

[REDACTED]
City, University of London

Attn: [REDACTED]

By email to: [REDACTED]

Date: 04/02/2022

Our ref: FS900221

Dear [REDACTED],

Supply of FS900221 A rapid evidence review on consumer and industry understanding of sustainable food and its importance when making food choices

Following your tender/ proposal for the supply of A rapid evidence review on consumer and industry understanding of sustainable food and its importance when making food choices to Food Standards Agency, we are pleased confirm our intention to award this contract to you.

The attached contract details ("**Order Form**"), contract conditions and the **Annexes** set out the terms of the contract between Food Standards Agency for the provision of the deliverables set out in the Order Form.

We thank you for your co-operation to date and look forward to forging a successful working relationship resulting in a smooth and successful delivery of the deliverables. Please confirm your acceptance of the Conditions by signing and returning the Order Form. No other form of acknowledgement will be accepted. Please remember to include the reference number above in any future communications relating to this contract.

We will then arrange for Order Form to be countersigned which will create a binding contract between us.

Yours faithfully,

[REDACTED]

[REDACTED]

Order Form

1. Contract Reference	FS900221	
2. Date	08/02/2022	
3. Buyer	Food Standards Agency Clive House 70 Petty France London SW1H 9EX	
4. Supplier	City, University of London Northampton Square EC1V 0HB London, United Kingdom	
5. The Contract	<p>The Supplier shall supply the deliverables described below on the terms set out in this Order Form and the attached contract conditions ("Conditions") and any Annexes.</p> <p>Unless the context otherwise requires, capitalised expressions used in this Order Form have the same meanings as in Conditions.</p> <p>In the event of any conflict between this Order Form and the Conditions, this Order Form shall prevail.</p> <p>Please do not attach any Supplier terms and conditions to this Order Form as they will not be accepted by the Buyer and may delay conclusion of the Contract.</p>	
6. Deliverables	Goods	None

	<p>Services</p> <p>To be performed at the Suppliers premises</p> <p>See Annex 3 – Technical Proposal</p>
7. Specification	The specification of the Deliverables is as set out in Annex 2.
8. Term	<p>The Term shall commence on 07/02/2022</p> <p>and the Expiry Date shall be 30/04/2022 unless it is otherwise extended or terminated in accordance with the terms and conditions of the Contract.</p> <p>The Buyer may extend the Contract for a period of up to 3 months by giving not less than 10 Working Days' notice in writing to the Supplier prior to the Expiry Date. The terms and conditions of the Contract shall apply throughout any such extended period.</p>
9. Charges	The Charges for the Deliverables shall be as set out in Annex 4.
10. Payment	<p>All invoices must be sent, quoting a valid purchase order number (PO Number), to: [REDACTED]</p> <p>Within 10 Working Days of receipt of your countersigned copy of this letter, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.</p> <p>To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Buyer contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment.</p>

11. Buyer Authorised Representative(s) 	For general liaison your contact will continue to be <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 250px; height: 15px; margin-bottom: 5px;"></div> or, in their absence, <div style="background-color: black; width: 80px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 120px; height: 15px; margin-bottom: 5px;"></div>
12. Address notices for 	Buyer: Foss House Peasholme Green York YO1 7PR <div style="background-color: black; width: 150px; height: 15px; margin-top: 5px;"></div> Supplier: Myddelton Street Building, Myddelton Street, EC1R 1UW, London, United Kingdom
13. Key Personnel 	See Annex 3 – Technical Proposal

14. Procedures and Policies	<p>The Buyer may require the Supplier to ensure that any person employed in the delivery of the Deliverables has undertaken a Disclosure and Barring Service check.</p> <p>The Supplier shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Contract, relevant to the work of the Buyer, or is of a type otherwise advised by the Buyer (each such conviction a "Relevant Conviction"), or is found by the Supplier to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Deliverables.</p>
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Signed for and on behalf of the **Supplier**

Signed for and on behalf of the **Buyer**



Annex 1 – Authorised Processing Template

Contract:	FS900221
Date:	04/02/2022
Description Of Authorised Processing	Details
Subject matter of the processing	<i>No personal data is to be processed in this project.</i>
Duration of the processing	<i>No personal data is to be processed in this project</i>
Nature and purposes of the processing	<i>No personal data is to be processed in this project</i>
Type of Personal Data	<i>No personal data is to be processed in this project</i>
Categories of Data Subject	<i>No personal data is to be processed in this project</i>

Annex 2 – Specification

A. THE SPECIFICATION

Background

As part of the Wider Consumer Interests programme, the FSA is committed to being guided by the consumer interest in the food system and continuing to explore and understand the public's views, needs and priorities in relation to food and what they would like the FSA and government to do.

The FSA is currently in the process of reviewing and finalising our strategy for 2022-2025. Our current remit and overarching mission around food we can trust still stands, and our vision remains around food being safe and what it says it is, and that consumers can make informed choices about what to eat as well as access to an affordable diet now and in the future. A new vision and focus for 2022-2025 will also be around food that is healthier and more sustainable, meaning that we will require further research and evidence in these areas.

Therefore, in line with developing strategic thinking, the FSA wants to explore what sustainable food and a sustainable diet means to consumers. We would like to uncover both spontaneous unprompted understanding of sustainability and understanding once prompted with information. Furthermore, we would like an indication of the public's level or maturity of understanding, to uncover how well people think they understand the term and whether they feel they have the information to support knowledge and understanding and how this relates to food choices. We would also like to understand how important sustainability is when making food choices, and the trade-offs that consumers face when making these decisions.

We would also like to understand what sustainability means to industry, for example retailers, food producers/manufacturers, suppliers, food brands, restaurants/take-aways and delivery services. We would like to understand their views on sustainable food and diets, their level of understanding and information, what they are committed to and what their perceived impact as a business is when it comes to sustainability.

We have some existing evidence around consumer attitudes and behaviours relating to sustainability e.g.: [Our Food Future](#); consumer poll on [Healthy and Sustainable diets](#), [Food and You 2](#) and Psychologies of Food research (publication forthcoming).

Additionally, as part of the Wider Consumer Interests programme, we are currently running a research project which includes some exploration of sustainability alongside a broad range of other food-related topics. However research outputs will be available in February/March 2022, so it is unlikely that this research will be incorporated within this piece of work.

The purpose of this piece of research is to conduct a literature review to provide evidence around our research questions (where possible), and also to identify evidence gaps that can be taken forward as potential areas for future research.

The Specification

The FSA would like to commission a literature review so that we can better understand how academic

literature defines sustainability within a food context, and what it means to consumers and industry.

The literature review will need to incorporate both internal FSA evidence (links to relevant reports above) along with external academic evidence and literature. This review would also aim to identify the evidence gaps that could be taken forward to potentially conduct further research in the future.

Key research questions:

- How does the academic literature define sustainability, 'sustainable food' and 'sustainable diet'?
- What does sustainability mean to consumers when it comes to food and diet (e.g. how and whether it includes: food waste; food packaging; air miles; carbon footprint; water use; food security etc?)
 - How does this compare to the expert definition of sustainable food?
 - What does it mean in terms of making food choices (e.g. food items purchased; shopping habits; food consumed in vs out of home)?
 - How important is it to consumers when making food choices (perceived vs reality)?
 - What trade-offs do consumers make against sustainability when making food choices (e.g.: price/value; convenience; accessibility; quality; health; nutrition etc)?
 - What aspect of sustainability is most important to consumers when making food choices? Trade-offs within the broad topic of sustainability (e.g. do consumers want it all granularly defined, are certain aspects more important, do they want an overall score?)
 - What are the key drivers and barriers to making sustainable food choices?
 - Are there differences in attitudes between socio-demographic groups (e.g. age, gender, socioeconomic grade, region etc)?
 - What are the risks for different socio-demographic groups?
- What does sustainability mean to industry when it comes to food and diet? What is their perceived impact?

Methodology:

Literature review / rapid evidence assessment

Outputs:

N.B. All outputs must be in line with FSA brand guidelines and meet FSA accessibility requirements.

We would be interested in a detailed, digestible document informed by a wide variety of established sources.

Timescales / milestones:

We would be aiming for delivery of the final draft report ready for peer review by 31st March 2022.

Please provide a response in the next 10 days.

Annex 3 – Technical Proposal

Lead Applicant's details

TENDER SUMMARY

TENDER Title

A rapid evidence review on consumer and industry understanding of sustainable food and its importance when making food choices

TENDER reference

FS 900221

Proposed Start date

[01/02/2022]

Proposed

[31/03/2022]

1: TENDER Summary AND OBJECTIVES

A. TENDER SUMMARY

Please give a brief summary of the proposed work in no more than 400 words.

We will provide the FSA a literature review of consumer, academic, and industry understandings of sustainable food and its importance when making food choices. We propose that the literature review be jointly branded and published open access on both the FSA and Centre for Food Policy websites. We propose to retain the right to publish the literature review as the basis for peer reviewed publications to sit alongside the published literature review report.

The main review action will be a rapid review of academic literature (2020-2022 or 2021-2022) identifying the academic literature quantify sustainability, 'sustainable food' and 'sustainable diet's, e.g. what are the metrics used? The review will also highlight the current knowledge base in regards to consumer perceptions and interactions with food and sustainability.(Possible additional search terms may include food waste; food packaging; air miles; carbon footprint; water use; food security, shopping habits; food consumed at home vs out of home, trade-offs (price/value; convenience; accessibility; quality; health; nutrition), drivers and barriers). **The final scope of this review is to be determined**

with the FSA in the first week.

The review will be structured to answer the following research questions:

- **How does the academic literature define sustainability, 'sustainable food' and 'sustainable diet'?**

This will be answered using a non-systematic review of the academic literature based on existing work from the CfP and partners. It will cover the discussion of origins of "sustainability" and how different definitions of food sustainability have emerged at a food systems level.

- **What does sustainability mean to industry when it comes to food and diet? What is their perceived impact?**

We will review a selection of recent global NGO and government reports that define and quantify sustainability, 'sustainable food' and 'sustainable diet's, and highlight the metrics used? (n=9 to 79 depending on resource allocation).

We will review a selection of websites/strategy documents (NGO and corporate/industry groups) for sustainability definitions and plans subscribed to, as well as their nominated actions to move towards "sustainable" and list the metrics used (n=20 to 135 depending on resource allocation). These will be mapped along the food system to ensure a representative spread.

- **What does sustainability mean to consumers when it comes to food and diet?**

This will be the main effort of the proposed review.

Due to the FSA leading in this area, we propose to provide a short review of the existing and contemporary FSA findings (such as the Food and You 2) around citizen perceptions of sustainability, food, and diet. This may be complimented by information from academic studies found in the literature review.

We will highlight how consumer understandings differ when compared to academic metrics using the example of Greenhouse Gas Emission impacts along the global food supply chain (drawing on Poore and Nemecek 2018 etc.) to ground truth the data vs perceptions.

We will provide a narrative and critical review of the academic literature highlighting how differences in consumer perceptions of sustainable food may impact on food choices. The exact depth/content will be determined by the resource allocation and scope (e.g **UK only at this stage**)

B. OBJECTIVES AND RELEVANCE OF THE PROPOSED WORK TO THE FSA TENDER

Objectives

Please detail how your proposed work can assist the agency in meeting its stated objectives and policy needs.. Please number the objectives and add a short description. Please add more lines as necessary.

Objective Number	Objective Description
1	Finalise Keywords and scope with FSA input
2	Structured search of the literature
3	Bibliometric Summary of literature submitted (for feedback)
4	critical summary of the literature submitted (for feedback)

5

Final report submission

2: DESCRIPTION OF APPROACH/SCOPE OF WORK

A. Approach/SCOPE OF WORK

Please describe how you will meet our specification and summarise how you will deliver your solution. You must explain the approach for the proposed work. Describe and justify the approach, methodology and study design, where applicable, that will be used to address the specific requirements and realise the objectives outlined above. Where relevant (e.g. for an analytical survey), please also provide details of the sampling plan..

We propose three linked review actions that relate to consumer, academic, and industry understanding of sustainable food and its importance when making food choices:

- 1) a review of academic literature
- 2) a review of Industry and NGO websites and documents
- 3) a review of policy food systems reports

In sum these review actions will be referred to as a rapid evidence assessment (REA).

We propose 1 set of comments and revisions from FSA staff to be provided back to the Centre for Food Policy for revisions. We propose that the REAs be jointly branded and published open access on both the FSA and Centre for Food Policy websites. We propose to retain the right to publish selected REA as the basis for peer reviewed publications to sit alongside the published REA reports.

We propose to use the REA approach adapted from UKGov [guidelines](#). For each REA the evidence assessment activity in itself will need to be:

- Appropriately wide in order to extract useful insights from other relevant fields and wider food system.
- Appropriately focused on the specific research questions and research focus that the FSA has specified.

The Centre for Food Policy has a long experience of evidence assessments, policy evaluations and impact assessments. Relevant REAs or systematic literature reviews undertaken by team members include work for the Food Standards Agency (Citizen Science and Food: A Review), for Defra on Assessing Sustainable Practices in Public Procurement of Food (ongoing for delivery in 2022), for the Foreign, Commonwealth and Development Office on the link between different elements of food systems and diet-related, economic and climate change outcomes (to inform a FCDO Guidance Note, also prepared by the Centre for Food Policy); and on the synergies and tradeoffs between multiple food systems goals (for a project funded by the Gates Foundation). We also conduct policy reviews, as shown by our systematic review of food policy innovation for the [National Food Strategy](#) and series on [Who Makes Food Policy](#).

██████████ has a history of experience of producing comprehensive and robust evidence reviews. Most recently including National Food Waste Strategy: Feasibility Study (to be published 2021) for The Food and Agribusiness Growth Centre (Australia) ; [Halving Food Loss and Waste in the EU by 2030: the major steps needed to accelerate progress](#) (2020), for WWF; and a peer reviewed publication in Food Policy: [Review: Consumption-stage food waste reduction interventions – what works and how to design better interventions](#) (2019).

We now set out the approach we will take to the REA:

The REA Protocol

For the Rapid Evidence Assessment (REA) activity a REA protocol will be developed and tested in coordination with a Steering Group (membership to be agreed with FSA). Once finalized with the Steering Group, the protocol will be applied systematically to the literature.

For the REAs 1) primary and secondary research question 2) a logic model to guide the REA and the food systems dimensions to focus upon, will be co-developed by the CFP with FSA/steering group guidance. Our REA will clarify where evidence has been gathered on each of the above dimensions and emphasise where conclusions drawn about effectiveness have been based on one or the other.

The key stakeholders in the project are the Steering Group and the Overall Assurer [REDACTED]; they represent both the customer for the work and a source of knowledge and expertise. As such they will be included in essential components of the work programme such as inception, interim and final meetings, selection of experts, protocol development and drafting of technical output.

This task will include communication with the steering group over the Protocol, conceptual model, keywords, interviewees/workshop participants, inclusion and exclusion criteria, strategy for extracting information as stated below. The specific timeline of each REA will be adjusted based on the scope of the REA in consultation with the Steering group over this one week period.

Interviews and workshops Due to the speed required in the REA action we propose no interviews or workshops for this REA.

Developing the information search protocol

Firstly, the basic content of the search protocol will be documented (authors, background, context, objectives, scope etc). Then the following steps will be followed:

Definition of conceptual model and methods

We will identify relevant theories, concepts and literature to refine the research questions, ensuring we take account of the key relevant issues.

Definition of search keywords and search locations

Keywords for the literature search will be developed based on the primary and secondary research questions. Initial keywords will be proposed based on the research team's existing knowledge and through consultation with the Steering Group at the inception meeting. The [Problem Intervention Comparison Outcome \(PICO\) model](#) will be used to identify the critical elements of the research question that the keywords should focus on. Synonyms, antonyms and conceptually similar terms will be utilised.

Both the keywords and the search locations will be developed in an iterative process of trialling and

refining until the results returned from the search are optimised to provide a comprehensive overview of the available evidence. Relevant literature already known to the review team will be used to validate the selected search terms. The Steering Group will be consulted to ensure the final keywords and evidence returned will address the research question. The primary question will be the main focus during the evidence search and screening process; however, information that is relevant to the secondary questions will also be recorded during the data extraction phase.

Development of inclusion and exclusion criteria.

Inclusion and exclusion criteria for evidence will be determined by the research team, in conjunction with the Steering Group, based on existing expertise and through the initial trialing and refining of search terms. These may include temporal (e.g. since 2020 or 2021), geographic (e.g. UK), methodological (e.g. quantitative/qualitative) and/or topical (e.g. environmental) criteria.

Note: The agreed search protocol will be followed throughout the evidence assessment. However, the protocol is a working document. If changes to the protocol are deemed necessary due to unexpected results identified during the evidence assessment, the Steering Group will be consulted and any protocol changes that are made will be recorded.

Development of strategy for extracting information.

Evidence will be sought from:

- Peer-reviewed literature using the database platforms Web of Science and Scopus. These will enable multiple journal databases to be searched simultaneously using the identified search strings. “Snowball” sampling (using the reference list of a paper or the citations to the paper to identify additional papers) may be used if time/capacity allows to identify historic in scope literature.
- Grey literature and unpublished evidence will be excluded from the main Academic literature review. But will be included in the selective review of Food Policy documents and Industry/NGO websites/documents.

The selected inclusion and exclusion criteria will be used to identify the most relevant evidence amongst the search results. Evidence will be evaluated in two stages:–

1. First stage: Using the title of the evidence, the evidence will be considered against the inclusion/exclusion criteria. A rating of “clearly relevant”, “clearly not relevant” or “uncertain” will then be given. A full text will be obtained for evidence evaluated as “clearly relevant” or “uncertain”.
2. Second stage: The abstract (or first paragraph) of the full text will then be read and evaluated against the inclusion/exclusion criteria. Those evaluated as meeting the inclusion criteria will be selected, noted and used at the extracting evidence stage.

The ratings of the evidence at the first stage will be recorded in an evaluation record spreadsheet. Likewise, whether the evidence is subsequently included will be recorded. These spreadsheets will be made available as supplementary information. This process will

be recorded.

The selected evidence will be read to extract the information critical to answering the research questions (the critical information will have been determined during the protocol development).

To ensure the most relevant and high quality evidence is given greater weighting in the synthesis, the evidence will be subject to an appraisal. The appraisal will take into account the following:

1. **Relevance:** Broadly, this will focus on the methods, the intervention, the outcomes and the target subject. Specific aspects for determining relevance will be identified in the protocol development. A numerical value of between 1 and 3 will be allocated, with 1 representing lower and 3 representing higher relevance.
2. **Robustness:** During the protocol stage, the criteria for assessing the robustness (i.e. accuracy and bias) of the evidence will be developed. Each piece of evidence will be coded for its type and how well it meets the robustness criteria for its type, scored from 1 (few criteria met) to 3 (all/most criteria met).
3. **Combination:** The numerical values for relevance and robustness will be multiplied. Evidence with a higher combined score will be given greater weight in the synthesis. At this stage, very low scoring evidence may be excluded (to be decided by review team).
4. Any evidence excluded on this basis will be recorded. Keywords and specific research question relevance will be tagged.
5. All the selected evidence will be reviewed and used to answer the research questions (with greater weight given to the more relevant and robust evidence) and to report findings on the adequacy of the evidence base. The synthesis will result in a concise technical report detailing the following elements:
6. Description of the volume and characteristics of evidence base, including food system linkages.
7. Description of what the evidence indicates
8. Implications

B. INNOVATION

Please provide details of any aspect of the proposed work which are considered innovative in design and/or application? E.g. Introduction of new or significant improved products, services, methods, processes, markets and forms of organization

3: THE PROJECT PLAN AND DELIVERABLES

A. The Plan

Please provide a detailed project plan including, the tasks and sub-tasks required to realise the objectives (detailed in Part 1). The tasks should be numbered in the same way as the objectives and should be clearly linked to each of the objectives. Please also attach a flow chart illustrating the proposed plan.

Task 1 (Due 11/2/2022) FINALISE KEYWORDS AND SCOPE WITH FSA INPUT.

The research group will review and revise the search terms and final scope of the review with input from the FSA. This will be completed by the 11/2/22.

Task 2 (Due 18/3/2022) STRUCTURED SEARCH OF THE ACADEMIC LITERATURE.

The review of the academic literature will be completed by this date. If the review is completed earlier, we may propose to expand the scope of the review further in temporality.

Task 3 (Due 25/3/2022) BIBLIOMETRIC SUMMARY OF LITERATURE SUBMITTED (FOR FEEDBACK).

A summary of the bibliometric review of the literature review will be submitted to the FSA for feedback.

Task 4 (Due 31/3/2022) CRITICAL SUMMARY OF THE LITERATURE SUBMITTED (FOR FEEDBACK)

A critical summary of the literature (with summaries of key papers, findings and concepts) will be submitted to the FSA for feedback.

Task 5 (Due 29/4/2022) FINAL REPORT SUBMISSION (POST FEEDBACK)

A definitive version of the full report, with responses to FSA feedback will be submitted.

	February				March				April			
Task 1												
Task 2												
Task 3												
Task 4												
Task 5												

B. Deliverables

Please outline the proposed project milestones and deliverables. Please provide a timetable of key dates or significant events for the project (for example fieldwork dates, dates for provision of research materials, draft and final reporting). Deliverables must be linked to the objectives. For larger or more complex projects please insert as many deliverables /milestones as required. Each deliverable should be:

- no more 100 characters in length
- self-explanatory
- cross referenced with objective numbers i.e. deliverables for Objective 1 01/01, 01/02 Objective 2 02/01, 02/02 etc

Please insert additional rows to the table below as required.

A final deliverable pertaining to a retention fee of 20 % of the total value of the proposed work will automatically be calculated on the financial template.

Deliverable number or MILESTONE	Target Date	TITLE of Deliverable or milestone
1	11/2/2022	FINALISE KEYWORDS AND SCOPE WITH FSA INPUT
2	18/3/2022	STRUCTURED SEARCH OF THE

		LITERATURE
3	25/3/2022	BIBLIOMETRIC SUMMARY OF LITERATURE SUBMITTED (FOR FEEDBACK)
4	31/3/2022	CRITICAL SUMMARY OF THE LITERATURE SUBMITTED (FOR FEEDBACK)
5	29/4/2022	FINAL REPORT SUBMISSION (post feedback)

4: ORGANISATIONAL EXPERIENCE, EXPERTISE and STAFF EFFORT

A. PARTICIPATING ORGANISATIONS' PAST PERFORMANCE

Please provide evidence of up to three similar projects that the project lead applicant and/or members of the project team are currently undertaking or have recently completed. Please include:

- The start date (and if applicable the end date of the project(s))
- Name of the client who commissioned the project?
- Details of any collaborative partners and their contribution
- The value
- A brief description of the work carried out.
- How the example(s) demonstrate the relevant skills and/or expertise.
- What skills the team used to ensure the project(s) were successfully delivered.

[Redacted content]

[Redacted content]

[Redacted content]

[Redacted text block]

B. Named Staff Members and Details of their Specialism and expertise

For each participating organisation on the project team please list:- the names and grades of all staff who will work on the project together with details of their specialism and expertise, their role in the project and details of up to 4 of their most recent, relevant published peer reviewed papers (where applicable). If new staff will be hired to deliver the project, please detail their grade, area(s) of specialism and their role in the project team.

Lead Applicant	City, University of London
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Named staff members, details of specialism and expertise.

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Named staff members, deta s of spec a sm and expert se.

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Named staff members, deta s of spec a sm and expert se.

Part c pant Organ sat on 3

Named staff members, deta s of spec a sm and expert se.

C. STAFF EFFORT

In the tab e be ow, please deta the staff t me to be spent on the project (for every person named n sect on above) and the r ro e n de ver ng the proposa If new staff w be h red n order to de ver the pro ect please nc ude the r grade, name and the staff effort requ red.

Name and Role of Person where known/ Role of person to be recruited

Working hours per staff member on this project

5: PROJECT MANAGEMENT

Please fully describe how the project will be managed to ensure that objectives and deliverables will be achieved on time and on budget. Please describe how different organisations/staff will interact to deliver the desired outcomes. Highlight any in-house or externally accredited training for the project management system and how this relates to this project.

The project will be led by [REDACTED] who has extensive experience of project management (for example, FSA rapid reviews, AHRC food digital scholarship network, NERC Food Waste Simulation project, etc). Furthermore, the project will be allocated 10% FTE of a Project Manager (252 hours) who will ensure the project is running effectively as per the project plan across all work packages. The Centre for Food Policy Project Managers have the appropriate qualifications, background, and experience as well as access to relevant training.

The project team will meet regularly (weekly) to review progress against the project plan. This meeting will allow the team to assess progress against the project objectives and raise any risks to the project budget and timeline early. These risks will be discussed by the team and a plan will be made to mitigate them.

The project will be supported by City's excellent support services including departments such as Finance, HR, and Research & Enterprise. If successful, the contract will be facilitated by the Research Support Services Manager for the School of Health Science ([REDACTED]) who will liaise with the contract managers, finance team and other support services to ensure effective administration and compliance to the contract terms and conditions. The contract will be administered through City's research management system, Worktribe, which provides contract management and project management. Worktribe also provides access to up-to-date budget information to allow the project team to track the deliverables of the project are being met on-budget and on-time. Furthermore, the project will receive support from City's finance department including the allocation of an individual post-award liaison. The finance department at City, University of London has accreditations for management accountancy, staff training and development. They include ACCA (Approved Employer), CIMA (Development Quality Partner), CIPFA (public finance and accountancy) and an Investor in People award.

6. RISK MANAGEMENT

In the table provided, please identify all relevant risks in delivering this project on time and to budget. Briefly outline what steps will be taken to minimise these risks and how they will be managed by the project team. Please add more notes as required.

Identified risk	Likelihood of risk (high, medium, low)	Impact of Risk (high, medium, low)	Risk management strategy
Contracts signings delay the start date for City leading to knock on delays for HR etc	medium	high	We have had existing talks between contract teams and HR to minimize this situation.
HR Delays in hiring process of new roles	medium	high	We have had existing talks between with HR to minimize this situation. We will begin HR processes as soon as w/c/4th Feb October 2022 Tenderers notified of outcome of appraisal and preferred Tenderer (or Tenderers) identified. City's recruitment and HR processes have integrated risk management steps. City, University of London has put in place a range of actions to achieve building a high performing and supportive research environment and has been awarded with the HR Excellence in Research Award by the European Commission. The Fellow will be recruited, employed and managed in line with the University's policies and the Concordat to

			support the development of Researchers to which the University is fully committed. Research staff employed in connection with the project are managed, including managing their performance and development through their probation and beyond (setting objectives and monitoring progress), SDPR, leave (annual, sickness and maternity) and any other people management issues.
Ethical approvals will slow down the Review process and wider data collection process.	Low	medium	Ethical approval will be no be applied for as this is a secondary data and literature review project.
COVID-19 lockdowns prevent travel for parts of the project	medium	low	We have made contingency for all work to be moved online.
Literature volume too vast to process in 8 weeks	High	high	We will communicate with FSA to rescope the project to keep it within feasible and deliverable scope.

7. Quality Management

A. QUALITY MANAGEMENT

Please provide details of the measures that will be taken to manage and assure the quality of work. You should upload your Quality Assurance policy in the supporting documents section of your application.

This should include information on the quality assurance (QA) systems, which have been implemented or are planned, and should be appropriate to the work concerned. All QA systems and procedures should be clear and auditable, and may include compliance with internationally accepted quality standards specified in the ITT e.g. ISO 9001 and ISO17025.

Specific to science projects and where relevant, applicants must indicate whether they would comply with the [Joint Code of Practice for Research](#) (JCoPR). If applicants do not already fully comply with the JCoPR please provide a statement to this effect to provide an explanation of how these requirements will be met. The FSA reserves the right to audit projects against the code and other quality standards.

The lead principal investigator is responsible for all work carried out in the project; (including work supported by sub-contractors) and should therefore ensure that the project is carried out in accordance with the Joint Code of Practice.

1. We attach the City University Quality Approval Framework to highlight to our assuring academic standards and enhancing the quality of education provision.
2. We propose that our written outputs will undergo review/feedback by the FSA (as discussed in the Approach section).
3. In the Approach section we also highlight the possibility that some outputs related to the objectives may be submitted for peer review for an additional stage of quality management.
4. We highlight that our research processes comply with the JCoPR.

B. ETHICS

Please identify the key ethical issues for this project and how these will be managed. Please respond to any issues raised in the Specification document.

Please describe the ethical issues of any involvement of people, human samples, animal research or personal data in this part. In addition, please describe the ethical review and governance arrangements that would apply to the work done.

Applicants are reminded that, where appropriate, the need to obtain clearance for the proposed project from the local ethics committee. This is the responsibility of the project Lead Applicant. However, if a sub-contractor requires such clearance the project Lead Applicant should ensure that all relevant procedures have been followed. If there are no ethical issues please state this.

The project team will at all times adhere to City, University of London's ethics framework. City,

University of London is committed to protecting the rights, privacy, and welfare of participants in research, as well as their personal data. City has a robust framework in place to support researchers dealing with the ethical implications of research. All research at City that could have ethical implications must be approved by one of the City's Research Ethics Committees. City's Research Ethics Committees oversee all aspects of the ethics of research involving human participants and personal data carried out in the institution or under the auspices of the institution, by its Schools, staff or students. Relevant ethical approval will be obtained before any research involving human participants and identifiable personal data is undertaken.

However, as this is a secondary data/literature review we foresee no need for an ethics application.

C. DATA PROTECTION

Please identify any specific data protection issues for this project and how these will be managed. Please respond to any specific issues raised in the Specification document.

Please note that the successful Applicant will be expected to comply with the Data Protection Act (DPA) 1998 and ensure that any information collected, processed and transferred on behalf of the FSA, will be held and transferred securely.

In this part please provide details of the practices and systems which are in place for handling data securely including transmission between the field and head office and then to the FSA. Plans for how data will be deposited (i.e. within a community or institutional database/archive) and/or procedures for the destruction of physical and system data should also be included in this part (this is particularly relevant for survey data and personal data collected from commercial research trials). The project Lead Applicant will be responsible for ensuring that they and any sub-contractor who processes or handles information on behalf of the FSA are conducted securely.

City, University of London Data Protection Policy sets out staff and student responsibilities under the Data Protection Act and how the legislation applies to research data. The project and team will comply with the Data Protection Act to ensure any information collected, processed and transferred will be held and transferred securely. If successful, a Data Protection Impact Assessment Threshold Test will be carried out in order to identify the potential effects on an individual's privacy, as well as meeting the legal and compliance implications on any project which handles personal data. If required, a full Data Protection Impact Assessment will be completed by City's Data Protection team which will include assessing the security of the data and mitigating risks associated with data processing. We attach the City, University of London Data Protection Policy, and highlight that it follows the EU's General Data Protection Regulation requirements.

A full data management plan will be developed for this proposal if successful. In summary: The data will be stored as password-protected documents, on City's encrypted Cloud servers, which is also password-protected. Anonymised versions of the data will be stored/archived on FigShare after the project.

We do not anticipate any raw or summary data to be transferred to the FSA. Only project outputs will be sent to FSA.

D. SUSTAINABILITY

The Food Standards Agency is committed to improving sustainability in the management of operations. Procurement looks to its suppliers to help achieve this goal. You will need to demonstrate your approach to sustainability, in particular how you will apply it to this project taking into account economic, environmental and social aspects. This will be considered as part of our selection process and you must upload your organisational sustainability policies into the e-gb criteria on Bravo.

Please state what (if any) environmental certification you hold or briefly describe your current Environmental Management System (EMS)

City, University of London adopted a sustainability policy in October 2017 as a means to minimising its adverse effect both locally and globally to the environment.. This policy supports the sustainability objectives identified within the University Vision and Strategy 2026. We attach this sustainability policy to this application

City has developed an Environmental Management System (EMS) to manage its environmental aspects and impact and to help integrate sustainability into its daily services and activities. [City's EMS has been certified to ISO 14001](#), the international standard for Environmental Management Systems. The EMS provides a framework for monitoring, measuring and reviewing our environmental objectives and targets. The City Sustainability Committee is responsible for managing and reviewing the EMS and reports on progress against objectives within the Annual Sustainability Report which is published on the website.

The project will adhere to City's sustainability policy relevant to the project including the Sustainable Travel Policy. The project team is committed to reducing environmental impacts and carbon emissions caused by travel related elements on the project. The project team will minimise long-distance travel to FSA in York and when required will travel using low carbon options (train, public transport etc.). We will use Microsoft Teams and other online meeting software in preference to face to face meetings where possible.

E. DISSEMINATION AND EXPLOITATION

Where appropriate please indicate how you intend to disseminate the results of this project, including written and verbal communication routes if appropriate. Applicants are advised to think carefully about how the research aligns with the FSA strategy, what is the impact that the research has on public health/consumers and decide how the results can best be communicated to the relevant and appropriate people and organisations in as cost-effective manner as possible. Please provide as much detail as possible on what will be delivered. Any costs associated with this must be documented in the Financial Template.

The applicant should describe plans for the dissemination of the results for the project team as a whole and for individual participants. Details should include anticipated numbers of publications in refereed journals, articles in trade journals etc., presentations or demonstrations to the scientific community, trade organisations and internal reports or publications. Plans to make any information and/or reports available on the internet with the FSA's permission are also useful, however, this does not remove the requirement for Tenderers to think how best to target the output to relevant groups.

If a final report is part of the requirement, please make sure, as part of the executive summary, that aims and results are clear to the general audience and that the impact of the research on public health/consumers and its alignment to FSA priorities is clearly stated.

Please note that permission to publish or to present findings from work supported by the FSA must be sought in advance from the relevant FSA Project Officer. The financial support of the FSA must also be acknowledged.

Please indicate whether any Intellectual Property (IP) may be generated by this project and how this could be exploited. Please be aware the FSA retains all rights to the intellectual property generated by any contract and where appropriate may exploit the IP generated for the benefit of public health.

In this part Applicants should demonstrate the credibility of the partnership for exploitation of the results and explain the partnership's policy in respect of securing patents or granting licenses for the technology (if applicable). It should deal with any possible agreements between the partners to extend the co-operation in the exploitation phase and with relevant agreements with companies, in particular users, external to the partnership.

We have outlined in the Approach section the main dissemination routes for the Objectives/tasks are through Open Access joint Center for Food policy/FSA publication.

As a minimum we anticipate the following Open Access outputs:

1x Review and report

1x dataset of the literature reviewed in a CSV. (not for direct publication)

By making the toolkit, summary documents and the accompanying online recording of the workshop all Open Access, we have made provision for this project's outputs and food system methods to be scalable throughout the FSA and wider UK Govt.

In addition we have highlighted that versions of the outputs may also be submitted to peer reviewed journals AFTER the publication by FSA (or within 12 months of submission to FSA). Peer reviewed

outputs will align with Plan-S and be Open Access.

The Centre for Food Policy can also offer the possibility of additional blog posts or policy memo summaries of the Ad Hoc policy memo via the [Food Research Collaboration](#) (FRC). An initiative of the Centre for Food Policy, the FRC brings together academics, civil society groups and sustainable food businesses to share the knowledge needed to help steer the UK towards a more sustainable food system. The FRC produces and shares evidence-based knowledge with the wider community through outputs including policy memo summaries and blog posts. This avenue of impact and dissemination is unique to the Centre for Food Policy and could be part of a wider outreach for the FSA funded policy documents. We have not listed these as an output of this project as we highlight this as an optional extra.

We highlight that the preferred IP position (City's standard research terms) would be that City, University of London retains the IP but would grant FSA a license to freely use the IP/results for internal research, development and education purposes (retaining the right to publish).

Annex 4 - Charges

Tender Reference	FS 900221
Tender Title	A rapid evidence review on consumer and industry understanding of sustainable food and its importance when making food choices
Full legal organisation name	City, University of London
Main contact title	
Main contact forname	
Main contact surname	
Will you charge the Agency VAT on this proposal?	Yes
Please state your VAT registration number:	
Project Costs Summary Breakdown by Participating Organisations	
Please include only the cost to the FSA.	





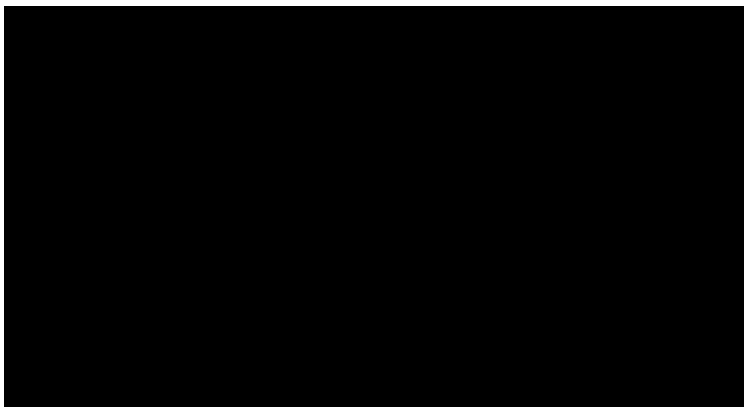
Total Project Costs (excluding VAT) **	£ 29,761.98
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* Please indicate zero, exempt or standard rate. VAT charges not identified above will not be paid by the FSA

** The total cost figure should be the same as the total cost shown in table 4

** The total cost figure should be the same as the total cost shown below and in the Schedule of payments tab.

Project Costs Summary (<i>Automatically calculated</i>)
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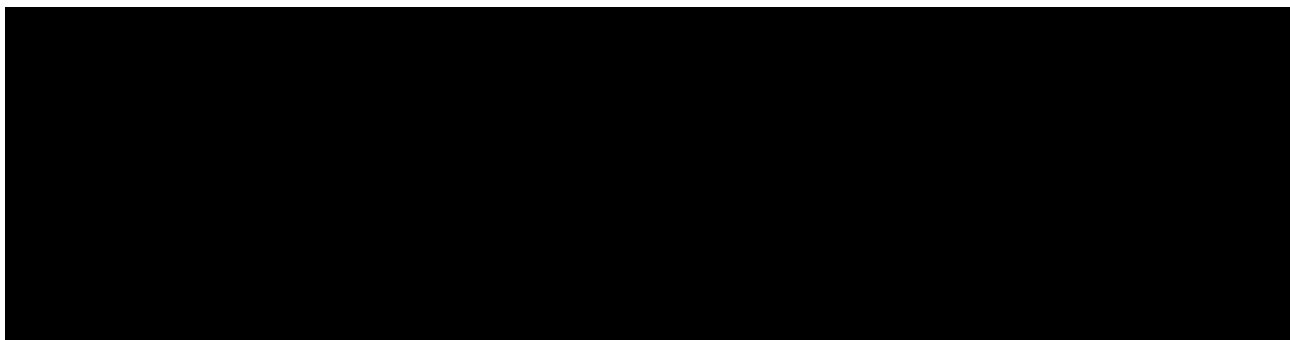


Staff Costs Table

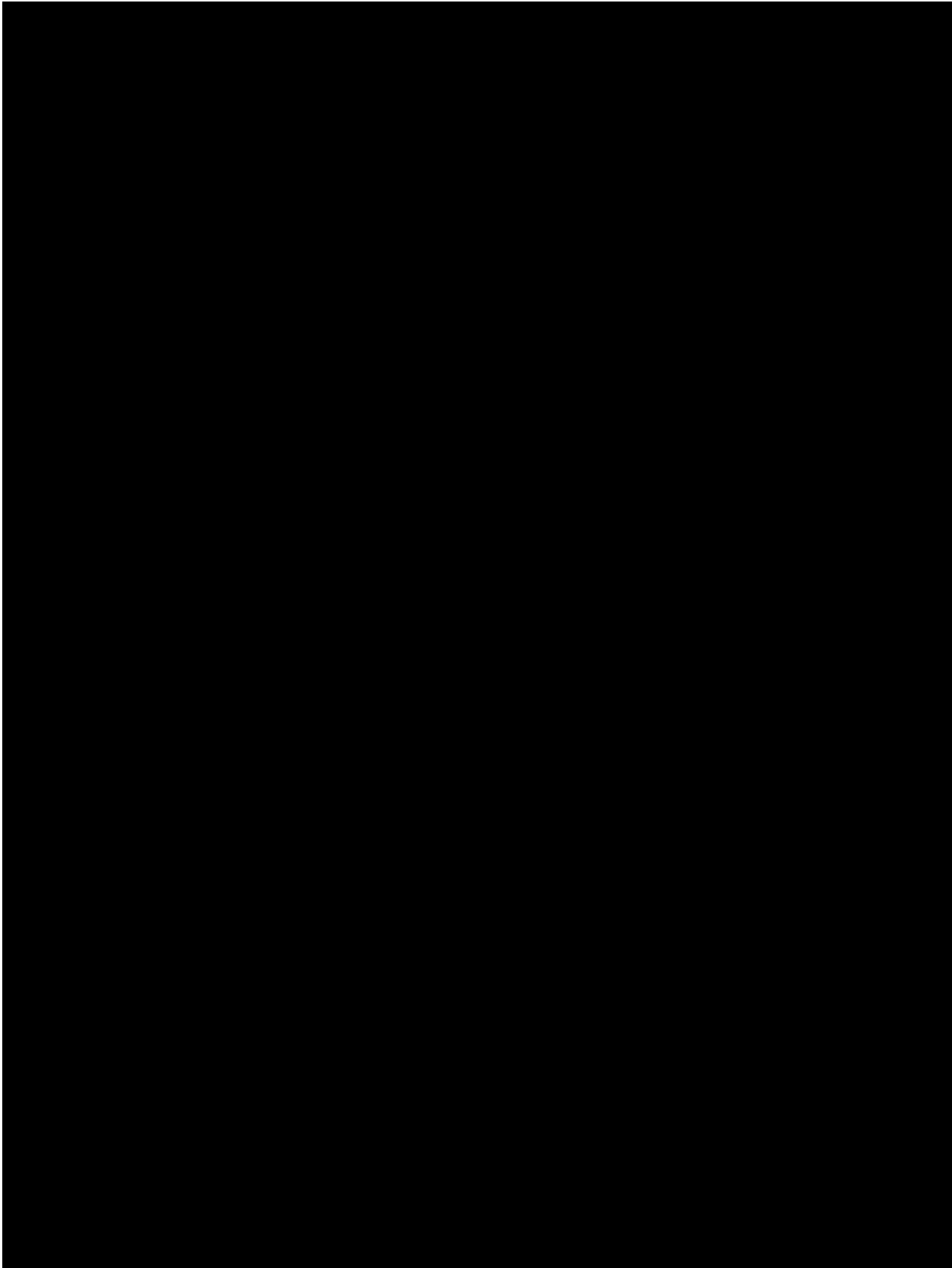
*This should reflect details entered in your technical application section 4C.

Please insert as many lines as necessary for the individuals in the project team.

Please note that FSA is willing to accept pay rates based upon average pay costs. You will need to indicate where these have been used.



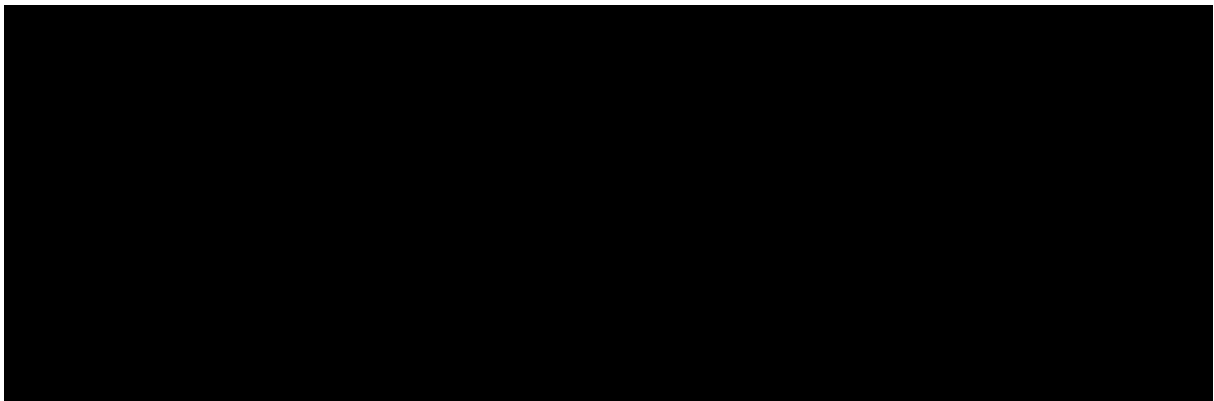
The Pricing Schedule





* Please insert the amount to be invoiced net of any VAT for each deliverable
** Please insert the applicable rate of VAT for each deliverable
*** 20% of the total project budget is withheld and will be paid upon acceptance of a satisfactory final report by the agency.
§The number of weeks after project commencement for the deliverable to be completed

Summary of Payments



Short form Terms

1. Definitions used in the Contract

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

"Central Government Body"	means 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: a) Government Department; b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); c) Non-Ministerial Department; or d) Executive Agency;
"Charges"	means the charges for the Deliverables as specified in the Order Form;
"Confidential Information"	means all information, whether written or oral (however recorded), provided by the disclosing Party to the receiving Party and which (i) is known by the receiving Party to be confidential; (ii) is marked as or stated to be confidential; or (iii) ought reasonably to be considered by the receiving Party to be confidential;
"Contract"	means the contract between (i) the Buyer and (ii) the Supplier which is created by the Supplier's counter signing the Order Form and includes the Order Form and Annexes;
"Controller"	has the meaning given to it in the GDPR;
"Buyer"	means the person identified in the letterhead of the Order Form;
"Date of Delivery"	means that date by which the Deliverables must be delivered to the Buyer, as specified in the Order Form;
"Buyer Cause"	any breach of the obligations of the Buyer or any other default, act, omission, negligence or statement of the Buyer, of its employees, servants, agents in connection with or in relation to the subject-matter of the Contract and in respect of which the Buyer is liable to the Supplier;
"Data Protection Legislation"	(i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the Data Protection Act 2018 to the extent that it relates to processing

"Data Protection Impact Assessment"	of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy; an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
"Data Protection Officer"	has the meaning given to it in the GDPR;
"Data Subject"	has the meaning given to it in the GDPR;
"Data Loss Event"	any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
"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;
"Deliver"	means hand over the Deliverables to the Buyer at the address and on the date specified in the Order Form, which shall include unloading and any other specific arrangements agreed in accordance with Clause []. Delivered and Delivery shall be construed accordingly;
"Existing IPR"	any and all intellectual property rights that are owned by or licensed to either Party and which have been developed independently of the Contract (whether prior to the date of the Contract or otherwise);
"Expiry Date"	means the date for expiry of the Contract as set out in the Order Form;
"FOIA"	means the Freedom of Information Act 2000 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;
"Force Majeure Event"	any event, occurrence, circumstance, matter or cause affecting the performance by either Party of its obligations under the Contract arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control which prevent or materially delay it from performing its obligations under the Contract 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 iii) any failure of delay caused by a lack of funds;

"GDPR"	the General Data Protection Regulation (Regulation (EU) 2016/679);
"Goods"	means the goods to be supplied by the Supplier to the Buyer under the Contract;
"Good Industry Practice"	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;
"Government Data"	a) 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 Buyer's confidential information, and which: i) are supplied to the Supplier by or on behalf of the Buyer; or ii) the Supplier is required to generate, process, store or transmit pursuant to the Contract; or b) any Personal Data for which the Buyer is the Data Controller;
"Information"	has the meaning given under section 84 of the FOIA;
"Information Commissioner"	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;
"Insolvency Event"	in respect of a person: a) if that person is insolvent; ii) if an order is made or a resolution is passed for the winding up of the person (other than voluntarily for the purpose of solvent amalgamation or reconstruction); iii) if an administrator or administrative receiver is appointed in respect of the whole or any part of the persons assets or business; iv) if the person makes any composition with its creditors or takes or suffers any similar or analogous action to any of the actions detailed in this definition as a result of debt in any jurisdiction;
"Key Personnel"	means any persons specified as such in the Order Form or otherwise notified as such by the Buyer to the Supplier in writing;
"LED"	Law Enforcement Directive (Directive (EU) 2016/680);
"New IPR"	all and intellectual property rights in any materials created or developed by or on behalf of the Supplier pursuant to the Contract but shall not include the Supplier's Existing IPR;
"Order Form"	means the letter from the Buyer to the Supplier printed above these terms and conditions;
"Party"	the Supplier or the Buyer (as appropriate) and "Parties" shall mean both of them;
"Personal Data"	has the meaning given to it in the GDPR;

The Short form Contract

"Personal Data Breach"	has the meaning given to it in the GDPR;
"Processor"	has the meaning given to it in the GDPR;
"Purchase Order Number"	means the Buyer's unique number relating to the order for Deliverables to be supplied by the Supplier to the Buyer in accordance with the terms of the Contract;
"Regulations"	the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires) as amended from time to time;
"Request for Information"	has the meaning set out in the FOIA or the Environmental Information Regulations 2004 as relevant (where the meaning set out for the term "request" shall apply);
"Services"	means the services to be supplied by the Supplier to the Buyer under the Contract;
"Specification"	means the specification for the Deliverables to be supplied by the Supplier to the Buyer (including as to quantity, description and quality) as specified in the Order Form;
"Staff"	means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any sub-contractor of the Supplier engaged in the performance of the Supplier's obligations under the Contract;
"Staff Vetting Procedures"	means vetting procedures that accord with good industry practice or, where applicable, the Buyer's procedures for the vetting of personnel as provided to the Supplier from time to time;
"Subprocessor"	any third Party appointed to process Personal Data on behalf of the Supplier related to the Contract;
"Supplier Staff"	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;
"Supplier"	means the person named as Supplier in the Order Form;
"Term"	means the period from the start date of the Contract set out in the Order Form to the Expiry Date as such period may be extended in accordance with clause [] or terminated in accordance with the terms and conditions of the Contract;
"US-EU Privacy Shield Register"	a list of companies maintained by the United States of America Department for Commerce that have self-certified their commitment to adhere to the European legislation relating to the processing of personal data to non-EU countries which is available online at: https://www.privacyshield.gov/list ;

"VAT"	means value added tax in accordance with the provisions of the Value Added Tax Act 1994;
"Workers"	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) (https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees) applies in respect of the Deliverables;
"Working Day"	means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London.

2. Understanding the Contract

In the Contract, unless the context otherwise requires:

- 2.1 references to numbered clauses are references to the relevant clause in these terms and conditions;
- 2.2 any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;
- 2.3 the headings in this Contract are for information only and do not affect the interpretation of the Contract;
- 2.4 references to "writing" include printing, display on a screen and electronic transmission and other modes of representing or reproducing words in a visible form;
- 2.5 the singular includes the plural and vice versa;
- 2.6 a reference to any law includes a reference to that law as amended, extended, consolidated or re-enacted from time to time and to any legislation or bylaw made under that law; and
- 2.7 the word 'including', "for example" and similar words shall be understood as if they were immediately followed by the words "without limitation".

3. How the Contract works

- 3.1 The Order Form is an offer by the Buyer to purchase the Deliverables subject to and in accordance with the terms and conditions of the Contract.
- 3.2 The Supplier is deemed to accept the offer in the Order Form when the Buyer receives a copy of the Order Form signed by the Supplier.
- 3.3 The Supplier warrants and represents that its tender and all statements made and documents submitted as part of the procurement of Deliverables are and remain true and accurate.

4. What needs to be delivered

4.1 All Deliverables

- (a) The Supplier must provide Deliverables: (i) in accordance with the Specification; (ii) to a professional standard; (iii) using reasonable skill and care; (iv) using Good Industry Practice; (v) using its own policies, processes and internal quality control measures as long as they don't conflict with the Contract; (vi) on the dates agreed; and (vii) that comply with all law.
- (b) The Supplier must provide Deliverables with a warranty of at least 90 days (or longer where the Supplier offers a longer warranty period to its Buyers) from Delivery against all obvious defects.

4.2 Goods clauses

- (a) All Goods delivered must be new, or as new if recycled, unused and of recent origin.
- (b) All manufacturer warranties covering the Goods must be assignable to the Buyer on request and for free.
- (c) The Supplier transfers ownership of the Goods on completion of delivery (including off-loading and stacking) or payment for those Goods, whichever is earlier.
- (d) Risk in the Goods transfers to the Buyer on delivery, but remains with the Supplier if the Buyer notices damage following delivery and lets the Supplier know within three Working Days of delivery.
- (e) The Supplier warrants that it has full and unrestricted ownership of the Goods at the time of transfer of ownership.
- (f) The Supplier must deliver the Goods on the date and to the specified location during the Buyer's working hours.
- (g) The Supplier must provide sufficient packaging for the Goods to reach the point of delivery safely and undamaged.
- (h) All deliveries must have a delivery note attached that specifies the order number, type and quantity of Goods.
- (i) The Supplier must provide all tools, information and instructions the Buyer needs to make use of the Goods.
- (j) The Supplier will notify the Buyer of any request that Goods are returned to it or the manufacturer after the discovery of safety issues or defects that might endanger health or hinder performance and shall indemnify the Buyer against the costs arising as a result of any such request.
- (k) 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.
- (l) 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 don't conform with clause 4.2. If the Supplier doesn't do this it will pay the Buyer's costs including repair or re-supply by a third party.
- (m) The Buyer will not be liable for any actions, claims, costs and expenses incurred by the Supplier or any third party during delivery of the Goods unless and to the extent that it is caused by negligence or other wrongful act of the Buyer or its servant or agent. If the Buyer suffers or incurs any damage or injury (whether fatal or otherwise) occurring in the course of delivery or

installation then the Supplier shall indemnify from any losses, charges costs or expenses which arise as a result of or in connection with such damage or injury where it is attributable to any act or omission of the Supplier or any of its [sub-suppliers].

4.3 Services clauses

- (a) Late delivery of the Services will be a default of the Contract.
- (b) 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 including any security requirements.
- (c) The Buyer must provide the Supplier with reasonable access to its premises at reasonable times for the purpose of supplying the Services
- (d) The Supplier must at its own risk and expense provide all equipment required to deliver the Services. Any equipment provided by the Buyer to the Supplier for supplying the Services remains the property of the Buyer and is to be returned to the Buyer on expiry or termination of the Contract.
- (e) The Supplier must allocate sufficient resources and appropriate expertise to the Contract.
- (f) The Supplier must take all reasonable care to ensure performance does not disrupt the Buyer's operations, employees or other contractors.
- (g) On completion of the Services, the Supplier is responsible for leaving the Buyer's premises in a clean, safe and tidy condition and making good any damage that it has caused to the Buyer's premises or property, other than fair wear and tear.
- (h) The Supplier must ensure all Services, and anything used to deliver the Services, are of good quality [and free from defects].
- (i) 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.

5. Pricing and payments

- 5.1 In exchange for the Deliverables, the Supplier shall be entitled to invoice the Buyer for the charges in the Order Form. The Supplier shall raise invoices promptly and in any event within 90 days from when the charges are due.
- 5.2 All Charges:
 - (a) exclude VAT, which is payable on provision of a valid VAT invoice;
 - (b) include all costs connected with the supply of Deliverables.
- 5.3 The Buyer must pay the Supplier the charges within 30 days of receipt by the Buyer of a valid, undisputed invoice, in cleared funds to the Supplier's account stated in the Order Form.
- 5.4 A Supplier invoice is only valid if it:
 - (a) includes all appropriate references including the Purchase Order Number and other details reasonably requested by the Buyer;
 - (b) includes a detailed breakdown of Deliverables which have been delivered (if any).

- 5.5 If there is a dispute between the Parties as to the amount invoiced, the Buyer shall pay the undisputed amount. The Supplier shall not suspend the provision of the Deliverables unless the Supplier is entitled to terminate the Contract for a failure to pay undisputed sums in accordance with clause 11.6. Any disputed amounts shall be resolved through the dispute resolution procedure detailed in clause 33.
- 5.6 The Buyer may retain or set-off payment of any amount owed to it by the Supplier if notice and reasons are provided.
- 5.7 The Supplier must ensure that all subcontractors are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this doesn't happen, the Buyer can publish the details of the late payment or non-payment.

6. The Buyer's obligations to the Supplier

- 6.1 If Supplier fails to comply with the Contract as a result of a Buyer Cause:
- (a) the Buyer cannot terminate the Contract under clause 11;
 - (b) the Supplier is entitled to reasonable and proven additional expenses and to relief from liability under this Contract;
 - (c) the Supplier is entitled to additional time needed to deliver the Deliverables;
 - (d) the Supplier cannot suspend the ongoing supply of Deliverables.
- 6.2 Clause 6.1 only applies if the Supplier:
- (a) gives notice to the Buyer within 10 Working Days of becoming aware;
 - (b) demonstrates that the failure only happened because of the Buyer Cause;
 - (c) mitigated the impact of the Buyer Cause.

7. Record keeping and reporting

- 7.1 The Supplier must ensure that suitably qualified representatives attend progress meetings with the Buyer and provide progress reports when specified in the Order Form.
- 7.2 The Supplier must keep and maintain full and accurate records and accounts on everything to do with the Contract for seven years after the date of expiry or termination of the Contract.
- 7.3 The Supplier must allow any auditor appointed by the Buyer access to their premises to verify all contract accounts and records of everything to do with the Contract and provide copies for the audit.
- 7.4 The Supplier must provide information to the auditor and reasonable co-operation at their request.
- 7.5 If the Supplier is not providing any of the Deliverables, or is unable to provide them, it must immediately:
- (a) tell the Buyer and give reasons;
 - (b) propose corrective action;
 - (c) provide a deadline for completing the corrective action.

- 7.6 If the Buyer, acting reasonably, is concerned as to the financial stability of the Supplier such that it may impact on the continued performance of the Contract then the Buyer may:
- (a) require that the Supplier provide to the Buyer (for its approval) a plan setting out how the Supplier will ensure continued performance of the Contract and the Supplier will make changes to such plan as reasonably required by the Buyer and once it is agreed then the Supplier shall act in accordance with such plan and report to the Buyer on demand
 - (b) if the Supplier fails to provide a plan or fails to agree any changes which are requested by the Buyer or fails to implement or provide updates on progress with the plan, terminate the Contract immediately for material breach (or on such date as the Buyer notifies).

8. Supplier staff

- 8.1 The Supplier Staff involved in the performance of the Contract must:
- (a) be appropriately trained and qualified;
 - (b) be vetted using Good Industry Practice and in accordance with the [instructions issued by the Buyer in the Order Form] [Staff Vetting Procedures];
 - (c) comply with all conduct requirements when on the Buyer's premises.
- 8.2 Where a Buyer decides one of the Supplier's Staff isn't suitable to work on the Contract, the Supplier must replace them with a suitably qualified alternative.
- 8.3 If requested, the Supplier must replace any person whose acts or omissions have caused the Supplier to breach clause 8.
- 8.4 The Supplier must provide a list of Supplier Staff needing to access the Buyer's premises and say why access is required.
- 8.5 The Supplier indemnifies 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.
- 8.6 The Supplier shall use those persons nominated in the Order Form (if any) to provide the Deliverables and shall not remove or replace any of them unless:
- (a) requested to do so by the Buyer (not to be unreasonably withheld or delayed);
 - (b) the person concerned resigns, retires or dies or is on maternity or long-term sick leave; or
 - (c) the person's employment or contractual arrangement with the Supplier or any subcontractor is terminated for material breach of contract by the employee.

9. Rights and protection

- 9.1 The Supplier warrants and represents that:
- (a) it has full capacity and authority to enter into and to perform the Contract;
 - (b) the Contract is executed by its authorised representative;
 - (c) it is a legally valid and existing organisation incorporated in the place it was formed;

- (d) 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 the Contract;
 - (e) it maintains all necessary rights, authorisations, licences and consents to perform its obligations under the Contract to their reasonable knowledge and belief, but without having undertaken specific searches;
 - (f) it doesn't have any contractual obligations which are likely to have a material adverse effect on its ability to perform the Contract to their reasonable knowledge and belief, but without having undertaken specific searches; and
 - (g) it is not impacted by an Insolvency Event.
- 9.2 The warranties and representations in clause 9.1 are repeated each time the Supplier provides Deliverables under the Contract.
- 9.3 The Supplier indemnifies the Buyer against each of the following:
- (a) wilful misconduct of the Supplier, any of its subcontractor and/or Supplier Staff that impacts the Contract;
 - (b) non-payment by the Supplier of any tax or National Insurance.
- 9.4 If the Supplier becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify the Buyer.
- 9.5 All third party warranties and indemnities covering the Deliverables must be assigned for the Buyer's benefit by the Supplier.

10. Intellectual Property Rights (IPRs)

- 10.1 Each Party keeps ownership of its own Existing IPRs.
- 10.2 Any New IPR created under the Contract is owned by the Buyer. The Buyer gives the Supplier a licence to use any Existing IPRs for the purpose of fulfilling its obligations under the Contract and a perpetual, royalty-free, non-exclusive licence to use any New IPRs.
- 10.3 Where a Party acquires ownership of intellectual property rights 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.
- 10.4 Neither Party has the right to use the other Party's intellectual property rights, including any use of the other Party's names, logos or trademarks, except as provided in clause 10 or otherwise agreed in writing.
- 10.5 If any claim is made against the Buyer for actual or alleged infringement of a third party's intellectual property arising out of, or in connection with, the supply or use of the Deliverables (an "**IPR Claim**"), then the Supplier indemnifies the Buyer against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result of the IPR Claim.

- 10.6 If an IPR Claim is made or anticipated the Supplier must at its own expense and the Buyer's sole option, either:
- (a) obtain for the Buyer the rights in clauses 10.1 and 10.2 without infringing any third party intellectual property rights;
 - (b) replace or modify the relevant item with substitutes that don't infringe intellectual property rights without adversely affecting the functionality or performance of the Deliverables.

11. Ending the contract

- 11.1 The Contract takes effect on the date of or (if different) the date specified in the Order Form and ends on the earlier of the date of expiry or termination of the Contract or earlier if required by Law.

- 11.2 The Buyer can extend the Contract where set out in the Order Form in accordance with the terms in the Order Form.

11.3 Ending the Contract without a reason

The Buyer has the right to terminate the Contract at any time without reason or liability by giving the Supplier not less than 90 days' written notice and if it's terminated clause 11.5(b) to 11.5(g) applies.

11.4 When the Buyer can end the Contract

- (a) If any of the following events happen, the Buyer has the right to immediately terminate its Contract by issuing a termination notice in writing to the Supplier:
 - (i) there's a Supplier Insolvency Event;
 - (ii) if the Supplier repeatedly breaches the Contract in a way to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Contract;
 - (iii) if the Supplier is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the Supplier receiving notice specifying the breach and requiring it to be remedied;
 - (iv) there's a change of control (within the meaning of section 450 of the Corporation Tax Act 2010) of the Supplier which isn't pre-approved by the Buyer in writing;
 - (v) if the Buyer 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;
 - (vi) the Court of Justice of the European Union uses Article 258 of the Treaty on the Functioning of the European Union (TFEU) to declare that the Contract should not have been awarded to the Supplier because of a serious breach of the TFEU or the Regulations;
 - (vii) the Supplier or its affiliates embarrass or bring the Buyer into disrepute or diminish the public trust in them.
- (b) If any of the events in 73(1) (a) to (c) of the Regulations (substantial modification, exclusion of the Supplier, procurement infringement) happen, the Buyer has the right to immediately terminate the Contract and clause 11.5(b) to 11.5(g) applies.

11.5 What happens if the Contract ends

Where the Buyer terminates the Contract under clause 11.4(a) all of the following apply:

- (a) the Buyer's payment obligations under the terminated Contract stop immediately;
- (b) accumulated rights of the Parties are not affected;
- (c) the Supplier must promptly delete or return the Government Data except where required to retain copies by law;
- (d) the Supplier must promptly return any of the Buyer's property provided under the Contract;
- (e) the Supplier must, at no cost to the Buyer, give all reasonable assistance to the Buyer and any incoming supplier and co-operate fully in the handover and re-procurement;
- (f) the following clauses survive the termination of the Contract: [3.2.10, 6, 7.2, 9, 11, 14, 15, 16, 17, 18, 34, 35] and any clauses which are expressly or by implication intended to continue.

11.6 When the Supplier can end the Contract

- (a) The Supplier can issue a reminder notice if the Buyer does not pay an undisputed invoice on time. The Supplier can terminate the Contract if the Buyer fails to pay an undisputed invoiced sum due and worth over 10% of the total Contract value or £1,000, whichever is the lower, within 30 days of the date of the reminder notice.
- (b) If a Supplier terminates the Contract under clause 11.6(a):
 - (i) the Buyer must promptly pay all outstanding charges incurred to the Supplier;
 - (ii) 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;
 - (iii) clauses 11.5(d) to 11.5(g) apply.

11.7 Partially ending and suspending the Contract

- (a) Where the Buyer has the right to terminate the Contract it can terminate or suspend (for any period), all or part of it. If the Buyer suspends the Contract it can provide the Deliverables itself or buy them from a third party.
- (b) The Buyer can only partially terminate or suspend the Contract if the remaining parts of it can still be used to effectively deliver the intended purpose.
- (c) The Parties must agree (in accordance with clause 24) any necessary variation required by clause 11.7, but the Supplier may not either:
 - (i) reject the variation;
 - (ii) increase the Charges, except where the right to partial termination is under clause 11.3.
- (d) The Buyer can still use other rights available, or subsequently available to it if it acts on its rights under clause 11.7.

12. How much you can be held responsible for

- 12.1 Each Party's total aggregate liability under or in connection with the Contract (whether in tort, contract or otherwise) is no more than 125% of the Charges paid or payable to the Supplier.
- 12.2 No Party is liable to the other for:
- (a) any indirect losses;
 - (b) loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).
- 12.3 In spite of clause 12.1, neither Party limits or excludes any of the following:
- (a) its liability for death or personal injury caused by its negligence, or that of its employees, agents or subcontractors;
 - (b) its liability for bribery or fraud or fraudulent misrepresentation by it or its employees;
 - (c) any liability that cannot be excluded or limited by law.
- 12.4 In spite of clause 12.1, the Supplier does not limit or exclude its liability for any indemnity given under clauses 8.5, 9.3, 10.5, 13.2, or 30.2(b).
- 12.5 Notwithstanding clause 12.1, the Supplier's total aggregate liability under Clause 14.26(e) (whether in tort, contract or otherwise) is no more than £250,000 paid or payable to the Supplier.
- 12.6 Each Party must use all reasonable endeavours to mitigate any loss or damage which it suffers under or in connection with the Contract, including any indemnities.
- 12.7 If more than one Supplier is party to the Contract, each Supplier Party is fully responsible for both their own liabilities and the liabilities of the other Suppliers.

13. Obeying the law

- 13.1 The Supplier must, in connection with provision of the Deliverables, use reasonable endeavours to:
- (a) comply and procure that its subcontractors comply with the Supplier Code of Conduct appearing at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779660/20190220-Supplier_Code_of_Conduct.pdf and such other corporate social responsibility requirements as the Buyer may notify to the Supplier from time to time;
 - (b) support the Buyer in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010;
 - (c) not use nor allow its subcontractors to use modern slavery, child labour or inhumane treatment;
 - (d) 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>
- 13.2 The Supplier indemnifies the Buyer against any costs resulting from any default by the Supplier relating to any applicable law to do with the Contract.

13.3 The Supplier must appoint a Compliance Officer who must be responsible for ensuring that the Supplier complies with Law, Clause 13.1 and Clauses 27 to 32

13.4 "Compliance Officer" the person(s) appointed by the Supplier who is responsible for ensuring that the Supplier complies with its legal obligations;

14. Data protection

14.1 The Buyer is the Controller and the Supplier is the Processor for the purposes of the Data Protection Legislation.

14.2 The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with this Contract.

14.3 The Supplier must not remove any ownership or security notices in or relating to the Government Data.

14.4 The Supplier must make accessible back-ups of all Government Data, stored in an agreed off-site location and send the Buyer copies every six Months.

14.5 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 requirements specified [in writing] by the Buyer.

14.6 If at any time the Supplier suspects or has reason to believe that the Government Data provided under the Contract is corrupted, lost or sufficiently degraded, then the Supplier must notify the Buyer and immediately suggest remedial action.

14.7 If the Government Data is corrupted, lost or sufficiently degraded so as to be unusable the Buyer may either or both:

- (a) tell the Supplier to restore or get restored Government Data as soon as practical but no later than five Working Days from the date that the Buyer receives notice, or the Supplier finds out about the issue, whichever is earlier;
- (b) restore the Government Data itself or using a third party.

14.8 The Supplier must pay each Party's reasonable costs of complying with clause 14.7 unless the Buyer is at fault.

14.9 Only the Buyer can decide what processing of Personal Data a Supplier can do under the Contract and must specify it for the Contract using the template in Annex 1 of the Order Form (*Authorised Processing*).

14.10 The Supplier must only process Personal Data if authorised to do so in the Annex to the Order Form (*Authorised Processing*) by the Buyer. Any further written instructions relating to the processing of Personal Data are incorporated into Annex 1 of the Order Form.

14.11 The Supplier must give all reasonable assistance to the Buyer in the preparation of any Data Protection Impact Assessment before starting any processing, including:

- (a) a systematic description of the expected processing and its purpose;
- (b) the necessity and proportionality of the processing operations;
- (c) the risks to the rights and freedoms of Data Subjects;
- (d) the intended measures to address the risks, including safeguards, security measures and mechanisms to protect Personal Data.

- 14.12 The Supplier must notify the Buyer immediately if it thinks the Buyer's instructions breach the Data Protection Legislation.
- 14.13 The Supplier must put in place appropriate Protective Measures to protect against a Data Loss Event which must be approved by the Buyer.
- 14.14 If lawful to notify the Buyer, the Supplier must notify it if the Supplier is required to process Personal Data by Law promptly and before processing it.
- 14.15 The Supplier must take all reasonable steps to ensure the reliability and integrity of any Supplier Staff who have access to the Personal Data and ensure that they:
- (a) are aware of and comply with the Supplier's duties under this clause 11;
 - (b) are subject to appropriate confidentiality undertakings with the Supplier or any Subprocessor;
 - (c) are informed of the confidential nature of the Personal Data and do not provide any of the Personal Data to any third Party unless directed in writing to do so by the Buyer or as otherwise allowed by the Contract;
 - (d) have undergone adequate training in the use, care, protection and handling of Personal Data.
- 14.16 The Supplier must not transfer Personal Data outside of the EU unless all of the following are true:
- (a) it has obtained prior written consent of the Buyer;
 - (b) the Buyer has decided that there are appropriate safeguards (in accordance with Article 46 of the GDPR);
 - (c) the Data Subject has enforceable rights and effective legal remedies when transferred;
 - (d) the Supplier meets its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred;
 - (e) where the Supplier is not bound by Data Protection Legislation it must use its best endeavours to help the Buyer meet its own obligations under Data Protection Legislation; and
 - (f) the Supplier complies with the Buyer's reasonable prior instructions about the processing of the Personal Data.
- 14.17 The Supplier must notify the Buyer immediately if it:
- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
 - (b) receives a request to rectify, block or erase any Personal Data;
 - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
 - (e) receives a request from any third Party for disclosure of Personal Data where compliance with the request is required or claims to be required by Law;
 - (f) becomes aware of a Data Loss Event.

- 14.18 Any requirement to notify under clause 14.17 includes the provision of further information to the Buyer in stages as details become available.
- 14.19 The Supplier must promptly provide the Buyer with full assistance in relation to any Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 14.17. This includes giving the Buyer:
- (a) full details and copies of the complaint, communication or request;
 - (b) reasonably requested assistance so that it can comply with a Data Subject Access Request within the relevant timescales in the Data Protection Legislation;
 - (c) any Personal Data it holds in relation to a Data Subject on request;
 - (d) assistance that it requests following any Data Loss Event;
 - (e) assistance that it requests relating to a consultation with, or request from, the Information Commissioner's Office.
- 14.20 The Supplier must maintain full, accurate records and information to show it complies with this clause 14. This requirement does not apply where the Supplier employs fewer than 250 staff, unless either the Buyer determines that the processing:
- (a) is not occasional;
 - (b) includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR;
 - (c) is likely to result in a risk to the rights and freedoms of Data Subjects.
- 14.21 The Supplier must appoint a Data Protection Officer responsible for observing its obligations in this Schedule and give the Buyer their contact details.
- 14.22 Before allowing any Subprocessor to process any Personal Data, the Supplier must:
- (a) notify the Buyer in writing of the intended Subprocessor and processing;
 - (b) obtain the written consent of the Buyer;
 - (c) enter into a written contract with the Subprocessor so that this clause 14 applies to the Subprocessor;
 - (d) provide the Buyer with any information about the Subprocessor that the Buyer reasonably requires.
- 14.23 The Supplier remains fully liable for all acts or omissions of any Subprocessor.
- 14.24 At any time the Buyer can, with 30 Working Days notice to the Supplier, change this clause 14 to:
- (a) replace it with any applicable standard clauses (between the controller and processor) or similar terms forming part of an applicable certification scheme under GDPR Article 42;
 - (b) ensure it complies with guidance issued by the Information Commissioner's Office.
- 14.25 The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner's Office.
- 14.26 The Supplier:
- (a) must provide the Buyer with all Government Data in an agreed open format within 10 Working Days of a written request;

- (b) must have documented processes to guarantee prompt availability of Government Data if the Supplier stops trading;
- (c) must securely destroy all Storage Media that has held Government Data at the end of life of that media using Good Industry Practice;
- (d) securely erase all Government Data and any copies it holds when asked to do so by the Buyer unless required by Law to retain it;
- (e) indemnifies the Buyer against any and all Losses incurred if the Supplier breaches clause 14 and any Data Protection Legislation.

15. What you must keep confidential

15.1 Each Party must:

- (a) keep all Confidential Information it receives confidential and secure;
- (b) not disclose, use or exploit the disclosing Party's Confidential Information without the disclosing Party's prior written consent, except for the purposes anticipated under the Contract;
- (c) immediately notify the disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information.

15.2 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:

- (a) where disclosure is required by applicable Law or by a court with the relevant jurisdiction if the recipient Party notifies the disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;
- (b) if the recipient Party already had the information without obligation of confidentiality before it was disclosed by the disclosing Party;
- (c) if the information was given to it by a third party without obligation of confidentiality;
- (d) if the information was in the public domain at the time of the disclosure;
- (e) if the information was independently developed without access to the disclosing Party's Confidential Information;
- (f) to its auditors or for the purposes of regulatory requirements;
- (g) on a confidential basis, to its professional advisers on a need-to-know basis;
- (h) 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.

15.3 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 Buyer at its request.

15.4 The Buyer may disclose Confidential Information in any of the following cases:

- (a) on a confidential basis to the employees, agents, consultants and contractors of the Buyer;
- (b) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company that the Buyer transfers or proposes to transfer all or any part of its business to;
- (c) if the Buyer (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;

- (d) where requested by Parliament;
- (e) under clauses 5.7 and 16.

- 15.5 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.
- 15.6 Information which is exempt from disclosure by clause 16 is not Confidential Information.
- 15.7 The Supplier must not make any press announcement or publicise the Contract or any part of it in any way, without the prior written consent of the Buyer and must take all reasonable steps to ensure that Supplier Staff do not either.

16. When you can share information

- 16.1 The Supplier must tell the Buyer within 48 hours if it receives a Request For Information.
- 16.2 Within the required timescales the Supplier must give the Buyer full co-operation and information needed so the Buyer can:
- (a) comply with any Freedom of Information Act (FOIA) request;
 - (b) comply with any Environmental Information Regulations (EIR) request.
- 16.3 The Buyer 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 Buyer's decision, which does not need to be reasonable.

17. Invalid parts of the contract

If any part of the 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's valid or enforceable.

18. No other terms apply

The provisions incorporated into the Contract are the entire agreement between the Parties. The Contract replaces all previous statements and agreements whether written or oral. No other provisions apply.

19. Other people's rights in a contract

No third parties may use the Contracts (Rights of Third Parties) Act (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.

20. Circumstances beyond your control

- 20.1 Any Party affected by a Force Majeure Event is excused from performing its obligations under the Contract while the inability to perform continues, if it both:

- (a) provides written notice to the other Party;
- (b) uses all reasonable measures practical to reduce the impact of the Force Majeure Event.

20.2 Either party can partially or fully terminate the Contract if the provision of the Deliverables is materially affected by a Force Majeure Event which lasts for 90 days continuously.

20.3 Where a Party terminates under clause 20.2:

- (a) each party must cover its own losses;
- (b) clause 11.5(b) to 11.5(g) applies.

21. Relationships created by the contract

The Contract does not create a partnership, joint venture or employment relationship. The Supplier must represent themselves accordingly and ensure others do so.

22. Giving up contract rights

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

23. Transferring responsibilities

23.1 The Supplier cannot assign the Contract without the Buyer's written consent.

23.2 The Buyer can assign, novate or transfer its Contract or any part of it to any Crown Body, public or private sector body which performs the functions of the Buyer.

23.3 When the Buyer uses its rights under clause 23.2 the Supplier must enter into a novation agreement in the form that the Buyer specifies.

23.4 The Supplier can terminate the Contract novated under clause 23.2 to a private sector body that is experiencing an Insolvency Event.

23.5 The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.

23.6 If the Buyer asks the Supplier for details about Subcontractors, the Supplier must provide details of Subcontractors at all levels of the supply chain including:

- (a) their name;
- (b) the scope of their appointment;
- (c) the duration of their appointment.

24. Changing the contract

24.1 Either Party can request a variation to the Contract which is only effective if agreed in writing and signed by both Parties. The Buyer is not required to accept a variation request made by the Supplier.

25. How to communicate about the contract

- 25.1 All notices under the Contract must be in writing and are considered effective on the Working Day of delivery as long as they're delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective when sent unless an error message is received.
- 25.2 Notices to the Buyer or Supplier must be sent to their address in the Order Form.
- 25.3 This clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

26. Preventing fraud, bribery and corruption

- 26.1 The Supplier shall not:
- (a) commit any criminal offence referred to in the Regulations 57(1) and 57(2);
 - (b) offer, give, or agree to give anything, to any person (whether working for or engaged by the Buyer or any other public body) an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Contract or any other public function or for showing or refraining from showing favour or disfavour to any person in relation to the Contract or any other public function.
- 26.2 The Supplier shall take all reasonable steps (including creating, maintaining and enforcing adequate policies, procedures and records), in accordance with good industry practice, to prevent any matters referred to in clause 26.1 and any fraud by the Staff and the Supplier (including its shareholders, members and directors) in connection with the Contract and shall notify the Buyer immediately if it has reason to suspect that any such matters have occurred or is occurring or is likely to occur.
- 26.3 If the Supplier or the Staff engages in conduct prohibited by clause 26.1 or commits fraud in relation to the Contract or any other contract with the Crown (including the Buyer) the Buyer may:
- (a) terminate the Contract and recover from the Supplier the amount of any loss suffered by the Buyer resulting from the termination, including the cost reasonably incurred by the Buyer of making other arrangements for the supply of the Deliverables and any additional expenditure incurred by the Buyer throughout the remainder of the Contract; or
 - (b) recover in full from the Supplier any other loss sustained by the Buyer in consequence of any breach of this clause.

27. Equality, diversity and human rights

- 27.1 The Supplier must follow all applicable equality law when they perform their obligations under the Contract, including:
- (a) protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise;
 - (b) any other requirements and instructions which the Buyer reasonably imposes related to equality Law.

- 27.2 The Supplier must take all necessary steps, and inform 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 the Contract.

28. Health and safety

- 28.1 The Supplier must perform its obligations meeting the requirements of:
- (a) all applicable law regarding health and safety;
 - (b) the Buyer's current health and safety policy while at the Buyer's premises, as provided to the Supplier.
- 28.2 The Supplier and the Buyer must as soon as possible notify the other of any health and safety incidents or material hazards they're aware of at the Buyer premises that relate to the performance of the Contract.

29. Environment

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

30. Tax

- 30.1 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. The Buyer cannot terminate the Contract where the Supplier has not paid a minor tax or social security contribution.
- 30.2 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 the Off Contract, the Supplier must both:
- (a) 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;
 - (b) 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.
- 30.3 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:
- (a) the Buyer may, at any time during the term of the Contract, request that the Worker provides information which demonstrates they comply with clause 30.2, or why those requirements do not apply, the Buyer can specify the information the Worker must provide and the deadline for responding;

- (b) 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 times specified by the Buyer;
- (c) the Worker's contract may be terminated at the Buyer's request if the Worker provides information which the Buyer considers isn't good enough to demonstrate how it complies with clause 30.2 or confirms that the Worker is not complying with those requirements;
- (d) the Buyer may supply any information they receive from the Worker to HMRC for revenue collection and management.

31. Conflict of interest

- 31.1 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 between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to the Buyer under the Contract, in the reasonable opinion of the Buyer.
- 31.2 The Supplier must promptly notify and provide details to the Buyer if a conflict of interest happens or is expected to happen.
- 31.3 The 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.

32. Reporting a breach of the contract

- 32.1 As soon as it is aware of it the Supplier and Supplier Staff must report to the Buyer any actual or suspected breach of law, clause 13.1, or clauses 26 to 31.
- 32.2 The Supplier must not retaliate against any of the Supplier Staff who in good faith reports a breach listed in clause 32.1.

33. Resolving disputes

- 33.1 If there is a dispute between the Parties, their senior representatives 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.
- 33.2 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 33.3 to 33.5.
- 33.3 Unless the Buyer refers the dispute to arbitration using clause 33.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:
 - (a) determine the dispute;
 - (b) grant interim remedies;
 - (c) grant any other provisional or protective relief.

- 33.4 The Supplier agrees that the Buyer 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.
- 33.5 The Buyer has the right to refer a dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under clause 33.3, unless the Buyer 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 33.4.
- 33.6 The Supplier cannot suspend the performance of the Contract during any dispute.

34. Which law applies

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

APPENDIX A - VARIATION REQUEST FORM

Contract / Project Title:											
Contract / Project Ref No (FS /FSA No):											
Full Description of Variation Request: A full justification and impact assessment including any supplementary evidence must be provided. Any supporting information should be appended to this form.											
Area (s) Impacted: - <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">Price <input type="checkbox"/></td> <td style="text-align: center;">Duration <input type="checkbox"/></td> <td style="text-align: center;">Price & Duration <input type="checkbox"/></td> <td style="text-align: center;">Scope of work <input type="checkbox"/></td> <td style="text-align: center;">Key Personnel <input type="checkbox"/></td> <td style="text-align: center;">Other <input type="checkbox"/></td> </tr> </table>						Price <input type="checkbox"/>	Duration <input type="checkbox"/>	Price & Duration <input type="checkbox"/>	Scope of work <input type="checkbox"/>	Key Personnel <input type="checkbox"/>	Other <input type="checkbox"/>
Price <input type="checkbox"/>	Duration <input type="checkbox"/>	Price & Duration <input type="checkbox"/>	Scope of work <input type="checkbox"/>	Key Personnel <input type="checkbox"/>	Other <input type="checkbox"/>						
Requester: Signature: Team / Organisation Date:											
Supplier Contact Details Supplier Name : Contact Name : Contact Address : : Telephone No : Email Address :											
FSA Use Only (Business Area) Amount Approved: Authorised By:- <input type="checkbox"/> Cost Centre Manager <input type="checkbox"/> Investment Board Signed : Date of Approval:											
Please submit this form to fsa.procurement@food.gov.uk											

Procurement Use Only (confirm contract allows for requested variation)

Variation Request No:

Variation Request Approved by:

Date of Approval:

On full approval of this Request for Variation, Procurement will produce a Variation Form for agreement and approval by both parties to append to the Agreement / Contract.

APPENDIX B VARIATION FORM

PROJECT TITLE:

DATE:

VARIATION No:

BETWEEN:

The Food Standards Agency (hereinafter called “the Client”) & **SUPPLIER** (hereinafter called “the Supplier”)

1. The Contract is varied as follows:

Contract

x

2. Words and expressions in this Variation shall have the meanings given to them in the Framework.

3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

SIGNED:

For: The Client

For: The Supplier

By:

By:

Full Name:

Full Name:

Position:

Title:

Date:

Date: