

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

REDACTED INFORMATION

Dear Sir/Madam,

Letter of Appointment

This letter of Appointment dated 17th September 2019, is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier.

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

| | |
|---------------|--|
| Order Number: | TBC |
| From: | Her Majesties Inspectorate of Constabulary and Fire and Rescue Services (HMICRFS) ("Customer") REDACTED INFORMATION |
| To: | Britain Thinks ("Supplier") REDACTED INFORMATION |

| | |
|-----------------|---------------------------------|
| Effective Date: | 20 th September 2019 |
| Expiry Date: | 11 th May 2020 |

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| Services required: | Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: · the Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B. |
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| Key Individuals: | For Customer: REDACTED INFORMATION For Supplier: REDACTED INFORMATION |
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| Guarantor(s) | Not Applicable. |
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| Contract Charges (including any applicable discount(s), but excluding VAT): | As per Annex C. Roles and Rates will remain for the duration of the Contract. |
| Liability Requirements | Suppliers limitation of Liability see Clause 18.2 of the Contract Terms and Conditions |
| Insurance Requirements | As per Terms and Conditions of RM6018. |
| Customer billing address for invoicing: | HMICFRS Finance Team, REDACTED INFORMATION |

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| General Data Protection Regulations (GDPR) | As Per RM6018 Contract Terms Schedule 7 (Processing, Personal Data and Data Subjects. |
| Alternative and/or additional provisions (including Schedule 8(Additional clauses)): | Not Applicable. |

FORMATION OF CONTRACT

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

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

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

For and on behalf of the Supplier:

For and on behalf of the Customer:

Name and Title:

Name and Title:

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Signature:

Signature:

Date:

Date:

ANNEX A

Customer Project Specification

1. SCOPE OF REQUIREMENT

- 1.1 This independent research is commissioned by Her Majesties Inspectorate of Constabulary and Fire and Rescue Services HMICFRS henceforth to be referred as the Customer). The scope of this requirement includes an independent qualitative research project and report to understand the experiences of victims and suspects. The report will be derived through the views and perspectives of those working with this client group, and the victims of crime themselves, following recent changes to the bail act brought in by the Policing and Crime act 2017. Specifically, this research will answer the research questions outlined in section 2.1.11.1
- 1.2 It is anticipated the research approach will include semi-structured, in-depth interviews, either face-to-face or by telephone where this is deemed appropriate and suitable. It is anticipated that the Supplier shall use free-find methods and existing links with gateway organisations or build new links with other relevant organisations to access all research participants.
- 1.3 To best understand victim experiences of the recently introduced changes to the bail act, by the Policing and Crime Act 2017, it is required that participants include victims whose cases were investigated by police from April 2017 onwards.
- 1.4 The perspectives of solicitors and relevant third sector agencies will also provide vital insight into victim and suspect experiences of the changes to bail.
- 1.5 The Customer requires the Supplier to guide the recruitment approach.
- 1.6 The scope of the requirement that that required to be undertaken by the Supplier includes:
 - 1.6.1 The identification and recruitment of suitable victims to participate in a minimum of 25 (twenty five) semi-structured in-depth interviews, and;
 - 1.6.2 The identification and recruitment of suitable professionals to participate in 20 (twenty) in depth telephone interviews the participants shall be:
 - 1.6.2.1 Solicitors, or relevant defence legal representatives, working on behalf of suspects;
 - 1.6.2.2 Relevant third sector agencies supporting victims of crime;
 - 1.6.2.3 Relevant third sector agencies supporting those with criminal convictions/ ex-offenders.

- 1.7 The Supplier shall not request the Customer to provide them with suitable research participants and/or links with suitable gateway agencies.
- 1.8 The Supplier shall recruit all research participants. The Supplier shall clearly outline their planned recruitment approach in their bid.
- 1.9 The Supplier shall consider how best to identify suitable participants and conduct semi-structured in-depth interviews and in depth telephone interviews with the described participant groups to allow for accurate recall of experiences of their dealings with the police. Alternatively, the Supplier can consider how to capture views on police response in an innovative way that does not depend on recall (for example, the use of scenario-based questions).
- 1.10 The scope requires the Supplier to detail how they will support vulnerable participants to safely participate in the research, ensuring fully informed consent is provided by participants and that participation does not lead to any harmful or negative effects for the participants. The Supplier should also detail how they will manage any arising risks in working with this research population. The following guidelines will apply:
 - 1.10.1 In accordance to the Economic and Social Research Council (ERSC)¹ Guidelines
 - 1.10.2 In accordance to the Government Social Research (GSR) ²guidelines
- 1.11 The Supplier must provide a fully developed ethical and safeguarding framework that includes details of the information provided to potential participants and the Supplier's approach to seeking informed consent, safeguarding, confidentiality and disclosure.
- 1.12 The Supplier must ensure advice and support is available to participants where appropriate.
- 1.13 The Supplier shall work with the Customer's' project team to develop suitable and appropriate research materials (such as, but not limited to, topic guides).
- 1.14 The Supplier shall include case study examples from the completed interviews in the final report demonstrating both victim and suspect experiences, the latter of which will have been derived through the experiences of those working with this client group.
- 1.15 The Supplier shall provide an interim report mid-way through the fieldwork and participate in a discussion of these findings with Customer stakeholders (by telephone).

¹ <https://esrc.ukri.org/funding/guidance-for-applicants/research-ethics/>

² <https://www.gov.uk/government/publications/ethical-assurance-guidance-for-social-research-in-government>

- 1.16 The Supplier shall present their report findings in person prior to the final report being published. The final presentation will be made to the Customer and Expert Reference Group (ERG) and Criminal Justice Joint Inspection Team (CJJI).
- 1.17 The Supplier shall provide a draft report ahead of the final report for the Customer to review, provide comments, feedback and approve before the final report is drafted.
- 1.18 The Supplier shall provide a final report, which shall be published by the Customer.

2. THE REQUIREMENT

2.1 Methodology

- 2.1.1 The Supplier shall implement a qualitative approach to the research. The Customer deems face-to-face, semi-structured in-depth interviews and in depth telephone interviews to be the most appropriate methodology for this research.
- 2.1.2 The interview topic guide shall be developed by the Supplier with input and sign-off provided by the Customer's project team.
- 2.1.3 The Supplier will undertake semi-structured in-depth interviews with a minimum of 25 (twenty five) adults who self-identify as being a victim of a crime where this crime has been reported to the police.
- 2.1.4 The Supplier will undertake a minimum of 20 in depth telephone interviews with: solicitors, or relevant defence legal representatives, working on behalf of suspects; relevant third sector agencies supporting victims of crime; relevant third sector agencies supporting those with criminal convictions/ ex-offenders.
- 2.1.5 The Customer will provide letters of support for the research to be shared with gateway agencies and research participants.
- 2.1.6 Participants can only be included in the research where the investigation and any subsequent criminal prosecution or civil proceedings have been concluded at the time of participation.
- 2.1.7 A detailed sampling approach will be agreed at the Inception meeting with the Customer's project team. The Supplier shall ensure that the participant group includes the following characteristics:
 - 2.1.7.1 Crimes that occurred since April 2017, but have been concluded at the time of participation;
 - 2.1.7.2 Victims who experienced a range of crime types of varying degrees of seriousness;

- 2.1.7.3 Representatives from solicitors, or relevant defence legal representatives, working on behalf of suspects; relevant third sector agencies supporting victims of crime; relevant third sector agencies supporting those with criminal convictions/ ex-offenders;
- 2.1.7.4 Participants across a range of (at least 3) geographical locations (within England and Wales)
- (a) Where necessary, any research materials provided to the participants in Wales must be provided in both English and Welsh in accordance with the Welsh Language Act 2011.
- 2.1.8 The Supplier shall undertake a sensitive and ethical recruitment approach considering the needs of the research populations. The research approach must implement best practice in relation to working with victims of crime³.
- 2.1.9 The research will focus on participants' experiences (individual and organisational) of being, or supporting, a victim and police handling of the investigation, as well as the views and experiences of those representing suspects (e.g. legal representatives and third sector agencies).
- 2.1.10 This approach shall be used to answer the following research question: What are victim and suspect experiences of the changes of the Policing and Crime Act 2017? Note that the experiences of suspects in this research will be explored indirectly through those working with/representing suspects (e.g. legal professionals).
- 2.1.11 In answering this broad question, the research is not limited to, but must answer the following:
- 2.1.11.1 How/if victims and suspects understand the changes that were brought in as a result of the Policing and Crime Act 2017.
- (a) What led to them gaining this understanding or interpretation?
- 2.1.11.2 How/if victims and suspects were made aware of the conditions and procedures (for example, voluntary attendance, pre-charge bail, RUI) that were applied by the police to their case.
- (a) In their view, how appropriate was the way this information was shared?

³ <https://www.justiceinspectrates.gov.uk/hmicfrs/wp-content/uploads/nat-cen-victim-voice-methodology.pdf>

2.1.11.3 Victim and suspect experiences of the application of police powers and procedures during the investigation process.

- (a) Specifically, this research will consider victims' experiences in relation to:
- (i) How they felt about the condition (e.g. Released Under Investigation (RUI), pre-charge bail, voluntary attendance) being applied in their matter;
 - (ii) Their level of knowledge of police protective powers (did they understand the conditions of the injunction?);
 - (iii) How safe they felt throughout the investigation process (whether any repeat offences were committed by the suspect);
 - (iv) How reasonable they felt their treatment by police was (for example, the level of communication received from police and the appropriateness of any advice given by police);
 - (v) To what extent they felt listened to and taken seriously by police during the reporting of the crime (and subsequent contact);
 - (vi) How supported they felt during the investigation process;
 - (vii) How they understood the investigation process;
 - (viii) What information they would have wanted to receive during the investigation process
 - (ix) What impact, if any, did the condition and/or action taken by the police have on other areas of life (for example, family relationships, mental health, physical health, housing/welfare issues)
 - (x) To what extent they felt that action taken by police had on their willingness to support a prosecution (i.e. did police action impact on their decision to withdraw their support of the investigation)
 - (xi) How victims felt in relation to:

- (1) Timeliness of police responses;
- (2) Being kept updated on progress made;
- (3) Being kept updated on decisions made;
- (4) Knowing how to contact the police for updates on their case;
- (5) Feeling safe;
- (6) Action taken by police in response to breaches/repeat offences;
- (7) Advice given by police to victim;

(xii) What experience victims had of any advice and/or referrals made by police, e.g. to support services;

(xiii) What, if anything, could have been done to improve their experience;

2.1.11.4 Specifically, this research will consider solicitors, third sector and support agencies experiences in relation to:

- (a) Their experience of the changes brought about following the changes to the PCA 2017;
- (b) The perceived experiences of their client group following the changes to the PCA 2017
- (c) The perceived implications to their client group following the changes to the PCA 2017

2.1.12 The Supplier shall conduct appropriate thematic analysis to produce detailed insight from the interview and focus group data.

2.1.13 The Supplier shall have the expertise and ethical framework in place to conduct this research and should adhere to the requirements of the Public Sector Equality Duty and The Customer's ethical framework for engagement with people in vulnerable circumstances.

2.1.13.1 The Supplier shall comply with the General Data Protection Regulation (2018) and all other applicable laws of England and Wales, whilst ensuring that victims and suspects are not identifiable.

2.2 Outputs

- 2.2.1 The Supplier shall provide research that includes a minimum of 25 (twenty five) semi-structured in-depth interviews and 20 (twenty) in depth tele interviews with appropriate professional individuals.
- 2.2.2 The Supplier shall provide an interim report at the midway phase of the research and will participate in a telephone discussion of these findings with The Customer's stakeholders.
- 2.2.3 The Supplier shall provide a draft Final report for the Customer to review, comment and approve before the Final report is finalised. The Final report must be written in a clear and engaging format utilising infographics, where appropriate.
- 2.2.4 The Final report shall include case study examples from the completed interviews demonstrating both victim and suspect experiences, the latter of which has been derived through the experiences of those working with this client group.
- 2.2.5 The Supplier shall provide a Final research report. The Final report is intended for publication and therefore should be of a quality suitable for publication.
- 2.2.6 The report, including executive summary, shall contain all the required details whilst being concise.
- 2.2.7 The research shall be written in line with the Customer's style guide. This document shall be made available to the successful Supplier.
- 2.2.8 The report shall maintain readability and employ Harvard referencing where absolutely necessary (key authors or documents). There shall be a full list of sources included within the document, with Endnotes used for non-key authors and documents.
- 2.2.9 The Supplier shall attend a maximum of four (4) meetings in London with the Customer's project team. These attendances shall be at no extra cost to the Customer. These meetings will likely relate to:
 - 2.2.9.1 Meeting 1: Inception Meeting
 - 2.2.9.2 Meeting 2: Scoping and Planning Meeting
 - 2.2.9.3 Meeting 3: Analysis session, for the Customer's project team to observe
 - 2.2.9.4 Meeting 4: Presentation of Findings
- 2.2.10 The Supplier shall present their findings from the research in a PowerPoint presentation to the Customer and Expert Reference Group (ERG) and

Criminal Justice Joint Inspection Team (CJJI) at a meeting in London. The ERG is made up of a group of individuals who are brought together to help shape the development of the inspection area. They are likely to include members from other relevant inspectorates, third sector groups and academics. More information about CJJI can be found on its website at: <https://www.justiceinspectorates.gov.uk/cjji/>

- 2.2.11 The Supplier shall produce a Draft Final report prior the completion of the Final report in Word Document for the Customer to review and approve.

2.3 Skills and working requirements

- 2.3.1 The Supplier shall be able to demonstrate a range of research skills, with a proven record of producing high quality qualitative research. The research and analysis skills anticipated to be required for the research include (but are not limited to) experience of:

2.3.1.1 Conducting semi-structured in-depth interviews and focus groups on sensitive topics and with vulnerable people

2.3.1.2 Research with victims of crime

2.3.1.3 Qualitative data analysis (e.g. thematic analysis)

2.3.1.4 Report writing

- 2.4 The Supplier shall work closely with the Customer's project team to ensure that the scope remains appropriate throughout the research. It is anticipated that regular (minimum fortnightly) meetings take place by telephone with the Supplier.

- 2.5 The Supplier should ensure that suitable arrangements for business continuity and data protection should be in place and these should be specified in the bid.

- 2.6 The research assignments are to be completed by the deadlines specified at the Inception meeting.

- 2.7 Researchers are required to uphold the values and ethics set out in the Civil Service Code⁴

- 2.8 The work must comply with the requirements of the General Data Protection Regulation 2018 and ensure there is no identifiable information reported from the evidence gathered.

- 2.9 Timing: All work detailed above is expected to commence at the award of the contract and report according to the milestones set out below in Section 7.

⁴ <https://www.gov.uk/government/publications/civil-service-code/the-civil-service-code>

3. KEY MILESTONES AND DELIVERABLES

3.1 The Supplier shall have the resource and capacity to commit to the key milestones listed below.

3.2 The Supplier will meet the following project milestones that the Customer will measure delivery against.

3.3 The following Contract deliverables shall apply:

| Deliverable | Description | Anticipated Timeframe/ Delivery Date |
|--------------------|---|---|
| 1 | Meeting 1: Project initiation (Inception) meeting arranged by the Customer between the Customer and Supplier | No later than 27/09/2019 |
| 2 | The Supplier to complete any internal ethics approvals and preparation/development of project to be completed by the Supplier | No later than 04/10/2019 |
| 3 | Summary interim findings report submitted to the Customer by the Supplier | No later than 13/12/2019 |
| 4 | Recruitment and fieldwork including interviews with participants to be carried out by the Supplier | No later than 31/01/2020 |
| 5 | Presentation as described in 6.2.11 made at Findings Meeting | No later than 09/03/2020 |
| 6 | Final Report completed by Supplier in readiness for publication by the Customer and dissemination. | No later than 30/04/2020 |

3.4 Further Key Milestones may be agreed and recorded between the Customer and the Supplier at the Inception meeting following Contract Award. This will require a Contract Change Notice.

4. MANAGEMENT INFORMATION

4.1 The Supplier shall report to the Customer's Analytics and Research Team, Better Inspections Portfolio and produce written products commensurate with current Customer reporting standards (examples available online)⁵.

4.2 The Customer will be responsible for organising the four meetings as described in 9.1.

4.3 The Customer will be responsible for providing comments and sign-off of all research materials and outputs.

⁵ <https://www.justiceinspectorates.gov.uk/hmicfrs/police-forces/publications/>

- 4.4 The Supplier will participate in fortnightly meetings (by phone) to provide updates on the progress of the research; updates will be provided weekly during recruitment and fieldwork.
- 4.5 The Supplier will inform the Customer of any recruitment issues arising within three () working days of identifying any issue.
- 4.6 The Supplier will work closely with the Customer to ensure the project remains in scope and on track.

5. VOLUMES

- 5.1 The Supplier shall carry out all the number of interviews as agreed at the Inception meeting.
- 5.2 The Supplier will deliver an interim report and discussion of emerging themes; a presentation of the final findings; a draft final report, and; a final report for publication, to include case study examples from the completed interviews in the final report demonstrating both victim and suspect experiences, the latter of which will have been derived through those working with suspects.

6. CONTINUOUS IMPROVEMENT

- 6.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 6.2 Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.

7. QUALITY

- 7.1 The Supplier shall ensure that the report is clearly written in a style easily accessible to non-specialists. All statements, analysis and recommendations need to be clearly based on supporting data or clearly referenced as being based on other publications.

8. STAFF AND CUSTOMER SERVICE

- 8.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract to consistently deliver a quality service to all Parties.
- 8.2 The Supplier's staff assigned to the research, Victim and Suspect Experiences of the Changes to the Policing and Crime Act 2017, shall have the relevant qualifications and experience to deliver the Contract.
- 8.3 The Supplier shall ensure that staff will provide excellent customer service to the Customer throughout the duration of the Contract.

9. SERVICE LEVELS AND PERFORMANCE

- 9.1 The Customer will measure the quality of the Supplier's delivery by:

| KPI/SLA | Service Area | KPI/SLA description | Target |
|---------|------------------|--|--------|
| 1. | Service Delivery | Project initiation meeting arranged by the Customer no later than 27/09/2019 between the Customer and Supplier | 100% |
| 2. | Service Delivery | The Supplier to complete any internal ethics approvals (to the Supplier) and preparation/development of project to be completed by the Supplier no later than 04/10/2019 | 100% |
| 3. | Service Delivery | Summary interim findings report submitted to the Customer by the Supplier no later than 13/12/2019 | 100% |
| 4. | Service Delivery | All Interviews are completed by 31/01/2020 | 100% |
| 5. | Service Delivery | Presentation at Findings Meeting to be delivered no later than 09/03/2020 | 100% |
| 6. | Service Delivery | Final Report completed by Supplier in readiness for publication by the Customer and dissemination no later than 30/04/2020 | 100% |
| 7. | Research Quality | The successful Supplier will conduct their research in line with the ethical considerations detailed in their bid. The successful Supplier will ensure that all the participants receive the safeguarding mechanisms they are entitled to including, but not limited to, support documents and information sheets detailing the research. This will be measured by the number of formal complaints received from the participants. | 100% |
| 8. | Report Quality | The Final report is to be presented to the standard agreed at the Inception meeting. | 100% |
| 9 | Service Delivery | The Supplier will provide weekly updates during the recruitment and fieldwork activity | 100% |
| 10 | Service Delivery | The Supplier will attend fortnightly telephone meetings with the Customer. | 100% |

| | | | |
|----|--------------------|--|------|
| 11 | Account Management | The Supplier will inform the Customer of any recruitment issues arising within three (3) working days of identifying any issue | 100% |
|----|--------------------|--|------|

- 9.2 Payment will be made in arrears only when the Customer receive the outputs of a satisfactory quality linked to all the milestones.
- 9.3 The Customer will maintain a record of Supplier adherence to the agreed service level and performance timelines. Any non-adherence will result in performance review meetings between the Customer and the successful Supplier, to provide a full debrief and explanation as to why the service level agreement was not met. Improvement plans will also be established during these meetings.
- 9.4 If the Supplier falls below the required targets for two (2) consecutive months, they shall be expected to work with the Customer through weekly meetings to rectify the situation.
- 9.5 Where there are repeated failures to meet the SLA (more than three (3) times in a rolling three (3) month period), the Customer reserves the right to invoke any of its options at clause 23 of Attachment 5 Terms and Conditions and payments shall only be made for satisfactory outputs already delivered.

10. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 10.1 The Supplier shall implement appropriate arrangements for data security at all times, particularly relating to the transmission and storage of personal data. Processes should be in place for data being returned by any interviewers and safeguarding against data loss, including appropriate risk management procedures. Such procedures must meet the standards outlined in the framework terms and conditions, and the General Data Protection Regulation 2018 and any linked to replacement legislation. The Supplier should confirm within their response what procedures will be implemented and outline the technical measures to be put in place to meet such requirements.
- 10.2 The Customer expects all the Supplier's staff who handle personal data or conduct research with research participants to have been subject to a Baseline Personnel Security Standard (BPSS) check during recruitment; or as a minimum, to meet all UK employment legal requirements supplemented by a Data Barring Service (DBS) Basic check.
- 10.3 The Supplier shall provide the Customer with an accurate and regularly updated list of all individuals working on its behalf who have access to the data, their level of access and confirmation that BPSS and/or DBS has been undertaken.

11. PAYMENT AND INVOICES

- 11.1 A Purchase Order will be raised for any resultant Contract.

- 11.2 Supplier Invoices shall show the relevant purchase order number and be submitted to the Customer who will arrange for the invoice to be checked, certify the work as satisfactorily complete and make subsequent payment.
- 11.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 11.4 Payment shall be made in accordance to the agreed Service Level Agreements being met.
- 11.5 Payments will be made against the deliverables as set out in the table below:

| ACTIVITY | PAYMENT (%) | DATE |
|---|-------------|------------|
| Final Report presentation | 90% | 02.03.2020 |
| Completion and delivery of Final Report | 10% | 30.04.2020 |

- 11.6 In the event of milestones not being completed to time or to the appropriate standard, the Customer will, with agreement from the Supplier, put corrective actions in place. However, the Customer reserves the right to reduce payments if remedial action is unsuccessful and outputs are not met.
- 11.7 Day rates submitted within the Potential Providers' price schedule shall include reasonable travel, subsistence, lodging and related expenses as per the Terms and Conditions of RM6018 Research Marketplace.
- 11.8 Invoices shall be sent to Customer Finance Team, 6th Floor, Globe House, 89 Eccleston Square, London SW1 1PN.
- 11.9 The Intellectual Property of the reports and research commissioned shall remain the sole property of the Customer. Should academic publication be a consideration for those bidding for the work, this will be with prior agreement of the Customer. Any publications arising directly from this research shall be subject to expressly provided permission from the Customer.

12. CONTRACT MANAGEMENT

- 12.1 The Customer will manage the Contract. The Supplier will provide fortnightly project updates to the Customer and weekly updates during recruitment and fieldwork. Project updates are likely to be held by phone.
- 12.2 The Customer will assign a contract manager to the project who will be the central point of contact throughout the duration of the work. They will be the first point of contact for project management matters and/or in the case of any potential disputes, with support from the Customer's other senior officials as required.
- 12.3 The Supplier shall provide a robust escalation procedure to help resolve any issues that may arise within project delivery. This should include the provision of a dedicated senior point of contact who can deal with and resolve such issues.

12.4 Attendance at Contract Review meetings shall be at the Supplier's own expense.

13. LOCATION

13.1 The Supplier will be expected to travel to the Customer locations for the delivery of the Research Project at the locations outlined in Section 6.

13.2 All Travel and Subsistence shall be at the Supplier's own expense.

13.3 The interviews will either take place at participants' homes/ place of work or a mutually agreed location between the interviewer and interviewee or by telephone for professionals. The geographical areas for the research will be agreed with the Supplier at the Inception meeting once the Contract is in place.

ANNEX B

Supplier Response

REDACTED INFORMATION