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Commercial  
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**Call Off Order Form for Management Consultancy Services  
Behavioural Insights Study (Covid-19 Vaccine Uptake)**

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**FRAMEWORK SCHEDULE 4**

**CALL OFF ORDER FORM AND CALL OFF TERMS**

## PART 1 – CALL OFF ORDER FORM

### SECTION A

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement (**RM3745**) for the provision of behavioural insight consultancy under Lot 5 of the Framework (Health & Community).

The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Call Off Order Form and the Call Off Terms.

<b>Order Number</b>	<b>2516/07/2020</b> (BEIS TRN)
<b>From</b>	<b>Secretary of State for Business, Energy &amp; Industrial Strategy</b> <i>Guidance Note: specify the full name of the Customer and the Customer Representative.</i>
<b>To</b>	<b>Behavioural Insights</b> <b>[REDACTED]</b>

### SECTION B

#### CALL OFF CONTRACT PERIOD

<b>1.1.</b>	<b>Commencement Date: 13/07/2020</b> <i>Guidance Note: insert the date on which the Initial Period is to commence.</i>
	<b>Expiry Date:</b>  End date of Initial Period <b>31/08/2020</b>  End date of Extension Period <b>N/A</b>  Minimum written notice to Supplier in respect of extension: <b>N/A</b>

#### SERVICES

<b>2.1</b>	<p><b>Services required:</b></p> <p>Applying behavioural insights to the national volunteer registration website and communications to maximize participation in this important scheme. This will involve rapid reviews of existing materials and providing advice and feedback to the team developing these.</p> <p>Running a rapid online experiment on Covid-19 vaccines to help inform a strategy for communicating about the current candidate vaccines and target cohorts. This is particularly important, as the most advanced vaccine candidates are novel and may entail greater risks than conventional vaccines.</p>
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**PROJECT PLAN**

<b>3.1.</b>	<p><b>Project Plan:</b></p> <p>The Project Plan shall be agreed between Customer and Supplier.</p>
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## CONTRACT PERFORMANCE

4.1.	<b>Standards:</b> Not applied
4.2	<b>Service Levels/Service Credits:</b> Not applied
4.3	<b>Critical Service Level Failure:</b> Not applied
4.4	<b>Performance Monitoring:</b> Not applied
4.5	<b>Period for providing Rectification Plan:</b> In Clause 39.2.1(a) of the Call Off Terms

## PERSONNEL

5.1	<b>Key Personnel:</b> ██████████ (Director VTF) ██████████ (embedded-comms VTF) ██████████ (BEIS Communications Team)
5.2	<b>Relevant Convictions</b> (Clause 28.2 of the Call Off Terms): N/A

## PAYMENT

6.1	Call Off Contract Charges (including any applicable discount(s), but excluding VAT): The Call Off Contract Charges must be compliant with the provisions of Framework Schedule 3 (Charging Structure).  The charges for the Services will be a fixed fee amount of £24,010 (exclusive of VAT). As below:
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<b>Total project cost (ex. VAT)</b>	
<b>£24,010</b>	
<b>6.2</b>	<p><b>Payment terms/profile</b> (including method of payment e.g. Government Procurement Card (GPC) or BACS):</p> <p>BACS transfer following generation of valid invoice and PO number.</p> <p>In Annex 2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)</p>
<b>6.3</b>	<p><b>Reimbursable Expenses:</b></p> <p>Not applicable</p>
<b>6.4</b>	<p><b>Customer billing address</b> (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p> <p>1 Victoria Street, London, SW1H 0ET</p>
<b>6.5</b>	<p><b>Call Off Contract Charges fixed for</b> (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p> <p>2 Call Off Contract years from the Contract Commencement Date</p>
<b>6.6</b>	<p><b>Supplier periodic assessment of Call Off Contract Charges</b> (paragraph 9.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)) will be carried out on:</p> <p>1 of each Call Off Contract Year during the Call off Contract Period</p>
<b>6.7</b>	<p><b>Supplier request for increase in the Call Off Contract Charges</b> (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):</p> <p>Not Permitted</p>

## LIABILITY AND INSURANCE

<b>7.1</b>	<b>Estimated Year 1 Call Off Contract Charges:</b> The sum of £ 24,010
<b>7.2</b>	<b>Supplier's limitation of Liability</b> In Clause 37.2.1 of the Call Off Terms
<b>7.3</b>	<b>Insurance</b>  In Clause 38.3 of the Call Off Terms

## TERMINATION AND EXIT

<b>8.1</b>	<b>Termination on material Default</b> (Clause 42.2.1(c) of the Call Off Terms): In Clause 42.2.1(c) of the Call Off Terms
<b>8.2</b>	<b>Termination without cause notice period</b> In Clause 42.7.1 of the Call Off Terms
<b>8.3</b>	<b>Undisputed Sums Limit:</b> In Clause 43.1.1 of the Call Off Terms
<b>8.4</b>	<b>Exit Management:</b> In Call Off Schedule 9 (Exit Management)

## SUPPLIER INFORMATION

<b>9.1</b>	<b>Supplier's inspection of Sites, Customer Property and Customer Assets:</b> In Clauses 2 (Due Diligence), 31 (Customer Premises) and 32 (Customer Property) of the Call Off Terms
<b>9.2</b>	<b>Commercially Sensitive Information:</b> Call Off Rates and Charges Other as agreed between the Customer and Supplier

## OTHER CALL OFF REQUIREMENTS

<b>10.1</b>	<b>Recitals</b> (in preamble to the Call Off Terms):
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	Recital A – award via direct award
10.2	<b>Call Off Guarantee (Clause 4 of the Call Off Terms):</b> Not required
10.3	<b>Security:</b> Select short form security requirements
10.4	<b>ICT Policy:</b> To be provided by the Customer before the Commencement Date
10.5	<b>Testing:</b> Not applied
10.6	<b>Business Continuity &amp; Disaster Recovery:</b> Not applied
10.7	NOT USED
10.8	<b>Protection of Customer Data</b>  Clause 35.2.3 of the Call Off Terms
10.9	<b>Notices</b> (Clause 56.6 of the Call Off Terms): Customer's postal address and email address: 1 Victoria Street, London, SW1H 0ET [REDACTED]  Supplier's postal address and email address: 4 Matthew Parker Street London SW1H 9NP [REDACTED]
10.10	<b>Transparency Reports</b> In Call Off Schedule 13 (Transparency Reports)

10.11	<p><b>Alternative and/or additional provisions (including any Alternative and/or Additional Clauses under Call Off Schedule 14 and if required, any Customer alternative pricing mechanism):</b></p> <p>N/A</p>
10.12	<p><b>Call Off Tender:</b></p> <p>In Call Off Schedule 16</p>
10.13	<p><b>Publicity and Branding (Clause 36.3.2 of the Call Off Terms)</b></p> <p>In Clause 36.3, plus any additional arrangements agreed between Customer &amp; Supplier</p>
10.14	<p><b>Staff Transfer</b></p> <p>Not applicable</p>
10.15	<p><b>Processing Data</b></p> <p>Call Off Schedule 17</p> <p>Details below:</p>
	<p>1. The contact details of the Customer Data Protection Officer is:</p> <p>██████████, BEIS Data Protection Officer, Department for Business, Energy and Industrial Strategy, 151 Buckingham Palace Road, London SW1W 9SZ. Email: <a href="mailto:dataprotection@beis.gov.uk">dataprotection@beis.gov.uk</a>. Tel:+4420 7215 6635</p> <p>2. The contact details of the Suppliers Data Protection Officer is:</p> <p>██████████ (dpo@bi.team).</p> <p>4 Matthew Parker Street London SW1H 9NP</p>

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 Schedule.

<b>Contract Reference:</b>	<b>2516/07/2020 (BEIS TRN)</b>
<b>Date:</b>	<b>13/07/2020</b>
<b>Description Of Authorised Processing</b>	<b>Details</b>
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation the Parties are independent controllers of Personal Data under this Framework Agreement.
Use of Personal Data	Managing the obligations under the Call Off Contract Agreement, including exit management, and other associated activities.
Duration of the processing	For the duration of the Framework Award plus 7 years.
Nature and purposes of the processing	Collecting behavioural data for the purposes of gaining behavioural insights which can be used to increase uptake of a Covid-19 vaccine.

	<p>Type of Personal Data</p>	<p>The information gathering process for the behavioural insights uses anonymous, group data. The following personal data is <b>not</b> used.</p> <ul style="list-style-type: none"> <li>Full name</li> <li>Workplace address</li> <li>Workplace Phone Number</li> <li>Workplace email address</li> <li>Names</li> <li>Job Title</li> <li>Compensation</li> <li>Tenure Information Qualifications or certifications</li> <li>Nationality</li> <li>Education &amp; training history</li> <li>Previous work history</li> <li>Personal Interests</li> <li>References and referee details</li> <li>Driving license details</li> <li>National insurance number</li> <li>Bank statements</li> <li>Utility bills</li> <li>Job title or role</li> <li>Job application details</li> <li>Start date</li> <li>End date &amp; reason for termination</li> </ul>
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		<p>Contract type</p> <p>Compensation data</p> <p>Photographic facial Image</p> <p>Biometric data</p> <p>Birth certificates</p> <p>IP address</p> <p>Details of physical and psychological health or medical condition</p> <p>Next of kin &amp; emergency contact details</p> <p>Record of absence, time tracking &amp; annual leave</p>
	Categories of Data Subject	N/A
<b>10.16</b>	<b>MOD DEFCONs and DEFFORM</b>	
	<p>Not applicable</p> <p><b>The following MOD DEFCONs and DEFFORMs form part of this Call Off Contract:</b></p> <p>Not applicable</p>	

## FORMATION OF CALL OFF CONTRACT

**BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the terms Call Off Order Form and the Call Off Terms.**

**The Parties hereby acknowledge and agree that they have read the Call Off Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.**

**In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Supplier within two (2) Working Days from such receipt.**

**For and on behalf of the Supplier:**

Name and Title	██████████, Managing Director EMEA
Signature	██████████
Date	18 August 2020

**For and on behalf of the Customer:**

Name and Title	██████████ DG Vaccine Taskforce
Signature	██████████
Date	10/08/2020