



**CONTRACT FOR THE PROVISION OF:**

**Crucial Crew Wales**

**Reference Number: FSA565**

This document forms the contract for the Services between;

**Food Standards Agency (“Client”) having its main or registered office at Clive House, 70 Petty France, London SW1H 9EX**

and

**Bollo (“Supplier”), 129 Blackpool Old Road, Poulton-Le-Fylde, FY6 7RN**

to be effective from 1<sup>st</sup> April 2018 until 31<sup>st</sup> March 2020 with an option to extend for up to a further 12-month period.

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OFFICIAL

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**CONTRACT SCHEDULES**

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**CONTRACT**

**WHEREAS**

The Food Standards Agency has selected the Supplier to act as a Supplier in the performance of activities connected with the Project described on the title page of this contract, for The Food Standards Agency, the Supplier shall undertake to provide the same on the terms and conditions as set out in this Contract.

Unless and until directed otherwise, nothing in this Contract, shall be construed as giving a guarantee of any remunerative work whatsoever unless or until such work is requested and confirmed by means of a duly authorised Purchase Order.

**CROWN REPRESENTATIVES**

**Where any supplier has been adjudged to fall under the auspices of a “Crown Representative” then any resultant terms and conditions will be subject to, where appropriate, any central contracts and/or negotiation or procurement processes involving such suppliers.**

**IT IS AGREED AS FOLLOWS:**

**1. TERMS and CONDITIONS**

1.1 As used in this Contract:

- a) the terms and expressions set out in [Schedule 1](#) shall have the meanings set out therein;
- b) the masculine includes the feminine and the neuter;
- c) the singular includes the plural and vice versa; and
- d) the words “include”, “includes” and “including” are to be construed as if they were immediately followed by the words “without limitation”.

1.2. A reference to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended by any subsequent statute, enactment, order, regulation or instrument or as contained in any subsequent re-enactment thereof.

1.3. A reference to any document other than as specified in Clause 1.2 shall be construed as a reference to the document as at the date of execution of this Contract.

1.4. Headings are included in this Contract for ease of reference only and shall not affect the interpretation or construction of this Contract.

1.5. References to “Clauses” and “Schedules” are, unless otherwise provided, references to the Clauses of and Schedules to this Contract.

- 1.6. Terms or expressions contained in this Contract which are capitalised but which do not have an interpretation in [Schedule 1](#) shall be interpreted in accordance with the common interpretation within the legal services market where appropriate. Otherwise they shall be interpreted in accordance with the dictionary meaning.
- 1.7. In the event and to the extent only of any conflict or inconsistency in the provisions of the Clauses of this Contract and the provisions of the Schedules, the following order of precedence shall prevail:
  - a) the duly authorised Client Purchase Order;
  - b) the Schedules; and
  - c) this Contract

## 2. THE SERVICES

- 2.1. This Contract shall govern the overall relationship of the Supplier and the Client with respect to the provision of the Ordered Services.
- 2.2. The Supplier shall provide the Ordered Services and meet its responsibilities and obligations hereunder in accordance with the provisions of [Schedule 2](#) (Ordered Services) and [Schedule 3](#) (Specific Obligations).
- 2.3. Notwithstanding clause 2.1, the Supplier shall perform the Ordered Services to the agreed satisfaction of the Client's Representative.
- 2.4. The Supplier shall notify the Client as soon as it becomes aware of an event occurring or which it believes is likely to occur which will cause material delay to or materially impede the performance of any Ordered Services or any part thereof and the Supplier shall take all necessary steps consistent with good practice to obviate and/or minimise the delay to the Client.
- 2.5. In the event that the Supplier fails due to its Default to fulfill an obligation by the date specified in any Purchase Order for such fulfillment, the Supplier shall, at the request of the Client and without prejudice to the Client's other rights and remedies, arrange all such additional resources as are necessary to either obviate the delay or to fulfill the said obligation as early as practicable thereafter, at no additional charge to the Client.
- 2.6. In the event that any obligation of the Supplier specified in the Contract is delayed as a result of a Default by the Client, then :
  - a) The date associated with the relevant obligation(s) as specified in the Purchase Order (and the dates similarly associated with any subsequent obligations specified in the Purchase Order) shall be amended by a period of time equal to the period of such Client Default (or such other period as the parties agree in writing); and

- b) Both parties shall use all reasonable endeavors to obviate and/or mitigate the impact of such delay and to recover any resultant delay to the performance of the Ordered Services.
- 2.7. Nothing in this document, or any Purchase Order, shall have the effect of making the Supplier or any of the Supplier's other employees or agents, the employee of the Client.
- 2.8. Nothing in this document or any Purchase Order shall constitute the parties as partners of each other.

### **3. STANDARDS AND REGULATIONS**

- 3.1. The Supplier shall at all times comply with the Health and Safety provisions, security requirements and personal conduct obligations, of any premises visited and shall exercise all due care and attention when visiting such premises.
- 3.2. The Supplier shall comply with all applicable national and local laws and regulations (including Data Protection Requirements) and obtain and maintain at its own cost throughout the duration of the Contract all the consents (including Data Protection Requirements), licences, permits and approvals which are necessary for the Supplier to perform its duties under this Contract and to enable the provision of the Ordered Services.
- 3.3. Without prejudice to the provisions of Clause 3.2, the Supplier shall ensure that he/she does not work in excess of the working time limits specified in the Working Time Regulations 1998. The Supplier shall maintain appropriate records regarding their working hours. Without prejudice to the obligations under this Clause 3.3, the Supplier shall make available to the Client any information of which it is aware concerning appointments held by an individual concurrently with the obligations of this Contract.
- 3.4. The Supplier shall be responsible for the administration and deduction of any income tax and national insurance in respect of payments made to such individuals, including in respect of any obligations under the Pay As You Earn system. The Supplier will, or procure that its Sub-Contractors will, account to the appropriate authorities for any income tax, national insurance (if any), VAT and all other liabilities, charges and duties arising out of any payment made to the Supplier under any Purchase Order. The Supplier will indemnify and keep indemnified the Client against any income tax, national insurance (if any), VAT or any other tax liability including any interest, penalties or costs incurred in connection with the same which may at any time be levied, demanded or assessed on the Client by any statutory Agency in respect of payments made to the Supplier.

- 3.5. Nothing in this Contract shall be construed or have effect as constituting any relationship of employer and employee between the Client and the Supplier or its Sub-Contractors. The Supplier shall indemnify and keep indemnified the Client, its officers, employees and agents against all actions, claims, demands, reasonable costs, charges and reasonable expenses incurred by or made against the Client, its officers, employees or agents arising out of or in connection with any services provided under any Purchase Order asserting that they are an employee of the Client or otherwise alleging any breach of any employment related legislation except where such claim arises as a result of any breach of obligations (whether contractual, statutory, at common law or otherwise).

#### 4. MATERIAL BREACH

- 4.1. If the Supplier:-

does not, in the reasonable opinion of the Client Representative have the skills and experience required for the role of Supplier; or

fails to follow reasonable instructions given by the Client's Representative in the course of his or her work for the Client; or

presents, in the reasonable opinion of the Client's Representative, a risk to security; or

presents, in the reasonable opinion of the Client's Representative, a risk to the reputation of Her Majesty's Government; or

in the reasonable opinion of the Client's Representative is in some other ways unsuitable for to which he has been assigned pursuant to any Purchase Order;

then the Client may serve a notice on the Supplier requesting that the Supplier immediately cease activities under any Purchase Order.

- 4.2. Upon receipt of a notice under Clause 4.1 the Supplier shall immediately cease all activities in connection with the Client's instructions.
- 4.3. Notwithstanding the foregoing, the Client may, at any time, deny access to the Client's or its associates' premises without giving any reason for doing so.
- 4.4. Any activities performed prior to cessation under 4.1 shall be reimbursed on a *quantum meruit* basis.

#### 5. NON-SOLICITATION

The parties agree that during the term of the appointment as described in any Purchase Order and for a period of twelve (12) months thereafter, they will not, whether directly or indirectly, solicit with a view to offering employment the other party and/or its employees or consultants. In the event that either party breaches this Clause, the defaulting party shall pay to the affected party all unavoidable and

reasonable costs incurred by the affected party including but not limited to a sum equal to the gross salary of the employee or the consultant due under any relevant notice. This Clause shall not restrict either party from appointing any person, whether employee or consultant of the other or not, who has applied in response to an advertisement properly and publicly placed in the normal course of business.

## 6. PARTIES RESPONSIBILITIES & OBLIGATIONS

The responsibilities for the Parties are set out in [Schedules 2 and 3](#)

## 7. CHARGES FOR ORDERED SERVICES

- 7.1. All engagements of the Supplier by the Client, of whatever nature, under the terms of the Agreement must be confirmed by means of a Purchase Order before commencement of the work.
- 7.2. All Charges on any Purchase Order placed under the terms and conditions of this Contract shall utilise the rates as per [Schedule 4](#) as their basis.
- 7.3. In consideration of the performance of the Ordered Services in accordance with this Contract, the Client shall pay the Charges in accordance with the Invoicing Procedure.
- 7.4. Payment shall be made within thirty (30) days of receipt by the Client (at its nominated address for invoices) of a valid invoice (which shall be issued in arrears) from the Supplier.
- 7.5. The Charges are exclusive of Value Added Tax. The Client shall pay the Value Added Tax on the Charges at the rate and in the manner prescribed by law, from time to time.
- 7.6. "VAT on VAT" Prevention:

The Supplier shall not invoice, nor shall the Client be responsible for, any "VAT on VAT" payment. For the avoidance of doubt, in the event that:

- a) the Supplier has incurred expenditure for goods or services from a third party provider in respect of which the Supplier is entitled to reimbursement by the Client under the Contract; and
  - b) the third party provider with whom the expenditure has been incurred has charged the Supplier UK VAT on the price of the relevant goods or services;
- 7.7. Interest shall be payable on any late payments under the Contract in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

- 7.8. The Supplier shall follow the Purchase Order and Invoice process as set out in Schedule 5. All invoices must reference the duly authorised Purchase Order number. Any invoices which do not reference the Purchase Order number shall be returned as unacceptable.
- 7.9. The Supplier shall continuously indemnify the Client against any liability, including any interest, penalties or reasonable costs incurred which is levied, demanded or assessed on the Client at any time in respect of the Supplier's failure to account for or to pay any Value Added Tax relating to payments made to the Supplier under this Contract. Any amounts due under this Clause 7.8 shall be paid in cleared funds by the Supplier to the relevant Agency not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Client.
- 7.10. The Supplier shall accept the Government Procurement Card (GPC) as a means of payment for Ordered Services where GPC is agreed with the Client to be a suitable means of payment.
- 7.11. The Supplier shall accept payment electronically via the Banks Automated Clearing Service (BACS).
- 7.12. Euro

In the event that the United Kingdom joins the Economic and Monetary Union (and provided always that the exchange rate for conversion between Sterling and the Euro has been fixed), the Client shall at any time thereafter upon three (3) Months notice to the Supplier, be entitled to require the Supplier at no additional charge to convert the Charges from Sterling into Euros (in accordance with EC Regulation number 1103/97). The Supplier shall thereafter submit valid invoices denominated in Euros.

7.13. Efficiency

The Supplier shall be obliged at all times to seek to improve its efficiency in providing Services to the Client and to review the level of Charges in light of possible efficiency gains. Where such improved efficiency is achieved the Supplier shall propose a reduction in the level of Charges and effect such reduction by agreement with the Client.

## **8. AMENDMENTS and VARIATIONS TO THIS CONTRACT**

No amendment to the provisions of this Contract or Special Terms specified in any Purchase Order shall be effective unless agreed in writing on a Variation form by both parties. Any increases in scope or value shall be the subject of separate negotiation but shall, in any event, be upon no less favourable terms than those contained herein.

## **9. COMMUNICATIONS**

Except as otherwise expressly provided, no communication from one party to the other shall have any validity unless made in writing; nor shall any amendment to any Purchase Order be effected unless made by a duly authorised Purchase Order revision/Contract Variation.

## 10. TERM AND TERMINATION

- 10.1. This Contract shall take effect from the agreed start date and shall terminate when all requirements are satisfied.
- 10.2. The contract shall be subject to termination for convenience by either party subject to three months notice.
- 10.3. The Client may at any time by notice in writing terminate any Purchase Order, or a part thereof, at 20 days notice without charge. Terminations at less than 20 days notice shall be subject to the Supplier's standard terms and conditions

## 11. CONSEQUENCES OF TERMINATION AND EXPIRY

- 11.1. In the event of termination in accordance with Clauses 10.2 or 10.3 the Client shall reimburse the Supplier any Charges incurred prior to termination which are wholly, reasonably and properly chargeable by the Supplier in connection with the Contract. The Client shall not be liable to pay any severance payment or compensation to the Supplier for loss of profits suffered as a result of the termination. Determination of such Charges shall be on a *quantum meruit* basis.
- 11.2. Termination, or partial termination, or expiry in accordance with Clause 10 shall not prejudice or affect any right of action or remedy that shall have accrued or shall thereafter accrue to either party.
- 11.3. In the event of termination of the Contract for any reason:
- a) the Supplier shall return to the Client all Client Property and all Client Data and other items belonging to the Client in its possession;
  - b) subject to the payment of the appropriate portion for work completed, the Supplier shall provide the Client with a copy of all work undertaken to date (whether completed or not). and
  - c) Upon expiry or termination for any reason, the Supplier shall render reasonable assistance to the Client (and any third parties appointed by the Client) if requested, to the extent necessary to effect an orderly cessation of the Services.

## 12. WARRANTIES AND REPRESENTATIONS

12.1. The Supplier warrants and represents that:

- a) it has full capacity and all necessary consents to enter into and to perform the duties as specified herein;

- b) this Contract shall be performed in compliance with all applicable laws, enactments, orders, regulations and other similar instruments as amended from time to time;
- c) the Supplier warrants that the Ordered Services shall be provided and carried out by appropriately experienced, qualified and trained personnel with all due skill, care and diligence;
- d) it shall discharge its obligations hereunder with all due skill, care and diligence including good industry practice and (without limiting the generality of this Clause 12, in accordance with its own established internal procedures;
- e) it owns, has obtained or shall obtain valid licences for all Intellectual Property Rights that are necessary for the performance of this Contract and the use of the Ordered Services by the Client;
- f) it has taken and shall continue to take all reasonable steps, in accordance with good industry practice, to prevent the introduction, creation or propagation of any disruptive element (including any virus, worm and/or trojan horse) onto the Ordered Service and into systems, data, software or Confidential Information (held in electronic form) owned by or under the control of, or used by, the Client;
- g) it shall take all reasonable measures to avoid any and all data loss and data corruption during the provision of the Ordered Services in accordance with good industry practice;

### **13. LIMITATION OF LIABILITY**

13.1. Neither the Client nor the Supplier excludes or limits liability to the other for death or personal injury arising from its negligence or any breach of any obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982 or for fraud or fraudulent misrepresentation.

13.2. Nothing in this Clause 13 shall be taken as limiting the liability of the Supplier in respect of Clause 14, Clause 15, and Clause 16.

13.3. In respect of any claims of liability arising out of the willful default of the Supplier, its employees, servants, the Supplier will have unlimited liability for all reasonably foreseeable loss suffered by the Client as a result of such act, omission or event giving rise to the claim.

13.4. Subject always to the provisions of Clauses 13.1, 13.2 and 13.3, the aggregate liability of the Client and the Supplier for each Year for all Defaults whether arising under contract, tort (including negligence) or otherwise in connection with this Contract shall in no event exceed whichever is the greater of Five hundred thousand pounds or a sum equivalent to one hundred and twenty five percent (125%) of the total charges paid or payable to the Supplier under all contracts entered into during a twelve (12) Month period specified by the claiming party, such twelve (12) Month period including the date on which at least one such Default arose.

13.5. Subject always to the provisions of Clauses 13.1, 13.2 and 13.3, in no event shall either the Client or the Supplier be liable to the other for:

- a) indirect or consequential loss or damage; and/or
- b) loss of profits, business, revenue, goodwill or anticipated savings.

13.6. Subject always to the provisions of Clauses 13.1, 13.2 and 13.3, and 13.4, , the provisions of Clause 13.5 shall not be taken as limiting the right of either the Client or the Supplier to claim from the other for:

- a) reasonable additional operational and administrative costs and expenses;
- b) any reasonable costs or expenses rendered nugatory; and
- c) damage due to the loss of data, but only to the extent that such losses relate to the costs of working around any loss of data and the direct costs of recovering or reconstructing such data,

resulting directly from the Default of the other party.

13.7. The Client and the Supplier expressly agree that should any limitation or provision contained in this Clause 13 be held to be invalid under any applicable statute or rule of law it shall to that extent be deemed omitted, but if any either of them thereby becomes liable for loss or damage which would otherwise have been excluded such liability shall be subject to the other limitations and provisions set out herein.

#### **14. DATA PROTECTION**

14.1. The Supplier shall comply at all times with the Data Protection Requirements and shall not perform its obligations under this Contract in such a way as to cause the Client to breach any of its applicable obligations under the Data Protection Requirements.

14.2. The Supplier shall be liable for and shall indemnify (and keep indemnified) the Client against each and every action, proceeding, liability, reasonable cost, claim, loss, reasonable expense (including reasonable legal fees and disbursements on a solicitor and Agency basis) and demand incurred by the Client which arise directly or in connection with the Supplier's data processing activities under this Contract, including without limitation those arising out of any third party demand, claim or action, or any breach of contract, negligence, fraud, willful misconduct, breach of statutory duty or non-compliance with any part of the Data Protection Requirements by the Supplier or its employees, servants, agents or Sub-Contractors.

## **15. INTELLECTUAL PROPERTY RIGHTS**

15.1. Save as granted under this Contract, neither the Client nor the Supplier shall acquire any right, title or interest in the other's Pre-Existing Intellectual Property Rights respectively save that each party hereby grants a licence to the other party to use its Pre-Existing Intellectual Property Rights to the extent necessary to perform its obligations under this Contract.

15.2. All Intellectual Property Rights that are created by the Supplier in the provision of the Services to the Client shall be proprietary to and owned by the Client and the Supplier shall enter into such documentation and perform such acts as the Client shall request to properly vest such Intellectual Property Rights in the Client. Accordingly the Supplier hereby assigns (by way of present assignment of future intellectual property rights) all such Intellectual Property Rights.

15.3. The Supplier shall procure that the provision of the Ordered Services shall not infringe any Intellectual Property Rights of any third party.

15.4. The Supplier shall indemnify the Client against all claims, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and Agency basis), losses and damages arising from or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right in connection with the provision of the Ordered Services, except to the extent that such liabilities have resulted directly from the Client failure properly to observe its obligations under this Clause 15.

15.5. Each of the parties shall notify the other if it receives notice of any claim or potential claim relating to the other party's Pre-Existing Intellectual Property Rights

## **16. CONFIDENTIALITY**

16.1. Without prejudice to the application of the Official Secrets Acts 1911 to 1989 to any Confidential Information, the Client and the Supplier acknowledge that any Confidential Information originating from:

- a) the Client, its servants or agents is the property of the Client; and
- b) the Supplier, its employees, servants or agents is the property of the Supplier.

16.2. The Supplier and the Client shall procure that:

- a) any person employed or engaged by them (in connection with this Contract in the course of such employment or engagement) shall only use Confidential Information for the purposes of this Contract;
- b) any person employed or engaged by them in connection with this Contract shall not, in the course of such employment or engagement, disclose any Confidential Information to any third party without the prior written consent of the other party;
- c) they shall take all necessary precautions to ensure that all Confidential Information is treated as confidential and not disclosed (save as aforesaid) or used other than for the purposes of this Contract by their employees, servants, agents or Sub-Contractors; and
- d) without prejudice to the generality of the foregoing neither the Client nor the Supplier nor any person engaged by them whether as a servant or a consultant or otherwise shall use the Confidential Information for the solicitation of business from the other or from any third party.

16.3. The provisions of Clause 16.1 and Clause 16.2 shall not apply to any information which:

- a) is or becomes public knowledge other than by breach of this Clause 16; or
- b) is in the possession of the recipient without restriction in relation to disclosure before the date of receipt from the disclosing party; or
- c) is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure; or
- d) is independently developed without access to the Confidential Information; or
- e) must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the party making the disclosure, including any requirements for disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.
- f) is required to be disclosed by a competent regulatory Agency (including the Law Society or Solicitors Disciplinary Tribunal) or pursuant to any applicable rules of professional conduct.

16.4. Nothing in this Clause 16 shall be deemed or construed to prevent the Client from disclosing any Confidential Information obtained from the Supplier:

- a) to any other department, office or agency of Her Majesty's Government ("Crown Bodies"), provided that the Client has required that such information is treated as confidential by such Crown Bodies and their servants, including, where appropriate, requiring servants to enter into a confidentiality agreement prior to disclosure of the Confidential Information and the Client shall have no further liability for breach of confidentiality in respect of the departments, offices and agencies. All Crown Bodies in receipt of such Confidential Information shall be considered as parties to this Contract within Section 1(1) of the Contracts (Rights of Third Parties) Act 1999 for the purpose only of being entitled to further disclose the Confidential Information to other Crown Bodies on such terms; and
- b) to any consultant, contractor or other person engaged by the Client in connection herewith, provided that the Client shall have required that such information be treated as confidential by such consultant, contractor or other person, together with their servants including, where appropriate, requiring servants to enter into a confidentiality agreement prior to disclosure of the Confidential Information and the Client shall have no further liability for breach of confidentiality in respect of consultants, contractors or other people.

16.5. The Supplier shall, prior to commencing any work, enter into a confidentiality undertaking in the form set out in [Schedule 7](#).

16.6. If required by the Client, the Supplier shall procure that any of its Staff or associates enters into a confidentiality undertaking in the form set out in [Schedule 7](#) or such alternative form as the Client may substitute from time to time

16.7. Nothing in this Clause 16 shall prevent the Supplier or the Client from using data Processing techniques, ideas and know-how gained during the performance of this Contract in the furtherance of its normal business, to the extent that this does not relate to a disclosure of Confidential Information or an infringement by the Client or the Supplier of any Intellectual Property Rights.

## 17. PUBLICITY

17.1. The Supplier shall not make any press announcements or publicise this Contract in any way without the Client's prior written consent.

17.2. Notwithstanding the provisions of Clause 17.1, the Supplier shall be entitled to make any announcement required by any securities exchange or regulatory Agency or government body to which it subscribes whether or not the requirement has the force of law.

## 18. DISPUTE RESOLUTION

18.1. Subject to the provisions of Clause 18.2, any dispute arising under, or in connection with this Contract shall be dealt with in accordance with this Clause 18, and neither the Client nor the Supplier shall be entitled to commence or pursue any legal proceedings under the jurisdiction of the courts in connection with any such dispute, until the procedures set out in this Clause 18 have been exhausted.

18.2. Clause 18.1 shall be without prejudice to the rights of termination stated in [Clause 10](#) and in addition shall not prevent the Client or the Supplier from applying for injunctive relief in the case of:

- a) breach or threatened breach of confidentiality;
- b) infringement or threatened infringement of its Intellectual Property Rights;  
or
- c) Infringement or threatened infringement of the Intellectual Property Rights of a third party, where such infringement could expose the Client or the Supplier to liability.

18.3. All disputes between the Client and the Supplier arising out of or relating to any Purchase Order shall be referred by Client's Representative or the nominated head of the Supplier's Accountant Management Team to the other for resolution.

18.4. If any dispute cannot be resolved pursuant to the provisions of Clause 18.3 within ten (10) Working Days either party may refer the dispute to the Client's Head of Procurement for resolution.

18.5. If any dispute cannot be resolved pursuant to the provisions of Clause 18.4 within ten (10) Working Days, then either party may refer the dispute to mediation and if necessary thereafter to the courts in accordance with the provisions of [Schedule 6](#).

## 19. INSURANCE

19.1. The Supplier shall effect and maintain policies of insurance to provide a level of cover sufficient for all risks which may be incurred by the Supplier under this Contract, including death or personal injury, or loss of or damage to property.

19.2. The Supplier shall hold employer's liability insurance in respect of its employees in accordance with any legal requirement for the time being in force.

19.3. The Supplier shall produce to the Client's Representative, within five (5) Working Days of request, copies of all insurance policies referred to in Clause 19.1 and Clause 19.2 or such other evidence as agreed between the Client and the Supplier that will confirm the extent of the cover given by those policies, together with receipts or other evidence of payment of the latest premiums due under those policies.

19.4. The terms of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under this Contract. It shall be the responsibility of the Supplier to ensure that the amount of insurance cover is adequate to enable it to satisfy all its potential liabilities subject to the limit of liability specified in [Clause 13](#) of this Contract.

## 20. RECOVERY OF SUMS DUE

20.1. The Client shall be permitted to deduct and withhold from any sum due to the Supplier under this Contract any sum of money due from the Supplier under either:

- a) this Contract;
- b) any other agreement between the Supplier and the Client;

provided that the terms of such other agreement provide for sums of money due from the Supplier under that agreement to be recovered by way of a deduction from sums of money due to the Supplier under this Contract (albeit that this Contract may not be referenced specifically under that agreement).

## 21. STATUTORY REQUIREMENTS

21.1. The Supplier shall notify the Client of all statutory provisions and approved safety standards applicable to the Ordered Services and their provision and shall be responsible for obtaining all licences, consents or permits required for the performance of this Contract.

21.2. The Supplier shall inform the Client if the Ordered Services are hazardous to health or safety and of the precautions that should be taken in respect thereto.

21.3. The Supplier shall, and shall ensure that its personnel, agents and Sub-Contractors, take all measures necessary to comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to those involved in the performance of this Contract.

## 22. STATUTORY INVALIDITY

The Client and the Supplier expressly agree that should any limitation or provision contained in this Contract be held to be invalid under any particular statute or law, or any rule, regulation or bye-law having the force of law, it shall to that extent be deemed to be omitted but, if either the Client or the Supplier thereby becomes liable for loss or damage which would have otherwise been excluded, such liability shall be subject to the other limitations and provisions set out herein.

## 23. ENVIRONMENTAL REQUIREMENTS

23.1. The Supplier shall comply in all material respects with all applicable environmental laws and regulations in force from time to time in relation to the Services. Without prejudice to the generality of the foregoing, the Supplier shall promptly provide all such information regarding the environmental impact of the Services as may reasonably be requested by the Client.

23.2. The Supplier shall meet all reasonable requests by the Client for information evidencing compliance with the provisions of this Clause 23 by the Supplier.

## **24. DISCRIMINATION**

24.1. The Supplier shall not unlawfully discriminate either directly or indirectly on such grounds as race, colour, ethnic or national origin, disability, sex or sexual orientation, religion or belief, or age and without prejudice to the generality of the foregoing the Supplier shall not unlawfully discriminate within the meaning and scope of the Equality Act 2010, the Human Rights Act 1998 or other relevant or equivalent legislation, or any statutory modification or re-enactment thereof. The Supplier shall take all reasonable steps to secure the observance of this Clause by all Staff.

24.2. The Supplier shall take all reasonable steps to secure the observance of the provisions of Clause 24.1 by any Sub-Contractor(s) employed in the execution of this Contract.

## **25. SUPPLIER'S SUITABILITY**

25.1. The Client reserves the right under this Contract to refuse to admit to any premises occupied by or on behalf of the Client the Supplier, whose admission has become, in the opinion of the Client, undesirable.

25.2. If the Supplier shall fail to comply with Clause 25.1 and if the Client (whose decision shall be final and conclusive) shall decide that such failure is prejudicial to the interests of the State and if the Supplier does not comply with the provisions of Clause 25.1 within a reasonable time of written notice so to do, then the Client may terminate the any Purchase Order provided always that such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Client.

## **26. OFFICIAL SECRETS ACTS**

The Supplier shall take all reasonable steps to ensure that he and all people employed by him or his agents and Sub-Contractors in connection with this Contract are aware of the Official Secrets Act 1989 and where appropriate, with the provisions of the Atomic Energy Act 1946, and that these Acts apply to them during the execution of this Contract and after the expiry or termination of this Contract.

## **27. CORRUPT GIFTS AND PAYMENTS OF COMMISSION**

27.1. The Supplier shall not:

- a) offer or give or agree to give any person in Her Majesty's Service any gift or consideration of any kind as an inducement or reward for doing, forbearing to do, or for having done or forborne to do any act in relation to the obtaining or execution of this Contract or any other contract for Her Majesty's Service or for showing favour or disfavour to any person in relation to this or any other contract for Her Majesty's Service;
- b) enter into this Contract or any other contract with a person in Her Majesty's Service in connection with which commission has been paid or agreed to be paid by him or on his behalf, or to his knowledge, unless before this Contract are accepted, made particulars of any such commission and of the terms and conditions of any agreement for the payment thereof have been disclosed in writing to the Client.

27.2. Any breach of Clause 27.1 by the Supplier or by anyone employed by him or acting on his behalf (whether with or without the knowledge of the Supplier) or the commission of any offence by the Supplier or by anyone employed by him or acting on his behalf under the Prevention of Corruption Acts 1889 to 1916, in relation to this Contract or any other contract with Her Majesty's Service shall entitle the Client to terminate any Purchase Order and recover from the Supplier the amount of any direct loss resulting from such termination and/or to recover from the Supplier the amount or value of any such gift, consideration or commission.

27.3. Any dispute, difference or question arising in respect of the interpretation of this Clause 27, the right of the Client to terminate any Purchase Order or the amount or value of any such gift, consideration or commission shall be decided by the Client, whose decision shall be final and conclusive.

27.4. Either Party may terminate this contract and recover all its losses if the other Party, their employees or anyone acting on their behalf:

- a. Corruptly offers, gives or agrees to give to anyone any inducement or reward in respect of this Contract; or
- b. Commits an offence under the Bribery Act 2010.

## **28. TRANSFER AND SUB-CONTRACTING**

28.1. Sub-contracting will be allowed, subject to written authorisation from the Client.

28.2. The Client shall be entitled to nominate sub-contractors at its discretion.

28.3. The Supplier shall be entitled to Sub-Contract its obligations under this Contract, or any resultant Purchase Order, solely with the express permission of the Client Representative; such permission shall not be unreasonably withheld.

28.4. Any sub-contract must allow for full disclosure under 'transparency' requirements.

28.5. The Client shall be entitled to assign or otherwise dispose of its rights and obligations under this Contract and/or any relevant Purchase Order to any other body (including any private sector body) which substantially performs any of the functions that previously had been performed by the Client.

## **29. RIGHTS OF THIRD PARTIES**

29.1. To the extent that this Contract are expressed to confer rights or benefits on a party who is not a party to this Contract, that party shall by virtue of the Contracts (Rights of Third Parties) Act 1999, be entitled to enforce those rights as if it was a party to this Contract. For the avoidance of doubt the consent of any person other than the Client (or the Supplier, as the case may be) is not required to vary or terminate this Contract.

29.2. Except as provided in Clause 29.1, a person who is not a party to this Contract shall have no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Contract. This Clause 29.2 does not affect any right or remedy of any person that exists or is available otherwise than pursuant to that Act.

## **30. CLIENT PROPERTY**

30.1. All Client Property shall remain the property of the Client and shall be used only for the purposes of the Contract.

30.2. The Supplier undertakes the safe custody of and the due return of all Client Property and shall be responsible for all reasonably foreseeable loss thereof from whatever cause and shall indemnify the Client against such loss.

30.3. Neither the Supplier, nor any Subcontractor nor any other person shall have a lien on any Client Property for any sum due to the Supplier, Subcontractor or other person and the Supplier shall take all reasonable steps to ensure that the title of the Client and the exclusion of any such lien are brought to the notice of all Subcontractors and other persons dealing with any Client Property

## **31. SEVERABILITY**

Subject to the provisions of [Clause 22](#), if any provision of this Contract is held invalid, illegal or unenforceable for any reason, such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if this Contract had been accepted with the invalid provision eliminated. In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purpose of this Contract, the Client and the Supplier shall immediately commence good faith negotiations to remedy such invalidity.

## **32. FREEDOM OF INFORMATION**

32.1. The Supplier acknowledges that the Client is subject to the requirements of the Code of Practice on Government Information, FOIA and the Environmental Information Regulations and shall assist and cooperate with the Client to enable the Client to comply with its Information disclosure obligations.

32.2. The Supplier shall, and shall procure that its Sub-contractors shall:

- transfer to the Client all Requests for Information that it receives as soon as practicable and in any event within two Working Days of receiving a Request for Information;
- provide the Client with a copy of all Information in its possession, or power in the form that the Client requires within five Working Days (or such other period as the Client may specify) of the Client's request; and
- provide all necessary assistance as reasonably requested by the Client to enable the Client to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.

32.3. The Client shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Contract or any other contract whether the Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the provisions of the Code of Practice on Government Information, FOIA or the Environmental Information Regulations.

32.4. In no event shall the Supplier respond directly to a Request for Information unless expressly authorised to do so by the Client.

32.5. The Supplier acknowledges that (notwithstanding the provisions of [Clause 42 – Transparency](#), the Client may, be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Supplier or the Services:

- in certain circumstances without consulting the Supplier; or
- following consultation with the Supplier and having taken their views into account;

provided always that where [reference] applies the Client shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Supplier advanced notice, or failing that, to draw the disclosure to the Supplier's attention after any such disclosure.

32.6. The Supplier shall ensure that all Information is retained for disclosure and shall permit the Client to inspect such records as requested from time to time.

32.7. The Supplier acknowledges that the Commercially Sensitive Information listed in [Schedule 9](#) (if any) is of indicative value only and that the Client may be obliged to disclose it in accordance with [clause 32](#).

**33. FORCE MAJEURE**

- 33.1. For the purposes of this Contract the expression "Force Majeure" shall mean any cause affecting the performance by either the Client or the Supplier of its obligations arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control including (but without limiting the generality thereof) governmental regulations, fire, flood, or any disaster or an industrial dispute affecting a third party for which a substitute third party is not reasonably available. Any act, event, omission, happening or non-happening will only be considered Force Majeure if it is not attributable to the willful act, neglect or failure to take reasonable precautions of the affected party, its employees, servants or agents or the failure of either the Client or the Supplier to perform its obligations under any Purchase Order.
- 33.2. It is expressly agreed that any failure by the Supplier to perform or any delay by the Supplier in performing its obligations under any Purchase Order which results from any failure or delay in the performance of its obligations by any person, firm or company with which the Supplier shall have entered into any contract, supply arrangement or Sub-Contract or otherwise shall be regarded as a failure or delay due to Force Majeure only in the event that such person firm or company shall itself be prevented from or delayed in complying with its obligations under such Purchase Order, supply arrangement or Sub-Contract or otherwise as a result of circumstances of Force Majeure.
- 33.3. Both the Client and the Supplier agree that any acts, events, omissions, happenings or non-happenings resulting from the adoption of the Euro by the United Kingdom government shall not be considered to constitute Force Majeure under this Contract.
- 33.4. Neither the Client nor the Supplier shall in any circumstances be liable to the other for any loss of any kind whatsoever including but not limited to any damages or abatement of Charges whether directly or indirectly caused to or incurred by the other party by reason of any failure or delay in the performance of its obligations which is due to Force Majeure. Notwithstanding the foregoing, both the Client and the Supplier shall use all reasonable endeavors to continue to perform, or resume performance of, (and having resumed to catch up to the required level of performance existing immediately prior to the Force Majeure event), such obligations hereunder for the duration of such Force Majeure event.
- 33.5. If either the Client or the Supplier become aware of circumstances of Force Majeure which give rise to or which are likely to give rise to any such failure or delay on its part it shall forthwith notify the other by the most expeditious method then available and shall inform the other of the period which it is estimated that such failure or delay shall continue.
- 33.6. It is hereby expressly declared that the only events that shall afford relief from liability for failure or delay shall be any event qualifying for Force Majeure hereunder.

### **34. LEGISLATIVE CHANGE**

- 34.1. The Supplier shall bear the cost of ensuring that the Ordered Services shall comply with all applicable statutes, enactments, orders, regulations or other similar instruments and any amendments thereto, except where any such amendment could not reasonably have been foreseen by the Supplier at the date hereof.
- 34.2. Where such reasonably unforeseeable amendments are necessary, the Client and the Supplier shall use all reasonable endeavors to agree upon reasonable adjustments to the Charges as may be necessary to compensate the Supplier for such additional costs as are both reasonably and necessarily incurred by the Supplier in accommodating such amendments.

### **35. CONFLICTS OF INTEREST**

The Supplier shall disclose to the Client's Representative as soon as is reasonably practical after becoming aware of any actual or potential conflict of interest relating to provision of the Services by the Supplier or any event or matter (including without limitation its reputation and standing) of which it is aware or anticipates may justify the Client taking action to protect its interests.

### **36. ASSIGNED STAFF**

- 36.1. As soon as the Supplier becomes aware of any intended changes to the Account Management Team, they shall inform the Client Representative.
- 36.2. The Client may require the Supplier to attend a meeting and/or submit written notification of the steps it intends to take to mitigate any issues which may result from such changes.

### **37. INVESTIGATIONS**

The Supplier shall immediately notify the Client Representative in writing if any investigations are instituted into the affairs of the Supplier, its partners or key managers under the Companies, Financial Services or Banking Acts, or in the event of any police or Serious Fraud Office enquiries, enquires into possible fraud, any involvement in DTI investigations or any investigations by the Office for the Supervision of Solicitors which might result in public criticism of the Supplier.

### **38. STATUTORY AUDITORS' ACCESS**

For the purposes of the examination and certification of the Client accounts or any examination, pursuant if appropriate to Section 6(1) of the National Audit Act 1983 or any re-enactment thereof, or pursuant to any equivalent legislation, of the economy, efficiency and effectiveness with which the Client has used its resources, the Client's statutory auditors may examine such documents as they may reasonably require which are owned, held or otherwise within the control of the Supplier and may require the Supplier to produce such oral or written explanations as they consider necessary. For the avoidance of doubt it is hereby declared that the carrying out of an examination, if appropriate, under section 6(3) (d) of the National Audit Act 1983 or any re-enactment thereof, or under any equivalent legislation, in relation to the Supplier is not a function exercisable under this clause 38.

### **39. ELECTRONIC INSTRUCTION**

The Supplier shall use its reasonable endeavors to interface with any system introduced by the Client for issuing electronic instructions, in particular the FSA's Purchase Order system, and to accept such instruction.

### **40. WAIVER**

40.1. The failure of the Supplier or the Client to insist upon strict performance of any provision of this Contract or to exercise any right or remedy to which it is entitled hereunder, shall not constitute a waiver thereof and shall not cause a diminution of the obligations established by this Contract.

40.2. A waiver of any default shall not constitute a waiver of any other default.

40.3. No waiver of any of the provisions of this Contract shall be effective unless it is expressed to be a waiver communicated by notice, in accordance with the provisions of [Clause 9](#).

### **41. LAW AND JURISDICTION**

Subject to the provisions of [Clause 18](#), the Client and the Supplier accept the exclusive jurisdiction of the English and Welsh courts and agree that this Contract is to be governed by and construed according to the law of England and Wales.

### **42. TRANSPARENCY**

42.1. The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of these Terms and Conditions and any Purchase Order is not Confidential Information.

42.2. The Client shall be responsible for determining in its absolute discretion whether any content of any Purchase Order is exempt from disclosure in accordance with the provisions of the FOIA. Notwithstanding any other term of these Terms and Conditions, the Supplier gives his consent for the Client to publish any Contract or Purchase Order in its entirety, (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), to the general public.

42.3. The Client may consult with the Supplier to inform its decision regarding any redactions but the Client shall have the final decision in its absolute discretion.

#### 43. SECURITY PROVISIONS

##### Supplier Personnel – Staffing Security

43.1 The Supplier shall comply with the staff vetting procedures in respect of all Supplier Personnel employed or engaged in the provision of the Services. The Supplier confirms that all Supplier Personnel employed or engaged by the Supplier at the Effective Date were vetted and recruited on such a basis that is equivalent to and no less strict than the Staff Vetting procedures as laid out by Cabinet Office: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/200551/HMG\\_Baseline\\_Personnel\\_Security\\_Standard\\_V3\\_2\\_Apr-2013.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/200551/HMG_Baseline_Personnel_Security_Standard_V3_2_Apr-2013.pdf)

43.2 The Supplier shall provide training on a continuing basis for all Supplier Personnel employed or engaged in the provision of the Services in compliance with the Security Policy – Table of Policies – See Annex D.

43.3 The Supplier agrees to conform to the below standards as directed by the Client:

##### Baseline Standard

- a) The **Baseline Standard** is not a formal security clearance but aims to provide an appropriate level of assurance as to the trustworthiness, integrity and probable reliability of prospective **Suppliers** and/or their **Staff**.
- b) It should be applied to all private sector **Employees** working on government **Contracts** (e.g. **Suppliers** and consultants), who require access to the **Agency's** premises, or knowledge or custody of, government assets protectively marked up to and including CONFIDENTIAL.
- c) The outcome of checks should be recorded on the **Baseline Standard Verification Record**. This will be carried out by the **Agency's Representative**.

##### Enhanced Baseline Standard

Some **Contracts** may require the **Baseline Standard** to be supplemented with additional checks (e.g. a Criminal Record Check (including spent convictions) or a Credit Worthiness Check). A Criminal Record Check could take up to 2 **Weeks** to process.

43.4 The Baseline Standard comprises verification of the following four main elements:  
a) Identity

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- b) Employment history (past 3 years)
- c) Nationality and Immigration Status
- d) Criminal record (unspent convictions only)

43.5 Additionally, contractors and their staff are required to give a reasonable account of any significant periods (6 months or more in the past 3 years) of time spent abroad.

43.6 Verification of identity is essential before any individual can begin working on the Client's premises or have access to assets/documents as described above. Before a contract is awarded contractors and their staff who will work on the Client's premises or have access to assets/documents as described above will be asked to provide the following:

- a) Confirmation of name, date of birth and address. (ID should be corroborated by original documents i.e. full passport, national ID card, current UK full driving license, birth certificate, bank correspondence or utility bills.)
- b) National insurance number or other unique personal identifying number where appropriate.
- c) Full details of previous employers (name, address and dates), over the past 3 years.
- d) Confirmation of any necessary qualifications/licences.
- e) Educational details and references where someone is new to the workforce.
- f) Confirmation of permission to work in the UK if appropriate.

43.7 Client Data

- a) The Supplier shall not delete or remove any proprietary notices contained within or relating to the Client Data.
- b) The Supplier shall not store, copy, disclose, or use the Client Data except as necessary for the performance by the Supplier of its obligations under this Contract or as otherwise expressly authorised in writing by the Client.

43.8 To the extent that Client Data is held and/or processed by the Supplier, the Supplier shall supply that Client Data to the Client as requested by the Client in the format specified herein:

43.9 The Supplier shall take responsibility for preserving the integrity of Client Data and preventing the corruption or loss of Client Data.

43.10 The Supplier shall perform secure back-ups of all Client Data and shall ensure that up-to-date back-ups are stored off-site in accordance with the Business Continuity

and Disaster Recovery Plan. The Supplier shall ensure that such back-ups are available to the Client at all times upon request and are delivered to the Client at no less than monthly intervals.

- 43.11 The Supplier shall ensure that any system on which the Supplier holds any Client Data, including back-up data, is a secure system that complies with the Security Policy.
- 43.12 If the Client Data is corrupted, lost or sufficiently degraded as a result of the Supplier's Default so as to be unusable, the Client may:
- require the Supplier (at the Supplier's expense) to restore or procure the restoration of Client Data to the extent and in accordance with the requirements specified in herein and the Supplier shall do so as soon as practicable but not later than two working days; and/or
  - itself restore or procure the restoration of Client Data, and shall be repaid by the Supplier any reasonable expenses incurred in doing so to the extent and in accordance with the requirements specified herein
- 43.13 If at any time the Supplier suspects or has reason to believe that Client Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Supplier shall notify the Client immediately and inform the Client of the remedial action the Supplier proposes to take.

#### **Protection of Personal Data**

- 43.14 With respect to the parties' rights and obligations under this Contract, the parties agree that the Client is the Data Controller and that the Supplier is the Data Processor. The Supplier shall:
- process the Personal Data only in accordance with instructions from the Client (which may be specific instructions or instructions of a general nature as set out in this Contract or as otherwise notified by the Client to the Supplier during the Term);
  - process the Personal Data only to the extent, and in such manner, as is necessary for the provision of the Services or as is required by Law or any Regulatory Body;
  - implement appropriate technical and organisational measures to protect the Personal Data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;
  - take reasonable steps to ensure the reliability of any Supplier Personnel who have access to the Personal Data;
  - obtain prior written consent from the Client in order to transfer the Personal Data to any Sub-suppliers or Affiliates for the provision of the Services;

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- ensure that all Supplier Personnel required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this clause 43;
- ensure that none of Supplier Personnel publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Client;
- notify the Client (within five Working Days) if it receives:
  - a request from a Data Subject to have access to that person's Personal Data; or
  - a complaint or request relating to the Client's obligations under the Data Protection Legislation;
- provide the Client with full cooperation and assistance in relation to any complaint or request made, including by:
  - providing the Client with full details of the complaint or request;
  - complying with a data access request within the relevant timescales set out in the Data Protection Legislation and in accordance with the Client's instructions;
  - providing the Client with any Personal Data it holds in relation to a Data Subject (within the timescales required by the Client); and
  - providing the Client with any information requested by the Client;
- permit the Client or the Client Representative (subject to reasonable and appropriate confidentiality undertakings), to inspect and audit, in accordance with clause 38 (Audits), the Supplier's data Processing activities (and/or those of its agents, subsidiaries and Sub-suppliers) and comply with all reasonable requests or directions by the Client to enable the Client to verify and/or procure that the Supplier is in full compliance with its obligations under this Contract;
- provide a written description of the technical and organisational methods employed by the Supplier for processing Personal Data (within the timescales required by the Client); and
- not Process Personal Data outside the European Economic Area without the prior written consent of the Client and, where the Client consents to a transfer, to comply with:
  - the obligations of a Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the Data Protection Act 1998 by providing an adequate level of protection to any Personal Data that is transferred; and
  - any reasonable instructions notified to it by the Client.

43.15 The Supplier shall comply at all times with the Data Protection Legislation and shall not perform its obligations under this Contract in such a way as to cause the Client to breach any of its applicable obligations under the Data Protection Legislation.

### **Confidentiality**

43.16 Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in this Contract, each party shall

- treat the other party's Confidential Information as confidential [and safeguard it accordingly]; and

- not disclose the other party's Confidential Information to any other person without the owner's prior written consent.

43.17 Clause 43.13 shall not apply to the extent that:

- such disclosure is a requirement of Law placed upon the party making the disclosure, including any requirements for disclosure under the FOIA, Code of Practice on Access to Government Information or the Environmental Information Regulations pursuant to clause 32 (Freedom of Information);
- such information was in the possession of the party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
- such information was obtained from a third party without obligation of confidentiality;
- such information was already in the public domain at the time of disclosure otherwise than by a breach of this Contract; or
- it is independently developed without access to the other party's Confidential Information.

43.18 The Supplier may only disclose the Client's Confidential Information to the Supplier Personnel who are directly involved in the provision of the Services and who need to know the information, and shall ensure that such Supplier Personnel are aware of and shall comply with these obligations as to confidentiality.

43.19 The Supplier shall not, and shall procure that the Supplier Personnel do not, use any of the Client's Confidential Information received otherwise than for the purposes of this Contract.

43.20 At the written request of the Client, the Supplier shall procure that those members of the Supplier Personnel identified in the Client's notice signs a confidentiality undertaking prior to commencing any work in accordance with this Contract.

43.21 Nothing in this Contract shall prevent the Client from disclosing the Supplier's Confidential Information:

- to other Crown Bodies or other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Crown Body or any Contracting Agency;
- to any consultant, supplier or other person engaged by the Client or any person conducting an Office of Government Commerce gateway review;
  - for the purpose of the examination and certification of the Client's accounts; or
  - for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Client has used its resources.

- 43.22 The Client shall use all reasonable endeavours to ensure that any government department, Contracting Agency, employee, third party or Sub-contractor to whom the Supplier's Confidential Information is disclosed pursuant to clause 43 is made aware of the Client's obligations of confidentiality.
- 43.23 Nothing in this clause 43 shall prevent either party from using any techniques, ideas or know-how gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of the other party's Confidential Information or an infringement of IPR.

### **Security Requirements**

- 43.24 The Supplier shall comply, and shall procure the compliance of the Supplier Personnel, with the Security Policy (see Table of Policies – See Annex D) and the Supplier shall ensure that the Security Plan produced by the Supplier fully complies with the Security Policy.
- 43.25 The Client shall notify the Supplier of any changes or proposed changes to the Security Policy.
- 43.26 If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the Services it may submit a Change Request. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Charges shall then be agreed in accordance with the Change Control Procedure.
- 43.27 Until and/or unless a change to the Charges is agreed by the Client pursuant to clause 43 the Supplier shall continue to perform the Services in accordance with its existing obligations.

### **Malicious Software**

- 43.28 The Supplier shall, as an enduring obligation throughout the Term, use the latest versions of anti-virus definitions available from an industry accepted anti-virus software vendor to check for and delete Malicious Software from the ICT Environment.
- 43.29 Notwithstanding clause 43, if Malicious Software is found, the parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Client Data, assist each other to mitigate any losses and to restore the Services to their desired operating efficiency.
- 43.30 Any cost arising out of the actions of the parties taken in compliance with the provisions of clause 43 shall be borne by the parties as follows.

- by the Supplier where the Malicious Software originates from the Supplier Software, the Third Party Software or the Client Data (whilst the Client Data was under the control of the Supplier); and
- by the Client if the Malicious Software originates from the Client Software or the Client Data (whilst the Client Data was under the control of the Client);

### **Warranties**

43.31 The Supplier warrants, represents and undertakes for the duration of the Term that all personnel used to provide the Services will be vetted in accordance with good industry practice and the Supplier's usual staff vetting procedures.

## **44. ACCEPTANCE TESTING IS NOT APPLICABLE**

44.1. The Supplier shall ensure that, prior to the delivery of any Deliverables which are specified in the Purchase Order as being subject to Acceptance Testing such Deliverables, it will have successfully completed its internal testing procedures. On provision of the Deliverables to the Client, the Supplier will provide to the Client a certificate confirming the successful completion of its internal testing procedures.

44.2. As soon as practicable after such provision of the Deliverables, the Client shall start to carry out Acceptance Testing of the Deliverables in accordance with the Acceptance Tests and the Client shall complete the Acceptance Tests and notify the Supplier of the results of the Acceptance Tests by the time specified in the Purchase Order. Any failure by the Client to communicate to the Supplier the results of the Acceptance Tests by the time ten (10) Business Days after the Acceptance Tests were due to complete as specified in the Purchase Order without completing the Acceptance Tests shall constitute deemed acceptance of such Deliverables. The Supplier shall provide the assistance in respect of such Acceptance Testing as set out in the Acceptance Tests for the duration set out in the Purchase Order and the Supplier shall be permitted to be present at such Acceptance Tests. In the event that the Acceptance Tests are not completed within the time period specified in the Purchase Order and the Supplier can demonstrate to the Client's reasonable satisfaction that such failure was a direct result of a breach of the Client's obligations under this Contract, the Client shall in respect of any further assistance that is provided by the Supplier in respect of the Acceptance Tests, pay for such assistance at the applicable rates set out in Schedule 4 save that any such charges must be approved by the Client in advance. The Supplier shall immediately notify the Client Representative in the event of any deemed acceptance under this clause 44.

44.3. If, in the reasonable opinion of the Client, the Deliverables meet all of the Acceptance Criteria, the Deliverables shall have passed their Acceptance Tests. Unless there is deemed acceptance of the Deliverables in accordance with clause 44.2, the only evidence of such acceptance shall be an acceptance certificate in a form acceptable to both parties. The Client shall notify the Supplier within ten (10) Business Days of completion of the Acceptance Tests whether or not the Deliverables have passed their Acceptance Tests.

44.4. If the Deliverables do not pass their Acceptance Tests, the Client shall provide the Supplier with written reasons for such failure. Except where the Acceptance Test Due Date has passed or passes prior to the Deliverables passing their Acceptance Tests (in which case clause 44.5 shall apply), the Supplier shall be given the opportunity to correct any errors in the Deliverables and resubmit them for Acceptance Testing in accordance with this clause 44. In such circumstances, this clause 43.4 shall also apply to such resubmission.

44.5. If the Deliverables have not passed their Acceptance Tests or are not deemed under clause 44.2 to have passed their Acceptance Tests by the Acceptance Test Due Date, the Client shall, at its sole option, have the following rights, save that if the Supplier can demonstrate to the Client's reasonable satisfaction that the delay is solely due to a breach by the Client of its obligations under this Contract, the Acceptance Test Due Date shall be extended by one (1) day in respect of each day of such delay:

- a) without prejudice to the Client's other rights and remedies, to accept by written notice such part of the Deliverables as the Client specifies in which case the Client, shall pay such amount to the Supplier as the Client reasonably believes reflects a fair and reasonable proportion of the Charges and the Client shall, at its sole option, elect in such notice whether the Supplier should no longer be required to provide the Services in respect of such Deliverables that are not so accepted; or
- b) to extend the Acceptance Test Due Date for such period as the Client may specify, in which case (but only if) the Acceptance Test Due Date is specified to be a Final Acceptance Test Due Date; or
- c) without prejudice to the Client's other rights and remedies, to terminate the appropriate Purchase Order without any cost and liability whatsoever, in which event the Client shall obtain a full refund from the Supplier of all Charges paid to the Supplier under the relevant Purchase Order.

44.6. If the Deliverables have not passed their Acceptance Tests by the date 10 (ten) Business Days (or such other period as may be agreed in the Purchase Order) after the Acceptance Test Due Date, the Client shall, at its sole option, have the right, without prejudice to the Client's other rights and remedies, to terminate the Purchase Order without any cost and liability whatsoever, in which event the Client shall obtain a full refund from the Supplier of all Charges paid to the Supplier for the respective Deliverable or if agreed in a Purchase Order, a Milestone, save that if the Supplier can demonstrate to the Client's reasonable satisfaction that the delay is solely due to a breach by the Client of its obligations under this Contract or the applicable Purchase Order, the Acceptance Test Due Date shall be extended by one (1) day in respect of each day of such delay.

44.7. In the event that the Client extends the Acceptance Test Due Date pursuant to clause 44.5(b) and the Deliverables have not passed their Acceptance Test by such extended Acceptance Test Due Date, clause 44.6 shall apply.

44.8. If, without the Supplier's consent, the Client puts a Deliverable into the production environment before that Deliverable has passed its Acceptance Tests, the Supplier shall not be liable for any loss and damage caused by errors in such Deliverable which arise prior to the date upon which that Deliverable has passed, or is deemed to have passed, its Acceptance Tests. For the avoidance of doubt, this clause 44.8 shall not give any relief to the Supplier in respect of loss and damage caused after the date upon which such Deliverable passes its Acceptance Tests.

44.9. Clause 44.8 shall not apply in respect of any Deliverable where:

- a) the reason that the Client has put that Deliverable into the production environment before that Deliverable has passed its Acceptance Tests, is that delays have been caused predominantly by the Supplier, the Sub-Contractors or any other person acting on behalf of the Supplier; and
- b) the Client notifies the Supplier that it is putting, or has put, that Deliverable into the production environment before that Deliverable has passed its Acceptance Tests; and
- c) the Client acting reasonably, believes it is necessary or desirable to put that Deliverable into the production environment before that Deliverable has passed its Acceptance Tests.

44.10. For the avoidance of doubt, if the Client puts a Deliverable into the production environment before that Deliverable has passed its Acceptance Tests, and even if deemed acceptance has already occurred, the Client may then carry out such Acceptance Tests and from the date the Client has completed such Acceptance Tests, the rights granted to the Client under clauses 44.5 and 44.6 shall apply and the relief granted to the Supplier under clause 44.8 shall cease to apply.

44.11. The Supplier acknowledges and agrees that it shall not be entitled to charge the Client for any corrective work undertaken on any Deliverables to meet the Acceptance Criteria where the Deliverables fail their Acceptance Tests provided the relevant failure was not directly caused by a breach of the Client of its obligations under this Contract or a Purchase Order.

## **45. EXIT MANAGEMENT**

(Depending on the complexity of the services a separate Schedule (see Schedule 11) may be required)

45.1. On receipt of notice to terminate this Contract or a Purchase Order or expiration of this Contract or a Purchase Order, however and whenever occurring, the Parties shall comply with the Exit Management Requirements as may be set out in any appropriate Purchase Order.

45.2. During the Exit Period the Charges shall continue to apply, even where the Exit Period continues after the expiry of the Term.

45.3. In order to facilitate the Exit Management Requirements, the Supplier shall, if requested by the Client to do so, extend the Term of this Contract or a Purchase Order.

45.4. No right or licence is granted to either Party or their advisers in relation to any Confidential Information except as expressly set out in this Contract.

#### **46. ENTIRE AGREEMENT**

This Contract constitutes the entire understanding between the Client and the Supplier relating to the subject matter.

46.1. Neither the Client nor the Supplier has relied upon any representation or promise except as expressly set out in this Contract.

46.2. Both the Client and the Supplier unconditionally waives any rights it may have to claim damages against the other on the basis of any statement made by the other (whether made carelessly or not) not set out or referred to in this Contract (or for breach of any warranty given by the other not so set out or referred to) unless such statement or warranty was made or given fraudulently.

46.3. Both the Client and the Supplier unconditionally waives any rights it may have to seek to rescind this Contract on the basis of any statement made by the other (whether made carelessly or not) whether or not such statement is set out or referred to in this Contract unless such statement was made fraudulently.

This contract is deemed to have commenced at the date given on page 1.

Signed for and on behalf of the **Foods Standards Agency**:

By ..... [REDACTED] .....

Name..... [REDACTED] .....

Title..... Procurement Category Manager .....

Date ..... 20/3/18 .....

Signed for and on behalf of **Bollo**:

By..... [REDACTED] .....

Name..... [REDACTED] .....

Title..... Company Director .....

Date..... 6/3/18 .....

## SCHEDULE 1

## INTERPRETATIONS

<b>Account Management Team</b>	The Supplier's personnel who have been designated as their point(s) of contact for management of this contract
<b>Client Property</b>	means anything issued or otherwise furnished in connection with the Contract by or on behalf of the Client, other than any real property.
<b>Client's Representative</b>	means the member of the Client staff who shall be the main contact point under the Contract or any relevant Purchase Order
<b>Charges</b>	means charges payable by the Client to the supplier for the performance of the Services, which must be itemised in full on any relevant Purchase Order
<b>Confidential Information</b>	means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel and suppliers of either party, including Intellectual Property Rights, together with all information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential.
<b>Data Protection Requirements</b>	mean the Data Protection Act 1998, the EU Data Protection Directive 95/46/EC, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner.

<b>Default</b>	means any breach of the obligations of any party (including but not limited to fundamental breach or breach of a fundamental term) or any default, act, omission, negligence or statement of any party, it's employees, agents or Sub-Contractors in connection with or in relation to the subject matter of this Contract and in respect of which such party is liable to the other.
<b>Environmental Information Regulations</b>	mean the Environmental Information Regulations 2004 and any guidance and/or codes of practice issued by the Information Commissioner in relation to such regulations.
<b>Equipment</b>	means any computers, laptops, servers, networks, internet broadband, wireless or other connections, other computer associated equipment or presentation equipment
<b>FOIA</b>	means the Freedom of Information Act 2000 and any subordinate legislation made under this Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner in relation to such legislation.
<b>Government Accounting</b>	means HM Treasury's manual of accounting principles for government as updated from time to time
<b>Government Procurement Card (GPC)</b>	means the UK Government's VISA purchasing card.
<b>Industry Regulator</b>	means any statutory or non-statutory body with responsibility for regulating (or promoting self regulation) of the provision on the type of services being provided by the Supplier.
<b>Information</b>	has the meaning given under section 84 of the Freedom of Information Act 2000.
<b>Intellectual Property Rights</b>	means patents, trademarks, service marks, design rights (whether registerable or otherwise), applications for any of the foregoing, copyright, database rights, trade or business names and other similar rights or obligations whether registerable or not in any country (including but not limited to the United Kingdom).
<b>Invoicing Procedure</b>	means the procedure by which the Supplier invoices the Client, as set out in <a href="#">Schedule 5</a> .

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<b>Law</b>	means any applicable law, statute, bye-law, regulation, order, regulatory policy, guidance or industry code, rule of court or directives or requirements of any Regulatory Body, delegated or subordinate legislation or notice of any Regulatory Body.
<b>Mediator</b>	has the meaning ascribed to it in <a href="#">Schedule 6</a> .
<b>Month</b>	means a calendar month and “Monthly” shall be similarly construed.
<b>Nominated Sub-Contractor</b>	means any sub-contractor engaged by the Supplier, at the direction of the Client, in connection with the provision of Ordered Services
<b>Ordered Services</b>	means the services which the Client has instructed the Supplier to carry out in any Purchase Order, subject to <a href="#">Schedule 2</a> .
<b>Personal Data</b>	shall have the same meaning as set out in the Data Protection Act 1998.
<b>Pre-Existing Intellectual Property Rights</b>	shall mean any Intellectual Property rights vested in or licensed to the Supplier or Client prior to or independently of the performance by the Supplier or Client of their obligations under this Contract.
<b>Private Agency</b>	means a commercial organisation to which service provision has been outsourced by a Contracting Agency, which assumes the role and responsibilities of the Agency under a Contract.
<b>Purchase Order</b>	means an order for Services served by the Client on the Supplier by means of the Client’s i-Procurement system
<b>Quarter</b>	means a three (3) month period beginning on 1 <sup>st</sup> January, 1 <sup>st</sup> April, 1 <sup>st</sup> July or 1 <sup>st</sup> October. The term ‘Quarterly’ shall be similarly construed.
<b>Regulatory Body</b>	means those government departments and regulatory, statutory and other entities, committees and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in this Contract or any other affairs of the Client and “Regulatory Body” shall be construed accordingly.

<b>Requests for Information</b>	means a request for information or an apparent request under the Code of Practice on Access to Government Information, FOIA or the Environmental Information Regulations.
<b>Services</b>	means services which the Supplier has agreed to provide under any Purchase Order.
<b>Special Terms</b>	means additional Client specific terms, to which the Supplier's has agreed
<b>Specific Obligations</b>	means any obligations entered at <a href="#">Schedule 3</a>
<b>Staff</b>	means employees, agents and contractors of the Supplier
<b>Sub-Contractor</b>	means any sub-contractor engaged by the Supplier in connection with the provision of Ordered Services.
<b>Supplier</b>	The person identified in the Contract their employees, agents or any other persons under the control of the Supplier
<b>Working Days</b>	means Monday to Friday inclusive, excluding English public and bank holidays.
<b>Year</b>	means a calendar year.

## SCHEDULE 2

### THE ORDERED SERVICES

#### 1. INTRODUCTION

This Schedule 2 specifies the Ordered Services to be provided to the Client by the Supplier for this Project, FSA565 Crucial Crew Wales.

This Schedule will be completed by reference to the Client's Specification, the successful Tenderer's Supplier Response Form (ITT Schedule 4) submitted 2<sup>nd</sup> February 2018 and any subsequent clarifications/amendments following contract clarification as set out below.

#### 2. SPECIFICATION

##### INTRODUCTION

The Food Standards Agency (FSA) is an independent Government department set up in 2000 by an Act of Parliament to protect the public's health and consumer interests in relation to food and drink.

The FSA has operational centers in London and York and devolved offices in Cardiff and Belfast.

Full details of the FSA may be found on our website at <http://www.food.gov.uk/aboutus/>

One of the FSA's key objectives is to improve public awareness about good food hygiene practice at home.

It does this through its school's engagement programme, where the objective is to enhance and encourage children's understanding of potential hygiene-related risks within their everyday environment, not only at home or when eating out but also in school. These include: -

- Making children aware of essential food hygiene messages such as the importance of hand washing; when this action should be carried out (to combat problems such as E. coli) and what dangers are attached to not carrying this process out regularly.
- The correct methods for storing food, where and why.
- Basic rules surrounding preparing and cooking food (the Agency's 4Cs campaign, cooking, chilling, cleaning and cross contamination), offering a basic understanding of what signs would show that food was under-cooked and the dangers connected to this.

The Agency's schools work, through the medium of Crucial Crew events, contributes towards our recognition that "food safety and hygiene has always been at the heart of what the Agency delivers, protecting the interests of consumers" and aspires to aid young people to make more informed choices on how to cook and eat safe food.

### **THE EVENTS**

'Crucial crew' is a multi-agency partnership event organised by the police or local authorities for key stage 2 school pupils (9-11 year olds), that aims to deliver a series of important messages in regard to personal safety. Participating agencies can comprise of: -

- Police
- Fire Brigade
- Western Power Distribution
- Trading Standards
- British Red Cross
- Drug aid
- Network Rail
- St John's Ambulance
- The Forestry Commission
- Capita Symonds
- The Countryside Agency

Each agency has approximately twelve minutes to present to each group, seeing approximately ten – fifteen groups in one day. The groups vary between six – twelve children in each session, and may be accompanied by a teacher.

In addition, the FSA also contributes to each event by providing 'activity books' and material to enable follow-up work/future discussions within the school and home-setting.

### **THE REQUIREMENT**

#### **Design of Crucial Crew workshop**

In order to undertake the contract, the successful contractor will need to develop (for approval) a ten – fifteen minute long workshop, capable of being extended if required; with relevant support material to reinforce messages surrounding food safety. The Agency does have some teaching materials which the successful contractor may want to utilise (listed below).

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The workshops should fulfil the following criteria adequately in brief (due to time constraints):-

- Reinforce basic food safety messages; reflecting current FSA advice on food safety and hygiene, specifically the '4Cs' message, available from: <http://www.food.gov.uk/>
- Content and delivery of workshop that appeals to the target age groups (9 - 11 year olds) – to ensure importance of messages are received.
- Be flexible and adaptable to use with children having different learning abilities (schools attending also include special needs children).
- Capable of being delivered in the medium of both English and Welsh language.
- Be compatible with the National Curriculum Framework in Wales, available from: <http://wales.gov.uk/topics/educationandskills/schoolhome/curriculumwales/arevisedcurriculumforwales/nationalcurriculum/?lang=en>

Teaching materials available are: -

- Electronic white boards.
- Numerous 'food theme' props.
- Lap-top & projectors.
- An electronic teacher pack for follow on work
- Hand scanners (for highlighting the potential of food contamination).
- Cookin' Castle interactive game (contractor to promote and encourage children to use in school/home setting). Available from: <http://cookincastlewales.co.uk>

\* Please note: - all equipment is owned by the FSA; any additional equipment required will also be purchased and owned by the FSA. The FSA cannot guarantee the number of events run.

### **Networking requirements / organisation**

As part of the role, the successful contractor will be responsible for all liaisons with the individual Crucial Crew coordinators (different individuals for the different events); with support from the Agency's corporate services department. Ensuring dates are secured in advance; confirming all necessary set up requirements,

ascertaining what the preferred language of choice will be for each crucial crew day workshop from the schools attending information spread-sheets (medium of Welsh or English), facilitating and delivering the workshops adhering to all these elements.

A list of previous Crucial Crew events delivered is enclosed (Appendix 1), however, this is for information only and the FSA cannot guarantee any volumes for coming years. Please note that any follow-up investigation work in connection to the organisation / location of such events will also be the responsibility of the awarded contractor.

The successful contractor will also be responsible for storing all equipment in between each event, in a suitable, secure, water tight premise; with necessary insurances covering loss or damage to the equipment up to the value of £5000.00

### **Event Evaluation**

The successful contractor will be required to provide monitoring and evaluation information after each event; to include: -

- Numbers of children attending workshops
- Numbers of schools attending workshops
- Levels of contribution and enthusiasm from children during workshops
- Evaluation feedback from individual Crucial Crew coordinators and school representatives through discussion and distribution of surveys

This information will need to be presented to the Agency in an appropriate format i.e. written report. Consideration and suggestions of this format are to be presented as part of this tender process. The tenderer is also invited to put forward ideas to measure the success of the FSA's participation in Crucial Crew activities.

\*Please note:- A representative of the FSA may attend events to make necessary evaluations and observations.

### **Cancellations**

It should be noted that the Agency will only pay for day(s) worked. Should an event be cancelled or curtailed by the organiser e.g. due to adverse weather or cancellation by schools, no costs will be payable by the Agency.



Knowing CC workshops need to be flexible, [REDACTED]  
[REDACTED] They're able to set up and deliver under very challenging circumstances often with no prior notification of changes.

This extensive experience ensures we're able to deliver the same educational experience consistently, irrelevant of situations.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

Our experienced team have committed themselves solely to Bollo for this contract, ensuring consistency. The team is known to FSA and has the proud record of never having missed a CC date in 15 delivery years for the FSA.

**1a(iv)**

Network understanding:

Bollo is a founder member of the Network with excellent relationships with Network partners.

[REDACTED]  
[REDACTED]  
[REDACTED]

**1a(v)**

[REDACTED]

[REDACTED]

**1a(vi)**

[REDACTED]

[REDACTED]  
[REDACTED]

**1a(vii)**

Delivery for others:

Our extensive CC experience has resulted in additional clients.

We now produce and deliver effectively evaluated CC [REDACTED]  
[REDACTED]  
[REDACTED]

**1a(viii)**

Simultaneous events:

We're aware of the need for simultaneous events, currently delivering this expectation and will continue to do so.

**FSA Evaluator Comments:**

**Score awarded**

**Please see table below**

**Q1 b**

**What systems does your organisation have with regards to contingency planning?**

**300 Word Limit**

**Supplier Response:**

**1b(i)**

Project plans:

[REDACTED]  
[REDACTED]  
[REDACTED]

**1b(ii)**

Vehicle hire account:

We've a corporate account with a multi-hire agency ensuring transportation needs are met.

**1b(iii)**

Back up equipment:

We ensure duplicate back up technical equipment at every event. Additionally we've corporate accounts with several technical equipment suppliers to deliver necessary equipment within 24 hours.

**1b(iv)**

Dedicated delivery team:

Our dedicated and experienced team understand the importance of team work and committing to the dates they're assigned to.

**1b(v)**

Multiple contractors:

Our pool of experienced deliverers ensures that we're able to cover staff absences at short notice.

**1b(vi)**

[Redacted]

**1b(vii)**

Multiple facilitators throughout Wales

Our extensive delivery team are spread geographically throughout the whole of Wales. Ensuring that for any areas we've at least two presenters within a realistic driveable distance to an event.

**1b(viii)**

[Redacted]

<b>FSA Evaluator Comments.</b>	<b>Score awarded</b>
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	Please see table below
<b>Q1 c</b> <b>300 Word Limit</b>	<b>Please provide evidence of your proposed staffing arrangements for delivery of the workshops (including evidence of DBS checks and CV's).</b>

**Supplier Response:**

All delivery staff DBS checked, proof available. Bollo holds a corporate account with a DBS checking provider to ensure these needs are met.

**1c(i)**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**1c(ii)**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**Delivery team:**

[Redacted]

CV's available.

<b>FSA Evaluator Comments.</b>	<b>Score awarded</b>  <b>Please see table below</b>
--------------------------------	---

<b>Q1 d</b>  <b>400</b> <b>Word Limit</b>	<b>Please detail your proposed methodology for Project Management?</b>	
--	--	--

**Supplier Response:**

**1d(i)**

Project staff:

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**1d(ii)**

Experience of network and events:

Due to existing relationships with CC organisers we'll implement our systems to ensure a seamless transition at the start of the contract. See Appendix 1b.

1d(iii)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

*Pre-event Plan:*

- [Redacted]

*Event Plan:*

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

*Post-event Plan:*

- [Redacted]

Dedicated Event Plan:

Check list/information document provided to delivery team. Contains:

- [Redacted]
- [Redacted]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Full Plans provided upon request.

<b>FSA Evaluator Comments.</b>	<b>Score awarded</b>  <b>Please see table below</b>
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<b>2</b>	<b>Delivery</b>	<b>40%</b>
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<b>Q2 a</b> <b>500</b> <b>Word Limit</b>	<b>Please detail how you will deliver the requirements detailed in the Specification (ITT Schedule 1)</b>	
--	---	--

**Supplier Response:**

**2a(i)**

Current CC Workshops:

Our current FSA CC workshop has been positively evaluated both internally and externally. Evidence Appendix 1a.

It's core is a presentation encompassing key food safety messages.

Time limited constraints of CC format favours a presentational style/approach focusing on key messaging, too much interactivity within a time constrained session can detract from the overall objective of the workshop.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**2a(ii)**

Proposed 4 C's workshop:

We intend to review, edit and update the current content to ensure that it remains fit for purpose.

Core areas of food safety every workshop covers:-

- 1) [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**2a(iii)**

Flexibility/adaptability:

The workshop is 'PowerPoint' based, ensuring compatibility with school IT systems, also making it extremely adaptable:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

**2a(v)**

Event Evaluation:

Proposed evaluative/monitoring methods detailed Q3c.

Bollo welcome additional and external evaluations provided by FSA.

**2a(vi)**

Additional:

[Redacted]

[Redacted]

[Redacted]

**2a(vii)**

Contract management:

We currently attend FSA meetings regularly. We'll continue this practice accommodating a minimum of four meetings per annum.

<b>FSA Evaluator Comments.</b>		<b>Score awarded</b>  Please see table below
<b>Q2 b</b> <b>400 Word Limit</b>	<b>Please provide an example of where you have delivered an event that required a high level of creativity.</b>	

**Supplier Response:**

**2b(i)**

Royal Welsh Show 2017 – FSA Community/Consumer Engagement:

[Redacted]

'The Race'

An engaging, interactive quiz show that was portable, flexible and adaptable to ensure its re-use.

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

We took the idea from concept to full production, produced fully bi-lingually including all management, administration and rehearsal costs [Redacted]

[Redacted]

[Redacted]

The other creative services we provided at this event were:

- [Redacted]
- [Redacted]
- [Redacted]

<p>This comprehensive creative consumer engagement programme was designed to be delivered by a dedicated experienced three man team. Interchangeable skills within the team meant they could fulfil multiple roles and provide an end-to-end service ensuring value for money to the agency.</p> <p>Our production was launched at the Royal Welsh where it received positive feedback particularly from senior stakeholders including members of the Welsh Food Advisory Committee. We then made this modular community engagement programme available for all future events throughout 2017.</p>		
<p><b>FSA Evaluator Comments.</b></p>		<p><b>Score awarded</b></p> <p><b>Please see table below</b></p>
<p><b>Q2 c</b></p> <p><b>300 Word Limit</b></p>	<p><b>How do you propose to ensure FSA is represented appropriately at all Crucial Crew events?</b></p>	
<p><b>Supplier Response:</b></p> <p><b>2c(i)</b></p> <p>Experience:</p> <p>Bollo's been representing the FSA at CC and many other events since 2002. We've an established relationship with the agency who can trust Bollo to act as appropriate representatives.</p> <p><b>2c(ii)</b></p> <p>Dedicated team:</p> <p>Our delivery team have many years experience representing the FSA, believing intrinsically in the FSA's work, resulting in an understanding of their responsibilities and how to appropriately represent the Agency.</p> <p>Our team have the proud record of having delivered FSA workshops to over 250,000 pupils without any issues.</p> <p>The Project Manager regularly and periodically visits delivery dates attended by other team members to ensure delivery standards are maintained.</p> <p><b>2c(iii)</b></p> <p>Overall Project Plan:</p>		

Contains a code of conduct plan, (a bullet point document distributed to all new contractors detailing responsibilities when representing clients). All new contractors agree to its content before beginning work. We annually distribute this plan with updates to all of our team.

**2c(iv)**

Project Manager and Project leader:

80% of CC dates to be fulfilled by the Project Manager/Project Leader, this consistency of delivery from a small team who've a combined 20+ years experience of representing the agency will ensure appropriate and consistent representation.

**2c(v)**

Consistency of messages:

Only existing members of the delivery team will work on the contract to ensure appropriate and consistent representation of the FSA and their messages. Additionally, all aspects of the workshop are scripted assuring consistency of messages.

**2c(vi)**

Representation to CC organisers/agencies:

Our current experience, team and proposed methodologies will ensure we continue to represent the agency positively to CC organisers and agencies.

Our existing reputation within the network from organisers/partner agencies ensures the FSA are held in high regard and we will ensure this continuation. See Appendix 1c.

Bollo also have extensive experience of appropriately representing other service partners at CC events. See Appendix 1f.

<b>FSA Evaluator Comments.</b>		<b>Score awarded</b>
		<b>Please see table below</b>
<b>Q2 d</b>	<b>Please detail what you consider to be your organisations' unique selling point compared to the other potential suppliers.</b>	



**Supplier Response:**

**2e(i)**

Client portfolio:

Bollo's been working with primary school children since 2000.

We specialise in delivering educational content to this age range having delivered for many different clients where we specialise in creating innovative, engaging projects. Since 2008 we've produced services for this cohort for: [REDACTED]

**2e(ii)**

Pupil numbers:

Since 2002, for FSA Wales, Bollo have delivered to over 250,000 pupils from this cohort.

For all our clients we have delivered to over 400,000 pupils from this cohort.

The combined experience of our delivery team in delivering to pupils from this cohort would be over 2,000,000.

**2e(iii)**

Majority of our work:

The majority of educational output that Bollo produces and delivers is designed for primary school children. Additionally, the majority of work that the Project Management team and most of the delivery team deliver is currently and has been for many years targeted towards primary school children.

**2e(iv)**

Experience of delivering to pupils with differing abilities:

Across all schools, [REDACTED]

Many of our delivery team have extensive, additional experience of delivering to differing ability pupils.

Our current experience of delivering FSA workshops to pupils with differing abilities has been positively evaluated. See Appendix 1d.

**2e(v)**

Adaptable workshop

Our adaptable FSA CC workshops are designed to be deployed for different abilities and age ranges. All are bi-lingual. The delivery team always have instant access to all versions.

We've also produced similar adaptable workshops for other clients for use at CC and other educational scenarios.

Our Overall Project Plan ensures we assign the correct version of workshop to be deployed upon each CC date and session.

The delivery team's experience also means they are capable of making decisions 'in situ'. Changing workshop tone, delivery style or content itself as required, ensuring every session delivers age and ability appropriate FSA messages.

[REDACTED]

	<b>Evaluator Comments.</b>	<b>Score awarded</b>  Please see table below
<b>Q2 f</b>  <b>400 Word Limit</b>	<b>Demonstrate your knowledge of food safety &amp; hygiene and its involvement in the Welsh school curriculum?</b>	
<p><b>Supplier Response:</b></p> <p><b>2f(i)</b></p> <p>Delivering for FSA Wales:</p> <p>Bollo have delivered food safety workshops for the FSA since 2002. During which we have designed and delivered many different educational activities, programmes and resources. All were created with a knowledge of the links between food safety and hygiene and the Welsh school curriculum.</p> <p>From 2002 – 2011 we produced and delivered all curriculum linked educational resources for the FSA Wales mobile resource trailer.</p> <p>From 2011 – 2018 we have produced and delivered all curriculum linked educational resources for FSA Wales at CC events.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>		

**2f(ii)**

Educational resources developed for FSA:

In addition to delivering for the FSA at CC and other events we've produced [REDACTED]  
[REDACTED] These are revised and edited on a regular basis. Produced for both KS2 and KS3 pupils. New documents will be produced for resources proposed for this contract.

We produced the current FSA Wales teacher e-pack, containing relevant curriculum maps and learning outcomes and objectives documents linking food safety and hygiene within the Welsh school curriculum.

**2f(iii)**

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**2f(iv)**

Level 3 food safety:

Our investment in our delivery team means they all hold a level 3 food hygiene qualification.

**2f(v)**

Delivery team:

For most of the delivery team the majority of their employment is in Welsh education and they have extensive knowledge of many aspects of the Welsh Curriculum, especially the PSE curriculum and how food safety, hygiene and current FSA messaging links into this.

**FSA Evaluator Comments.**

**Score awarded**

**Please see table below**

<b>Q2 g</b>  <b>300 Word Limit</b>	<b>Can you provide evidence of your ability to deliver the workshop in both English and Welsh language?</b>	
<p><b>Supplier Response:</b></p> <p>Overall ability evidenced Appendix 1e.</p> <p><b>2g(i)</b></p> <p>Proven experience:</p> <p>Since 2011, Bollo has ensured all CC dates attended by Welsh Language schools are delivered by Welsh speakers, (404 dates, now 80+ annually). Bollo is aware of the FSA’s Welsh Language policy and its requirements, workshops are always delivered in the language choice of the school.</p> <p><b>2g(ii)</b></p> <p>Delivery team:</p> <p>Bollo’s delivery team are first language Welsh, [REDACTED]</p> <p>Our experienced delivery team enables us to be extremely flexible within language delivery, allied with our project methodology ensures that even Welsh Language schools attending on non-dedicated Welsh Language CC dates are guaranteed workshops in their preferred language.</p> <p>On all FSA Wales projects Bollo only supplies Welsh Language deliverers, our recruitment system ensures they’re verified by FSA’s Welsh Language Unit prior to employment. Resulting in Bollo’s large pool of Welsh language contractors.</p> <p><b>2g(iii)</b></p> <p>Our commitment to Welsh:</p> <p>We currently produce a dedicated Welsh Language version of our FSA CC workshop, not merely translating our services. Separate and equal prominence is placed upon each version.</p> <p>We’ve an excellent existing working relationship with the FSA’s Welsh Language Unit, liaising with them to ensure we use standardised language.</p> <p>Our commitment’s also visible through production of other FSA resources, e.g. ‘The Race’ and ‘Aliddon’ re-working.</p> <p><b>2g(iv)</b></p> <p>Regional differences:</p> <p>The scripted nature of our CC workshops ensures consistent language delivery. Additionally our delivery team is situated throughout Wales so we can offer regional Welsh Language speakers whose language is appropriate when delivering conversational aspects.</p>		

2g(iv)

Additional Clients:

[Redacted]

FSA Evaluator Comments.

Score awarded  
Please see table below

3 Added Value / Innovation

15%

Q3 a Please detail how you will ensure value for money during the operation of the contract.  
400 Word Limit

Supplier Response:

3a(i)

[Redacted]

3a(ii)

[Redacted]

[Redacted]

[Redacted]

[Redacted] t need for physical distribution of the e-teachers pack, saving the agency money on USB stick provision.

**3a(iii)**

Increasing annual objectives:

[Redacted]

**3a(iv)**

Annual and periodic reviews:

[Redacted]

**3a(v)**

External evaluation

[Redacted]

**3a(vi)**

Evidence of continued value for money provision for FSA Wales:

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

**FSA Evaluator Comments.**

**Score awarded**

**Please seetable below**

<b>Q3 b</b>  <b>400 Word Limit</b>	<b>Please include any innovative solutions that you could apply to the project?</b>	
--	---	--

**Supplier Response:**

**3b(i)**

[Redacted text for 3b(i)]

**3b(ii)**

[Redacted text for 3b(ii)]

**3b(iii)**

[Redacted text for 3b(iii)]

**3b (iv)**

[Redacted text for 3b (iv)]

**3b(v)**

[Redacted text for 3b(v)]

[Redacted text]

**3b(vi)**

[Redacted text]

**3b(vii)**

[Redacted text]

**FSA Evaluator Comments.**

**Score awarded**  
**Please see table below**

**Q3 c**

**400 Word Limit**

**What monitoring / evaluation tools will be used to measure the delivery of the workshop?**

**Supplier Response:**

Tools take two forms: [Redacted text]

REPORTS

Full copies available.

**3c(i)**

Post-event report:

Word based, contains:

- Event details
- Attending schools details
- Welsh Language days
- pupils numbers.

- workshop format type detailed
- event specific information/issues and resolutions.
- Data from event-organisers feedback form,
- relevant quotes, (teachers, pupils)

Example Appendix 2

**3c(ii)**

Event reporting spreadsheet:

Excel based. Ongoing report, sent monthly, details financial year events. Contains:

- name, dates, location
- number of days
- number Welsh Language days
- pupils numbers
- schools numbers
- costings
- co-ordinators details
- event specific notes
- reports and evaluation's status

Example Appendix 3

**3c(iii)**

Quarterly Report:

Word document. Collates evaluative data from last 3 months into a user-friendly format.

Provides analysis of data against pre-agreed objectives.

**3c(iv)**

Annual report:

Word document. Compares annual objectives versus objectives achieved. Also collates quarterly reports data into an annual format. Example Appendix 4.

Evaluative Tools

Three evaluative tools record 4 data types. 1)Event organisers feedback, 2)Pupil enjoyment, 3)Message retention 4)Behavioural change.

**3c(v)**

Event organisers feedback form.

Completed by event organiser, data incorporated into post-event reports. Detailed Appendix 5

**3c(vi)**

Pupil Enjoyment:

Instantly gauges pupils enjoyment. At workshop end, pupils place a token into a corresponding slot in a box, (5 slots with different 'emoji' style faces below them depict different levels of enjoyment/happiness).

Resource is colourful, appealing, easily relatable for all abilities/languages.

Requires no additional time from pupils when exiting session, so doesn't impact upon CC format.

Tokens counted/recorded at end of day.

**3C(vi)**

Retention of messages:

Attending teachers contact emails obtained in order to receive further resources.

Email sent contains:

- electronic teachers pack or downloadable link.
- teachers survey – 6 questions evaluating teachers opinion of workshop.
- pupils survey – 6 questions recording key message retention from workshop.
- link to pupils behavioural change tool

Utilising 'Survey Monkey' platform for surveys enables teachers to operate them online/smartphones. Enables instant data recording, (not relying on teachers to return data). Keeping surveys short enhances likelihood of completion.

**3c(vii)**

Behavioural change:

Pupils online resource/evaluative tool accessed post-event.

Pupils encouraged to engage: during presentation, by accompanying stickers, by teachers post-event.

Resource encourages pupils to apply workshop messages into home, (data recorded). Pupils use resource week(s) later observing if messages/behaviour still being implemented, (data recorded).

Resource collects instant behavioural change and longer term behavioural change data.

Encourages food safety dialogue within whole family.

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Format is child-friendly/engaging, secret spy mission. Pupils participate becoming 'secret agents of FSA.' Monthly prize for participants further encourages engagement.  Concept details available.	
FSA Evaluator Comments.	<b>Score awarded</b>  <b>Please see table below</b>
Total Score Available for Quality	<b>80%</b>

**Supplier Name:** .....BOLLO LTD.....

**Completed by** ..... [REDACTED] .....

**Email address:** ..... [REDACTED] .....

**Date:** .....

**FOR FSA USE ONLY:**

**Evaluator name:** .....

**Date:** .....

**APPENDICES**

**APPENDIX 1 – Bollo’s Current FSA Crucial Crew Workshops Feedback and Evaluation**

**Appendix 1a**

**EFFECTIVENESS OF WORKSHOPS:**

***Teachers Evaluation/Feedback:***

Teachers comments taken from external evaluation of Crucial Crew performed by [REDACTED]  
[REDACTED] 'The feedback from the teachers for the FSA stand was phenomenal! Their workshops are always the most popular with both pupils and teachers out of the 10 agencies in attendance and their evaluation results reflect this,'

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"AMAZING!!!!" – [REDACTED]  
"This could have been boring ... but it was fabulous!! Well done." - [REDACTED]  
"Well presented, children couldn't stop laughing, but also got the message through." - [REDACTED]  
"Wonderful, clear presentation." - school unknown  
"Very enthusiastic presentation with an important message. Children really enjoy the fun way this is put together." – [REDACTED]  
"Wow! Full of enthusiasm - Can we take [REDACTED] back to school please?" - [REDACTED]  
"Well presented and engaging." - [REDACTED]  
"Very funny. Good presentation skills and information." [REDACTED]  
"Very lively and funny." – [REDACTED]  
"Very funny. Children thoroughly enjoyed and it kept their attention." - [REDACTED]  
"Great talk, great delivery." – [REDACTED]  
"Fantastic. Very funny." – [REDACTED]  
"A great talk! Our kids loved it." – [REDACTED]  
"Very enjoyable and informative." - [REDACTED]  
"Great humour to get message across." - [REDACTED]  
"Very humorous and informative." – [REDACTED]  
"Very entertaining" - [REDACTED]  
"Very detailed - humorous!" – [REDACTED]  
"Full of energy and entertaining" – [REDACTED]  
"Brilliant - Very humorous" – [REDACTED]  
"Enthusiastic - Good with the group." - [REDACTED]  
"Very lively presentation. Caught children's attention." - [REDACTED]  
"Excellent presentation." - school unknown  
"Children listened well. Entertaining and clear messages." - [REDACTED]  
"The children absolutely loved this! Very funny and informative." - [REDACTED]  
"Very funny. Children loved it." - school unknown  
"Fun session - capturing children's attention immediately." - [REDACTED]  
"Brilliant - Very humorous" - [REDACTED]  
"Lively presentation, introducing information in an interesting way." – [REDACTED]  
"Presented lightly, smooth, lots of laughter." - [REDACTED]

***As a snapshot, Teachers Feedback taken from very last day of deliver before preparing this tender:*** [REDACTED]

'Very entertaining and engaging. Great development of their understanding. Interactive. Entertaining, children enjoyed the fun approach to learning. The whole presentation proved memorable.' – [REDACTED]

'We come to Crucial Crew every year and each class always loves the FSA session! The presenters are always extremely funny and I know the messages stick with the pupils. – [REDACTED]

'An entertaining presentation. Children enjoyed it, especially the puns and humour.' [REDACTED]

'Very entertaining with lots of good information. The kids really enjoyed it. Thanks.'

'Very funny. Kids enjoyed, lots of information.'

**Teachers Feedback from events over last month:**

'an amazing food safety session, the children were completely engaged. Informative and fun session delivered with enthusiasm and comic genius.'

The pitch off how this subject was delivered was great for the children, they laughed, enjoyed and learned! Engaged the children at all times.'

An engaging and interesting session which was delivered in a fun way! The children will definitely remember this session.'

'Really well presented and enjoyed by all the children. Very informative and I was educated by this as well.'

'Very good! The children loved the presentation! Engaged throughout! Thank you very much!'

Excellent presentation, children loved it. Great way for the children to learn about hygiene. Plenty of laughter.'

'Really engaging for pupils. Brilliant PPT, good use of sounds and images. Made a serious subject fun. Well Done!'

'They hung on every word in that session. That was great, they need these sessions and they enjoyed it as well, which is a battle.'

'The children haven't stopped talking about your session, they've clearly really enjoyed.'

'I didn't realise Food Safety could be quite so interesting. That was *genuinely* brilliant. Thank you very much.'

'Always the one I look forward to this one and its just as great this year. They love it every single year.'

'Very informative but fun, the children really enjoyed the session and learnt a lot from it.'

Fantastic session, children were fully engaged throughout. Learning was made fun.'

'Great presentation style, children thoroughly enjoyed the session and engaged, they will remember this session.'

'We are doing follow up work on Crucial Crew where the kids write about their favourite session. I get the feeling that a lot of them will be writing about yours.'

'Children have learnt a great deal from their experience.'

' presentation, engaging, making learning fun, very informative.'

*Many more examples of teachers feedback available upon request.*

**Feedback from event organisers and partner agencies on our FSA CC workshops:**

'Pupil feedback consistently rates the FSA workshop as one of the most enjoyable and memorable with all details recalled well in follow up evaluations conducted six months later. On site feedback is always extremely positive from both pupils and staff and pupils leave the workshop chatting animatedly about the subject matter.' – [REDACTED]

'Bollo's FSA workshops at Crucial Crew are always exceptionally received by schools and pupils as is reflected in evaluative material, we feel that [REDACTED] and his team make the FSA workshops an integral part of the events and we as a result see them as one of the lead agencies involved with the events.'

'Their workshops are always the most popular with both pupils and teachers out of the 10 agencies in attendance and their evaluation results reflect this.' – [REDACTED]  
Crucial Crew Organiser

'The pupils thoroughly enjoy and love participating in FSA sessions which are fun, interesting and informative. Very often, they are the agency the pupils remember the most at the end of the day!' [REDACTED] Crucial Crew Organiser

'The presenters are able to make sure that the students are giving the information required but make it entertaining and memorable for the students. When I return to the schools later in the year and ask them about "Crucial Crew" the students always mention the presentation given by the Food Standard Agency and always talk about the important information that they have learnt. This is testament to the hard work of the current presenters.' – [REDACTED] Event Organiser for [REDACTED] Crucial Crew

'Their workshop is probably one of the most popular with the School Children. [REDACTED] and his colleagues engage the children very easily during their workshop and always make the children laugh but still get their important message over to them. The children, I feel enjoy the workshops very much which shows by the smiling faces when leaving at the end of the session.' – [REDACTED]  
Safety Officer and Organiser of [REDACTED] Crucial Crew

'The children come away from the session, having learnt vital facts and information for their health and wellbeing in an enjoyable and fun way. This helps them to remember and retain the information for the future.' - [REDACTED] Road safety Officer and Event Organiser of [REDACTED] Crucial Crew

'The agency Bollo expertly covers all the issues associated with keeping food and yourself safe in a fun way, which totally engages the children.' - [REDACTED], Road Safety Project Officer and Organiser [REDACTED] Crucial Crew

'I appreciate the high standard of content and presentation provided by Bollo on behalf of the Food Standards Agency, they set the standard. In my opinion the FSA workshop information is retained well by the pupils as evidenced by their responses when questioned regarding their experience at the end of each event.' [REDACTED] Samaritans

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'FSA sessions are always well received by pupils who are continuously engaged throughout. The resources used are interactive and get the students thinking.' – [REDACTED]  
[REDACTED] Crucial Crew Organiser

'The workshops are extremely well received by pupils. They absolutely love the workshops and are always desperate to tell me in my sessions what they have learnt from the Food Standards session. They come out of the workshops buzzing with excitement.' – [REDACTED]  
Education Officer North Wales

'The pupils definitely enjoy the FSA sessions, they all seem to get the messages and the blend of humour and facts engages well,' – [REDACTED]

'I have heard the children talking about his great presentations during break and lunch times. Pete has a natural ability to communicate with children of all ages.' – [REDACTED]

'I have listened and watched the FSA workshop a number of times. The learners are always educated in a fun and interactive way'. – [REDACTED]

'I have observed Bollo present and their session are always very well received by the young people involved. The level of presentation is of a very good standard and Bollo do demonstrate an ability to engage and enthuse children on all levels.' – [REDACTED]

'From the reactions of the pupils attending my sessions after a visit to a Bollo session I'd say that they have been amazed at the things they have learnt and want to put these good ideas in to everyday use. It would appear that they really enjoy learning these things' . [REDACTED]

'On numerous occasions, I have had the pleasure to sit in their workshops and can only congratulate them. Pupils show enjoyment yet understand the serious nature of the subject.' [REDACTED]  
[REDACTED]

**Appendix 1b**

**BOLLO'S EXISTING EVENT ORGANISER RELATIONSHIPS:**

'Bollo is an essential part of the Crucial Crew team.' – [REDACTED] Event  
Organiser of [REDACTED] Crucial Crew

'We find Bollo's involvement with many of the CC events to be integral with our successful organisation and delivery of them. Their experience of the events is invaluable in assisting us to make sure the events are a continued success.' – [REDACTED] [REDACTED]

'All the staff that Bollo provide are always energetic, polite, and professional. As an organiser of such a large event dealing with [REDACTED] and the team is always easy and nothing is ever a problem for them. – [REDACTED]  
[REDACTED] organiser of [REDACTED] Crucial Crew

'Bollo are very professional, approachable and dependable which is very important when trying to organise a multi-agency event. Sometimes on arrival at the school, the timetable might have changes for a number of reasons, but [REDACTED] and his team are able to adapt without any issues or problems. It really is a pleasure to work with them, and the Fire Service hope to continue with this fantastic partnership in the future.' – [REDACTED]  
Organiser of North Wales Crucial Crews

'I have been working with Bollo in delivering sessions at Crucial Crew for over 10 years. The Food Standards Agency session plays a vital part in us being able to deliver a varied programme of extremely important messages to children.' – [REDACTED] Event Organiser of [REDACTED] Crucial Crew

'Whenever crucial crews are organised Bollo are always really easy to deal, answering any queries efficiently, and always responding in a professional manner.' – [REDACTED],  
[REDACTED] organiser of [REDACTED] Crucial Crew

'As organisers of [REDACTED] Crucial Crew we couldn't imagine the event being as much of a success without the help of both Bollo and their FSA workshops.' – [REDACTED]  
[REDACTED] organiser of [REDACTED] Crucial Crew.

'Bollo has provided NPT Crucial Crew with an informative and interactive workshop for FSA for a number of years and has become an integral part of our Crucial Crew organisation.' – [REDACTED]  
[REDACTED] and organiser of [REDACTED] Crucial Crew

'I have found that they are extremely professional and courteous to deal with. Sometimes I have to change details for the day and [REDACTED] who I deal with is always the first to reply and offer his assistance, this was a great help this year when there were complications with some of the schools. [REDACTED] assisted in making the sure the day was a success.' – [REDACTED] and  
Organiser of [REDACTED] Crucial Crews

### Appendix 1c

#### **APPROPRIATELY REPRESENTING FSA WALES:**

'They represent the FSA in a very positive light and are a great ambassador.' [REDACTED]  
[REDACTED]

'As a Crucial Crew event organiser and partner agency, I feel Bollo represents the Food Standards agency with both enthusiasm and professionalism'. – [REDACTED] CC Organiser

'Bollo, as always, are very professional, approachable and dependable which is very important when trying to organise a multi-agency event.' – [REDACTED] CC  
organiser

'Having been a volunteer for the [REDACTED] for about 30 years and working in education for 20 of those I've worked with a lot of different agencies in schools, Bollo representing the Food Standards Agency are so easy to interact with' – [REDACTED] Education Deliverer

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'As an event organiser I feel that Bollo represents the FSA to the highest standard.' – [REDACTED],  
[REDACTED] and CC organiser

'Bollo are great ambassadors for the Food Standards Agency.' – [REDACTED]  
and CC organiser

'They have a wonderful relationship with schools and all other agencies. Such important work is provided via Bollo.' – [REDACTED]

Bollo represents the FSA very professionally. [REDACTED] is a very conscientious person, a professional presenter through and through. He takes great pride in his presentations. – [REDACTED]  
[REDACTED]

[REDACTED] and his colleagues represent the Food Standard Agency in a very professional, seamless and fun way which is great for the children. I feel that the attitude of Bollo reflects the FSA in a very positive way.' – [REDACTED] CC organiser.

'Bollo has provided NPT Crucial Crew with an informative and interactive workshop for FSA for a number of years and has become an integral part of our Crucial Crew organisation.' – [REDACTED]  
[REDACTED] and CC Organiser for [REDACTED]

'One of these agencies who attend are the Food Standard Agency. I have found that they are extremely professional and courteous to deal with.' – [REDACTED] CC organiser.

'Bollo are very professional, very organised and friendly.' – [REDACTED].

'Having worked with Bollo Ltd for 18 months, they are an honest, well organised and professional company. Bollo Ltd always represent the Foods Standards Agency in the correct manner.' – [REDACTED]  
[REDACTED]

### Appendix 1d

#### **DELIVERY TO PUPILS WITH DIFFERING ABILITIES**

'Crucial Crew is an inclusive event and caters for children with all abilities and needs. The Bollo team are able to read the character and mood of each group then adapt to changeable situations and conduct their workshops appropriately.' – [REDACTED]

'Bollo are able to adapt the delivery of their workshop to be inclusive for pupils of all abilities. This was greatly appreciated by one of the schools that attended which specialises in pupils with severe ALN and physical disabilities.' – [REDACTED]

'Their sessions appeal to all learning styles, providing opportunities for visual, auditory and kinaesthetic learners. However, the delivery of the session can easily be further adapted for pupils with differing abilities so they all have a positive learning experience and gain knowledge about the Food Standards Agency.' – [REDACTED]

'Those delivering the sessions are mindful to revise the delivery to suit the group of children, taking into consideration any Special Educational Needs and the differing abilities and levels of understanding within the groups.' – [REDACTED] CC organiser

'They are able to adapt their presentation subtly which allows pupils of all abilities to take on-board their important messages and yet enjoy the experience' – [REDACTED] CC organiser

[REDACTED] and his team are able to adapt the presentation to suit the audience – whether they are visiting Secondary mainstream schools or Special Needs Schools or Welsh First Language schools.' – [REDACTED]  
[REDACTED] [REDACTED] [REDACTED] CC organiser

'The quality of the module and of the presenters ensures that the interest of each group, irrespective of academic ability is held for the full presentation.' – [REDACTED] [REDACTED]

'I feel that the team have been able to modify the pitch of the messages when the need arises so it can be understood by pupils of various learning abilities, this takes quite a lot of skill so they should be admired for their efforts.' – [REDACTED]

He has a natural rapport with children from Special Needs Schools. [REDACTED] is able to hold his audience with interest, which is not an easy task for this type of school. The staff speak very highly of him due to his natural manner – [REDACTED]

I feel very strongly about being able to deliver sessions differently, especially to SEN groups. Bollo definitely have the skills to adapt the workshops to each groups needs, they have also helped me in my delivery to specific groups. – [REDACTED] Education Liaison Officer, [REDACTED] and Bollo Service Partner

'On numerous occasions, I have had the pleasure to sit in their workshops and can only congratulate them on their ability to adapt to pupils learning needs, keep lessons moving and continually engage with the learners.' – [REDACTED]

**Appendix 1e**

**ABILITY TO RUN WORKSHOPS IN WELSH AND ENGLISH LANGUAGE**

'It is a massive positive that the Food Standard Agency are able to conduct their presentation in Welsh as a number of the Secondary Schools in Ceredigion are first language Welsh and this immediately puts the students at ease.' – [REDACTED] CC organiser.

'Like the FSA we are an agency that delivers bi-lingually so we understand how important it is to be able to offer a range of PSE workshops bi-lingually.' [REDACTED]

'It is a massive bonus to be able to offer our rail safety workshop in a school's preferred language. Bollo's commitment to delivering the project bi-lingually has been an advantage with increasing the reach of our safety messages. Their knowledge of the Welsh educational network has been a big asset in ensuring an increase in this reach.' – [REDACTED].

(Bollo's [REDACTED]), Workshops have been received very well, Bollo wrote their own scripts and translated them into Welsh. At one particular Welsh school the teacher gave them a standing ovation, can't ask for better than that. The workshops are pitched right with an excellent balance of humour and facts that really do engage the children. As the distribution company for South Wales it was important for us to offer not only our literature in Welsh but our workshops to meet the requests of our stakeholders. – [REDACTED].

[REDACTED] and his team are able to adapt the presentation to suit the audience – whether they are visiting Secondary mainstream schools or Special Needs Schools or Welsh First Language schools.' – [REDACTED] CC Organiser

Appendix 1f:

OTHER CRUCIAL CREW WORK WE DO:

'We're very happy with the workshops they are run at exactly the right level for the ages of the children. They are always willing to offer help and advice, they have very quickly understood the principles of our business which can be rather complex. They are incredibly professional, every workshop is presented with the same high level of enthusiasm, it is certainly a memorable session that get the children talking. The children love the workshops it's presented in such a fun way with plenty of humour and facts that are relevant to the specific age group. The teachers also enjoy the sessions as Bollo make it so engaging.' – [REDACTED]

'Our rail safety workshops produced and delivered by Bollo have proved to be a massive success from both the evaluative results we have gained and the many comments from teachers. As a valued service

partner they deliver all aspects of the project with results that better our expectations. Thank you to Pete and the team for his continued hard work in ensuring [REDACTED] are so well represented to schools and other agencies within the Crucial Crew network. We are extremely happy with the educational content that Bollo provide for us, they have exceeded original expectations and there is also a continually high consistency in their output. We feel they provide real value for money with their services.' [REDACTED]

'We have found the services provided to us by Bollo to always be of a very high standard, their ability to deliver what they say they will and beyond is commendable. The team are very easy to deal with and we have a lasting relationship with the Bollo team. - [REDACTED]

Appendix 2

Post Event Report

**BOLLO**

Bollo Ltd,  
129 Blackpool Old Road, Poulton-le-Fylde FY6 7RN.  
Tel: 0776 033 4491

[REDACTED]  
Company No:6517857  
Registered In England and Wales

**Crucial Crews**

FSA REPORT FAO: [REDACTED]

Number of Students = **1401**

Number of Schools = **47**

DATE	SCHOOL	NUMBER	DATE	SCHOOL	NUMBER
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
		[REDACTED]		[REDACTED]	[REDACTED]
					[REDACTED]



	<b>Total</b>	█		
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### Event Report:

The event is held in the same venue as previous years at █ in a livestock hall that is cleared for the event.

For this event we work alongside █ who help to decorate our stand area with Food Safety posters. █ is on site with on the set up day to help with the stand set up.

It is decided to place █ staffing the event for the duration of the event so that there is consistency of delivery style for the whole event. This event is being externally evaluated by the organisers and a full evaluation will be available in June 2018 which we will pass onto the FSA.

I contacted the event organiser █ who informed me of the evaluation arriving later this year and in her email she did inform me that, "The feedback from the teachers for the FSA stand was phenomenal! Mostly 10 out of 10 was given and some of the comments include "█ is amazing can we take him back to school" "children enjoyed such a fantastic presentation""

The sessions are 10-12 minutes long and the standard Crucial Crew session is used. There are two dedicated Welsh Language days but on some other days the odd sporadic Welsh Language school also attends. On these days we are also able to offer the Welsh version of the presentation as a Welsh Language presenter is always present.

### Week 1

█

The event was very well organised and the space was adequate for the presentations. There was plenty of room for pop-ups, posters and the television.

The ten minute sessions were well structured as was movement between sessions meaning there was always time to get all aspects of the presentation finished as long as quick pace was kept.

Our station was a firm favourite with the children, and we had wonderful comments from teachers from each and every school. According to the comments book, the teachers were impressed with how we were able to retain the children's attention through the use of humour meaning that they took in all of the important information.

The only small issue we faced was that the session next to ours - childline - had the children chant their phone number loudly towards the end of each session. This was only a small and short disturbance but we did highlight this to the organisers. It did

then get quieter and the organisers kept an eye on this for us asking us to let them know if it got disturbing again at any point.

## Week 2



The sessions this week were received with equal enthusiasm and enjoyment and as in the week before the feedback from teachers was very encouraging. We were one of only a few agencies able to offer the sessions through the medium of Welsh and this was very much appreciated by the teachers.

On the final Friday there was a visit from a special educational needs school. For these sessions we employed our hand-washing station and ultraviolet light box to give them a more practical session. We had a great response to this with the children queuing up to try the ultraviolet light box to check for germs on their hands.

Overall a very successful event in which our sessions seemed to be very popular with children and teachers alike.

Teacher comments: (official hand written hard copies available)

*"I enjoyed the presentation as much as the children. Very well presented with lots of humour, and very important information. KEEP IT UP!!! Never thought bacteria could be so entertaining."*

*"Very entertaining but also informative. Children thoroughly enjoy the presentation, will always remember the presenter and will tell their friends all about it back at school."*

*"I always love FSA [at this event] and so do the children. Hilarious as usual, they were in fits of giggles. This is the one that will stand out when they return to school."*

*"Informative, enthusiastic and entertaining. Children enjoyed it, and presented in a way that's easy to remember."*

*"Pupils loved this workshop! Fun, interesting and pitched at just the right level for KS2. Thank you."*

*"Captured children's attention immediately, making them laugh but also teaching them about a subject that could be 'not so interesting'. Great fun."*

*"Fantastic!! Enthusiastic with each and every child engaged and had fun as well as learning. Thank you."*



**Objectives achieved over the year of April 2016 – March 2017:-**

Programme of **36** events delivered and attended. Encompassing all **22** authorities.

Total number of pupils attending workshops = **23,093**

Total number of schools provided with workshops = **484**

Total number of Primary schools (KS1 pupils) provided with workshops = **402**

Total number of High schools (KS2 pupils) provided with workshops = **82**

Welsh Language days delivered = **87**



**Appendix 5**

**Event Co-ordinators Feedback Form**

**Event Co-ordinators Feedback Form**

**Event Co-ordinators details**

Name=

Position=

E-mail=

Contact Telephone Number=

May we contact you for further information regarding our attendance= Yes/No

Date Returned =

**Event details**

Dates of event=

Location of event

Number of Children attended=

Any Welsh Language days=

Please Rate the attendance of the FSA at you event accordingly.

(5 is excellent -1 is poor)

	5	4	3	2	1	N/A
	Excellent	Very	Good	Average	Poor	

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		Good				
How good was the organisation and communication leading up to the event						
How well did the session fit into the structure of the event						
How prompt was the facilitator on a daily basis						
How professional was the facilitator in their attitude						
How well did the workshop impact on the students						
How relevant was the workshop to your Crucial Crew						
How effective was the presentation part of the workshop						
How effective was the activity part of the workshop						
Was our attendance a valuable addition to your event						

Please add any more comments regarding our attendance at this event. Please feel free to make these negative or positive as your constructive input allows us to modify our attendance for future events.

**3. CONTINUOUS IMPROVEMENT**

In conjunction with the Client representative, the Supplier shall develop, maintain and improve performance and service with a view to enhancing the overall delivery of service. This may include but shall not be limited to review sessions (formal and informal).

**SCHEDULE 3**

**SPECIFIC OBLIGATIONS**

**1. SUPPLIER’S OBLIGATIONS**

This Schedule specifies the Ordered Services to be provided to the Client by the Supplier in the services required for FSA565.

This Schedule will be completed by reference to the Client’s Specification and to the successful Tenderer’s Supplier Response Document as detailed in Schedule 2.

**2. CLIENT’S OBLIGATIONS**

Notwithstanding the collaboration necessary with the Supplier to enable the provision of Support and Development services, the Client shall be responsible for:

- Reporting incidents as soon as possible, and for providing all relevant information to enable the Supplier to progress resolution of the incident
- Provision of suitable premises and facilities such as desks, chairs, overhead projectors, where appropriate and essential to the delivery of services
- Provision of access to the appropriate equipment and sites to enable the Supplier to undertake specific responsibilities in the supply of Support and Development services

**3. REVIEW MEETINGS**

This Clause shall be developed in conjunction with the successful tenderer(s) dependant on the nature and progress of the services.

The parties shall attend and fully participate in the undernoted meetings.

These shall take place at the Client’s premises at Foss House, York, unless otherwise agreed in which case they could be held by phone or via video-conference.

Meeting	Activities	Inputs	Outputs	Attendees
<p><b>SERVICE REVIEW</b></p> <p><b>Frequency:</b></p>	<ul style="list-style-type: none"> <li>•Review of performance.</li> <li>•Ensure escalated issues and risks are actioned.</li> <li>•Contract Coverage - Ensure all work has been agreed prior to start and is covered under the contract and within a Purchase Order.</li> </ul>	<ul style="list-style-type: none"> <li>•Agenda / minutes of last meeting</li> <li>•Minutes of Contract Review</li> </ul>	<ul style="list-style-type: none"> <li>•Minutes / actions of meeting</li> </ul>	<p>Client Representative (Chair)</p> <p>Supplier Representative</p> <p>Optional Invitees:</p>

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<p><b>Monthly</b></p>	<ul style="list-style-type: none"> <li>•Financial Management - Review spend against plans; resolving any escalated invoicing or payment issues. Review of overall financial risk.</li> <li>•Capacity Planning -Reviewing demand and supply forecasts, driving alignment in the relationship, look for economies over time as well as improving ways of matching demand and supply.</li> <li>•Contract Review and Administration -Ensure the contract is kept up to date, review list of amendments and/ or issues that need to be resolved.</li> </ul>	<p>(where appropriate)</p> <ul style="list-style-type: none"> <li>•Supplier’s MI</li> <li>•Active PO list / aged debt position</li> <li>•Demand Forecast</li> </ul>	<ul style="list-style-type: none"> <li>•Key messages for Client teams</li> <li>•Key messages for Supplier teams</li> <li>•Rolling forecast of demand</li> </ul>	<p>Service Delivery Lead</p> <p>Procurement Business Partner</p> <p>Or their nominated deputies</p>
<p><b>CONTRACT REVIEW</b></p> <p><b>Frequency: Every three months</b></p>	<p><u>Strategic Direction</u> Review the state of the relationship</p> <ul style="list-style-type: none"> <li>•Is the relationship still driving strategic benefits? What have been the major successes and or issues?</li> <li>•Where can the relationship improve to align to the Client strategy and apply consistency</li> <li>• think strategically.</li> </ul> <p><u>Relationship Direction</u></p> <ul style="list-style-type: none"> <li>•Improvements to the service</li> </ul>	<ul style="list-style-type: none"> <li>•Agenda / minutes of last meeting</li> <li>•Minutes of Client business units review meetings</li> <li>•Escalations</li> <li>•Suggested Contract improvements</li> </ul>	<ul style="list-style-type: none"> <li>•Minutes/ actions of meeting</li> <li>•Key messages for Client units</li> </ul>	<p>Primary Budget holder (Chair)</p> <p>Client Representative</p> <p>Procurement Business Partner</p> <p>Supplier Representative</p> <p>Or their nominated deputy</p>

**To be agreed with the FSA representative.**

SCHEDULE 4

PRICING

This Schedule 4 specifies the Ordered Services to be provided to the Client by the Supplier in the services required for FSA565.

This Schedule will be completed by reference to the successful Tenderer's Pricing Schedule (ITT Schedule 5) submitted 2<sup>nd</sup> February 2018.

ITT Schedule 5 - Pricing Schedule

FSA565 - Crucial Crew Wales

All prices must be exclusive of VAT

Please detail what your charges will be for delivering the requirements as described at Section 5 of the ITT Schedule 1 - Specification  
Your charges must include all expenses connected to each event

**Delivery Costs**

All administration, salary, set-up, travel & subsistence, fuel and other vehicle costs

**built into daily cost**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Retention Costs**

Storage

[REDACTED]

Insurance

[REDACTED]

Other (please specify):

[REDACTED]

**Completed by: Peter Walsh**

Please provide details of your day rates for any ad-hoc tasks outside of the scope of the Specification that the FSA may wish commission

This will not be used in the assesment of costs in relation to the tender evaluation.

Role description	Day rate

1. INTRODUCTION

- 1.1 This Schedule 4 sets out the Basis of Charging that shall apply to this Contract and any attendant Purchase Orders.
- 1.1.1 Other than as provided in this schedule, or agreed in writing in a relevant Purchase Order no additional Charges shall be payable by the Client to the Supplier for any additional costs associated with the execution of the Services or the Deliverables, including, without limitation, administrative and overhead costs.

2. BASIC PRINCIPLES

- 2.1 In general, all prices charged by the Supplier to the Client for all services (Support and Development) throughout the duration of this agreement shall be calculated from the Charges Schedule:
- 2.2 In addition the Client will reimburse travel and subsistence expenses which are reasonable and agreed in advance as set out in the table below, **where Tenderers have indicated such expenses will be applicable within their Qualifications to Schedule 7, Charges:**

Expenses	Reimbursement
Rail travel	Standard class
Mileage	£0.45 per mile for the first 10,000 miles in a financial year £0.25 per mile for any mileage in excess of 10,000 miles in a financial year
Overnight hotel accommodation	Up to £85 per night outside London Up to £130 per night in London
Subsistence	Up to a maximum of £21 for a 24 hour period

## SCHEDULE 5

### INVOICING PROCEDURE & NO PO/NO PAY

#### 1. INVOICES SHALL SPECIFY:

- Trading Name of Supplier
- Supplier Address
- Supplier Tel Number/ E mail
- Unique Purchase Order Number – To be advised
- Invoice Number
- Detailed description of the Services provided
- Detailed description of any expenses and the amounts of such
- Location, date or time period of delivery of the Services and/or Deliverables
- Supplier's VAT number
- Amount due exclusive of VAT, other duty or early settlement discount, with the calculation for the charges clearly shown in terms of days and confirmed daily rate
- VAT rate
- Amount due inclusive of VAT and any other duty or early settlement discount
- Details of the Supplier's BACS details or other method of payment
- Date of the invoice.

#### 2. INVOICE SUBMITTAL

Invoicing the FSA:

Please submit invoices to [Accounts-Payable.fsa@sscl.gse.gov.uk](mailto:Accounts-Payable.fsa@sscl.gse.gov.uk) for work with FSA.

Please include the referring FSA purchase order number in the email title and within the invoice to allow Invoice/Purchase Order matching.

Note that invoices that do not include reference to FSA Purchase Order number will be returned unpaid with a request for valid purchase order through email.

#### 3. INVOICE PAYMENT

3.1 The Client shall pay all valid invoices submitted in accordance with the provisions of this Schedule 3 in accordance with the provisions of [Clause 7](#).

3.2 In the event of a disputed invoice, the Client shall make payment in respect of any undisputed amount in accordance with the provisions of [Clause 7](#) and return the invoice to the Supplier within ten (10) Working Days of receipt with a covering statement proposing amendments to the invoice and/or the reason for any non-payment. The Supplier shall respond within ten (10) Working Days of receipt of the returned invoice stating whether or not the Supplier accepts the Client proposed amendments. If it does then the Supplier shall supply with the response a replacement valid invoice. If it does not then the matter shall be dealt with in accordance with the provisions of [Clause 18](#).

**3.3 NO PURCHASE ORDER, NO PAY.**

The Food Standards Agency is currently moving purchasing activity to an electronic purchasing solution. This brings supplier organizations a number of benefits, including limiting purchasing to preferred suppliers and faster payment processing.

To implement the solution, the undernoted changes will be implemented with effect from the contract commencement date.

To prevent unauthorised individuals requesting goods and services only FSA branded Purchase Orders from these email addresses should be accepted as FSA commitment: [SSDprocurementagencies@defra.gsi.gov.uk](mailto:SSDprocurementagencies@defra.gsi.gov.uk); OR [Procurement@foodstandards.gov.uk](mailto:Procurement@foodstandards.gov.uk). The FSA will not pay invoices that do not originate from Purchase Orders from these email addresses.

Any other requests for goods or services from the FSA should be referred to the Procurement Business Partner.

**4. CORRESPONDENCE**

Correspondence to the Client relating to this Contract (but not the invoice) shall be appropriately referenced and sent to the following address:

Enter FSA Nominated Contact details

Name [REDACTED]

Address 1 Food Standards Agency

Address 2 Southgate House

Address 3 Wood Street, Cardiff

Post code CF10 1EW

Correspondence to the Contractor relating to this Contract shall be appropriately referenced and sent to the following address:

Enter contact details

Name [REDACTED]

Address 1 Bollo

Address 2 129 Blackpool Old Road

Address 3 Poulton-Le-Fylde

Post code FY6 7RN

## SCHEDULE 6

### DISPUTE RESOLUTION PROCEDURE

#### 1. INTRODUCTION

- 1.1. In the event that a dispute cannot be resolved by the Client and Supplier representatives nominated under [Clause 18.2](#) within a maximum of ten (10) Working Days after referral, the dispute shall be further referred to mediation in accordance with the provisions of [Clause 18.4](#).
- 1.2. Subject always to the provisions of [Clause 21](#), nothing in this dispute resolution procedure shall prevent the Client or the Supplier from seeking from any court of the competent jurisdiction an interim order restraining the other party from doing any act or compelling the other to do any act.

#### 2. MEDIATION

- 2.1. The procedure for mediation pursuant to [Clause 18](#) and consequential provisions relating to mediation shall be as follows:
  - 2.1.1. a neutral adviser or mediator ('the Mediator') shall be chosen by agreement between the Client and the Supplier or, if they are unable to agree upon the identity of the Mediator within ten (10) Working Days after a request by one party to the other (provided that there remains agreement for mediation), or if the Mediator agreed upon is unable or unwilling to act, either party shall within ten (10) Working Days from the date of the proposal to appoint a Mediator or within ten (10) Working Days of notice to either party that he is unable or unwilling to act, apply to the Centre for Effective Dispute Resolution ('CEDR') to appoint a Mediator;
  - 2.1.2. the Client and the Supplier shall within ten (10) Working Days of the appointment of the Mediator meet with him in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations to be held. The parties may at any stage seek assistance from the CEDR to provide guidance on a suitable procedure.
- 2.2. Unless otherwise agreed by the Client and the Supplier, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the parties in any future proceedings.
- 2.3. In the event that the Client and the Supplier reach agreement on the resolution of the dispute, the agreement shall be reduced to writing and shall be binding on both parties once it is signed by the Client's Head of Procurement and the Supplier.
- 2.4. Failing agreement, either the Client or Supplier may invite the Mediator to provide a non-binding but informative opinion in writing.

- 2.5. The Client and the Supplier shall each bear their own costs in relation to any reference made to the Mediator and the fees and all other costs of the Mediator shall be borne jointly in equal proportions by both parties unless otherwise directed by the Mediator.
- 2.6. Work and activity to be carried out under this Contract shall not cease or be delayed during the mediation process.
- 2.7. In the event that the Client and the Supplier fail to reach agreement in the structured negotiations within forty (40) Working Days of the Mediator being appointed, or such longer period as may be agreed, then any dispute or difference between them may be referred to the Courts in accordance with the provisions of [Clause 41](#).

**SCHEDULE 7**

**CONFIDENTIALITY UNDERTAKING**

**1. INTRODUCTION**

1.1. This Schedule 7 contains the model confidentiality undertaking to be signed by Supplier in the event of Contract Award.

**CONFIDENTIALITY UNDERTAKING**

I ***THE SUCCESSFUL TENDERER*** HAVE BEEN INFORMED THAT I MAY BE ASSIGNED TO WORK AS A SUPPLIER IN PROVIDING SERVICES TO THE FOOD STANDARDS AGENCY.

I UNDERSTAND THAT INFORMATION IN THE POSSESSION OF THE CLIENT MUST BE TREATED AS CONFIDENTIAL.

I HEREBY GIVE A FORMAL UNDERTAKING TO THE CLIENT, THAT:

1. I WILL NOT COMMUNICATE ANY OF THAT INFORMATION, OR ANY OTHER KNOWLEDGE I ACQUIRE IN THE COURSE OF MY WORK FOR THE CLIENT TO ANYONE WHO IS NOT AUTHORISED TO RECEIVE IT IN CONNECTION WITH THAT WORK.
  
2. I WILL NOT MAKE USE OF ANY OF THAT INFORMATION OR KNOWLEDGE FOR ANY PURPOSE OUTSIDE THAT WORK.

I ACKNOWLEDGE THAT THIS APPLIES TO ALL INFORMATION WHICH IS NOT ALREADY A MATTER OF PUBLIC KNOWLEDGE AND THAT IT APPLIES TO BOTH WRITTEN AND ORAL INFORMATION.

I ALSO ACKNOWLEDGE THAT THIS UNDERTAKING WILL CONTINUE TO APPLY AT ALL TIMES IN THE FUTURE, EVEN WHEN THE WORK HAS FINISHED AND WHEN I HAVE LEFT MY EMPLOYMENT.

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I HAVE ALSO BEEN INFORMED THAT I WILL BE BOUND BY THE PROVISIONS OF THE OFFICIAL SECRETS ACTS OF 1911 AND 1989. I AM AWARE THAT UNDER THOSE PROVISIONS IT IS A CRIMINAL OFFENCE FOR ANY PERSON EMPLOYED BY A GOVERNMENT CONTRACTOR TO DISCLOSE ANY DOCUMENT OR INFORMATION WHICH IS LIKELY TO RESULT IN AN OFFENCE BEING COMMITTED, OR WHICH MIGHT PROVIDE ASSISTANCE IN AN ESCAPE FROM LEGAL CUSTODY OR ANY OTHER ACT AFFECTING THE DETENTION OF PEOPLE IN LEGAL CUSTODY. I AM AWARE THAT SERIOUS CONSEQUENCES MAY FOLLOW FROM ANY BREACH OF THAT ACT.

**SIGNED:**

**NAME:**

**DATE OF SIGNATURE:**

**Schedule 8 – Staff Transfer – “TUPE”**

Not applicable

**Schedule 9 – Commercially Sensitive Information**

None identified

**Schedule 10 – Variation Notice – Request for Variation**

**1 General principles of the Variation Procedure**

- 1.1 This Schedule sets out the procedure for instruction and evaluation of Variations to the Framework.
- 1.2 Under this Variation procedure:
  - 1.2.1 Either party may seek to vary the Service(s) at any time during the Term of the Framework. Each party will do its utmost to give the other reasonable notice of any major changes, preferably a minimum of 3 months notice, and to respond within the timeframe stated in Clause 24.
  - 1.2.2 Variation requests are to be submitted using the format at Appendix A.
  - 1.2.3 Where a Variation is proposed, the Supplier will provide an estimate of the financial/resource implications to the Client, with an estimated timetable for implementation, for the Client's approval.
  - 1.2.4 The evaluation of any Variation is the responsibility of the relevant Director and Head of Procurement, in consultation with the Supplier, in the context of the Review Meetings described in Governance contained in the Framework. The date of implementation of any consequent amendment to the services, and/or payment to the Supplier, will be confirmed in writing by the Client within seven days of the evaluation using the Variation Form at Appendix B.
  - 1.2.5 The Client shall have the right to request amendments to a Variation Request (prior to approval); approve it or reject it. The Supplier shall be under no obligation to make such amendments to the Variation Request; however the Supplier shall not unreasonably refuse such a request. In the event that the Client chooses to reject a Variation Request made by the Supplier the Client shall accept responsibility for the outcome.
- 1.3 Any discussions, negotiations or other communications which may take place between the Client and the Supplier in connection with any proposed variation shall be without prejudice to each party's other rights under this Framework.

**2 Costs**

- 2.1 Each party shall bear its own costs in relation to the preparation and agreement of each Variation.

### **3 Change Authorisation**

- 3.1 Any Variation and/or amendment to payment arising from a Variation will be executed by the Client's Head of Procurement and confirmed in writing to the Supplier.
- 3.2 The variation shall not be deemed effective until the Variation form at Appendix B has been signed by both parties.

**Schedule 11 – Exit Management**

NONE IDENTIFIED



**APPENDIX A VARIATION REQUEST FORM**

Variation Request No:
Date:
Project Title :
Project Ref No:
Raised By:
Action Proposed:
Full Description of Variation Request:
Area(s) impacted ( <i>Optional</i> )
Signed By:
Full Name:
Date:
Supplier Contact Details
Supplier Name :
Contact Name :
Contact Address :
:
:
:
Telephone No :
Email Address :



**APPENDIX B VARIATION FORM**

**PROJECT TITLE:**

**DATE:**

**VARIATION No:**

**BETWEEN:**

**The Food Standards Agency (hereinafter called “the Client”) & Bollo (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: .....



## APPENDIX C TABLE OF POLICIES

Table of Policies

Policy	Description	Includes:
Acceptable Use of Computers and Networks	<p>The Food Standards Agency provides networks and equipment to its staff to be used as a source of business information which supports the work of the Agency. Inappropriate use of the Agency's networks exposes the Food Standards Agency to risks including virus attacks, compromise of network systems and services, and legal issues.</p> <p>The Acceptable Use Policy sets out the ways in which the network and systems may be used, safeguarding the FSA and its employees against potential legal action and protecting the security of the Agency's IT infrastructure. It is vital in informing the agency's employees of the behaviour expected of them as users of our Information Technology systems.</p>	<ul style="list-style-type: none"> <li>- Use of Internet and Intranet</li> <li>- Working Remotely</li> <li>- Personal Web Logs and Websites</li> </ul>
Data Protection	<p>The Data Protection Act defines UK law on the processing of data about living people. In order to process personal data and sensitive personal data the Food Standards Agency must comply with the Principles of the Act. Failure to comply could result in the Agency or the individual involved having criminal or civil proceedings brought against them.</p> <p>The Food Standards Agency is committed to protecting personal data and as such the Data Protection Policy was created to safeguard the Agency and its employees by informing staff of their responsibilities and rights when handling personal data.</p>	<ul style="list-style-type: none"> <li>- Processing Personal Data</li> <li>- Sensitive Personal Data</li> <li>- Failure to Comply</li> <li>- Data Subject</li> </ul>
Information and Records Management Policy	<p>Food Standards Agency information and records are valuable assets that play a vital role in documenting the policy making and inspection activities of the Agency. Best practice in records management is vital in supporting the Agency to deliver its strategic plan, document business intelligence, demonstrate accountability and protect its interests.</p> <p>The Information and Records Management Policy informs users of their responsibilities when handling information and records and allows the Agency to maintain a framework of standards to maintain compliance with the Public Records Act 1958, Freedom of Information Act and ISO 27001.</p>	<ul style="list-style-type: none"> <li>- Organisational Records Management Requirements</li> <li>- Records Standards</li> <li>- Registration Records Management process and System Requirements</li> <li>- Technical specification of records</li> <li>- Access to records</li> <li>- Security of records</li> <li>- Preservation of records</li> </ul>
Electronic Communications	<p>The Food Standards Agency provides and encourages the use of its Electronic Communication Systems to its employees for the purposes of business communication. This policy has been developed to ensure the Electronic Communications Systems are safeguarded for the efficient exchange of business information within the Food Standards</p>	<ul style="list-style-type: none"> <li>- Electronic Mail (Email)</li> <li>- Personal Use</li> <li>- Use of Instant Messaging</li> </ul>

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	Agency and to ensure that all employees are made aware of their responsibilities and adhere to the relevant legislations.	
Users ICT Security Policy (for all staff)	Security is required to counter threats from external penetration, internal users and environmental events beyond FSA control. Appropriate measures must be in place to control access, preserve the confidentiality, integrity and availability of data and protect each ICT system. In addition the Agency must ensure security standards are maintained to satisfy the requirements of legislation, the HMG Security Policy Framework and industry standards such as ISO27001. This policy defines the FSA security principles and measures to ensure employees understand their responsibilities, managers can identify what is expected of staff and auditors can ascertain that the correct measures are being applied.	- Passwords -Mobile Computing and Remote Access -Virtual Private Networks - Secure Data Storage -Data Backup and Recovery -Workstation Security -Encryption -Software Movements - Security of Equipment Off-Premises -Removal of Property -Secure Equipment Storage and Access
ICT Security Policy (for IT staff ONLY)	This policy is for ISTED staff only  The purpose of the policy is as above but with greater detail and extended content in recognition of the increased system access ISTED staff require, and to ensure standards in the development/support/maintenance of our systems are met. It was recognised that detailing the principles that apply to both users and ISTED staff within one length security policy confused the key issues and areas of responsibility and alienated the user audience.	-Mobile Computing and Remote Access -Passwords -Network Security - Perimeter Management -Secure Data Storage -Data Backup and Recovery -Encryption -Agency Software -Software Rollout - Software & Hardware Disposal - Software Movements -Software Audit -Patch Management - Equipment Security -Supporting Utilities -Cabling Security - Equipment Maintenance -Security of Equipment Off-Premises -Removal of Property -Secure Equipment Storage and Access -ICT Systems Security -Control of Development Environments -Change Control - Design and Acceptance of Development -Contingency Planning -Technical Compliance Checking -Technical Review of Operating System Changes
Mobile Voice and Data Policy	The FSA did not have policy for the supply of mobile voice and data tools for Agency staff e.g. Laptops and Blackberries. A policy was needed to allow potential suppliers to give an accurate quote for services, driving better value for money for the FSA. The policy was developed to maximise the efficiency of the mobile voice and data contracts by ensuring that the right people have the right equipment to fulfil their roles. The policy sets out criteria by which these tools are issued together with the a principle that each user will be issued with only one mobile data contract.	-Definition of FSA Remote working tools -Connectivity options - Computer Equipment -Who is eligible -Roles & responsibilities