

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

National Learning & Work Institute

REDACTED

Learning & Work Institute

4th Floor

Arnhem House

31 Waterloo Way

Leicester

LE1 6LP

Dear Madam

Letter of Appointment

This letter of Appointment dated 12TH July 2021 is issued in accordance with the provisions of the DPS Agreement (RM6018) between DWP 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:	ECM 9395 Project 23499
From:	Department for Work and Pensions ("Authority")
To:	National Learning and Work Institute ("Supplier")

Effective Date:	12 th July 2021
Expiry Date:	End date of Initial Period 11 th July 2024 End date of Maximum Extension Period: Not Specified Minimum written notice to Supplier in respect of extension: 4 weeks

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by the: <ul style="list-style-type: none">• Customer's Statement of Requirement attached at Annex A• Supplier's Proposal attached at Annex B• Service Levels agreed between the Authority and Supplier at the Initial Engagement Meeting on 21st July 2021
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Key Individuals:	L&W Institute REDACTED – Project Director REDACTED – Project Manager REDACTED – Deputy Project Manager REDACTED – Researcher
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	<p>REDACTED – Researcher</p> <p>REDACTED – Quality Assurance</p> <p>Full list of L&W Institute project team are listed in the bid submission</p> <p>DWP</p> <p>REDACTED – Project Lead</p> <p>REDACTED – Commercial Lead</p>
Guarantor(s)	N/A

Contract Charges (including any applicable discount(s), but excluding VAT):	£822,460.00 exclusive of VAT
Insurance Requirements	<p>Public Liability – Level of Cover £5million</p> <p>Employers liability – Level of Cover £5million</p> <p>Professional Indemnity – Level of Cover £1million</p>
Liability Requirements	<p>Suppliers limitation of Liability (Clause Error! Reference source not found. of the Contract Terms);</p> <p><i>in Clause 18.2 of the Contract Terms</i></p>
Customer billing address for invoicing:	APinvoices-DWP-U@gov.sscl.com and a to copy REDACTED

GDPR	Schedule 7 (Processing, Personal Data and Data Subjects) of the Contract Terms
Alternative and/or additional provisions (including Schedule 8(Additional clauses)):	<p>The Contractor is required to complete a DWP Generic Security Assurance Document (GSAD) and on a yearly basis, ensure it is up-to-date throughout the contract lifetime.</p> <p>Each GSAD will include tailored assurances based on the type and volume of data which will be collected, processed, transmitted, shared as part of the Contract Requirements.</p> <p>The Contractor will be responsible for following all data security procedures detailed with the SARA form completed by the DWP Project Managers for each project delivered under this agreement.</p> <p>This will be undertaken to ensure that data security procedures for all work delivered via this agreement meet the DWP standards.</p>

FORMATION OF CONTRACT

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

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

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

For and on behalf of the Supplier:

For and on behalf of the Customer:

Name and Title: REDACTED
Director of Policy and Research

Name and Title: REDACTED
DWP Commercial Lead

Signature: REDACTED

Signature: REDACTED

Date: 15/07/2021

Date: 27/07/2021

ANNEX A

Customer Project Specification

To be determined by the Customer at Call for Competition stage

1. PURPOSE

- 1.1 The Department for Work and Pensions (“the Authority”) invites tenders for an evaluation of the Authority’s Restart Programme.
- 1.2 The purpose of the evaluation is to give the department rigorous evidence on the Restart programme, which can be used to inform:
 - 1.2.1 any live running improvements to the service over Restart’s three-year contract (starting summer 2021),
 - 1.2.2 any changes that could be made to any potential successor programme after that contract ends, and
 - 1.2.3 the Authorities’ long term evidence base for how best to run similar programmes in the future.
- 1.3 This tender comprises three strands; geographical case studies, a provider survey, and a longitudinal cohort study. Bids must include all three of these elements.
- 1.4 The evidence from suppliers will compliment an in-house impact assessment (comparing the outcomes of participants with randomly selected non-participants), and an in-house implementation evaluation undertaken in the early weeks of the programme by the Authority. Altogether these strands will build a comprehensive picture of the Restart Programme.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 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 as well as employment support through its network of Jobcentre Plus offices, working alongside local providers and partners across the country.

3. BACKGROUND TO THE REQUIREMENT /OVERVIEW

- 3.1 In February 2021 there were 2.7 million people claiming either Job Seekers Allowance or Universal Credit with a requirement to work, a 110% increase on the previous year.¹ This rise chiefly occurred during the early months of the Covid-19 pandemic. Following on from this, the number of claimants who reach over 12 months in unemployment is expected to rise dramatically. The Restart programme is for those in the Intensive Work Search Regime in Universal Credit who have been unemployed between 12-18 months. The Restart Programme is a £2.9 billion investment by DWP in supporting those customers back into work and is due to be launched on 28 June 2021.
- 3.2 Referrals will be made over a 3-year period and Restart will benefit more than 1 million Universal Credit claimants who are expected to look for and be available for work, but have no sustained earnings. The scheme will provide up to 12 months of tailored support for each participant. Referrals may also be made on a case by case basis for claimants at other points in their

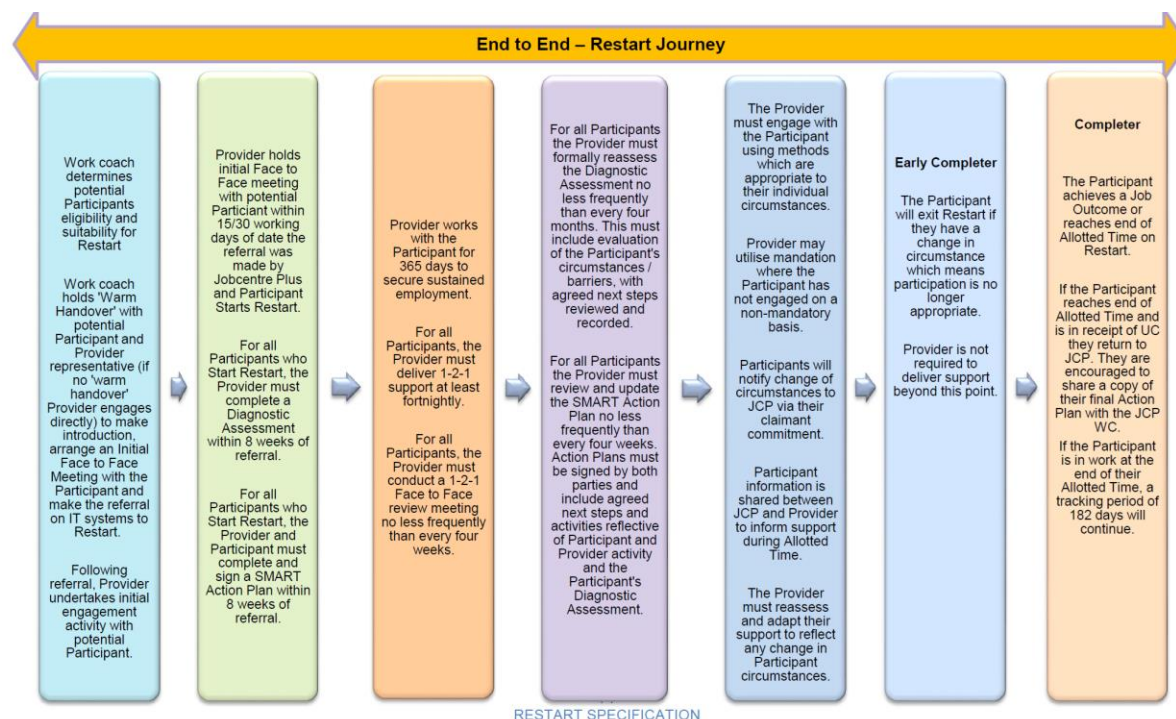
¹ <https://commonslibrary.parliament.uk/research-briefings/cbp-8748/>

journey, where conversations with a work coach suggest this is the most appropriate route for the individual.

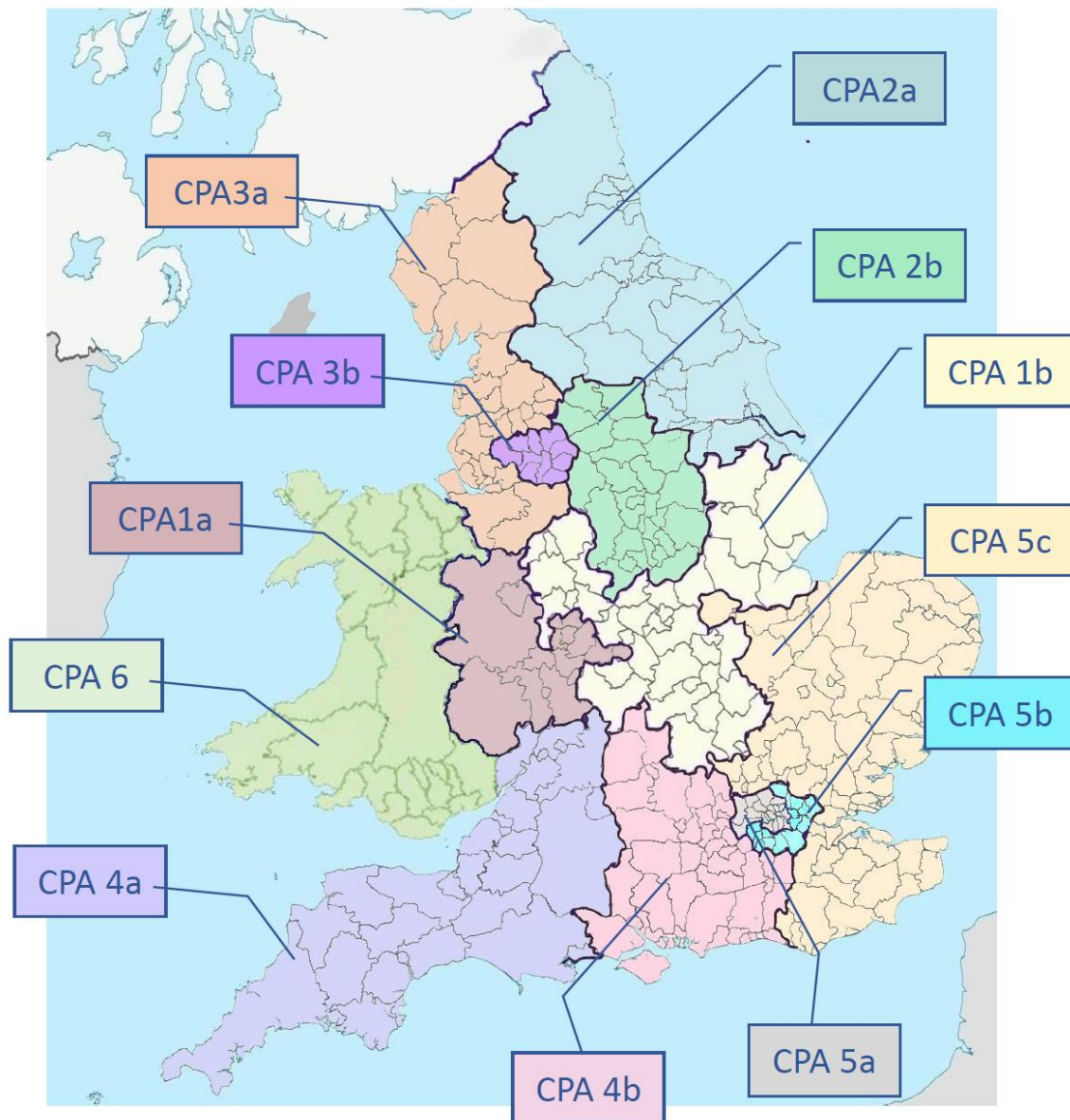
3.3 Restart will be delivered across England and Wales in 12 different Contract Package Areas (CPAs). The Restart providers and their delivery agents, including specialist charities and other local partners, will complement the vital work of Jobcentre Plus with extra expertise, investment, innovation and additional capacity for intensive support.

3.4 Once the programme reaches full capacity, from December 2021, it is expected to have referral volumes in the region of 50,000 people per month.

3.5 Overview of the Restart Customer journey



3.6 Restart Contract Package Areas (CPAs)



CPA	3.7 Areas Contained
CPA1a	Shropshire, Herefordshire, Worcestershire, West Midlands
CPA1b	Staffordshire, Warwickshire, Leicestershire, Lincolnshire (except North and North East), Northamptonshire, Bedfordshire, North Buckinghamshire (Aylesbury Vale)
CPA2a	Northumberland, Tyne and Wear, County Durham, Teesside, North Yorkshire, East Yorkshire, North and North East Lincolnshire
CPA2b	West Yorkshire, South Yorkshire, Nottinghamshire, Derbyshire
CPA3a	Cumbria, Lancashire, Merseyside, Cheshire
CPA3b	Greater Manchester
CPA4a	Gloucestershire, Bristol, Wiltshire, Somerset, Dorset, Devon, Cornwall
CPA4b	Oxfordshire, South Buckinghamshire (Wycombe, Chiltern, South Bucks and Slough), Berkshire, Surrey, Hampshire, Isle of Wight, West Sussex, Brighton and Hove
CPA5a	West London, Central London
CPA5b	East London, South London
CPA5c	Rutland, Cambridgeshire, Norfolk, Suffolk, Hertfordshire, Essex, Kent, East Sussex
CPA6	Wales

3.8 Further information about the Restart Programme can be found at the gov.uk website here: <https://www.gov.uk/government/publications/restart-scheme>

3.9 More detail about the service that Restart providers will offer can be found in the attached:

4. DEFINITIONS

Expression or Acronym	Definition
Restart Providers/ Providers	The organisations that hold the contracts from the Authority to deliver Restart in each contract package area.
Research supplier(s)/ Supplier(s)	The Research organisation(s) that successfully wins the bid for this research activity.
Bidders	Research organisations that make bids to attempt to win the contract for this evaluation.
Contract Package Area (CPA)	The 12 areas within England and Wales which Restart contracts are divided into. These are outline in 3.6 and 3.7 and can be found on the gov.uk website link in 3.8.
Customer Service Standards	Standards with contractual force which the Authority has designed to ensure providers deliver regular contact with all participants using a variety of methods and channels and a personalised offer for all participants, tailored to individual and local need.
Discretionary participants	While the majority of Restart participants will be mandated to participate in the programme after 12-18 months of being in the Universal Credit Intensive Work search regime, there will also be a smaller group (10% maximum) of participants for whom referral will be at Work Coach discretion and, as such, may have spent more or less time out of work than those in the target group.
Intensive Work Search Regime (IWSR)	<p>A subset of those who are claiming Universal Credit - for those who are able to work, but are either not working at the moment or are in work but with lower earnings.</p> <p>Claimants in this regime are expected to take intensive action to secure work or more work by attending regular Work-Focused Interviews, attending Work Search Reviews (weekly or fortnightly) and undertaking work preparation, work search and other work-related activities for up to 35 hours per week.</p>

5. SCOPE OF REQUIREMENT

- 5.1 The objective of this research is to evaluate the effectiveness of the Restart Programme, in conjunction with an impact assessment managed internally by the Authority.

5.2 The maximum total budget for this contract is £955,150

5.3 The contract will terminate in Q1 2024.

	Research Question	Addressed by	Supplier responsibility for answering RQ
RQ 1	Does the programme help move participants into sustained work? Is this at a rate greater than similar non-participants? How do participants and non-participants compare in terms of related outcomes including job entry, job tenure, time off benefit, and earnings?	In-house impact assessment	None
RQ 2	To what extent do outcomes vary by participant subgroups? Which subgroups were more or less likely to achieve sustained job outcomes, and to what extent was this due to the support provided/ the design of the programme?	In-house impact assessment Longitudinal survey	Some
RQ 3	Have people moved into different sectors or occupations as a result of the programme?	Longitudinal survey In-house impact assessment	Some
RQ 4	To what extent did the programme deliver value for money? What were the fiscal returns of the programme for participants, society, DWP (AME costs), and the exchequer?	In-house impact assessment	None
RQ 5	Are referred customers brought closer to the labour market by the intervention, and if so how? What is the average distance travelled of programme participants, and how does this compare to non-participants?	Longitudinal Survey	Total
RQ 6	Has the programme had a positive effect on participants' well-being and life satisfaction compared to non-participants?	Longitudinal Survey	Total
RQ 7	How effective was the referral mechanism to the programme (for jobcentres, providers, and participants)? Were claimants referred onto the programme as intended? How frequent were inappropriate or erroneous referrals, and why did this happen?	In-house implementation research	None
RQ 8	What types of support and provision did participants commonly receive? To what extent did support vary by provider or by type of participant? How effective was the payment by results model in enabling tailored support and provider innovation? Is the programme's 12 month duration and frequency of interaction right for this kind of support?	Longitudinal survey Case studies Provider survey	Total

RQ 9	How far have providers delivered a tailored programme to suit individual needs & barriers?	Longitudinal survey Case studies Provider survey	Total
RQ 10	To what extent has support been tailored to local labour markets and opportunities? How successfully have providers delivered a locally tailored service? How have providers engaged with local partners in identifying suitable vacancies and services?	Case studies Provider survey	Total
RQ 11	What can we learn from the programme for developing future provision, and are there some activities that work better for certain groups?	Longitudinal survey Case studies Provider survey In house impact assessment	Total, although the Authority may supply some additional information from impact assessment to complement these findings
RQ 12	To what extent did providers 'park' harder to help customers, or customers in harder to help local areas? How effective were the Customer Service Standards in equalising support across all participants?	Case studies Longitudinal survey	Total
RQ 13	How consistently has mandation and conditionality been applied across the programme and between providers? How effective has communication around mandation and sanctions been between providers, jobcentres and participants?	Case studies Provider survey	Total
RQ 14	What has been the experience of discretionary or early referral participants? Does this differ from the experience participants who have been referred to the programme via the standard route?	Case studies Longitudinal Survey Provider survey	Total

- 5.3.1 Where suppliers are required to bear ‘some’ responsibility for answering research questions, clarification is below.
 - 5.3.1.1 RQ2, The Authority’s in house research will only be able to identify some sub-groups from the administrative data, and the longitudinal survey should be relied upon to identify and monitor others.
 - 5.3.1.2 RQ3, employment sectors and occupations will only be identifiable at a high level from administrative data, and further detail should be drawn out by the survey.
- 5.3.2 Suppliers will be required to link their findings to the Authority’s impact assessment by:
 - 5.3.2.1 Providing longitudinal survey data that can be anonymously linked to customer administrative data for the purposes of analysis
 - 5.3.2.2 Providing findings on providers that can be linked to any impact evaluation evidence on CPA level provider performance. While provider research would still be anonymised it would be of interest to the Authority to know which case studies reflected higher or lower performing providers.
- 5.3.3 New areas of research interest regarding the delivery of the Restart Programme and its impact on participants are likely to emerge over the lifetime of the programme. Successful bidders will be expected to incorporate these emerging research questions into their research activities.

6. THE REQUIREMENT

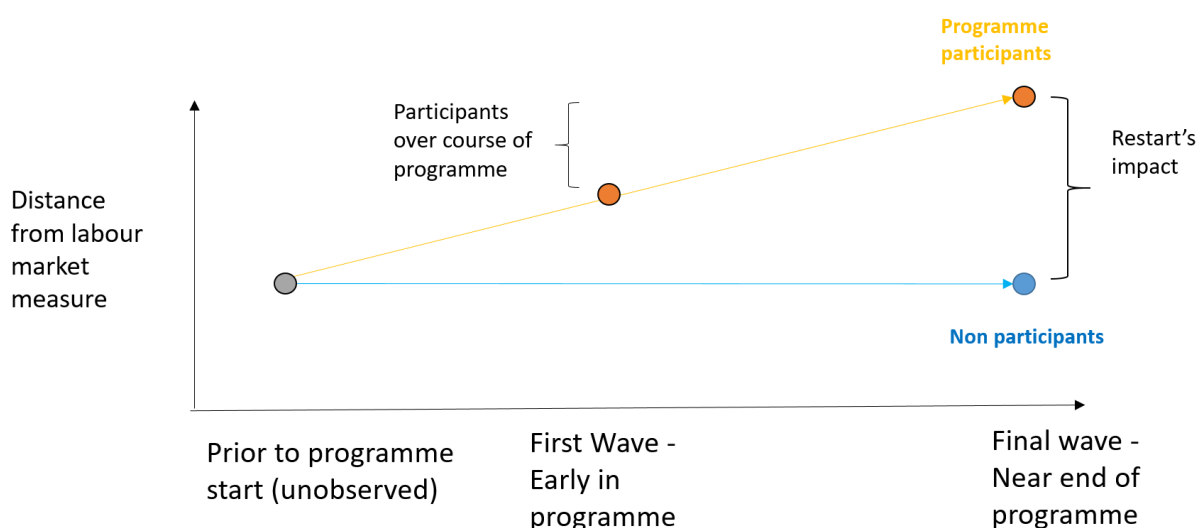
- 6.1 In order to comprehensively answer the research questions, the supplier is required to plan, deliver, analyse and report on three main strands of research activity:
 - 6.1.1 a longitudinal study of Restart participants (quantitative and qualitative) and non-participants
 - 6.1.2 a set of geographically-focused case studies
 - 6.1.3 a survey of Restart providers
- 6.2 Proposals must include all three elements. All elements in the proposal must meet a minimum standard of quality or the proposal will be rejected.
- 6.3 Strong evidence of expertise in the study and evaluation of labour market programmes, or experience of evaluating similar past programmes or policies will be considered an advantage in bids.
- 6.4 **Longitudinal cohort study of participants**
 - 6.4.1 The study should:
 - 6.4.1.1 Provide insight into the experience of customers on the programme

6.4.1.2 show any change over time on a range of intermediate and soft outcomes, reflecting distance from the labour market as well as changes in wellbeing (RQ 5-6).

6.4.2 Respondents to the survey should include Restart participants and claimants who are not referred to the programme due to capacity. Random allocation of places onto the Restart programme will take place each month (carried out by the Authority). Non-participants who are never selected will form a counterfactual to allow us to determine programme impact.

6.4.3 One design that could allow us to establish an impact, would use a single survey of non-participants which should take place at the same time as the final wave of the participant survey (see diagram below). The volumes for this should be sufficient to determine the impact of being on the programme on our outcomes of interest.

6.4.4 Illustrative Diagram: how we would use a longitudinal survey to measure the impact of Restart and to monitor participants over the course of the programme.



6.4.5 This counterfactual design assumes that:

6.4.5.1 Participants and non-participants had similar background characteristics before being randomly selected onto the programme (or not selected).

6.4.5.2 There will be greater demand for the Restart programme than capacity on it at the time when the survey is planned, creating a sufficient potential sample of non-participants.

6.4.6 In the event that the Authority decides that there is not a sufficient basis for pursuing a counterfactual design, the successful supplier will not survey non-participants and must increase the sample size of the participant group, reflecting a similar level of resource expenditure as would have been expended on non-participants.

6.4.7 The Authority shall provide samples of both participants and non-participants, identifying each group appropriately.

- 6.4.8 The study should also allow for analysis by subgroup (RQ 2). This should be sufficiently powered to determine additional impact on specific sub groups versus the counterfactual. Key subgroups of interest include:
- (a) Discretionary versus mandatory participants of Restart. Discretionary referrals will make up under 10% of total Restart participants. Only the mandatory participants are able to be used for the counterfactual design.
 - (b) Age groups
 - (c) Disabled customers
 - (d) Different employment histories and skill levels
 - (e) Gender
 - (f) Ethnicity
 - (g) Caring responsibilities
 - (h) Participants in different geographical areas
 - (i) Rural/ urban
 - (ii) More/ less buoyant labour market
- 6.4.9 The proportions of Restart participants with these characteristics is not known, however, it is expected to be similar to those who have reached over 12 months of a claim in the Universal Credit Intensive Work Search conditionality group.
- 6.4.10 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. The exact list of sub-groups to be focused on will be discussed with the successful bidder, although the final decision on which sub groups to include rests with the Authority.
- 6.4.11 The longitudinal study should also contribute to a detailed picture of participant experience on the programme, providing insights into a range of our key research questions (RQ 7 -14).
- 6.4.12 The survey should track participants over their experience on the Restart programme, which lasts 12 months. This should include a first wave, to be taken as early as possible in the participant's time on the programme, in order to capture a 'baseline' situation. They should then be followed by at least one additional wave to track their progress on the programme.
- 6.4.13 Bidders should offer recommendations around:
- 6.4.13.1 The sample volumes required to robustly answer our research questions, including anticipated response rates, and specifying what sub group analysis would be achievable at this level.
 - 6.4.13.2 Suggested method of contact (online, telephone, etc). This should justify how they will balance minimising costs with the need to get sufficient numbers of respondents and representation of all groups, including

those with less access to IT, or other barriers to participation. Suppliers should specify how they will minimise attrition between waves and account for non-response bias.

6.4.13.3 Length of survey required to answered all research questions

6.4.14 Bids should include cost estimates for their proposals as stated, in Tab 2 “Proposal Costs” of the price schedule. In addition, in Tab 3 “6.4.14 Costs” they specify what their costs would be for the illustrative achieved samples below.

6.4.14.1 To allow for ease of comparison by the Authority please provide these costs for telephone interviews, with Restart Participants interviews lasting 15 minutes and Non participants interviews lasting 10 minutes. However, it should be stressed that the Authority has no preference for these lengths and method of contact and this is purely to allow for clear cost comparison.

	Wave 1 (early in customer journey)	Wave 2 (towards end of customer journey)
Restart Mandatory participants (longitudinal)	4,000	2,000
Restart mandatory participants (one off booster sample)	n/a	2,000
Restart Discretionary participants (longitudinal)	1000	500
Restart Discretionary participants (one off booster sample)	n/a	500
Non-participants (one off, shorter survey)	n/a	3,500
Qualitative in-depth interviews	30	30

6.4.15 In order to maximise the sample that can be achieved during the second wave, the Authority are considering the option of using one-off booster samples (as illustrated in the table above). The Authority believes this may be more cost effective than a classic longitudinal design, although it also presents analytical risks. Bidders should present their recommendations on this issue.

6.4.16 Each wave of the large scale survey must be complemented by qualitative research with participants to explore the themes in depth. These may include interviews, focus groups, or other methodologies suggested by the successful Supplier with agreement from the Authority.

6.4.17 Depending on numbers achieved in the survey, we would expect the scale of qualitative research to be approximately 40-80 in depth interviews.

Geographical Case Studies

6.5 The requirement for the case study work is to undertake a set of case studies across England and Wales, reflecting a range of Restart Providers and a range of geographical circumstances. Given the large scale of the CPAs, a case study approach will allow suppliers to provide detailed understanding of a section of locations, rather than stretching research

activity over too broad an area. Bidders should provide evidence of their expertise in place-focused analysis.

- 6.5.1.1 Initially the successful bidder will be required to undertake desk research before the Authority commit to the selection of areas to maximise the potential for a diverse range of case studies across different geographical typologies. A mapping exercise of all providers, giving an overview of variation between provider services and types: based on information supplied by the Authority. This should outline the key variations between providers and their regions and when coupled with broader labour market information and demographic data, should inform a proposed case study selection plan.
- 6.5.1.2 The final decision on the location of case studies rests with the Authority. The Authority will require the selection of case studies to avoid clashes with other research activity conducted on behalf of the department, and selection of locations and fieldwork dates will need to be sensitive to these issues.
- 6.5.1.3 Each case study will produce a comprehensive description of a provider's service in a particular geographical location. Exact methods can be agreed, but we would expect it to include:
 - (a) Desk-based research profiling case study locations including information about the local economy (including local labour market information and benefit rates), local employers, government bodies, charities; provider profile and service offered
 - (b) Stakeholder qualitative research, including staff, customers, and a wide range of local stakeholders who might interact with the Restart Programme
 - (c) Qualitative methods are likely to include some interviews, but are open to bidders suggesting a range of data collection methods such as focus groups, observations of provider service delivery, ethnographic studies etc. A rationale for any suggested approach should be provided.
 - (d) Participants will include provider staff, claimants (including vulnerable people), employers, jobcentre staff, industry representatives, local support organisations, local government and other relevant groups suggested by the successful Supplier (with agreement by the Authority) or suggested by the Authority (with agreement by the Supplier).
 - (e) An outline scope, delivery plan, timetable and analysis plan should be produced by the Supplier at the start of each case study, for approval by the Authority. Research materials such as topic guides may be re-used as appropriate with local tailoring of questions, subject to approval by the Authority.
 - (f) The Authority will make reasonable efforts to provide data on potential participants for each case study, but the Supplier will also be required to recruit some participants itself, using (for

example) snowball sampling or approaching relevant organisations with requests to participate in the research.

6.5.1.4 The exact number of case studies is open to discussion with the successful bidder, but the Authority would like to cover all of the 8 different providers of the programme to account for different typologies. They should be numerous enough to include the main variations across the Restart Programme including:

- (a) Variations between different providers delivering Restart including:
 - (i) Different services offered
 - (ii) Delivery structure (e.g. supply chain versus direct delivery)
 - (iii) Private, not for profit and local government delivery
- (b) Variations between local geographies including:
 - (i) Major cities, towns, rural areas
 - (ii) More and less economically prosperous areas
 - (iii) Different national/local government set ups (Welsh government, Mayoral Combined Authorities, Local Enterprise Partnerships)
- (c) If feasible within resources, it would also be useful to include variations over time, by returning to some case studies later on in the programme's lifetime to see if changes have developed in how the programme operates.

6.5.1.5 Bids should suggest the number and level of research activities of the case studies that will best meet these demands. However, as a minimum we would expect:

- (a) Sufficient focus on each case study area to gain high internal validity and comprehensively cover the important themes in that area
- (b) Case studies on a sufficiently local scale to capture important local variations in the labour market and delivery of Restart
- (c) A spread of case studies that covers at least half of the different CPAs, but also highlights some variations within individual CPAs between different local areas. There are 8 different prime providers of the Restart Programme so a selection that covers all of them would be considered advantageous.

6.5.1.6 Overall the geographical case studies will likely represent a large scale of research activity, roughly equivalent to 150-200 in depth interviews or equivalent research encounters. The Authority encourages bids to suggest a scale that best answers the research questions and provides value for money.

Provider Survey

- 6.6 In order to further investigate the themes identified in the case studies strand and provide follow up there should also be a later survey of Restart's prime providers and subcontractors. The survey should gather representative information on the services being carried out across providers, and should be designed to quantify the key variations identified in the case study work.
 - 6.6.1 The exact target audience, themes and questions covered in the survey should be based on an emerging picture of the Restart programme, to be agreed between suppliers and the Authority.
 - 6.6.2 Bid should suggest a plan for this element that best meets the Authority's evidence needs.
 - 6.6.3 The Authority estimates there will be a population of around 200 sub-contractors at national level and the survey should capture a majority of these.

6.7 Timing of research activity

- 6.7.1 Bidders should offer suggested timelines for research activity to fit within two key criteria.
 - 6.7.1.1 No fieldwork should take place during the first 4 months of the programme, i.e. before end October 2021, to allow for the Restart programme to have 'bedded in' and to ensure findings are representative of the steady state delivery of the Restart programme. In addition, the cohort sampled for the longitudinal survey should not be before the first 6 months of the programme, and should consist of those who start Restart in 2022.
 - 6.7.1.2 Fieldwork dates should be staggered to ensure that findings are available for use throughout the life of the programme and that a steady supply of findings is available throughout the contract period.
 - 6.7.1.3 At the 18 month-2 year stage of the programme we would expect to start to inform further policy decision making regarding future service delivery. To that end, where feasible interim findings should be planned to be available for a special presentation in Q2 2023.

6.8 Supplier reporting to the Authority:

Format	Location	Frequency	Supplier obligations
Informal update meetings with Project manager	Virtual	Weekly	Get sign off for all: analysis plans, research instruments, draft presentations etc
Evaluation Steering group	Usually virtual	Bi-monthly in early phase, moving to quarterly	Submit analysis plans, research materials etc at least one week in advance of meeting for advisory review. Provide informal updates to group during periods of fieldwork or high interest when majority of fieldwork has been undertaken.
Presentations of findings	The Authority's Offices	Ad Hoc	

- 6.9 The successful supplier must provide regular weekly updates, either by video call, telephone or email, on the progress of fieldwork, response rates while the survey is live, analysis and other activities.
- 6.10 The successful Supplier will work closely with the Authority and stakeholders to design the research materials. Sufficient time should be given to the consultation with the Authority regarding the design and shaping of any research instruments before final sign off. Research can only proceed when these products have been agreed alongside an appropriate timetable for research activity and dissemination of findings. The successful Supplier will only begin the recruitment, and subsequent fieldwork, for each research element after the Authority signs off on detailed plans and procedures for the recruitment and fieldwork.
- 6.11 The Authority will update the successful Supplier of any changes to the Restart Programme or Jobcentre processes that may impact this project. Coronavirus restrictions may also impact the delivery of the project. The research design and content of research materials and mode of research delivery may need to adapt to reflect any changes.
- 6.12 An Evaluation steering group will act in an advisory capacity and oversee project governance on behalf of the Authority. High level analysis plans will require discussion by the steering group, although the Project manager will have the final say and sign off of any outputs. In addition, case study selection and research materials including questionnaires and topic guides will need to be shared with steering group before taking place.
- 6.13 The successful Supplier must be available to provide informal updates to the steering group during fieldwork periods to allow emerging findings to be brought to policy makers attention in a timely way. Suppliers may attend remotely via video call. The importance of timeliness and regular “real time” updates of emerging evidence cannot be over-estimated.
- 6.14 A small number of meetings may require the successful supplier to visit the Authority's offices to present in person, this may be done either at Caxton House, London or King's Court, Sheffield, based on the convenience of all parties. The number of these face to face meetings is not expected to exceed two per year and will take into account Covid-19 restrictions that may limit travel.

- 6.15 The successful Supplier will provide a point of contact for the Authority to contact outside of scheduled meetings.
- 6.15.1 This requirement is usually handled informally: suppliers simply provide a point of contact, who is available to answer phone and email queries about the research.
- 6.15.2 While it is difficult to predict the volume of queries, the workload involved is usually not large. Queries are normally quick and specific. Most queries occur between the end of fieldwork and the publication of the report. After the report is published, queries are rare, but it may be important to clarify aspects of the research.
- 6.15.3 When specific members of the successful Supplier's staff are unavailable, it will be necessary for other members of staff to deal with queries. As such, the research proposal must detail how the supplier will provide cover when a member of their staff is unavailable.
- 6.16 The successful Supplier must ensure they can provide surveys to the claimants in both English and Welsh, whether online or by telephone, and be accessible to all.
- 6.17 The successful Supplier should be able to provide or subcontract services such as translation services to include participants who would not otherwise be able to participate in the research, as and when needed, after consultation with the Authority.

6.18 Ethical and legal issues

- 6.18.1 The Successful Supplier shall ensure that the research it supports is carried out to high ethical standards. This includes adhering to the principles laid out in Government Social Research Ethical Assurance Guidance.
- 6.18.2 The Successful Supplier must obtain participants' informed consent to take part in the research. The approach to obtaining informed consent from prospective research participants will be agreed between the Supplier and the Authority before the commencement of fieldwork. The Supplier will send the final informed consent materials used to the Authority for approval before the fieldwork begins.
- 6.18.3 The Authority intends to link data from the survey to wider administrative datasets, for further analysis by the Authority's analysts. The Successful Supplier must, during the survey, seek informed consent from respondents to allow such data linking by the Authority. The Supplier must provide the full survey dataset to the Authority to facilitate any data linking and secondary analysis. Potential Suppliers are to set out their approach to making this data transfer, including ensuring compliance with General Data Protection Regulation (GDPR, see section 16 below for further detail).

6.19 Risk management

- 6.19.1 Potential Suppliers should outline potential risks and mitigating arrangements for carrying out this research in their proposal.
- 6.19.2 A risk shall be defined as any factor that may delay, disrupt or prevent the full achievement of a project objective. The Supplier shall provide a report to the Authority which shall include an assessment of each risk, together with a rating of the risks likelihood and its impact on a project objective. The risk assessment

should also identify appropriate actions that would reduce or eliminate each risk or its impact.

7. KEY MILESTONES AND DELIVERABLES

- 7.1 The below timeframes are suggested and have been estimated in order to guarantee that interim findings will be available for policy decisions made during Q2 2023. Bidders must offer their own milestones and timetabling based on what they consider can best meet the Authority's requirements.
- 7.2 Once a successful supplier's milestones have been agreed this will form the project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1.	Project initiation meeting	July 2021 & within two (2) weeks of Contract Award
2.	Agreement of project milestones	July 2021
Provider research		
3.	Desk research for case studies report completed	August-September 2021
4.	Case study selection agreed	End September 2021
5.	Case study research and analysis plan finalised	October 2021
6.	Case study research materials approved	Early November 2021
7.	Case study fieldwork begins	November 2021 onwards and into 2022
8.	Emerging findings presentation	Q1/2 2022
9.	Provider survey analysis plan agreed – informed by emerging findings	Q3 2022
10.	Provider survey questionnaire agreed	Q3 2022
11.	Provider survey fieldwork	Q4 2022/ Q1 2023
12.	Case study & provider survey interim report & presentation	Q2 2023
13.	Case study fieldwork continues	Q3/4 2023
14.	Final Provider research report & presentation	Q4 2023
Longitudinal cohort study		
15.	Longitudinal survey analysis plan agreed	September 2021
16.	Research materials approved	December 2021
17.	Sample transferred from the Authority to supplier	January 2022
18.	Wave 1 quantitative fieldwork begins	January - February 2022
19.	Wave 1 qualitative fieldwork begins	March 2022

20.	Findings of Wave 1 (quantitative and qualitative) presentation	Q2 2022
21.	Wave 2 quantitative fieldwork begins	November - December 2022
22.	Wave 2 qualitative fieldwork begins	January 2023
23.	Interim report of findings & presentation	Q2 2023
24.	Final Longitudinal Cohort study report & presentation	Q4 2023

8. MANAGEMENT INFORMATION/REPORTING

8.1 The successful Supplier shall deliver the following outputs:

Plans and research materials

8.1.1 Analysis plan:

- 8.1.1.1 Geographical case studies & provider survey: a high level analysis plan produced before the start of fieldwork, informed by a period of desk research.
- 8.1.1.2 Longitudinal cohort study: a detailed analysis plan for each element of the evaluation, to include details of statistical tests and subgroup analyses, and qualitative analysis techniques.

8.1.2 Draft research materials for each research element must be developed by the successful Supplier. They will revise these draft materials according to feedback from the Authority and supply final versions before fieldwork commences.

Presentations & slide packs

8.1.3 Verbal presentations of findings to the Authority, each supported by a slide pack, in a format to be agreed with the Authority.

- 8.1.3.1 Two (2) presentations one for each period of fieldwork for the longitudinal survey (to include both quantitative and qualitative in one presentation).
- 8.1.3.2 Geographical case studies & Provider survey - two (2) presentations to be spread out over the period of research, and provide timely findings back for policy decisions relating to the Restart Programme.
- 8.1.3.3 One (1) presentation to bring together all relevant findings during Q2 2023.
- 8.1.3.4 If required by the Authority, a separate verbal presentation of findings to Ministers.

Reports

8.1.4 A written report of the Geographical case studies desk research phase, in preparation for beginning the fieldwork in early 2022.

- 8.1.5 An interim report covering all existing research evidence in Q2 of 2023, to provide best possible information to the Authority on any decisions for the future of the Restart Programme. This would ideally include findings from the longitudinal cohort study, provider survey and geographical case studies, although the Authority is aware there are trade-offs between gathering the best quality evidence and delivering it in time for this deadline. Bidders should set out what evidence and what research questions answers are deliverable to this timescale and which elements will have to be delivered later for the final reports.
- 8.1.5.1 The interim report should take the form of a concise and impactful report and or slide pack focused on policy decisions faced by the Authority around its future offer after the end of the Restart programme's contract (Summer 2024).
- 8.1.6 Two final written reports of publishable standard, adhering to the Authority's standards and styles. It should consist of a standalone summary of no more than four (4) pages, and a full report written for a lay audience, with technical appendices (exact length to be agreed). Both written reports will require sign off by the Authority to confirm that they are happy with the document.
- 8.1.6.1 The first report should cover the findings from the geographical case studies and provider survey,
- 8.1.6.2 The second should cover findings from the longitudinal cohort study.
- 8.1.6.3 The Authority may also wish to produce a synthesis report covering all research undertaken by the supplier, alongside the DWP's own impact assessment and any other key evidence gathered by the DWP. To support this, suppliers must supply shorter versions of their reports which may later be included as chapters in the synthesis report, the exact length and specification of these chapters should be agreed with the Authority.
- 8.1.7 All reports will be first offered as drafts. The successful Supplier will revise these draft reports according to feedback from DWP and supply final versions.
- 8.1.8 All draft presentations and reports must be signed off at director level by the successful bidder before being sent to the Authority.
- 8.1.9 **Datasets**
- 8.1.10 The cleaned and weighted survey datasets must be made available to the Authority within one (1) month of completion of each fieldwork period of the survey. These should be in SPSS/SAS or equivalent software, alongside the syntax/code for any derived variables used in the report. Consent for data linking to administrative data sets must be obtained at data collection. In addition, survey participants should be asked to give consent for potential future survey waves, to allow the Authority to follow up with them after the Restart Programme.
- 8.1.11 The successful Supplier will provide documentation of how the survey data was weighted, how it was cleaned, and which survey question each variable corresponds to, which is to be provided at the same time as each survey dataset is transferred to the Authority.
- 8.1.12 The Successful Supplier must supply the Syntax used in the quantitative analysis.

9. VOLUMES

- 9.1 The number of case studies carried out to be suggested by the potential Suppliers, and confirmed with the successful Supplier by the Authority.
- 9.2 The number of research encounters each case study will entail to be suggested by potential suppliers and confirmed with successful Supplier by the Authority.
- 9.3 Bids should specify the volumes of participants they believe will be required for the longitudinal cohort study, justified by the ability to answer the research questions.
- 9.4 Two publishable final reports and each with a standalone four (4) page summary after the completion of all fieldwork.
- 9.5 One set of cleaned and weighted datasets per fieldwork period.
- 9.6 One set of documentation relating to the datasets per fieldwork period and one set of Syntax.

10. CONTINUOUS IMPROVEMENT

- 10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 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.

11. SUSTAINABILITY

- 11.1 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.
- 11.2 This must include compliance with the Modern Slavery Act 2015 and the Climate Change Act 2008.
- 11.3 The Supplier must consider their carbon footprint in allocating and deploying resources to undertake requirement.

12. SOCIAL VALUE

- 12.1 The Supplier acknowledges that the Authority has a responsibility to support and promote wider social sustainability objectives for the benefit of society; and agrees to cooperate with the Authority to improve life chances for those most disadvantaged and furthest from the labour market.
- 12.2 The Supplier acknowledges that the Authority is supporting the Crown's Life Chances and Social Value agendas by aiming to promote opportunities for groups of persons which the Authority regards as meriting priority assistance including but not limited to Apprentices, Disabled People, Young People, Older Workers, Ex-Offenders and Black and Minority Ethnic People.
- 12.3 Diversity and Equality, the Crown's social value agenda and DWP Priority Groups will be discussed jointly by the Authority and the Supplier as an on-going item at Contract review meetings.
- 12.4 The Supplier shall, and shall ensure that its sub-contractors, take the following action(s) in respect of DWP Priority Groups:

Apprentices:

- 12.4.1.1 Make available to potential members of Staff used in the performance of the Supplier's obligations information about the National Apprenticeship Service.

Disabled People:

- 12.4.1.2 Take steps to become a Disability Confident Employer.
- 12.4.1.3 Make appropriate use of Access to Work to support recruit and retain disabled workers.
- 12.4.1.4 Provide Employment Experience to Disabled People as members of staff used in the execution of the Supplier's obligations under the Contract, to develop their skills and experience and increase their employability.

Employment experience: provide employment experience to young people as members of staff used in the performance of the Supplier's obligations under the Contract to develop their skills and experience and increase their employability for:

- 12.4.1.5 Young People – Under 25
- 12.4.1.6 Older Workers – Over 50
- 12.4.1.7 Ex-Offenders

Black and Minority Ethnic People

- 12.5 Employee Vacancies: advertise all vacancies for staff via universal jobmatch in addition to any other recruitment agencies with whom the Supplier advertises such vacancies and any other actions the Supplier takes to recruit Staff.
- 12.6 The Supplier shall provide the Life Chances Workforce Monitoring template duly completed in full in respect of all Staff (including but not limited to all Sub-contractors used in the performance of the Supplier's obligations under the Contract), Six (6) months after the Service Commencement date and annually thereafter.
- 12.7 The Supplier shall complete the Life Chances Workforce Monitoring template in line with the 'Life Chances through Procurement Guidance for DWP Contractors' and the contract definitions.
- 12.8 The Authority has identified one key theme under the [Social Value Model](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf) to be also be monitored and continually improved upon throughout the life and duration of the Contract:

Theme 4: Equal Opportunity – Tackle Workforce Equality

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf

13. QUALITY

- 13.1 The Supplier shall adhere to Social and Market Research and Data Protection standards.

- 13.2 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:
- 13.2.1 Procedures for working closely with the Authority;
 - 13.2.2 Procedures for quality assuring methodological design proposals, sampling methods and outputs, research instruments, questionnaire scripting;
 - 13.2.3 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;
 - 13.2.4 Procedures for data processing and coding of survey data;
 - 13.2.5 Procedures for qualitative and quantitative analysis and reporting;
 - 13.2.6 The approach to report writing, ensuring deliverables meet key objectives;
 - 13.2.7 Procedures for handling complaints from potential and actual respondents.

14. PRICE

- 14.1 The research costs provided should include the following information:
- 14.1.1 Staff costs - day rates for each of the project team members and the number of days staff are allocated to each project task.
 - 14.1.2 Costs by project component - to include a breakdown of costs for the qualitative element and by survey wave and within this for research design, fieldwork and reporting for each wave.
- 14.2 Prices are to be submitted in Attachment 4 via the eSourcing system excluding VAT and including all other expenses relating to Contract delivery.
- 14.3 Prices should be in GBP and be firm and final, encompassing all associated costs with the full term of the contract award.

15. STAFF AND CUSTOMER SERVICE

- 15.1 The Supplier shall ensure a sufficient level of resource throughout the duration of the project in order to consistently deliver a quality service to all parties.
- 15.2 Supplier's staff assigned to the project shall have the relevant qualifications and experience to deliver the Contract.
- 15.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service throughout the duration of the Contract.
- 15.4 Proposals should also detail appropriate succession planning/cover plans for any personnel changes during the programme, which are to be approved by the Authority.

16. SERVICE LEVELS AND PERFORMANCE

- 16.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Project management	The Supplier's project manager will update the Authority every fortnight with progress.	99%
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>	99%
3	Qualitative fieldwork	<p>The Supplier shall achieve the target number of case studies and 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>	99%
4	Reporting	The Supplier shall deliver the outputs described in section 8.	99%
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.	99%
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.	99%
7	Managing complaints	All complaints to be handled and resolved within forty-eight (48) hours.	95%

- 16.2 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.

17. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 17.1 All data security processes must be compliant with the General Data Protection Regulation (GDPR).
- 17.2 The successful Supplier must complete a Generic Security Assurance Document (GSAD) to assurances that data security procedures meet the Authority's standards prior to the contract being signed.
- 17.3 All transfers of personal data to and from the Department must meet the Authority's security standards.
- 17.4 Any transfers of data to and from the successful Supplier and a subcontractor must meet the Authority's security standards, using PGP encryption software or equivalent. This is a mandatory requirement for the Contract.
- 17.5 Data must be processed in the United Kingdom.
- 17.6 The successful Supplier must destroy personal data relating to the project within six (6) months of data collection completion (after the final wave of the survey) or upon sign off of the final report; whichever comes first. The successful Supplier must confirm to the Authority in writing that this has been carried out.
- 17.7 The successful Supplier must destroy all other data relating to this project at the end of the project or when instructed to do so by the Authority's project manager.

18. PAYMENT AND INVOICING

- 18.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 18.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 18.3 All invoices shall include the appropriate purchase order number and shall be submitted directly to DWP SSCL Accounts Payable at:

APInvoices-DWP-U@gov.sscl.com
- 18.4 A copy of each invoice should also be sent the project manager(s) at the Authority.

19. CONTRACT MANAGEMENT

- 19.1 The Successful Supplier will provide the authority with regular progress updates as described in sections 8.2 to 8.4.

20. LOCATION

The Services will be carried out at the Supplier's premises, fieldwork may take place in locations convenient for participants, and presentations and some meetings may take place at the Authority's premise

ANNEX B
Supplier Proposal

REDACTED

Part 2: Contract Terms



Contract Terms v6.0