

## **Order Schedule 20 (Order Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Order Contract



## **Bid Pack**

### **Attachment 3 – Statement of Requirements**

Contract Reference:

23498 – New Youth Offer Process Evaluation Research

ITT\_9989

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## 1. PURPOSE

2. The Department for Work and Pensions (“the Authority”) invites tenders for a research project that is a part of a wider process evaluation of DWP’s Youth Offer provision. There will be 2 strands to this research:

- **Strand 1 (essential):** 2-wave quantitative survey with customers on the Youth Employment Programme journey (YEP), and qualitative interviews with customers, staff, employers, and Hub partners
- **Strand 2 (optional methods):** We have some options for this second strand. (Option 1) Preferably, a quantitative survey with customers referred to a Youth Employability Coach (YEC), and a quantitative survey with customers referred to a Youth Hub, however this is dependent on whether the Authority can make suitable data available for a sufficient sample of these groups. (Option 2) Alternatively, we would explore further qualitative interviews (focusing on the 2 customer groups that the surveys were planned to focus on), and/or focus groups, and we will also welcome innovative methods and suggestions from suppliers to replace the surveys if necessary. This strand will need to be agreed by DWP as the authority. Only 1 option will be used, but both options need to be outlined in the bid.

**3. The 2-wave quantitative survey in strand 1 will be an online survey with some telephone boosters and will be with YEP claimants.**

**3.21 Wave-1 of the survey will be aiming for three thousand (3,000) responses in total.**

**3.22 Wave-2 of the survey will be aiming for between five hundred (500) and one thousand five hundred (1,500) responses, which will be made up of YEP customers from wave-1 that agree to be re-contacted. We are anticipating that any key emerging themes from wave-1 of the survey and the qualitative interviews will feed into the wave-2 survey.**

**3.3 The qualitative interviews in strand 1 will include claimants (YEP, YEC and Youth Hub), staff (YEP work coaches, YEC work coaches and Youth Hub work coaches), Hub partners, and employers. The interviews will be conducted via telephone, and we are aiming for a total of ninety-five (95) interviews. We are anticipating that these in-depth interviews will last 30-60 minutes each. We are expecting that customer interviews will be approximately 30 minutes, where-as staff, employer, and Hub partner interviews will be longer. We are anticipating that key emerging themes from wave-1 of the quantitative YEP survey will feed into the qualitative interviews with YEP customers (including any key themes identified). The breakdown across each participant group and each wave can be flexible, but we are anticipating total numbers across both waves to be approximately:**

- 60 customers (15 YEP, 25 YEC and 20 Hub)
- 15 staff (5 YEP work coaches, 5 YECs and 5 Hub work coaches)
- 10 Employers
- 10 Hub partners

**1.31 Prior to and separate from this research, 30 qualitative interviews with customers and Hub partners will have already been completed. Any key themes identified from these interviews will feed into the qualitative interviews in strand 1.**

**3.4 Strand 2 will have some options outlined below. Preferably, this strand will be made of 2 separate quantitative surveys, one for customers referred to a YEC and one for customers referred to a Youth Hub. There will only be one wave of each of these surveys.**

**1.41 The YEC customer survey will be aiming for three thousand (3,000) responses in total**

**1.42 The Youth Hub customer survey will be aiming for three thousand (3,000) responses in total**

**1.43 The surveys are dependent on the Authority having access to sufficient data of a high quality to produce a customer sample, and the Authority will determine whether the quality is suitable. Therefore, these surveys may not be able to go ahead, and this decision will lie with DWP. Further options for strand 2 are outlined below and may be utilised if the surveys are not an option. We invite suppliers to provide costs for the different methods, and the decision will lie with the Authority on which method(s) we feel would be best suited to this research.**

**1.44 Alternative methods could include further qualitative interviews that would focus on the same customers groups as the surveys are planned for, and/or focus groups, and we also welcome innovation and suggestions from Suppliers. These ideas would need to be agreed by DWP as the Authority, and the final decision lies with DWP as to what method(s) are selected.**

**3.5** The core purposes of the research are to evaluate how DWP's Youth Offer programme is working for those receiving the service and those delivering it and gather views/insight/feedback into how the policy is helping young people to move into or closer to employment. It will investigate whether the Youth Offer is delivering the policy intent, and how it is working in practice, as well as how it's being received by those utilising the service. We seek to explore how claimant views, experiences and outcomes may differ across various characteristics (including but not exclusive to age, gender, health, and ethnicity). The main drivers leading to any identified outcomes will be explored, including soft outcomes (e.g., improved skills, higher confidence) and hard outcomes (e.g., employment, qualifications). The research will also explore views and feedback on the 13-week Youth Employment Programme Journey, and whether this intensive support is worth funding in the future or needs to be adjusted following this evaluation. We are hoping to uncover employer views and awareness of the Youth Offer and explore how it is facilitating and/or influencing employers in their recruitment of UC customers in the 16-24 age group. We wish to understand more about whether the place-based, partner-based support in Youth Hubs is working, and explore whether working with one or multiple partners in a more "youth friendly" environment is as/more/less effective than in a Job Centre office. Finally, we are hoping to gain insight into the views of those delivering and receiving support in the form of a Youth Employability Coach (YEC), and whether this role is suitable in supporting those with more complex barriers to the Labour Market.

## **4. BACKGROUND TO THE CONTRACTING aUTHORITY**

**5.** The Department for Work and Pensions ("the Authority") is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and health benefits to millions of claimants and customers.

## **6. Background to requirement/OVERVIEW of requirement**

**7.** The Youth Offer is part of the 'Plan For Jobs' announced in August 2020 by the Chancellor, which is a high ministerial priority. Whilst the Covid-19 pandemic has affected people of all ages, young people have been especially vulnerable – mainly due to a lack of skills and experience as well as being over-represented in at-risk sectors (such as retail and hospitality).

**8. The DWP Youth Offer has been developed to combat youth unemployment and ensure that young people have the skills they need to look for, find and keep employment. The offer is made up of 3 key parts, which are:**

- Youth Employment Programme (YEP)
- Youth Employability Coaches (YEC)
- Youth Hubs

**9. Universal Credit (UC) Claimants aged 16 to 24 in the Intensive Work Search regime can be referred to a work coach within a Youth Hub or a youth employability coach. Claimants in other labour market regimes are not eligible to be referred for the full support of a Youth Hub. However, they can attend an appointment within a Youth Hub to signpost them to appropriate provision. These claimants will continue to be supported by Jobcentre Plus.**

**10. This externally commissioned research is part of the process evaluation of the Youth Offer, which is essential to inform improvements to day-to-day delivery and processes, thus improving the claimant experience.**

**11. The commissioned research has a mixed method design. It will involve qualitative in-depth interviews with claimants, staff, Hub partners, and employers, and quantitative claimant surveys with Youth Offer participants.**

**12. The research aims to uncover the effectiveness of the Youth Offer policy in supporting young people into/towards employment, obtain robust data on claimant views of the Youth Offer, help inform decisions on any changes to the design and delivery of the Youth Offer, and make longer-term decisions on how to improve the Youth Offer policy.**

## **13. definitions**

Expression or Acronym	Definition
<b>Universal Credit (UC)</b>	<b>Universal Credit is a replacement for six other benefits.</b>
<b>Youth Offer (YO)</b>	<b>The Youth Offer is part of the ‘Plan For Jobs’ announced in August 2020 by the Chancellor, and has been developed to combat youth unemployment and ensure that young people have the skills they need to look for, find and keep employment. All customers on the Youth Offer will be between the ages of 16 and 24.</b>
<b>Youth Employment Programme (YEP)</b>	<p><b>Part of the Youth Offer is the Youth Employment Programme which came into effect from 21 September 2020. The aim of the 13-week YEP, is to help claimants into opportunities such as:</b></p> <ul style="list-style-type: none"> <li>• work</li> <li>• work experience placements for example, Movement to Work</li> <li>• Sector-based Work Academy Programme (SWAP)</li> <li>• traineeships</li> <li>• apprenticeships</li> <li>• further education or training</li> <li>• mentoring circles</li> <li>• Kickstart Job Creation Scheme</li> <li>• Equivalent opportunities in Scotland and Wales</li> </ul> <p><b>This list is not exhaustive. A claimant can take up one of these, at any point during the YEP Claimants must be actively encouraged to take up opportunities of work and provision at any stage.</b></p> <p><b>There are exemptions to YO support, including customers deemed to have limited capability for work and work related activity following a work capability assessment, gainfully self-employed and pregnant (where participation would pose a serious risk to their health or the health of their child).</b></p>

<p><b>Youth Employability Coaches (YEC)</b></p>	<p>Youth Employability Coaches are usually based in jobcentres, although can be based in alternative locations (e.g. Youth Hubs), and aim to support young claimants with multiple barriers to work and complex needs in developing the skills to look for, find and keep employment. YECs are able to provide a tailored, focused and intensive level of support for 6 months depending on a claimant's individual needs. Support can be extended to 12 months where appropriate. The types of support offered include:</p> <ul style="list-style-type: none"> <li>• in depth face to face interventions</li> <li>• CV, application and interview preparation support</li> <li>• identifying suitable provision and opportunities to develop claimant employability skills</li> <li>• conducting in depth follow up conversations, reviews of provision and work based opportunities</li> <li>• advocating for claimants with employers and providers where appropriate</li> <li>• up to 6 weeks of 'in work support' when a claimant starts work or work based opportunity</li> </ul> <p>This list is not exhaustive.</p>
<p><b>Youth Hubs</b></p>	<p>A Youth Hub is an agreed external provider site where DWP work coaches are based. They have been created with the sole purpose of supporting eligible claimants in addressing barriers to work, and are not contained within Job Centres. Some areas also have virtual Youth Hubs where there is no physical provider site for claimants to travel to.</p> <p>Work coaches within the Youth Hub work alongside DWP's network of external partners to provide intensive support to claimants referred to them. The type of support provided will differ depending on:</p> <ul style="list-style-type: none"> <li>• the location of the Youth Hub</li> <li>• providers that the work coaches are working alongside</li> <li>• a claimant's individual needs and barriers to work</li> </ul> <p><b>Support from the Youth Hub can last up to 6 months and during this time the claimant's primary contact will be their work coach within the Youth Hub.</b></p>

<b>Claimants</b>	<b>People in receipt of Universal Credit or other benefits from DWP.</b>
<b>Hub Partners</b>	<b>These will be co-located in the Youth Hubs and will vary dependent on location, but will be delivering a service/provision to DWP customers (e.g. training, upskilling etc.)</b>
<b>Employers</b>	<b>Including Kickstart placement employers, local provisions that involve employers, any employers that are potentially located in/working with a Youth Hub, and any employers that specific JCP offices have strong links with.</b>
<b>Employment and Skills Review (ESR)</b>	<p>In week 2 of the YEP, the work coach must complete an Employment and Skills Review. This review must take place separately from the First Commitments Meeting. During the Employment and Skills Review, the work coach must ensure that the following points are covered:</p> <ul style="list-style-type: none"> <li>• a review of the claimant's CV (work coaches should provide suggestions for improvements and refer to specialist CV support where appropriate)</li> <li>• the claimants understanding of virtual job search and applications</li> <li>• the claimant's basic skills and whether they require support with this (English, Maths and IT)</li> <li>• the work-based opportunities available to the claimant over the course of the 13 weeks</li> <li>• any existing barriers that may prevent the claimant from taking part in work-based opportunities, for example, Sector-based Work Academy Programme or Kickstart.</li> </ul>

<b>Progress Review</b>	<p>During week 11, the work coach must conduct a Progress Review appointment. This should be a 30-minute Work Search Review and include a full review of the previous 10 weeks.</p> <p>During the Progress Review, the work coach must discuss the options that will be available to the claimant at week 13. This includes opportunities such as work experience, Sector-based Work Academy Programme and DWP mentoring circles.</p> <p>If a referral appears suitable before week 13, the work coach must discuss this with the claimant and make the referral where appropriate.</p> <p>Work coaches and claimants must identify and agree the next steps for the remainder of the 13-week journey agreeing what will give the claimant the best chance of finding work.</p>
<b>Work Search Review (WSR)</b>	<p>Work coaches must conduct weekly Work Search Reviews with the claimant. It is also important that they identify suitable provision for the claimant to take part in, that will help them improve their chances of finding work.</p>

## 14. scope of requirement

### 15. The high level aims of this research are:

16. To understand the effectiveness of the Youth Offer policy (including the Youth Employment Programme, Youth Employability Coaches and Youth Hubs) in supporting young people into/towards employment
17. To obtain robust data on claimant views of the Youth Offer
18. To help inform decisions on any changes to the design and delivery of the Youth Offer and make longer-term decisions on how to improve the Youth Offer policy.

### 19. The contract will last for 12 months.

### 20. Findings from the research should help the Authority to answer the following overarching research areas/questions:

21. To uncover staff, Hub partner and employer views on how well the Youth Offer policy is helping young people get into work or make steps towards work.

22. How is the Youth Offer is being delivered in practice and whether it is meeting the policy intent? What models can be identified, and how are these working in practice?
23. Uncover claimants' views and experiences of all three strands of the Youth Offer and how these might be improved (YEP, YEC and Youth Hub). How do claimant views, experiences and outcomes vary across different characteristics (e.g. location, age, gender, ethnicity, health, children, levels of educational attainment, levels of work experience, etc.)?
24. To explore views and feedback regarding whether the intensive support during the first 13-weeks (YEP) is worth funding in the future. To uncover feedback and experiences on the specific interventions of the YEP journey, and explore what happens at the "end" of the 13-weeks.
25. What are employers' views of Youth Hubs, and is the Youth Offer is facilitating employers in their recruitment via the Hubs? Is the holistic service provided via Youth Hubs and having place-based, partner-based support in the Hubs effective? Is working with multiple partners in a "Youth friendly" place effective?
26. To uncover and explore the outcomes for Youth Offer claimants (hard and soft outcomes). Explore potential factors that may feed into any outcomes, including factors like partner links, flexibility, reduced caseloads or a combination. What are the main drivers of any identified outcomes for claimants?
27. **More detailed and specific research questions will be shared with the chosen Supplier at a later date, but Suppliers are expected to address and focus on these key research areas.**

## **28. The requirement**

29. **The successful Supplier will design, pilot (where indicated), deliver, analyse and report on the activities outlined in section 6.2.**
30. **The research activity is in two strands. Strand 1 will include a 2-wave quantitative YEP survey and qualitative interviews. Strand 2 has two options outlined below, option 1 being the preferred option of two surveys, the first with YEC customers and the second with Youth Hub customers. Option 2 is more flexible, and we invite Suppliers to suggest what method(s) could be used if the Surveys are unable to go ahead due to the customer data not being a high enough quality. Proposals must include both elements.**
31. Strand 1 (essential) – 2-Wave Quantitative YEP Survey requirements:

32. *The authority requests a 2-wave quantitative online survey with customers who are on/that have recently completed the YEP journey. All customers will fall within the 16-24 age-group and will be in the Intensive Work Search (IWS) regime.*

33. *Wave-1 of the survey should aim to achieve three thousand (3,000) completed interviews, and wave-2 should aim to achieve between five hundred (500) and one thousand five hundred (1,500) completed interviews with participants from wave-1 that agree to be recontacted. The Authority accepts that wave-2 may not achieve the total number of desired responses, but we invite potential Suppliers to outline how they will aim to achieve this number.*

34. *Wave-2 is expected to take place approximately 6 months after wave-1. This second wave should focus on any outcomes achieved, including hard outcomes (e.g. moving into employment) and soft outcomes (e.g. attitudinal differences).*

35. *We envisage that most survey responses will be completed online, but we request that telephone boosters are also included to ensure that we can meet the desired number of responses for both waves. We're expecting roughly 10% of the completed survey responses to be via telephone booster. The Authority requires the potential Supplier to set out its approach in the proposal.*

36. *The purpose of including telephone responses is to ensure expected response rates are achieved, whilst also reducing potential non-response bias for groups with limited online access and ensuring that they are represented. Potential Suppliers should assume the Authority will be able to provide email addresses for all claimants in the samples, but that a minority of claimants will struggle to access computers or other devices to regularly get online (e.g. those with ESOL (English to Speakers of Other Languages) or other barriers).*

37. *The Authority invites proposals that take innovative approaches to maximising response rates and minimising attrition in the survey while minimising cost.*

38. *We're expecting that the online surveys will take up to 15 minutes for customers to complete, and the telephone booster surveys take on average up to 20 minutes. The authority is open to input here from the successful supplier around survey length.*

39. *The authority requests a small pilot survey launched to ensure that the question wording and the participant sample are suitable for the research. The pilot will be made up of approximately 30 to 40 responses. Any relevant changes to research tools and the participant sample will need to be agreed with the authority, and changes should be made and documented before continuing the remainder of the research.*

40. *The Authority will provide up-to-date subgroup statistics, subject to data availability, when sharing the samples with the successful Supplier. Potential Suppliers should set out how they will make provision to over-sample any key subgroups. Sub-groups of interest for these surveys are listed below:*

41. **Gender**

42. Ethnicity

43. Health/Disability

44. Region

45. *We're expecting that some of these sub-groups will be grouped at quite high levels due to the number of expected survey responses (mainly for ethnicity and disability). We will use a standardised set of questions at the beginning of the survey that will best capture the relevant data for these sub-groups. For characteristics such as gender, we're assuming that a random sample will provide us with enough numbers for each group in a survey of 3,000 customers, and that the gender split will naturally be enough to be representative. For regional sub-groups, we will boost/weight the sample where necessary to ensure that suitable numbers are achieved for each region. Suppliers should demonstrate how these sub-groups will be identified and outlined to best allow for sub-group analysis.*

46. *An outline scope, delivery plan, timetable, research materials (e.g. topic guides and observation guides) and analysis plan should be produced by the Supplier at the start of each survey, for approval by the Authority. The Supplier will be required to allow for one round of comments from the Authority on the research materials survey. Research materials may be re-used as appropriate with suitable and local tailoring of questions, subject to approval by the Authority.*

47. Strand 1 (Essential) – Qualitative Interviews requirements:

48. *The authority requests 95 qualitative telephone interviews. The suggested breakdown is listed below, and any variations of this would need to be agreed with the Authority:*

49. 60 with customers (15 YEP, 25 YEC and 20 Hub customers)

50. 15 with work coaches (5 YEP, 5 YEC and 5 Youth Hub)

51. 10 with Employers

52. 10 with Hub partners

53. *Research encounters should occur by telephone, variations will need to be agreed between the Supplier and the Authority.*

54. *Participants may include vulnerable people, the YEC and Youth Hub customers are anticipated to have one or multiple barriers and/or complex needs.*

55. *The sample will be a random sample drawn from a national population of Youth Offer claimants across England, Scotland and Wales. Suppliers should try to be as geographically representative as possible when conducting interviews, and regularly review sub-group breakdown of location, ethnicity, gender, and health conditions.*

56. *It is preferred that the qualitative interviews begin later than wave 1 of the quantitative YEP customer survey (strand 1). This is to allow emerging themes to feed into research tools that the Authority may want to explore earlier with customers in the qualitative interviews. It is possible that interviews with other participant groups (staff, Hub partner and Employer) could begin earlier, but this would need to be agreed with the Authority.*

57. *For this qualitative research, the Authority requires that interviews are transcribed and analysed systematically using an approved qualitative analysis software package. We expect the Supplier to undertake template analysis or a similar equivalent form of robust qualitative analysis. In advance of the analysis process, we expect the Supplier to develop a number of themes, agreed in advance with the Authority, that are expected to be relevant to the research based on the research questions (deductive in approach). During the analysis process we expect the analytical approach to be flexible enough as to enable the emergence of any new relevant themes from the data (inductive in approach).*

58. *The Supplier will be expected to conduct a small pilot study at the beginning of this strand to test the research tools (in particular the topic guides) and to ensure that the participant sample is suitable for the research. Due to the number of interviews, this pilot will be small and will be made up of approximately 10% of the overall participants for the wave. The Supplier can suggest a number of Pilot interviews, but this will need to be agreed with the Authority. Any relevant changes to research tools and the sample will be made, documented and reflected in the remainder of the research.*

59. *An outline scope, delivery plan, timetable, research materials (e.g. topic guides and observation guides) and analysis plan should be produced by the Supplier at the beginning of this strand for approval by the Authority. The Supplier will be required to allow for one round of comments from the Authority on the research materials.*

60. *The Authority will make reasonable efforts to provide data on potential participants, and the customer and staff sample will be provided by the Authority. The Supplier will be required to recruit some participants itself, using (for example) snowball sampling or approaching relevant organisations with requests to participate in the research. We will endeavour to provide contact details for the Supplier to start generating a sample from for certain participant groups (namely the Hub providers and Employers).*

61. Strand 2 – (Options available) - Option 1: Quantitative YEC Customer Survey and Quantitative Youth Hub Customer Survey requirements:

62. *Preferably, this strand will be made up of 2 separate surveys, one YEC customer survey and one Youth Hub customer survey. All customers will fall within the 16-24 age-group, and will be in the Intensive Work Search (IWS) regime, and will be in one of the below elements of the Youth Offer:*

63. **Youth Employability Coach (YEC):** Customers placed with a YEC will have multiple barriers or complex needs, so will be receiving more intense and specialist support dependent on their needs for up to 6 months;

64. Youth Hub: These customers require some extra time from a Hub Work Coach, and are expected to be closer to the Labour Market than YEC customers but still require some support to address skill gaps or needs for up to 6 months.

65. *The Authority requests an achieved response of three thousand (3,000) completed surveys for the YEC customer survey, and three thousand (3,000) completed surveys for the Youth Hub customer survey.*

66. *We envisage that most survey responses will be completed online, but we request that telephone boosters are also included to ensure that we can meet the desired number of responses for both waves. We're expecting roughly 15% of the completed survey responses to be via telephone booster. The Authority requires the potential Supplier to set out its approach in the proposal.*

67. *The purpose of including telephone responses is to ensure expected response rates are achieved, whilst also reducing potential non-response bias for groups with limited online access and ensuring that they are represented. Potential Suppliers should assume the Authority will be able to provide email addresses for all claimants in the samples, but that a minority of claimants will struggle to access computers or other devices to regularly get online (e.g. those with ESOL (English to Speakers of Other Languages) or other barriers).*

68. *The surveys are dependent on the Authority having access to sufficient data of a high quality to produce a customer sample, and the Authority will determine whether the quality is suitable. Therefore, these surveys may not be able to go ahead, and this decision will lie with DWP. Further options for strand 2 are outlined below and will be utilised if the surveys are not an option. We invite suppliers to provide costs for the different methods, and the decision will lie with the Authority on which method(s) we feel would be best suited to this research. Only 1 option will be selected and paid for within this research.*

69. *The Authority invites proposals that take innovative approaches to maximising response rates and minimising attrition in the survey while minimising cost.*

70. Strand 2 – (Options available) - Option 2

71. *The Authority has considered some alternative methods for if the surveys outlined in bullet 6.2.3 onwards are unable to go ahead (this decision lies with the Authority).*

72. *The customer groups for the surveys included customers that have participated in the YEC services of the Youth Offer, and customers that have participated in the Youth Hub services of the Youth Offer. These would remain the essential target groups for strand 2, however other participant groups could also be included.*

73. *The Authority has considered further qualitative interviews (as well as those outlined in Strand 1). We invite suggestions from Suppliers on how many and how to structure these, with our research budget being taken into consideration. The Authority would request that any emerging themes that arise in strand 1, would feed into strand 2 where necessary, as agreed by the Authority.*

74. *The Authority has also considered Focus groups. These may be best used alongside further qualitative interviews, as the customer groups may not be directly suitable for focus groups due to the expectation that they may have complex needs/barriers. Therefore, the Authority suggests that focus groups may be best used with staff that deliver the YEC and Youth Hub services. We invite suggestions from suppliers on how many and how to structure these, with our research budget being taken into consideration.*

75. *The Authority also invites innovation and alternative suggestions from suppliers, however the final decision of the method(s) used will lie with DWP. There will be a final date agreed in the milestones as to when a decision would be made around this second strand of work. Please take our research budget into consideration when making suggestions/proposals, as the options outlined will need to demonstrate value for money and be cost effective.*

75.1.1.1 *A **report output should be 'of publishable' standard, and draft versions of all reports must be provided by the Supplier for quality assurance by DWP. Comments must be considered and used to inform the final versions. Supplier should be aware that they may be required to produce multiple draft copies before a final version is accepted.***

## **76. key milestones and Deliverables**

77. **The following Contract milestones/deliverables shall apply (dates can be agreed during milestones 1 and 2):**

Milestone/Deliverable	Description	Timeframe or Delivery Date
1.	Project initiation meeting between Supplier and the Authority.	Within week one (1) of Contract Award
Strand 1 – 2-wave quantitative YEP survey and Qualitative Interviews		
2.	Research plan and sampling strategy for strand 1 agreed and signed off with the Authority. Quality assurance plan outlined.	Within one (1) month of contract award date. To be reviewed three (3) months into contract.
3.	Strand 1 – YEP survey (wave-1): Develop first wave questionnaire and recruitment materials. Pilot and re-design as necessary in response to feedback from the Authority.	Within six (6) weeks of contract award date.
4.	Strand 1 – YEP survey (wave-1): Conduct wave-1 of quantitative YEP survey.	Launched and completed within three (3) months of pilot (Milestone 3).
5.	Strand 1 – YEP survey (wave-1): Analysis completed, quality assurance conducted and presentation of findings from survey delivered. Slides shared with The Authority.	Within one (1) month after completion of fieldwork (milestone 4)
6.	Strand 1 – qualitative interviews: Develop topic guides and recruitment materials. Pilot and re-design as necessary in response to feedback from the Authority. Emerging themes from the YEP survey to feed into relevant topic guides.	Within three (3) months of contract award date. Completed within one (1) month.
7.	Strand 1 – qualitative interviews: Send opt-in emails to prospective participants.	Completed alongside milestone 6.
8.	Strand 1 – qualitative interviews: Conduct interviews.	Completed within two (2) months of milestone 6.

9.	Strand 1 – qualitative interviews: Analysis completed, quality assurance conducted and presentation of findings from qualitative interviews delivered. Slides shared with The Authority.	Completed within one (1) month of interview fieldwork completion.
10.	Strand 1 – YEP survey (wave-2): Develop second wave questionnaire and recruitment materials, using emerging themes from wave-1 and exploring outcomes. Pilot and re-design as necessary in response to feedback from the Authority.	Completed six (6) months after milestone 3.
11.	Strand 1 – YEP survey (wave-2): Conduct wave-1 of quantitative YEP survey.	Launched and completed within six (6) weeks of pilot (Milestone 10).
12.	Strand 1 – YEP survey (wave-2): Analysis completed, quality assurance conducted and presentation of findings from survey delivered. Slides shared with The Authority.	Within three (3) weeks after completion of fieldwork (milestone 11)
13.	Collated findings delivered via presentation of YEP survey(s) and qualitative interviews. Slides shared with the Authority.	Within one (1) month of final strand 1 fieldwork completion.
Strand 2 (to be agreed formally once methodology has been finalised, suggestions outlined below)		
14.	Research plan/methodology and sampling strategy for strand 2 agreed and signed off with the Authority. Quality assurance plan outlined.	Beginning six (6) months from contract award date. To be reviewed three (3) months into strand 2.

15.	Strand 2 – [optional] YEC and Youth Hub surveys: Develop questionnaires and recruitment materials. Pilot and re-design as necessary in response to feedback from the Authority.	Within six (6) weeks of strand 2 launch (see milestone 14).
16.	Strand 2 – [optional] YEC and Youth Hub surveys: Conduct both surveys.	Launched and completed within three (3) months of pilot (Milestone 15).
17.	Strand 2 – [optional] YEC and Youth Hub surveys: Analysis completed, quality assurance conducted and presentation of findings from survey delivered. Slides shared with The Authority.	Within one (1) month after completion of fieldwork (milestone 16)
18.	Strand 2 – [optional] Further interviews/case studies: Develop topic guides and recruitment materials. Pilot and re-design as necessary in response to feedback from the Authority. Emerging themes from completed research to feed into relevant topic guides.	Within two (2) months of strand 2 launch (see milestone 14.
19.	Strand 2 – [optional] Further interviews/case studies: Send opt-in emails to prospective participants.	Completed alongside milestone 18.
20.	Strand 2 – [optional] Further interviews/case studies: Conduct interviews/focus groups.	Completed within two (2) months of milestone 18.
21.	Strand 2 – [optional] Further interviews/case studies: Analysis completed, quality assurance conducted and presentation of findings from qualitative interviews/focus groups delivered. Slides shared with the Authority.	Completed within one (1) month of interview/focus group fieldwork completion.
Final reporting		

22.	Final findings of all completed research delivered via presentation.	Within final month of contract.
23.	Dataset, analysis, presentation and draft report of full results sent to the Authority.	Within final month of contract.
24.	Draft report developed and sent to the authority for comments.	Within final month of contract.
25.	Final report received by the authority.	Within final month of contract.

## **78. MANAGEMENT INFORMATION/reporting**

**79. The successful Supplier will report in writing the number of interviews, survey responses, and other research encounters achieved while carrying out fieldwork on both Youth Offer strands. Where appropriate, reports will include sub-group participant numbers.**

**80. During fieldwork, the successful Supplier will report in writing the number of research encounters completed on a weekly basis.**

## **81. volumes**

**82. Two (2) waves of surveying Youth Employment Programme (YEP) customers, with wave-2 expected to be a follow-up with customers from wave-1 (boosted where possible to provide desired numbers). Wave-1 to capture a minimum of three thousand (3,000) responses, and wave-2 a minimum of five hundred (500) responses.**

**83. Thirty (30) to forty (40) pilot surveys with Youth Employment Programme customers to inform and further shape the survey.**

**84. Ninety-five (95) qualitative research encounters. Suggested participant breakdown outlined above. The YEP survey will feed into research tool development of these qualitative in-depth interviews.**

**85. Pilot/scoping interviews of approximately 10% of the qualitative research encounters to assist and test research tool development. The Supplier should suggest an amount and a plan for these interviews.**

86. [Optional – dependent on data] Two (2) surveys, one of Youth Employability Coach (YEC) customers, and one with Youth Hub customers. Each survey to capture a minimum of three thousand (3,000) responses.
87. [Optional] The Supplier is to provide suggested volumes and costings for alternative methods for if the YEC and Youth Hub customer surveys cannot go ahead.
88. A final report of publishable standard and standalone summary after the completion of all fieldwork. These should include the findings of all research across both strands. (Please note: the report should be of a publishable standard, and all versions must be provided the Supplier for quality assurance by DWP. Comments must be used to inform final versions, and Suppliers should be aware that several draft versions may be required before a final version is accepted).
89. Eight (8) presentations; two (2) presentations of strand 1 survey findings (1 following each wave), one (1) presentation following the strand-1 qualitative interviews, a minimum of two (2) presentations following strand 2 fieldwork completions(s), two (2) presentations following the completion of each research strand, one (1) final presentation to support the final report. The Authority may also require one (1) additional presentation of the final findings to Ministers.
90. Eight (8) slide packs containing findings to support the presentations. Interim presentations and slide packs may also be requested by the Authority.
91. Cleaned and weighted datasets (one per fieldwork period), and relevant sets of documentation related to the datasets (one per fieldwork period).
92. It is possible that the Authority may request adjustments to sample sizes to target relevant sub-groups. This would be discussed and agreed with the potential provider, and a contract variation would be required to reflect the change in scope and sample size. The potential provider would be expected to provide costs for the additional work, and must be calculated using the rate card submitted as part of the commercial response.

### **93. continuous improvement**

94. The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
95. The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.

**96. 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.**

## **97. Sustainability**

**98. The Contracting Authority has a responsibility to act and to support nature, the environment and its vital contributions to biodiversity. The Supplier is required to act in sustainable manner in the delivery of the Contract, particularly in terms of eliminating waste, reducing travel and minimising energy consumption. The Supplier must comply with all current legislation regarding sustainability and legislation introduced or amended during the period of the contract pertaining to this.**

**99. This must include compliance with the Modern Slavery Act 2015 and the Climate Change Act 2008.**

**100. The Supplier must consider their carbon footprint in allocating and deploying resources to undertake requirement.**

## **101. quality**

**102. The Supplier shall adhere to Social and Market Research and Data Protection standards.**

**103. The Supplier shall have sound processes for quality assurance in place. The Supplier shall outline their internal procedures for assurance and quality control in reference to all aspects of the programme of research, including:**

- 103.1.1** Procedures for working closely with the Authority;
- 103.1.2** Procedures for quality assuring methodological design proposals, sampling methods and outputs, research instruments, questionnaire scripting;
- 103.1.3** Interview quality control procedures, including details of interviewer training and briefing, how response rates are maximised, how accessibility is ensured for respondents and how interviewer and respondent error is managed;
- 103.1.4** Procedures for data processing and coding of survey data;
- 103.1.5** Procedures for qualitative and quantitative analysis and reporting;
- 103.1.6** The approach to report writing, ensuring deliverables meet key objectives;

103.1.7 Procedures for handling complaints from potential and actual respondents.

## **104. PRICE**

**104.1 The budget for the project is £390,000 (three hundred and ninety-four thousand pounds) (exc. VAT). This is a contract with a commitment from the Contracting Authority to deliver all the requirements over the 12-month period as outlined in this Statement of Requirements.**

**105. The research costs provided should include the following information:**

106. Staff costs - day rates for each of the project team members and the number of days staff are allocated to each project task.

107. Costing of a scenario project component. Please note that the scenario is for evaluation purposes only and is not what Potential Suppliers should intend to deliver. The methodology you propose in Questions 5.1 and 5.2 of Attachment 2 will be the methodology the successful supplier will deliver, subject to any approvals by the Contracting Authority.

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

**109. The Authority requests that suppliers present the cost for services delivered in strand 1, and then separate costs for each of two method options outlined to deliver strand 2. Strand 2 option 1 (YEC / Youth Hub quantitative survey) costs should be presented within the main breakdown of proposal costs, while Strand 2 option 2 (alternative YEC / Youth Hub evaluation research methods) costs should be presented as a separate rate card. Costs for Strand 2 option 2 must not exceed costs for Strand 2 option 1.**

**110. The Contracting Authority cannot exceed its financial plan for this requirement, therefore submissions from Potential Bidders whose pricing exceeds the disclosed budget will be deemed non-compliant and will not be evaluated.**

**111. Prices should be in GBP and be firm and final, encompassing all associated costs with the full term of the contract award.**

## **112. STAFF AND CUSTOMER SERVICE**

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

- 114. The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.**
- 115. 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.**
- 116. Proposals should also detail appropriate succession planning/cover plans for any personnel changes during the programme, which are to be approved by the Authority.**

## **117. service levels and performance**

- 118. The Authority will measure the quality of the Supplier's delivery by:**
- 119.**

KPI/SLA	Service Area	KPI/SLA description	Target
1	Project management	The Supplier's project manager will update the Authority every fortnight with progress.	100%
2	Quantitative fieldwork	<p>The Supplier shall achieve the target number of respondents delivered to agreed deadlines.</p> <p>The Supplier shall take all reasonable steps to ensure that the required number of respondents (at an overall level and for agreed subgroups) is achieved.</p> <p>Maximise response as outlined in their proposal, and review with the Authority as appropriate throughout fieldwork.</p>	100%
3	Qualitative fieldwork	<p>The Supplier shall achieve the target number of interviews, with agreed sample, achieved by agreed deadlines.</p> <p>The Supplier should take all reasonable steps to ensure that the required number of qualitative interviews (at an overall level and for agreed subgroups) is achieved.</p>	100%
4	Reporting	The Supplier shall deliver the outputs described in section 6.	100%
5	Quality assurance	The Supplier will have fieldwork quality control procedures in place, as agreed with the Authority including details of how interviewers are trained and briefed, how response rates are maximised, and how interviewer and respondent error is managed.	100%

6	Quality assurance of analysis and findings	The Supplier will have in place specified and clearly defined procedures for quality assuring the analysis of the survey data and written reports of the results of that analysis. These will be agreed upon with the Authority.	100%
7	Managing complaints	All complaints to be handled and resolved within forty-eight (48) hours.	100%

**120.** Where a Supplier fails these KPIs, the Authority will, in the first instance, seek a mutually agreeable resolution with the Supplier in line with the terms and conditions of the Commercial Agreement. However, if this is not possible, the Authority reserves the right to cancel the agreement and seek alternative supply from the next ranked potential provider identified during the procurement event.

## **121. Security and CONFIDENTIALITY requirements**

**122.** Suppliers must adhere to all appropriate security requirements. They will work with the DWP Project Manager to ensure all security procedures are in compliance with Departmental standards.

**123.** The Supplier must provide detailed plans for how they will ensure participant data will be securely received, stored and destroyed. They will have an up-to-date Information Security Questionnaire (ISQ), as required by departmental security protocols.

**124.** All fieldwork must be gathered, transported and stored securely. Any transfers to and from the Supplier to any subcontractors (for example, a transcription services provider) must also meet DWP standards, using PGP encryption software or equivalent.

**125.** All transfers of personal data to and from the Authority must meet the Authority's security standards as agreed in the Information Security Questionnaire (ISQ).

**126. The Supplier must securely store data in accordance with the General Data Protection Regulation. The Authority requires details from the Potential Provider on how this will be undertaken.**

**127. The Supplier is required to provide assurance to the Authority that all data will be securely destroyed within a reasonable timeframe, as per current Data Protection Regulations, following completion of the project.**

**128. In the case where the Supplier's staff are working from home, the Authority may require sight of the Supplier's working from home policy.**

## **129. payment AND INVOICING**

**130. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables. Invoice dates can be agreed at initiation meetings and reflected in the milestones.**

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

**132. All invoices should be submitted to [DWP SSCL Accounts Payable](#): SSCL, PO Box 406, Phoenix House, Celtic Springs, Newport NP10 8FZ. Electronic Invoices (attached to E-Mails) should be sent to [APinvoices-DWP-U@gov.sscl.com](mailto:APinvoices-DWP-U@gov.sscl.com)**

**133. A copy of each invoice should also be sent the project manager(s) at the Authority.**

## **134. CONTRACT MANAGEMENT**

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

**136. The Successful Supplier will provide the authority with regular progress updates as described in sections 8.1 to 8.2.**

## **137. Location**

**138. The Services will be carried out at the Supplier's premises - fieldwork is all via telephone or online platforms so the Supplier's staff will be located at the supplier's premises, and presentations and some meetings may take place at the Authority's premises.**

Order Schedule 20 (Order Specification)  
Order Ref:  
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23498 Attachment 3  
- Statement of Requir

RM6126 - Research & Insights DPS  
Project Version: v1.0  
Model Version: v1.0

Order Schedule 20 (Order Specification)  
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