



CONTRACT FOR THE PROVISION OF:

Food hypersensitivities: Capturing Quality of Life (QoL), Behavioural Measures and Willingness to Pay (WTP) in the UK.

Reference Number: FS430406

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

Aston University (“Supplier”), Aston Triangle, Birmingham, B7 7ET

to be effective from 17th February 2020 until 31st March 2021 unless varied by extension.

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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.

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-Suppliers 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-Suppliers. 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 [Schedule 2](#) and [Schedule 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-Suppliers.
- 14.3 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Client is the Controller and the Supplier is the Processor unless otherwise specified in Schedule 12. The only processing that the Processor is authorised to do is listed in Schedule 12 by the Controller and may not be determined by the Processor.
- 14.4 The Processor shall notify the Client immediately if it considers that any of the Controller's instructions infringe the Data Protection Legislation.
- 14.5 The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Controller, include:
- (a) a systematic description of the envisaged processing operations and the purpose of the processing;
 - (b) an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
 - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 14.6 The Processor shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:
- (a) process that Personal Data only in accordance with Schedule 12, unless the Processor is required to do otherwise by Law. If it is so required the Processor shall promptly notify the Controller before processing the Personal Data unless prohibited by Law;
 - (b) ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of

the adequacy of the Protective Measures), having taken account of the:

- (i) nature of the data to be protected;
- (ii) harm that might result from a Data Loss Event;
- (iii) state of technological development; and
- (iv) cost of implementing any measures;

(c) ensure that :

- (i) the Processor Personnel do not process Personal Data except in accordance with this Agreement (and in particular Schedule 12;
- (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Processor's duties under this clause;
 - (B) are subject to appropriate confidentiality undertakings with the Processor or any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Controller or as otherwise permitted by this Agreement; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and

(d) not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:

- (v) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Controller;
- (vi) the Data Subject has enforceable rights and effective legal remedies;
- (vii) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
- (viii) the Processor complies with any reasonable instructions

notified to it in advance by the Controller with respect to the processing of the Personal Data;

- (e) at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Agreement unless the Processor is required by Law to retain the Personal Data.

14.7 Subject to clause 1.6, the Processor shall notify the Controller immediately if it:

- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
- (b) receives a request to rectify, block or erase any Personal Data;
- (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
- (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Agreement;
- (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
- (f) becomes aware of a Data Loss Event.

14.8 The Processor's obligation to notify under clause 1.5 shall include the provision of further information to the Controller in phases, as details become available.

14.9 Taking into account the nature of the processing, the Processor shall provide the Controller with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 1.5 (and insofar as possible within the timescales reasonably required by the Controller) including by promptly providing:

- (a) the Controller with full details and copies of the complaint, communication or request;
- (b) such assistance as is reasonably requested by the Controller to enable the Controller to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
- (c) the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
- (d) assistance as requested by the Controller following any Data Loss Event;

- (e) assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.

14.10 The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Processor employs fewer than 250 staff, unless:

- (a) the Controller determines that the processing is not occasional;
- (b) the Controller determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
- (c) the Controller determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.

14.11 The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.

14.12 The Processor shall designate a data protection officer if required by the Data Protection Legislation.

14.13 Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Processor must:

- (a) notify the Controller in writing of the intended Sub-processor and processing.
- (b) obtain the written consent of the Controller;
- (c) enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause such that they apply to the Sub-processor; and
- (d) provide the Controller with such information regarding the Sub-processor as the Controller may reasonably require.

14.14 The Processor shall remain fully liable for all acts or omissions of any Sub-processor.

14.15 The Controller may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Agreement).

14.16 The Parties agree to take account of any guidance issued by the Information

Commissioner's Office. The Controller may on not less than 30 Working Days' notice to the Processor amend this agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.

14.17 Where the Parties include two or more Joint Controllers as identified in Schedule 12 in accordance with GDPR Article 26, those Parties shall enter into a Joint Controller Agreement based on the terms outlined in Schedule 12a in replacement of Clauses 14.3-14.16 for the Personal Data under Joint Control.

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 license 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-Suppliers; 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, Supplier 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, Supplier 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, Suppliers 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 licenses, 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-Suppliers, 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-Supplier(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-Suppliers 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-Suppliers 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 SubSupplier nor any other person shall have a lien on any Client Property for any sum due to the Supplier, SubSupplier 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 SubSuppliers 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-Suppliers 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

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

43.5 Additionally, Suppliers 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 Suppliers 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.

Security Requirements

- 43.14 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.
- 43.15 The Client shall notify the Supplier of any changes or proposed changes to the Security Policy.
- 43.16 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.
- 43.17 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

- 43.18 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.
- 43.19 Notwithstanding clause 43, if Malicious Software is found, the parties shall cooperate 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.
- 43.20 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

43.21 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

45. EXIT MANAGEMENT

Not Applicable

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.

OFFICIAL

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

Name

Title..

Date



Signed for and on behalf of **Aston University**:



SCHEDULE 1

INTERPRETATIONS

Account Management Team	The Supplier's personnel who have been designated as their point(s) of contact for management of this contract
Agreement	means this contract
Client Property	means anything issued or otherwise furnished in connection with the Contract by or on behalf of the Client, other than any real property.
Client's Representative	means the member of the Client staff who shall be the main contact point under the Contract or any relevant Purchase Order
Charges	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
Confidential Information	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.
Supplier Personnel	means all directors, officers, employees, agents, consultants and Suppliers of the Supplier and/or of any Sub-Supplier engaged in the performance of its obligations under this Agreement.
Controller, Processor, Data Subject, Personal Data, Personal Data Breach, Data Protection Officer	take the meaning given in the GDPR

Data Loss Event	means any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach
Data Protection Impact Assessment	means an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data.
Data Protection Legislation	(i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 [subject to Royal Assent] to the extent that it relates to processing of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy.
Data Protection Requirements	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.
Data Subject Access Request	means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data.
Default	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-Suppliers 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.
DPA 2018	Data Protection Act 2018

Environmental Information Regulations	mean the Environmental Information Regulations 2004 and any guidance and/or codes of practice issued by the Information Commissioner in relation to such regulations.
Equipment	means any computers, laptops, servers, networks, internet broadband, wireless or other connections, other computer associated equipment or presentation equipment
FOIA	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.
GDPR	the General Data Protection Regulation (Regulation (EU) 2016/679)
Government Accounting	means HM Treasury's manual of accounting principles for government as updated from time to time
Government Procurement Card (GPC)	means the UK Government's VISA purchasing card.
Industry Regulator	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.
Information	has the meaning given under section 84 of the Freedom of Information Act 2000.
Intellectual Property Rights	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).
Invoicing Procedure	means the procedure by which the Supplier invoices the Client, as set out in Schedule 5 .

Joint Controllers	where two or more Controllers jointly determine the purposes and means of processing.
Law	means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Supplier is bound to comply.
LED	Law Enforcement Directive (Directive (EU) 2016/680)
Mediator	has the meaning ascribed to it in Schedule 6 .
Month	means a calendar month and “Monthly” shall be similarly construed.
Nominated Sub-Supplier	means any sub-Supplier engaged by the Supplier, at the direction of the Client, in connection with the provision of Ordered Services
Ordered Services	means the services which the Client has instructed the Supplier to carry out in any Purchase Order, subject to Schedule 2 .
Party	means a Party to this Agreement
Personal Data	shall have the same meaning as set out in the Data Protection Act 1998.
Pre-Existing Intellectual Property Rights	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.
Private Agency	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.

Processor Personnel	means all directors, officers, employees, agents, consultants and contractors of the Processor and/or of any Sub-Processor engaged in the performance of its obligations under this Agreement.
Protective Measures	means appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it including those outlined in Schedule [x] (Security).
Purchase Order	means an order for Services served by the Client on the Supplier by means of the Client's i-Procurement system
Quarter	means a three (3) month period beginning on 1 st January, 1 st April, 1 st July or 1 st October. The term 'Quarterly' shall be similarly construed.
Regulatory Body	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.
Requests for Information	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.
Services	means services which the Supplier has agreed to provide under any Purchase Order.
Special Terms	means additional Client specific terms, to which the Supplier's has agreed
Specific Obligations	means any obligations entered at Schedule 3

Staff	means employees, agents and Suppliers of the Supplier
Sub-Supplier	means any sub-Supplier engaged by the Supplier in connection with the provision of Ordered Services.
Sub-Processor	means any third Party appointed to process Personal Data on behalf of that Processor related to this Agreement
Supplier	The person identified in the Contract their employees, agents or any other persons under the control of the Supplier
Working Days	means Monday to Friday inclusive, excluding English public and bank holidays.
Year	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

GENERAL INTRODUCTION

The Food Standards Agency is an independent Government department working across England, Wales and Northern Ireland to protect public health and consumers wider interest in food. We make sure food is safe and what it says it is.

The Agency is committed to openness, transparency and equality of treatment to all suppliers. As well as these principles, for science projects the final project report will be published on the Food Standards Agency website (www.food.gov.uk). For science projects we will encourage contractors to publish their work in peer reviewed scientific publications wherever possible. Also, in line with the Government's Transparency Agenda which aims to encourage more open access to data held by government, the Agency is developing a policy on the release of underpinning data from all of its science- and evidence-gathering projects. Data should be made freely available in an accessible format, as fully and as promptly as possible. Consideration should be given to data management as new contracts are being negotiated. Resource implications for this should be taken into account. The mechanism for publishing underpinning data should allow the widest opportunity for to enable its re-use. Where possible, underpinning data should be included in the final project report. Where data are included in the final report in pdf format, they should also be published separately in a format that can be used for further analysis. Large data sets can be provided separately in an annex to the report, and published, where possible, alongside the final report online. Where it is more appropriate to publish underpinning data in an existing database, archive, repository or other community resource, or for data to be saved in a specialist proprietary format, information will be provided on how the data can be accessed. There will be some circumstances where release of data may need to be restricted or anonymised for reasons of commercial and/or personal sensitivities.

SUMMARY OF REQUIREMENTS

Individuals with food hypersensitivities (food allergies, coeliac disease and food intolerances) can spend large amounts of time and resource in the day-to-day management of the physical risks associated with these conditions.

The FSA is seeking to commission an ambitious research project to capture and evaluate the burden caused by living with food hypersensitivities, specifically the day-to-day management of these conditions and associated inconveniences. The work is split into two separate but linked workstreams:

1. Workstream 1 requires the design and testing of an annual tracking survey that will report findings from individuals with, and parents of children with, food hypersensitivities, about living with these conditions.
2. Workstream 2 requires the monetization – using willingness to pay (WTP) - of the intangible aspects related to the management of these conditions, as well as, of the actions undertaken to diminish the risks of an adverse physical reaction.

Findings from both workstreams are expected to be reported for food allergic and food intolerant individuals, and parents of children with food allergies and intolerances as four groups (with individuals with coeliac disease included under food intolerance). Tenderers are encouraged to consider an innovative approach in delivering these packages of work.

The FSA has responsibility for safety-related food labelling on allergens in England, Wales and Northern Ireland. The sample should therefore be drawn from these countries.

The FSA recognises that one of the main challenges to this project will be recruiting individuals with food hypersensitivities to be involved in the work. The FSA will endeavour to support recruitment activities wherever possible using its existing connections to food hypersensitivity support organisations (with membership bases).

The FSA also realises that the work will require a range of expertise, and so tender applications from consortia are welcomed.

A. THE SPECIFICATION

1. Background to the requirement – Strategic need

- 1.1 Food hypersensitivities (Food allergies, coeliac disease and food intolerances) are chronic conditions, and for those affected the health consequences, both physical and psychosocial, can be significant.
- 1.2 Food hypersensitivities involve a constant risk of experiencing an adverse physical reaction to food. As a result, individuals with food hypersensitivities can allocate large amounts of time and resource to manage the ongoing food risks associated with these adverse episodes¹. The proactive behaviours individuals must undertake to manage their conditions on an ongoing basis can be burdensome, with implications for their quality of life.
- 1.3 It is the responsibility of the Food Standards Agency (FSA) to seek ways to understand and reduce the burden of these conditions. This is in line with the FSA's statutory responsibility to protect consumer interests in food.
- 1.4 To improve our understanding of the burden of food hypersensitivities, the FSA is proposing two separate but linked packages of work:
 - a) Workstream 1. To design and test a tracking survey of individuals with food hypersensitivities, and parents of children with food hypersensitivities. The survey will run for two annual waves, collecting data on a suite of measures about living with a food hypersensitivity.
 - b) Workstream 2. To produce monetary valuations on the non-tangible element - pain, grief and suffering - associated with food hypersensitivity, based on the same population employed from workstream 1; in particular, to obtain estimates on individuals' Willingness to Pay for avoiding those daily life aspects related to the constant risk of an adverse episode.
- 1.5 In conducting this work, the FSA aims to develop a more nuanced picture of the reported attitudes and practices of living with a food hypersensitivity, as well as testing the feasibility of monitoring broad trends across this population over time. The results of the work will feed into the evidence base used to inform the FSA's new allergy programme and appraise FSA policy options.

2. Background to the requirement – previous research

¹This symptom free state, the neutral condition of no adverse reaction, is referred to as a 'maintenance state'.

- 2.1 The FSA has conducted and commissioned previous research projects relevant to each workstream. More information on the research background is provided below.

Workstream 1: Establishing a tracking survey of individuals with food hypersensitivities

- 2.2 The FSA currently uses hospital admissions data to show trends for food hypersensitivities². However, using this data as the sole indicator of these trends is not always appropriate. Hospital admissions represent more severe cases, and do not fully reflect the wider implications of living with food hypersensitivities.
- 2.3 The FSA also commissioned a one-off project published in 2017 to explore the impact of legislation which specified that information on specific allergens be provided for foods that are not pre-packed³. The work, led by the University of Bath, is relevant to this study as it collected data on the quality of life of individuals with food hypersensitivities, and parents of children with food hypersensitivities, as well as on the key practices and behaviours of these groups, although this was limited to experiences when eating out.

Workstream 2: Elicitation of Willingness to Pay (WTP) values of the pain, grief and suffering of individuals with food hypersensitivities.

- 2.4 Preliminary values for pain and suffering pertaining to food hypersensitivities were estimated in Phase 1 of the following research project - FSA Study on the Use of Quality Adjusted Life Years (QALY) for Food Safety Risks⁴. However, no monetary values were derived from the research – all the values were exclusively QALY based. Furthermore, there were methodological challenges with the research. Most notable was the difficulty of valuing the symptom free state i.e. the ‘maintenance state’, which includes factors such as dietary management or the perception of the risks of an adverse reaction.
- 2.5 The FSA also commissioned an evidence review of consumer Willingness to Pay (WTP) literature in 2013/14⁵. This included a thorough assessment of the methods available for the valuation of food safety outcomes. The study recommended adopting a stated preference Choice Experiment (CE) approach to estimate WTP to avoid pain, grief and suffering caused by food hazards.

² Available to view here (page 4): [https://www.food.gov.uk/sites/default/files/media/document/fifth-csa-report-allergy%20\(1\).pdf](https://www.food.gov.uk/sites/default/files/media/document/fifth-csa-report-allergy%20(1).pdf)

³ Available to view here: <https://www.food.gov.uk/research/food-allergy-and-intolerance-research/preferences-for-consumers-with-food-allergies-or-intolerances-when-eating-out>

⁴ Available to view here: <https://www.food.gov.uk/sites/default/files/media/document/fs102087p1finrep.pdf>

⁵ Available to view here: <https://www.food.gov.uk/document/consumer-willingness-to-pay-for-food-safety-health-outcomes-final-report>

2.6 Following the recommendations of the aforementioned study, research commissioned by the FSA - Estimating Quality Adjusted Life Years and Willingness to Pay Values for Microbiological Foodborne Disease (Phase 2)⁶- provides new estimates of pain and suffering imposed by foodborne diseases (FBDs), including WTP values. A stated preference survey was designed and employed to elicit WTP measures to avoid short term and long-term symptoms and diseases caused by foodborne pathogens. This piece of work did not assess food hypersensitivities. It is envisaged that an analogous approach and methodology to estimating WTP values for food hypersensitivities would be used.

3. Research objectives

3.1 The overarching objective of this research project is to capture and evaluate the burden caused by living with food hypersensitivities, specifically the day-to-day management of these conditions and the associated inconveniences.

3.2 The FSA looks to expand its knowledge and understanding of managing food hypersensitivities from two different but complementary perspectives; specific research objectives are:

- 1) To collect, and track over time, measures capturing the effects of food hypersensitivity over individuals' daily lives.
- 2) To monetise intangible aspects of food hypersensitivity through elicitation of WTP values of individuals suffering from the condition– the pain, grief and suffering of daily life disruption of avoiding an adverse episode.

4. Scope

4.1 The FSA is looking to appoint a contractor, or consortium, who can deliver this ambitious research project.

4.2 The FSA is looking for an innovative approach, relying on primary research, to conduct this work. This programme of work is expected to report findings for food allergic and food intolerant individuals, and parents of children with food allergies and intolerances as four groups.

4.3 Individuals with coeliac disease should be assigned to the food intolerance groups, rather than allergic, in line with previous studies. This is due to the ways in which coeliac disease reactions manifest themselves, for example, speed of the reaction.

⁶Available to view here: <https://www.food.gov.uk/research/meat-hygiene-research-programme/estimating-quality-adjusted-life-years-and-willingness-to-pay-values-for-microbiological-foodborne-disease-phase-2>

4.4 The 13 most common allergens responsible across Europe as specified in the EU FIC are:

- celery
- cereals containing gluten
- crustaceans
- eggs
- fish
- lupin
- milk
- molluscs
- mustard
- tree nuts
- peanuts
- sesame seeds
- soya

We expect tenders to include individuals who experience reactions to the 13 allergens listed above, as well as wider allergens not listed here. We would be interested in comparing the findings for those who experience reactions to the above allergens, against those allergic to allergens beyond these 13, but recognise that this may not be feasible.

5. Methodology

5.1 To achieve the overarching research objective, we envisage having two separate, but linked packages of work. The methodological considerations for each workstream are set out in this section.

Workstream 1. Establishing a tracking survey of individuals with food hypersensitivities

5.2 Workstream 1 will design and test a tracking survey of individuals with food hypersensitivities, and parents of children with food hypersensitivities. The survey should collect data on a suite of measures about living with these conditions, including quality of life related to managing food hypersensitivity risks. We expect that this will involve establishing a survey panel that could be drawn on in order to run successive waves of the survey, and potential further research as required.

5.3 A starting point for the survey content would be the earlier work undertaken by Bath University, however, this is a starting point only and content would be best developed via a workshop engaging FSA and external expert representatives, hosted at the FSA, and bringing together our collective expertise as well as insights from previous research. The workshop and related preparation and outputs should be factored into project plans and overhead costs.

5.4 A crucial element is the ability of the survey and resultant datasets to enable the FSA to track trends for these measures over time in a meaningful and consistent manner. The appointed contractor will be responsible for identifying and sourcing a relevant and statistically significant sampling frame and should outline how they intend to source this. While we appreciate that recruiting fully representative samples may not be possible, we welcome thoughts on how to collect robust data, with a view on the degree of representativeness that we can expect to achieve, and commentary on the related inferences and analysis we can expect with the resulting dataset.

5.5 Tenderers may wish to note that the FSA has links to food hypersensitivity support organisations whose membership base have been used, in conjunction with other methods, for previous research projects. The FSA will endeavor to support recruitment activities wherever possible using these connections and potentially providing support on dissemination/communication activities if of value.

5.6 Tenders should propose a sample that includes adults with food allergies and food intolerances, as well as parents of children with food allergies and parents of children with food intolerances (see Section 4.3 regarding coeliac disease).

5.7 A detailed sampling strategy should be included in the tender outlining the proposed panel sample design, sampling frame and sizes for waves 1 and 2 of the survey to reliably measure changes. All proposals must be supported by a clear rationale, with the pros and cons of the preferred approach set out. Details on intended analysis should be provided where possible, including the anticipated numbers required for statistical significance and monitoring of change.

5.8 The appointed contractor would be expected to use appropriate methods to analyse the survey datasets from both waves. The contractor will summarise the survey findings, alongside a report detailing the survey approach used and other supporting technical information.

Workstream 2. Elicitation of Willingness to Pay (WTP) values of the pain, grief and suffering of individuals with food hypersensitivities.

5.9 The appointed contractor will conduct primary research to obtain monetary estimates to quantify the disutility associated with the pain, grief and suffering related to food hypersensitivity, in particular identifying and capturing “maintenance state” - day-to-day management and disruption to daily life in avoiding an adverse episode. Pain, grief and suffering’ are concepts, which are difficult to measure on a monetary basis as they represent a ‘non-market cost’. However, the Treasury Green Book (the manual for economic appraisal and evaluation in central government) is clear that, as far as possible, wider social and environmental impacts should be brought into any cost/benefit assessment.

5.10 This project aims to elicit WTP values for the “maintenance state” attributed to individuals with food hypersensitivities. The FSA requires tenders to use a stated preference choice experiment (CE) approach to derive WTP valuations of the pain, grief and suffering associated with the daily burden of having to manage food hypersensitivity - actions undertaken to diminish the risk of an adverse physical reaction. We expect the tender to outline an approach they deem appropriate and that appreciates the challenges of conducting this research.

5.11 For this workstream, tenders are invited, although not constrained, to use the key attributes identified in workstream 1. Proposed valuation instruments, surveys and other related deliverables will need to be agreed at the beginning with the project officer.

5.12 WTP estimates should comprise of the valuation of each identified attribute, which when aggregated gives an overall societal impact valuation. Tenders are asked to provide a detailed explanation of the methodology to obtain WTP valuations including a discussion on the approaches used and its limitations.

5.13 The FSA requires estimates to be specific for food allergy and food intolerance groups. In addition, we encourage suggestions of a method that could provide population-specific estimates in terms of age profile, or any other characteristic the tenders deem relevant.

6. References

- Consumer Willingness to Pay for Food Safety Health Outcomes - https://www.food.gov.uk/sites/default/files/media/document/868-1-1610_20131219_FSA_WTP_Final_Report_v3_Clean_Version.pdf .
- FSA Study on the Use of Quality Adjusted Life Years for Food Safety Risks (Phase 1) - <https://www.food.gov.uk/sites/default/files/media/document/fs102087p1finrep.pdf>
- Estimating Quality Adjusted Life Years and Willingness to Pay Values for Microbiological Foodborne Disease (Phase 2) - https://www.foodstandards.gov.scot/downloads/Estimating_Quality_Adjusted_Life_Years_and_Willingness_to_Pay_Values_for_Microbiological_Foodbrone_Disease_Phase_2.pdf
- The preferences of those with food allergies and/or intolerances when eating out. Final report - <https://www.food.gov.uk/sites/default/files/media/document/fs305013-final-report.pdf>
- <https://www.food.gov.uk/sites/default/files/media/document/fs305013annex.pdf>

7. Deliverables

7.1 A delivery plan for the proposed work should be included within the tender application and the use of Gantt charts to summarise is encouraged. The following work packages and associated outputs are required:

Workstream 1

Work Package 1.1: Designing of the survey questionnaire

- A facilitated workshop run with FSA staff to discuss components for the survey questionnaire;
- Draft survey questionnaire;
- Finalised survey questionnaire.

Work Packages 1.2 and 1.3: Delivery of survey wave findings

- A survey panel established, containing the groups of interest outlined in Section 4.0.
- Summary of survey findings, format to be confirmed;
- Report detailing the survey approach and supporting technical information to allow replication of the analysis (including syntax of main and derived variables);
- An anonymised dataset in SPSS and Excel formats that will allow replication of the analysis;
- Details of respondents who agree to be re-contacted by the FSA for further research purposes, that can be linked back to the data.

Workstream 2

Work Package 2.1: Elicitation of WTP estimates

- Presentation of preliminary WTP estimates of individuals with food hypersensitivities.
- A preliminary report (word and PDF) outlining all the underlying assumptions and limitations of the model, including sensitivity tests.

Work Package 2.2 Reporting results and presenting WTP models

- A final report (in word and PDF) containing the methodology and results for the WTP estimates; if applicable, the report should also include any further study of the WTP by population profile.
- In addition, tenders are asked to provide a set of suggestions on how the results can be used in the context of policy making.
- Electronic files of the underpinning data, including the modelling tool and an accompanying user manual, used to analyse the data. The FSA should be able to replicate the obtained estimates.

7.2 Usually reports require two rounds of substantive comments by FSA officials (and any other parties involved in the project as appropriate) and a final round to finalise minor outstanding comments. Unless otherwise agreed, the FSA will co-ordinate comments and provide them to the contractor and all responses will be recorded. The final report will be subject to external peer review, following which further amendments may be required. Contractors should agree the timetable for reporting and publication with the project officer but should note that FSA normally expect two weeks to provide a co-ordinated response per round of substantive comments. This should be factored into the project timescales including any potential academic publications.

- 7.3 The final work package report and accompanying outputs will be published so they will need to meet the FSA minimum accessibility requirements. Copies of the final report should be provided in MS Word and datasets in SPSS and Excel. Please confirm in your proposal how you will meet the FSA’s requirements for reporting.
- 7.4 Publications by the contractor of any research articles or other publications based on data and information collected in relation to this project will be subject to approval from the FSA, and the FSA should be acknowledged as funders. This approval, however, will not be unreasonably withheld.

8. Timings

- 8.1 It is anticipated that the project will run until end March 2021. Details of project timings must be clearly stated in the proposal and must include indicative dates for a start-up meeting, dates for outputs, and other key dates as appropriate. Critical dates must be marked accordingly.
- 8.2 The timetable should also allow sufficient time for the FSA to comment on draft documents (survey materials, reports etc.).
- 8.3 The FSA recognize that timings would be highly dependent on the contractor’s proposed approach. Nevertheless, we refer tenders to Table 1 which provides a suggested timescale. Any amendments are welcome and should be clearly justified.

Table 1. Suggested research components and reporting timescales are as follows:

Action	Timing
Workstream 1	
Work Package 1.1: Designing the survey questionnaire	By end April 2020
Work Package 1.2: Delivery of survey wave 1	By end June 2020
Work Package 1.3: Delivery of survey wave 2	By end March 2021
Workstream 2	
Work Package 2.1: Elicitation of WTP values	By November 2020

Action	Timing
Work Package 2.2: Reporting results and presenting WTP models	By end March 2021

9. Personnel

- 9.1 Details of all key personnel who will be working on this project for the contractor must be given in proposals, including their grade (if applicable), daily rate, number of day's input, relevant skills and experience (including a brief CV). Should any element of this project be subcontracted, this must also be stated in proposals with details of subcontracted companies, their key personnel and working arrangements with subcontractors should also be included within proposals.
- 9.2 Tenderers should demonstrate that their team has the necessary range of skills and expertise to deliver this work, as well as experience of the successful delivery of similar projects.
- 9.3 The contractor will be required to appoint a contract manager (generally the named Principal Investigator) who will be fully accountable for the delivery of the project against the contract. It is recommended that a dedicated project manager is appointed to keep the work to timescale and provide the FSA with regular updates on all aspects. The successful applicant will be required to liaise closely with the FSA.

10. Reporting

- 10.1 In addition to the Outputs specified under Section 6, the contractor will report frequently to the FSA on progress, either by phone or via email. The frequency of reporting and expectations from this will be decided by the FSA's principle project officer and the contractor together.

11. Data issues

- 11.1 Tenderers are asked to respond to each of these sections in relation to this project, this information is in addition to that submitted for the framework. In doing so FSA would like to draw attention to the Framework Standard Terms and Conditions on data security and the commissioning authority's role as the 'data controller' and the contractor's role as the 'data processor'.
- 11.2 There will be additional data considerations related to this work given the sensitive nature of the topic (health data). Please outline in your tender how you will comply with the GDPR, recognising the commissioning authority's role as the 'data controller' and the contractor's role as the 'data processor', and responding to the sections below. If successful you may also be asked to carry out a Privacy Impact Assessment (PIA), and a privacy notice may be required, which will be reviewed by the FSA data security team.

Expectations

11.3 The contractor/ data processor will be expected to:

- Process the personal data only on the documented instructions of the Controller;
- Feed into the FSA's Privacy Impact Assessment (PIA) for the work. A privacy notice for the project will also be required, which will be reviewed by the FSA data security team;
- Comply with security obligations equivalent to those imposed on the Controller (implementing a level of security for the personal data appropriate to the risk);
- Ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;
- Only appoint Sub-processors with the controller's prior specific or general written authorisation, and impose the same minimum terms imposed on it on the Sub-processor; and the original Processor will remain liable to the Controller for the Sub-processor's compliance. The Sub-processor must provide sufficient guarantees to implement appropriate technical and organisational measures to demonstrate compliance. In the case of general written authorisation, Processors must inform Controllers of intended changes in their Sub-processor arrangements;
- Make available to the Controller all information necessary to demonstrate compliance with the obligations laid down in Article 28 GDPR and allow for and contribute to audits, including inspections, conducted by the Controller or another auditor mandated by the Controller – and the Processor shall immediately inform the controller if, in its opinion, an instruction infringes GDPR or other EU or member state data protection provisions;
- Assist the Controller in carrying out its obligations with regards to requests by data subjects to exercise their rights under chapter 3 of the GDPR, noting different rights may apply depending on the specific legal basis for the processing activity (and should be clarified by the Controller up-front);
- Assist the Controller in ensuring compliance with the obligations to implementing a level of security for the personal data appropriate to the risk, taking into account the nature of processing and information available to the Processor; and
- Notify the Controller without undue delay after becoming aware of a personal data breach.

Dataset for analysis

11.4 The Agency requires fully documented anonymised datasets which it can use for its own analysis, research purposes and for open publication on the FSA's data catalogue in line with the FSA's data strategy . We will also require sufficient documentation (including

syntax of main and derived variables) to allow Agency analysts and external researchers to replicate analysis included in the outputs. The dataset will require encrypted identifiers for each record, with a separate file to link these to names and contact details – which would be held securely by the Agency. Tenderers must set out what documentation they would provide to accompany the dataset.

Re-contacting participants

11.5 The FSA may wish to use the sample for further research at a future date. Re-contact questions must be included into relevant documentation, and these questions must be phrased in such a way that participants are giving consent for the FSA, or its selected agent, to re-contact them for research purposes. Exact wording will be agreed between the FSA's project manager and the contractor on drafting of research materials.

11.6 The contact data will only be used for research purposes and would only be handled by FSA researchers, nominated persons from a selected agent, and IT Security staff. The contact details should be sent with unique identifiers so that these respondents can be linked back to the raw data responses.

Data security

11.7 In line with the Data Protection Act (DPA) 2018 and the EU's GDPR, any information collected, processed and transferred on behalf of the FSA (the Data Controller), and in particular personal information, must be held and transferred securely. Tenderers must provide assurances of compliance with the DPA and set out in their proposals details of the practices and systems they have in place for handling data securely, including transmission between the field and head office and then to the FSA. Contractors will have responsibility for ensuring that processing or handling of information by themselves, and any subcontractors on behalf of the FSA, are conducted securely.

11.8 Please confirm within the tender application that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the GDPR, and to ensure the protection of the rights of data subjects.

11.9 Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with the GDPR and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:

- to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services;
- to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data;

- to ensure that any consent-based processing meets standards of active, informed consent, and that such consents are recorded and auditable;
- to ensure legal safeguards are in place to legitimise transfers of personal data outside the EU (if such transfers will take place);
- to maintain records of personal data processing activities; and
- to regularly test, assess and evaluate the effectiveness of the above measures.

11.10 It is desirable for tenderers to hold Cyber Security Plus certification, or similar, such as certification to the appropriate ISO 27001 – Information security management standards. If tenderers do not hold either of these, then Cyber Essentials certification is absolutely necessary.

Data permissions and referencing

11.11 Contractors are responsible for ensuring that all necessary permissions are acquired for the use of data, visuals, or other materials throughout the life of the project that are subject to copyright law, and that the materials are used in accordance with the permissions that have been secured. Contractors are also responsible for ensuring suitable referencing of materials in all project outputs including project data.

12. Ethics

12.1 Appropriate consents for this work will need to be obtained from participants. Tenderers are asked to identify any ethical concerns they envision for this project and detail how these issues would be addressed.

12.2 Tenderers should also set out any ethical approval processes required by their own organisations (or subcontracting organisations), and the likely impact of these processes on the project timescale.

12.3 Tenderers may wish to refer to the ethical assurance guidance for social research in government to inform their response .

13. Quality

13.1 All reporting must be of publishable standard. Reports are expected to have been proof read before submission to the FSA. Copies of the final report should be provided in MS Word and the datasets in SPSS and Excel.

13.2 All data from this work should be checked, cleaned and quality assured, in a format that can be analysed by the FSA.

13.3 It is envisaged that all outputs will also be peer-reviewed by a nominated expert employed by (and paid for) by the FSA to meet the quality criteria for GSR and GES publications. Given the high profile of this area of work, quality and robustness are key.

13.4 A quality plan should be included within the proposal, demonstrating internal quality assurance procedures and how the contractor will achieve high quality outputs to time and budget. It is desirable, not essential, for tenderers to hold ISO 9000 – Quality management .

13.5 The tender also needs to demonstrate how modelling will comply with the quality assurance standards as per the Aqua Book: <https://www.gov.uk/government/publications/the-aqua-book-guidance-on-producing-quality-analysis-for-government>

14. Risk management

14.1 The contractor is expected to review, update and communicate risks to the successful completion of the contracted work, to the FSA as appropriate. Proposals must include a risk register detailing high, medium and low risks, tailored to this specification. It is desirable, but not essential for tenderers to hold ISO 3100 – Risk management.

SCHEDULE 3

SPECIFIC OBLIGATIONS

1. SUPPLIER'S OBLIGATIONS

This Schedule 3 specifies the Ordered Services to be provided to the Client by the Supplier in the services required for FS430406.

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

LEAD APPLICANT'S DETAILS							
Surname	██████	First Name	██████	Initial		Title	Dr
Organisation	Aston University	Department	Psychology				
Street Address	Aston Triangle						
Town/City	Birmingham	Country	United Kingdom	Postcode	B4 7ET		
Telephone No	██████████	E-mail Address	████████████████████				
Is your organisation a small and medium enterprise . (EU recommendation 2003/361/EC refers http://www.hmrc.gov.uk/manuals/cirdmanual/cird92800.htm)						No	
TENDER SUMMARY							
TENDER TITLE							
Food hypersensitivities: Capturing Quality of Life (QoL), Behavioural Measures and Willingness to Pay (WTP) in the UK.							
TENDER	FS430406						
PROPOSED START	[17/02/2020]	PROPOSED END	[31/03/2021]				
1: TENDER SUMMARY AND OBJECTIVES							

A. TENDER SUMMARY

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

This project addresses the research needs of the Food Standards Agency to capture and evaluate the burden caused by living with food hypersensitivities, the day-to-day management of these conditions and associated inconveniences. This will enable them to further understand this condition and seek ways to reduce burden. Data needs to be collected and reported separately for individuals with food allergy, individuals with food intolerance including coeliac disease and parents of children with these conditions (henceforth referred to as individuals or parents of children with food hypersensitivity). The proposal involves two linked workstreams. The first requires the design and testing of an annual tracking survey to capture information from participants on the impact of these conditions on their lives and running the survey in two annual waves. The second involves producing monetary valuations on the non-tangible element associated with food hypersensitivity, including pain, grief and suffering. This will be achieved using willingness to pay for avoiding daily aspects related to the constant risk of an adverse reaction.

In order to meet these objectives, we propose to use national online surveys to collect data from a sample of the UK population, facilitated by a range of recruitment methods. To address workstream one a combination of bespoke questionnaires and a suite of validated psychometric questionnaires for children, parents/carers and adults will be used to measure impact on life and quality of life. These will comprise of food hypersensitivity specific and generic scales. In workstream two people with food hypersensitivity will complete a Discrete Choice Experiment (DCE) to allow derivation of the economic value of improvements in their condition. The sample will include adults responding on their own behalf, and parents/carers with respect to their children.

Participants will be recruited using methods previously tested to good success and will utilise our well-established professional networks. These include charities such as Allergy UK, Anaphylaxis Campaign and Coeliac UK, social media, and specialist allergy clinics. We will also sample from online survey panels. This recruitment strategy will enable us to sample people from a broad range of demographics and food hypersensitivity profiles. Annual tracking to prospectively measure the impact of food hypersensitivity will be facilitated by collecting contact details of participants who would be happy to be contacted and sent the survey again. Results will be published in peer reviewed journals and disseminated via patient organisations.

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

OBJECTIVES

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

OBJECTIVE NUMBER	OBJECTIVE DESCRIPTION
WORKSTREAM 1	To collect, and track over time, measures capturing the effects of food hypersensitivity over individuals' daily lives
01	To design and test online tracking surveys for individuals with food hypersensitivity and parents of children with food hypersensitivity.
02	To collect and analyse data on a national sample of individuals with food hypersensitivity and parents of children with food hypersensitivity, on the impact of living with the condition across two time points one year apart.
WORKSTREAM 2	To monetise intangible aspects of food hypersensitivity through elicitation of Willingness To Pay values of individuals suffering from the condition—the pain, grief and suffering of daily life disruption of avoiding an adverse episode
03	Develop and test an online survey tool to elicit the economic value, to individuals with food hypersensitivity, and parents of children with food hypersensitivity, of improvements in their health state and/or their management of it.
04	Estimate the economic value of reduced burden of food hypersensitivity.

2: DESCRIPTION OF APPROACH/SCOPE OF WORK

A. APPROACH/SCOPE OF WORK

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

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B. INNOVATION

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

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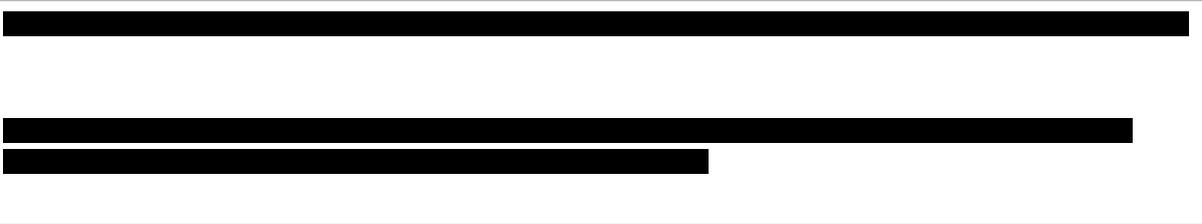
3: THE PROJECT PLAN AND DELIVERABLES

G. THE PLAN

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

[Redacted content]

[REDACTED]



H. DELIVERABLES

Please outline the proposed project milestones and deliverables. Please provide a timetable of key dates or significant events for the project (for example fieldwork dates, dates for provision of research materials, draft and final reporting). Deliverables must be linked to the objectives.

For larger or more complex projects please insert as many deliverables /milestones as required.

Each deliverable should be:

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

Please insert additional rows to the table below as required.

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

DELIVERABLE NUMBER OR MILESTONE IN ORDER OF EXPECTED ACHIEVEMENT	TARGET DATE	TITLE OF DELIVERABLE OR MILESTONE
	[dd/mm/yyyy]	
WORKSTREAM 1		
01/01	06/03/20	FACILATED WORKSHOP RUN WITH THE FSA TO DISCUSS COMPONENTS FOR THE SURVEY QUESTIONNAIRE (FOR WS1 AND 2)
01/02	20/03/20	DRAFT SURVEY QUESTIONNAIRE
01/03	10/04/20	FINALISED SURVEY QUESTIONNAIRE
01/04	30/04/20	BUILD AND PILOT TEST QUALTRICS SURVEYS
02/01	31/07/20	SURVEY PANEL ESTABLISHED
02/02	30/09/20	REPORT OF SURVEY FINDINGS FOR WAVE ONE
02/03	30/09/20	REPORT DETAILING THE SURVEY APPROACH AND TECHNICAL INFORMATION
02/04	30/09/20	DETAILS OF RESPONDENTS WHO AGREE TO BE RE-CONTACTED BY THE FSA FOR FURTHER RESEARCH PURPOSES THAT CAN BE LINKED BACK TO THE DATA
02/05	30/03/21	FINAL REPORT FOR FSA AND PAPERS WRITTEN AND SUBMITTED FOR REVIEW
WORKSTREAM 2		
01/01	06/03/20	FACILATED WORKSHOP RUN WITH THE FSA TO DISCUSS COMPONENTS FOR THE SURVEY QUESTIONNAIRE (FOR WS1 AND 2)
03/01	15/08/20	FINALISED SURVEYS FOR WTP
03/02	20/11/20	PRESENTATION OF PRELIMINARY WTP ESTIMATES OF INDIVIDUALS WITH FOOD HYPERSENSITIVITIES
03/03	20/11/20	PRELIMINARY REPORT OUTLINING ALL UNDERLYING ASSUMPTIONS AND LIMITATIONS OF THE MODEL

04/01	31/03/21	FINAL REPORT CONTAINING THE METHODOLOGY AND RESULTS FOR WTP ESTIMATES
04/02	30/03/21	SET OF SUGGESTIONS ON HOW RESULTS CAN BE USED IN THE CONTEXT OF POLICY MAKING
04/03	30/03/21	ELECTRONIC FILES OF UNDERPINNING DATA, MODELING TOOL AND USER MANUAL, USED TO ANALYSE THE DATA

4: ORGANISATIONAL EXPERIENCE, EXPERTISE and STAFF EFFORT

A. PARTICIPATING ORGANISATIONS' PAST PERFORMANCE

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

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

[Redacted content]

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B. NAMED STAFF MEMBERS AND DETAILS OF THEIR SPECIALISM AND EXPERTISE

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

Lead Applicant

[Redacted name]

Named staff members, details of specialism and expertise.

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

Participant Organisation 2 [Redacted]

Named staff members, details of specialism and expertise.

[Redacted text block]

[Redacted text block]

[Redacted text block]

Named staff members, details of specialism and expertise.

[Redacted text block]

Participant organisation 5 [Redacted]

Named staff members, details of specialism and expertise.

[Redacted text block]

Participant organisation 6 [Redacted] Named staff members, details of specialism and expertise.

[Redacted text block]

[REDACTED]

			made on the questionnaires to be used. Psychometric scales to be utilised are freely available.
Delay in building Qualtrics survey	Low	High	A dedicated research associate with experience of using Qualtrics will be employed and will build and test the survey. As above, a PhD student will be employed on a casual worker basis if the RA is not in post by this time.
Inability to recruit to target	Medium	High	A range of recruitment methods are being used. These have been used with success in previous projects run by the team. Use of Qualtrics online survey panels substantially increases the chances that we will be able to reach our quotas for wave one in a timely manner.
Recruitment takes longer than anticipated	Medium	Medium	As above a range of recruitment methods will be used. These have been used with success in previous projects run by the team. Use of Qualtrics online survey panels substantially increases the chances that we will be able to reach our quotas for wave one in a timely manner. We have allowed for a further month for wave one and wave two for recruitment if needed.
Delays due to restrictions in place to reduce risk from coronavirus: 1. Further delay in recruiting an RA and difficulties in supervision and holding meetings if people have to work from home. 2. Key members of the team falling ill. 3. Delay to recruitment of the clinic sample for wave 2 of workstream one due to no capacity to recruit for studies within the NHS or restrictions on in person data collection.	High	High	1. Recruitment of RA and initial supervisory and team meetings will take place online until restriction of movement and work from home policies have been removed. Use of PhD students or RAs currently working at Aston could be made, with them paid on a casual worker basis, if this can be organised remotely. Milestones may have to be moved 1 to 2 months to account for this. 2. The leads for workstreams 1 and 2 will nominate seconds from the team to temporarily take over as leads. If they too become sick a 3 rd person from outside of the team but inside the respective departments could be asked to keep the study running in the short-term. 3. Where possible the study will be advertised online to potential participants recruited from clinics and data will be completed online.

7. QUALITY MANAGEMENT

A. QUALITY MANAGEMENT

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

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

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

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

All quality processes at Aston University follow the guidance of the national Quality Assurance Agency (QAA). The University complies with the Joint Code of Practice for Research and has a number of documents that may be relevant to the FSA to assure them of the quality management of the Institution (see links below). In particular, the University is registered with the Office for Students (see additional supporting documents), which demonstrates it meets QA benchmarks.

Academic regulations, quality policies:

<https://www2.aston.ac.uk/clipp/quality/a-z>

Academic services:

<https://www2.aston.ac.uk/academic-services/for-staff/a-to-z-of-academic-services>

University policies and regulations:

<https://www2.aston.ac.uk/about/management-structure/policies-and-regulations>

Aston University has a published research integrity code of conduct (<https://www2.aston.ac.uk/research/research-strategy-and-codes-of-conduct>) and working within this and the Joint Code of Practice for Research will ensure research is delivered that is appropriate to meet the stated needs, rigorous, repeatable, ethical and auditable. In line with this, the project manager is responsible for all work on the project, including that of the sub-contractors or co-applicants. They will ensure all staff and researchers on the project are aware of their responsibilities and are competent to deliver on them. They are responsible for writing a project plan that is fit for purpose and setting out the risks and a risk management strategy. They will ensure full records are kept of all procedures used and ensure integrity and security of data.

B. ETHICS

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

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

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

This project will be conducted in accordance with the British Psychological Society Code of Ethics and Conduct (2018) <https://www.bps.org.uk/news-and-policy/bps-code-ethics-and-conduct> and Aston University's Ethics Framework <https://www2.aston.ac.uk/about/management-structure/policies-and-regulations/ethics-framework>

There are no specific ethical issues with this proposal over and above normal and required considerations for research with human participants. We will submit ethics applications to Aston University Ethics Committee before collecting data for workstream 1 and to Manchester University

Ethics Committee before collecting data for workstream 2. We will also make an application to the NHS Ethics Review Committee and the Health Research Authority before collecting any data from NHS based allergy clinics for the second wave of workstream 1. We have allowed sufficient time within the project plan to gain ethical approval from each establishment.

All participants will have capacity to give consent and all will be requested to provide informed consent before gaining access to questionnaires. This will involve participants reading an age-appropriate participant information sheet provided online and completing an online consent form. Parents of children aged 8 to 15 years will also be asked to complete an online consent form for their child. The team have experience in using online consent forms for children, parents and adults and these are acceptable for use with University and NHS ethics committees. Participants for interviews for modifying quality of life scales will be asked to provide consent to take part, for their interviews to be audio-recorded, transcribed and anonymous quotes to be used in any later write-up of the research. We will follow Aston University's Standard Operating Procedure for gaining consent when conducting interviews over the telephone or Skype. This involves asking participants to sign and send a consent form in advance through the post, or scanned and sent by email. These participants will also be asked to provide verbal consent at the start of the interview.

All participants in the online surveys will be asked for their contact details so we can ask them to complete further surveys for the project and for the FSA to contact them after this project has been completed. We will specifically ask for consent for this and inform participants that they can still take part in the survey if they do not wish to be contacted again. We will also re-consent people each time they complete an online survey, to ensure they still have the capacity and are willing to consent to take part in the research. Each time they are contacted they will be reminded that taking part is voluntary and they do not have to take part again if they do not wish to.

All participants will be provided with information regarding how their data will be stored, who will have access to their data and how long their data will be kept for, in accordance with GDPR (see below for further information on data protection).

The project manager will ensure all research conducted for this project complies with GSR guidelines for social research in government. She is the Chair of the School of Life and Health Sciences Ethics Committee at Aston University and sits on Aston University Ethics Committee and University Research Integrity Committee. She has vast experience in preparing ethics applications for University and NHS ethical approvals to draw from.

C. DATA PROTECTION

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

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

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

There are no specific data protection issues for this project over and above what is routinely dealt with by Aston University. We can confirm that we have the human and technical resources to perform the contract and ensure compliance with GDPR to protect the rights of participants in this research and can ensure confidentiality, integrity and resilience of the processes and systems in place at the University. Data collection and storage will be governed by the privacy and security

measures already in place for the University, which holds a Cyber Essentials certificate (see additional supporting documents). Any personal and research data we collect will be held in line with GDPR and the Data Protection Act (2018). All members of the team will ensure confidentiality of personal data relating to the participants in this project and that research fulfils any legal requirements. We will comply with the security obligations of the FSA and will supply all information to them necessary to demonstrate our compliance with GDPR and be subject to audits or inspections. On request we would be apply to supply information on records of data processing activities and evaluations of their effectiveness. We will ensure there is an appropriate level of security for storage and access to personal data and will notify the FSA if we become aware of any personal data breach. We will work with the FSA to agree on a data processing schedule and the data flow between the various organisations involved in this project.

As outlined in the section on ethics, all participants will give active informed consent to take part in research and such consents will be recorded and auditable. The FSA would like to use anonymised data sets for its own analysis and for open publication. It is mandatory for any research undertaken by Aston University for a transparency statement regarding use of data under GDPR to be provided to all participants as part of their information sheet. This statement includes a section on sharing of data and open access of data, allowing it to be freely available. This statement will be used when collecting the data for this project and participants will be asked to confirm consent to their data being used in this way. We will ensure all participants are fully aware of how their data will be used and we will comply with the rights of participants regarding privacy information, rectification, deletion and portability of personal data.

In line with University policy, all research and personal data is kept securely for 6 years before being destroyed or longer if required by the funder. Aston University uses a secure cloud storage facility called Box, which will be used to store data and to aid communication and data transfer across the teams and with the FSA. Back up files will be regularly made, encrypted and held on Aston University's secure servers. Any data held on a device such as a PC or laptop will be anonymised and encrypted. Personal data will only be held on the secure cloud storage facility or on back up files on the secure servers.

D. SUSTAINABILITY

The Food Standards Agency is committed to improving sustainability in the management of operations. Procurement looks to its suppliers to help achieve this goal. You will need to demonstrate your approach to sustainability, in particular how you will apply it to this project taking into account economic, environmental and social aspects. This will be considered as part of our selection process and you must upload your organisations sustainability policies into the eligibility criteria in Bravo. Please state what(if any) environmental certification you hold or briefly describe your current Environmental Management System (EMS)

Aston University is committed to integrating sustainability into all aspects of its work from how its teaching and research through to how its Schools and Departments are managed. This has resulted in Aston ranking 5th in the People and Planets University Green League in 2017. The University endorses the World Commission on Environment and Development's definition of Sustainable Development:

Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

The Sustainable Aston Working Group (SAWG) is an interdisciplinary group of academics, Go Green Champions, student representatives and support staff. Supported by the Executive, in May 2007, the Sustainable Aston Working Group developed a vision, Aston's Sustainability Aims, committing the University to the concept of sustainability in the three key areas of community, teaching and research. This was then further developed in June 2008, when SAWG established a

Sense of Direction document, detailing key areas of focus for the future. The sustainability code of practice that was developed is reviewed annually and signed off by the Vice Chancellor. Aston University has a range of sustainability strategies to cover areas such as carbon emissions, biodiversity, food and transport. It also has a number of policies that can be found in its Sustainability Report (see additional supporting documents). The University has an Environmental Management System - ISO 14001:2015 standard (Estates and Capital Development owned), an Energy Management System - ISO 50001:2011 standard (Estates and Capital Development owned) and a plan for Adaption and Climate Change (Estates and Capital Development owned) (see additional supporting documents).

With respect to the current proposal, we have chosen a methodology that is cost-effective and ecological. The use of online questionnaires means that we do not have to use any paper questionnaires and there is no wastage due to non-respondents. Carbon emissions are reduced as we do not have to have questionnaires delivered to people or responses posted back to the study team.

We have been mindful of sustainability in developing our project management plan. Teleconference using Skype, MS Teams or Go To Meeting will be as much as possible. We have kept in-person meetings across the project to a minimum. All researchers on the project will be encouraged to keep all data in electronic format where possible and not print materials unnecessarily. Storing data securely on Box means that all project team members have access to the study materials and data from cloud storage.

When travelling to meetings all research team members will be asked to use public transport whenever possible or car share if public transport is not practical.

E. DISSEMINATION AND EXPLOITATION (Science Projects Only)

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

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

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

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

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

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

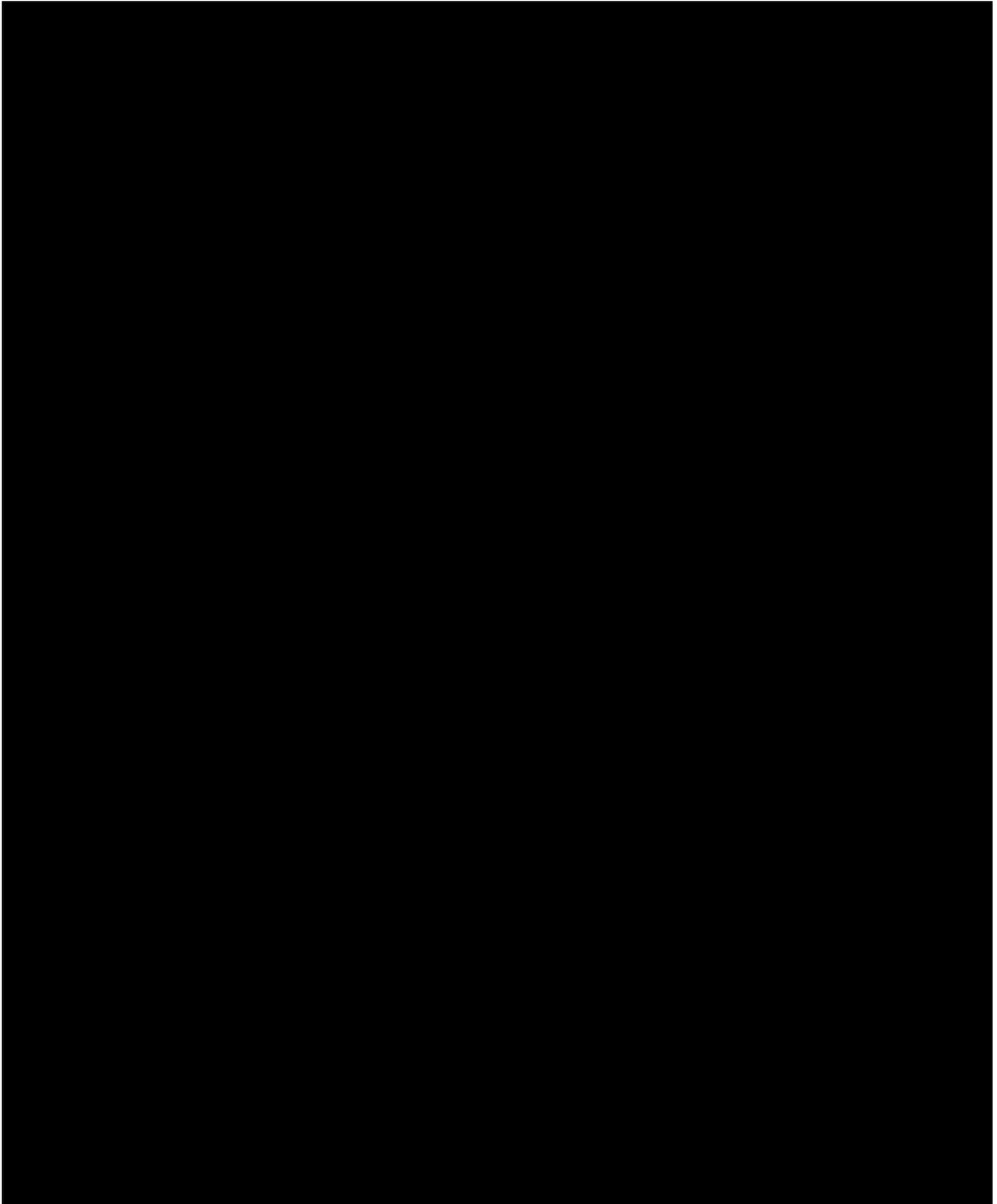
This project will make a novel contribution to existing knowledge and provide new psychometric tools to measure quality of life in children with food intolerance. It will provide information for policy

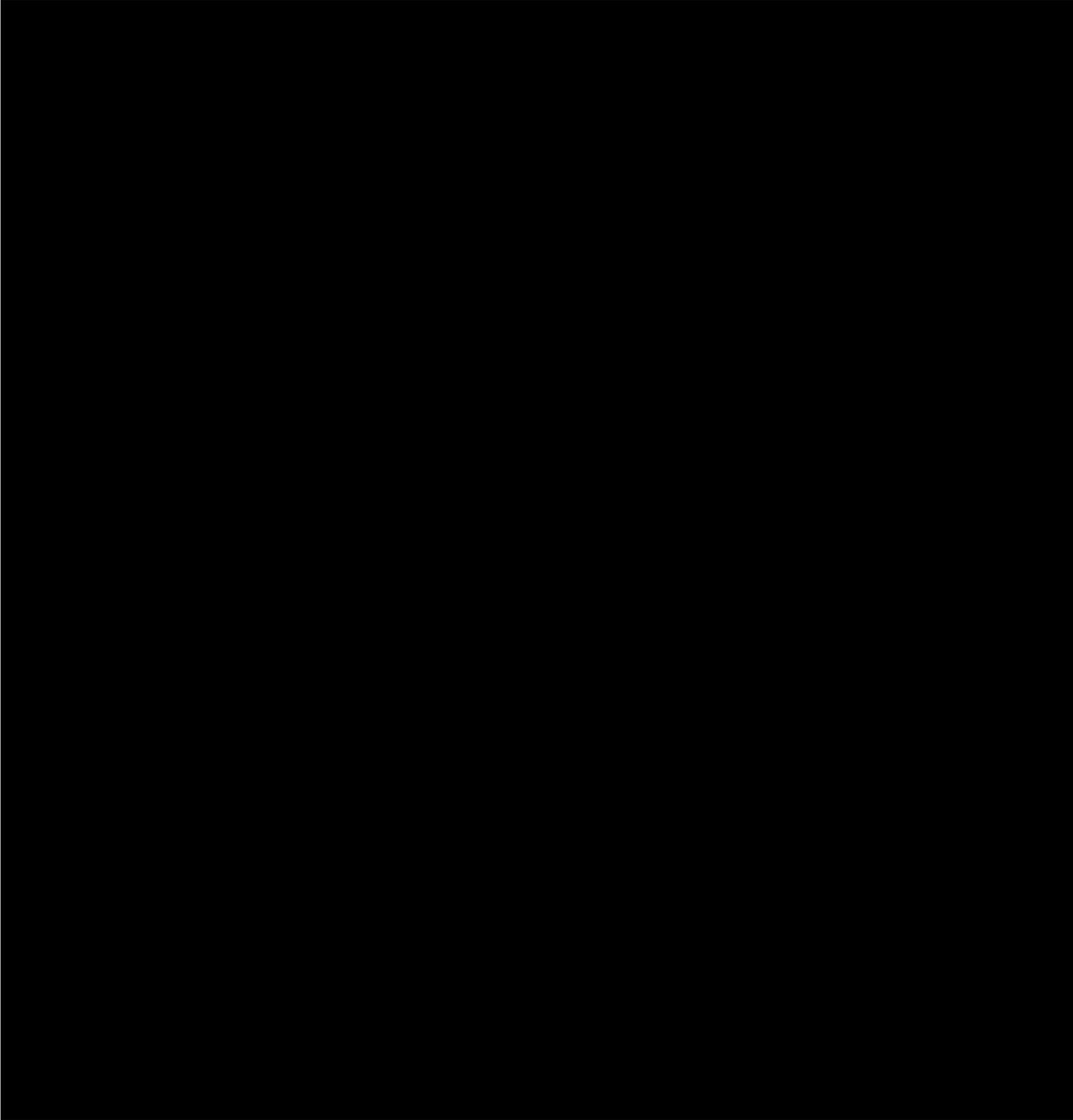
makers in this area and provide the FSA with data to enable them to further understand food hypersensitivity and seek ways to reduce burden, in line with its statutory responsibility to protect consumer interests in food. It is therefore important that dissemination of findings from this project are effective and timely and reach all relevant stakeholders.

In addition to reports for the FSA, the results of the project will be disseminated to policy makers, industry, patient organisations, the food hypersensitive community, health care professionals and the academic community. Our dissemination plan includes presentations at relevant clinical and academic conferences, meetings of health care professional groups and with industry contacts. Target conferences include the British Society for Allergy and Clinical Immunology, the European Academy of Allergy and Clinical Immunology and the European Health Psychology Society annual conferences. We will also publish findings to the food hypersensitive community through the websites and magazines of patient organisations including Allergy UK, Anaphylaxis Campaign and Coeliac UK. We may also disseminate findings through other media outlets such as The Conversation. The team has a strong track-record of dissemination of study results through these outlets to reach a range of stakeholders.

We will also disseminate findings in high impact peer reviewed journals to target an international audience to include allergy clinicians, psychologists and industry. Dr Rebecca Knibb will co-ordinate the dissemination activity and we anticipate at least 4 papers will be published in peer reviewed journals. One paper will focus on the first wave of survey data for workstream one. One paper will compare data from wave one and two of workstream one. A third paper for workstream one will describe the development and validation of the food intolerance quality of life scales. Dr Knibb will lead on the writing of these papers. At least one paper will be produced for workstream two on the DCEs, led by Professor Rigby. Target journals include but are not limited to Journal of Allergy and Clinical Immunology in Practice, Allergy, Clinical and Experimental Allergy and Journal of Health Psychology.

In addition to these outputs we will also produce food intolerance quality of life scales that will be available for future use. There is no intention to restrict supply and use of these scales or to charge for their use, however the IP rights for the scales will need to be discussed with the FSA. IP rights will be negotiated in good faith in the research services agreement.





SCHEDULE 4

PRICING

This Schedule 4 specifies the Ordered Services to be provided to the Client by the Supplier in the services required for FS430406.

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. 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

Financial Template

Will you charge the Agency VAT on this proposal?

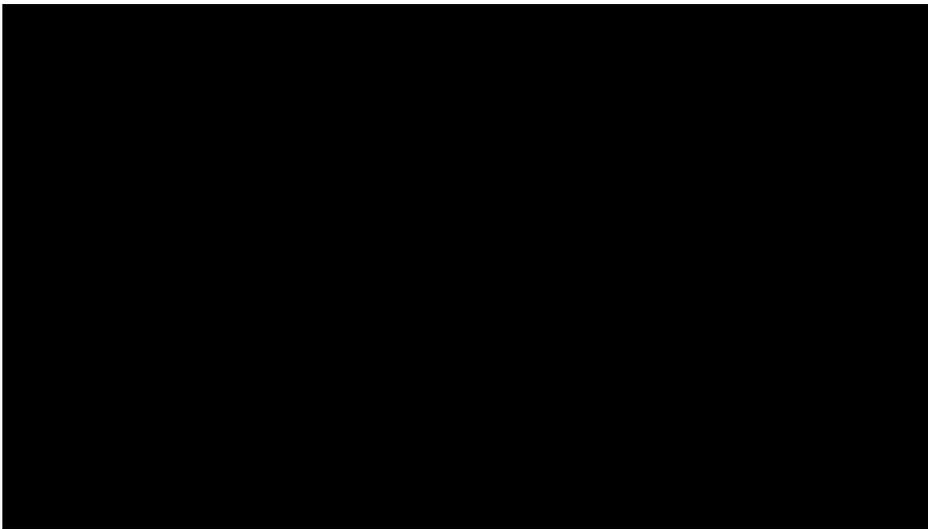
Yes

Please state your VAT registration number:

GB849741973

Project Costs Summary Breakdown by Participating Organisations

Please include only the cost to the FSA.



Total Project Costs (excluding VAT) **

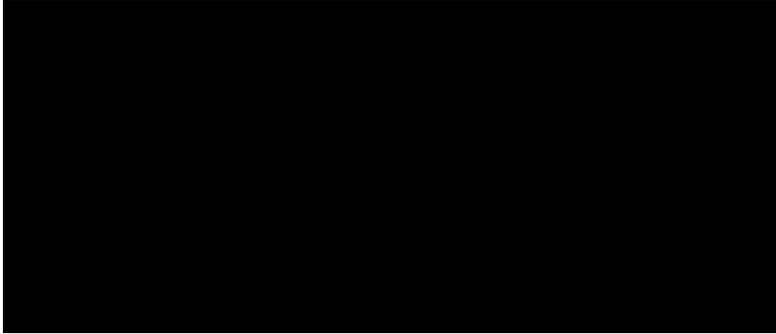
£327,526.27

* Please indicate zero, exempt or standard rate. VAT charges not identified above will not be paid by the FSA

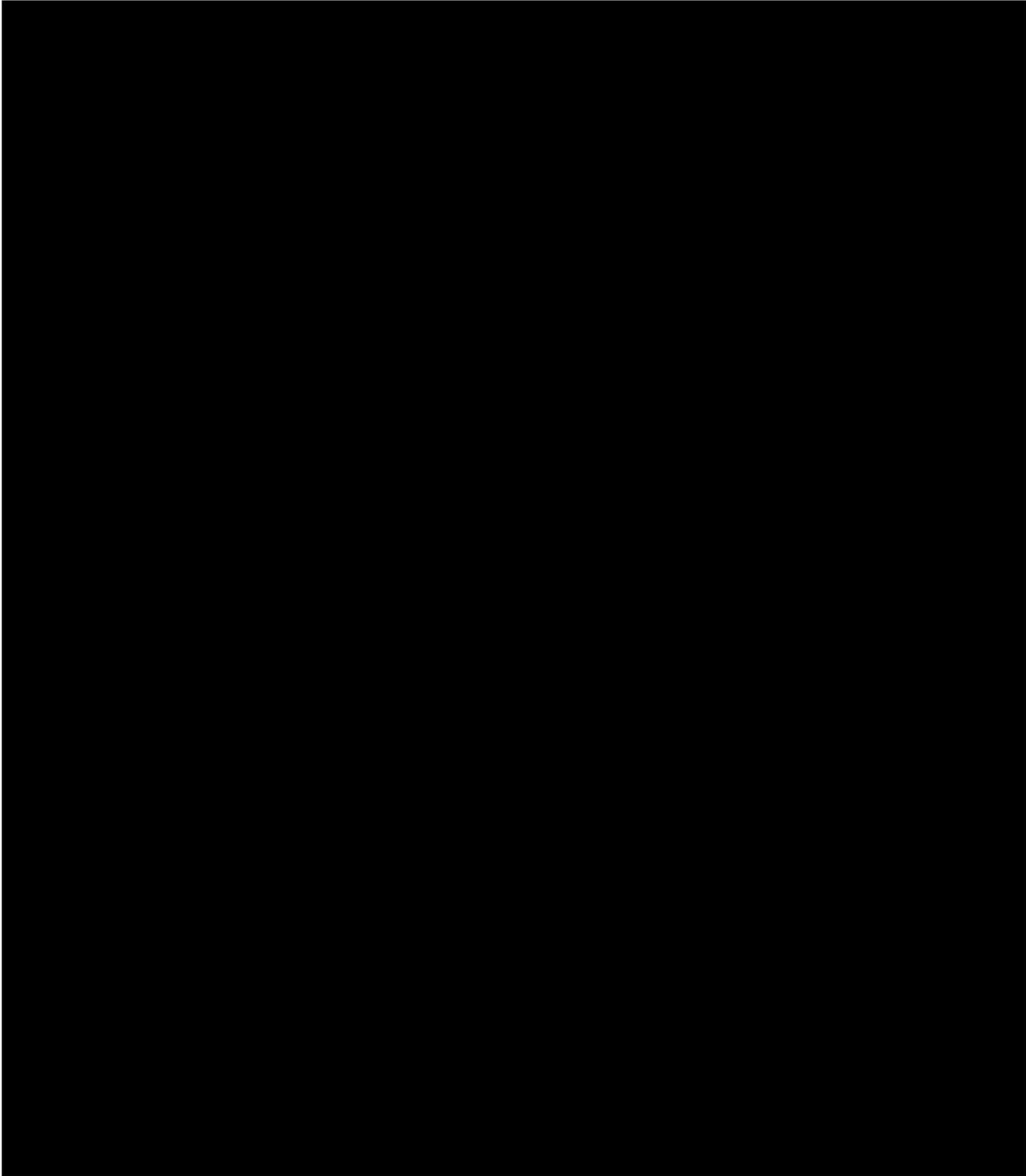
** The total cost figure should be the same as the total cost shown in table 4

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

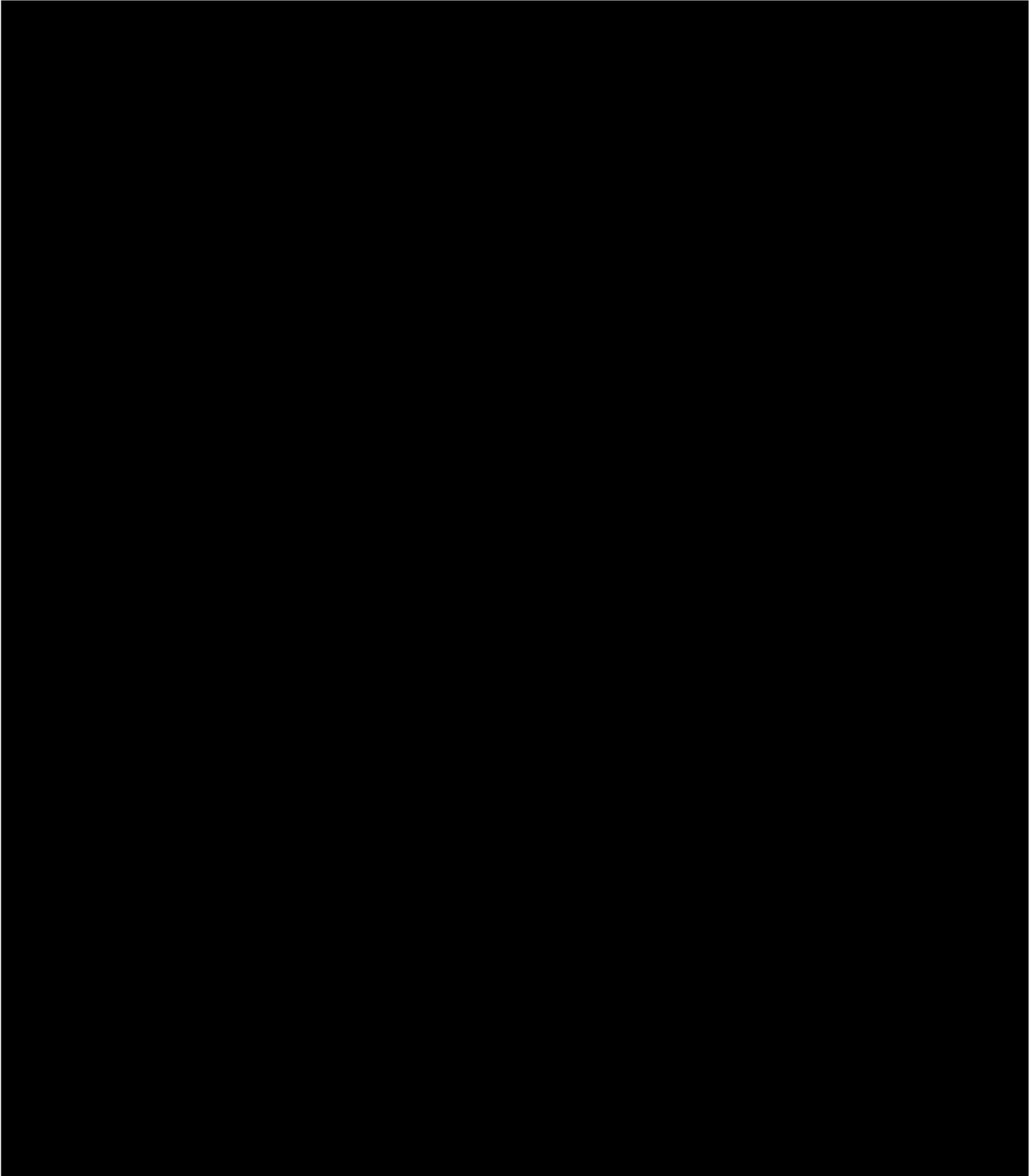
Project Costs Summary

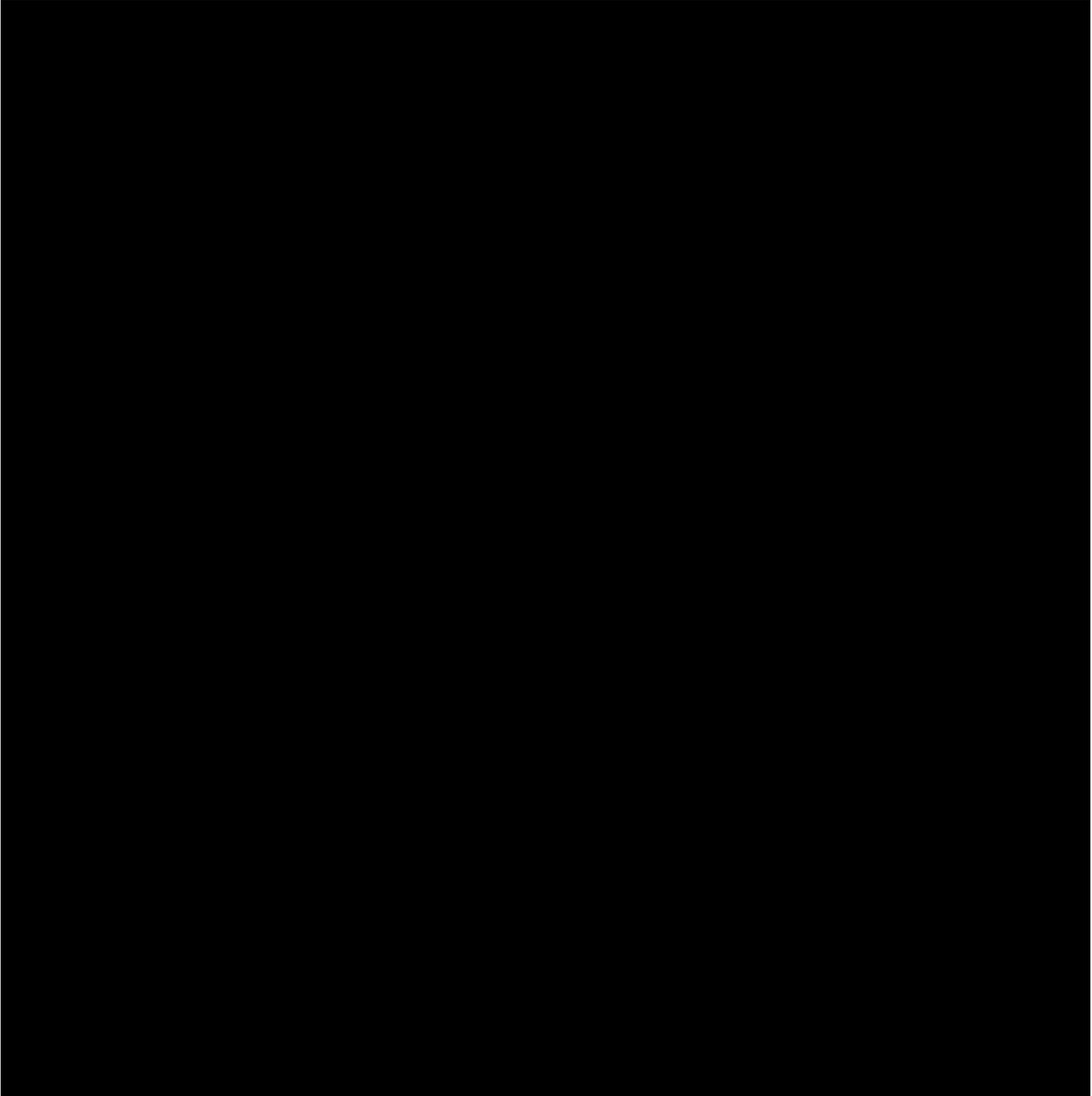


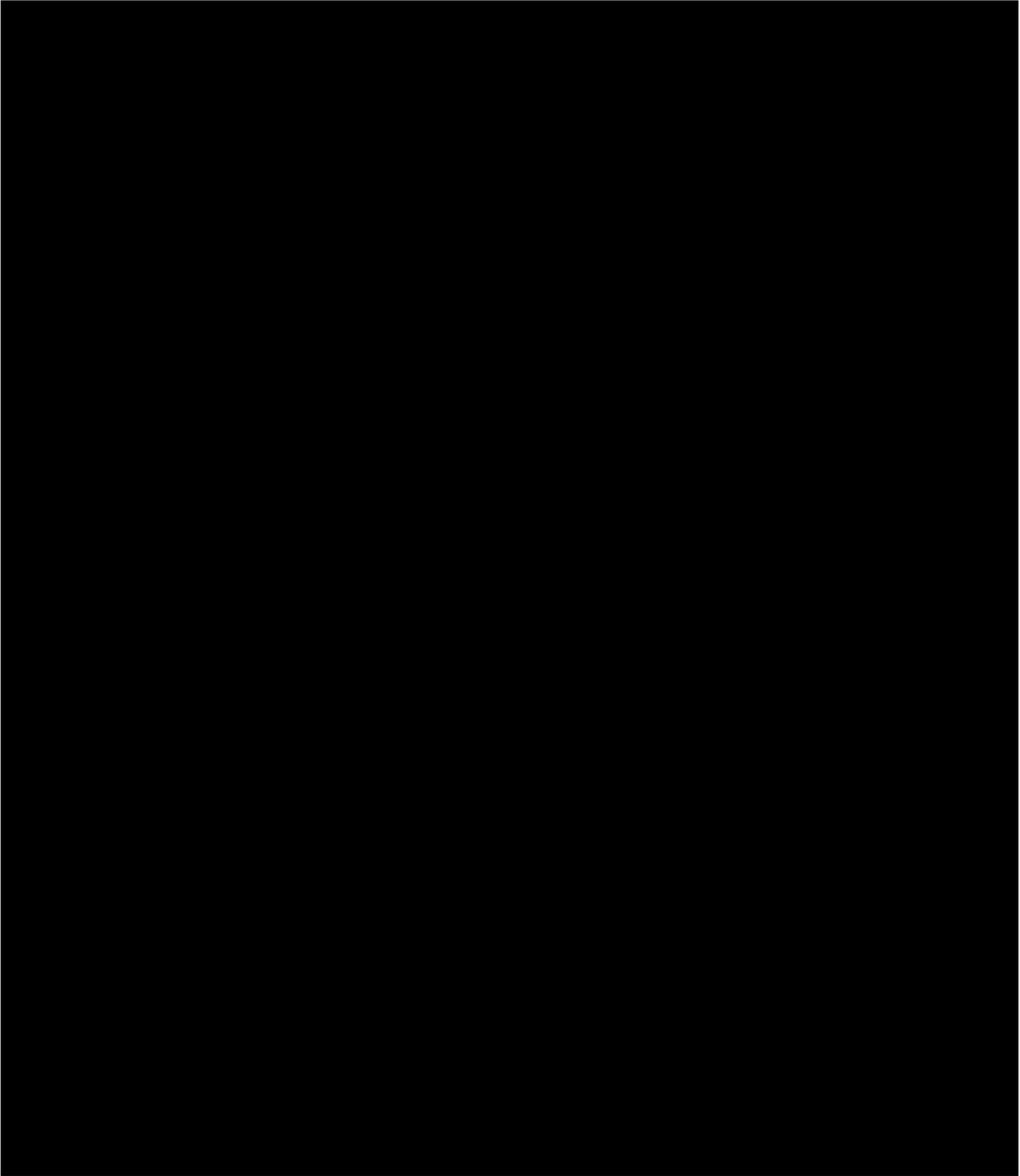
Total Project Costs	£327,526.27
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* Total Overhead
Costs (if not shown
above)







Summary of Payments

	Year 1	Year 2		
Financial Year (Update as applicable in YYYY-YY format)	2021-22	2022-23	Retention	Total
Total Amount		£ -		£327,526.27

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 [REDACTED] 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.

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

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 SUPPLIER 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

Schedule 12 Processing, Personal Data and Data Subjects

This Schedule shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Controller at its absolute discretion.

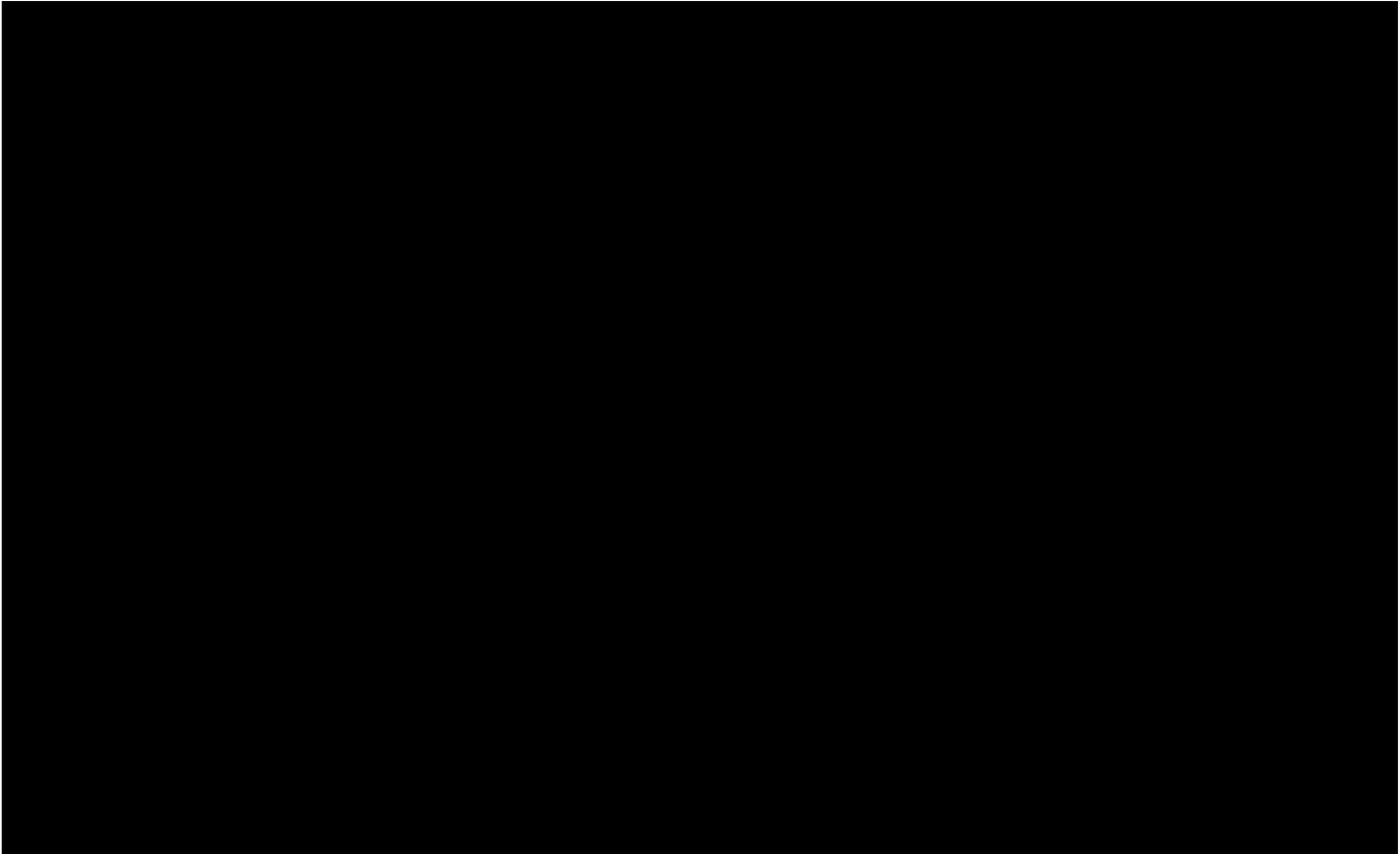
1. The contact details of the Controller's Data Protection Officer are:

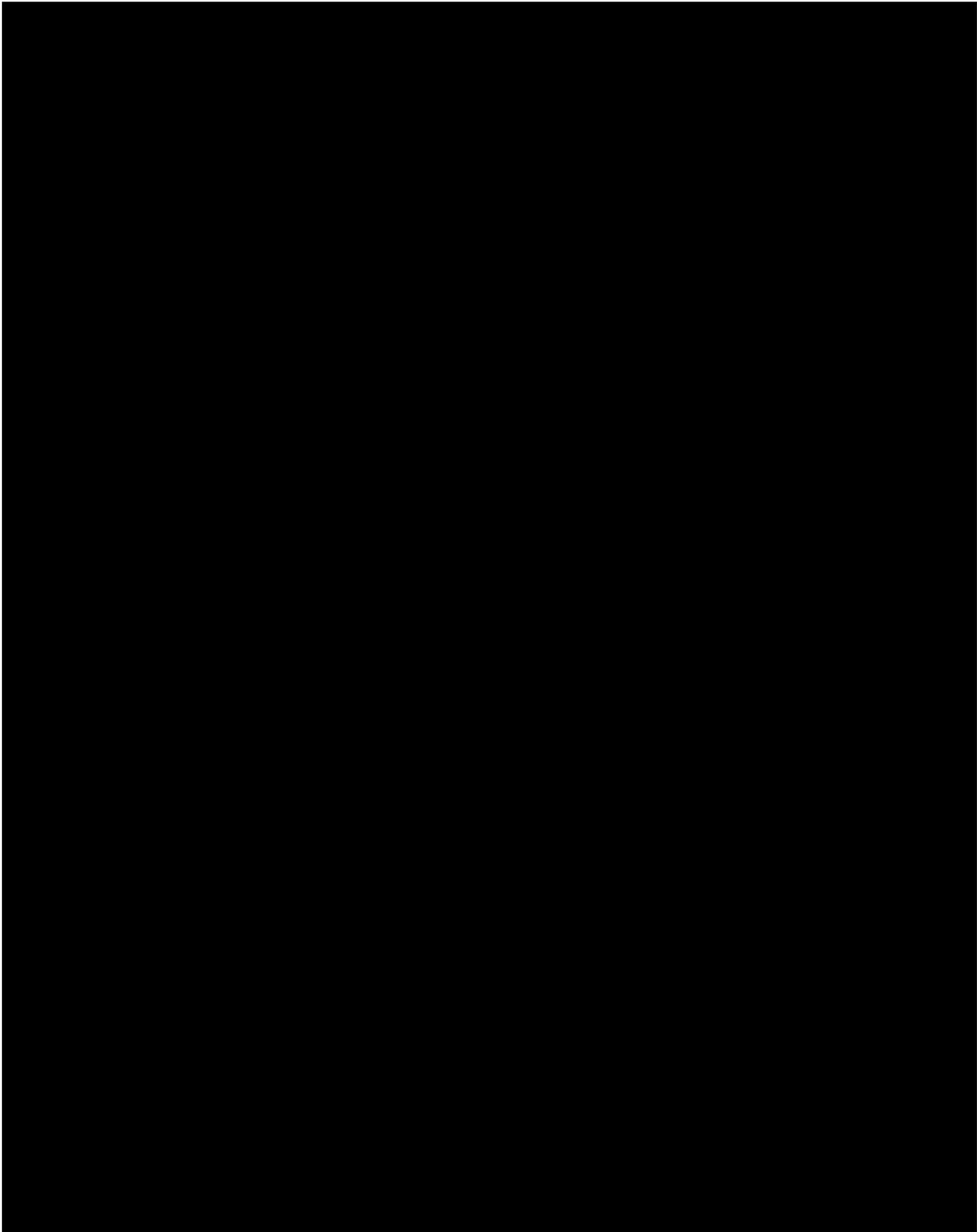
[REDACTED]

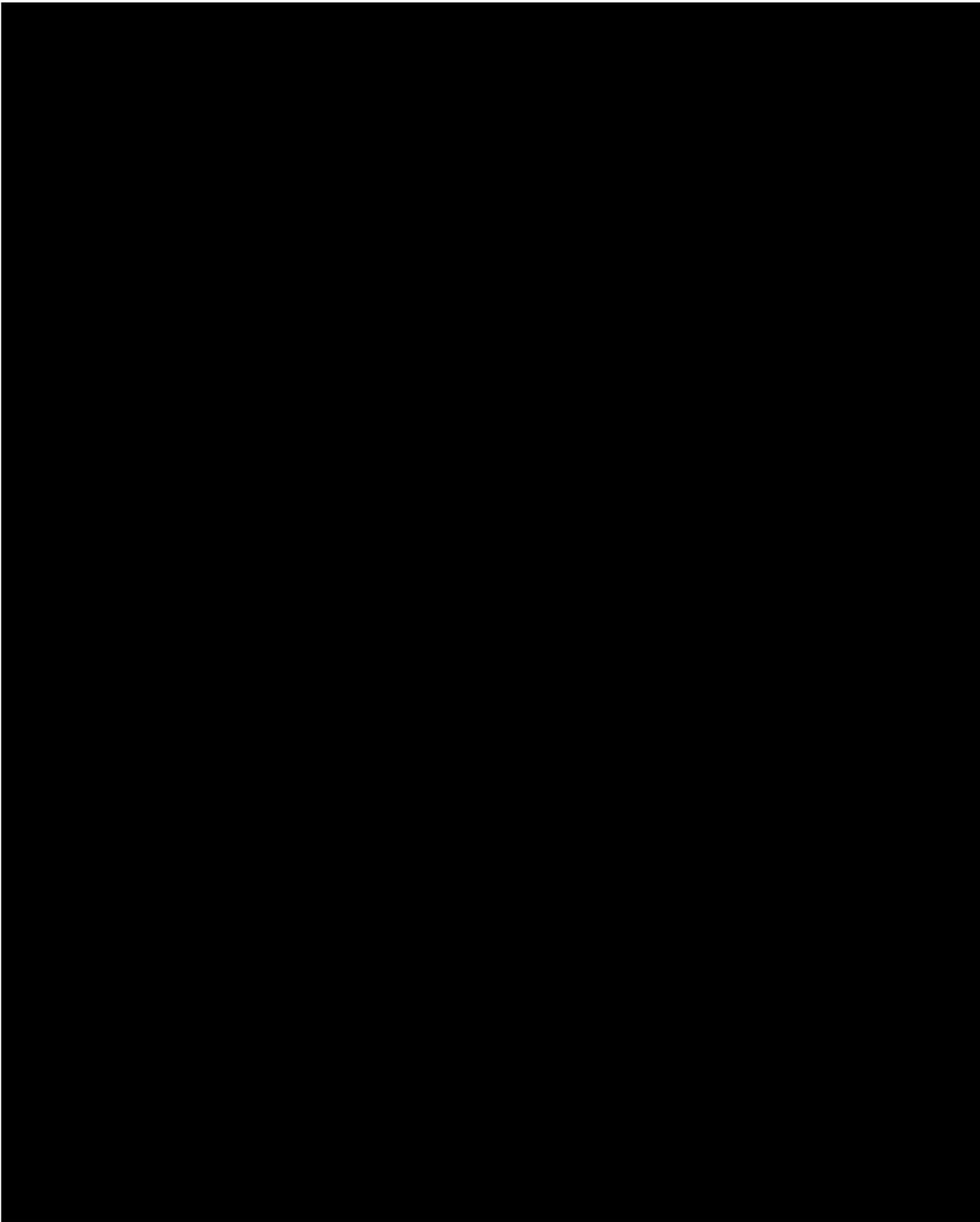
2. The contact details of the Processor's Data Protection Officer are:

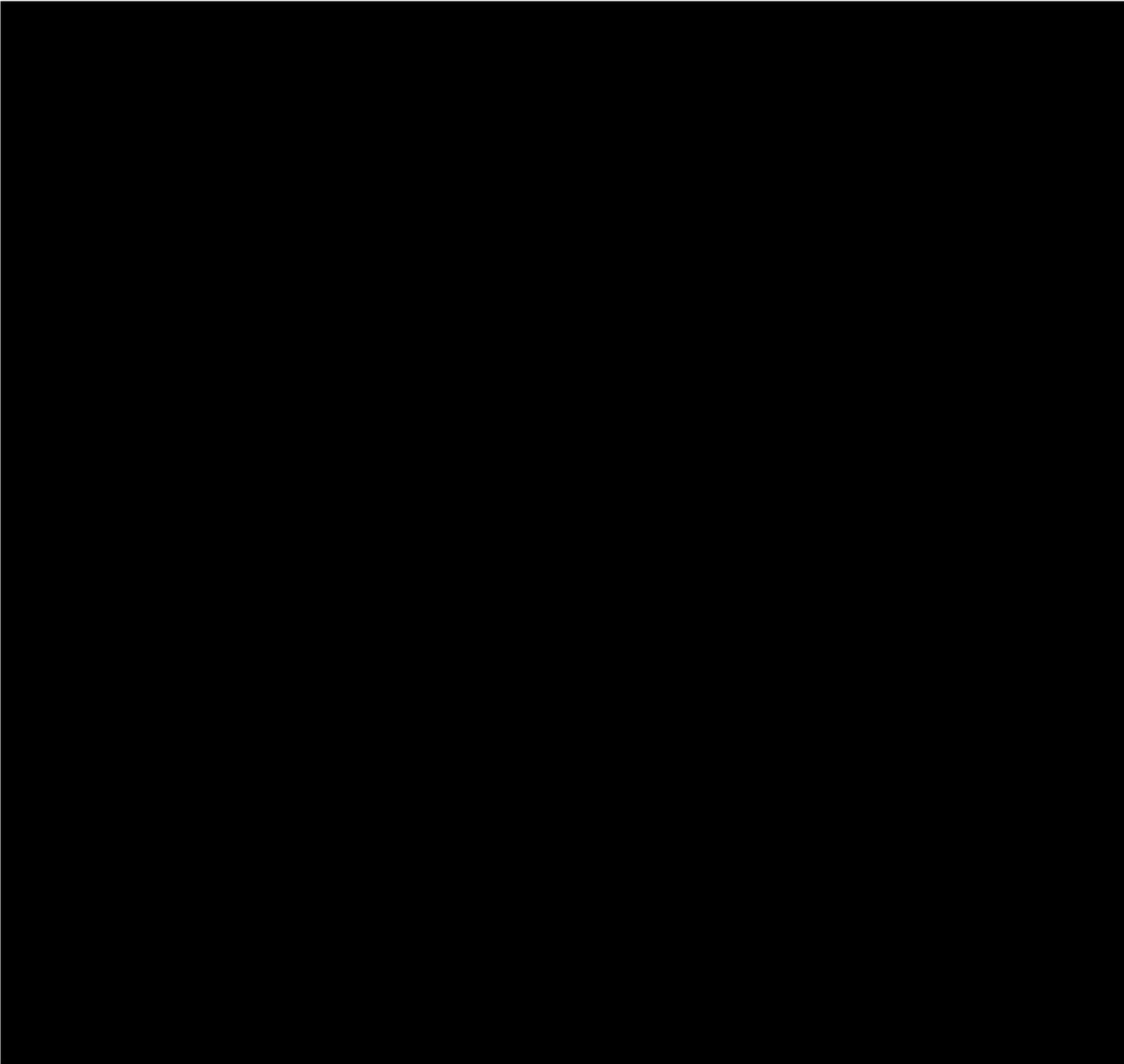
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. Any such further instructions shall be incorporated into this Schedule.











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”) & Aston University (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"> - Use of Internet and Intranet - Working Remotely - Personal Web Logs and Websites
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"> - Processing Personal Data - Sensitive Personal Data - Failure to Comply - Data Subject
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"> - Organisational Records Management Requirements - Records Standards - Registration Records Management process and System Requirements - Technical specification of records - Access to records - Security of records - Preservation of records
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.</p>	<ul style="list-style-type: none"> - Electronic Mail (Email) - Personal Use - Use of Instant Messaging

OFFICIAL

	<p>This policy has been developed to ensure the Electronic Communications Systems are safeguarded for the efficient exchange of business information within the Food Standards Agency and to ensure that all employees are made aware of their responsibilities and adhere to the relevant legislations.</p>	
<p>Users ICT Security Policy (for all staff)</p>	<p>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.</p>	<ul style="list-style-type: none"> - 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
<p>ICT Security Policy (for IT staff ONLY)</p>	<p>This policy is for ISTED staff only</p> <p>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.</p>	<ul style="list-style-type: none"> -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
<p>Mobile Voice and Data Policy</p>	<p>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.</p>	<ul style="list-style-type: none"> -Definition of FSA Remote working tools -Connectivity options - Computer Equipment -Who is eligible -Roles & responsibilities