

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

Market & Opinion Research International Limited

3 Thomas More Square
London
United Kingdom
E1W 1YW

Dear [REDACTED],

Letter of Appointment

This letter of Appointment dated Friday, 21st January 2022, is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier.

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

Order Number:	PS21267
From:	UK Research and Innovation , Polaris House, North Star Avenue, Swindon, SN2 1FL (" Customer ")
To:	Market & Opinion Research International Limited (Ipsos MORI) , 3 Thomas More Square, London, United Kingdom, E1W 1YW (" Supplier ")

Effective Date:	Monday, 31 st January 2022
Expiry Date:	Tuesday, 31 st May 2022

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: The Customer's Project Specification attached at Appendix A and the Supplier's Proposal attached at Appendix B.
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Key Individuals:	Supplier Contact - [REDACTED] UKRI Project Manager - [REDACTED]
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Contract Charges (including any applicable discount(s), but excluding VAT):	As per AW5.2 Price Schedule response highlighted within the RM6018 Contract Terms, section; Annex 1 – Contract Charges. The total value of this contract shall not exceed £112,450.00 Excluding VAT.
Insurance Requirements	Additional public liability insurance to cover all risks in the performance of the Contract, with a minimum limit of £5 million for each individual claim. Additional employers' liability insurance with a minimum limit of £5 million indemnity. Additional professional indemnity insurance adequate to cover all risks in the performance of the Contract with a minimum limit of indemnity of £2 million for each individual claim. Product liability insurance cover all risks in the provision of Deliverables under the Contract, with a minimum limit of £5 million for each individual claim.
Liability Requirements	Supplier's limitation of Liability (Clause 18.2 of the Contract Terms);
GDPR	As per Contract Terms Schedule 7 (Processing, Personal Data and Data Subjects.

FORMATION OF CONTRACT

BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) the Supplier agrees to enter a Contract with the Customer to provide the Services in accordance with the terms of this letter and the Contract Terms.

The Parties hereby acknowledge and agree that they have read this letter and the Contract Terms.

The Parties hereby acknowledge and agree that this Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of this letter from the Supplier within two (2) Working Days from such receipt

For and on behalf of the Supplier:

For and on behalf of the Customer:

Name and Title:

[Redacted]

Name and Title:

[Redacted]

, Category Manager

Research Director

Signature:

[Redacted]

Signature:

[Redacted]

Date:

10.02.2022

Date:

Thursday, 10th February 2022

ANNEX A

Customer Project Specification

1. Background

This project is a deliberative public dialogue exploring the implications for people and society of the ISCF Future Flight Challenge, commissioned by Innovate UK with support and co-funding from Sciencewise, a UK Research and Innovation programme that facilitates Government departments and agencies, Research Councils, and other eligible bodies to carry out deliberative, impactful engagement on issues with a scientific or technological element.

The dialogue's findings are expected to:

- inform the Future Flight Challenge Phase 3 activity and the forward strategy development and implementation for social and economic research in this domain as part of the UKRI Social Science research director role;
- inform the longer term 2030 vision;
- feed into ongoing policy engagement with policy stakeholders at local, regional and national level and relevant regulatory bodies and stakeholders, cross-sector industry partners or public service bodies.

The ISCF Future Flight Challenge is a £300 million programme, jointly funded by the UK government and industry, to position the UK as a world-leader in the third aviation revolution. Future Flight aims to transform how we connect people, transport goods and deliver services in a sustainable way providing socio-economic benefits using new classes of air vehicles with novel technologies. The four-year programme is creating the future aviation system and will demonstrate the safe integration and operation of drones, advanced air mobility and regional aircraft, with advancements in electrification and autonomy by 2024 as well as outlining the vision for future aviation systems up to 2030.

Please see the Future Flight Vision and Roadmap for further details:

<https://www.ukri.org/publications/future-flight-vision-and-roadmap/>

As has been identified in the Future Flight Challenge (FFC) roadmap, given the emergent nature of these technologies, there is a clear and pressing need for UK public dialogue to understand publics' interests, concerns and perspectives in relation to autonomous drone technologies and passenger carrying advanced air mobility (AAM). This project provides a unique opportunity and starting point for publics to feed directly into research and innovation upstream of technological development for an entirely new system of transport/mobility from the outset.

Given the breadth of potential environmental and social benefits, and potential impacts or harms, it is vital that we engage publics in dialogue at the earliest stage possible, upstream of these technologies' design, development and deployment. Deliberative public engagement will provide a vital space for reciprocal dialogue between innovators, communities of interest and wider publics. This will be key to better understanding the social, environmental and economic opportunities and challenges in implementing Future Flight technologies and fostering opportunities for socially informed innovation that is driven by public and social desirability. As this emerging industry develops it needs to be strongly aware of the priorities, hopes, fears and concerns diverse publics have about its

development from innovation through to regulatory and policy frameworks. Given that the pathways are not yet set in this emergent field of technological development, this dialogue project gives a unique opportunity for publics to frame the issues and terms for downstream engagement or dialogue, research and innovation, and policy and regulatory development.

Aside from limited public survey data, the previous Sciencewise dialogue on drones and work currently being undertaken in relation to drone usage, there is little to no research that seeks to comprehensively understand UK public perceptions on this topic in depth, particularly in relation to passenger carrying advanced air mobility. The most analogous areas are recent work undertaken on driverless cars and more traditional aviation sector research, but none of these can fully address the intersectional and cross-cutting nature of these new aviation technologies, which seek to occupy lower level airspace, employ new forms of fuel (e.g. electric flight), have the potential to create new forms of automated or autonomous flight, have the potential to operate beyond line of sight of operators, impact on the provision of goods or services (inc. public services) and have the potential for localised and more numerous loci for ground infrastructure needs. It should be noted here there is also an opportunity to build on and gain insight from previous dialogue activities or research in adjacent areas e.g. those focusing on AI, aerospace, design, circular economy or wider debates concerning green technologies or environmental issues/behaviours. Given the limited research in this area there is a lack of knowledge about public perspectives on the potential implications, benefits, risks or impacts on our lived experience of new aviation technologies. For example, key priority issues that could form facets of this public dialogue are the environmental benefits and implications of new electric aviation technologies, impacts on local environments, impacts of noise and visual pollution on health and wellbeing, differential benefits for/impacts on rural and urban communities, privacy or security concerns, safety and regulation, and implications for local planning, public services and transport infrastructure amongst others.

This relatively small scale and rapid pace dialogue will be a foundational piece of work, allowing us to build the baseline knowledge necessary to provide timely insight which, as outlined in other sections, will inform forward thinking and strategies in research, innovation and policy. We envisage a further full-scale dialogue later would allow for a deeper dive into priority areas identified as part of this 'mini-dialogue', in a way that is responsive to public priorities and emerging technological developments.

The dialogue findings will feed into Future Flight Challenge consortia and inform future research in this domain and ongoing policy and regulatory engagement with stakeholders. We envisage that we will run follow-on workshops, allowing for FFC phase 3 award holders, industry, policy and regulatory stakeholders to engage with findings from this initial public dialogue activity in spring/summer 2022.

This engagement with publics' perspectives or concerns needs to be mindful of the potential for differential benefits/impacts across different groups, protected characteristics or demographics (e.g., age, ethnicity, gender, LGBTQ+, disability, socio-economic status or rural/urban communities), those traditionally marginalized from aviation or other forms of urban/regional transport, and/or of specific communities of interest (e.g. recreational airspace users, environmental or wildlife groups or public service users, those working within aviation/transport or goods delivery sectors).

Future Flight technologies have the potential to transform how we connect people, transport goods, and deliver services in sustainable ways, that open up the prospect of providing wider socio- economic benefits through the utilisation of new classes of air vehicles with novel technologies. Furthermore, Future Flight technologies have the potential to transform

our day-to-day lives; not only the way we travel, but also how we live, how we work, our consumer habits, our healthcare provision, and our urban/rural environments.

A core focus of the dialogue proposed will be to explore how future flight technologies that are currently being developed for demonstration by 2024 might translate into wider socio-economic and environmental benefits, and the most socially desirable pathways this might take.

Project oversight

Due to the rapid and smaller nature of this mini-dialogue, rather than establishing an oversight group, there will be a Challenge Board of c. 3-4 individuals bringing different expertise and perspectives that will engage with the project team for high-level strategic advice and oversight. This Board is currently being recruited.

Project management

The project will be managed by a core team comprising Future Flight team members (including members of the Future Flight research team led by the Social Science research director), working alongside the dialogue contractor, Sciencewise and UKRI. Project management meetings will be held weekly. Future Flight Challenge will provide the secretariat and draw on Sciencewise's best practice on project management and oversight.

Evaluation

An independent evaluation will not be commissioned for this project given its small scale. However, Sciencewise will conduct an internal light touch evaluation and contractors will be asked to manage the distribution and collection of evaluation questionnaires (designed by Sciencewise and FFC). With the contractor's collaboration, Sciencewise will be responsible for the evaluation design and delivery.

Sciencewise Guiding Principles

This project will be carried out in line with Sciencewise quality and guiding principles (<https://sciencewise.org.uk/about-sciencewise/our-guiding-principles/>) though the implementation of these principles may be modified in places, due to the smaller than typical scale of the project and the in-principle intention to use the outputs to inform a subsequent larger-scale dialogue.

2. Aims and Objectives of the Project

The overall aim of this mini-dialogue project is to engage a diverse and inclusive group of publics to deliberate on the social, economic and environmental impacts and implications of future aviation technologies and their hopes, fears and concerns about these, and their related creative insights/ideas/innovations and desires.

The findings will inform the implementation of phase 3 research and innovation within the Future Flight Challenge (FFC), the development of social oriented research to support the FFC, and thought leadership within Innovate UK and beyond including ongoing local/regional/national/International policy development. It will also set out the priorities for any future public dialogue required in this area.

Objectives

- To engage a diverse and broadly reflective section of the public from across relevant rural/urban communities and specific communities of interest (both potential beneficiaries and non-beneficiaries). In particular we wish to hear from voices that may otherwise be less well represented in upstream technological planning/research, such as those who are geographically or socially isolated, disabled, or socio-economically disadvantaged.
 - To explore and understand the social values, future imaginaries and diverse cultural narratives that underlie dialogue participants' views across a range of demographics, and in doing so surface:
 - The social desirability of a range of new aviation technologies and participants perspectives on potential social, economic and environmental benefits to, or impacts on, society.
 - Expectations around regulatory and policy frameworks at a local and national level at the earliest stage of their development.

Main discussion areas/questions

We imagine that these will focus on four interlinked areas or themes:

- Public and Social Readiness: public perceptions, social desirability, images and narratives;
- Impacts on Rural and Urban Environments: Urban/Rural planning, infrastructure development, and broader environmental issues (including privacy, noise and visual pollution);
- Communities and Social Impacts: accessibility, social-economic factors, equality and social inclusion;
- Trustworthiness, regulatory frameworks and implications: safety, risk, insurance and legal issues.

However we envisage that within this broad scope the mini-dialogue will be driven by what participants think are important questions.

We would also seek to build in approaches that allow for the exploration of the potential for intersecting and multiple impacts across these four themes.

3. Suggested Methodology

The mini-dialogue will be carried out in line with Sciencewise quality and guiding principles (<https://sciencewise.org.uk/about-sciencewise/our-guiding-principles/>) though the implementation of these principles may be modified in places, due to the smaller than typical scale of the project and the in-principle intention to use the outputs to inform a subsequent larger-scale dialogue. The bidder should describe in their proposal how they will ensure that the quality and deliberative nature required of Sciencewise dialogues will be ensured. Given the scale and speed of the project and the early stage development of the technology, we would like contractors to think what they may be able to elicit from participants to create the most useful foundational touchstone from which further work will develop.

The supplier should provide details of their approach to project management, including how they will address challenges and opportunities, and identify and manage risks associated with this mini-dialogue project.

Methodology

We expect the contractor to propose the detailed structure of the project but anticipate that the core of the process will involve deliberative public dialogue processes.

Given the exploratory journey we will need to undertake with participants, a criterion for selection at tender stage will be a creative and innovative approach that allows space to deliberate not only what might excite or concern participants, but also allows a space to engage in future thinking about the social, economic and environmental (un)desirability of future aviation technologies.

For example, these innovative methodologies could include approaches that utilise visual (e.g. photo elicitation) or game-based activities that allow participants to explore future imaginaries and/or to express their own ideas, sentiments, or emotions (e.g. creation of mood boards). Consideration must be given as part of the tender application as to how minoritised individuals (e.g. those with disabilities or chronic illness, on low income, English not as a first language) will be supported to participate.

We welcome contractors' views on the number of participants but would like to see a balance that can be broadly reflective of UK populations, but it is vital that this group incorporates those living in rural and urban communities that may be differentially impacted on by or benefit from future flight technologies. We are looking for a mixed and targeted recruitment approach that is flexible but also ensures weighting to minoritized individuals.

We expect contractors to outline how they might approach recruitment given the nuances described and the scope of the budget.

4. Deliverables

We anticipate requiring the following deliverables from the dialogue contractor:

- Dialogue process and materials;
- Quality assured final report which gives solidity to the findings and ensures the mini-dialogue is a baseline and touchstone for future work, with an accessible executive summary;
- PowerPoint slides summarising key findings;
- Visual presentation of the findings, (e.g. infographics or short film etc.) which can provide a readily accessible summary of the key issues for widest influence and use;
- Any toolkits or game-based activities that are specifically developed as part of implementation of novel or innovative approaches to dialogue (only where these do not infringe on pre-existing IPR);
- Images or similar materials produced as part of any visual dialogue activities (with relevant permissions/rights and if produced by participants subject to informed consent from all relevant participants);
- A dissemination workshop for the wider Future Flight team and Phase 3 award holders.

The initial inception meeting will be on WC 31st January 2022 (see below).

The Future Flight Challenge team, Sciencewise and UKRI, together with the dialogue contractor, will convene for an inception meeting, a final project wash-up meeting and any progress meetings/ telecoms needed as part of the good running of the dialogue. The dialogue contractor will be expected to convene, prepare for and attend these meetings, including the inception meeting. An approximate timetable is below:

- Inception meeting – **please hold time on W/C 31st January 2022** but note that the Future Flight team intend to review and evaluate bids on a more rapid timescale. **Bidders are therefore also asked to block out time on Monday 17 January 2022.** We will update these dates as soon as possible.
- Research, process and materials design: February 2022.
- Workshops: March 2022.
- Final report with 2 comment rounds and other outputs: March/April 2022.

This timetable is driven by pre-existing timelines for the set up and delivery of the FFC phase three awards and related social science research outputs. It is therefore fundamental to the success of the project.

Part 2: Contract Terms



Contract Terms v6.0