

## **DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS**

### **Part 1: Letter of Appointment**

Dear Sirs

#### **Letter of Appointment**

This letter of Appointment dated Monday, 19 August 2019, is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier.

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

Order Number:	CR19048
From:	The Department for Business, Energy and Industrial Strategy (BEIS) of, 1 Victoria Street, London, SW1H 0ET ("Customer")
To:	I.F.F RESEARCH LIMITED a company registered in England and Wales under Company Number 00849983 whose registered office is at 5th Floor St Magnus House, 3 Lower Thames Street, London, England, EC3R 6HD ("Supplier")

Effective Date:	Monday 19 <sup>th</sup> August 2019
Expiry Date:	End date of Initial Period Friday 28 <sup>th</sup> February 2020

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: the Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B; and
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Contract Charges (including any applicable discount(s), but excluding VAT):	The total value of this contract shall not exceed £184,025.48 ex VAT as per the price breakdown in Annex 1- Contract charges
Liability Requirements	Suppliers Limitation of Liability (Clause 18.2 of the Contract Terms);

Customer billing address for invoicing:	BEIS - Department for Business, Energy & Industrial Strategy C/O UK SBS Queensway House, West Precinct
	Billingham TS23 2NF United Kingdom
GDPR	Contract Terms Schedule 7 (Processing, Personal Data and Data Subjects)

#### **FORMATION OF CONTRACT**

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

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

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

**For and on behalf of the Supplier:**


Name and Title: 

Signature: 

Date: 20 August 2019

**For and on behalf of the Customer:**

Name and Title: 

Signature: 

Date: 22 October 2019

## ANNEX A

### Customer Project Specification

#### 1. Background

The Office for Product Safety & Standards (OPSS) was established by BEIS in January 2018, following the recommendations of the Working Group on Product recalls and Safety<sup>1</sup>, in order to enhance protections for consumers and drive forward increased productivity, growth and business confidence.

In May 2018, OPSS launched its Strategic Research Programme (SRP) to commission high-quality science-based research, strengthening the evidence base for the development of product safety policy, delivery and enforcement.

In August 2018, OPSS launched UK Government's first ever strategy to further enhance the UK's product safety regime<sup>2</sup>. The strategy describes the UK's product safety landscape and signals OPSS's intent to use behavioural science to understand how best to impact consumer, retailer and producer behaviour in issues of recall, safety messages and safer goods, both new and second hand. This project will form part of OPSS's SRP social science workstream, which includes a project to better understand consumer attitudes to product safety and a behavioural insights randomised control trial aimed at improving product registration rates by consumers. We are also commissioning a historical review of product recalls, which will investigate the roles and experiences of all key actors in the recalls process for several recent recalls, with the aim of exploring what factors contribute to a successful or unsuccessful product recall.

Following the launch of the large project aiming to understand consumer attitudes to product safety in November 2018, OPSS now wishes to better understand supply-side actors' attitudes towards product safety and explore the relationships between these actors in the product safety system. This research will help our understanding of causal factors behind known problems in the system, such as lack of consumer engagement in product safety, low product registration rates, and low success rates of product recalls. It is also anticipated that the research will highlight where the system is working well and where it would benefit from further study or improvement.

#### 2. Aims and Objectives of the Project

<sup>1</sup> <https://www.gov.uk/guidance/product-safety-working-group>

<sup>2</sup> <https://www.gov.uk/government/publications/strengthening-national-capacity-for-product-safety-strategy-2018-2020>

The **purpose** of this project is to gain a fuller understanding of the workings of the (non-food) product safety system which serves consumers and to identify potential areas for more detailed study or make improvements. This work will contribute to a growing evidence base on product safety to support policies aimed at improving consumer safety and promoting the success of UK businesses.

The **aim** of this project is to understand:

- (a) attitudes towards and perceptions of product safety by supply-side actors in the system of which they are a part; and
- (b) the pattern of distribution of those attitudes and perceptions through the system.

Supply-side actors in the system include, but are not limited to, manufacturers, retailers, distributors, installers, trade associations, response management companies, trading standards officers, legal advisers and insurers.

The aim extends to the investigation of the attitudes to and extent of the impact of emerging components of business models (such as online platforms and technologies e.g. digital products) on perceptions and attitudes towards product safety.

The **objectives** of this project are:

- (a) to investigate perceptions and attitudes towards product safety, including actors' attitudes towards priorities and concerns relating to product safety, their awareness of the product safety system itself, their understandings of their own and others' roles and responsibilities, and relationships between different actors in the system; and
- (b) to identify the extent to which those perceptions, attitudes, understandings etc. are shared among system actors.

The project will also investigate the impact of emerging business models such as online platforms, and technologies such as digital products, on perceptions and attitudes towards product safety.

This work will contribute to a growing evidence base on product safety to support policies aimed at improving consumer safety and promoting the success of UK businesses. OPSS will facilitate links with relevant businesses to enable this research to be conducted, where necessary. We also ask contractors to state any links they already have with businesses which could facilitate the research.

### **3. Suggested Methodology**

<p><b>If applicable:</b></p> <p><b>Total number of Interviews (survey)</b></p> <p><b>Total number of Interviews (qualitative)</b></p> <p><b>Total number of Focus Groups</b></p>	<p><b>Insert numbers:</b></p> <p>Quantitative survey with 1000 businesses</p> <p>Approx. 20 Interviews</p> <p>Approx. 18 focus groups</p>
<p>The full scope of the research and methodology is to be proposed by the contractor, but we anticipate a two-stage design. In order to explore the nature and type of product system actors' attitudes etc towards product safety, a qualitative approach is most appropriate. Detailed, in-depth one-to-one interviews with key actors and focus groups recruited to be able to reflect variations by size and sector etc would be suitable. To investigate the distribution of attitudes etc. across the system, a quantitative approach is appropriate providing for a sample survey and subsequent segmentation analysis.</p> <p>The surveys would cover the attitudes and awareness, while the focus groups and interviews would delve more into exploring roles and responsibilities within the product safety system and how individual organisations identify their role within it.</p>	
<p><b>4. Deliverables</b></p>	
<p>The detailed deliverables should be specified as part of the tender response and will be agreed with the Project Manager before commencement of work. As a minimum, we would expect to see:</p> <ul style="list-style-type: none"> <li>• Questionnaire script for quantitative work</li> <li>• Analytical output, such as datasets</li> <li>• Interim report with oral presentation</li> <li>• Draft final report. This shall be reviewed and returned to the contractor.</li> <li>• A creative and engaging slide pack summarising the findings, used in a summary presentation to internal colleagues.</li> <li>• A systems map of the product safety system.</li> <li>• Final accepted report</li> </ul> <p>We would expect to see questionnaire script in month 2 of the project, an interim report with oral presentation in month 3-4, a draft final report in month 5, and analytical output, slide pack, systems map and final accepted report in month 6.</p>	