

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

Dear Sirs/Madams

Letter of Appointment

This letter of Appointment dated 25/03/2020, is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier.

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

Order Number:	CCZZ20A04
From:	The Department for Transport (the "Customer")
To:	Natcen (the "Supplier")

Effective Date:	25/03/2020
Expiry Date:	End date of Initial Period: 24/03/2023 End date of Maximum Extension Period: 24/09/2024 Minimum written notice to Supplier in respect of extension: 30 days

Services required:	Set out in Part A -Specification of the DPS Agreement and refined by all of the following: Annex A - the Statement of Requirements Annex B - the Supplier's Proposal Annex C – the Price Schedule
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Guarantor(s):	N/A
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Contract Charges (excluding VAT, but	The total contract value including any extensions (excluding VAT) is £721,658.35.
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including all other expenses related to Contract delivery):	
Insurance Requirements	See RM6018 Research Marketplace Contract Terms.
Liability Requirements	See RM6018 Research Marketplace Contract Terms.
Customer billing address for invoicing:	<p>Invoices must quote the Purchase Order (PO) number and must be submitted to:</p> <p style="text-align: center;"><i>Accounts Payable,</i> REDACTED</p> <p>Or via email to REDACTED</p> <p>Upon Contract Award, the Customer shall be provided with a profile of how they will be invoiced (also referred to as the payment schedule). This shall include costs for each of the agreed outputs (broken down by staff time and any other costs incurred), including a breakdown of VAT if applicable, and dates when invoices will be submitted linked to key project milestones. The project should be delivered on a capped cost price basis.</p> <p>Invoices should be supplied at each of the milestone/deliverable points specified above.</p> <p>Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.</p> <p>Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.</p>

GDPR	See Contract Terms, Schedule 7
Alternative and/or additional provisions (including Schedule 8 (Additional clauses)):	N/A

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:
REDACTED**

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

SIGNED 11/06/2020

Name and Title: REDACTED

Name and Title:
REDACTED

Signature: REDACTED

Date: 11/06/2020

Date:25/03/2020

ANNEX A

Statement of Requirements

1. SCOPE OF REQUIREMENT

- 1.1 The Customer is seeking to appoint a Supplier to co-ordinate and deliver the evaluation of the ITS, and so deliver on the commitments in the ITS monitoring and evaluation framework.
- 1.2 All monitoring and evaluation activity should cover disabled adults in the geographical area of Great Britain, but not Northern Ireland. This is further discussed in the framework.

2. THE REQUIREMENT

- 2.1 Suppliers should provide a proposal on how to meet the requirement set out in this section. There is scope for Suppliers to propose alternative or innovative means of delivering these requirements, with justification being provided for this; however, the core requirement detailed in this section should be met in the proposal put forward. The Suppliers should closely refer to the framework for the Customer's monitoring and evaluation plan and commitments, and the ITS to understand the background and aims of the research.
- 2.2 The Customer encourages joint venture or consortium bids and / or, where appropriate, subcontracting arrangements.
- 2.3 Baseline data
- 2.4 As some actions have already been completed, the Supplier will be required to recover baseline data where available. This will be in the form of tables or published statistics.
- 2.5 There are many data and evidence sources available that could form part of this baseline data, for example:
- 2.6 Statistics collated within the Customer
- 2.7 The number of trips disabled people are taking compared to non-disabled people, miles travelled, hours spent travelling, and how many trips are taken by particular modes of transport (National Travel Survey)
- 2.8 Annual taxi statistics, especially the proportion of accessible taxis and PHVs in various areas of the country [4.29]¹
- 2.9 Annual bus statistics, this includes the proportion of vehicles compliant with accessibility regulations
- 2.10 Blue Badge statistics [4.30]
- 2.11 Concessionary travel statistics [4.22]

¹ Throughout the document, numbers in square brackets refer sections of the monitoring and evaluation framework. For example, "Annual taxi statistics" is referred to in Section 4.29

- 2.12 Public Service Vehicle Survey [4.32]
- 2.13 The public's attitudes to disabled access to transport, and behaviour towards people with disabilities (National Travel Attitudes Survey).
- 2.14 Data collated by other bodies, comprising of
- 2.15 The Maritime and Coastguard Agency's survey of disabled travellers, liaising with DfT colleagues responsible for Maritime policy.
- 2.16 The Civil Aviation Authority's regular reports on accessibility, liaising with DfT colleagues responsible for Aviation policy.
- 2.17 The Office for Rail and Road's monitoring of the Disabled People's Protection Policy and their consumer report "Measuring Up". Also, proportion of vehicles compliant with accessibility regulations, and number of journeys where assistance was booked.
- 2.18 Surveys conducted by the statutory body Transport Focus: the National Rail Passenger Survey, the Bus Passenger Survey, the Tram Passenger Survey.
- 2.19 Complaints data from the Rail Delivery Group [4.6] and any other complaints data available within the Department.
- 2.20 Research conducted by Communications colleagues on the public awareness campaign.
- 2.21 Although this data will be provided by Customer, the Supplier is expected to liaise with the relevant teams. The Customer lead for this evaluation will facilitate access and support. The Customer proposes to organise a 'data collation' meeting with the Supplier and all colleagues that the Customer is expecting to provide data to set out timelines and get colleagues on board early to ensure the project sticks to timings.
- 2.22 Inclusivity scorecard
- 2.23 The Customer has committed to publishing an inclusivity scorecard, which will show key indicators and monitoring data around inclusive transport.
- 2.24 The Supplier will be required to draft the scorecard, including format, which the Customer will work with them to develop. This will be likely to include statistics collected within the department and collated by other bodies, also management data collected in the department on the delivery status of various ITS actions, although the Customer invites bidders to suggest alternative contents, with justification. The Customer proposes holding an Inclusivity Scorecard workshop with the Supplier and policy colleagues from the Active and Accessible Transport team to agree what will be included in the scorecard. The data collation meeting can be used to cover data required for the inclusivity scorecard too.
- 2.25 The Customer lead for this evaluation will facilitate access to the right people within the Department and the Supplier will be expected to communicate with them. Management data includes data on:
- 2.26 The effectiveness of the Customer's information campaign, from research conducted by the Customer's communications team [4.6, 4.7]

- 2.27 the rollout of the online tool for bus passengers and related the information campaign. [4.6]
- 2.28 the number of local licensing authorities that have published lists of accessible taxis and PHVs [4.10]
- 2.29 Whether transport operators have someone responsible for inclusive transport at board and operational level. [4.18]
- 2.30 how many and what proportion of Customer staff have been trained in disability equality and awareness and their Public-Sector Equality Duty [4.20]. If so, whether they have used this knowledge in their work and examples of where this has improved a policy or programme. [4.20]
- 2.31 how much the Passenger Assistance Service has been used, in conjunction with Customer colleagues in Rail [4.22]
- 2.32 Whether the following online tools have been implemented and, if so, any available data on usage rates [4.26]
- 2.33 The number of applications to allow booking for Passenger Assistance
- 2.34 Digital map to show accessibility information for stations
- 2.35 Online models of stations
- 2.36 Any additional tools that give real-time information on access facilities.
- 2.37 How funding for audio-visual information on buses has been allocated [4.32]
- 2.38 The rollout of the Access for All Programme, including how many stations have been improved and any evaluation activity [4.33]
- 2.39 Any progress on the actions listed in sections [4.34] and [4.39].
- 2.40 Initial thoughts on what may be included in the inclusivity scorecard are, but not limited to:
- 2.41 Number of trips taken by disabled people, compared, as a ratio, to non-disabled people (using the NTS);
- 2.42 Number of complaints reported by disabled people (noting that the aim is for these to increase);
- 2.43 Number of people awarded a Concessionary Bus Pass;
- 2.44 Number of buses compliant with Public Service Vehicle Accessibility Regulations;
- 2.45 Number of mainline rail fleet compliant with accessibility standards;
- 2.46 Number of taxis with wheelchair access;
- 2.47 Number of vehicles in disabled tax class;
- 2.48 Number of stations with step free access.
- 2.49 The Customer expects the inclusivity scorecard to be published three times: in Spring 2020, Autumn 2021, and Spring 2023; and remain standardised.

2.50 Survey of disabled people

2.51 The Customer has committed to conducting two waves of a “survey of disabled people”, the aim of this is to assess whether disabled people have the same access to transport as everybody else, can go where everyone else goes and do so easily, confidently and without extra cost. The survey also contains questions on air travel and maritime travel for disabled people, for policy development purposes.

2.52 The Customer has produced a questionnaire which is currently being cognitively tested (more information about the questionnaire is in section 7.34). The cognitive testing will be completed before commencement of this contract. The Supplier will be responsible for the management and delivery of this survey. This includes:

2.53 Finalising the questionnaire, building on the work already done by the Customer;

2.54 Working with the Customer and DWP to agree the sampling frame;

2.55 Conducting the survey, through push-to-web and face-to-face where appropriate;

2.56 Analysing the findings, including weighting;

2.57 Reporting on the findings, comparing travel experiences of disabled and non-disabled people in the initial evaluation report, and compare this as well as wave 1 findings of the survey of disabled people in the final evaluation report.

2.58 The survey will be conducted twice, once in advance of the initial report and again for the final evaluation in 2023. The Customer expects the surveys to be run at the same time of year to avoid seasonal variations. The Supplier will have to consider the best time to carry out the survey, as one question asks about traveller’s experiences “in the last 4 weeks”, so this should not be a period when the respondent is least likely to travel. Holiday periods, such as Easter and Christmas, should also be avoided during fieldwork as travel is likely to be disrupted.

2.59 Sample

2.60 The Customer expects that the Survey of Disabled People is run as a follow-up to the Family Resources Survey (FRS). The FRS is an around-19,000-unit random-probability face-to-face household survey covering the whole of Great Britain, run by the Department for Work and Pensions (DWP)². It will provide us with detailed demographic and other contextual information. Suppliers should refer to the background note and methodology, link in the footnote, for additional information on the survey.

2.61 In the FRS, disabled people are identified as those who report any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more, and which limits their ability to carry out day-to-day activities.

² “Background note and methodology”, Department for Transport, March 2019 https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/789455/family-resources-survey-2017-18-background-note-methodology.pdf

2.62 The Supplier will receive a sample comprising of respondents from the 2017/18 survey who are disabled and agreed to be re-contacted for future research.

2.63 Based on initial analysis of the FRS 2017/18 sample, the Customer anticipate the available sample of disabled people to draw on to be around 6,922 respondents. This is based on households with at least one disabled person. However, other follow-up studies running at the same time may reduce the available sample. DWP will be able to confirm sample numbers with the Supplier once timescales are confirmed.

2.64 Below is a breakdown of the current available sample by age and disability grouping. These are disabled respondents who agreed to follow up. Please note that respondents could have answered 'yes' to more than one of these groupings – figures are not mutually exclusive.

	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 and over	Total
DISD01(Difficulty with vision)	15	23	55	117	172	528	910
DISD02(Difficulty with hearing)	10	27	48	85	167	746	1083
DISD03(Difficulty with mobility)	30	114	238	421	663	1823	3289
DISD04(Difficulty with dexterity)	19	63	135	252	370	916	1755
DISD05(Difficulty with learning)	32	69	76	137	121	167	602
DISD06(Difficulty with memory)	23	69	132	174	195	438	1031
DISD07(Difficulty with mental health)	95	287	327	366	317	238	1630
DISD08(Difficulty with stamina or breathing or fatigue)	49	160	254	361	543	1365	2732
DISD09(Difficulty with socially or behaviourally)	29	54	60	62	38	27	270
DISD10(Difficulty in other area of life)	26	98	169	268	312	603	1476

2.65 The Customer anticipates a n=1500 achieved sample size to provide a representative sample of disabled people, and allow breakdowns between types of disability, urban and rural areas, age, ethnic backgrounds and genders. The Customer invite bidders to suggest alternative sample sizes with justification for approach.

2.66 DWP have advised the typical response rate for FRS follow-up surveys to be 50%. However, this is the average, some conditions may have a higher/ lower response rate.

2.67 DWP will only be able to provide the minimum amount of sample estimated to be sufficient to achieve the Supplier's target sample of n=1500. So for

example, if the Customer were to assume a 50% response rate, the provided sample frame to achieve a sample of n=1500 would be 3000.

2.68 The Supplier will be expected to engage with DWP and the Customer to develop the sampling frame, which will be agreed at the contract inception meeting. Please note that DWP will not provide the full available sample as they do not want to exhaust the sample for other follow-up research.

2.69 The Supplier will be required to sign a Data Sharing Agreement (DSA) with DWP, the Customer and ONS. DWP will also require assurance from the Supplier that good security is in place, likely in the form of a Generic Security Assurance Document (GSAD). The sample will be transferred securely from ONS to the Supplier

2.70 There is bias in the sample who agree to follow-up. Notably an age bias – older people are more likely to agree to follow-up surveys. The Supplier must set out how they will address any potential bias, including correcting for non-response bias and for those who did not agree to be followed up.

2.71 Additionally, a large number of respondents will have more than one disability. Therefore, although the breakdown is available in paragraph 7.22 it may be difficult to predict how the sample will fall out across the age brackets by disability type, and so some categories may end up underrepresented. The Supplier must set out how they will address this to ensure findings are representative.

2.72 To note, of respondents with more than one disability type, disability types can be expected to interact with one another, leading to a different experience/context than those respondents with just one of these disability types. Where possible the Customer would like the sample to be representative of the wider population of disabled people.

2.73 The wave 2 survey of disabled people will likely be based on the 2020/21 survey of respondents who agreed to be re-contacted for future research. The Supplier will be required to work with DWP again to develop the sampling frame.

2.74 Method

2.75 The Customer anticipates the survey to be run as ‘push-to-web’³, with all material screen reader accessible. The sample has full details on addresses; however, email addresses and phone numbers are patchy.

2.76 This method may not be suitable for some conditions; therefore, respondents will require the option to request for the survey be conducted by telephone or face to face. The Supplier should cost for 10% of the sample to require face to face interviewing and 10% to require telephone interviewing.

2.77 The Customer welcomes Supplier’s views on the best approach to achieve the sample size, particularly for certain conditions or impairments. This could

³ A push-to-web survey is where non-internet contact modes (such as letters) are used to encourage sample members to go online and complete a web questionnaire.

involve, for example, letters tailored to respondent's disability. Enabling participation should follow the GSR Professional Guidance Ethical Assurance⁴.

2.78 Questionnaire

2.79 The Customer has developed the survey questions for the "survey of disabled people", which are currently being cognitively tested. The draft survey is attached in Annex A, the questions in red are being cognitively tested. This work will be completed in advance of the commencement of this contact. The Supplier will be required to work with the Customer to finalise the survey questions.

2.80 The "survey of disabled people" is a cross-modal survey of public transport, air travel, maritime and car use, and will specifically explore the following points.

2.81 How confident disabled people feel about travelling [3.2]⁵

2.82 How easy disabled people find it to make journeys [3.2]

2.83 How affordable disabled people find travel [3.2]

2.84 Whether disabled people have experienced discrimination from staff on public transport [4.16] and taxi drivers [4.9]

2.85 How well disabled people feel they are treated by staff on public transport [4.16] and taxi drivers [4.9]

2.86 How well disabled people feel that staff on public transport understand their needs. [4.16]

2.87 Whether disabled people are aware of the online tool for bus passengers and the Rail Ombudsman [4.6].

2.88 Whether disabled people feel they are aware of their rights and, for those that use a particular mode of transport, whether they would know how to make a complaint. [4.6]

2.89 How disabled people feel they are treated by other passengers. [4.6]

2.90 How many disabled people know about the Disabled Persons Assistance Card, Concessionary Bus Passes the Passenger Assistance Service and the Disabled Persons Railcard [4.6]

2.91 Assuming the following online tools have been released: whether disabled passengers are aware of them and whether they have used them to plan journeys. The Customer will want to ask this question both of disabled people who use the relevant mode of transport and those who currently do not. [4.26]

2.92 Application to allow booking for Passenger Assistance

2.93 Digital map to show accessibility information for stations

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https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/515296/ethics_guidance_tcm6-5782.pdf

⁵ Throughout this specification, numbers in square brackets refer to the paragraph in the framework that discusses a particular topic. For example, the requirement to assess "How confident disabled people feel about travelling" is discussed in Section 3.2 of the framework.

- 2.94 Online models of stations
- 2.95 Any additional tools that give real-time information on access facilities.
- 2.96 Whether participants have had any recent difficulties accessing toilet facilities while travelling. [4.29]
- 2.97 Whether participants have used a smart card or barcode on a mobile phone to travel and whether they are aware of these options. [4.29]
- 2.98 For disabled bus passengers, whether they have had recent issues with accessing the wheelchair space when they need it. [4.29]
- 2.99 For disabled bus passengers, whether they have noticed audio-visual information (i.e. on-board announcements or display screens) on their journeys and whether they have used this. [4.32]
- 2.100 For disabled people who use public transport, whether they have had any recent difficulties buying tickets. [4.29]
- 2.101 The full survey length, based on the longest route possible, is approximately 24 minutes. However, certain disabilities or conditions are likely to extend interview length. The draft questionnaire is in Annex A for bidders to estimate average interview length.
- 2.102 Survey of the travelling public
- 2.103 The Customer has also committed to conducting two waves of a “survey of the travelling public” to provide a comparison of non-disabled adults to the survey of disabled people. These surveys will thus also contribute to answering the three high level research questions specified above.
- 2.104 This survey will also be conducted as part of the FRS follow-up, please refer to section 7.15 for details regarding receiving sample from DWP.
- 2.105 This survey is principally intended to allow comparison between disabled and non-disabled people. For example, if the “survey of disabled people” suggests that about half of disabled people find travel affordable, the Customer would want to know what proportion of non-disabled people find travel affordable. This survey gives us that comparison.
- 2.106 This survey needs to produce comparable results with the “survey of disabled people”, and so will have to follow a similar methodology.
- 2.107 The role of the Supplier will be to:
 - 2.107.1 Finalise the questionnaire, building on the work already done by the Customer;
 - 2.107.2 Work with the Customer and the DWP to agree the sampling frame;
 - 2.107.3 Conduct the survey, through push-to-web;
 - 2.107.4 Analyse the findings, including weighting;
 - 2.107.5 Report on the findings, comparing travel experiences of disabled and non-disabled people in the initial evaluation report, and compare this as well as wave 1 findings of the survey of the travelling public in the final evaluation report.

- 2.107.6 This work will explore many of the same areas as the “survey of disabled people” above, as follows:
- 2.107.7 How confident people feel about travelling [3.2].
- 2.107.8 How easy people find it to make journeys [3.2]
- 2.107.9 How affordable people find travel [3.2]
- 2.107.10 How well people feel they are treated by staff on public transport [4.16] and taxi drivers [4.9]
- 2.107.11 How people feel they are treated by other passengers. [4.6]
- 2.107.12 Whether participants have had any recent difficulties accessing toilet facilities while travelling. [4.29]
- 2.107.13 Whether participants have used a smart card or barcode on a mobile phone to travel and whether they are aware of these options. [4.29]
- 2.107.14 Whether they have noticed audio-visual information (i.e. on-board announcements or display screens) on their journeys and whether they have used this. [4.32]
- 2.107.15 For people who use public transport, whether they have had any recent difficulties buying tickets. [4.29]
- 2.107.16 Whether respondents have noticed the Customer’s public awareness campaign, what they thought of it and whether they have changed their views or behaviours [4.7].
- 2.108 The Customer invites Suppliers to suggest appropriate sample sizes to provide a comparison with the “survey of disabled people”.
- 2.109 Qualitative research with disabled people
- 2.110 As part of the evaluation, the Customer have committed to conducting qualitative work with disabled people to get a detailed view of how disabled people travel, what prevents them from travelling, and how the ITS actions have affected their travel. This work aims to understand “What is disabled people’s experience of travel? What can be done to improve their experience and encourage them to travel more?”
- 2.111 This work will be carried out by the Supplier in advance of the initial evaluation report. It will form part of ‘monitoring’ the state of the ITS - it is intended to give useful information for the ongoing delivery of the ITS and for future policy.
- 2.112 The Customer anticipates that the methods will comprise one-to-one interviews, either face to face or by telephone, although they would welcome Supplier’s views on the best approach, and justification for alternative approaches. Enabling participation should follow the GSR Professional Guidance Ethical Assurance.
- 2.113 The work should give insight into the experience of:

- 2.113.1 Disabled people who use different modes of transport, including rail, bus, train and taxi.
 - 2.113.2 Disabled wheelchair users who travel by bus. [4.29]
 - 2.113.3 If possible, disabled people who travel by air
 - 2.113.4 If possible, disabled people who travel by sea
 - 2.113.5 Disabled people who do not travel (to find out what is likely to help them to travel).
 - 2.113.6 Users of Changing Places facilities, preferably where the facility is located at motorway service stations.
 - 2.113.7 Disabled people with assistance dogs who take taxis.
- 2.114 The Customer anticipates a sample of 40 disabled people; however, bidders may suggest an alternative sample size, with justification.
- 2.115 As far as possible, the sample should include disabled people with different categories of disability, from both urban and rural areas, and of different ages, ethnic backgrounds and genders, and who use different modes of travel. The Customer is particularly interested in those who might be affected by the ITS actions: for example, people with sensory impairments who use buses, people with assistance dogs who use taxis and potential users of Changing Places facilities.
- 2.116 The Supplier should work with the Customer to prepare a topic guide for this research. This is likely to involve asking disabled people to talk through their journeys from start to finish, with a focus on what can be done to make their journeys more accessible. It should specifically cover the following topics:
- 2.116.1 Disabled people's interactions with transport staff and how this has changed over time. [4.16]
 - 2.116.2 What makes their journeys more or less difficult? Including barriers to travel
 - 2.116.3 What aspects of travelling increase or reduce how confident they feel about travelling.
 - 2.116.4 How they manage the costs of travelling.
 - 2.116.5 Their experiences with drivers parking on pavements. [4.29]
 - 2.116.6 Their experiences with buying rail, bus or other tickets. [4.29]
 - 2.116.7 Where relevant, their experience with using toilet facilities, especially on public transport. [4.29]
 - 2.116.8 For bus passengers requiring the wheelchair space, their experience in accessing this space. [4.29]
 - 2.116.9 For bus passengers, their experiences with audio-visual information and how they have used it in their journeys. [4.32.]
 - 2.116.10 Their experiences with taxi drivers [4.9]
- 2.117 Research with transport operators

- 2.118 The Supplier will conduct qualitative research with transport operators, including bus, train and taxi companies. This will be used to explore research question 3: How have the actions and ambitions of the Inclusive Transport Strategy been delivered? What has worked well? What has not worked well?
- 2.119 The work will begin with a scoping stage, in which the Supplier will investigate what data is available, which organisations to interview, and who the contact points in each transport operator organisation will be.
- 2.120 Following that, the research is likely to consist of three main elements: qualitative interviews with management representatives of transport operators; qualitative interviews with “frontline” transport staff; and data collection from transport operators. Enabling participation should follow the GSR Professional Guidance Ethical Assurance.
- 2.121 The Customer anticipates that the qualitative interviews with transport operators will comprise of telephone interviews with approximately 20 transport operators, including bus, train and taxi/PHV companies and covering both large and small organisations, and urban and rural. It will cover the following areas:
- 2.121.1 How transport operators deal with complaints [4.6].
 - 2.121.2 How they have implemented the Customer’s training package, accreditation programme and (for some modes of transport) guidance around training [4.16]
 - 2.121.3 Whether they have involved disabled people in implementing disability training and, if so, what difference this has made. [4.17]
 - 2.121.4 Whether refresher courses for disability training are required.
 - 2.121.5 For train operators, whether they have someone responsible for inclusive transport at board and operational level and, if so, what difference this has made to their understanding of disability and how they deliver their services. [4.18]
 - 2.121.6 How they have encouraged the promotion of assistance cards. [4.22]
 - 2.121.7 For taxi companies, why their drivers refuse people with assistance dogs. This is, in fact, an action from the Inclusive Transport Strategy to commission research on this: it makes sense to combine it with the Supplier’s evaluation research. [4.13]
 - 2.121.8 For bus operators, how they have used the funding for audio-visual information and how this has translated into delivery. [4.32]
- 2.122 The Customer anticipates the qualitative interviews with frontline staff to be face to face interview or telephone interviews with approximately 20 staff, including taxi/PHV vehicle drivers, bus drivers, station staff and staff on board trains. These staff should, if possible, belong to the same organisations interviewed as part of the qualitative work above. They should be customer-facing staff, rather than managers.
- 2.123 The sample should include staff that have taken disability training, staff that have not, and staff who have difficulties dealing with disabled people.

- 2.124 The interviews will cover:
 - 2.124.1 Interaction with disabled people
 - 2.124.2 For those who have taken disability training, how they feel this has changed their interaction with disabled people. [4.16]
 - 2.124.3 For taxi drivers, why some taxi drivers refuse people with assistance dogs. [4.13]
 - 2.124.4 Finally, this work will require a limited amount of data collection from transport operators. This is likely to consist of data collected in a spreadsheet template, emailed to a sample of transport operators (again, probably the same operators who took part in the qualitative work above).
 - 2.124.5 The data collected will include:
 - 2.124.6 For bus and taxi companies, number of complaints reported.
 - 2.124.7 For bus companies, how many vehicles have audio-visual information. [4.32]
 - 2.124.8 Number of staff who have taken disability training.
- 2.125 Research with Local Licensing Authorities for taxis and private hire vehicles (PHVs)
- 2.126 The Supplier will also conduct qualitative work with local licensing authorities for taxis and private hire vehicles (PHVs), to address research question 3: How have the actions and ambitions of the Inclusive Transport Strategy been delivered? What has worked well? What has not worked well?
- 2.127 As with the qualitative work with transport operators, this work will begin with a scoping stage. This should particularly examine what data is available on enforcement around assistance dog refusal in taxis and PHVs.
- 2.128 The qualitative work is likely to consist of interviews with about 10 local licensing authorities of various sizes and locations. Enabling participation should follow the GSR Professional Guidance Ethical Assurance.
- 2.129 The Supplier should propose a method for this in their bid. It should cover:
 - 2.130 How local licensing authorities are using the Supplier's guidance around taxi and PHVs on reporting discrimination [4.9].
 - 2.131 Any barriers to publishing lists of wheelchair-accessible taxis and PHVs [4.10].
 - 2.132 How they are using the Supplier's guidance to mandate/recommend training for taxi and PHV drivers [4.16].
 - 2.133 How local licensing authorities handle complaints around assistance dog refusal and manage enforcement in this area [4.13].
 - 2.134 Optionally, a wider exploration of how licensing bodies deal with reports of discrimination.

- 2.135 The data collection is likely to consist of emailing a spreadsheet template to the same local authorities who take part in the qualitative research. This should cover:
- 2.135.1 Number of reports of discrimination [4.9]
 - 2.135.2 Whether they have published lists of wheelchair-accessible taxis and PHVs [4.10]
 - 2.135.3 How many staff have been trained using the disability training package or as part of the accreditation programme [4.16]
 - 2.135.4 Number of complaints on assistance dog refusal and enforcement actions taken in this area. [4.13]
 - 2.135.5 Survey of the Customer staff
 - 2.135.6 In Spring 2020, the the Customer will write and conduct a short online survey of the Customer's staff on:
 - 2.135.7 Whether staff have been trained in disability equality and awareness and their Public Sector Equality Duty [4.20]
 - 2.135.8 If so, whether they have used this knowledge in their work and examples of where this has improved a policy or programme.
- 2.136 The raw data will be passed onto the Supplier to analyse findings for the initial report.
- 2.137 This survey will be run annually – again in 2021, 2022, and 2023. The raw data will continue to be passed onto the Supplier for analysis.
- 2.138 In 2021 and 2022, the Supplier will deliver a PowerPoint presentation with key findings.
- 2.139 In 2023, the findings will be included in the final evaluation report.
- 2.140 Survey of assistance dog users
- 2.141 The Customer would like to include a survey of assistance dog users. This would aim to explore the problem of assistance dog refusal by taxis, PHVs and buses, investigating how widespread it is and the perceived reasons behind it.
- 2.142 The Customer would welcome proposals from Suppliers on how best to conduct this work. the Customer expect it to be a survey of assistance dog users with a n=400 achieved sample size, using a sampling frame provided by partner organisations. But the Customer invites bidders to suggest alternative sample sizes and approaches with justification for approach.
- 2.143 The Customer anticipates that online surveys that are screen reader accessible would be most appropriate, with some telephone interviews, although the Customer would welcome Supplier's proposals on this. Enabling participation should follow the GSR Professional Guidance Ethical Assurance.
- 2.144 It is likely that any survey would need to be conducted twice, once in advance of the initial report and again for the final evaluation in 2023, to assess how the scale of the problem changes over time.

- 2.145 Any proposal would need to consider the difficulty of surveying people with a range of impairments, including but not limited to visual impairments. All material would need to be screen reader accessible.
- 2.146 Optional: Innovative methods
- 2.147 In the framework, the Customer committed to exploring the possibility of gathering data from a cohort of disabled and non-disabled people on travel costs.
- 2.148 This work would aim to give a quantitative answer to the question: “How affordable is travel for disabled people, compared to non-disabled people, and how does this change over time?”.
- 2.149 The Customer invites Suppliers to suggest potential methods to do this, for example extending the qualitative research with disabled people. This work should be costed separately from the main proposal. Suppliers will not be evaluated on this optional component.
- 2.150 Initial and final evaluation reports
- 2.151 The Supplier will be expected to produce two reports: an initial evaluation report and final evaluation report. Both these reports should draw on the statistics collated within the department and data collated by other bodies as set out in paragraph 7.5, the management data collected by the different ITS workstreams as set out in paragraph 7.10, along with the findings from the research conducted. The reports should be presented in a narrative form.
- 2.152 Initial evaluation report
- 2.153 This should include findings from the wave 1 survey of disabled people and the travelling public to compare travel experiences of disabled and non-disabled people, findings from the qualitative research with disabled people, findings from the survey of the Customer’s staff, and from the survey of assistance dog users. Baseline data should also be used where available, along with other statistics to look for any changes over time.
- 2.154 Final evaluation report
- 2.155 This should include findings from the wave 2 survey of disabled people and the travelling public to compare changes since wave 1 survey of disabled people and the travelling public. It will also include the research with transport operators, research with Local Licensing Authorities, research with the Customer’s staff, and from the survey of assistance dog users. Findings should be collated alongside other sources of evidence specified in the framework to answer the three research questions set out in this Statement of Requirements.

3. KEY MILESTONES AND DELIVERABLES

- 3.1 The Supplier is responsible for the evaluation of the entirety of the ITS, not for the individual project level evaluations.
- 3.2 The key outputs are:
- 3.3 An inclusivity scorecard to be produced in Spring 2020, Autumn 2021, and Spring 2023.

3.4 An initial evaluation report, to be published end of 2020.

3.5 A final evaluation report, to be published by end of 2023.

3.6 the Customer require the following specific deliverables:

- 3.6.1 3x questionnaires: one for the survey of disabled people, one for the survey of the travelling public, and one for the survey of assistance dog users, which will each be run twice; 4x interview guides: 1 for the interviews with disabled people, 2 for the interviews with transport operators, and 1 for the interviews with Local Licencing Authorities.
- 3.6.2 Two written reports, which review the findings of research specified above, together with the other sources of evidence listed in paragraphs 7.5 and 7.10 in order to draw conclusions about the three research questions. These should be quality assured for online publication and will need to follow the the Customer's accessibility requirements.
- 3.6.3 The initial evaluation report, which contains the findings from the first "survey of disabled people", the first "survey of the travelling public", the qualitative work with disabled people, the survey of the Customer's staff, the survey of assistance dog users and other sources of evidence noted above.
- 3.6.4 The final evaluation report, which contains the findings from the second "survey of disabled people", the second "survey of the travelling public", the qualitative work with transport operators and local licensing authorities, the survey of the Customer's staff, the survey of assistance dog users and other sources of evidence noted above.
- 3.6.5 Four presentations in PowerPoint format.
- 3.6.6 One to precede the initial evaluation report, summarising the findings from that report.
- 3.6.7 One with key findings from the 2021 survey with the Customer's staff
- 3.6.8 One with key findings from the 2022 survey with the Customer's staff
- 3.6.9 One to precede the final evaluation report, summarising the findings from that report.
- 3.6.10 If requested, any supporting data collected in the research, provided in an accessible format (Excel, CVS).

3.7 The Customer requires the Supplier to attend the following meetings, in person, at Great Minister House in London:

- 3.7.1 A meeting to start the project once the contract has been awarded.
- 3.7.2 A presentation of the initial evaluation report findings in early Autumn 2020.

- 3.7.3 A meeting in spring 2023 before the second phase of research.
- 3.7.4 A presentation of the final evaluation report findings in late 2023.
- 3.7.5 The Customer also requires the Supplier to attend weekly update meetings with the Customer's project manager and to respond to other queries as necessary.

3.8 The proposed contract milestones/deliverables are as follows, but are subject to change at the discretion of the Customer, in consultation with the Supplier:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Contract awarded	End of March 2020
2	Inception meeting at the Customer's offices	End of March 2020
3	Wave 1 survey of disabled people and travelling public, and qualitative work with disabled people fieldwork begins	End of April 2020
4	First inclusivity scorecard published	End of May 2020
5	Scoping work with transport operators and Local Licencing Authorities begins Wave 1 survey of assistance dog users fieldwork begins	End of May 2020
6	the Customer's staff survey fieldwork begins	End of May 2020
7	PowerPoint presentation of the initial evaluation report, summarising findings	End of July 2020
8	Report planning meeting	End of July 2020
9	1 st draft of initial evaluation report available to the Customer to comment	End of Sept 2020
10	Presentation of initial evaluation report at the Customer's offices	End of Sept 2020
11	Initial evaluation report published	End of Oct 2020
12	the Customer's staff survey fieldwork begins	End of May 2021
13	PowerPoint presentation of the the Customer staff survey	End of July 2021
14	Second inclusivity scorecard published	End of Sept 2021

15	Customer staff survey fieldwork begins	End of May 2022
16	PowerPoint presentation of the Customer staff survey	End of July 2022
17	Third inclusivity scorecard published	End of April 2023
18	Final evaluation kick-off meeting at the Customer's offices	End of May 2023
19	the Customer's staff survey fieldwork begins	End of May 2023
20	Wave 2 survey of disabled people and travelling public fieldwork begins (will need to be run at a similar time of year as the wave 1 survey of disabled people and travelling public survey)	End of June 2023
21	Fieldwork with transport operators and Local Licencing Authorities begins Wave 2 survey of assistance dog users fieldwork begins	End of June 2023
22	PowerPoint presentation of the final evaluation report, summarising findings	End of Sept 2023
23	Report planning meeting	End of Sept 2023
24	1 st draft of final evaluation report available to the Customer to comment	End of Oct 2023
25	Presentation of initial evaluation report at the Customer's offices	End of Oct 2023
26	Final evaluation report published	End of Dec 2023

4. EQUALITY, DIVERSITY AND INCLUSION

4.1 The Supplier's Public-Sector Equality Duty requires that the Customer have due regard to the need to eliminate discrimination, advance equality and foster good relations between different people. The Customer also require the Supplier to uphold this duty.

5. ETHICS

5.1 The Customer is committed to promoting high ethical standards in the conduct of the social research it funds and commissions. the Customer expect the Supplier to conduct research to appropriate ethical standards, and at a minimum to follow the principles outlined in the Government Social Research (GSR) Unit Professional Guidance 'Ethical Assurance for Social Research in Government':

5.1.1 Principle 1: Sound application and conduct of social research methods, and interpretation of the findings

5.1.2 Principle 2: Participation based on informed consent

5.1.3 Principle 3: Enabling participation

5.1.4 Principle 4: Avoidance of personal and social harm

5.1.5 Principle 5: Non-disclosure of identity

5.1.6 For further details of these principles see the GSR guidance here: <https://www.gov.uk/government/publications/ethical-assurance-guidance-for-social-research-in-government>

6. QUALITY

6.1 Supplier's proposals must be able to offer an appropriate level of expertise and experience and be able to deliver the outputs within the desired timeframe.

6.2 As part of the proposals, Suppliers shall provide a quality control plan that demonstrates their organisation's quality control procedures.

6.3 Suppliers should take note of the following guidelines for producing research outputs. These are intended to ensure that the reporting process is efficient and produces outputs of good quality that will be acceptable for the Customer.

6.4 All reports and other outputs of the Contract should use language that a non-analyst would understand and have clear policy-relevant messages. Sentences, headings and paragraphs should be short and concise. Slang and jargon should be avoided. Where technical terms must be used, a glossary should be provided.

6.5 Reports should be written in the third person and should refer to analytical findings in the past tense. The Supplier should ensure the style and tense used does not change throughout the report. Drafts must be consistent in language and acronyms, use of footnotes and use of references throughout.

6.6 Research methods should be described succinctly in the main text. Further detail that would allow a technical peer reviewer to understand the research methods and ascertain their quality should be provided in a technical annex.

6.7 Reports should begin with an Executive Summary of 3-5 pages in length. This should be suitable for use as a stand-alone summary of the research findings. It should clearly identify the main points arising of policy relevance.

6.8 Reports which are intended for publication should be drafted using the Customer's report template which will be provided by the Customer. They should adhere to the Customer's accessibility requirements for all publications on GOV.UK:

- 6.8.1 document reads logically when reflowed or rendered by text-to-speech software
 - 6.8.2 language is set to English (in File > Properties > Advanced)
 - 6.8.3 structural elements of document are properly tagged (headings, titles, lists etc.)
 - 6.8.4 all images/figures have either alternative text or an appropriate caption
 - 6.8.5 tables are correctly tagged to represent the table structure
 - 6.8.6 text is left aligned, not justified
 - 6.8.7 document avoids excessive use of capitalised, underlined or italicised text
 - 6.8.8 hyperlinks are spelt out (e.g. in a footnote or endnote)
- 6.9 The Supplier should schedule a report planning meeting with the Customer. This should take place when data collection and analysis has been conducted and before drafting of the report begins. For this meeting, the Supplier should provide a suggested outline of the report contents and a narrative of the main points that will be covered and the emerging conclusions. Discussion and agreement on these points in advance should make the report writing process more efficient and minimise wasted effort by the Supplier and Customer.
- 6.10 The Supplier should build in time for thorough quality assurance of reporting outputs to ensure they have been thoroughly checked before submission and so are free from spelling and grammatical errors. The schedule should build in time for this process. The Supplier is responsible for proof-reading and formatting the report.
- 6.11 The Supplier should allow adequate time for the Customer to review draft reports and return comments. Any comments provided by the Customer must be fully addressed.
- 6.12 In addition to meeting these quality guidelines, research findings must be sufficiently robust to guide future policy decisions. This means that the research needs to be defensible in design and that the collection, analysis and interpretation of qualitative data is transparent and systematic. Methodological decisions and any implications of such decisions must be explained.

7. STAFFING AND EXPERIENCE

- 7.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 7.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard. The following types of expertise will be essential for successful delivery of this research:
- 7.2.1 Understanding and experience of theory-based evaluations
 - 7.2.2 Understanding and experience of conducting surveys

7.2.3 Experience of conducting interviews

7.2.4 Experience of conducting research with disabled people

7.3 The Supplier shall ensure that staff understand the Customer's vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

8. SERVICE LEVELS AND PERFORMANCE

8.1 The Customer will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery	Deliverables presented to the Customer according to the timescales outlined in Section 8 'Key Milestones and Deliverables' (unless otherwise agreed) and are in the agreed format;	100%
2	Research Quality	When agreed, deliverables are quality assured, clear, accurate and of a publishable standard;	100%
3	Response Time	The Supplier is flexible and i) adapts work plans quickly in light of changing situations to ensure planned outcomes are achieved, for e.g. revising recruitment approach or methodology; ii) responds positively to requests and queries from the Customer and other stakeholders; and iii) supports data quality by proactive and collaborative working with sub-contractors and ensuring that roles and responsibilities are clear;	100%
4	Risk Management	High quality, detailed and up to date project risk assessments in place. Appropriate mitigations are adopted/ mitigation action is taken.	100%

8.2 The quality of the service provided by the Supplier be regularly monitored by the Customer against the elements outlined above throughout the duration of the Contract.

8.3 The Supplier shall participate in half-year review meetings with the Customer to review the quality and performance of the services provided. The Supplier shall be appropriately represented at the review meetings that will usually be conducted via teleconference or facilitated face to face in where this can coincide with other meetings.

- 8.4 Following annual review meetings, the Customer may choose to discontinue the contract if it judges any of the following criteria are not met or improved through a performance improvement plan in line with the Terms and Conditions:
- 8.5 A robust and appropriate evaluation design has been demonstrated to be feasible;
- 8.6 A sufficiently robust data collection method has been identified and;
- 8.7 The research outputs are of sufficient quality and are providing robust evidence to guide future policy decisions; and;
- 8.8 The proposed study represents value for money.

9. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 9.1 The Customer is committed to maintaining high standards of data security and confidentiality.
- 9.2 The Supplier must fully comply with General Data Protection Regulations (GDPR) and the Freedom of Information (FOI) legislation and the Mandatory Minimum Measures set out by the Cabinet Office.
- 9.3 The Supplier shall address any Data Protection or Information Security issues that they anticipate encountering in relation to the Contract and their approach to mitigate them. Any information security accreditations held by the tenderer or sub-contractor organisations must be clearly outlined.
- 9.4 The Intellectual Property Rights (IPR) of all products created during this commission (including, without limitation, all data, findings and outputs) will be vested with the Customer.
- 9.5 The Supplier shall seek approval in advance from the Customer's Project Manager for any press release, presentation or publication related to this project until the final report is published; sufficient time should be allowed for this. After publication of the final report, the Supplier shall keep the Customer's Project Manager informed of any further use of data and/or findings from the project.
- 9.6 All copyright, know-how and other property rights generated from this project remain property of the Crown. The Supplier shall ensure that all documentation and wherever possible all computer media are clearly marked accordingly.
- 9.7 Any outputs, including the final evaluation framework, must not be published or shared with any third parties without the written permission of the Customer.

10. CONTRACT MANAGEMENT

- 10.1 A project manager at the Customer will manage the Supplier.
- 10.2 The Supplier must attend a weekly telephone meeting with the project manager and answer other queries as required, as specified in Section 8.
- 10.3 In addition, the Supplier should attend meetings at the Department for Transport.

ANNEX B
Supplier Proposal

REDACTED

ANNEX C
Price Schedule

REDACTED