Invitation to Tender to monitor the benefits of the Big Energy Savings Network (BESN)

Tender Reference Number: 1084/10/2015

Deadline for Tender Responses: Friday, 06 November 2015 12:00 PM

Department of Energy and Climate Change

Date: 19/10/15

The Department of Energy and Climate Change (“DECC”) wishes to appoint a Supplier to monitor the benefits of the Big Energy Savings Network.

Enclosed are the following sections:

* Section 1 (page 3) Instructions on tendering procedures
* Section 2 (page7) Specification of requirements
* Section 3 (page23) Further information on tendering procedure
* Section 4 (page26) Declarations and information to be provided:
  + - * + Statement of Non-Collusion
        + Form of Tender
        + Conflict of Interest
        + Questions for tenderers
        + Code of Practice for Research
* Annex A: Pricing breakdown
* Annex B: Code of practice for research
* Annex C: Terms and Conditions for Contract (see annex 12 & DECC versions – attached to email)
* Annex D:DECC social research report writing guidelines

Please read the instructions on the tendering procedures carefully as not complying with them may invalidate your tender. Your tender must be returned by12pm on 6th November 2015 clearly marked as “TENDER”.

I look forward to receiving your response.

Yours sincerely,

Jessica Hunt

Senior Research Officer

Section 1

Instructions and Information on Tendering Procedures

Invitation to Tender to monitor the benefits of the Big Energy Savings Network

Tender Reference Number:

Deadline for Tender Responses:

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[2 Submitting Tenders 4](#_Toc431312338)

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# 1. Indicative Timetable for tender exercise

The anticipated timetable for this tender exercise is as follows. DECC reserves the right to vary this timetable. Any variations will be published on contracts finder or circulated to all organisations who have registered an interest in notifications.

|  |  |
| --- | --- |
| **Tender Timeline** | **Date** |
| Advert and full invitation to tender issued | Monday, 19 October 2015 |
| Deadline for questions relating to the tender | Monday, 26 October 2015 17:00 PM |
| Responses to questions published | Friday, 30 October 2015 17:00 PM |
| Deadline for receipt of tender | Friday, 06 November 2015 12:00 PM |
| Contract clarification process | Wednesday 11th /Thursday 12th November 2015 |
| All suppliers alerted of outcome | Friday 13th November 2015 |
| Contract award on signature by both parties | Monday 16th November 2015 |
| Contract start date | Monday 16th November 2015 |

The contract is to be for a period of seven months, unless terminated or extended by the Department in accordance with the terms of the contract.

# Submitting Tenders

The maximum page limit for tenders is 30 (excluding declarations)

Please **email** your proposal by the deadline of Friday, 06 November 2015 17:00 PM to Jessica.Hunt@decc.gsi.gov.uk. Please also **send 3 hard copies** of your proposal and declarations by the tender deadline addressed to Jessica Hunt, DECC, 3 Whitehall Place, London SW1A 2AW. Envelopes/packages should bear no reference to the tenderer by name and must be clearly marked as “Tender”.

For questions on the procurement process please contact Jessica Hunt ([Jessica.Hunt@decc.gsi.gov.uk](mailto:Jessica.Hunt@decc.gsi.gov.uk)) or Kevin Gornall ([Kevin.Gornall@decc.gsi.gov.uk](mailto:Kevin.Gornall@decc.gsi.gov.uk)).

If you require further information concerning the tender process, or the nature of the proposed contract, email Kevin.Gornall@decc.gsi.gov.uk. All questions must be submitted by Monday 26th October 2015, 17:00PM. Should questions arise during the tendering period, which in our judgement are of material significance, we will publish these questions with our formal reply by Friday 30th October 2015, 17:00PM and circulate – unnamed - to all organisations that have expressed an interest in bidding. All contractors should then take that reply into consideration when preparing their own bids.

The Department may amend the enclosed tender documents prior to the deadline for receipt of tenders. Any amendment will be numbered, dated and issued. Where amendments are significant, the Department may at its discretion extend the deadline for receipt of tenders.

Tenders will be received up to the time and date stated, and not considered after the deadline. Those received before that date and time will be retained unopened until then. Tenders should remain valid for a period indicated in the specification of requirements.

DECC shall have the right to disqualify you from the procurement if you fail to fully complete your response, or do not return all of the fully completed documentation and declarations requested in this ITT. DECC shall also have the right to disqualify you if it later becomes aware of any omission or misrepresentation in your response to any question within this invitation to tender.

You will not be entitled to claim from the Department any costs or expenses that you may incur in preparing your tender whether or not your tender is successful.

DECC reserves the right to withdraw this contract opportunity without notice and will not be liable for any costs incurred by contractors during any stage of the process. In the event a tender is considered to be fundamentally unacceptable on a key issue, regardless of its other merits, that tender may be rejected. By issuing this invitation the Department is not bound in any way and does not have to accept the lowest or any tender and reserves the right to accept a portion of any tender unless the tenderer expressly stipulates otherwise in their tender.

# Conflict of Interest

The DECC standard terms and conditions of contract refer to conflict of interest and require contractors to declare any potential conflict of interest to the Secretary of State.

For research and analysis, conflict of interest is defined the presence of an interest or involvement of the contractor or subcontractor which could affect the actual or perceived impartiality of the research or analysis.

*A conflict of interest for this project would include the circumstance in which a contractor or sub-contractor has had prior involvement with the scheme which is being evaluated, either through governance or delivery of services*.

Where there may be a potential conflict of interest, it is suggested that the organisation designs a working arrangements such that the findings cannot be influenced (or perceived to be influenced) by the organisation which is the owner of a potential conflict of interest. For example, consideration should be given to the different roles which organisations play in the research or analysis, and how these can be structured to ensue maintain an impartial approach to the project is maintained.

The process by which this is managed in the procurement process is as follows:

1. **During the bidding process, organisations may contact DECC to discuss whether or not their proposed arrangement is likely to yield a conflict of interest.** Any responses given to individual organisations will be published on contract finder (in a form which does not reveal the questioner’s identity). Any organisation thinking of submitting a bid, should share their contact details with the staff member responsible for this procurement, to ensure they receive an update when any responses to questions are published.
2. **Contractors are asked to sign and return Declaration 3 to indicate whether or not any conflict of interest may be, or be perceived to be, an issue.** If this is the case, the contractor should give a full account of the actions or processes that it will use to ensure that conflict of interest is avoided. In any statement of mitigating actions, contractors are expected to outline how they propose to achieve a robust, impartial and credible approach to the research.
3. **When tenders are scored, this declaration will be subject to a pass/fail score**, according to whether, on the basis of the information in the proposal and declaration, there remains a conflict of interest which may affect the impartiality of the research.

Failure to declare or avoid conflict of interest at this or a later stage may result in exclusion from the procurement competition, or in DECC exercising its right to terminate any contract awarded.

# Terms and Conditions of Contract

The UK SBS Framework and standard DECC terms and conditions will apply to this requirement

– attached to email

# 5. Checklist of Documents to be Returned

1. The proposal
2. The declarations:
   * Statement of non-collusion
   * Form of tender
   * Conflict of interest
   * Questions for tenderers
   * Code of practice
3. Price schedule (annex A)
4. Copies of previous reports

Section 2

Specification of Requirements

Invitation to Tender for: Monitoring the benefits of the Big Energy Savings Network (BESN)

Tender Reference Number:

Deadlines for Tender Responses:

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# Introduction and Summary of Requirements

DECC is looking for a contractor or contractors to undertake an exercise to monitor the benefits of the Big Energy Savings Network (BESN) in encouraging vulnerable consumers to reduce their energy costs through assisted action on tariffs, switching and the take up of energy efficiency offers.

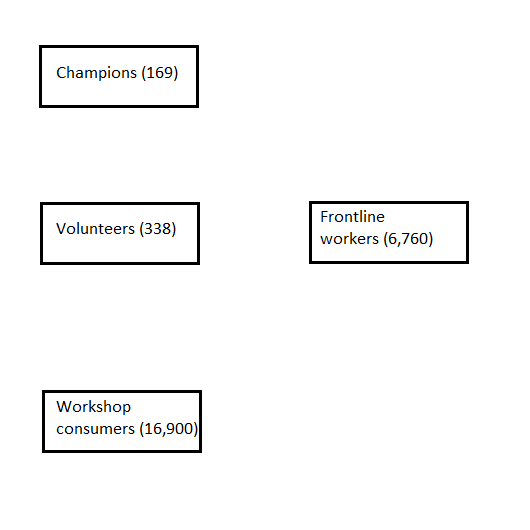
In proposing a suitable methodology, the contractor must address the research questions and/or objectives outlined in section 3.

The research is expected to comprise a quantitative survey with consumers that have taken part in an outreach event as part of the Big Energy Savings Network. Contractors may suggest a variation to this; alongside a rationale for how this will better answer the research questions. However, at a minimum, we expect the following elements to be included: a quantitative survey with a representative group of consumers that have taken part in a BESN workshop, to review their experiences. The work specified here needs to be undertaken by 31 March 2016.

The research findings should be presented in a final report, delivered by 31 March 2015, DECC also requires a presentation of findings.

# Background

BESN is a £1m grant funded outreach programme with c£750,000 allocated in grants to community and third sector organisations. Funded groups will deliver an extensive programme of support to vulnerable consumers, focused on helping them reduce their energy costs and consumption (via engagement with energy markets, tariffs and switching but also uptake of Warm Home Discount, the Priority Service Register and Energy Company Obligation measures). The programme will be led by individuals (Champions) representing the successful grant funded organisations, who hold responsibility for coordinating and delivering training to volunteers and frontline workers (who support vulnerable consumers on a more ad hoc basis through their day to day work) and delivering outreach events to vulnerable consumers. Grants have been offered to 169 Champions who will train at least a further 338 volunteers and 6,760 frontline workers (in partnership with volunteers) and 16,900 consumers are expected to be engaged via outreach events.



The Network targets consumers who are vulnerable in different ways and don’t have access to the best deals on the market and/or are likely to be eligible for Warm Home Discount, the Priority Services Register or ECO. The BESN programme is funded for 2015/16, concluding on 31 March 2016.

Vulnerable consumers are amongst the most disengaged in the energy market, and for many of the consumers involved in the BESN programme this could be the first step on a journey to take action. Evidence tells us that consumers who are “less educated, less well-off, more likely to describe themselves as struggling financially, less likely to own their own home, less likely to have internet access [and] more likely to be disabled or a single parent” are less likely to have considered or actively switched.[[1]](#footnote-1)

Findings from DECC’s Public Attitudes Tracker indicate that those in social grades DE are more likely to be concerned about their energy bills but also that they are more likely to rule out switching as an option for them[[2]](#footnote-2). Therefore driving up levels of engagement in relation to switching supplier, tariffs, payment methods or take up of WHD, the PSR or ECO is the primary goal of the BESN programme.

Vulnerability might be caused by financial situation, access to information, poor health or disability, level of literacy, geography, age and other factors. Consumers receive support in a range of ways:

* Attending bespoke outreach events coordinated by the Champions/volunteers;
* 1-1 outreach from Champions, which consumers can opt for when attending an outreach event;
* Bespoke or ‘piggy-backed’[[3]](#footnote-3) training sessions for frontline workers to build capacity in the third sector enabling them to cascade support to their clients (run by Champions/volunteers).

This project will focus exclusively on consumers reached via outreach events, including a sample of those who have a one-to-one session, rather than those who receive support from frontline workers. Consumers at the workshops will also receive a freepost envelope which will allow them to post a copy of an energy bill and receive bespoke advice on available energy deals. As part of this project DECC want to test whether messaging on the outside of the envelope can impact on the likelihood of taking follow up action. More specifically whether there is a difference between messages that:

* Highlight the savings that could be achieved from switching supplier *(money condition)*.
* Highlight the proportion of people that took action as part of the scheme previously and a testimonial from someone who had a good experience of doing *so (social condition)*.

DECC are currently developing the envelopes and there may be a slight lag in distributing them, which will enable us to establish a control condition of those who did not receive one.

The project proposed in this ITT focuses on quantifying the benefits to participants (particularly estimated cost savings) and testing how delivery might be improved by different framing of switching messages and the option to post off a bill and receive follow up advice. Whilst the quantitative data collected will be quite high level, and is unlikely to be able to attribute changes exclusively to BESN, it is intended that the below approach will build upon the original evaluation of the programme in 2013/14[[4]](#footnote-4).

# Aims and Objectives

*Research aims:*

* To monitor the benefits of BESN in encouraging vulnerable consumers to reduce their energy costs through assisted action on tariffs, switching and the take up of energy efficiency offers.
* To review whether the content of the switching message can influence consumer engagement.

*Research questions:*

1. To what extent do those who attend energy advice workshops as part of BESN engage in the energy market, reduce their energy costs by switching supplier, changing tariff or applying for energy efficiency offers?

* How many consumers took action either to explore options on provider or switch (within workshop, U-switch, or independently)?
* What were the estimated savings made by participants?
* How many took up WHD, the PSR or made an ECO application?
* Are there sub-group differences?
* Do consumers report any softer benefits of their involvement in BESN e.g. confidence, well-being, changes in practices?

1. Are particular delivery routes associated with greater action?

* Action of those who had one to one appointment following the workshop compared to workshop attendance alone.
* Comparison of message and envelope conditions
* What do consumers perceive as barriers/facilitators of action/inaction?

# Methodology

Overall, it is envisaged that this project will comprise a CATI telephone survey with a representative group of consumers who have taken part in one of the outreach events and one-to-one sessions, and possibly additional quantitative analysis of the data of those who follow up with the freepost envelope to determine whether there are differences between the two conditions.

Contractors may suggest a variation to the suggested approach, alongside a rationale for how this will better answer the research questionsor analytical objectives*.* However, at a minimum, we expect the following elements to be included:

* **Quantitative survey with consumers**; a follow up customer telephone survey with a representative sample of the 16,900 consumers around one month after they attend a workshop. This will enable us to assess subsequent actions taken as a result of the session and get further insight as to their experiences – including views on the U-switch envelope and messaging (particularly exploring differences between groups who took action on the day and those who did not, those who decided to follow up with the envelope and those who did not, and who took action independently outside the workshop, note that the latter two categories will have to fall out naturally from the sampling frame).

The research should aim to ensure representation across the following groups, with a proposed sample of 100 participants from each of the following categories (note that the workshop and envelope/message conditions are not mutually exclusive):

* Attended workshop only
* Attended workshop and 1-2-1
* Savings message
* Social message
* No envelope (subject to size of sample frame – currently unknown)

Champions will collect basic information from consumers at the group workshops and one-to-ones covering contact information, whether action was taken on the day, consent to take part in the research. The selected contractor will be required to collate this to develop the sampling frame for the survey.

As mentioned previously, DECC want to test whether messages on the outside of a freepost envelope influence whether consumers send off a copy of their bill to receive bespoke advice on switching. There will be three conditions; no envelope, savings message, social message and we will want to explore whether there are differences between the two message conditions.

As part of the survey we want to review perceptions of the different messages and explore whether those participants who did not receive an envelope were more or less likely to take follow up action, as highlighted above, the design of the survey sample will need to incorporate this.

DECC already have a draft questionnaire from the original evaluation that we are looking to update slightly for this research, see the technical annex[[5]](#footnote-5), which should streamline the process for developing research materials. Bids should provide an indication of costs for a sample of 500 consumers and will be scored on this basis. However DECC would be interested to get prospective costs for different sample sizes around this number and a recommendation as to the optimum approach.

# Detailed Description:

## Data Required

* Headline quantitative data of those that attended the workshops and any action (as obtained from the consumer sign in sheets), this will also inform sampling
* A cleaned Excel data set of the whole set of survey responses, including sub-group analysis

## Data to be supplied by DECC

DECC will supply data from the consumer sign in sheets that the contractor can use to inform sampling, this will come in the form of an Excel spreadsheet.

Before we share data, we will need to ensure that contractors have suitable processes in place to guarantee safe storage and transfer, according to data protection law.

## Data Collection Methodology

As mentioned earlier, it is envisaged that research will include a quantitative survey with a representative sample of workshop participants conducted via telephone.

Contractors should set out details of their chosen methodology for data collection and why their approach or approaches have been chosen.

Contractors should provide indicative costs for alternative sample sizes, with the preferred approach must be made clear, bids will be evaluated based on the robustness of the quantitative survey within our specified budget.

1. **Sampling (quantitative research)**

The population for the research is consumers who took part in BESN workshops. We anticipate that the total population size will be 16,900 consumers. DECC will provide details of those consumers that consent to take part in follow up research, we recognise that there will be some attrition from the total. Data will be provided in batches following delivery of workshops between now and February.

Contractors should explore the options available for selecting the sample or samples and make a recommendation on what they consider to be the best approach, with a clear explanation of the rationale. This should be supplied or qualitative and/or quantitative data collection proposed.

Contractors are requested to propose an appropriate sample size for the research and provide a full rationale for their recommendation (including assumed confidence levels for quantitative work. DECC expect bids to include costs for a survey of 500 consumers with representation across the following groups. With a proposed minimum sample of at least 100 participants from each of the following categories (the workshop and envelope/message conditions are not mutually exclusive):

* Attended workshop only
* Attended workshop and 1-2-1
* Savings message
* Social message
* No envelope

We also want to ensure that the sample includes a regional spread given that the scheme is being rolled out nationally.

A trade-off between sample size, analysis, costs and timescales may need to be made.

**ii. Data collection and tools**

DECC are looking to the contractor to update an existing questionnaire that was used for the initial evaluation, to ensure it reflects any new research questions. Contractors should explain how they intend to develop effective research tools, and details of any piloting or cognitive testing. An explanation of the design and management of fieldwork should also be provided.

## Using Secondary Data

Where contractors propose to access and analyse existing data, full details of this should be submitted in the tender, including:

* Ownership
* How long it will take to access
* When and how this data was collected
* Data quality
* Any costs

## Analysis

Contractors should set out full details of all of their preferred method/s of analysis for any data collected, as well as any analysis of existing data – and explain how these will be used to answer the research questions. This should cover qualitative and/or quantitative analysis techniques, where relevant to the research methods.

For quantitative analysis, contractors are expected to outline any techniques they expect to use, and statistical significance testing. Contractors should describe how they will treat missing values or non-responses, and the way in which they will decide how to treat outliers to collected data within analysis. The rationale behind these decisions should be documented alongside the final report, and any data not used in analysis should still be included in the raw data file supplied to DECC.

In explaining their approaches to analysis, the contractor should illustrate how these will ensure a credible and impartial outcome and set out any limitations or bias.

Contractors will need to demonstrate that they will meet DECC standards for quality assurance, which are outlined in section 7.

# 5. Outputs Required

The following outputs will be required from the project at agreed milestones, in a format suitable for publication and future use. Section 6 provides further details of stipulations regarding format, ownership and handling of data outputs.

* Agreed plan for the project
* Draft report and Final report in the DECC template for publication
* Presentation of results: presentation delivery and slides
* Technical report/annex, to include methodology; data collection instruments; response rates; assessment of bias in sample, (for quantitative data) assessment of uncertainty in results.
* Cleaned dataset in Excel format, with a description of how the data has been edited and coded, and derived variables produced, as well as any instructions necessary to use that dataset. Where matching between datasets is required, contractors are expected to provide a system of unique identification.
* Publishable de-attributed dataset for all quantitative projects, and methodology report for the producing of this

A final report is a required output of the project. It should be evidence-based, written in the DECC template and be produced in accordance with DECC report writing guidance attached in the Annex. It must be written to a sufficiently high standard for publication. Our experience shows that this may require several drafts and this should be taken into account when considering timelines and costs.

In your bid, please specify who in the project team will be responsible for drafting the report.

# 6. Information Management

# Ownership & Publication

DECC is committed to openness and transparency. Project outputs should be accessible, non-disclosive and suitable for publication and further use. The exceptions to this are where:

1. The intellectual property rights to an output (or part of an output) is owned by someone other than the contractor. Contractors should state in their tender if this is the case and indicate whether the third party copy righted materials can be redacted.
2. Data is commercial in confidence.
3. A non-anonymised dataset if required for the project.
4. The outputs are internal documents only for DECC – e.g. project updates and the research plan.

Where there are useful insights that are viewed to be disclosive: such as outlier analysis or analysis with small numbers, DECC would like to see outputs prior to drafting of final versions.

Where applicable, contractors can provide optional costs for obtaining rights to data or outputs. These will be agreed before DECC lets the contract.

Unless otherwise stated in your tender, all outputs from a research project will assumed to be owned by DECC. The outputs, raw data and tools developed in the research will be transferred to DECC at times agreed with DECC and cannot therefore be used for contractors for purposes other than our work.

## Non-disclosure

All outputs must be provided to DECC in a format that is non-disclosive (i.e. no individuals or individual organisations are identifiable from the data or analysis, directly or indirectly). The contractor is responsible for ensuring that the data is supplied in this form alongside a report on the checks made. A minimum standard for checking includes cell counts within sub-groups for all outputs and analysis. The contractor will be asked to agree their approach to checking for disclosure with DECC during the course of the contract, before the checks are carried out. Where data or analysis is found to be disclosive during checking, the contractor will be required to suggest an approach or approaches to aggregate the analysis and to agree this with DECC.

## Storage and Transfer

The contractor will need to ensure that all appropriate regulations are adhered to regarding safe storage and transfer, compliant with DECC requirements for the data processing of restricted data. All survey respondents will need to be made aware of all potential uses of their data). Contractors must submit an overview of their data handling and security protocols to demonstrate compliance.

# Quality Assurance

This project must comply with the DECC Code of Practice for Research (Annex B) and bidders must set out their approach to quality assurance in their response to this ITT, with a QA plan.

Sign-off for the quality assurance must be done by someone of sufficient seniority within the contractor organisation to be able take responsibility for the work done. Acceptance of the work by DECC will take this into consideration. DECC reserves the right to refuse to sign off outputs which do not meet the required standard specified in this invitation to tender.

Tenderers should consider sourcing advice and peer review from external advisors, independent of their own organisation, to support the quality assurance process.

For primary research, contractors should be willing to facilitate DECC research staff to attend interviews or listen in to telephone surveys as part of the quality assurance process.

To demonstrate an effective process to produce high quality reporting, the contactor/s must:

* ensure that quality assurance is done by individuals who were not directly involved in the research, analysis or model development

**Further Information**

All bids must include a completed declaration as set out in the Code of Practice Annex C and any additional information you wish to submit  must be a maximum of **1 side of** **A4, font size 10**.  (Links to other documents will not be considered). The successful bidder will be responsible for any work supplied by sub-contractors.

DECC reserves the right to request an audit of projects against the DECC Code of Practice for Research and the commitments made in the tender documents and subsequent contract.

Other useful sources of guidance and advice that will help bids and the resulting work be of the highest quality include:

* The Government Social Research Code, in particular those that relate to GSR Products: <http://www.civilservice.gov.uk/networks/gsr/gsr-code>
* The Green Book: appraisal and evaluation in central government. <https://www.gov.uk/government/publications/the-green-book-appraisal-and-evaluation-in-central-governent>
* UK Statistics Authority Code of Practice/ or an equivalent standard.

http://www.statisticsauthority.gov.uk/assessment/code-of-practice/

* The Magenta Book, Government guidance on policy evaluation and analysis.

<http://www.hm-treasury.gov.uk/data_magentabook_index.htm>

# Timetable

The following timetable has been developed so that outputs can inform policy decisions.

|  |  |
| --- | --- |
| **Action** | **Timing – completed by** |
| Inception steering group meeting for project | w/c 16 November 2015 |
| Progress updates by phone or email | weekly |
| Set-up / scoping work complete | Early December 2015 |
| Fieldwork complete | Mid-End February 2016 |
| Draft Final Report & technical report | 13 March 2016 |
| Final Report and technical report agreed | w/c 27 March 2016 |
| Presentation of final results to DECC | tbc |

Contractors should allow for a total of 3 meetings at DECC, including the inception meeting and a presentation of the final results.

# Challenges

There may be number of challenges in conducting this research; some are given in the following section. Contractors must consider how these and any other challenges will be addressed through the research design and delivery.

* Timescale for this project is tight; bids should discuss how the work will be delivered within the required period without impacting on the robustness of the work.
* The sampling will be constrained by those who have given consent to partake in the customer research, which may make it difficult to assess impact from some of the less common groups e.g. those that volunteered for a 1-to-1.
* Given that champions will be responsible for data returns to DECC there may be issues with quality of the dataset (for example incomplete or late information)
* Social desirability of survey responses overemphasising the benefits of the initiative

# Ethics

All tenders need to propose both arrangements for initial identification and processes for on-going monitoring of ethical issues. The appropriate handling of ethical issues is part of the tender assessment exercise - proposals will be evaluated on this as part of the ‘addressing challenges and risks’ criterion.

We expect contractors to show that they will adhere to the following Government Social Research Principles:

1. Sound application and conduct of social research methods and appropriate dissemination and utilisation of findings
2. Participation based on valid consent
3. Enabling participation
4. Avoidance of personal harm – for both interviewers and participants
5. Non-disclosure of identity and personal information

The GSR ethics guide can be found here: <http://www.civilservice.gov.uk/wp-content/uploads/2011/09/ethics_guidance_tcm6-5782.pdf>

# Working Arrangements

The successful contractor will be expected to identify one named point of contract through whom all enquiries can be filtered. A DECC project manager will be assigned to the project and will be the central point of contact.

There will be a number of key clients for the research within DECC and a steering group will be set up to inform key decisions.

DECC will conduct internal peer review throughout the project, and may engage external peer reviewers at key stages.

All research tools and sampling methodologies will need to be agreed by DECC. We will require weekly updates on progress by email or phone.

# Required Skills

A range of different skills are required for this research. Contractors should clearly set out the skills and expertise provided by each member of the proposed project team to meet the requirements.

The following skills are considered particularly important for this work:

* Designing and undertaking quantitative research and analysis
* Understanding of DECC’s objectives, particularly around promoting engagement in the energy market
* Experience of conducting research with vulnerable consumers

Contractors should propose named members of the project team, and include the tasks and responsibilities of each team member. This should be clearly linked to the work programme, indicating the grade/ seniority of staff and number of days allocated to specific tasks.

Contractors should identify the individual(s) who will be responsible for managing the project.

# Consortium Bids

Not applicable under this framework

# Budget

The budget range for this project is up to £30,000 to £40,000 excluding VAT.

Contractors should provide a full and detailed breakdown of costs (including options where appropriate). This should include staff (and day rate) allocated to specific tasks. A template is attached in annex A.

Cost will be a criterion against which bids which will be assessed.

Payments will be linked to delivery of key milestones. The indicative milestones and phasing of payments is as follows:

* Delivery of research design and agreed sampling strategy in December 2015: 30%
* Delivery of fieldwork in February 2016: 40%
* Delivery of acceptable final report by end March 2016: 30%

In submitting full tenders, contractors confirm in writing that the price offered will be held for a minimum of 60 calendar days from the date of submission. Any payment conditions applicable to the prime contractor must also be replicated with sub-contractors.

The Department aims to pay all correctly submitted invoices as soon as possible with a target of 10 days from the date of receipt and within 30 days at the latest in line with standard terms and conditions of contract.

# Evaluation of Tenders

Contractors are invited to submit full tenders of no more than 30 pages, excluding declarations. Tenders will be evaluated by at least three DECC staff.

## Criteria

DECC will select the bidder that scores highest against the criteria and weighting listed below:

* Conflict of interest: pass/fail. See page 5 of the ITT for further information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **Weighting** | **Sub-criteria** |  | **Sub-weighting** |
| Quality | 60% | **Understanding requirements** | Understanding of research requirement/s and policy context | 12% |
| **Skill set of staff** | Each team member has the high-level of relevant research and analytical expertise required to deliver their assigned tasks to meet Government Social Research standards in this particular project | 15% |
| **Addressing Challenges and Risks** | All relevant challenges and risks are identified alongside effective plans for mitigation and/or management and; any potential conflict of interest is stated and mitigated effectively. | 18% |
| **Management and Delivery** | Effective quality, relevance and breadth of management oversight processes, including work planning, budget control, effective working arrangements, an appropriate level of input from each skillset, quality assurance and on-going risk management/identification. The provision of a detailed delivery plan with specific reference to this project is required, including: tasks; milestones; individuals allocated to tasks, their seniority and respective numbers of days | 15% |
| Price | 40% | **Methodology** | Suitability of the design to address the aims and research questions and high quality social research including best practice in sampling, research tool design, data collection approaches and analytical techniques | 24% |
| **Cost** | Price will be marked proportionately to the lowest bid. The lowest bid will receive maximum marks for the price elements and then all other bids will be marked proportionately to that bid. Where contractors indicate options, they should clearly indicate their preferred approach, which the cost and other criteria will be scored against. | 16% |

## Scoring Method

Tenders will be scored against each of the criteria above, according to the extent to which they meet the requirements of the tender. The meaning of each score is outlined in the table below.

The total score will be calculated by applying the weighting set against each criterion, outlined above; the maximum number of marks possible will be 100. Should any contractor score 1 in any of the criteria, they will be excluded from the tender competition.

|  |  |
| --- | --- |
| **Score** | **Description** |
| **1** | Not Satisfactory: Proposal contains significant shortcomings and does not meet the required standard |
| **2** | Partially Satisfactory: Proposal partially meets the required standard, with one or more moderate weaknesses or gaps |
| **3** | Satisfactory: Proposal mostly meets the required standard, with one or more minor weaknesses or gaps. |
| **4** | Good: Proposal meets the required standard, with moderate levels of assurance |
| **5** | Excellent: Proposal fully meets the required standard with high levels of assurance |

## 

## Contract Clarification Process

DECC may award the contract based on applicants’ written evaluation only, if one candidate emerges from the evaluation stage as significantly stronger than the others.

DECC does not allocate extra marks via an interview process. If, following the evaluation of the bidders proposals DECC needs further clarification on information already contained within the proposals received then a ‘contract clarification’ process may be held with suppliers. This ensures that DECC understands bidder’s submissions and is able to carry out an informed evaluation of what has been offered and at what price. DECC will then award final scores against the original evaluation criteria. During the bid clarification process DECC is unable to materially change the substance of the requirement and bidder’s may not alter their submission. If any substance of DECC’s requirement is changed, then the tender will be stopped and re-started using a revised specification.

Depending on the nature of the query, bid clarification may take place by telephone, email, in writing or at a face-to-face meeting. In each case, the outcome of the clarification will be confirmed in writing and agreed by both parties

## Feedback

Feedback will be given in the unsuccessful letters or emails.

Section 3

Further Information on Tender Procedure

Invitation to Tender for: Monitoring the benefits of the Big Energy Savings Network

Tender Reference Number:

Deadlines for Tender Responses:

[1. Definitions used in this document 24](#_Toc431312370)

[2. Data Security 24](#_Toc431312371)

[3. Non-Collusion 25](#_Toc431312372)

# Definitions used in this document

Please note that references to the "Department" throughout these documents mean The Secretary of State of Energy and Climate Change acting through his/her representatives in the Department of Energy and Climate Change.

The Freedom of Information Act 2000 (“FOIA”) and the Environmental Information Regulations 2004 (“EIR”) apply to the Department. You should be aware of the Department’s obligations and responsibilities under FOIA or EIR to disclose, on written request, recorded information held by the Department. Information provided in connection with this procurement exercise, or with any contract that may be awarded as a result of this exercise, may therefore have to be disclosed by the Department in response to such a request, unless the Department decides that one of the statutory exemptions under the FOIA or the exceptions in the EIR applies. If you wish to designate information supplied as part of this response as confidential, of if you believe that its disclosure would be prejudicial to any person’s commercial interests, you must provide clear and specific detail as to the precise information involved and explain (in broad terms) what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity. Such designation alone may not prevent disclosure if in the Department’s reasonable opinion publication is required by applicable legislation or Government policy or where disclosure is required by the Information Commissioner or the First-tier Tribunal (Information Rights).

Additionally, the Government’s transparency agenda requires that tender documents (including ITTs such as this) are published on a designated, publicly searchable web site. The same applies to other tender documents issued by the Department (including the original advertisement and the pre-qualification questionnaire (if used)), and any contract entered into by the Department with its preferred supplier once the procurement is complete. By submitting a tender you agree that your participation in this procurement may be made public. The answers you give in this response will not be published on the transparency web site (but may fall to be disclosed under FOIA or EIR (see above)). Where tender documents issued by the Department or contracts with its suppliers fall to be disclosed the Department will redact them as it thinks necessary, having regard (inter alia) to the exemptions/exceptions in the FOIA or EIR.

# Data Security

The successful tenderer must comply with the Data Protection Act (DPA) 1998 and any information collected, processed and transferred on behalf of DECC, and in particular personal information, must be held and transferred securely. **Contractors must provide assurances of compliance with the DPA and set out in their proposals details of the practices and systems they have in place for handling data securely including transmission between the field and head office and then to DECC**. Contractors will have responsibility for ensuring that they and any subcontractor who processes or handles information on behalf of DECC is conducted securely. The sorts of issues which must be addressed satisfactorily and described in contractors’ submissions include:

* procedures for storing both physical and system data;
* data back-up procedures;
* procedures for the destruction of physical and system data;
* how data is protected;
* data encryption software used;
* use of laptops and electronic removable media;
* details of person/s responsible for data security;
* policies for unauthorised staff access or misuse of confidential/personal data;
* policies for staff awareness and training of DPA;
* physical security of premises.
* How research respondents will be made aware of all potential uses of their data.

# Non-Collusion

No tender will be considered for acceptance if the contractor has indulged or attempted to indulge in any corrupt practice or canvassed the tender with an officer of DECC. Section 4 contains a "Statement of non-collusion" (declaration 1); any breach of the undertakings covered under items 1 - 3 inclusive will invalidate your tender. If a contractor has indulged or attempted to indulge in such practices and the tender is accepted, then grounds shall exist for the termination of the contract and the claiming damages from the successful contractors. You must not:

* Tell anyone else what your tender price is or will be, before the time limit for delivery of tenders.
* Try to obtain any information about anyone else's tender or proposed tender before the time limit for delivery of tenders.
* Make any arrangements with another organisation about whether or not they should tender, or about their or your tender price.

Offering an inducement of any kind in relation to obtaining this or any other contract with the Department will disqualify your tender from being considered and may constitute a criminal offence.

Section 4

Declarations to be submitted by the Tenderer

Invitation to Tender for: Monitoring the benefits of the Big Energy Savings Network (BESN)

Tender Reference Number:

Deadlines for Tender Responses:

[1. Statement of non-collusion 27](#_Toc431312373)

[2. Form of Tender 28](#_Toc431312374)

[3. Conflict of Interest 29](#_Toc431312375)

[4. Questions for Tenderers 31](#_Toc431312376)

[5. Code of Practice 33](#_Toc431312377)

# Statement of non-collusion

To: The Department of Energy and Climate Change

1. We recognise that the essence of competitive tendering is that the Department will receive a bona fide competitive tender from all persons tendering. We therefore certify that this is a bona fide tender and that we have not fixed or adjusted the amount of the tender or our rates and prices included therein by or in accordance with any agreement or arrangement with any other person.
2. We also certify that we have not done and undertake not to do at any time before the hour and date specified for the return of this tender any of the following acts:
   1. communicate to any person other than the Department the amount or approximate amount of our proposed tender, except where the disclosure, in confidence, of the approximate amount is necessary to obtain any insurance premium quotation required for the preparation of the tender;
   2. enter into any agreement or arrangement with any other person that he shall refrain for submitting a tender or as to the amount included in the tender;
   3. offer or pay or give or agree to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person doing or having done or causing or having caused to be done, in relation to any other actual or proposed tender for the contract any act, omission or thing of the kind described above.
3. In this certificate, the word “person” shall include any person, body or association, corporate or unincorporated; and “any agreement or arrangement” includes any such information, formal or informal, whether legally binding or not.

……………………………………………………………………………….….

Signature (duly authorised on behalf of the tenderer)

……….………………………………………………………………………….

Print name

…………………………………………………………….…………………….

On behalf of (organisation name)

…………………………………………………………………….…………….

Date

# Form of Tender

To: The Department of Energy and Climate Change

1. Having considered the invitation to tender and all accompanying documents (including without limitation, the terms and conditions of contract and the Specification) we confirm that we are fully satisfied as to our experience and ability to deliver the goods/services in all respects in accordance with the requirements of this invitation to tender.
2. We hereby tender and undertake to provide and complete all the services required to be performed in accordance with the terms and conditions of contract and the Specification for the amount set out in the Pricing Schedule.
3. We agree that any insertion by us of any conditions qualifying this tender or any unauthorised alteration to any of the terms and conditions of contract made by us may result in the rejection of this tender.
4. We agree that this tender shall remain open to be accepted by the Department for 8 weeks from the date below.
5. We understand that if we are a subsidiary (within the meaning of section 1159 of (and schedule 6 to) the Companies Act 2006) if requested by the Department we may be required to secure a Deed of Guarantee in favour of the Department from our holding company or ultimate holding company, as determined by the Department in their discretion.
6. We understand that the Department is not bound to accept the lowest or any tender it may receive.
7. We certify that this is a bona fide tender.

…………………………………………………………………………........

Signature (duly authorised on behalf of the tenderer)

…………………………………………………………………………………

Print name

………………………………………………………………………….

On behalf of (organisation name)

………………………………………………………………………….

Date

# Conflict of Interest

I have nothing to declare with respect to any current or potential interest or conflict in relation to this research (or any potential providers who may be subcontracted to deliver this work, their advisers or other related parties). By conflict of interest, I mean, anything which could be reasonably perceived to affect the impartiality of this research, or to indicate a professional or personal interest in the outcomes from this research.

Signed …………………………………….

Name …………………………………….

Position …………………………………….

OR

I wish to declare the following with respect to personal or professional interests related to relevant organisations\*;

* X…
* Y…

Where a potential conflict of interest has been declared for an individual or organisation, please clearly outline the role which this individual or organisation will play in the proposed project and how any conflict of interest has or will be mitigated.

* X…
* Y…

Signed ……………………………………

Name ……………………………………

Position ……………………………………

Please complete this form and return this with your ITT documentation - Nil returns are required.

\* These may include (but are not restricted to);

* A professional or personal interest in the outcome of this research
* For evaluation projects, a close working, governance, or commercial involvement in the project under evaluation
* Current or past employment with relevant organisations
* Payment (cash or other) received or likely to be received from relevant organisations for goods or services provided (Including consulting or advisory fees)
* Gifts or entertainment received from relevant organisations
* Shareholdings (excluding those within unit trusts, pension funds etc) in relevant organisations
* Close personal relationship or friendships with individuals employed by or otherwise closely associated with relevant organisations

**All of the above apply both to the individual signing this form and their close family / friends / partners etc.**

If your situation changes during the project in terms of interests or conflicts, you must notify DECC straight away.

A DECLARATION OF INTEREST WILL NOT NECESSARILY MEAN THE INDIVIDUAL OR ORGANISATION CANNOT WORK ON THE PROJECT; BUT IT IS VITAL THAT ANY INTEREST OR CONFLICT IS DECLARED SO IT CAN BE CONSIDERED OPENLY.

# Questions for Tenderers

Not applicable under this framework

# Code of Practice[[6]](#footnote-6)

I confirm that I am aware of the requirements of the DECC Code of Practice[[7]](#footnote-7) for Research and, in the proposed project, I will use my best efforts to ensure that the procedures used conform to those requirements under the following headings[[8]](#footnote-8):

Responsibilities

Competence

Project planning

Quality Control

Handling of samples and materials

Facilities and equipment

Documentation of procedures and methods

Research/work records

I understand that DECC has the right to inspect our procedures and practices against the requirements of the Code of Practice, and that I may be asked to provide documentary evidence of our working practices or provide access and assistance to auditors appointed by DECC.

(There is some flexibility in the application of the Code of Practice to specific research projects. Contractors are encouraged to discuss with DECC any aspects that cause them concern, in order to reach agreement on the interpretation of each requirement.)

……………………………………………………………………………….….

Signature (duly authorised on behalf of the tenderer)

……….………………………………………………………………………….

Print name

…………………………………………………………….…………………….

On behalf of (organisation name)

…………………………………………………………………….…………….

Date

Annex A

Pricing Breakdown

Invitation to Tender for:

Tender Reference Number:

Deadlines for Tender Responses:

Please submit a pricing breakdown in your proposal - the suggested tables below show examples of the information we would like to see. This could be amended if you find another format that better conveys the information relevant to your project. Work undertaken by subcontractors should also be broken down by their team members, rather than submitted as non-labour costs.

For non-labour costs, e.g. expenses, we need a breakdown of what these are – either in the expenses column, against the relevant work package, or as separate rows underneath the relevant work package.

If there are multiple phases of the project – several tables can be submitted.

Please provide costs exclusive of VAT.

**Task breakdown**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Task / work package** | **Team member A - days** | **Team member B - days** | **Team member C - days** | **Expenses / non-labour costs** | **Total** | **Notes (if needed)** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Total:** |  |  |  |  |  |  |

**Staffing costs table**

|  |  |  |
| --- | --- | --- |
| **Name** | **Grade and job description** | **Day rate** |
|  |  |  |
|  |  |  |

Annex B

Code of Practice

Invitation to Tender to monitor the benefits of the Big Energy Savings Network

Tender Reference Number:

Deadlines for Tender Responses:

DECC has developed this Code of Practice from the Joint Code of Practice issued by BBSRC; the Department for Environment, Food and Rural Affairs (Defra); the Food Standards Agency; and the Natural Environment Research Council (NERC) which lays out a framework for the proper conduct of research. It sets out the key aspects of the research process and the importance of making judgements on the appropriate precautions needed in every research activity.

The Code applies to all research funded by DECC. It is intended to apply to all types of research, but the overriding principle is fitness of purpose and that all research must be conducted diligently by competent researchers and therefore the individual provisions must be interpreted with that in mind.

# PRINCIPLES BEHIND THE CODE OF PRACTICE

Contractors funded by DECC are expected to be committed to the quality of the research process in addition to quality of the evidence outputs. The Code of Practice has been created in order to assist contractors to conduct research of the highest quality and to encourage good conduct in research and help prevent misconduct. Set out over 8 responsibilities the code of practice provides general principles and standards for good practice in research. Most contractors will already have in place many of the measures set out in the Code and its adoption should not require great effort.

# COMPLIANCE WITH THE CODE OF PRACTICE

All organisations contracting to DECC will be expected to commit to upholding these responsibilities and will be expected to indicate acceptance of the Code when submitting proposals to the Department.

Contractors are encouraged to discuss with DECC any clauses in the Code that they consider inappropriate or unnecessary in the context of the proposed research project. The Code, and records of the discussions if held, will become part of the Terms and Conditions under which the research is funded.

Additionally, DECC may conduct (or request from the Contractor as appropriate) a formal risk assessment on the project to identify where additional controls may be needed.

# MONITORING OF COMPLIANCE WITH THE CODE OF PRACTICE

Monitoring of compliance with the Code is necessary to ensure:

* Policies and managed processes exist to support compliance with the Code
* That these are being applied in practice.

In the short term, DECC can require contractors to conduct planned internal audits although DECC reserve the right to obtain evidence that a funded project is carried out to the required standard. DECC may also conduct an audit of a Contractor’s research system if deemed necessary.

In the longer term it is expected that most research organisations will assure the quality of their research processes by means of a formal system that is audited by an impartial and competent third party against an appropriate internationally recognised standard that is fit for purpose.

A recommended checklist for researchers can be found on the UK Research Integrity Office (UKRIO) website at <http://www.ukrio.org/what-we-do/code-of-practice-for-research>

# SPECIFIC REQUIREMENTS IN THE CODE OF PRACTICE

## Responsibilities

All organisations contracting to DECC will be responsible for the overall quality of research they conducted. Managers, group leaders and supervisors have a responsibility to ensure a climate of good practice in the research teams, including a commitment to the development of scientific and technical skills.

The Principal Investigator or Project Leader is responsible for all the work conducted in the project including that of any subcontractors. All staff and students must have defined responsibilities in relation to the project and be aware of these responsibilities.

## Competence

All personnel associated with the project must be competent to perform the technical, scientific and support tasks required of them. Personnel undergoing training must be supervised at a level such that the quality of the results is not compromised by the inexperience of the researcher.

## Project planning

An appropriate level of risk assessment must be conducted to demonstrate awareness of the key factors that will influence the success of the project and the ability to meet its objectives. There must be a written project plan showing that these factors (including research design, statistical methods and others) have been addressed. Projects must be ethical and project plans must be agreed in collaboration with DECC, taking account of the requirements of ethical committees[[9]](#footnote-9) or the terms of project licences, if relevant.

Significant amendments to the plan or milestones must be recorded and approved by DECC if applicable.

## Quality Control

The organisation must have planned processes in place to assure the quality of the research undertaken by its staff Projects must be subjected to formal reviews of an appropriate frequency. Final and interim outputs must always be accompanied by a statement of what quality control has been undertaken.

The authorisation of outputs and publications shall be as agreed by DECC, and subject to senior approval in DECC, where appropriate. Errors identified after publication must be notified to DECC and agreed corrective action initiated.

## Handling of samples and materials

All samples and other experimental materials must be labelled (clearly, accurately, uniquely and durably), and retained for a period to be agreed by DECC. The storage and handling of the samples, materials and data must be as specified in the project plan (or proposal), and must be appropriate to their nature. If the storage conditions are critical, they must be monitored and recorded.

## Documentation of procedures and methods

All the procedures and methods used in a research project must be documented, at least in the personal records of the researcher. This includes analytical and statistical procedures and the generation of a clear audit trial linking secondary processed information to primary data.

There must be a procedure for validation of research methods as fit for purpose, and modifications must be trackable through each stage of development of the method.

## Research/work records

All records must be of sufficient quality to present a complete picture of the work performed, enabling it to be repeated if necessary.

The project leader is accountable for the validity of the wok and responsible for ensuring that regular reviews of the records of each researcher are conducted[[10]](#footnote-10).

The location of all project records, including critical data, must be recorded. They must be retained in a form that ensures their integrity and security, and prevents unauthorised modification, for a period to be agreed by DECC.

A recommended checklist for researchers can be found on the UK Research Integrity Office (UKRIO) website at http://www.ukrio.org/what-we-do/code-of-practice-for-research.

Annex C

Terms and Conditions for Contract

Invitation to Tender to monitor the benefits of the Big Energy Savings Network

Tender Reference Number:

Deadlines for Tender Responses:

As per Framework and DECC Terms & Conditions –attached to ITT email

Annex D

DECC Social Research Report Writing Guidelines

Invitation to Tender to monitor the benefits of the Big Energy Savings Network

Tender Reference Number:

Deadlines for Tender Responses:

# Introduction

This guide describes the conventions and standards that we expect in the production of written reports and summaries of all social research, customer insight and evaluation commissioned by DECC, whether intended for internal use and/or publication.

The aim of this guide is to help authors produce clearly and concisely presented reports, which reflect the needs of DECC and will be accessible and engaging to their intended audience. These guidelines should help to: streamline the reporting process; reduce the need for extensive comment and redrafting; and maximise the impact of the final report.

These guidelines are the basis for good reporting practice and may not cover all eventualities (in particular, they are not intended to be a guide for conducting social research). Full discussion with the DECC project manager about the report structure, format and function will be expected in all cases, to ensure the final report is of high quality and meets individual project requirements.

# General Guidelines

Basic principles to be observed:

* Aim for Plain English; keep sentences short, prefer active verbs, and use words that are appropriate for the reader[[11]](#footnote-11).
* Assume the audience for the main report and summary to be interested, but non-technical / specialist, readers.
* Reports should provide a **concise but clearly evidence-based** presentation of findings, with a separate conclusions section.
* The **main report should be around 25-30 pages long**, with a standalone **3-4 page summary**. Annexes should be used as appropriate to include further information and detail. Any exception to this will need to be agreed with the DECC project manager at the start of the project.
* **Draft reports** should be as **close as possible to the final version of the report and comply with all standards set out in this document**, unless otherwise agreed with the DECC research project manager.

The remainder of this guide is arranged as follows:

1. Report structure and style
2. Presenting methods, analysis and findings

# Report structure and style

## Report structure

* The report should contain a standalone executive summary , with a short summary of the objectives, methodology, key findings and conclusions, and normally be no longer than 4 pages.
* The main report should be no longer than 30 pages, unless this has been agreed with the project manager at the start of the project.
* The report should contain an introduction setting out the aims and objectives of the project and the context of the research.
* A short methodology section should also be included and provide sufficient information about the research design, sample and timing, and any limitations for the reader to understand how the findings were generated and interpret the conclusions.
* The findings, which are clearly related to each of the research objectives, should make up the main body of the report.
* Conclusions should be presented in a separate section (N.B. ensure the conclusions are not simply a repeat of the exec summary or vice versa).
* Further relevant information, including detailed methodology, evidence sources, research tools etc, should be included in the annexes.

## Report layout

* The report should be standardised to the format of the DECC Report Template (to be supplied by the DECC project manager), including chapter numbering, heading styles, font size, typeface and line-spacing.
* Be consistent with punctuation, capitalisation and the use of acronyms and abbreviations.
* Use informative chapter and section headings to guide the reader.
* Use bullet lists where appropriate.
* Be consistent with the format, position and labelling of tables, charts and figures throughout the report, following those included in the report template where possible.
* Use chapter, page and paragraph cross-references where necessary.
* Reports should be page-numbered.

## Report style

* Be consistent in the use of tense. Any research findings should generally be in the past tense - 'the research found... / 20% of respondents reported... etc'.
* Be consistent in the use of terminology - e.g householders / residents; energy companies / energy suppliers; consumers / customers etc.
* For abbreviations and acronyms, unless in common English usage, put the name in full when first used followed by the abbreviation or acronym in brackets, and then use the abbreviation.
* In addition, it may be appropriate to also include a glossary.
* Avoid unnecessary jargon. Unavoidable jargon terms should be explained the first time they are used.

## Bibliography and References

* Number references to published work consecutively throughout the report preferably using Arabic numerals as superscript. References should follow standard citation procedures – for example:
  + Author, A., Author, B. Year. Title of paper. Title of Journal, volume no, pages;
  + Author, A., Author, B. Year. Title of book/chapter, (Editors Title of book) publisher;
  + Author, A., Author, B. Year. Title of report. Available at XXX-weblink. (access date)

## Disclaimer

* A disclaimer should be inserted on the first inside page of the report, as follows: “The views expressed in this report are those of the authors, not necessarily those of the Department of Energy and Climate Change (nor do they reflect Government policy).”

## Logos

* The DECC logo is provided on the Report Template. Other logos of the contractor / other parties involved may be placed on the inside front cover.

# Presenting methods, analysis and findings

## Key points about presenting evidence

* The report should clearly and fully reflect the agreed aims of the research, be impartial, and clearly indicate when the research took place.
* Findings and conclusions should be clearly related to the objectives and research questions for the study.
* All findings must be clearly substantiated by the evidence, and it should be clear to the reader how conclusions have been drawn and what they are based upon.
* Any recommendations, where requested, should clearly stem from the interpretation of the evidence, where possible being linked back to specific key findings.

## Presenting the methodology and research tools

* The methodology section in the main report should include enough information for the reader to understand exactly how the findings were generated, including a brief description of the research design; sampling approach, size and response rate; timing and location of fieldwork; and any limitations of the approach (including implications for robustness of data and findings).
* Detailed methodology should be included in an annex, along with research tools, case study details etc.
* For evidence reviews, the approach and criteria for identification, inclusion and weighting of evidence should be clearly explained in the report.

## Reporting findings

* Any limitations of the evidence should be clearly set out (for example restricted access to participants, gaps in sample coverage, time restraints) and implications for errors / bias in findings.
* In any research study which has included both qualitative and quantitative research, these findings should always be linked and interpreted together in the report.

## Presenting quantitative research:

* Research findings should normally refer to the respondents in the research rather than the general population (i.e. 20% of respondents thought X rather than 20% of householders / people / consumers) unless the research methodology allows such generalisation - i.e. a random sampling approach. In such cases statistical significance should be referred to.
* However, it is not normally appropriate to use significance testing with non-random samples (e.g. quota samples).
* Any reporting of percentages should make clear the base/total number of respondents on which percentages are being calculated. Percentages should be not normally be presented on bases less than 100.
* Sub-group analysis should respect minimum sample sizes for quantification and/or significance testing of differences between groups, related to expected size of change or difference between groups.
* Generalisations from samples should only be made where the sample is sufficiently large and representative to warrant this.
* Where precise figures are not available or not appropriate use the greatest degree of precision possible - e.g. ‘around three quarters’ or ‘the majority’.

## Presenting qualitative research:

* As part of good qualitative research, corroborating evidence should be used to support and triangulate any findings (including other sources of evidence / data generated or identified by the research). However, there should also be discussion of where there was limited evidence which prevented this.
* Similarly, discussion of any conflicting or rival theories should be presented, e.g. contradictory evidence; absence of evidence.
* It should be made clear that findings relate to the research respondents and are not generalisable to e.g. the whole population, although may be considered representative of the range of views held by the target group for the research.
* Reporting should make clear the extent to which findings reflect the views of most or few respondents, and/or specific subgroups.
* Very general terms for groups of respondents such as 'stakeholders' should be avoided, rather descriptive terms should be used, as appropriate – e.g. 'local authority representatives' etc.
* Verbatim quotes should be used to illustrate and reinforce a point made in the text, but not as a substitute for presenting a finding. All key points should be illustrated with at least one quote.
* All quotations should be anonymous but give a clear indication of how the respondent fits into the sampling scheme - the details to be included should be agreed with the DECC project manager before the report is drafted and used consistently throughout (e.g. 'respondent 17, female, homeowner' etc).

## Presenting tables, charts, diagrams and statistics

* Charts and diagrams should be used, where appropriate, to illustrate noteworthy findings and to break up the text.
* Supporting narrative should always be included to highlight, explain, qualify or expand on the message of a table or chart.
* Tables and figures should be headed, numbered and sourced. They should always be clearly and accurately referenced in the text.
* Tables of data should normally be presented with row and column totals.
* Base totals should be presented with every table or chart presenting survey data.
* A definition should be given of the base sample, e.g. all respondents (n) or all respondents [within a subset] (n).
* It should be clear whether any percentages are weighted or unweighted, and where weighting is used both weighted and unweighted bases should be provided for charts and tables.
* Any weighting used should be explained to the reader, in a way which is understandable to a non-specialist audience.
* Chart axes should be clearly and unambiguously labelled, and use consistent scales, to avoid false comparison between charts.

## Anonymity

* To preserve confidentiality and anonymity, no identifying details of individual participants in the research or of particular organisations should be included in any report to the Department, unless this has been specifically cleared in advance with the individual or organisation concerned.

## Previous literature

* Any review of previous literature included in a report of primary research should clearly relate to the aims and objectives of the research. As far as possible, it should also indicate the status of the literature reviewed, whether it has been subject to any rigorous quality control criteria, and how robust any cited findings are.
* Findings or conclusions from previous literature should be clearly differentiated from findings of primary research.
* All sources of evidence should be clearly referenced.

# Submitting reports

## Report outline

* A report outline, setting out chapter and section headings, and bullets of what will be covered within each chapter/section, should be agreed with the Project Manager well in advance of the draft report. This should show clearly how each of the research questions have been answered.

## Draft Reports

* All draft reports should be thoroughly proof read by someone other than the author before submission to DECC, to minimise spelling and grammar errors and gaps and inconsistencies in information and logic.
* If several authors have contributed separate sections to the report a thorough editorial review is needed prior to submission, to ensure consistent style and avoid unnecessary repetition.
* The date and status of the report should be clear (e.g. Draft 1, June 2011).
* The electronic version of the draft final report should be in Microsoft Word. Other formats should only be used with prior agreement from the DECC project manager.

## Interim reports

* If there have been previously disseminated or published interim reports, the final report should show clear links between the emerging findings in the interim report and the findings in the final report.
* Any other work mentioned in the text, including earlier or interim reports, should be fully referenced.

## Final draft report

* The final draft report should have a further proof-read before submission, following comments and sign-off from the DECC project manger.

## Supplying data

* For quantitative research you will be expected to provide copies of cleaned data with documentation at the same time as the final agreed report – this should be presented as excel/CSV or SPSS files. There should be a full and detailed explanation of all labels and variables of the dataset, to allow easy use by researchers within DECC.
* For qualitative research you will generally be expected to provide transcripts or other notes collated as qualitative data. The data should have clear labels and sufficient explanation to allow further analysis where necessary (e.g. gender, age, geographical location).
* For secondary research / evidence reviews etc you will be expected to provide summaries and full references of all sources reviewed, e.g. using a proforma developed as part of the research.

Annex E

Model Specification Proforma

Invitation to Tender to monitor the benefits of the Big Energy Savings Network

Tender Reference Number:

Deadlines for Tender Responses:

|  |  |
| --- | --- |
| **Project Details** | |
| (if relevant in this specification)  Who are the customers? (Main customer and day to day working contact) | *Please provide a brief description of the main customer(s) and also of any contact who will be available on a day to day basis (if different from main customer).* |
| Purpose | *description of what the project aims to achieve, or the problem it aims to solve;*  *rationale for the development of the model and how this will meet the project aims*   * *include context with in-use models and clarifying why the requirement is not met by existing models[[12]](#footnote-12)* * *provide a brief outline of any projects past or live which are related to this one and for which lessons, outputs and details might be useful in this project;*   *key decisions that the model outputs will be used to support;*  *any other details necessary to give context to the requirement for the model development should also be stated.* |
| **Model Input Requirements** | |
| Source Data | *Information about quantitative model input data (e.g. macro economic data, energy prices, technology prices) including who is providing it and how it has been produced. Also:*   * *Who will sign off the data choices?* * *Where the data is to be stored and in what format?* * *Plans to communicate any risks around poor quality data* |
| Options to be considered | *Will there be alternate sources of data to be analysed and compared (e.g. top down and bottom up estimates)?* |
| **Functionality**[[13]](#footnote-13) | |
| Calculations | *Key design requirements should also be noted such as:*   * *The time periods to be used for calculations (monthly, yearly multiple)* * *Whether scenario analysis will be required* * *How data transformations will occur / algorithms will be applied*   *Key outputs to be performed e.g.*   * *Generation of quarterly cash flows* * *Generation of NPV estimates* * *Probabilistic forecasts for 2030 energy use through Monte Carlo analysis* |
| Sensitivities and scenarios | *Key sensitivities to be analysed and scenarios to be run*   * *How will the model cope with new scenarios being requested?* * *How and where will assumptions be listed and their impact determined?* |
| Software[[14]](#footnote-14) | *Includes information about any specialist software required in addition to Excel.* |
| **Output Requirements** | |
| Deliverables | *Key reports or outputs[[15]](#footnote-15) required, including level of accuracy e.g.:*   * *Pilot study* * *Mock up of initial model / outputs* * *Analysis (e.g. graphs/tables) to support submissions, IAs, reports etc;* * *Training in how to use model* * *Final model* * *Analytical tool to be used by policy colleagues;* * *QA Log* * *Presentation to approving body / project boards.* * *Knowledge Management e.g. DECCipedia Entry* |
| **Overview of Model Structure** | |
| Model map | *A high-level model map/design which acts as a precursor to a more detailed design* |
| Logic diagram(s) | *Which identify the logic and components of calculations and provides a structured approach to ensuring various elements (inputs, assumptions, etc) are identified* |

1. Numbered paragraph 136: <https://assets.digital.cabinet-office.gov.uk/media/54e378a3ed915d0cf7000001/Updated_Issues_Statement.pdf> [↑](#footnote-ref-1)
2. DECC Public Attitudes Tracker, wave 14, June 2015 - <https://www.gov.uk/government/collections/public-attitudes-tracking-survey> [↑](#footnote-ref-2)
3. Where BESN advice sessions are added to the agenda of a pre-existing meeting or event. [↑](#footnote-ref-3)
4. <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/405800/BESN_final_reporl.pdf> [↑](#footnote-ref-4)
5. <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/405802/BESN_technical_annex.pdf> (See page 39) [↑](#footnote-ref-5)
6. Please note that this declaration applies to individuals and single organisations [↑](#footnote-ref-6)
7. The Code of Practice is attached to this ITT [↑](#footnote-ref-7)
8. Please delete as appropriate [↑](#footnote-ref-8)
9. Please note ethical approval does not remove the responsibility of the individual for ethical behaviour [↑](#footnote-ref-9)
10. [↑](#footnote-ref-10)
11. See for example Plain English Campaign - <http://www.plainenglish.co.uk/crystal-mark/about-the-crystal-mark/the-crystal-mark-standard.html> or Center for Plain Language - <http://centerforplainlanguage.org/about-plain-language/checklist/> [↑](#footnote-ref-11)
12. Consult colleagues and contacts with relevant knowledge and expertise of these models [↑](#footnote-ref-12)
13. It is generally not necessary or desirable to state specific calculations as part of the specification. Explicit functionality exclusions such as “Does not estimate options and sensitivity cases” or “Does not incorporate stochastic functions” should also be detailed where appropriate. [↑](#footnote-ref-13)
14. If the model is to be delivered to the customer or shared with suppliers then make sure that it is compatible with their software too. [↑](#footnote-ref-14)
15. Avoid use of non-DECC IP to ensure the model can be published [↑](#footnote-ref-15)