

DPS Schedule 6 (Order Form Template and Order Schedules)

Order Form

ORDER REFERENCE:

25079 Fit Note Evaluation

THE BUYER: Department for Work and Pensions (DWP)

BUYER ADDRESS Caxton House, Tothill Street, London, SW1H 9DA

THE SUPPLIER: Woodnewton Associates Limited

SUPPLIER ADDRESS: C/O Langtons LLP, 100 Old Hall Street,
Liverpool L3 9QJ

REGISTRATION NUMBER: 05865976

DUNS NUMBER: 515850316

DPS SUPPLIER REGISTRATION SERVICE ID:

This Order Form is for the provision of the Call-Off Deliverables and dated 23/12/2022

It is issued under the Framework Contract with the reference number RM6126 for the provision of Fit Note Evaluation

ORDER INCORPORATED TERMS

The following documents are incorporated into this Order Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

- This Order Form including the Order Special Terms and Order Special Schedules.
- Joint Schedule 1(Definitions and Interpretation)
- DPS Special Terms

- The following Schedules in equal order of precedence:
- Joint Schedules: -
 - Joint Schedule 1 (Definitions)
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 12 (Supply Chain Visibility)
- Order Schedules: -
 - Order Schedule 1 (Transparency Reports)
 - Order Schedule 2 (Staff Transfer) Part C
 - Order Schedule 3 (Continuous Improvement)
 - Order Schedule 5 (Pricing Details)
 - Order Schedule 7 (Key Supplier Staff)
 - Order Schedule 8 (Business Continuity and Disaster Recovery)
 - Order Schedule 9 (Security)
 - Order Schedule 10 (Exit Management)
 - Order Schedule 11 (Security)
 - Order Schedule 14 (Service Levels)
 - Order Schedule 15 (Order Contract Management)
 - Order Schedule 20 (Order Specification)
- CCS Core Terms (DPS version) v1.0.3
- Joint Schedule 5 (Corporate Social Responsibility)
- Order Schedule 4 (Order Tender) as long as any parts of the Order Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Order Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

ORDER SPECIAL TERMS

The following Special Terms are incorporated into this Order Contract:

None

ORDER START DATE: 23/12/2022

ORDER EXPIRY DATE: 22/12/2023

ORDER INITIAL PERIOD: 1 Year

DELIVERABLES

See details in Order Schedule 20 (Order Specification)

MAXIMUM LIABILITY

The limitation of liability for this Order Contract is stated in Clause 11.2 of the Core Terms.

ORDER CHARGES

See details in Order Schedule 5 (Pricing Details)

The Charges can only be changed by agreement in writing between the Buyer and the Supplier.

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

Electronic invoice containing purchase order number
Invoice intervals to be agreed with DWP Contract Manager (contact details to be provided)

BUYER'S INVOICE ADDRESS:

Invoices must contain the purchase order number and submitted to Redacted
Copy invoice to DWP Contract Manager (contact details to be supplied)

BUYER'S AUTHORISED REPRESENTATIVE

DPS Schedule 6 (Order Form Template and Order Schedules)

Crown Copyright 2021

Redacted

SUPPLIER'S AUTHORISED REPRESENTATIVE

Redacted

SUPPLIER'S CONTRACT MANAGER

Redacted

PROGRESS REPORT FREQUENCY

To be agreed

PROGRESS MEETING FREQUENCY

To be agreed

KEY STAFF

Redacted

KEY SUBCONTRACTOR(S)

Redacted

COMMERCIALLY SENSITIVE INFORMATION

Not applicable

SERVICE CREDITS

Not applicable

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	Redacted	Signature:	Redacted
Name:			
Role:			
Date:			



Department
for Work &
Pensions

Bid Pack

Fit Note Evaluation

Contract Reference: 25079 Fit Note Evaluation

ITT_9603

CONTENTS

1.	PURPOSE.....	7
2.	BACKGROUND TO THE CONTRACTING AUTHORITY.....	7
3.	BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT	7
4.	DEFINITIONS.....	10
5.	SCOPE OF REQUIREMENT	10
6.	THE REQUIREMENT	11
7.	KEY MILESTONES AND DELIVERABLES	13
8.	MANAGEMENT INFORMATION/REPORTING	15
9.	VOLUMES.....	15
10.	CONTINUOUS IMPROVEMENT	16
11.	SUSTAINABILITY	16
12.	QUALITY	17
13.	PRICE	18
14.	STAFF AND CUSTOMER SERVICE	18
15.	SERVICE LEVELS AND PERFORMANCE	19
16.	SECURITY AND CONFIDENTIALITY REQUIREMENTS	23
17.	PAYMENT AND INVOICING	23
18.	CONTRACT MANAGEMENT	24
19.	LOCATION.....	24

1. PURPOSE

- 1.1 The Department for Work and Pensions (DWP), hereafter referred to as ‘the Authority’, requires a contractor to undertake qualitative research with a sample of General Practitioners (GPs), Health Care Professionals (HCPs), employers and patients across Great Britain to understand their views in relation to two policy changes to the fit note: digital certification and extension of certification powers to additional groups of HCPs.
- 1.2 This qualitative research will take place over two waves: the first wave of fieldwork will commence in November 2022 and the second wave of fieldwork will commence in April 2023.
- 1.3 Wave 1 will provide early assurance on digital certification and initial feedback on extension of certification in early 2023 via in-depth interviews with GPs and GP practice managers.
- 1.4 Wave 2 will follow in mid-2023 when extending certification has had the opportunity to bed in and will involve focus groups and in-depth interviews. The focus groups aim to understand how changes are being implemented and identify examples of good practice. The in-depth interviews will focus on the extension of certification, exploring outcomes for other HCPs, patients and employers.
- 1.5 This research aims to:
 - evaluate whether these reforms are working as intended to meet commitments outlined in the Government’s response to Health is Everyone’s Business (HiEB, 2021) to *“enhance work and health conversations and the support provided to both individuals and employers”*;
 - identify barriers to, and enablers of, successful implementation of these changes at both the individual and practice level;
 - describe and understand the impact of reforms on GPs and practice managers in relation to administrative burden; and
 - describe and understand the range of experiences of fit notes from other HCPs, patients, and employers through themes emerging from the qualitative data.
- 1.6 The findings will be used to optimise continuing implementation of the changes through an understanding of any issues experienced during the bedding-in phase and inform future policy decisions to optimise work and health outcomes in relation to fit note policy.

2. BACKGROUND TO THE CONTRACTING aUTHORITY

- 2.1 The Authority is a major Government Department 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 ill health benefits to around 20 million claimants and customers.

- 2.2 DWP is a ministerial department supported by 15 agencies and public bodies.
- 2.3 DWP provides services in a number of ways, for example, through Jobcentre Plus, The Pension Service, the Child Maintenance Service and partner organisations.
- 2.4 For more information on the work and overall objectives of the Department, please follow the links to the gov.uk website and single Departmental Plan 2018-22:
- 2.5 <https://www.gov.uk/government/organisations/department-for-work-pensions/about>
- 2.6 <https://www.gov.uk/government/publications/department-for-work-and-pensions-single-departmental-plan>
- 2.7 The Health Analysis Team, as part of the Employers, Health and Inclusive Employment Analysis Division, will be managing the research project.

3. BACKGROUND & OVERVIEW of requirement

- 3.1 The fit note is undergoing reform in 2022, associated with commitments made in the Government's response to HiEB (2021)¹ and in the NHSE blueprint for improving access to general practice (2021)². This formative evaluation concerns two main elements of the changes:

- **Digital certification:**

Removal of the requirement for fit notes to be signed in ink ('wet signature') - move to digital authorisation within GP IT systems. Regulations were introduced 6 April 2022 and is being rolled out across all GP IT systems.

- **Extending certification:**

¹ Health is everyone's business - Government response to the consultation on proposals to reduce ill-health related job loss (2021)

² Our plan for improving access for patients and supporting general practice (2021)

Increasing the range of HCPs that can issue fit notes, which was previously limited in the regulations to just doctors. Legislation was introduced on 1 July to enable four further professions to certify fit notes: nurses, occupational therapists, physiotherapists and pharmacists.

- 3.2 Enabling digital certification is a technical change that has widespread support across stakeholders and aims to improve the process of issuing and receiving fit notes for healthcare professionals and patients.**
- 3.3 Extending certification to a wider group of healthcare professionals (HCPs) aims to better enable relevant HCPs to undertake health and work conversations and certify fit notes. Enabling the HCP with the most relevant expertise to authorise the fit note by extending certification could: improve continuity of care; enable better conversations about work and health; better facilitate return(s) to work; and help people stay in work, where appropriate.**
- 3.4 This change also supports wider government objectives related to the healthcare system:**
 - 3.4.1 Multidisciplinary working – the change better aligns with modern ways of working in clinical practice. DHSC is actively trying to increase the multidisciplinary workforce in general practice (including a manifesto commitment to hire 26,000 extra non-GP staff) linked to the NHS Long Term Plan commitment to boost out-of-hospital care.**
 - 3.4.2 Remove potential bureaucratic burdens in general practice. The role of GPs in relation to fit notes can add an extra layer of bureaucracy to general practice. A healthcare professional, who despite being responsible for managing the patient's care, must currently seek out a doctor to formalise work and health advice via a fit note – regardless of their own expertise. Fit note reforms form a key part of the DHSC GP bureaucracy review and have significant support from the profession.**
- 3.5 The legislative changes outlined above have also been supported by the production and publication of supporting non-statutory guidance and an e-learning training module. These products have been developed with involvement across a range of relevant healthcare experts.**
- 3.6 This qualitative research will provide insight into the barriers to, and facilitators of, implementation of changes and highlight the impact of these policy reforms on the healthcare system and recipients of fit notes (patients and employers).**

4. definitions

Expression or Acronym	Definition
HCP	Means: Health Care Professional
GP	Means: General Practitioner
FNs	Means: Fit Notes
HiEB	Means: Health is Everyone's Business
The Authority	Means: The Department for Work and Pensions
DWP	Means: The Department for Work and Pensions

5. scope of requirement

5.1 The Authority seeks proposals from suitably qualified and experienced organisations to undertake qualitative research across Great Britain to evaluate how changes are being implemented in response to the fit note reforms. This includes understanding any barriers to, and facilitators of, implementation and the overall impact of the legislation changes.

5.2 Wave 1:

Wave 1 will involve approximately 20 telephone interviews with GPs and GP practice managers. This wave will explore the research questions regarding digital certification and early issues and awareness of the extension of fit note certification. The sample will be drawn from GPs and practice managers GB-wide. The aim will be to capture a wide geographical spread, as policy implementation may vary between Clinical Commissioning Groups and practices. Wave 1 will also include approximately 20 telephone interviews with HCPs falling in scope of the extending certification changes (nurses, occupational therapists, physiotherapists and pharmacists). We expect these interviews to take 30-45 minutes to complete. Wave 1 fieldwork will be carried out shortly after the introduction of the extending certification policy change and will therefore aim to capture early issues and awareness of the change amongst relevant HCPs.

5.3 Wave 2:

Wave 2 will involve approximately 100 telephone interviews with GPs, practice managers, HCPs in scope for extending certification, employers and patients. This wave will primarily focus on the extension of fit note certification, whilst also revisiting issues identified in Wave 1. We expect these interviews to be marginally longer than for Wave 1, taking between 45 minutes and 1 hour.

Wave 2 will also involve face-to-face focus groups (n≈8) within an estimated 5 GP practices. Focus groups could include GPs, practice managers, HCPs in-scope and administrative staff. The aim of the focus groups is to provide a valuable perspective on how implementation and use of these policy changes is being managed across practices as a whole and to identify examples of good practice.

5.4 The in-scope requirement is for the following:

- Provide project management of the research, including: any required administration, contacting participants to take part in the research, regular reporting of progress and findings, and attending meetings with DWP officials as required, including an inception meeting.
- Produce draft and final version of fieldwork materials including consent forms.
- Produce draft and final version of topic guides, in collaboration with the Authority, for interviews and focus groups that address the topics outlined in Clause 6.1 and 6.2.
- Provide cognitive testing of questions in topic guides where appropriate.
- Organise and conduct interviews and focus groups, including sampling, audio recording and transcription.
- Full analysis and reporting on outcomes of the research.
- Full timetable of research programme, including key outcomes.
- Produce draft and final reports and give presentation(s) to DWP after Wave 1 and Wave 2 and the end of the project as a whole at DWP premises or virtually.
- Detailed costs associated with each of the above elements.

6. The requirement

6.1 This research aims to address the following overarching questions:

- **How have the fit note policy changes affected the way GPs and other HCPs provide work and health advice?**
- **How are changes enabled by the new fit note regulations being implemented and managed at the practice level?**
- **How have the changes affected the experience of patients and their employers?**
- **What are the barriers to, and enablers of, HCPs in providing work and health advice and issuing fit notes?**
- **How effective are measures to ensure FNs are only issued by HCPs with suitable and relevant skills, qualifications, and experience?**

6.2 In particular, we wish to understand and explore:

- a) the impact of digital certification on GPs and HCPs, such as the extent to which practices are making use of digital certification, the impact on time taken to fill out fit notes, and any effects on processes at practice level.
- b) **the impact, if any, of digital certification on patients from the perspective of patients themselves, employers and HCPs.**
- c) **what the barriers to, and enablers of, digital certification are.**
- d) the extent to which practices are making use of extension of certification and if HCPs are issuing fit notes within the scope of their clinical practice.
- e) whether the fit note training is supporting HCPs to deliver fit notes effectively.
- f) the HCP experience of health and work conversations and what the barriers to, and enablers of, HCPs having work and health conversations with patients and issuing fit notes are.
- g) how the extension of certification is being managed at the practice level.
- h) what impact extension of fit note certification has had on the workload of GPs/doctors and relevant HCPs.
- i) the employer perspective on the fit note process and the impact of extension of certification.
- j) the patient perspective on the fit note process and the impact of extension of certification.

6.3 The exact research questions the Authority wishes to include will reflect the policy priorities at the time and will be agreed in collaboration with the Supplier once the contract is in place.

6.4 Sampling

- 6.4.1 **We welcome views on sampling methods. The Authority will be able to aid in providing a sample of GP practice codes which have HCP's issuing fit notes using NHSD management information for participants in England.**
- 6.4.2 **Suppliers should set out in their proposal any particular challenges they foresee in recruiting participants for this research and how they will address this to ensure that they successfully recruit the required number of participants.**

6.5 Incentives

The Authority will consider the use of incentives if the Supplier deems this necessary and the Authority deems the case reasonable. In this instance, the Supplier must take

into full account of any restrictions that the Authority and the recipients may be subject to, for example, the NHS gift register. The Supplier must work in conjunction with the Authority to agree the recruitment strategy.

6.6 Reporting

- Full discussion of timing and reporting of key and interim outcomes.
- Full programme timetable with outcomes and timing of draft and final reports.
- **Presentations to DWP of interim and final research results.** The timing and location of these to be agreed with DWP. Presentations could also take the form of workshops, which can be agreed between the Supplier and the Authority.
- **Draft and final reports to DWP.** These should include a full report of methods, issues, analysis and outcomes, and where appropriate potential policy implications.
- We require **interim results** following the completion of Wave 1 in March 2023 and **interim results** from Wave 2 in September 2023 for internal purposes. This should include regular reporting against the key outcomes of the research. We expect a **final research report** to publishable quality, including findings from both waves, to be sent to DWP by the end of 2023.

6.7 Ethical Considerations

- 6.7.1 **It is essential that the research allows all participants to partake fully. Research instruments should be designed to be accessible if required.**
- 6.7.2 **It is the responsibility of the Supplier to ensure the research is conducted ethically. The Supplier will be expected to assess whether ethical approval is necessary. Where ethical approval is required, it will be the responsibility of the Suppliers to seek and gain ethical approval before the research commences.**
- 6.7.3 **All participants must give their full consent prior to taking part in the research. This consent must be informed, specific and freely given. Explicit verbal consent must be obtained and recorded by the interviewer, in cases of telephone interviews and electronic consent must be obtained in the cases of online interviews.**

7. key milestones and Deliverables

- 7.1 **The following Contract milestones/deliverables shall apply:**

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Project inception meeting	Within one week of Contract Award
2	Work with DWP to refine research materials/instruments for Wave 1	Within two weeks of inception meeting
3	Sign off research instruments	Within three weeks of inception meeting
4	Wave 1 fieldwork to begin	November 2022
5	Fortnightly progress updates	Throughout mainstage fieldwork
6	Wave 1 completion and delivery of findings	March 2023
7	Work with DWP to refine research materials/instruments for Wave 2	April 2023
8	Sign off research instruments	April 2023
9	Wave 2 fieldwork to begin	April 2023
10	Fortnightly progress updates	Throughout mainstage fieldwork
11	Phase 2 completion and delivery of findings	September 2023
12	Final report	By end of 2023

7.2 Note that the milestones are estimates and may be subject to change. Any changes will be communicated to the Supplier and discussed beforehand.

7.3 The Supplier shall perform its obligations so as to achieve each Milestone by the Milestone Date.

- 7.3.1 **The Authority will ensure that the successful Supplier has access to relevant information to allow for a suitable understanding of the policy area prior to commencing the work.**
 - 7.3.2 **The Authority will liaise closely with the Supplier to ensure that any changes in priorities that affect the project are communicated clearly and in a timely fashion.**
- 7.4 **Changes to the milestones shall only be made in accordance with the variation procedure and provided that the Supplier shall not attempt to postpone any of the Milestones using the variation procedure or otherwise (except in the event of a Customer default which affects the Supplier's ability to achieve a Milestone by the relevant Milestone Date).**
- 7.5 **The Supplier will inform the customer of changes to risk which will impact upon delivery to time, cost or quality.**

8. MANAGEMENT INFORMATION/reporting

- 8.1 **The Supplier (as represented by a senior research manager, associate director or equivalent) will report directly to the Authority's Contract Manager at regular update meetings.**
- 8.2 **The Potential Provider and DWP will agree research outputs to include a minimum of:**
 - **Fieldwork materials to be signed off by DWP;**
 - **Regular (e.g. fortnightly) reporting of key findings to DWP throughout Wave 1 and 2 fieldwork.**
 - **A summary of preliminary/interim findings at the end of Wave 1, in a format to be agreed, in early March 2023;**
 - **A short, non-technical report summarising research findings from Wave 1 and implications for Wave 2 at the end of Wave 1 fieldwork, in end March 2023;**
 - **A medium, non-technical report and presentation summarising findings from Waves 1 and 2 following completion of Wave 2 fieldwork, in September 2023;**
 - **A final, full report by the end of 2023, which includes a separate executive summary and technical appendix written to DWP standards (as set out in the DWP style guide, to publishable quality) with drafts as necessary.**
- 8.3 **Where applicable, to be agreed with DWP, the following outputs should also be included:**
 - **Coding framework**

- 8.4 The Provider must delete the data securely at the agreed end of the project and provide a written confirmation of the destruction to the Authority.

9. volumes

- 9.1 Project scale and sample sizes as detailed above in section 5.

10. continuous improvement

- 10.1 The Supplier will be expected to continually consider opportunities to improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 The Supplier will meet with the Authority regularly to provide progress updates, or whenever the Supplier advises, to discuss the interview and/or focus group questions and ensure the research instruments are appropriate and working well. The Supplier and the Authority will have a debrief meeting to discuss any changes to the research instruments to ensure best working practices.
- 10.3 The Supplier will inform the customer of changes to risk that may impact upon delivery to time, cost or quality.
- 10.4 The Supplier should present new ways of working to the Authority during update meetings.
- 10.5 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 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.
- 11.2 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.
- 11.3 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 where appropriate.
- 11.4 The Supplier shall take the following action(s) in respect of DWP Priority Groups:

Apprentices:

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

Disabled People:

- **Take steps to become a Disability Confident Employer.**
- **Make appropriate use of Access to Work to support recruit and retain disabled workers.**
- **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.**

11.5 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:

- **Young People – Under 25**
- **Older Workers – Over 50**
- **Ex-Offenders**
- **Black and Minority Ethnic People**

11.6 Employee Vacancies: advertise all vacancies for staff via universal job match 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. quality

12.1 The Supplier shall have sound processes for quality assurance in place and should demonstrate their internal procedures to assure and control quality in all aspects of the study within their proposal. This includes:

- 12.1.1 Specified and clearly defined procedures for working closely with the Authority through regular updates;**
- 12.1.2 Specified and clearly defined procedures for quality assuring all research tools and analysis;**
- 12.1.3 Interview quality control procedures, including details of how the researchers conducting interviews have been trained and briefed;**
- 12.1.4 Specified and clearly defined procedures in place for handling complaints from potential and actual respondents.**

- 12.1.5 Specified and clearly defined procedures in place for handling contact from potential and actual respondents wanting legal advice or advice relating to employees.
- 12.2 Ethical issues should also be considered (see the guidelines on [Ethical Assurance for Social Research in Government](#)).
- 12.3 Draft versions of all reports must be provided by the Supplier for quality assurance by the Authority. 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.
- 12.4 The Potential Provider will adhere to the current Social and Market Research and Data Protection standards
- 12.5 The Potential Provider will also be required to complete a Generic Security Assurance Document (GSAD) – see section 16 below - and work with the contract manager to complete a DWP Security Assurance for Research and Analysis (SARA) process. SARA will set out and clearly document what data will be collected, where it will be stored, who will have access, what data transfers will take place and between which parties.

13. PRICE

- 13.1 To allow for a fair assessment of bids, bidders are invited to price the requirement as set out in section 6, given the scope set out in section 5. Details of the evaluation criteria are provided in Attachment 2 of the ITT pack, *“How to Bid Including Evaluation Criteria”*.
- 13.2 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.
- 13.3 Travel & Subsistence (T&S) will be calculated in line with DWP’s own Business Travel Policy and T&S rates, as provided in Annex 2 to this Statement of Requirements.
- 13.4 Payment is expected to be paid in three instalments following completion of Wave 1 reporting, Wave 2 reporting and the final report. The proportion of payment at each instalment will be representative of the cost break down submitted in Attachment 4.

14. STAFF AND CUSTOMER SERVICE

- 14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.2 The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard, outlined in the bid. The Supplier should set out what relevant qualifications and experience those working on the project possess.
- 14.3 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.

15. service levels and performance

- 15.1 The Authority will measure the quality of the Potential Provider's delivery by completion of specified project outputs to a publishable standard and to the specified timescales. The Potential Provider will appoint a lead liaison representative who will work with the over-arching research project manager to deliver the agreed work schedules.**
- 15.2 Progress and sign-off of products will be assessed by DWP with representation including the DWP project managers, policy professionals and policy analysts from across Ministerial policy areas.**
- 15.3 The Potential Provider must have sound processes for quality assurance in place and should demonstrate their internal procedures to assure and control quality in all aspects of the study within their proposal. The Authority will measure the quality of the Potential Provider's delivery against the table below:**

KPI/SLA	Service Area	KPI/SLA description
#1	Project management and capacity	<p>Specified and clearly defined procedures for working closely with DWP through regular updates. Monthly updates to monitor progress against pre-agreed objectives of the research and timetable (as set out in 7 above)</p> <p>Take clear steps to manage the resource demands of concurrent projects, ensuring the necessary capacity, resource and expertise. DWP will monitor Provider staff dedicated to the project against the response to this Statement of Requirements. Any changes in named project staff to be agreed with DWP prior to change. Provider to respond within 1-2 days to DWP queries</p>

#2	Quality assurance	<p>Specified and clearly defined procedures for quality assuring methodological design proposals. Take clear steps to ensure all analysis is quality assured and suitable for informing policy decisions and publications.</p> <p>The provider should set out these procedures and steps in their response to this statement of requirements. DWP analysts will independently assess the quality and robustness of research designs and analysis.</p>
-----------	--------------------------	---

#3	Relevant Expertise	<p>Specified and clearly defined procedures to ensure sufficient levels of relevant expertise, including policy areas and/or methodologies, for all potential projects.</p> <p>Take clear steps to ensure specific expertise is available on all specialist policy areas so that research requirements are sufficiently met.</p> <p>The provider should set out the extent of relevant expertise of staff engaged in the project. They should inform DWP of the relevant expertise of replacement or additional staff recruited to work on it after it has started. DWP analysts will assess the quality and robustness of research designs and analysis.</p>
-----------	---------------------------	--

#4	Analysis and reporting	<p>Clear quality control procedures in place to ensure accuracy and high quality with findings reports. Clear steps to ensure the accuracy and quality does not suffer as a result of concurrent projects and high work volumes.</p> <p>The provider should set out the control procedures in their response to this statement of requirements. The provider should inform DWP of any staff changes or other relevant issue that might impact on the production of analysis and reporting of findings.</p>
----	------------------------	--

16. Security and CONFIDENTIALITY requirements

- 16.1 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.
- 16.2 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.
- 16.3 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.

- 16.4 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).
- 16.5 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.
- 16.6 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.
- 16.7 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.

17. INVOICING

- 17.1 The invoicing schedule will be agreed during the implementation phase of the Contract.
- 17.2 The Supplier must provide mandatory supporting information as a minimum to enable accurate and timely payment of invoices, including but not limited to:
 - 17.2.1 A breakdown of all billable hours / services to be provided to the customer to enable payment validation and receipting;
 - 17.2.2 Authority invoicing address;
 - 17.2.3 Authority Account Code;
 - 17.2.4 Authority Purchase Order Reference;
 - 17.2.5 Authority Cost Centre;
 - 17.2.6 Invoice Value(s) to be Exclusive of VAT

- 17.3 Invoices should be submitted to: Redacted

18. CONTRACT MANAGEMENT

- 19. The Potential Provider will be responsible for providing overall oversight and management of the research, with DWP working with the successful bidder to help facilitate access to providers and supporting on stakeholder engagement. This should include monitoring and mitigating for possible and emerging risks and issues which could impact on the successful completion of all aspects of the project. It is vital that

the Potential Provider has a robust risk management plan/strategy which is agreed and shared with the DWP.

20. Attendance at Contract Review meetings shall be at the Potential Providers own expense.

21. Location

- 21.1 **The Potential Provider will be based in their offices and will be expected to attend Project Management meetings, including, should the COVID-19 situation allow, travel to DWP Offices (London, Leeds or Sheffield).**
- 21.2 **The Potential Provider will be required to undertake research activity in Great Britain.**