CONTENTS

[1. PURPOSE 2](#_Toc522714834)

[2. BACKGROUND TO THE CONTRACTING aUTHORITY 2](#_Toc522714835)

[3. Background to requirement/OVERVIEW of requirement 2](#_Toc522714836)

[4. definitions 4](#_Toc522714837)

[5. scope of requirement 4](#_Toc522714838)

[6. The requirement 5](#_Toc522714839)

[7. key milestones and Deliverables 7](#_Toc522714840)

[8. MANAGEMENT INFORMATION/reporting 8](#_Toc522714841)

[9. volumes 8](#_Toc522714842)

[10. continuous improvement 8](#_Toc522714843)

[11. Sustainability 8](#_Toc522714844)

[12. quality 8](#_Toc522714845)

[13. PRICE 8](#_Toc522714846)

[14. STAFF AND CUSTOMER SERVICE 9](#_Toc522714847)

[15. service levels and performance 9](#_Toc522714848)

[16. Security and CONFIDENTIALITY requirements 10](#_Toc522714849)

[17. payment AND INVOICING 10](#_Toc522714850)

[18. CONTRACT MANAGEMENT 11](#_Toc522714851)

[19. Location 11](#_Toc522714852)

# PURPOSE

## The National Infrastructure Commission (NIC), the “Authority”, has a requirement for an external evaluator. The evaluator is required to externally evaluate a deliberative engagement with a broadly representative sample of the general public on the topic of policies to reduce road congestion, including road pricing. This will inform the Commission’s future discussions and recommendations.

# BACKGROUND TO THE CONTRACTING aUTHORITY

|  |
| --- |
| The National Infrastructure Commission was established in 2015 to provide the government with impartial, expert advice on major long-term infrastructure challenges. Its objectives are to support sustainable economic growth across all regions of the UK, improve competitiveness and improve quality of life.The Commission’s core responsibilities include:Producing a National Infrastructure Assessment once every five years, setting out the Commission’s assessment of long-term infrastructure needs with recommendations to government on how to meet themCarrying out in-depth studies into the UK’s most pressing infrastructure challenges, making recommendations to governmentMonitoring the government’s progress in delivering infrastructure projects and programmes recommended by the NICIn July 2018, the Commission published its first ever National Infrastructure Assessment, setting out a plan of action for the country’s infrastructure over the next 10 to 30 years, making recommendations on transport, energy, water and waste water, flood resilience, digital connectivity and solid waste in addition to other cross-cutting issues (eg. funding and financing).The Commission is currently undertaking in-depth studies on resilience and regulation as well as developing a broader work programme to lay the foundations for the second National Infrastructure Assessment. |

# Background to requirement/OVERVIEW of requirement

## A core part of the NIC’s role is to engage with users of infrastructure when developing its policy recommendations. Having used survey and focus group approaches to help inform the National Infrastructure Assessment, the NIC wants to explore different methods of public engagement that might be able to provide alternative perspectives and higher quality discussion of contentious and complex policy issues.

## The National Infrastructure Assessment noted that “there has often been a disconnect between theoretically perfect road pricing systems suggested by policymakers and the perceived fairness and practicality of those systems by the public. Rather than propose a further technocratic recommendation the Commission will explore new ways to engage stakeholders and the public on this topic, looking at a full range of potential options in light of the major changes in road use and taxation that are inevitable”. A deliberative public engagement would follow up on this proposal as a method of public engagement that the NIC have not previously explored.

## The evaluation will collect evidence from stakeholders from the start of the development of the deliberative engagement, throughout the delivery of the events and will report back after the final report on the events is received from the social research provider. The evaluation will consider evidence including qualitative feedback from participants in the engagement, the views of key stakeholders including the engagement advisory group and quantitative tracking information which captures the changes in participants’ subject knowledge and opinions across the process.

## The findings from the evaluation will contribute to the NIC’s evidence on this topic. The NIC believes external evaluation of the engagement is essential to ascertain whether the engagement was of high quality, what lessons could be learnt for future NIC deliberative engagements, and whether the deliberative methodology is effective in engaging the public on infrastructure policy.

## The deliberative engagement to be evaluated will focus on current experiences of road congestion; past and expected future trends in road congestion; and policies to reduce road congestion including capacity, alternative transport modes and road pricing/congestion charging. Distributional impacts of congestion and policy interventions are also likely to be of interest.

## In the deliberation the NIC is primarily interested in obtaining an understanding of potentially differing views on solutions to congestion at local level across:

## Areas with differing levels of experience of road user charging.

## Urban, suburban and rural locations.

## A number of other topics related to motoring taxation and road use are out of the core scope of the deliberation. These may be useful for setting the wider roads policy context and could be discussed if participants in the deliberation wished to, but will not be the focus of the evidence presented or policy options discussed. These include:

### motoring taxation as a contributor to general taxation, and tax revenue sustainability.

### roads and transport governance, funding and maintenance (except as this relates to congestion and revenues from road pricing).

### other externalities from driving such as pollution and accidents (except where these interact with congestion and road pricing).

## Electric vehicles (EVs) and connected and autonomous vehicles (CAVs) may be relevant regarding their impact on congestion and the implications for future road use and road pricing, but other aspects are out of scope.

## The evaluation will assess how effective the exercise was as an instance of deliberative engagement and at helping the NIC understand public attitudes to tackling congestion.

# definitions

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| NIC | means National Infrastructure Commission: this includes the Commissioners and the Secretariat. |
| Deliberative public engagement / deliberation | means an approach to public engagement that emphasises dialogue, encouraging participants to consider different perspectives through informing and discussion. This may go as far as encouraging participants to reach consensus among themselves. |
| Mini public | means a group of randomly selected citizens intended to represent the wider population in discussions. Stratified random sampling may be used to ensure that the group reflect proportions in the wider population across a range of demographic characteristics. |
| Road pricing/ congestion charging | A charge that drivers pay as they use the road which varies according to circumstances, particularly the time and driver location, usually with the intention of reducing congestion. |
| EVs and CAVs | Electric Vehicles and connected and autonomous vehicles. |

# scope of requirement

## The scope of the requirement is to appoint a suitably experienced supplier to independently evaluate a deliberative public engagement being held in Autumn/Winter 2019 on the topic of policies to reduce road congestion as described in the background section above. The supplier would be required to analyse both the effectiveness of the deliberation itself and the lessons that can be taken from it to inform the NIC’s future public engagement.

## The key output from this exercise should be a report which outlines the effectiveness of the deliberations, whether the methodology is appropriate for engaging the public on complex areas of infrastructure policy, and lessons to be learnt for future exercises the NIC may run.

## The supplier shall work collaboratively with the lead deliberative engagement provider to obtain the data they need on participant views and participant understanding of the issues the deliberation covers.

## The supplier shall work with an advisory panel of expert stakeholders appointed by the Commission to advise on the issues they expect the evaluation to address. The supplier should be able to present to technical and non-technical members of the panel and advise them on the design of the evaluation.

# The requirement

## The supplier will be responsible for the development of a project plan and timetable, to meet the needs of the NIC (indicative timescales are set out in Section 7 below).

## At the start of the project the NIC will hold an inception/scoping meeting with the successful supplier, in conjunction with the deliberative engagement provider, to agree the approach to be taken, along with a plan setting out key milestones and dates for regular updates, deliverables, risks and how these will be managed etc. Throughout, the supplier will work closely with the Commission, including through regular meetings and other communication.

## As a minimum, the supplier should design, and deliver an independent evaluation of a deliberative public engagement in autumn/winter 2019-20, on the topic of policies to reduce road congestion as described above. We anticipate 3+ assemblies meeting on two separate days around a month apart in different areas of the country. Each assembly will likely consist of circa twenty-five (25) people. The minimum requirements expected of the supplier are listed below.

### The evaluation should reflect on the quality of the process. Relevant factors are likely to include:

#### **Representativeness and Reach:** Were the deliberative engagements representative of the local area? If the selection process was limited in any way was this justifiable?; How inclusive and far-reaching was any digital engagement and how did it increase the reach and scope of the programme?

#### **Deliberative Process:** To what extent did the participants engage in well-informed, open-minded, well-facilitated deliberation?’ To what extent did participants have the time and support to become well-informed about the issue and options?; To what extent did participants knowledge and views change over the course of the deliberation process?; To what extent did participants have the opportunity to participate fully and effectively?

#### **Discussion Topic:** Was the scope of the question clear and appropriate, and the parameters set to allow for a workable outcome?

#### **Independence and Impartiality:** To what extent were the process and participants free from manipulation?; Were the available experts, evidence and information balanced?

### The evaluation should focus on cross assembly learning as well as providing details on the effectiveness of each deliberation.

### The supplier is also required to evaluate the methodology as a means of engaging the public on questions of infrastructure policy. Relevant factors are likely to include:

### **Topic:** How effective was deliberation at engaging the public on the issue of congestion?

### **Transferability:** How far could the method be transferred to consider other NIC policy areas (transport, energy, water and waste water, floods, waste management and digital).

### **Lessons Learnt:** What worked well, and what should be changed if the NIC commissions a similar exercise in future.

### The supplier should propose creative and deliverable approaches to data collection and impact assessment, with the final approach being agreed with the Authority before evaluation commences. The Authority does not wish to be prescriptive of the evaluation design and implementation to give the bidders freedom to propose practicable approaches. However, the type of activities for evaluation and potential research instruments we might expect to see in proposals are:

### Interviews, surveys and case studies with participants, evidence providers, members of the advisory group and other stakeholders.

### Baseline data on participants understanding of the issues covered by the assembly and their views on them, captured at the beginning and end of each assembly day.

### The supplier shall write a report with their findings and conclusions from the deliberation and their evaluation of the process. These reporting outputs will be peer reviewed for quality assurance by the Commission’s advisory panel responsible for overseeing the engagements and the evaluation of them. The report will be branded in the supplier’s name and provided to the NIC in a digital format which the NIC can publish and use as an input to future work as desired. There is no set word length or page count for the report, but it shall include an executive summary. The supplier will also provide any underlying detail not suitable for the publishable report to the NIC, subject to any restrictions regarding participant confidentiality. The final report shall include:

### Details of the methods being used in the evaluation

### Inclusion of an executive summary in any reports

### Use of non-technical language that can be easily understood

### A range of data types to illustrate conclusions

## All costs should be included in and funded from the overall contract cost, including but not limited to:

### supplier fees, expenses, travel, subsistence and accommodation

### any additional costs associated with analysing the deliberation and producing the final report.

## The maximum budget is specified in Section 13 (Price) below. The NIC will only consider using the maximum budget if the proposal demonstrates excellent value for money, going well beyond the core requirements of the project and achieving the wider objectives discussed above.

# key milestones and Deliverables

## The following Contract milestones/deliverables shall apply, but may vary depending on the delivery timescales of the deliberative engagement provider:

|  |  |  |
| --- | --- | --- |
| **Milestone/Deliverable** | **Description** | **Timeframe or Delivery Date** |
| 1 | Project inception meeting with NIC to include draft inception report to be provided, and agreed by NIC, clarifying the approach to be taken, along with a plan setting out key milestones and dates for deliverables, risks and how these will be managed, etc | Within 2 weeks of contract award |
| 2 | Inception report submitted to the NIC and the advisory panel outlining the methodology, set milestones, deliverables, risks and mitigation. | Within first month of contract award |
| 3 | Confirm evaluation methodology with the NIC and advisory panel | End of October |
| 5 | Data collection while assemblies are ongoing. | January/February 2020 |
| 6 | Presentation of findings/draft report to the NIC and the advisory panel | February 2020 |
| 7 | Final materials, including a peer reviewed report, provided to the NIC for sign off | March 2020 |

# 

# MANAGEMENT INFORMATION/reporting

## The Authority will work with the Supplier to put in place fortnightly meetings between project leads to track progress, resource needs and budget.

# volumes

## N/A

# continuous improvement

## The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

## The Supplier should present new ways of working to the Authority during fortnightly update meetings/phone calls.

## Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# Sustainability

## There are no sustainability considerations applicable to this requirement, beyond those already expressed in the Terms and Conditions Document.

# quality

## The key outputs and related materials will be of publishable standard.

## All facts, figures and analysis, must be correctly sourced, appraised and referenced and subject to internal peer review.

## The Authority will also seek views from expert external stakeholders, which may include members of the Commission’s analytical and technical panels, on the work and findings of this research. Any advice or comments will be fed back to the Supplier via the Authority.

## The final report will be published in the Supplier’s name, which allows for transparency and a reputational risk for the Supplier, if the analysis is not of high quality.

# PRICE

## Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

## The maximum budget for the full requirement is £15,000 (exc. VAT), and bids received over this budget will be deemed non-compliant.

# STAFF AND CUSTOMER SERVICE

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Agreed Approach | An inception report to be provided, and agreed by the Authority, clarifying the approach to be taken, along with a plan setting out key milestones and dates for deliverables, risks and how these will be managed. | Within week 2 of contract award |
| 2 | Attendance at fortnightly updates | The Supplier will attend all fortnightly meetings. If the Supplier is unable to attend a scheduled meeting they will alert the Authority and reschedule with at least 1 days’ notice. | 98% |
| 3 | Responding to queries | The Supplier will respond to any query from the Authority within 48 hours. | 98% |
| 4 | Amendments to drafts | Following comments from the Authority, the Supplier will make minor amendments to drafts within 1 week and major amendments within 2 weeks. | 98% |

## The Supplier’s performance will be monitored and assessed through fortnightly project update meetings with the Authority’s Project Manager, review of progress against the agreed project timeline and through review of deliverable products as set out in paragraph 7.

## All suppliers must have a peer review process included as part of their proposal.

## Where the Authority identifies poor performance against the agreed SLA’s, the Supplier shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than 5 working days from the date of notification at the Authority’s premises.

## The Supplier shall be required to provide a full incident report, which describes the issues and identifies the causes. The Supplier will also be required to prepare a full and robust ‘Service Improvement Action Plan’, which sets out its proposals to remedy the service failure. The Service Improvement Plan shall be subject to amendment following the performance review meeting and agreed by both parties prior to implementation.

# Security and CONFIDENTIALITY requirements

## The Supplier will acknowledge and protect all sensitive and confidential information its employees have access to during the contract period.

## The Supplier will also demonstrate compliance with the General Data Protection Regulations, and with the technical requirements prescribed by the cyber essentials scheme (https://www.cyberessentials.ncsc.gov.uk/requirements-for-it-infrastructure), to prevent confidential and sensitive material being made available in the public domain.

# payment AND INVOICING

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## Invoices should be submitted to: [Invoicequeries@hmtreasury.gov.uk](mailto:Invoicequeries@hmtreasury.gov.uk), Accounts Payable, NIC, Rosebery Court, St. Andrew’s Business Park, Norwich, NR7 0HS.

# CONTRACT MANAGEMENT

## Attendance at fortnightly project update meetings shall be at the Supplier’s own expense. These meetings can be conducted by telephone.

# intellectual property rights (ipr)

## All analysis (including any calculations, main assumptions and model descriptions) used to generate the outputs shall be provided to the Authority for future use. This analysis will be the property of the Authority. The Supplier must not disclose the report (either in part or in full) to any third parties prior to publication by the Authority, unless the Authority gives express consent to do so.

# additional information

## The Supplier will be open to working collaboratively with other Suppliers, contracted by the Commission in order to deliver related pieces of analysis.

# Location

## The location of the Services will be carried out at the offices of the Supplier and on site at the locations of the deliberative engagements.

## However, meetings will need to take place with the National Infrastructure Commission at the Supplier’s offices, or at the Commission’s offices at Finlaison House, 15-17 Furnival Street, London, EC4A 1AB or at another venue in central London, as agreed in advance with the Supplier.

## Any Travel and Subsistence incurred in the operation of the Contract shall be at the Supplier’s own expense.