximately 29 million GB households are eligible for EPG and EBSS. However, there are a number of household groups who are not able to benefit from these schemes in part or full. To ensure such households would still be able to receive the same level of support during the energy bills crisis, two further schemes have been set up:

EBSS Alternative Funding will provide support to the approximately 900,000 households who do not have a domestic energy contract with a licensed supplier and pay for their electricity in a different way and are therefore unable to receive EBSS. This is primarily people who pay for their energy via a commercial landlord or intermediary. The intervention consists of a one-off £400 payment that will be delivered to households over the winter in a single instalment. These households will consist of caravans, houseboats, mobile homes, travellers, private & social tenants on commercial meters, heat network consumers, homes not connected to the mains electricity grid, care home residents who are at least partly self-funded, and farmhouses. Eligible households will need to apply for the support payment online or via telephone. The application process will allow for a third party to complete the form on someone's behalf where they are unable to do so themselves.

Alternative Fuel Payment will provide support to the approximately 2 million households in the UK who are not on the mains gas grid and therefore use alternative fuels for heating, such as heating oil or liquid petroleum gas. Under AFP, eligible households will be entitled to one-off payment of £200 this winter to protect them from the rising costs of alternative fuels.

**Bidders should note that while all of the above interventions are being delivered in both Great Britain and Northern Ireland, the scope of the data collection in this evaluation contract is limited to the version of the interventions delivered in Great Britain.**

**Further detail on the policy objectives and delivery of the each of the four schemes can be found in Annex 1A.**

There are a number of other schemes providing support with the cost of energy bills this Winter which are **not** in scope of this evaluation. These include:

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- Warm Home Discount – provides pensioners and households likely to be in fuel poverty with £140 (increasing to £150) off their electricity bills.
- Energy Company Obligation – obligated suppliers provide energy efficiency measures to fuel poor, vulnerable and low-income households.
- Winter Fuel Payments – pensioners receive cash payments of between £100 and £300 to help with heating bills.
- Cold Weather Payments – people on certain benefits can receive £25 for each 7-day period of very cold weather between 1 November and 31 March.

**Key stakeholders involved with the interventions**

The following groups play a key role in the design and/or delivery of the interventions:

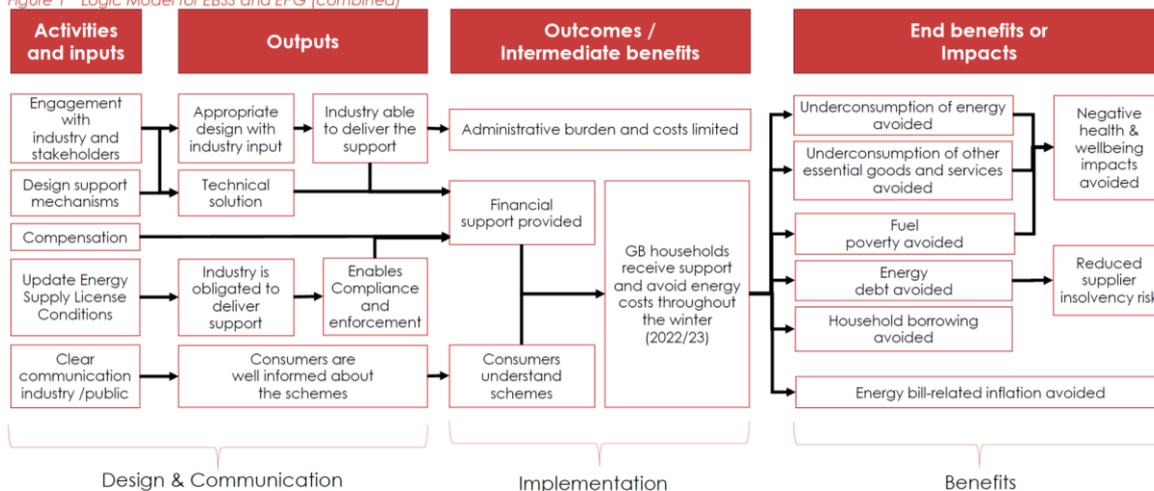
- Ofgem has been closely involved with the design and delivery of all interventions, playing a key role in compliance and enforcement, delivery monitoring, the guidance to suppliers and communications to ensure consumers understand what EBSS is and raising awareness of scams, among other areas.
- Elexon and Xoserve are the scheme administrators for EPG.
- Local authorities are central to the delivery of EBSS Alternative Funding and Alternative Fuel Payment Alternative Funding (see Annex 1A for detail on this scheme) but are not involved in the delivery of the main EBSS and EPG schemes.
- Energy suppliers are involved in the EPG, EBSS and AFP interventions, but are not involved in EBSS Alternative Funding.
- Arvato provide a contact centre through which households can apply for EBSS Alternative Funding and Alternative Fuel Payment Alternative Funding over the telephone and through which they can also receive support with understanding the Energy Affordability Support schemes.
- Representatives of groups eligible for the EBSS Alternative Funding have been consulted as part of the development process and are expected to help in delivering messaging, but are not directly involved in the delivery of the scheme.

Other key stakeholders will be confirmed as the schemes develop.

**Logic model**

The following diagram shows the high-level intervention logic that applies across both EBSS and EPG:

Figure 1 Logic Model for EBSS and EPG (combined)



**3. Aims and Objectives**

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This invitation to tender sets out the requirement for the delivery of an interim evaluation of Domestic Energy Affordability Support in Great Britain, including the Energy Bills Support Scheme (EBSS), EBSS Alternative Funding (EBSS AF), Energy Price Guarantee (EPG) and Alternative Fuel Payment (AFP). This will involve **process, outcome and early impacts evaluation**.

The overarching aims of the interim evaluation are:

- To explore how the interventions were implemented, including the effectiveness and consistency across recipient groups of the different delivery mechanisms employed;
- To explore awareness, understanding, perceptions and experience of the interventions among different recipient groups;
- To provide timely evidence on the outcomes of the interventions to inform policy design decisions as part of the Government response to high prices across the economy, including the interactions between the different Domestic Energy Affordability Support policies and with wider support schemes;
- To provide insights on the perceived impacts of the interventions as reported by households;
- To collect data to support potential future impact evaluation work across Domestic Energy Affordability Support policies;
- To develop an overarching impact and economic evaluation plan for the interventions.

Cutting across these evaluation aims, it will be pertinent to consider what evidence would be needed to support external scrutiny (e.g. by the National Audit Office) and inform any future interventions that may be rolled-out to provide support with energy bills or other pressures. For example, [the 2022 Autumn Statement](#) committed to consulting on amending the EPG as soon as is feasible after April 2023 so that those who use very large volumes of energy have their state support capped, whilst the vast majority of households can continue to benefit. The consultation will explore the best ways to ensure that vulnerable high energy users, such as those with medical requirements are not put at risk.

### **Evaluation questions**

The draft evaluation questions in the following section focus mainly on the Domestic Energy Affordability Support provided over winter 2022/23, and thus the majority should be addressed through research activities conducted in Stage 1. Given the changing policy environment, BEIS proposes that further detailed evaluation questions for Stages 2 and 3 are developed at the start of each of these stages. The questions outlined below cover questions that cut across all interventions; Annex 1C covers potential evaluation questions applicable to the individual interventions.

#### ***Process evaluation aims and questions***

The focus of the process evaluation is to investigate how the interventions develop from the initial design through to delivery, whether the interventions are implemented as intended, how the design and delivery have supported realisation of intervention objectives and what worked more (or less) well and why.

The process evaluation will need to draw on primary research and analysis of scheme monitoring and wider secondary data to explore a wide range of topics, covering the broad areas of a) the awareness, perceptions, understanding and experience of intervention recipients and b) intervention design and delivery.

The following process evaluation research questions are subject to scoping by the appointed contractor:

Topic	Potential evaluation questions
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<p><b>Awareness and understanding among households</b></p>	<ul style="list-style-type: none"> <li>• What were the levels of awareness of the interventions?</li> <li>• What were the levels of awareness of having <i>received</i> the interventions?</li> <li>• What were levels of understanding of the support amongst intended recipients in terms of what support they were eligible for, when they would receive this support and how?</li> <li>• How did awareness and understanding levels vary by different sub-groups of the bill-payer population (including based on which interventions they are eligible for, their supplier, payment type, location, and socio-economic characteristics)?</li> <li>• To what extent did awareness and understanding change over time among different sub-groups?</li> <li>• What information about the different interventions did households receive from government and from suppliers, and at what point? Did households find this information clear?</li> <li>• What was the scale and nature of enquiries from households to suppliers seeking support with understanding the interventions? Did households receive timely advice?</li> </ul>
<p><b>Perceptions among households and wider stakeholders</b></p>	<ul style="list-style-type: none"> <li>• What were the perceptions of the different stakeholders regarding the appropriateness of the scale of the interventions (providing near universal energy bill support) and the monetary value of the interventions?</li> <li>• How did perceptions vary over the course of the interventions?</li> <li>• How did perceptions vary by different sub-groups of the bill-payer population (including based on which interventions they are eligible for, their supplier, payment type, location, and socio-economic characteristics)?</li> </ul>
<p><b>Intervention processes and experience of intervention delivery</b> (among BEIS, Ofgem, scheme administrators, Local Authorities and suppliers)</p>	<ul style="list-style-type: none"> <li>• What were the processes involved with delivering the interventions? What processes worked well and less well for delivering the intended benefits?</li> <li>• Were the schemes implemented as intended? If not, why not? What barriers, challenges and issues were encountered by different stakeholders in delivering the schemes as intended?</li> <li>• Were the interventions delivered consistently across suppliers and Local Authorities? If not, why not?</li> <li>• What was the scale of burden on suppliers and Local Authorities to deliver the different interventions? What steps did BEIS take to mitigate the burden on suppliers and to what degree were these effective?</li> </ul>

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	<ul style="list-style-type: none"> <li>• What lessons were learnt from the delivery of support over winter 2022/23 and how were these applied to the delivery of subsequent support?</li> <li>• What actions did suppliers take to provide households with information on the different interventions? What was the scale and nature of any additional support provided by suppliers?</li> <li>• What costs have been incurred (by central and local government, scheme administrators, Ofgem, suppliers and bill payers)?</li> <li>• What compliance and enforcement processes were carried out and to what extent did they encourage compliance? What was the nature, extent and scale of fraud and how did this compare between interventions?</li> <li>• What processes were involved with the closure of schemes that ended in 2023? Were any barriers, challenges and issues encountered by different stakeholders in closing the schemes?</li> </ul>
<p><b>Experience for households</b></p>	<ul style="list-style-type: none"> <li>• What was the experience of recipients in receiving the interventions, including the effectiveness of processes to deliver the support and efficiency with which support was delivered?</li> <li>• How does this vary by different sub-groups of the bill-payer population (including based on which interventions they are eligible for, their supplier, payment type, location, and socio-economic characteristics)?</li> <li>• To what extent did the experiences of different sub-groups change over time?</li> <li>• What was the nature and content of any scams related to the interventions that households were subject to, if any?</li> </ul>

**Outcome evaluation aims and questions**

The outcome evaluation will seek to understand the degree to which desired outcomes have been achieved. This will include analysis of whether delivery has been successful in providing support to all eligible households, and key variables such as energy bills, consumption levels, energy bill payments, potential indicators of fuel poverty and self-disconnection rates among different groups.

The following draft evaluation questions are, again, subject to refinement by the successful contractor:

Topic	Potential evaluation questions
<p><b>Reach</b></p>	<ul style="list-style-type: none"> <li>• What was the reach of the interventions across the intended recipients?</li> <li>• How has the reach of all interventions varied by different sub-groups of the bill-payer population (including based on which interventions they are eligible for, their supplier, payment type, location, and socio-economic characteristics)?</li> </ul>

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<b>Household energy and non-energy consumption</b>	<ul style="list-style-type: none"> <li>• How have contextual factors wider than the energy crisis (e.g. weather) affected household energy consumption? Bearing this wider context in mind, how does household energy consumption compare to previous years?</li> <li>• How have households adapted their energy consumption and wider spending behaviours as a result of the rise in energy costs?</li> <li>• To what extent did households maintain energy consumption at a safe / comfortable level? How did maintaining safe consumption affect other essential spending?</li> <li>• What was the extent of any underconsumption? How did this differ between key sub-groups, including between those classified as fuel poor and not fuel poor?</li> <li>• What was the scale of households disconnecting from their energy supply and the length of time for which they were disconnected? Bearing in mind contextual factors, how does the scale and length of self-disconnection compare to the equivalent period last year?</li> <li>• What was the scale and nature of changes in payment type, including the scale of movement of households to pre-payment meters?</li> </ul>
<b>Health and welfare</b>	<ul style="list-style-type: none"> <li>• How did the level of concern about energy bills vary before and during the interventions?</li> <li>• How did the level of concern about household finances more broadly vary before and during the interventions?</li> <li>• Bearing in mind contextual factors, how did the level of cold-related illnesses and instances of mould in dwellings over the intervention period vary compared to the equivalent period last year?</li> </ul>
<b>Household finances</b>	<ul style="list-style-type: none"> <li>• <i>Fuel poverty:</i> During the interventions, what was the proportion of households whose estimated amount of money remaining after accounting for housing costs fell below a threshold indicating potential fuel poverty? How does this compare to the equivalent period last year? How easy or difficult has it been for households to afford their energy bills in general and compared to a year ago?</li> <li>• <i>Energy debt:</i> How many and what proportion of accounts were in arrears throughout the scheme? How does this differ from before the interventions began and from the equivalent period last year? What is the total scale of energy debt and the average amount of debt by household?</li> <li>• <i>Household saving and borrowing:</i> How did household saving and borrowing rates vary before and during the course of intervention delivery?</li> </ul>
<b>Energy suppliers</b>	<ul style="list-style-type: none"> <li>• Did all suppliers stay solvent over the course of intervention delivery? Were any suppliers at risk of insolvency and require additional government support?</li> </ul>

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	<ul style="list-style-type: none"> <li>• What, if any, distortions to the market occurred over the course of intervention delivery?</li> </ul>
<i>Distributional impact</i>	<ul style="list-style-type: none"> <li>• How do the above outcomes vary by different sub-groups of the population (including based on which interventions they are eligible for, their supplier, payment type, location, and socio-economic characteristics)?</li> </ul>

**Early impact evaluation aims and questions**

This strand of work will involve gathering evidence on households' perceptions of what difference the scheme has made and the contextual information needed to support a full impact evaluation that is expected to be tendered separately in due course.

Key household impacts to explore will be levels of energy consumption and underconsumption, essential household spending, potential indicators of fuel poverty, energy debt, self-disconnection rates and health and welfare; these will be explored at the level of self-report. As such, neither theory-based nor quasi-experimental impact evaluation will be required to be conducted under this interim evaluation contract. However, the evidence collected will be used to support future potential work to this regard.

The following draft evaluation questions are, again, subject to refinement by the successful contractor:

<b>Topic</b>	<b>Potential evaluation questions</b>
<b>Overall</b>	<ul style="list-style-type: none"> <li>• What external factors are likely to have affected the impacts achieved by the different schemes and what do stakeholders perceive the expected extent of their impact to have been?</li> <li>• What assumptions were made regarding delivery of outcomes and impacts, and how accurate did they prove to be?</li> <li>• Did households feel that the interventions were <i>for themselves</i> necessary and sufficient for supporting safe levels of energy consumption, essential spending, health and welfare and household finances over winter 2022/23? How did perceptions vary between different sub-groups and how did they differ from those towards subsequent support?</li> <li>• How do impacts vary by different sub-groups of the population (including based on which interventions they are eligible for, their supplier, household size, payment type, location, and socio-economic characteristics)?</li> <li>• What were the experiences and behaviours of households / individuals out of scope of the interventions?</li> </ul>
<b>Household energy and non-energy consumption</b>	<ul style="list-style-type: none"> <li>• What do households estimate their energy consumption and expenditure would have been in the absence of the interventions and why? How does this compare to their actual consumption and expenditure over the course of the interventions?</li> <li>• Were there geographical differences in the level of perceived support required to maintain safe energy consumption and essential spending?</li> </ul>

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	<ul style="list-style-type: none"> <li>To what degree did the design of the interventions influence behaviours and facilitate the intended outcomes / impacts?</li> <li>Are there any other approaches or factors that could have helped avoid underconsumption?</li> <li>What, if any, positive behaviour change did the increase in energy prices prompt and to what degree was this prolonged?</li> </ul>
<b>Health and welfare</b>	<ul style="list-style-type: none"> <li>To what extent did the interventions alleviate concerns about energy bill costs?</li> <li>To what extent did the interventions support individuals with health conditions to maintain safe/comfortable heating levels and wider energy consumption?</li> </ul>
<b>Household finances</b>	<p><i>Fuel poverty:</i> What cost savings have households incurred as a direct result of the interventions? What proportion of households estimate that their amount of money remaining after accounting for housing costs would have fallen below a threshold indicating potential fuel poverty in the absence of the interventions?</p> <ul style="list-style-type: none"> <li><i>Energy debt:</i> To what extent may the interventions have avoided energy debt? Without the interventions, what proportion of households estimate that they would have gone into arrears to maintain safe consumption and what proportion estimate that they would have gone into arrears despite under-consuming?</li> <li><i>Household borrowing:</i> To what extent did the interventions help to avoid (additional) household borrowing? What do households estimate the scale of borrowing to have been without the interventions?</li> </ul>
<b>Energy suppliers</b>	<ul style="list-style-type: none"> <li>To what extent did the changing level / extent of energy debt affect the risk of energy supplier insolvency?</li> </ul>

**Factors that might pose challenges to the evaluation**

There are a number of factors related to both policy delivery and the wider contextual environment that may pose challenges to delivering the evaluation and which therefore call for flexibility in delivery of this contract. Among others, they are likely to include the following:

- Given the large-scale nature of the interventions and the pace at which they are being delivered, stakeholders may have limited time and resource to engage with the evaluation.
- Some household groups of interest within scope of the evaluation are likely to be hard to reach and may require special accessibility adjustments.
- The high-profile nature of the interventions could mean that households engaging with the evaluation may be influenced by what they have recently heard in the news and thus there is a risk that disproportionate weight is given to issues that are only particularly salient when fieldwork is taking place.
- Respondents may not be able to distinguish between the different interventions (including both those in scope of this evaluation and those out of scope, such as Warm Home Discount and Winter Fuel Payments) and/or attribute respective outcomes and impacts to them.
- Further policy announcements might influence household perceptions and behaviour, for example, through anticipation effects.

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- There is uncertainty over the interventions that could be in scope in later stages of this contract, particularly over winter 2023/24.
- The evaluation will need to explore impacts on expenditure on energy relative to household income, which might indicate risk of fuel poverty. Mitigating impacts on fuel poverty is a key aim of the domestic energy affordability schemes across the UK. However, fuel poverty is a devolved policy area and is defined and measured differently in different parts of the UK. A proxy definition of fuel poverty risk that can be used to measure and compare fuel poverty impacts across the UK is expected to be developed by BEIS, with support from the successful contractor. To ensure consistency across the two evaluations, the successful contractor for this GB evaluation and the NI evaluation contractor will both be expected to use this proxy definition and operationalise it for their respective contexts.

Bidders should outline how they would address these challenges, and any others they foresee, to mitigate any potential negative impacts to the quality of the evaluation.

**4. Suggested methodology**

<p><b>Total number of Interviews (survey)</b></p>	<p><u>Households</u> Total = 18,000 using longitudinal panel design, so respondents should be the same in each wave as far as possible.</p> <p><b>During Stage 1:</b> Wave 1, 6000 by June 2023 <b>During Stage 2:</b> Wave 2, 6000 by September 2023 <b>During Stage 3:</b> Wave 3, 6000 by February 2024</p>
<p><b>Total number of Interviews (qualitative)</b></p>	<p><b>During Stage 1:</b> 200 with households – approx. 30 mins in length 10 with groups into the insights of experiences of vulnerable customers – approx. 30 mins in length 85 with scheme stakeholders – approx. 45 mins in length All delivered by June 2023</p> <p><b>During Stage 3:</b> 150 with households - approx. 30 mins in length 10 with groups into the insights of experiences of vulnerable customers - approx. 30 mins in length Delivered by March 2024</p> <p>85 with scheme stakeholders - approx. 45 mins in length Delivered by June 2024</p>
<p><b>Any other specific requirements</b></p>	<ul style="list-style-type: none"> <li>- Theory of Change development and refinement</li> <li>- Developing of sampling, recruitment and fieldwork approach for research with hard-to-reach populations</li> <li>- Synthesis of wider research evidence</li> <li>- Analysis of scheme monitoring data, wider secondary data and matching of datasets</li> <li>- Scoping of impact and economic evaluation methodologies</li> </ul>

**Overarching evaluation approach**

The evaluation should be conducted within an overarching **theory-based framework**, with research activities focused heavily on testing the assumptions in the Theories of Change. **Mixed methods data**

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**collection** will be required, including three waves of a longitudinal representative household panel survey and in-depth qualitative research with household groups of interests and internal and external scheme stakeholders.

Bidders should note that in-depth theory- or counterfactual-based impact evaluation and economic/value for money evaluation is not required as part of this contract. However, this contract will involve gathering data to provide interim early impacts reporting in the form of perceived impacts as self-reported by households, as well as to support future in-depth impact and economic evaluation which may be conducted from later in 2023 onwards across the GB and NI schemes. This data will include evidence of perceived impacts of the interventions as reported by households and wider contextual data to support a robust impact evaluation that is expected to be tendered separately in due course. This contract also involves scoping of an overarching approach for conducting impact and economic evaluation of these interventions.

It is proposed that the evaluation is divided into three stages:

- **Stage 1** – Evaluation of the Domestic Energy Affordability Support provided over winter 2022/23
- **Stage 2** – Evaluation of the Domestic Energy Affordability Support provided from April – September 2023, perceptions towards support required and announced for winter 2023/24 and scoping of impact and value for money evaluation methodologies
- **Stage 3** – Evaluation of the Domestic Energy Affordability Support provided over winter 2023/24 and synthesis of all process, outcome and early impacts evaluation findings.

Annex 1B maps the intervention delivery timelines against evaluation activities.

**Previous scoping work**

In an early stage of the policy development of EBSS, a study was commissioned to scope the monitoring and evaluation requirements primarily for EBSS. Following the announcement of the EPG, this study was expanded to include some additional scoping for the first stage of the Energy Price Guarantee (October 2022 – March 2023). The scoping study focused on data collection requirements and impact evaluation methods, though also provided light-touch consideration of process evaluation and value for money approaches.

The findings of the scoping study are found in Annex 2 and can be accessed by potential bidders following signing of a Non-Disclosure Agreement. Bidders should note that the scoping work was conducted at pace within a fast-developing policy environment without certainty over data availability and commissioned prior to both the Chancellor's Autumn Statement when the second stage of EPG was announced and the development of EBSS Alternative Funding and Alternative Fuel Payment. This has the following implications:

2. Whilst the scoping report provides helpful insights, **for the process evaluation, bidders should provide proposals to deliver on the methodological requirements outlined in this ITT, not the approaches outlined in the scoping study.**
3. The recommendations in the scoping report regarding which counterfactual impact evaluation methodologies to utilise may not be taken forwards. However, bidders should familiarise themselves with the **data sources outlined in the scoping study, as well as the primary data that is needed to support future impact and economic evaluation, as the primary data should be collected as part of this contract.**

**Detail on suggested methodology**

This section outlines a methodology that BEIS believes is appropriate and feasible to meet the aims set out above. Suppliers are expected to deliver on all of the requirements outlined below. Bidders should provide details of how they would deliver each requirement and, where there is scope for methodological flexibility,

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provide justification for their proposed approach. They should outline their proposed timings for all fieldwork and activities, as well as the associated costs; these should include indicative number of staff days and any fixed costs.

## **Stage 1**

### **Requirement 1: Theory of Change development**

The evaluation should be delivered through an over-arching theory-based framework. As such, the first activity under the contract should be producing a detailed Theory of Change for each of the four individual interventions, as well as an overarching Theory of Change for the Domestic Energy Affordability Support in Great Britain. These Theories of Change should outline in detail the assumptions that need to be tested through the evaluation and should be used to map out what evidence is needed to test the validity of these assumptions.

The successful contractor may find the Logic Model for EBSS and EPG developed as part of the scoping contract a helpful starting point, but will need to conduct a considerable amount of further work to understand and capture in depth the complexity of the policy environment. BEIS envisages that this process will involve:

- A review of internal scheme documentation and scheme management information/monitoring data related to the four interventions
- A review of published documentation on other Cost of Living measures
- Planning and delivery of a Theory of Change workshop with key internal stakeholders (approx. 10 attendees)
- Planning and delivery of a Theory of Change workshop with key external stakeholders including Ofgem, scheme administrators, local authorities and suppliers (approx. 15 attendees). **Bidders should note that this activity will need to be conducted later in Stage 1 if relevant stakeholders are not available to attend in March/April. As such, this activity should be costed separately.**
- Production of the five Theories of Change.

Given the short timescales available, BEIS will schedule the Theory of Change workshop with key internal stakeholders and invite attendees. The successful contractor will need to set up the workshop with external stakeholders, though BEIS may be able to provide support with identifying relevant contacts.

### **Requirement 2: Scoping the requirements for conducting process, outcome and early impact evaluation for EBSS Alternative Funding and Alternative Fuel Payment**

While detailed internal scoping work has been conducted for the EBSS and EPG process and outcome evaluations, the same level of scoping has not been conducted for EBSS Alternative Funding and Alternative Fuel Payment due to later delivery timelines. The successful contractor will therefore be required to:

- Further develop the process, outcome and early impact evaluation questions;
- Determine what monitoring data that is being collected during scheme roll-out can support the evaluation;
- Determine any further data points that should be requested from scheme stakeholders before scheme closure;
- Determine what secondary datasets should be analysed;
- Develop a plan outlining how primary research, secondary research and analysis of scheme and wider datasets will answer the evaluation questions.

### **Requirement 3: Developing the sampling, recruitment and fieldwork approach for:**

#### **a) A nationally representative survey of households**

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Several waves of large-scale survey research are required to provide population-level insights from samples that are representative of those eligible for the four Domestic Energy Affordability Support interventions in Great Britain. A longitudinal panel design is required to allow for tracking of changes in household perceptions, experience and behaviour in response to changes to the policy landscape and wider economic environment.

The main methodology should be an online survey to minimise costs. To ensure the survey can be sufficiently long as to allow for evidence to be gathered on a wide range of topics, BEIS proposes that this takes the form of a bespoke survey that takes around 20 minutes to complete. BEIS also requires that the panel sufficiently covers the groups generally less present on panels and the digitally excluded and bidders should thus explain what further methodologies they would utilise to ensure this.

The survey sample should include around 5000 respondents in each wave, with the same respondents surveyed in each wave as far as possible. BEIS envisages that the panel would consist of around 4000 respondents that represent the bill-paying population in Great Britain, with an additional boost of around 1000 to ensure sufficient representativeness of the EBSS AF and AFP populations. However, **the budget for this contract has included contingency costs for the proposed samples to be increased or particular sub-groups to be boosted. Bidders should therefore cost for a maximum of 6000 surveys in each wave.**

Main sample for EBSS and EPG populations

Given that EBSS and EPG cover the majority of the population of GB households, BEIS expects that a probability sample representative of GB households should provide subsamples representative of the two intervention populations. The sample should be stratified to be representative of the GB domestic energy bill-paying population, in terms of gender, age, socioeconomic group, ethnicity, household income and region. The sample should also be stratified to ensure sufficient coverage across different methods of energy payment and tariff type. Bidders should note that **probability sampling, not quota sampling, should be used.**

BEIS will be able to provide data on the proportions of households paying by different methods, the proportions on different tariff types, and whether they have smart meters in order to support the development of sample strata. BEIS will work with the contractor to determine whether the strata size should be representative of the proportions of the population falling into these groups, or whether certain groups (e.g. pre-payment meter customers) should be oversampled; BEIS welcomes bidders' initial views on this.

Boost sample for EBSS AF and AFP populations

BEIS expects that a small proportion of the EBSS AF and AFP populations may be picked up under the representative probability survey. However, BEIS requires survey results that are large enough to conduct subgroup analysis and also reflect the eligible population for the EBSS AF and AFP schemes, not just applicants (among other things, to estimate take up of these schemes). Bidders can find detail on the EBSS AF subgroups in Annex 1A.

BEIS expects to be able to provide the successful contractor with addresses of households eligible for AFP; addresses of applicants for EBSS AF and AFP AF; and addresses of park home owners and self-funded care home owners who BEIS envisages might need to act as gate keepers to access the eligible non-applicants of these subgroups of the EBSS AF population. The successful contractor will then be expected to develop sampling frames for the EBSS AF and AFP AF populations. Bidders should outline their proposed approach to this, as well as how they will develop sampling frames for all the sub-groups eligible for EBSS AF and how they will ensure these samples are representative of their populations.

Creating the panel

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Bidders should outline and justify their recommended approach to creating the full panel; for example, BEIS is open to the approach of sending out postal invitations. BEIS is also open to the option of building on a pre-existing panel given this may provide an easier way to meet the challenging timelines; however, bidders must explain how their approach would deliver on the requirements for the sample design, including providing sufficient representation of the EBSS AF and AFP populations and large enough numbers in subgroups to allow for robust statistical comparisons between groups. Alternatively, bidders may want to consider creating a new panel from scratch; however, BEIS requires clear justification of how this approach would meet the challenging timelines and explanation of the cost implications.

*Detailed responses in bids on survey approach*

Bids should thus provide detail on:

- the proposed approach to building the probability panel
- the data sources they will use to develop the sampling frames
- robust justification how this will provide a sample representative of the GB bill-paying population
- if building on an existing panel, the sampling frame through which the respondents will have been recruited
- how they will develop the sample strata for energy payment methods and tariff types
- how they will mitigate any potential biases in this sample, including the methodologies used to recruit and ensure representativeness of groups that are generally less present on panels.
- the approximate number of respondents they expect to cover through different methodologies (i.e. the online survey and the methodology proposed for those covering those less present on panels and digitally excluded)
- the number of potential respondents they would expect to contact and expected response rates
- potential mitigations for low response or poor coverage by sampling frames
- the approximate number of respondents they aim to achieve to cover the populations eligible for EBSS AF and AFP and the number in each EBSS AF sub-group
- the approach they would take to weighting when presenting findings at a GB household population level, given EBSS AF and AFP groups will be considerably oversampled in terms of the proportion of the GB population they represent.

Bidders should also note that:

- costings for the survey have assumed respondents would each be offered a £5 incentive/thank you for taking part in the survey
- respondents should be asked for consent to be recontacted via email or telephone to take part in further waves of survey research and qualitative research
- BEIS expects that survey respondents will need to be asked whether they are willing to share their address with BEIS and the evaluation contractors for the purpose of identifying their meter reference number and energy consumption data to support the impact evaluation.

**b) In-depth qualitative research with households**

The successful contractor will be required to scope a sampling and recruitment approach for conducting in-depth research with households that received the different Domestic Energy Affordability Support interventions in Great Britain over winter 2022/23. Qualitative research is required to build a deeper understanding of the views and experiences of household groups of interest. The exact topics to explore will be decided during the topic guide drafting phase as they will be required to reflect policy priority areas and follow up on findings from other research activities. However, they are likely to answer process, outcome and early impact evaluation questions related to the experience of accessing the interventions, consumption behaviours, energy debt and counterfactual scenarios.

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BEIS' suggested data collection approach is outlined below. Suggested interview numbers have been provided to support suppliers with costings and to give an understanding of the scale and skills required. However, BEIS is flexible on the methodology taken and expects suppliers to consider how best to conduct the fieldwork. Therefore, BEIS would welcome bids which propose different methodologies and numbers of respondents with justification.

**Bidders should cost for research of the scale equivalent to 200 interviews lasting 30 minutes in Stage 1.** A suitable incentive should be provided as a thank you for participants' time and participation in the study; BEIS has costed for £20 per respondent.

Of particular interest are lower income households and the interaction between the Domestic Energy Affordability Support interventions and wider Cost of Living support, including potential differences in experience and behaviours between those eligible for and those just outside the eligibility criteria of the Warm Home Discount. BEIS expects to be able to provide bidders with a dataset of addresses that receive the Warm Home Discount.

BEIS' proposed methodology is qualitative interviews of approximately half an hour in length. Bidders should outline their proposed mode of conducting these interviews with different groups, bearing in mind the potentially hard-to-reach and/or vulnerable nature of some respondents and sensitivity of topics covered. BEIS expects that the majority of interviewees can be recruited from the panel survey respondents who said they were willing to be recontacted to take part in qualitative research. However, BEIS has included £2000 contingency to cover the possibility of needing to send out further postal invitations. Bidders should outline the response rates they would expect with their proposed methodology.

BEIS suggests the following interviewee groups and numbers:

Intervention combinations respondents are eligible for	Group	Suggested number of interviews
EBSS and EPG	Lower income households who pay by direct debit or credit who are <i>not</i> eligible for the Warm Home Discount	75
	Those who pay by traditional pre-payment meters who are <i>not</i> eligible for the Warm Home Discount	
	Those who <i>are</i> eligible for other Cost of Living Support interventions, including low income pensioners and fuel poor non-pensioner households.	
	Smart meter users	
EBSS AF and EPG	End-beneficiaries from all large subgroups in scope	50
	Lower income households who do and do not receive other Cost of Living Support interventions	
EBSS and AFP	Mix of different fuel types	50
	Lower income households who do and do not receive other Cost of Living Support interventions	
EBSS AF and AFP	End-beneficiaries from a mix of sub-groups and a mix of different fuel types	25

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**c) In-depth qualitative research with groups with insights into the experiences of vulnerable customers**

To gather detailed insights into the experiences of vulnerable customers, BEIS proposes that qualitative research is conducted with groups such as National Energy Action, Citizens Advice, Christians Against Poverty, Fuel Bank Foundation and the Energy Savings Trust.

BEIS proposes that 10 telephone interviews of 30 minutes in length are conducted in Stage 1, but welcome proposals of alternative approaches with justification. Bidders should outline the groups they would interview, the numbers of interviewees in each group, how they would sample and recruit interviewees, and the interview method, with justification for how these proposals would provide value for money and timely insights.

**Requirement 4: Refining overarching research plan for delivering the interim evaluation**

Drawing on the evidence needs identified through developing the Theories of Change and evaluation questions, the successful contractor will be expected to develop a detailed research plan for delivering this interim evaluation. The plan must consider the data collection and analysis methods required for the process, outcome and early impact evaluation of all the GB Domestic Energy Affordability Support interventions in scope, as well as the primary data collection required to support the impact and economic evaluation that is expected to be tendered separately.

This plan should include detail on:

- What and how scheme data will be analysed
- The primary data collection required and how this will be conducted
- What and how secondary data will be accessed
- How datasets will be matched and/or analysed
- How these research activities will gather evidence to test the assumptions in the Theories of Change
- If and when data access requests need to be submitted
- How data collection and analysis will be streamlined across the different interventions
- When different activities will be carried out
- What outputs will be produced and when

A key part of developing this plan will involve reviewing the wider existing or upcoming research and data collection being conducted in relation to the Domestic Energy Affordability Support interventions. Bidders should note that the successful contractor will **not** be required to synthesise the wider research or conduct analysis of intervention implementation and outcomes as part of this particular requirement; those activities will be required later in June/July 2023 when a larger evidence base will be available (see Stage 1 requirements 10 and 11 below). Rather, for this particular requirement, they should review from the perspective of identifying the key evidence gaps that research conducted under this evaluation contract should seek to address.

Key surveys and wider data the successful contractor will be expected to review to inform development of the evaluation plan includes:

- *Consumer Impacts of Market Conditions survey – Ofgem*

The Consumer Impacts of Market Conditions tracking survey was launched by Ofgem in early 2022, to better understand consumers' experiences and attitudes related to the ongoing changes in the market.

This survey measures overall consumer awareness, perceptions and experiences relating to changes in the energy market and analyses how different audiences have been affected by these changes.

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Findings from Waves 1 and 2 of the survey were published in September 2022, covering data collection in March and July 2022<sup>1</sup>.

Findings from Wave 3 (fieldwork conducted in December 2022) will be made available to the successful bidder ahead of publication. Relevant questions include those around awareness and understanding of EPG and EBSS, and consumer perceptions regarding whether support offered to help them manage their bills was appropriate for their needs and situation.

- *Consumer Perceptions of the Energy Market survey – Ofgem*

The Consumer Perceptions of the Energy Market is a regular survey to monitor domestic consumers' perceptions about the quality of service delivered by energy suppliers. The survey covers a range of topics including satisfaction with energy suppliers, satisfaction with the dimensions of customer service, energy affordability and experiences of Ofgem's Supplier of Last Resort process.

Findings from the data collection wave conducted in March 2022 were published in July 2022<sup>2</sup>. Findings from the most recent wave (fieldwork conducted in December 2022) will be made available to the successful bidder ahead of publication. Relevant questions include whether consumers recall having received information about EBSS and EPG from their supplier, whether they had heard of EBSS and know how it will be applied to their energy bills, whether they had started to receive EBSS payments, whether they had been in contact with their supplier about EBSS payments and for what reason(s), whether they knew how their household would receive the EBSS payments before they started to receive them and how their household is receiving EBSS payments.

- *Opinions and Lifestyle Survey – ONS*

The ONS Opinions and Lifestyle survey is a fortnightly cross-sectional sample survey covering Great Britain, with a sample size of around 2,000 to 2,500 individuals per fortnightly period.

The ONS produce a fortnightly bulletin on public opinions and social trends using OPN data on a variety of topics<sup>3</sup>, as well as publishing aggregate data from a number of indicators<sup>4</sup>. The OPN multiple questions related to health and welfare, energy and non-energy consumption, household finances and the wider Cost of Living, some of which have been included for several months.

- *Tracking EPG and EBSS awareness and understanding – BEIS and HMT*

BEIS and HMT are conducting their own EBSS and EPG tracking using fortnightly nationally representative online surveys. These are not public datasets, but the findings from these surveys will be shared with the successful contractor.

- *Public Attitudes Tracker - BEIS*

The BEIS Public Attitudes Tracker (PAT) survey measures public awareness, attitudes and behaviours relating to BEIS policies such as energy, climate change, consumer rights, artificial intelligence and workers' rights. The Spring 2023 wave will include several questions that are relevant to evaluation of the Domestic Energy Affordability Support policies, some of which were already present in the Spring 2022 wave<sup>5</sup>.

<sup>1</sup> <https://www.ofgem.gov.uk/publications/consumer-impacts-markets-conditions-survey-waves-1-march-2022-2-july-2022/>

<sup>2</sup> <https://www.ofgem.gov.uk/publications/consumer-perceptions-energy-market-q1-2022>

<sup>3</sup> <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/bulletins/publicopinionsandsocialtrends/greatbritain/21december2022to8january2023>

<sup>4</sup> <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/datasets/publicopinionsandsocialtrends/greatbritainhouseholdfinances>

<sup>5</sup> <https://www.gov.uk/government/collections/public-attitudes-tracking-survey>

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- *Wider Ofgem data and research*

Ofgem publishes a range of research on their data portal<sup>6</sup>. This includes data on the number of accounts in arrears, average debt levels, the number of accounts with a consumer paying an energy debt and the number of disconnections for non-payment of debt. They also publish the results of a quarterly stress-test of supplier market stability.

Other potential sources of data may be Age UK, Pay Point or Citizen Advice research into household experiences of the interventions. BEIS suggests it might also be useful review wider research into the experience of those not in scope of any interventions, such as students in university accommodation.

The table in Annex 1D provides further detail on the datasets BEIS expects the contractor to consider utilising; these include datasets related to scheme monitoring, primary research from surveys and secondary data on relevant variables. There will not be any cost implications for accessing these datasets, given they are either government owned or government has existing access arrangements in place (e.g. in the case of Fable). Bidders should provide examples of any further data sources that could be matched to scheme data to provide timely analysis on the implementation and outcomes of the interventions. Bidders should outline how the data would be accessed and in what form the data would be analysed (e.g. from published reports or in raw form), providing justification for any cost implications.

**Requirement 5: Delivering Wave 1 of nationally representative survey of households**

The first wave of the survey should take place as soon after the start of the evaluation contract as possible, following the review of scheme data and other existing primary research to ensure the survey will plug key evidence gaps and deliver timely insights on priority policy questions. As such, BEIS expects that Wave 1 of the survey should start in April 2023 when households should have received all EBSS payments/vouchers and have experienced the EPG for at least 6 months, with all data collection, analysis and outputs completed by June 2023.

Bidders should assume that the survey is primarily quantitative but may involve a number of open-ended questions (fewer than 5). The survey is likely to cover the following topics:

- Perceptions towards the interventions
- Experience for households
- How intervention design has influenced behaviour
- Perceptions of likely behaviours in absence of the interventions
- The relationship between spending on energy consumption and other essentials
- The degree to which consumption of the desired welfare standards has been maintained
- Variables to produce proxy indicators of fuel poverty (e.g. household characteristics and income levels)
- Self-disconnection rates

To support analysis of differences between groups, the survey should include a detailed background section, which includes not only demographic questions, but also questions such as whether households are comparatively high or low energy consumers, household composition and how paying for energy is split between household members.

Bidders should also outline their proposed approach to piloting the survey, how they will provide updates on progress during fieldwork and what approaches they will take to mitigate the risk of desired respondent numbers not being met. They should also outline survey timescales, including the time period over which they would build the panel, how long the online survey should be live, and at what point they would conduct surveys using any other data collection methods.

<sup>6</sup> <https://www.ofgem.gov.uk/energy-data-and-research/data-portal/>

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**Requirement 6: Conducting qualitative primary research**

The successful contractor should deliver the research with household groups of interest and groups with insights into vulnerable populations in line with the research plan developed. Bidders should describe how they will provide updates on progress during fieldwork and what approaches they will take to mitigate the risk of sample requirements not being met.

**Requirement 7: Conducting research with scheme stakeholders**

Research with key scheme stakeholders should provide detailed insight into the decisions and experience around the design and delivery of the scheme, including the resource burden and costs incurred by different parties.

Qualitative research should be conducted with representatives from the following groups:

- GB energy suppliers (several interviews may be needed with each supplier to gather insight on delivery of the different interventions)
- EPG scheme administrators (Elxon and Xoserve)
- Ofgem
- Local Authorities
- Contact centre for EBSS AF and AFP telephone applicants

Bidders should outline appropriate methodologies for conducting research with these groups. BEIS envisages that for suppliers, semi-structured telephone interviews may be more appropriate than focus groups given commercially sensitive topics may be explored. Bidders should outline the length of the data collection approach (e.g. 30 minute interviews) and number conducted with each group. Bidders should **cost for research of a scale equivalent to a maximum of 85 interviews.**

Where possible, BEIS will support the successful contractor through providing contact details for appropriate representatives from these groups. However, it is likely that the successful contractor will need to contact suppliers and Local Authorities themselves to identify the appropriate representatives.

Bidders should outline how they would design the sample of Local Authorities to ensure a broad range of possible experiences can be captured (e.g. considering differences in the number of applications they may have processed, the extent of awareness-raising activity required and urban vs rural populations).

Bidders should also outline how they would capture experiences of a broad range of energy suppliers, but ensure suppliers' coverage of the energy market and the different interventions is reflected in sample design and reporting.

**Requirement 8: Reviewing and feeding into development of wider survey research**

Over the course of the interim evaluation contract, wider survey research related to the Domestic Energy Affordability Support interventions is likely to be conducted, for example, by BEIS, Ofgem and ONS. These findings will be made available where possible to inform the evaluation; the successful contractor will be expected to review the research materials and develop the evaluation research materials with avoiding duplication in mind. There may also be opportunities to feed into question design of wider research. BEIS expects this to take up no more than three days of senior researcher resource.

**Requirement 9: Facilitating workshop with BEIS stakeholders**

The successful contractor should facilitate a customer workshop with BEIS staff focusing on lessons learned during delivery. The successful contractor will be expected to work with BEIS to agree on the

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attendees, but bidders should provide a proposal on how the workshop should be conducted to provide the best use of time, the roles that should attend to ensure a broad range of perspectives can be captured and the workshop length.

**Requirement 10: Analysing scheme monitoring data and secondary data and matching of datasets**

The successful contractor should deliver analysis in line with the evaluation plan developed in March/April, bearing in mind when the final wave of data will be available (e.g. EBSS PPM vouchers will be valid until June 2023 and thus reporting on this will continue until July) to answer outcome evaluation questions. This analysis will therefore involve analysis of scheme monitoring data and secondary datasets and matching of datasets such as those outlined in Annex 1D. Key demographic and distributional analyses are likely to involve:

- Matching of secondary data on household expenditure on different products/services to geographical and fuel poverty-related datasets.
- Matching of primary data on estimated EBSS take-up rates to geographical and fuel poverty-related datasets.
- Analysis of demographic differences in responses to relevant questions from ONS's Opinions and Lifestyle Survey.

At the time of writing, BEIS was still in the process of agreeing the energy consumption data that suppliers will share with BEIS. If sufficiently granular (e.g. meter, address, postcode or regional level) consumption data is shared, the successful contractor will also be expected to match such a dataset to expenditure, geographic and fuel-poverty related datasets.

If the volume of data is larger than expected, there may be scope to use part of the 'Additional research activity' budget (see final part of Section 3 below) to cover the additional resource this activity requires.

**Requirement 11: Synthesising primary and secondary research to date**

Findings from all the research activities conducted under this evaluation contract and relevant wider research (e.g. Ofgem, ONS and wider BEIS surveys) should be synthesised to produce a detailed publishable interim report answering the process, outcome and early impact evaluation questions. A findings presentation should also be delivered to BEIS. More detail on these deliverables is provided in Section 5 below.

Bidders should outline their proposed approach to triangulating findings from different data collection activities, bearing in mind potential effects of data collection timings on perceptions and recall.

**Stage 2**

**Requirement 1: Refining Stage 2 evaluation plan**

The first activity under Stage 2 should be further developing the evaluation questions for process, outcome and early impact evaluation of Domestic Energy Affordability Support provided from April 2023 onwards, in response to research to date and, potentially, an updated policy landscape.

The successful contractor should then refine the evaluation plan for Stage 2, which should include detail on how the research activities will address the evaluation questions.

**Requirement 2: Developing an overarching impact and economic evaluation plan for all Domestic Energy Affordability Support interventions in scope**

The successful contractor should draw on their learning from the preceding research activities to develop an overarching impact and economic evaluation plan covering all the Domestic Energy Affordability Support policies in scope.

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Bidders should outline a high-level proposal for how they would undertake this scoping work, including any engagement that would be required from BEIS. The successful contractor will be expected to consider the findings from the existing scoping report that proposes impact and economic evaluation methodologies for EPG and EBSS, though noting that the policy landscape has developed considerably since that work was commissioned.

Relevant activities to support this requirement should include:

- Further developing the impact and economic evaluation questions proposed in the existing scoping report on impact and economic evaluation for EPG and EBSS
- Reviewing the recommended approaches in the existing scoping report to determine whether the recommendations are still valid and updating these recommendations if not
- Determining whether any further data collection is needed to answer the evaluation questions and providing costed proposals for this work
- Considering how research activities can be streamlined to cover multiple interventions
- Determining how interactions between the different policies can be analysed and the additionality of the interventions disentangled

As no scoping of impact and economic evaluation for EBSS Alternative Funding and Alternative Fuel Payment has been conducted to date, the successful contractor is therefore required to:

- Assess the feasibility of different evaluation methodologies and data sources, considering factors such as: feasibility, value for money, relevance (coverage of priority questions), timeliness of results, robustness, communicability and coverage of key target groups.
- Propose costed options for assessing causality and attribution (including quasi experimental methods and theory-based approaches) of consumption and wider scheme impacts.
- Propose costed options for the economic evaluation, considering costs and benefits at the level of the Domestic Energy Affordability Support package and at intervention level, as well as cost-effectiveness analysis to make comparisons between household groups
- Propose any costed further data collection and/or primary research that would be needed to be conducted to deliver the proposed analyses.

**Requirement 3: Delivering Wave 2 of nationally representative survey**

The second wave of the nationally representative longitudinal panel survey will aim to provide insight into perceptions towards the support that has been provided since April 2023, seasonal differences, as well as awareness and understanding of, and perceptions towards the support that will be provided for winter 2023/24 in Great Britain. The more precise timing of the survey will be confirmed in due course, but should take place following any major announcements and/or the launch of any communications campaigns around upcoming support.

Bidders should outline the approach they would take to managing attrition to ensure as many of the Wave 1 respondents take part in Wave 2 as possible, as well as their approach to topping up the sample to retain the 5000-respondent sample size.

**Requirement 4: Reviewing and feed into development of wider survey research**

The successful contractor will again be expected to review wider research materials and develop the evaluation research materials to ensure they are plugging key evidence gaps and avoiding duplication. The successful contractor may also be asked to feed into the development of survey questions for surveys outside of this contract. BEIS expects this to take up no more than one day of senior researcher resource.

**Requirement 5: Synthesising findings from research activities and scheme monitoring data**

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Findings from all the Stage 2 research activities conducted under this evaluation contract, relevant wider research (e.g. Ofgem, ONS and wider BEIS surveys) and scheme monitoring data should be synthesised to produce an interim report.

### **Stage 3**

#### **Requirement 1: Refining evaluation plan for Stage 3**

Stage 3 should start with a review and further development of the evaluation questions for process, outcome and early impact evaluation of any Domestic Energy Affordability Support provided in Great Britain from October 2023 onwards, in response to research to date and, potentially, an updated policy landscape. BEIS will feed into this process with any updated evidence needs. The successful contractor should then refine the evaluation plan for Stage 3, which should include detail on how the research activities will address the evaluation questions.

#### **Requirement 2: Reviewing and feeding into development of wider survey research**

The same activities will be required as in Stages 1 and 2. BEIS expects this to take up no more than two days of senior researcher resource.

#### **Requirement 3: Delivering Wave 3 of nationally representative survey and further quantitative research**

The third wave of the nationally representative longitudinal panel survey is likely to cover similar topics as Waves 1 and 2. However, depending on the extent of wider research into Domestic Energy Affordability Support in Great Britain, it may also need to cover further process evaluation topics around awareness, understanding and perceptions of the interventions. Bidders should assume that the same methodology, survey length and number of respondents will be used as for Wave 1.

#### **Requirement 4: Developing sampling, recruitment and fieldwork approach for qualitative research**

The successful contractor will be required to scope a sampling and recruitment approach for conducting in-depth qualitative research with household groups of interest that received the different Domestic Energy Affordability Support interventions in Great Britain over winter 2023/24 and groups with insights into the experiences of vulnerable customers. BEIS expects that much of the approach developed in Stage 1 can be replicated, but there may be groups of interest that were not covered in Stage 1 for whom specific approaches need to be developed.

Again, suggested interview numbers have been provided to support suppliers with costings and to give an understanding of the scale and skills required. However, BEIS is flexible on the methodology taken and expects suppliers to consider how best to conduct the fieldwork. Therefore, BEIS would welcome bids which propose different methodologies and numbers of respondents with justification. **Bidders should cost for research of an equivalent scale of a maximum of 150 interviews** across the following groups:

##### *Household groups of interest receiving EPG*

Given the large coverage of EPG, population level views can be collected through the nationally representative panel survey. However, to gather in-depth views from particular household groups of interest in scope of EPG, BEIS proposes that approximately 50 interviews should be conducted.

Bidders should assume that similar household groups will be of interest as in Stage 1; a clearer steer will be provided at the start of Stage 3. Of particular interest is likely to remain the interaction between the Domestic Energy Affordability Support interventions and wider Cost of Living support, including potential

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differences in experience and behaviours between those eligible for and those just outside the eligibility criteria of the Warm Home Discount.

*Households receiving 'Alternative Funding'*

Support for households that lack a standard direct relationship with an energy supplier over winter 2023/24 has not yet been announced. However, to cover the possibility of such support occurring and falling within the scope of this evaluation, bidders should cost for developing a sampling and recruitment approach for qualitative research with households receiving such as intervention based on the following assumptions:

- BEIS should be able to provide address details for these households, but may not be able to provide contact details or demographic information
- The sample should be stratified to reflect proportions of households using different fuel types
- Quotas will be set for different groups (e.g. like the groups eligible for EBSS Alternative Funding and Alternative Fuel Payment over winter 2022/23)
- The sample should include households from a range of income levels, including lower income households who do and do not receive other Cost of Living payments.
- Research with approximately 50 households would be conducted

*Further groups*

Bidder should cost for a further 50 qualitative telephone interviews lasting 30 minutes that could be conducted with particular household groups of interest (e.g. households ineligible for full or partial support) and/or groups with insights into the experiences of vulnerable customers.

**Requirement 5: Conducting qualitative primary research**

The successful contractor should deliver research in line approach developed in Requirement 4 above. Like for Stage 1, the exact topics to explore will be decided during the topic guide drafting phase as they will be required to reflect policy priority areas and follow up on findings from other research activities. However, they are likely to answer process, outcome and early impact evaluation questions. Again, a suitable incentive should be provided as a thank you for participants' time and participation in the study and BEIS has costed for £20 per respondent.

**Requirement 6: Conducting research with scheme stakeholders**

Research should be conducted with key scheme stakeholders following the closure of the EPG scheme at the end of March 2024 to provide detailed insight into the experience around the delivery of the scheme, including the resource burden and costs incurred by different parties, and how it compared to delivery of support over winter 2022/23.

BEIS suggests that research is conducted using the same methodologies and with similar groups as in Stage 1 (Ofgem, EPG scheme administrators, GB energy suppliers, local authorities). Bidders should therefore cost for a maximum of 85 interviews.

**Requirement 7: Analysing scheme monitoring data and secondary data and matching of datasets**

The successful contractor should deliver analysis in line with the plan developed in at the start of Stage 3, bearing in mind when the final wave of data will be available. As for the equivalent requirement in Stage 1, the cost will comprise staff number of days and there may be scope to use part of the 'Additional research activity' budget (see final part of Section 3 below) budget to scale this as required, depending on the volume of data.

**Requirement 8: Synthesis of findings from research activities (June – July 2024)**

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Findings from all the research activities conducted under this interim evaluation contract and relevant wider research should be synthesised to produce a detailed publishable report outlining the process, outcome and early impact evaluation findings for the support provided from October 2022 – March 2024, but with greater focus on support from April 2023 – March 2024. A findings presentation should be delivered to BEIS. More detail on these deliverables is provided in Section 5 below.

**Additional research activity**

An additional 10% of the value of the requirements outlined above for each stage of the contract has been included in the contract budget. This should cover any ad-hoc research activities which may arise in response to changing policy needs over the duration of the evaluation or any unforeseen increases in the scale of the requirements outlined (e.g. low survey response rates significantly increasing the scale of recruitment activity required or the volume of relevant data to analyse being larger than expected).

Bids should therefore include a section on 'Additional research activity' in their pricing schedule in all three stages. This should be priced at the value of 10% of the total of the requirements outlined above for each stage and this budget must not be used to deliver the requirements as currently described in this ITT. Drawdown of this additional budget will only occur following full justification of need and sign off from the project lead and budget holder.

Ad-hoc research activities will be given with as much notice as possible, and dates for completion will be agreed between BEIS and the appointed contractor. It is expected that the successful bidder will be as flexible as possible with regards to these additional research activities and should be able to mobilise a team to begin work within 2 weeks. BEIS will endeavour to be reasonable in its requests.

**5. Data collection and analysis considerations**

All research activities should confirm the [Government Social Research Code of Practice for Research](#).

Bidders should set out full details of all their preferred methods of analysis for any data and insight collected, as well as any analysis of existing data and their quality. Bidders should explain how these will be used to answer the evaluation questions.

For both qualitative and quantitative data collection and analysis, it is expected (where relevant) that the proposed methodologies will be sufficiently detailed to give a clear understanding of how data collection and analysis will be approached, including an outline of any techniques that bidders expect to use (as well as statistical significance testing).

At a minimum, where relevant, the following areas should be considered:

- Sampling robustness - including sample sizes, sampling strategies and the achievement of adequate responses. In addition, for quantitative data collection confidence intervals and weighting approaches should be outlined;
- Sample recruitment – bidders are expected to propose which roles within organisations will be asked to participate in interviews and the survey, as well as sampling designs and how they plan to obtain contact details and obtain and maintain engagement with participants;
- Development of data collection instruments and fieldwork materials (e.g. interview/topic guides) – bidders are expected to explain how data collection instructions and fieldwork materials will be developed and, where relevant, piloted. As part of this, BEIS expects to have the opportunity to review and sign off any instruments and fieldwork resources;
- Data capture – for qualitative data collection, BEIS expects all interviews will be recorded where respondent consent is granted. Opportunities of BEIS staff observing or listening to survey and interview data collection can be requested for quality assurance purposes where respondent consent

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is provided. In addition, a sample of anonymised interview transcripts for BEIS quality assurance purposes will be required. BEIS would also expect there to be opportunity during data collection to review and revise the topic guide if required, on the basis of initial interviews;

- Data processing and cleaning – for quantitative data collection, including handling missing values, non-response and managing outliers;
- Analysis of qualitative data – including how themes will be identified and developed, whether analysis will be undertaken within and/or across cases, and how the analysis will be managed across organisations and individuals, if applicable;
- Quantitative data analytical approach and outputs – including use of descriptive or multivariate analysis, and how an appropriate approach to the analysis will be identified and developed.
- Quality assurance undertaken within the data collection and analysis process should be explained and any quantitative data analysis is expected to be in line with HMG's Aqua book.

In explaining their approaches to analysis, bidders should illustrate how these will ensure a credible and impartial outcome and set out any limitations or bias. Bidders will need to demonstrate that they will meet BEIS standards for quality assurance, which are outlined in Section 5 below.

**Ethics**

Significant numbers of survey and interview participants are likely to be vulnerable; this may include individuals who are unwell, elderly, disabled, living in very low-income households, or who are vulnerable for other reasons. Understanding the experiences of vulnerable populations is key to the evaluation and, especially for EBSS AF, the numbers of eligible households with vulnerable members are likely to be extensive.

Bidders are therefore required to outline the steps that will be taken to ensure the safety and well-being of all participants and interviewers, how they will ensure individuals with special accessibility requirements can take part in the research and approaches to address any further ethical issues they identify as relevant to this project.

**5. Timings and deliverables**

The following section outlines the key deliverables and outputs that BEIS expects from this project.

It is anticipated the evaluation will be divided into three stages:

- **Stage 1** – Evaluation of the Domestic Energy Affordability Support provided in Great Britain over winter 2022/23 (March – July 2023)
- **Stage 2** – Evaluation of the Domestic Energy Affordability Support provided in Great Britain from April – September 2023, perceptions of support for winter 2023/24 and scoping of impact and economic evaluation (August – November 2023)
- **Stage 3** – Evaluation of the Domestic Energy Affordability Support provided in Great Britain over winter 2023/24 and synthesis of all process, outcome and early impacts evaluation findings (December 2023 – July 2024)

There will be one contract review point following the delivery of the overarching interim evaluation plan (around early-mid April 2023) to allow any changes required to the contract to reflect the research plan developed. There will also be two break points included in the contract to allow the Department to manage the contract and its budget:

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1. At the end of Stage 1 (end of July 2023) after the delivery of the first interim evaluation report. This will also allow for changes to be made to the requirements of the impact and economic scoping work that will be conducted in Stage 2.
2. At the end of Stage 2 (end of November 2023) after the delivery of the second interim evaluation report.

The contract is to be for a period of 16.5 months, but BEIS will reserve the option of being able to extend the contract by up to a further 6 months unless terminated in accordance with the terms of the contract. Any activity additional to that stated in the original contract that BEIS would require to be completed within the 6-month extension would be agreed between BEIS and the successful contractor at no later than three months before the current expected contract end date.

The proposed timetable for research activities and outputs is as follows:

<b>Date</b>	<b>Activities</b>	<b>Outputs</b>
<b>Stage 1 (March – July 2023)</b>		
March – Mid April	Theory of Change workshops and development of Theories of Change	- Theory of Change diagrams
	Scoping evaluation requirements for EBSS Alternative Funding and Alternative Fuel Payment	
	Developing sampling, recruitment and fieldwork approach	- Document outlining sampling, recruitment and fieldwork proposal for primary research (nationally representative survey and qualitative research)
	Developing evaluation plan	- Overarching interim evaluation plan, including summary of primary research proposal and detail on evaluation requirements for EBSS Alternative Funding and Alternative Fuel Payment
<b>Review point (Mid April)</b>		
Mid April - July	Wave 1: Nationally representative longitudinal panel survey of households	- Survey scripts - Updates on progress with filling sample quotas - c.10 slide emerging findings slide pack - c.50 slide overall findings pack (plus technical annex) - Data tables
	Interviews with household groups on interest	- Topic guides - Updates on progress with filling sample quotas - Headline findings slide pack
	Interviews with scheme stakeholders	- Topic guides - Headline findings pack
	Lessons learned workshop with BEIS	- Workshop findings write-up
	Analysis of scheme monitoring data, secondary data and data matching	- Update note shared with BEIS contract manager
	Synthesis of findings from primary research, scheme and secondary data analysis and wider research	- Publishable synthesis report (c.30-50 pages) - Publishable technical annex - Presentation (c. 30 slides)
<b>Break clause</b>		

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<b>Stage 2 (August – November 2023)</b>		
August – October	Refining evaluation plan	- Note on any changes to plan made in March/April and progress against answering evaluation questions
	Wave 2: Nationally representative longitudinal panel survey of households	- Survey script - Updates on progress with filling sample quotas - c.50 slide findings pack (plus technical annex) - Data tables
	Developing an overarching impact and economic evaluation plan for all Domestic Energy Affordability Support interventions in scope	- Overarching impact and economic evaluation plan for Domestic Energy Affordability Support interventions (c.50 pages) with technical annex
November	Synthesis of findings from research activities under this contract and wider research	- Interim report (not expected to be published, c. 30 pages)
<b>Break clause</b>		
<b>Stage 3 (December 2023 – July 2024)</b>		
December - January	Refining evaluation plan	- Note on any changes to plan made in March/April and progress against answering evaluation questions
	Wave 3: Nationally representative longitudinal panel survey of households	- Survey script - Updates on progress with filling sample quotas - c.50 slide findings pack (plus technical annex) - Data tables
	Developing sampling, recruitment and fieldwork approach for qualitative research with household groups of interest	- Document outlining sampling, recruitment and fieldwork proposal for qualitative research
February - March	Interviews with household groups on interest	- Topic guides - Updates on progress with filling sample quotas - Headline findings slide pack
April - June	Interviews with scheme stakeholders	- Topic guides - Headline findings pack
	Analysis of scheme monitoring data, secondary data and matching of data relevant to Support from April 2023 – March 2024	
July	Synthesis of findings from research activities under this contract and wider research	- Publishable synthesis report covering findings October 2022 – March 2024 but with great focus on support over winter 2023/24 (c.50 pages)

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- |  |  |  |
|--|--|--|
|  |  | <ul style="list-style-type: none"> <li>- Publishable technical annex and data tables</li> <li>- Presentation (c. 30 slides)</li> </ul> |
|--|--|--|

Evaluation reports

BEIS expects all bids to confirm proposed reporting dates that align with the proposed methodologies.

BEIS expects the main outputs from this evaluation to be:

- July 2023: Publishable synthesis report covering process, outcome and early impact evaluation findings for Domestic Energy Affordability Support provided in Great Britain over October 2022 – March 2023 (c.50 pages) and technical annex
- September 2023: Report outlining an overarching impact and economic evaluation plan for Domestic Energy Affordability Support interventions in scope (c.50 pages) and technical annex
- November: Interim report covering further evaluation findings (c. 30 pages)
- July 2024: Publishable synthesis report covering process, outcome and early impact evaluation findings for Domestic Energy Affordability Support provided in Great Britain from October 2022 – March 2024, but with great focus on support over winter 2023/24 (c.50 pages) and technical annex

Bidders should anticipate that the reports will be externally peer reviewed. BEIS has suggested the lengths of these outputs, but bidders are welcome to propose alternative lengths with justification. Reports should use the BEIS Microsoft Word reporting template for published reports. All reports should also be produced in line with the latest accessibility guidance<sup>7</sup>, or any revised guidance issued between now and preparation of reports. The outputs must be quality assured by someone of sufficient seniority within the contractor organisation and will be subject to up to three rounds of comments from BEIS.

BEIS expects that the first synthesis report and technical annex will be published in autumn 2023 and the final synthesis report and technical annex in autumn 2024; the content of synthesis reports will be agreed with the successful contractor closer to the time of drafting.

Additional outputs

The timing of additional outputs is outlined in the table above. A few further points to note:

- The Theories of Change should be delivered alongside the evaluation plan and this joint output will be subject to a single round of written comments from BEIS, with any further discussion of the evaluation plan conducted during a meeting/workshop with BEIS.
- BEIS is interested in receiving headline findings shortly after data collection periods to provide an opportunity to internally share insights with policy colleagues (with caveats highlighted appropriately where necessary). BEIS suggests that take the form of short slide decks (c. 10 slides, not including technical annexes), but bidders are welcome to make proposals of changes to the form, length and timetable (considering fieldwork and wider reporting timings) of these outputs with justification. BEIS expects these outputs to be quality assured to a high standard, but it is recognised that it will be lighter touch than with other outputs.
- Raw datasets should be provided to BEIS to support further analysis. This will include fully disclosive data from surveys. BEIS also requires the files for the analysis conducted to be shared (e.g., SPSS Syntax and Excel files) to ensure that the Department is able to access the full extent of the analysis after the end of the contract.

<sup>7</sup> <https://www.gov.uk/guidance/publishing-accessible-documents>

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Workshops and Presentations

As part of the inception meeting, the successful contractor and BEIS will agree the key elements of the work to be conducted within the first month of the contract.

The successful contractor is then expected to run two Theory of Change workshops. The workshop with internal stakeholders should take place in March; given the short timescales available, BEIS will schedule this workshop and invite attendees.

At the review point following delivery of the evaluation plan, a further meeting with BEIS will be required to agree and confirm the approach for the rest of Stage 1 in detail and for Stages 2 and 3 at a high level; at this point, any necessary changes to the contract will be made.

BEIS expects there to be a presentation of findings alongside delivery of reports in July 2023 and July 2024. We welcome bidders' proposals as to whether this will be conducted face-to-face and/or virtually via Microsoft Teams.

Quality Assurance

All bids should state the quality assurance (QA) processes that will be applied to different activities and outputs; expectations are set out in the government Aqua and Magenta books. Where necessary, deliverables that provide evidence of QA should be specified. Sign-off for quality assurance must be done by someone of sufficient seniority within the contractor organisation to be able to take responsibility for the work done. Acceptance of the work by BEIS will take this into consideration.

BEIS reserves the right to refuse to sign off outputs which do not meet the required standard specified in this invitation to tender and/or the contractor's QA plan. QA should cover all aspects of the project undertaken by the contractors, including data collection, data analysis and reporting.

In the event BEIS deems the quality of submitted work to be insufficient owing to data issues or poor drafting, we will be at liberty to request additional drafts and would not expect to incur additional charges for this. BEIS will endeavour to be as clear as possible about our expectations in regard to the quality of reports and be reasonable in our requests for additional drafts.

To demonstrate an effective process to produce high quality reporting, the contractor/s must ensure that quality assurance is done by individuals who were not directly involved in that particular research or analysis.

Bidders should note that BEIS may appoint its own peer reviewer(s) to QA publishable outputs. Consideration should be given to how the external peer reviewer(s) will be included in the QA process.

Where complex or innovative methods are proposed, bidders should specify how additional quality assurance will be provided. Where necessary, this should include the use of external experts. A BEIS appointed peer reviewer will not be expected to provide detailed quality assurance, their role will be focused on higher level peer review.

Outputs will be subject to BEIS internal approvals and the more substantive the output the longer the approval time required. Bidders should bear in mind the potentially wide range of policy customers within scope of this contract when considering their proposed timelines for BEIS to review outputs.

The successful bidder will be responsible for any work supplied by sub-contractors. For primary research, contractors should be willing to facilitate BEIS research staff to attend interviews or listen in to telephone surveys as part of the quality assurance process.

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Project Management

All bids should include a summary of their project management approach. BEIS would expect progress to be reported through both written and phone updates. BEIS would also expect other potential resources to support with project management, such as an invoicing schedule and a risk log (updated as and when necessary).

The successful contractor will be expected to identify one named point of contact through whom all enquiries can be filtered. BEIS expects that a broader evaluation steering group may be set up, but a BEIS project manager will be assigned to the project and will be the central point of contact.

BEIS envisage the need for close interaction between the BEIS Project Manager and contractor(s) throughout the process, to ensure that emerging issues are dealt with promptly and that BEIS fully understands the assumptions and approach taken. Bidders should assume that engagement with BEIS will include weekly project management phone calls, weekly progress update reports, and if necessary, covid-safe face to face meetings as required to design and deliver the chosen methods.

Where a consortium or sub-contractors are in place, BEIS expects that they are included in relevant meetings, workshops and review points to ensure their full engagement in the project. All contractors and sub-contractors are responsible for the delivery of outputs to the appropriate time and quality. It is expected that the lead contractor takes an active role in oversight of all workstreams and bears the overall responsibility for the delivery of the evaluation activities and outputs.

Bidders should assume that BEIS will take an active role in review and quality assurance of research materials, analytical approaches (including key assumptions), analyses and outputs. Detail on expected number of rounds of comments from BEIS for each output is detailed above; however, additional amendments may be required for published outputs.

The appointment offer will be confirmed by Wednesday 15<sup>th</sup> March 2023. Note that bidders must be available to attend an inception meeting in the week commencing 20<sup>th</sup> March 2023.

Working with other contractors

Later in 2023, BEIS expects to tender a separate process, outcome and early impact evaluation for the Northern Ireland Domestic Energy Affordability Support schemes, as well as a separate impact and economic evaluation of all the UK Domestic Energy Affordability Support schemes. The successful contractor for this contract will be expected to work closely with the contractors covering the Northern Ireland and impact and economic evaluations. This will include sharing research materials and wider documentation, which may need to be closely replicated for use under the other two contracts.

Data security

The successful Bidder must comply with the General Data Protection Regulation 2016 (GDPR) and any information collected, processed and transferred on behalf of the Department, and in particular personal information, must be held and transferred securely. Contractors must provide assurances of compliance with the GDPR and set out in their proposals details of the practices and systems they have in place for handling data securely including transmission between the field and head office and then to the Department. Contractors will have responsibility for ensuring that they and any subcontractor who processes or handles information on behalf of the Department is conducted securely. The sorts of issues which must be addressed satisfactorily and described in contractors' submissions include:

- procedures for storing both physical and system data;
- data back-up procedures;
- procedures for the destruction of physical and system data;

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- how data is protected;
- data encryption software used;
- use of laptops and electronic removable media;
- details of person/s responsible for data security;
- policies for unauthorised staff access or misuse of confidential/personal data;
- policies for staff awareness and training of Data Protection Act;
- physical security of premises; and
- how research respondents will be made aware of all potential uses of their data.



# Core Terms - DPS

**DPS Schedule 6 (Order Form and Order Schedules)**  
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## 1. Definitions used in the contract

Interpret this Contract using Joint Schedule 1 (Definitions).

## 2. How the contract works

1. The Supplier is eligible for the award of Order Contracts during the DPS Contract Period.
2. CCS does not guarantee the Supplier any exclusivity, quantity or value of work under the DPS Contract.
3. CCS has paid one penny to the Supplier legally to form the DPS Contract. The Supplier acknowledges this payment.
4. If the Buyer decides to buy Deliverables under the DPS Contract it must use DPS Schedule 7 (Order Procedure) and must state its requirements using DPS Schedule 6 (Order Form Template and Order Schedules). If allowed by the Regulations, the Buyer can:
  1. make changes to DPS Schedule 6 (Order Form Template and Order Schedules);
  2. create new Order Schedules;
  3. exclude optional template Order Schedules; and/or
  4. use Special Terms in the Order Form to add or change terms.
1. Each Order Contract:
  1. is a separate Contract from the DPS Contract;
  2. is between a Supplier and a Buyer;
  3. includes Core Terms, Schedules and any other changes or items in the completed Order Form; and
  4. survives the termination of the DPS Contract.
1. Where the Supplier is approached by any Other Contracting Authority requesting Deliverables or substantially similar goods or services, the Supplier must tell them about this DPS Contract before accepting their order.
2. The Supplier acknowledges it has all the information required to perform its obligations under each Contract before entering into a Contract. When information is provided by a Relevant Authority no warranty of its accuracy is given to the Supplier.
3. The Supplier will not be excused from any obligation, or be entitled to additional Costs or Charges because it failed to either:
  1. verify the accuracy of the Due Diligence Information; or
  2. properly perform its own adequate checks.

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1. CCS and the Buyer will not be liable for errors, omissions or misrepresentation of any information.
2. The Supplier warrants and represents that all statements made and documents submitted as part of the procurement of Deliverables are and remain true and accurate.
3. An Order Contract can only be created using the electronic procedures described in the FTS Notice as required by the Regulations.
4. A Supplier can only receive Orders under the DPS Contract while it meets the basic access requirements for the DPS stated in the FTS Notice. CCS can audit whether a Supplier meets the basic access requirements at any point during the DPS Contract Period.

**3. What needs to be delivered****1. All deliverables**

1. The Supplier must provide Deliverables:
  1. that comply with the Specification, the DPS Application and, in relation to an Order Contract, the Order Tender (if there is one);
  2. to a professional standard;
  3. using reasonable skill and care; (d) using Good Industry Practice;
  4. using its own policies, processes and internal quality control measures as long as they do not conflict with the Contract;
  5. on the dates agreed; and
  6. that comply with Law.
1. The Supplier must provide Deliverables with a warranty of at least 90 days from Delivery against all obvious defects.

**2. Goods clauses**

1. All Goods delivered must be new, or as new if recycled, unused and of recent origin.
2. All manufacturer warranties covering the Goods must be assignable to the Buyer on request and for free.
3. The Supplier transfers ownership of the Goods on Delivery or payment for those Goods, whichever is earlier.
4. Risk in the Goods transfers to the Buyer on Delivery of the Goods, but remains with the Supplier if the Buyer notices damage following Delivery and lets the Supplier know within 3 Working Days of Delivery.

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5. The Supplier warrants that it has full and unrestricted ownership of the Goods at the time of transfer of ownership.
6. The Supplier must deliver the Goods on the date and to the specified location during the Buyer's working hours.
7. The Supplier must provide sufficient packaging for the Goods to reach the point of Delivery safely and undamaged.
8. All deliveries must have a delivery note attached that specifies the order number, type and quantity of Goods.
9. The Supplier must provide all tools, information and instructions the Buyer needs to make use of the Goods.
10. The Supplier must indemnify the Buyer against the costs of any Recall of the Goods and give notice of actual or anticipated action about the Recall of the Goods.
11. The Buyer can cancel any order or part order of Goods which has not been Delivered. If the Buyer gives less than 14 days notice then it will pay the Supplier's reasonable and proven costs already incurred on the cancelled order as long as the Supplier takes all reasonable steps to minimise these costs.
12. The Supplier must at its own cost repair, replace, refund or substitute (at the Buyer's option and request) any Goods that the Buyer rejects because they do not conform with Clause 3. If the Supplier does not do this it will pay the Buyer's costs including repair or re-supply by a third party.

**3. Services clauses**

1. Late Delivery of the Services will be a Default of an Order Contract.
2. The Supplier must co-operate with the Buyer and third party suppliers on all aspects connected with the Delivery of the Services and ensure that Supplier Staff comply with any reasonable instructions.
3. The Supplier must at its own risk and expense provide all Supplier Equipment required to Deliver the Services.
4. The Supplier must allocate sufficient resources and appropriate expertise to each Contract.
5. The Supplier must take all reasonable care to ensure performance does not disrupt the Buyer's operations, employees or other contractors.
6. The Supplier must ensure all Services, and anything used to Deliver the Services, are of good quality and free from defects.

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7. The Buyer is entitled to withhold payment for partially or undelivered Services, but doing so does not stop it from using its other rights under the Contract.

**7. Pricing and payments**

1. In exchange for the Deliverables, the Supplier must invoice the Buyer for the Charges in the Order Form.
2. CCS must invoice the Supplier for the Management Levy and the Supplier must pay it using the process in DPS Schedule 5 (Management Levy and Information).
3. All Charges and the Management Levy:
  1. exclude VAT, which is payable on provision of a valid VAT invoice; and
  2. include all costs connected with the Supply of Deliverables.
1. The Buyer must pay the Supplier the Charges within 30 days of receipt by the Buyer of a valid, undisputed invoice, in cleared funds using the payment method and details stated in the Order Form.
2. A Supplier invoice is only valid if it:
  1. includes all appropriate references including the Contract reference number and other details reasonably requested by the Buyer;
  2. includes a detailed breakdown of Delivered Deliverables and Milestone(s) (if any); and
  3. does not include any Management Levy (the Supplier must not charge the Buyer in any way for the Management Levy).
1. The Buyer must accept and process for payment an undisputed Electronic Invoice received from the Supplier.
2. The Buyer may retain or set-off payment of any amount owed to it by the Supplier if notice and reasons are provided.
3. The Supplier must ensure that all Subcontractors are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this does not happen, CCS or the Buyer can publish the details of the late payment or non-payment.
4. If CCS or the Buyer can get more favourable commercial terms for the supply at cost of any materials, goods or services used by the Supplier to provide the Deliverables, then CCS or the Buyer may require the Supplier to replace its existing commercial terms with the more favourable terms offered for the relevant items.
5. If CCS or the Buyer uses Clause 4.9 then the DPS Pricing (and where applicable, the Charges) must be reduced by an agreed amount by using the Variation Procedure.

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6. The Supplier has no right of set-off, counterclaim, discount or abatement unless they are ordered to do so by a court.

**4. The buyer's obligations to the supplier**

1. If Supplier Non-Performance arises from an Authority Cause:
  1. neither CCS or the Buyer can terminate a Contract under Clause 10.4.1;
  2. the Supplier is entitled to reasonable and proven additional expenses and to relief from liability and Deduction under this Contract;
  3. the Supplier is entitled to additional time needed to make the Delivery; and (d) the Supplier cannot suspend the ongoing supply of Deliverables.

1. Clause 5.1 only applies if the Supplier:
  1. gives notice to the Party responsible for the Authority Cause within 10 Working Days of becoming aware;
  2. demonstrates that the Supplier Non-Performance would not have occurred but for the Authority Cause; and
  3. mitigated the impact of the Authority Cause.

**4. Record keeping and reporting**

1. The Supplier must attend Progress Meetings with the Buyer and provide Progress Reports when specified in the Order Form.
2. The Supplier must keep and maintain full and accurate records and accounts on everything to do with the Contract:
  1. during the Contract Period;
  2. for 7 years after the End Date; and (c) in accordance with UK GDPR, including but not limited to the records and accounts stated in the definition of Audit in Joint Schedule 1.
1. The Relevant Authority or an Auditor can Audit the Supplier.
  2. During an Audit, the Supplier must:
    1. allow the Relevant Authority or any Auditor access to their premises to verify all contract accounts and records of everything to do with the Contract and provide copies for an Audit; and
    2. provide information to the Relevant Authority or to the Auditor and reasonable co-operation at their request.
  1. Where the Audit of the Supplier is carried out by an Auditor, the Auditor shall be entitled to share any information obtained during the Audit with the Relevant Authority.

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2. If the Supplier is not providing any of the Deliverables, or is unable to provide them, it must immediately:
  1. tell the Relevant Authority and give reasons;
  2. propose corrective action; and
  3. provide a deadline for completing the corrective action.
  
1. The Supplier must provide CCS with a Self Audit Certificate supported by an audit report at the end of each Contract Year. The report must contain:
  1. the methodology of the review;
  2. the sampling techniques applied;
  3. details of any issues; and
  4. any remedial action taken.
  
1. The Self Audit Certificate must be completed and signed by an auditor or senior member of the Supplier's management team that is qualified in either a relevant audit or financial discipline.

**5. Supplier staff**

1. The Supplier Staff involved in the performance of each Contract must:
  1. be appropriately trained and qualified;
  2. be vetted using Good Industry Practice and the Security Policy; and
  3. comply with all conduct requirements when on the Buyer's Premises.
  
1. Where a Buyer decides one of the Supplier's Staff is not suitable to work on a contract, the Supplier must replace them with a suitably qualified alternative.
  
2. If requested, the Supplier must replace any person whose acts or omissions have caused the Supplier to breach Clause 27.
  
3. The Supplier must provide a list of Supplier Staff needing to access the Buyer's Premises and say why access is required.
  
4. The Supplier indemnifies CCS and the Buyer against all claims brought by any person employed by the Supplier caused by an act or omission of the Supplier or any Supplier Staff.

**4. Rights and protection**

1. The Supplier warrants and represents that:
  1. it has full capacity and authority to enter into and to perform each Contract;
  2. each Contract is executed by its authorised representative;
  3. it is a legally valid and existing organisation incorporated in the place it was formed;
  4. there are no known legal or regulatory actions or investigations before any court, administrative body or arbitration tribunal pending or threatened against it or its Affiliates that might affect its ability to perform each Contract;

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5. it maintains all necessary rights, authorisations, licences and consents to perform its obligations under each Contract;
6. it does not have any contractual obligations which are likely to have a material adverse effect on its ability to perform each Contract;
7. it is not impacted by an Insolvency Event; and (h) it will comply with each Order Contract.
  1. The warranties and representations in Clauses 2.10 and 8.1 are repeated each time the Supplier provides Deliverables under the Contract.
  2. The Supplier indemnifies both CCS and every Buyer against each of the following:
    1. wilful misconduct of the Supplier, Subcontractor and Supplier Staff that impacts the Contract; and
    2. non-payment by the Supplier of any Tax or National Insurance.
  1. All claims indemnified under this Contract must use Clause 26.
  2. The description of any provision of this Contract as a warranty does not prevent CCS or a Buyer from exercising any termination right that it may have for breach of that clause by the Supplier.
  3. If the Supplier becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify CCS and every Buyer.
  4. All third party warranties and indemnities covering the Deliverables must be assigned for the Buyer's benefit by the Supplier.

**3. Intellectual Property Rights (IPRs)**

1. Each Party keeps ownership of its own Existing IPRs. The Supplier gives the Buyer a non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, change and sub-license the Supplier's Existing IPR to enable it to both:
  1. receive and use the Deliverables; and
  2. make use of the deliverables provided by a Replacement Supplier.
1. Any New IPR created under a Contract is owned by the Buyer. The Buyer gives the Supplier a licence to use any Existing IPRs and New IPRs for the purpose of fulfilling its obligations during the Contract Period.
2. Where a Party acquires ownership of IPRs incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.
3. Neither Party has the right to use the other Party's IPRs, including any use of the other Party's names, logos or trademarks, except as provided in Clause 9 or otherwise agreed in writing.

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4. If there is an IPR Claim, the Supplier indemnifies CCS and each Buyer against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result.
5. If an IPR Claim is made or anticipated the Supplier must at its own expense and the Buyer's sole option, either:
  1. obtain for CCS and the Buyer the rights in Clause 9.1 and 9.2 without infringing any third party IPR; or
  2. replace or modify the relevant item with substitutes that do not infringe IPR without adversely affecting the functionality or performance of the Deliverables.
1. In spite of any other provisions of a Contract and for the avoidance of doubt, award of a Contract by the Buyer and placement of any contract task under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949. The Supplier acknowledges that any authorisation by the Buyer under its statutory powers must be expressly provided in writing, with reference to the acts authorised and the specific IPR involved.

**3. Ending the contract or any subcontract**

1. **Contract Period**
  1. The Contract takes effect on the Start Date and ends on the End Date or earlier if required by Law.
  2. The Relevant Authority can extend the Contract for the Extension Period by giving the Supplier no less than 3 Months' written notice before the Contract expires.
2. **Ending the contract without a reason**
  1. CCS has the right to terminate the DPS Contract at any time without reason by giving the Supplier at least 30 days' notice.
  2. Each Buyer has the right to terminate their Order Contract at any time without reason by giving the Supplier not less than 90 days' written notice.
3. **Rectification plan process**
  1. If there is a Default, the Relevant Authority may, without limiting its other rights, request that the Supplier provide a Rectification Plan.
  2. When the Relevant Authority receives a requested Rectification Plan it can either:
    1. reject the Rectification Plan or revised Rectification Plan, giving reasons; or
    2. accept the Rectification Plan or revised Rectification Plan (without limiting its rights) and the Supplier must immediately start work on the

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actions in the Rectification Plan at its own cost, unless agreed otherwise by the Parties.

1. Where the Rectification Plan or revised Rectification Plan is rejected, the Relevant Authority:
  1. must give reasonable grounds for its decision; and
  2. may request that the Supplier provides a revised Rectification Plan within 5 Working Days.
  
1. If the Relevant Authority rejects any Rectification Plan, including any revised Rectification Plan, the Relevant Authority does not have to request a revised Rectification Plan before exercising its right to terminate its Contract under Clause 10.4.3(a).

**2. When CCS or the buyer can end a contract**

1. If any of the following events happen, the Relevant Authority has the right to immediately terminate its Contract by issuing a Termination Notice to the Supplier:
  1. there is a Supplier Insolvency Event;
  2. there is a Default that is not corrected in line with an accepted Rectification Plan;
  3. the Supplier does not provide a Rectification Plan within 10 days of the request;
  4. there is any material Default of the Contract;
  5. there is any material Default of any Joint Controller Agreement relating to any Contract;
  6. there is a Default of Clauses 2.10, 9, 14, 15, 27, 32 or DPS Schedule 9 (Cyber Essentials) (where applicable) relating to any Contract;
  7. there is a consistent repeated failure to meet the Performance Indicators in DPS Schedule 4 (DPS Management);
  8. there is a Change of Control of the Supplier which is not pre-approved by the Relevant Authority in writing;
  9. if the Relevant Authority discovers that the Supplier was in one of the situations in 57 (1) or 57(2) of the Regulations at the time the Contract was awarded; or
  10. the Supplier or its Affiliates embarrass or bring CCS or the Buyer into disrepute or diminish the public trust in them.
  
1. CCS may terminate the DPS Contract if a Buyer terminates an Order Contract for any of the reasons listed in Clause 10.4.1.
  
2. If any of the following non-fault based events happen, the Relevant Authority has the right to immediately terminate its Contract by issuing a Termination Notice to the Supplier:
  1. the Relevant Authority rejects a Rectification Plan;
  2. there is a Variation which cannot be agreed using Clause 24 (Changing the contract) or resolved using Clause 34 (Resolving disputes);

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3. if there is a declaration of ineffectiveness in respect of any Variation; or (d) any of the events in 73 (1) (a) or (c) of the Regulations happen.

**1. When the supplier can end the contract**

The Supplier can issue a Reminder Notice if the Buyer does not pay an undisputed invoice on time. The Supplier can terminate an Order Contract if the Buyer fails to pay an undisputed invoiced sum due and worth over 10% of the annual Contract Value within 30 days of the date of the Reminder Notice.

**2. What happens if the contract ends**

1. Where a Party terminates a Contract under any of Clauses 10.2.1, 10.2.2, 10.4.1, 10.4.2, 10.4.3, 10.5 or 20.2 or a Contract expires all of the following apply:
  1. The Buyer's payment obligations under the terminated Contract stop immediately.
  2. Accumulated rights of the Parties are not affected.
  3. The Supplier must promptly repay to the Buyer any and all Charges the Buyer has paid in advance in respect of Deliverables not provided by the Supplier as at the End Date.
  4. The Supplier must promptly delete or return the Government Data except where required to retain copies by Law.
  5. The Supplier must promptly return any of CCS or the Buyer's property provided under the terminated Contract.
  6. The Supplier must, at no cost to CCS or the Buyer, co-operate fully in the handover and reprocurement (including to a Replacement Supplier).
  
1. In addition to the consequences of termination listed in Clause 10.6.1, where the Relevant Authority terminates a Contract under Clause 10.4.1 the Supplier is also responsible for the Relevant Authority's reasonable costs of procuring Replacement Deliverables for the rest of the Contract Period.
  
2. In addition to the consequences of termination listed in Clause 10.6.1, if either the Relevant Authority terminates a Contract under Clause 10.2.1 or 10.2.2 or a Supplier terminates an Order Contract under Clause 10.5:
  1. the Buyer must promptly pay all outstanding Charges incurred to the Supplier; and
  2. the Buyer must pay the Supplier reasonable committed and unavoidable Losses as long as the Supplier provides a fully itemised and costed schedule with evidence - the maximum value of this payment is limited to the total sum payable to the Supplier if the Contract had not been terminated.
  
1. In addition to the consequences of termination listed in Clause 10.6.1, where a Party terminates under Clause 20.2 each Party must cover its own Losses.

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2. The following Clauses survive the termination or expiry of each Contract: 3.2.10, 4.2, 6, 7.5, 9, 11, 12.2, 14, 15, 16, 17, 18, 31.3, 34, 35 and any Clauses and Schedules which are expressly or by implication intended to continue.

**2. Partially ending and suspending the contract**

1. Where CCS has the right to terminate the DPS Contract it can suspend the Supplier's ability to accept Orders (for any period) and the Supplier cannot enter into any new Order Contracts during this period. If this happens, the Supplier must still meet its obligations under any existing Order Contracts that have already been signed.
2. Where CCS has the right to terminate a DPS Contract it is entitled to terminate all or part of it.
3. Where the Buyer has the right to terminate an Order Contract it can terminate or suspend (for any period), all or part of it. If the Buyer suspends a Contract it can provide the Deliverables itself or buy them from a third party.
4. The Relevant Authority can only partially terminate or suspend a Contract if the remaining parts of that Contract can still be used to effectively deliver the intended purpose.
5. The Parties must agree any necessary Variation required by Clause 10.7 using the Variation Procedure, but the Supplier may not either:
  1. reject the Variation; or
  2. increase the Charges, except where the right to partial termination is under Clause 10.2.
1. The Buyer can still use other rights available, or subsequently available to it if it acts on its rights under Clause 10.7.

**2. When subcontracts can be ended**

At the Buyer's request, the Supplier must terminate any Subcontracts in any of the following events:

1. there is a Change of Control of a Subcontractor which is not pre-approved by the Relevant Authority in writing;
2. the acts or omissions of the Subcontractor have caused or materially contributed to a right of termination under Clause 10.4; or
3. a Subcontractor or its Affiliates embarrasses or brings into disrepute or diminishes the public trust in the Relevant Authority.

**4. How much you can be held responsible for**

1. Each Party's total aggregate liability in each Contract Year under this DPS Contract (whether in tort, contract or otherwise) is no more than £1,000,000.

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2. 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 twenty five percent (125%) of the Estimated Yearly Charges unless specified in the Order Form.
3. No Party is liable to the other for:
  1. any indirect Losses; or
  2. Loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).
1. In spite of Clause 11.1 and 11.2, neither Party limits or excludes any of the following:
  1. its liability for death or personal injury caused by its negligence, or that of its employees, agents or Subcontractors;
  2. its liability for bribery or fraud or fraudulent misrepresentation by it or its employees;
  3. any liability that cannot be excluded or limited by Law;
  4. its obligation to pay the required Management Levy or Default Management Levy.
1. In spite of Clauses 11.1 and 11.2, the Supplier does not limit or exclude its liability for any indemnity given under Clauses 7.5, 8.3(b), 9.5, 31.3 or Order Schedule 2 (Staff Transfer) of a Contract.
2. In spite of Clauses 11.1, 11.2 but subject to Clauses 11.3 and 11.4, the Supplier's aggregate liability in each and any Contract Year under each Contract under Clause 14.8 shall in no event exceed the Data Protection Liability Cap.
3. Each Party must use all reasonable endeavours to mitigate any Loss or damage which it suffers under or in connection with each Contract, including any indemnities.
4. When calculating the Supplier's liability under Clause 11.1 or 11.2 the following items will not be taken into consideration:
  1. Deductions; and
  2. any items specified in Clauses 11.5 or 11.6.
1. If more than one Supplier is party to a Contract, each Supplier Party is jointly and severally liable for their obligations under that Contract.

**3. Obeying the law**

1. The Supplier must use reasonable endeavours to comply with the provisions of Joint Schedule 5 (Corporate Social Responsibility).
2. To the extent that it arises as a result of a Default by the Supplier, the Supplier indemnifies the Relevant Authority against any fine or penalty incurred by the Relevant Authority pursuant to Law and any costs incurred by the Relevant Authority in defending any proceedings which result in such fine or penalty.

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3. The Supplier must appoint a Compliance Officer who must be responsible for ensuring that the Supplier complies with Law, Clause 12.1 and Clauses 27 to 32.

## 5. Insurance

The Supplier must, at its own cost, obtain and maintain the Required Insurances in Joint Schedule 3 (Insurance Requirements) and any Additional Insurances in the Order Form.

## 6. Data protection

1. The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with Joint Schedule 11 (Processing Data).
  2. The Supplier must not remove any ownership or security notices in or relating to the Government Data.
  3. The Supplier must make accessible back-ups of all Government Data, stored in an agreed off-site location and send the Buyer copies every 6 Months.
  4. The Supplier must ensure that any Supplier system holding any Government Data, including back-up data, is a secure system that complies with the Security Policy and any applicable Security Management Plan.
  5. If at any time the Supplier suspects or has reason to believe that the Government Data provided under a Contract is corrupted, lost or sufficiently degraded, then the Supplier must notify the Relevant Authority and immediately suggest remedial action.
  6. If the Government Data is corrupted, lost or sufficiently degraded so as to be unusable the Relevant Authority may either or both:
    1. tell the Supplier to restore or get restored Government Data as soon as practical but no later than 5 Working Days from the date that the Relevant Authority receives notice, or the Supplier finds out about the issue, whichever is earlier; and/or
    2. restore the Government Data itself or using a third party.
1. The Supplier must pay each Party's reasonable costs of complying with Clause 14.6 unless CCS or the Buyer is at fault.
  2. The Supplier:
    1. must provide the Relevant Authority with all Government Data in an agreed open format within 10 Working Days of a written request;
    2. must have documented processes to guarantee prompt availability of Government Data if the Supplier stops trading;
    3. must securely destroy all Storage Media that has held Government Data at the end of life of that media using Good Industry Practice;

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4. securely erase all Government Data and any copies it holds when asked to do so by CCS or the Buyer unless required by Law to retain it; and
5. indemnifies CCS and each Buyer against any and all Losses incurred if the Supplier breaches Clause 14 and any Data Protection Legislation.

**6. What you must keep confidential**

1. Each Party must:
  1. keep all Confidential Information it receives confidential and secure;
  2. except as expressly set out in the Contract at Clauses 15.2 to 15.4 or elsewhere in the Contract, not disclose, use or exploit the Disclosing Party's Confidential Information without the Disclosing Party's prior written consent; and
  3. immediately notify the Disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information.
  
1. In spite of Clause 15.1, a Party may disclose Confidential Information which it receives from the Disclosing Party in any of the following instances:
  1. where disclosure is required by applicable Law or by a court with the relevant jurisdiction if, to the extent not prohibited by Law, the Recipient Party notifies the Disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;
  2. if the Recipient Party already had the information without obligation of confidentiality before it was disclosed by the Disclosing Party;
  3. if the information was given to it by a third party without obligation of confidentiality;
  4. if the information was in the public domain at the time of the disclosure;
  5. if the information was independently developed without access to the Disclosing Party's
  6. Confidential Information;
  7. on a confidential basis, to its auditors;
  8. on a confidential basis, to its professional advisers on a need-to-know basis; or
  9. to the Serious Fraud Office where the Recipient Party has reasonable grounds to believe that the Disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010.
  
1. In spite of Clause 15.1, the Supplier may disclose Confidential Information on a confidential basis to Supplier Staff on a need-to-know basis to allow the Supplier to meet its obligations under the Contract. The Supplier Staff must enter into a direct confidentiality agreement with the Relevant Authority at its request.
  
2. In spite of Clause 15.1, CCS or the Buyer may disclose Confidential Information in any of the following cases:
  1. on a confidential basis to the employees, agents, consultants and contractors of CCS or the Buyer;
  2. on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company that CCS

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- or the Buyer transfers or proposes to transfer all or any part of its business to;
3. if CCS or the Buyer (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;
  4. where requested by Parliament; or (e) under Clauses 4.7 and 16.
1. For the purposes of Clauses 15.2 to 15.4 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in Clause 15.
  2. Transparency Information is not Confidential Information.
  3. The Supplier must not make any press announcement or publicise the Contracts or any part of them in any way, without the prior written consent of the Relevant Authority and must take all reasonable steps to ensure that Supplier Staff do not either.

## 5. When you can share information

1. The Supplier must tell the Relevant Authority within 48 hours if it receives a Request For Information.
2. Within five (5) Working Days of the Buyer's request the Supplier must give CCS and each Buyer full cooperation and information needed so the Buyer can:
  1. publish the Transparency Information;
  2. comply with any Freedom of Information Act (FOIA) request; and/or (c) comply with any Environmental Information Regulations (EIR) request.
1. The Relevant Authority may talk to the Supplier to help it decide whether to publish information under Clause 16. However, the extent, content and format of the disclosure is the Relevant Authority's decision in its absolute discretion.

## 3. Invalid parts of the contract

If any part of a Contract is prohibited by Law or judged by a court to be unlawful, void or unenforceable, it must be read as if it was removed from that Contract as much as required and rendered ineffective as far as possible without affecting the rest of the Contract, whether it is valid or enforceable.

## 4. No other terms apply

The provisions incorporated into each Contract are the entire agreement between the Parties. The Contract replaces all previous statements, agreements and any course of dealings made between the Parties, whether written or oral, in relation to its subject matter. No other provisions apply.

## 5. Other people's rights in a contract

No third parties may use the Contracts (Rights of Third Parties) Act 1999 (CRTPA) to enforce any term of the Contract unless stated (referring to CRTPA) in the Contract. This does not affect third party rights and remedies that exist independently from CRTPA.

## 6. Circumstances beyond your control

1. Any Party affected by a Force Majeure Event is excused from performing its obligations under a Contract while the inability to perform continues, if it both:
  1. provides a Force Majeure Notice to the other Party; and
  2. uses all reasonable measures practical to reduce the impact of the Force Majeure Event.
  
1. Either Party can partially or fully terminate the affected Contract if the provision of the Deliverables is materially affected by a Force Majeure Event which lasts for 90 days continuously.

## 3. Relationships created by the contract

No Contract creates a partnership, joint venture or employment relationship. The Supplier must represent themselves accordingly and ensure others do so.

## 4. Giving up contract rights

A partial or full waiver or relaxation of the terms of a Contract is only valid if it is stated to be a waiver in writing to the other Party.

## 5. Transferring responsibilities

1. The Supplier cannot assign, novate or transfer a Contract or any part of a Contract without the Relevant Authority's written consent.
  
2. The Relevant Authority can assign, novate or transfer its Contract or any part of it to any Central Government Body, public or private sector body which performs the functions of the Relevant Authority.
  
3. When CCS or the Buyer uses its rights under Clause 23.2 the Supplier must enter into a novation agreement in the form that CCS or the Buyer specifies.
  
4. The Supplier can terminate a Contract novated under Clause 23.2 to a private sector body that is experiencing an Insolvency Event.

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5. The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.
6. If CCS or the Buyer asks the Supplier for details about Subcontractors, the Supplier must provide details of Subcontractors at all levels of the supply chain including:
  1. their name;
  2. the scope of their appointment; and
  3. the duration of their appointment.

**4. Changing the contract**

1. Either Party can request a Variation which is only effective if agreed in writing and signed by both Parties.
2. The Supplier must provide an Impact Assessment either:
  1. with the Variation Form, where the Supplier requests the Variation; or
  2. within the time limits included in a Variation Form requested by CCS or the Buyer.
1. If the Variation cannot be agreed or resolved by the Parties, CCS or the Buyer can either:
  1. agree that the Contract continues without the Variation; or
  2. terminate the affected Contract, unless in the case of an Order Contract, the Supplier has already provided part or all of the provision of the Deliverables, or where the Supplier can show evidence of substantial work being carried out to provide them; or
  3. refer the Dispute to be resolved using Clause 34 (Resolving Disputes).
1. CCS and the Buyer are not required to accept a Variation request made by the Supplier.
2. If there is a General Change in Law, the Supplier must bear the risk of the change and is not entitled to ask for an increase to the DPS Pricing or the Charges.
3. If there is a Specific Change in Law or one is likely to happen during the Contract Period the Supplier must give CCS and the Buyer notice of the likely effects of the changes as soon as reasonably practical. They must also say if they think any Variation is needed either to the Deliverables, DPS Pricing or a Contract and provide evidence:
  1. that the Supplier has kept costs as low as possible, including in Subcontractor costs; and
  2. of how it has affected the Supplier's costs.
1. Any change in the DPS Pricing or relief from the Supplier's obligations because of a Specific Change in Law must be implemented using Clauses 24.1 to 24.4.
2. For 101(5) of the Regulations, if the Court declares any Variation ineffective, the Parties agree that their mutual rights and obligations will be regulated by the terms

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of the Contract as they existed immediately prior to that Variation and as if the Parties had never entered into that Variation.

### 3. How to communicate about the contract

1. All notices under the Contract must be in writing and are considered effective on the Working Day of delivery as long as they are delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective at 9:00am on the first Working Day after sending unless an error message is received.
2. Notices to CCS must be sent to the CCS Authorised Representative's address or email address indicated on the Platform.
3. Notices to the Buyer must be sent to the Buyer Authorised Representative's address or email address in the Order Form.
4. This Clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

### 5. Dealing with claims

1. If a Beneficiary is notified of a Claim then it must notify the Indemnifier as soon as reasonably practical and no later than 10 Working Days.
2. At the Indemnifier's cost the Beneficiary must both:
  1. allow the Indemnifier to conduct all negotiations and proceedings to do with a Claim; and
  2. give the Indemnifier reasonable assistance with the claim if requested.
1. The Beneficiary must not make admissions about the Claim without the prior written consent of the Indemnifier which can not be unreasonably withheld or delayed.
2. The Indemnifier must consider and defend the Claim diligently using competent legal advisors and in a way that does not damage the Beneficiary's reputation.
3. The Indemnifier must not settle or compromise any Claim without the Beneficiary's prior written consent which it must not unreasonably withhold or delay.
4. Each Beneficiary must take all reasonable steps to minimise and mitigate any losses that it suffers because of the Claim.
5. If the Indemnifier pays the Beneficiary money under an indemnity and the Beneficiary later recovers money which is directly related to the Claim, the Beneficiary must immediately repay the Indemnifier the lesser of either:
  1. the sum recovered minus any legitimate amount spent by the Beneficiary when recovering this money; or
  2. the amount the Indemnifier paid the Beneficiary for the Claim.

### **3. Preventing fraud, bribery and corruption**

1. The Supplier must not during any Contract Period:
  1. commit a Prohibited Act or any other criminal offence in the Regulations 57(1) and 57(2); or
  2. do or allow anything which would cause CCS or the Buyer, including any of their employees, consultants, contractors, Subcontractors or agents to breach any of the Relevant Requirements or incur any liability under them.
  
1. The Supplier must during the Contract Period:
  1. create, maintain and enforce adequate policies and procedures to ensure it complies with the Relevant Requirements to prevent a Prohibited Act and require its Subcontractors to do the same;
  2. keep full records to show it has complied with its obligations under Clause 27 and give copies to CCS or the Buyer on request; and
  3. if required by the Relevant Authority, within 20 Working Days of the Start Date of the relevant Contract, and then annually, certify in writing to the Relevant Authority, that they have complied with Clause 27, including compliance of Supplier Staff, and provide reasonable supporting evidence of this on request, including its policies and procedures.
  
1. The Supplier must immediately notify CCS and the Buyer if it becomes aware of any breach of Clauses 27.1 or 27.2 or has any reason to think that it, or any of the Supplier Staff, has either:
  1. been investigated or prosecuted for an alleged Prohibited Act;
  2. been debarred, suspended, proposed for suspension or debarment, or is otherwise ineligible to take part in procurement programmes or contracts because of a Prohibited Act by any government department or agency;
  3. received a request or demand for any undue financial or other advantage of any kind related to a Contract; or
  4. suspected that any person or Party directly or indirectly related to a Contract has committed or attempted to commit a Prohibited Act.
  
1. If the Supplier notifies CCS or the Buyer as required by Clause 27.3, the Supplier must respond promptly to their further enquiries, co-operate with any investigation and allow the Audit of any books, records and relevant documentation.
  
2. In any notice the Supplier gives under Clause 27.3 it must specify the:
  1. Prohibited Act;
  2. identity of the Party who it thinks has committed the Prohibited Act; and
  3. action it has decided to take.

### **4. Equality, diversity and human rights**

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1. The Supplier must follow all applicable equality Law when they perform their obligations under the Contract, including:
  1. protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise; and
  2. any other requirements and instructions which CCS or the Buyer reasonably imposes related to equality Law.
  
1. The Supplier must take all necessary steps, and inform CCS or the Buyer of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on a Contract.

**3. Health and safety**

1. The Supplier must perform its obligations meeting the requirements of:
  1. all applicable Law regarding health and safety; and
  2. the Buyer's current health and safety policy while at the Buyer's Premises, as provided to the Supplier.
  
1. The Supplier and the Buyer must as soon as possible notify the other of any health and safety incidents or material hazards they are aware of at the Buyer Premises that relate to the performance of a Contract.

**3. Environment**

1. When working on Site the Supplier must perform its obligations under the Buyer's current Environmental Policy, which the Buyer must provide.
  
2. The Supplier must ensure that Supplier Staff are aware of the Buyer's Environmental Policy.

**5. Tax**

1. The Supplier must not breach any Tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines. CCS and the Buyer cannot terminate a Contract where the Supplier has not paid a minor Tax or social security contribution.
  
2. Where the Charges payable under a Contract with the Buyer are or are likely to exceed £5 million at any point during the relevant Contract Period, and an Occasion of Tax Non-Compliance occurs, the Supplier must notify CCS and the Buyer of it within 5 Working Days including:
  1. the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance and any mitigating factors that it considers relevant; and
  2. other information relating to the Occasion of Tax Non-Compliance that CCS and the Buyer may reasonably need.

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1. Where the Supplier or any Supplier Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under an Order Contract, the Supplier must both:
  1. comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions; and
  2. indemnify the Buyer against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Contract Period in connection with the provision of the Deliverables by the Supplier or any of the Supplier Staff.
  
1. If any of the Supplier Staff are Workers who receive payment relating to the Deliverables, then the Supplier must ensure that its contract with the Worker contains the following requirements:
  1. the Buyer may, at any time during the Contract Period, request that the Worker provides information which demonstrates they comply with Clause 31.3, or why those requirements do not apply, the Buyer can specify the information the Worker must provide and the deadline for responding;
  2. the Worker's contract may be terminated at the Buyer's request if the Worker fails to provide the information requested by the Buyer within the time specified by the Buyer;
  3. the Worker's contract may be terminated at the Buyer's request if the Worker provides information which the Buyer considers is not good enough to demonstrate how it complies with Clause 31.3 or confirms that the Worker is not complying with those requirements; and
  4. the Buyer may supply any information they receive from the Worker to HMRC for revenue collection and management.

**5. Conflict of interest**

1. The Supplier must take action to ensure that neither the Supplier nor the Supplier Staff are placed in the position of an actual or potential Conflict of Interest.
2. The Supplier must promptly notify and provide details to CCS and each Buyer if a Conflict of Interest happens or is expected to happen.
3. CCS and each Buyer can terminate its Contract immediately by giving notice in writing to the Supplier or take any steps it thinks are necessary where there is or may be an actual or potential Conflict of Interest.

**7. Reporting a breach of the contract**

1. As soon as it is aware of it the Supplier and Supplier Staff must report to CCS or the Buyer any actual or suspected breach of:
  1. Law;

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2. Clause 12.1; or
  3. Clauses 27 to 32.
1. The Supplier must not retaliate against any of the Supplier Staff who in good faith reports a breach listed in Clause 33.1 to the Buyer or a Prescribed Person.

**4. Resolving disputes**

1. If there is a Dispute, the senior representatives of the Parties who have authority to settle the Dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the Dispute.
2. If the Dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure current at the time of the Dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the Dispute, the Dispute must be resolved using Clauses 34.3 to 34.5.
3. Unless the Relevant Authority refers the Dispute to arbitration using Clause 34.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:
  1. determine the Dispute;
  2. grant interim remedies; and/or
  3. grant any other provisional or protective relief.
1. The Supplier agrees that the Relevant Authority has the exclusive right to refer any Dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the Dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.
2. The Relevant Authority has the right to refer a Dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under Clause 34.3, unless the Relevant Authority has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under Clause 34.4.
3. The Supplier cannot suspend the performance of a Contract during any Dispute.

**4. Which law applies**

This Contract and any Disputes arising out of, or connected to it, are governed by English law.

## Joint Schedule 5 (Corporate Social Responsibility)

### 1. What we expect from our Suppliers

- 1.1 In September 2017, HM Government published a Supplier Code of Conduct setting out the standards and behaviours expected of suppliers who work with government.  
([https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/646497/2017-09-13\\_Official\\_Sensitive\\_Supplier\\_Code\\_of\\_Conduct\\_September\\_2017.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/646497/2017-09-13_Official_Sensitive_Supplier_Code_of_Conduct_September_2017.pdf))
- 1.2 CCS expects its suppliers and subcontractors to meet the standards set out in that Code. In addition, CCS expects its suppliers and subcontractors to comply with the standards set out in this Schedule.
- 1.3 The Supplier acknowledges that the Buyer may have additional requirements in relation to corporate social responsibility. The Buyer expects that the Supplier and its Subcontractors will comply with such corporate social responsibility requirements as the Buyer may notify to the Supplier from time to time.

### 2. Equality and Accessibility

- 2.1 In addition to legal obligations, the Supplier shall support CCS and the Buyer in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010 by ensuring that it fulfils its obligations under each Contract in a way that seeks to:
- 2.1.1 eliminate discrimination, harassment or victimisation of any kind; and
  - 2.1.2 advance equality of opportunity and good relations between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.

### 3. Modern Slavery, Child Labour and Inhumane Treatment

"**Modern Slavery Helpline**" means the mechanism for reporting suspicion, seeking help or advice and information on the subject of modern slavery available online at <https://www.modernslaveryhelpline.org/report> or by telephone on 08000 121 700.

#### 3.1 The Supplier:

- 3.1.1 shall not use, nor allow its Subcontractors to use forced, bonded or involuntary prison labour;
- 3.1.2 shall not require any Supplier Staff or Subcontractor Staff to lodge

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deposits or identify papers with the Employer and shall be free to leave their employer after reasonable notice;

- 3.1.3 warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world.
- 3.1.4 warrants that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any allegation of slavery or human trafficking offences anywhere around the world.
- 3.1.5 shall make reasonable enquires to ensure that its officers, employees and Subcontractors have not been convicted of slavery or human trafficking offences anywhere around the world.
- 3.1.6 shall have and maintain throughout the term of each Contract its own policies and procedures to ensure its compliance with the Modern Slavery Act and include in its contracts with its Subcontractors anti-slavery and human trafficking provisions;
- 3.1.7 shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under a Contract;
- 3.1.8 shall prepare and deliver to CCS, an annual slavery and human trafficking report setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business with its annual certification of compliance with Paragraph 3;
- 3.1.9 shall not use, nor allow its employees or Subcontractors to use physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Subcontractors;
- 3.1.10 shall not use or allow child or slave labour to be used by its Subcontractors;
- 3.1.11 shall report the discovery or suspicion of any slavery or trafficking by it or its Subcontractors to CCS, the Buyer and Modern Slavery Helpline.

## 4. Income Security

4.1 The Supplier shall:

- 4.1.1 ensure that all wages and benefits paid for a standard working week meet, at a minimum, national legal standards in the country of employment;
- 4.1.2 ensure that all Supplier Staff are provided with written and understandable Information about their employment conditions in respect of wages before they enter;

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4.1.3 ensure that all workers are provided with written and understandable Information about their employment conditions in respect of wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid;

4.1.4 not make deductions from wages:

1. as a disciplinary measure
2. except where permitted by law; or
3. without expressed permission of the worker concerned;

4.1.5 record all disciplinary measures taken against Supplier Staff; and

4.1.6 ensure that Supplier Staff are engaged under a recognised employment relationship established through national law and practice.

## 4. Working Hours

5.1 The Supplier shall:

5.1.1 ensure that the working hours of Supplier Staff comply with national laws, and any collective agreements;

5.1.2 ensure that the working hours of Supplier Staff, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week unless the individual has agreed in writing;

5.1.3 ensure that use of overtime is used responsibly, taking into account:

1. the extent;
2. frequency; and
3. hours worked;

by individuals and by the Supplier Staff as a whole;

1. The total hours worked in any seven day period shall not exceed 60 hours, except where covered by Paragraph 5.3 below.
2. Working hours may exceed 60 hours in any seven day period only in exceptional circumstances where all of the following are met:
  1. this is allowed by national law;
  2. this is allowed by a collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce;
  3. appropriate safeguards are taken to protect the workers' health and safety; and
  4. the employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies.

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- 5.4 All Supplier Staff shall be provided with at least one (1) day off in every seven (7) day period or, where allowed by national law, two (2) days off in every fourteen (14) day period.

## 4. Sustainability

- 6.1 The supplier shall meet the applicable Government Buying Standards applicable to Deliverables which can be found online at:

<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

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## **Order Schedule 4 (Order Tender)**