

Mini Competition



Department for Energy Security & Net Zero

**Mini Competition against an existing Framework Agreement (MC)
on behalf of **Department for Energy Security and Net Zero****

**Subject: **Evaluation of the Warm Homes: Social Housing Fund -
Wave 3****

Sourcing Reference Number: **BE24203**

UK Shared Business Services Ltd (UKSBS)
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UKSBS
Shared Business Services

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Section 1 – About UK Shared Business Services

Putting the business into shared services

UK Shared Business Services Ltd (UKSBS) brings a commercial attitude to the public sector; helping Contracting Authorities improve efficiency, generate savings and modernise.

It is our vision to become the leading service provider for Contracting Authorities for in the UK public sector, continuously reducing cost and improving quality of business services for Government and the public sector.

Our broad range of expert services is shared by our Contracting Authorities. This allows Contracting Authorities the freedom to focus resources on core activities; innovating and transforming their own organisations.

Core services include Procurement, Finance, Grants Admissions, Human Resources, Payroll, ISS, and Property Asset Management all underpinned by our Service Delivery and Contact Centre teams.

UKSBS is a people rather than task focused business. It's what makes us different to the traditional transactional shared services centre. What is more, being a not-for-profit organisation owned by DSIT / DESNZ & UKRI, UKSBS' goals are aligned with the public sector and delivering best value for the UK taxpayer.

UKSBS currently manages £700m expenditure for its Contracting Authorities.

Contracting Authorities who have access to our services and Contracts are detailed [here](#).

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At UK Shared Business Services (UKSBS) we recognise and understand that your privacy is extremely important, and we want you to know exactly what kind of information we collect about you and how we use it.

This privacy notice link below details what you can expect from UKSBS when we collect your personal information.

- We will keep your data safe and private.
- We will not sell your data to anyone.
- We will only share your data with those you give us permission to share with and only for legitimate service delivery reasons.

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Privacy Notice

This notice sets out how the Contracting Authority will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (UK GDPR).

YOUR DATA

The Contracting Authority will process the following personal data:

Names and contact details of employees involved in preparing and submitting the bid;
Names and contact details of employees proposed to be involved in delivery of the contract;
Names, contact details, age, qualifications, and experience of employees whose CVs are submitted as part of the bid.

Purpose

The Contracting Authority are processing your personal data for the purposes of the tender exercise, or in the event of legal challenge to such tender exercise.

Legal basis of processing

The legal basis for processing your personal data is processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller, such as the exercise of a function of the Crown, a Minister of the Crown, or a government department; the exercise of a function conferred on a person by an enactment; the exercise of a function of either House of Parliament; or the administration of justice.

Recipients

Your personal data will be shared by us with other Government Departments or public authorities where necessary as part of the tender exercise. The Contracting Authority may share your data if required to do so by law, for example by court order or to prevent fraud or other crime.

Retention

All submissions in connection with this tender exercise will be retained for a period of (7) years from the date of contract expiry, unless the contract is entered into as a deed in which case it will be kept for a period of (12) years from the date of contract expiry.

Your Rights

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

You have the right to object to the processing of your personal data where it is processed for direct marketing purposes.

You have the right to object to the processing of your personal data.

International Transfers

As your personal data is stored on our IT infrastructure and shared with our data processors Microsoft and Amazon Web Services, it may be transferred and stored securely in the UK and European Economic Area. Where your personal data is stored outside the UK and EEA it will be subject to equivalent legal protection through the use of Model Contract Clauses

Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113
casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

Contact Details

The data controller for your personal data is:

The Department for Energy Security & Net Zero (DESNZ)

You can contact the Data Protection Officer at:

DESNZ Data Protection Officer, Department for Energy Security & Net Zero 3-8 Whitehall Place, London, SW1A 2ED. Email: dataprotection@energysecurity.gov.uk

Section 2 – About the Contracting Authority

Department for Energy, Security and Net Zero (DESNZ)

The Department for Energy Security and Net Zero (DESNZ) is focused on the energy portfolio from the former Department for Business, Energy and Industrial Strategy (BEIS). Our focus is securing our long-term energy supply, bringing down bills and halving inflation.

Our responsibilities

- Delivering security of energy supply
- Ensuring properly functioning energy markets
- Encouraging greater energy efficiency
- Seizing the opportunities of net zero to lead the world in new green industries

Section 3 – Working with the Contracting Authority

In this section you will find details of your Procurement contact point and the timescales relating to this opportunity.

Section 3 – Contact details		
3.1	Contracting Authority (CA) Name and address	Department for Energy Security and Net Zero (DESNZ) 3-8 Whitehall Place, London, SW1A 2EG, United Kingdom
3.2	Buyer name	Jodene Pritchard
3.3	Buyer contact details	FMProcurement@uksbs.co.uk
3.4	Estimated value of the Opportunity	£657,000.00 Excluding VAT
3.5	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Messaging Centre of the eSourcing portal. Guidance on how to obtain support on using the eSourcing portal can be found in Section 7.25. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered, unless formally advised to do so by UKSBS.

Section 3 - Timescales		
3.6	Date of Issue of Mini Competition to all Bidders	Thursday 31 st October 2024
3.7	Latest date / time Mini Competition clarification questions shall be received through the eSourcing Portal	Monday 25 th November 2024 11:00am
3.8	Latest date Mini Competition clarification answers should be sent to all Bidders by the Buyer through the eSourcing Portal	Friday 29 th November 2024
3.9	Latest date / time Mini Competition Bid shall be submitted through eSourcing Portal (the Deadline)	Friday 13 th December 2024 11:00am
3.10	Anticipated selection and de selection of Bids notification date	Monday 20 th January 2025
3.11	Anticipated Award Date	Friday 24 th January 2025
3.12	Anticipated Contract Start Date	Monday 27 th January 2025
3.13	Anticipated Contract End Date	Friday 30 th March 2029 This is subject to the following Break Clauses and written confirmation from The Department to proceed:

		Break Clauses 31 st March 2026 and 31 st March 2028
3.14	Bid Validity Period	90 Days
3.16	Framework and or Lot the Mini competition will be based on	RM6126 – Research and Insights Subject Area > Environment and Infrastructure <ul style="list-style-type: none"> Decarbonisation, emissions and Net Zero Research Method > Data Collection (general) <ul style="list-style-type: none"> Mixed method (qualitative and quantitative) Evaluation and Evidence Synthesis <ul style="list-style-type: none"> Impact evaluation
3.17	Anticipated Contracts Finder notice and redacted contract publication if applicable.	Within 30 days of Award.

Section 4 – Specification

1. Section 1 – Background

1.1. Background to the tender

The Department for Energy Security and Net Zero (hereafter ‘DESNZ’, ‘we’ or ‘the Contracting Authority’) is responsible for the Government’s commitment to reach Net Zero greenhouse gas emissions by 2050, securing our long-term energy supply, bringing down bills and halving inflation.

DESNZ is seeking to commission a process, outcome and economic evaluation of Wave 3 of the Warm Homes: Social Housing Fund (WH:SHF; henceforth ‘WH:SHF Wave 3’ or ‘Wave 3’. Previously known as the Social Housing Decarbonisation Fund (SHDF), WH:SHF is a government scheme that aims to improve the energy performance of England’s social housing stock through targeted investment and collaborative engagement with social housing landlords.

DESNZ anticipates that this evaluation will entail qualitative fieldwork with key scheme stakeholders alongside secondary data analysis to provide a rigorous understanding of:

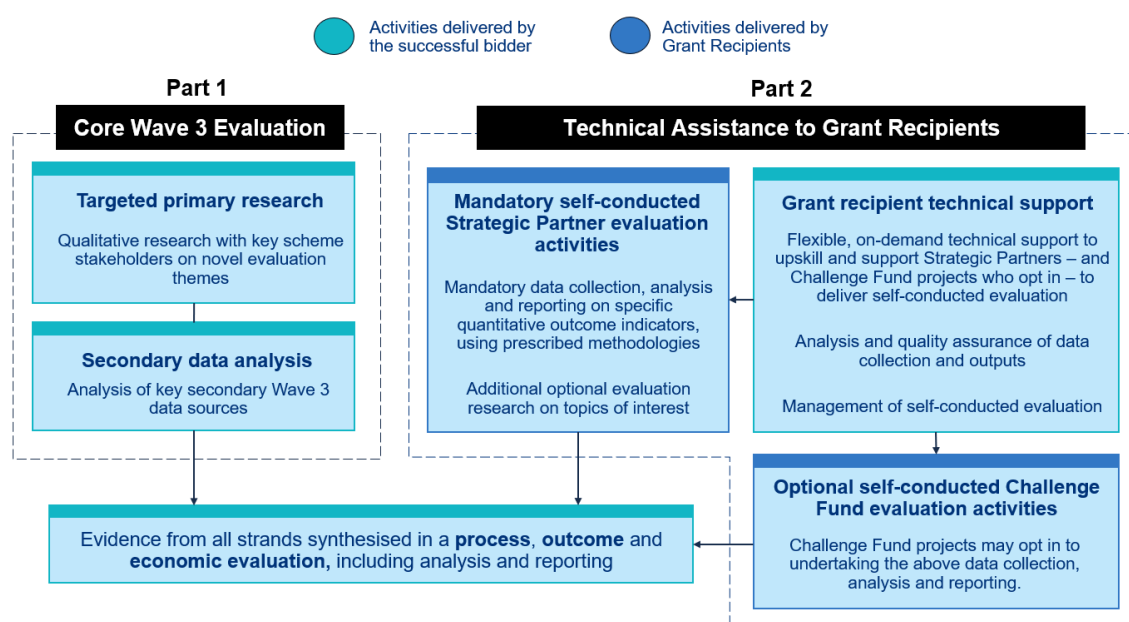
- How Wave 3 is being delivered and the extent to which this aligns with the original scheme design (through **process evaluation**)
- The extent to which Wave 3 is delivering its intended outcomes (through **outcome evaluation**)
- The extent to which Wave 3 has offered value for money (through **economic evaluation**)

We anticipate that this evaluation and contract will have two components:

1. **Part 1, Core Wave 3 evaluation:** Primary and secondary data collection, analysis and reporting the successful bidder will undertake to answer the evaluation questions.
2. **Part 2, Technical Assistance to grant recipients:** Certain grant recipients, known as ‘Strategic Partners’, will be required to undertake specific self-conducted data collection, analysis and reporting activities, beyond programme monitoring requirements, to support the Wave 3 evaluation and encourage upskilling. Other grant recipients, known as the ‘Challenge Fund’, may opt in. **The successful supplier will be expected to provide technical assistance, quality assurance and wider support to these grant recipients.**

Figure 1 below reflects our anticipated structure for WH:SHF Wave 3’s evaluation, including the evaluation activities for which we expect the successful supplier to have responsibility. Further details on each component of the evaluation are provided throughout this specification.

Figure 1: WH:SHF Wave 3 evaluation structure



Please see Section 1.2.3 below for further details on the two routes through which grant recipients can access funding in Wave 3.

Impact of this research

This project will build on evaluation evidence gathered throughout previous WH:SHF Waves to strengthen the Government's understanding of the effectiveness of WH:SHF Wave 3's delivery and funding models in delivering warm, energy efficient social housing, reducing carbon emissions, tackling fuel poverty and improving the comfort, health and wellbeing of social housing tenants. This will support ongoing scheme delivery and the design of future WH:SHF waves, as well as wider future domestic energy efficiency programmes, by contributing to the wider evidence base on the impact of energy efficiency measures in the real world.

DESNZ welcome novel ideas and approaches, and therefore warmly welcomes bids from a range of organisations. We welcome proposals from single and consortia bidders with the following skills:

- **Social research, monitoring and evaluation expertise:** a high level of expertise in designing and delivering mixed methods evaluation projects with multiple key stakeholder groups, utilising process, outcome and economic evaluation frameworks.
- **Technical assistance and support:** the successful supplier must utilise their monitoring and evaluation expertise to provide valuable technical support to grant recipients (Part 2 of this contract).
- **Research project management expertise:** managing multiple large scale research projects of comparable size and complexity to time, budget and quality.

- **Report writing expertise:** the ability to produce evidence based, narrative research reports which are robust reflections of the evidence, engaging and easy to read by policy audiences and clearly communicate findings.
- **Understanding of domestic energy efficiency technologies and policy areas.**

Bids will be assessed in accordance with the evaluation criteria in Section 5 of this Mini Competition document. To further ensure a competitive market is maintained, DESNZ have taken the following steps::

- The proposed evaluation approach for Wave 3 differs substantially from those of previous SHF Waves, as does Wave 3 itself;
- No additional information or insights have been provided to incumbent suppliers ahead of this Mini Competition;
- This is a new contract, and incumbent suppliers have had no involvement in the preparation of this procurement; and
- Evaluation panel members do not regularly work with incumbent suppliers.

Bidders are to raise any concerns they have as part of the clarification process for this procurement. **1.2. Warm Homes: Social Housing Fund**

1.2.1 Background to the Warm Homes: Social Housing Fund

The UK has legislated to reduce greenhouse gas emissions to net zero by 2050, and has some of the oldest, and least energy efficient, homes in Europe. A statutory fuel poverty target was set in 2014, to “ensure that as many fuel poor homes as is reasonably practicable achieve a minimum energy efficiency rating of Band C, by 2030”.

The government’s Warm Homes Plan will upgrade millions of homes over this Parliament. A significant driver of this is the Warm Homes: Social Housing Fund (previously known as the Social Housing Decarbonisation Fund), an energy efficiency programme which has been running since 2020 and seeks to improve the energy performance of social rented homes and reduce the number of social housing tenants living in fuel poverty. WH:SHF supports progress towards the Government’s Net Zero and fuel poverty objectives; there are approximately 4 million social homes in England, 1.2 million of which are below Energy Performance Certificate (EPC) Band C, just over half of which (56%) are fuel poor.¹

WH:SHF is delivered in a ‘waved’ approach, with each Wave building upon the previous, incorporating lessons learned, and adapting to the political and economic context, whilst still remaining focused on delivering the programme outcomes. **WH:SHF Wave 3 is in scope for this evaluation.**

WH:SHF has the following programme objectives, which are considered in two categories; that which the programme will directly contribute to, and that which it will indirectly contribute to:

Direct Contribution Outcomes:

¹ [Annual Fuel Poverty Statistics in England: Fuel poverty detailed tables 2024 \(2023 data\)](#)

1. **Reduce CO2 emissions** from Social Housing in Carbon Budgets 4, 5 and 6.
2. Increase the number of homes where retrofitting is carried out, and the proportion of social homes which **meet EER C and above**.²
3. Reduce the number of homes in **Fuel Poverty**, ensuring that there is no increase in fuel bills for equivalent fuel price and warmth.
4. Improve the comfort, health, and well-being of **social housing tenants**.

Indirect Contribution Outcomes:

5. Develop the **green economy** and associated jobs.
6. Develop **retrofit innovation** and installation value for money, for the broader benefit of the owner occupier and private rental sector.
7. Increase the retrofit **supply chain** availability and capacity to help achieve Net Zero by 2050.
8. Build **Social Housing Landlords' capacity and capability** to decarbonise their housing stock.

1.2.2. Previous Waves

Demonstrator

The Demonstrator awarded £62 million to 14 projects in England and Scotland, to test innovative approaches to retrofitting at scale. The Demonstrator ran from September 2020 to December 2022, and was designed to learn lessons about high complexity, deep retrofit, installing many measures throughout homes with a target space heating demand of 50 kWh/m²/year. Many projects also installed low carbon heating.

DESNZ commissioned a full independent [process, outcome and economic evaluation](#), delivered by Ipsos Mori, Energy Saving Trust, and Technopolis. This involved extensive primary data collection with: participating residents (including in-depth interviews, quantitative surveying and mobile ethnography); project leads and team members; DESNZ delivery and policy team members; Scheme Administrator representatives; Resident Liaison Officers; withdrawn projects and unsuccessful bidders; manufacturers and experts; industry representatives; and PAS2035/2050 practitioners. The evaluation also modelled energy, carbon, and bill savings.

Wave 1

Wave 1 awarded £179 million to 69 projects in England to support the installation of energy performance measures in social homes between April 2022 and March 2024 (extended from the original end date of March 2023). Grant recipients were single or joint-consortia of Private and Local Authority (LA) providers, though only LAs were eligible to lead consortia.

Scaled cost caps ensured that grant funding was capped based on each home's starting performance, with higher caps on homes with a worse starting EPC band. This facilitated the treatment of the worst performing homes, in accordance with the principle of 'Worst First'. A 'Fabric First' approach was also required, in which heat loss prevention measures

² The Energy Efficiency Ratio (EER) is a rating based on the performance of a building and its fixed services (such as heating and lighting), and is used to calculate a property's EPC rating.

are installed before other energy efficiency measures to maximise comfort and bill savings for the consumer, and to maximise the dwelling's suitability for low carbon heating either now or in the future.

For more information, please refer to guidance available at [Social Housing Decarbonisation Fund: Wave 1](#).

Wave 2.1

Wave 2.1 awarded £778 million to 107 projects for the delivery of retrofit from March 2023 until September 2025. Unlike previous Waves, Wave 2.1 funding was available to registered providers of social housing and registered charities that own social housing in England, as well as local and combined authorities (CAs), including Mayoral combined authorities (MCAs).

Wave 2.1 was a significant funding uplift from Wave 1, and therefore its policy implemented some key changes to reflect its scale of ambition and lessons learned from the Demonstrator and Wave 1. These included a minimum bid size of 100 properties, longer delivery windows, and a dedicated cost cap for off-grid low carbon heating measures.

For more information, please refer to guidance available at [Social Housing Decarbonisation Fund: Wave 2.1](#).

Waves 1 and 2.1 are subject to an ongoing joint process, impact and economic evaluation, delivered by IFF Research Ltd in a consortium with Technopolis Group and Building Research Establishment. The evaluation involves fuel poverty analysis, and extensive primary data collection with: residents (including in-depth interviews and several surveys of over 3,000 residents so far); social housing landlords who are participating Waves 1 and 2.1; social housing landlords who were unsuccessful in securing SHDF funding; senior DESNZ staff members; DESNZ scheme delivery teams; DESNZ Technical Assistance Facility team; staff from the Delivery Agent; staff from the Delivery Partner;³ and supply chain stakeholders. Findings delivered thus far are not yet published but details will be shared with the successful supplier at project inception.

Wave 2.2

A 'top-up' fund to Wave 2.1, Wave 2.2 awarded £75.5 million available to 42 projects, for the delivery of further social housing retrofits between April 2024 and March 2026. Wave 2.2's policy design remains relatively unchanged from Wave 2.1, with the exception of removing the minimum bid size and excluding organisations who were successful applicants in Wave 2.1. This was done to encourage applications from smaller, less experienced social housing landlords.

³ See Table 1 for details of these stakeholder groups. For Waves 1 and 2.1, Salix Finance are contracted as the Delivery Agent, and PwC, Arup and Turner & Townsend are contracted as the Delivery Partner.

For more information, please refer to guidance available at [Social Housing Decarbonisation Fund: Wave 2.2](#).

Wave 2.2 is subject to a small ongoing evaluation, delivered by IFF Research and Technopolis Group, with some components delivered in-house by DESNZ. Details will be shared with the successful supplier at project inception.

1.2.3. Wave 3

WH:SHF Wave 3 was announced on 23rd September 2024 as part of the government's Warm Homes Plan.⁴ Wave 3 will build on allocations made under previous Waves of SHDF by providing funding to LAs, CAs, MCAs, registered providers of social housing, and registered charities that own social housing in England, to upgrade a significant amount of the social housing stock currently below EPC C up to that standard. It will continue to support social housing landlords to deliver retrofit at scale and encourage the uptake of low carbon heating, to the benefit of their tenants and in line with overall programme objectives. In addition, it aims to develop knowledge and capacity to deliver retrofit works, both amongst experienced social housing landlords and those who have not yet engaged with retrofit.

Wave 3's delivery window will run from early 2025 until September 2028, the longest delivery window yet. All grant funding for Wave 3 projects must be transferred to the grant recipient and spent by 31st March 2028, meaning projects can only use co-funding in the final six months of delivery.

The key difference between Wave 3 and previous Waves is its two routes via which funding can be accessed. This approach reduces delivery risk by providing the right support to those who need it, and enabling those who have shown they can deliver successfully:

1. **Strategic Partnership:** Social housing landlords with a proven track record of successful delivery at scale (thousands of properties delivered via any relevant successful programme) can access funding through a Strategic Partnership, awarded, regardless of their type of organisation. These projects are expected to upgrade multiple thousands of homes. To reflect the capability evidenced by these landlords and to support delivery at scale, Strategic Partners will have more flexibility in how they choose to deliver their projects and will not be required to provide detail on specific homes and measures until works have been carried out, as part of routine delivery monitoring.

Strategic Partners will be expected to deliver against at least one of the strategic priorities set out for the Strategic Partnership route: Delivery at scale; Preparing for the future scale-up of retrofit; Low carbon heating; and Innovation. They will attend quarterly monitoring meetings and yearly review meetings, one purpose of which is to reflect on progress and the extent to which they are meeting their chosen strategic priority(s).

⁴ The Warm Homes Plan also includes the [Warm Homes: Local Grant](#) scheme, which will be subject to a separate evaluation.

2. **Challenge Fund:** This is expected to suit the majority of grant recipients, and particularly inexperienced LAs and smaller providers. Unlike the Strategic Partnership approach, the initial application requires only high-level detail. All applications that meet the minimum standards of the scheme will be awarded funding (although if oversubscribed, this may not be the amount of funding requested). Grant recipients in this route will deliver retrofits in 'phases', by submitting 'phase requests' throughout Wave 3. These contain specific details on the homes and measures planned and are only submitted when each phase is ready to start delivery. It is expected that the majority of retrofit assessments will have already taken place for these properties, limiting the need for later project change requests. This model will facilitate the phased approach to delivery taken by many organisations, though phases should not be broken down arbitrarily, instead reflecting a sensible delivery plan. DESNZ expects that projects will not have more than ten phases.

Although Wave 3 applications should include a minimum of 100 eligible social housing properties at EPC band D-G, small social housing landlords (defined for this purpose as those who own or manage fewer than 1,000 homes) can apply with fewer than 100 homes. For such landlords, there is no minimum application size and no obligation to include 100 homes in applications.

For further details on Wave 3's policy design, please refer to Annex A and the [Warm Homes: Social Housing Fund Wave 3 - Scheme Guidance](#). The application window will close on 25th November 2024, and details of the successful projects in each funding route will be available in early 2025.

1.3. Key delivery partners and stakeholders

DESNZ's implementation of WH:SHF Wave 3 is supported by a number of internal and external partner organisations. These key delivery stakeholders are outlined in Table 1 below.

Table 1: Key stakeholders

Role	Function
DESNZ WH:SHF Core Integrated Delivery Team (IDT)	The interdisciplinary DESNZ team that manages the WH:SHF Programme, including designing its policy and ensuring it is delivering against agreed key performance indicators and Programme Benefits.
Delivery Partner (DP)	The Scheme Administrator who acts as a first point of contact for social housing landlords that have received Wave 3 funding. The DP is responsible for engaging with projects, monitoring progress and risks, and providing expert support and assurance where necessary. The DP reports on scheme progress to DESNZ. The DP for Wave 3 has not yet been appointed.

Projects / Grant recipients / Social Housing Landlords (SHLs)	This refers to the direct grant recipients of the funding, including organisations in a consortium. They are the Combined Authority, Local Authority, Housing Association, Arms Length Management Organisation (ALMO) or Registered Charity that owns the social homes, signs the grant funding agreement with DESNZ and is ultimately responsible for delivery of the funded social housing retrofit project.
Residents	Occupants of the social (or non-social infill) homes being retrofitted by the grant recipient. They are directly impacted by the scheme during the retrofit process, and subsequently by improved energy performance of their homes.
Installers and supply chain	Organisations contracted by the grant recipients to undertake scoping, design and installation of energy improvement measures consistent with the WH:SHF conditions. For the purposes of evaluation planning, 'Installers' and the 'supply chain' incorporates those involved in project delivery such as retrofit coordinators, as well as those involved directly in installation.
Retrofit Information, Support & Expertise (RISE)	Retrofit Information, Support & Expertise (formerly the Social Housing Retrofit Accelerator (SHRA)) is a free support service funded by DESNZ which provides training, guidance and support to help social housing providers, local authorities and their supply chains across England plan and deliver successful domestic retrofit programmes. Support includes training, events, one-to-one mentoring, and a comprehensive online hub containing resources and an ongoing learning and development programme. Support is offered which is relevant to those at the very start of their retrofit journey, and those with more experience who are looking to expand and improve. RISE is delivered by Turner & Townsend.

Section 2 – Aims and Objectives of the project

2.1. Aims and Objectives

The overall aim of this evaluation is to evaluate the delivery of WH:SHF Wave 3 and assess how successful the scheme has been in working towards its policy objectives and expected outcomes.

Particularly, the evaluation aims to:

1. **Build on the Demonstrator, Wave 1 and Wave 2.1 evaluations** to provide targeted insight into scheme delivery and embed learnings into the development of future WH:SHF programmes and related domestic retrofit schemes.
2. **Provide independent insight into effective funding and delivery models for social housing retrofit**, with a view to readying the sector for future retrofit and decarbonisation.
3. **Improve the design and delivery of future WH:SHF Waves and other social housing retrofit projects** by identifying improvements to Wave 3's delivery processes and evidencing the experiences of grant recipients.
4. **Upskill mature social housing landlords to monitor and understand the effectiveness and outcomes of their retrofit delivery**, by devolving certain evaluation activities and supporting them to deliver these effectively.

To achieve these aims, the objectives of the evaluation are to:

1. **Measure and assess how Wave 3 has been delivered** and achieved its desired outputs and outcomes, as set out in the theory of change.⁵
2. **Measure and assess the extent to which design changes between Wave 3 and previous waves, including but not limited to the change in funding models**, facilitate the achievement of Wave-level and WH:SHF objectives.
3. **Identify the barriers and opportunities experienced** by the range of scheme stakeholders during Wave 3 in order to support the delivery of future WH:SHF waves and related domestic retrofit schemes.

To address these aims and objectives, we are seeking to commission a combined process, outcome and economic evaluation.

Bidders should note that extensive evaluations of the [Demonstrator](#), Wave 1 and Wave 2.1 that have been delivered or are currently in progress have already generated a large body of evidence that has informed current and future policy and delivery design (see Section 1.2.2), as well as the Wave 3 evaluation design. Taking a similarly comprehensive approach for Wave 3 risks duplication, and therefore the proposed evaluation plan takes a more proportionate approach, split into two Parts, which fits Wave 3's larger scale and will continue to provide detailed insight on specific aspects of the scheme:

- **Part 1, Core Wave 3 evaluation:** Primary and secondary data collection, analysis and reporting the successful supplier will undertake to answer the evaluation questions.
 - This is expected to effectively utilise the substantive amount of quantitative data that will already be routinely collected, including monitoring information (MI), Official Statistics derived from MI data, and self-conducted evaluation data. For a full list of secondary sources available, please see Annex D.
 - This will involve qualitative data collection targeted towards exploring novel policy and delivery design mechanisms that differ from previous waves, with key scheme stakeholders who are best placed to reflect on them.⁶ Based upon this targeted scope, primary data collection with residents and the

⁵ The theory of change can be seen in Annex C.

⁶ We propose primary data collection with grant recipients, representatives from the Delivery Partner, DESNZ Wave 3 delivery team, senior DESNZ programme staff, and RISE staff. See Section 3.2.1 for details.

supply chain by the successful supplier is not proposed for Part 1 of the evaluation.

- **Part 2, Technical Assistance to grant recipients:** Strategic Partners will be required to undertake specific self-conducted data collection, analysis and reporting activities on additional outcomes of interest. Challenge Fund grant recipients may opt in. This is separate to programme monitoring requirements and will support upskilling. **The successful supplier will be expected to provide technical assistance, quality assurance and wider support to these grant recipients.**

2.2. Evaluation Questions

The successful supplier should gather evidence to answer the following five overarching research questions, which have been designed to fill key evidence gaps. The full list of sub-questions is detailed in Annex B, though note that individual questions may be subject to change as the scope of Wave 3 is further refined, and in response to feedback from the successful supplier.

1. **Application and launch:** How effective was the launch and application process for Wave 3?
 - a. How (if at all) did the application processes for each funding model encourage social housing landlords to apply and increase their chances of success?
 - b. How effective was the marketing of Wave 3?
 - c. How effective was Wave 3 support (e.g. RISE) in enabling social housing landlords to make successful applications?
2. **Successful project delivery:** To what extent, and how, have Wave 3 projects delivered as intended?
3. **Measures and policy design:** To what extent, and how, have Wave 3 policy designs encouraged social housing landlords to target the properties most in need of retrofit, with appropriate measures?
 - a. To what extent have Wave 3's requirements improved the targeting of measures and value for money?
 - b. To what extent do clean heat measures improve energy affordability and reduce the risk of fuel poverty for social housing tenants?
4. **Achieving scale:** To what extent, and how, has the design of Wave 3 and its funding models supported successful delivery at scale and value for money?
5. **Long-term readiness:** To what extent, and how, has Wave 3 prepared social housing landlords, the retrofit sector and DESNZ for post-2030 retrofit and decarbonisation?
 - a. To what extent has Wave 3 developed the capability and capacity of social housing landlords to deliver large scale retrofit projects?

There is a sixth overarching evaluation question (below) that the successful supplier will **not** be expected to address, as DESNZ are currently developing a method for analysing these impacts internally, using NEED data.⁷ There is a time lag between Wave 3's delivery

⁷ DESNZ are currently developing a quasi-experimental impact evaluation method to assess the impact of household energy efficiency schemes. The method will use the gas and electricity data in the DESNZ National Energy Efficiency Data-Framework (NEED), which matches gas and electricity consumption data with information on energy efficiency measures installed in homes. Due to incompatible timescales, we do not anticipate this analysis will be included in final evaluation reporting. This project is funded by the Evaluation Accelerator Fund. For details, please see [EAF Phase 3 selected projects](#).

window and this data and analysis being available. Therefore, we do not anticipate that this evaluation question and its related data will be incorporated into the final evaluation reporting delivered by the supplier.

6. **Environmental and cost benefits:** How effectively has Wave 3 delivered intended energy, carbon and bill savings?

2.3. Evaluation Methods

The above evaluation questions can all be answered to different extents by the process, outcome and economic evaluations, and therefore specific evaluation questions for each component of the evaluation are not provided.

As with the whole Wave 3 evaluation, these approaches have been defined based upon Wave 3's evidence requirements, and lessons learned from the evaluations of previous Waves. Therefore, unless specified, consistency with previous Waves is not required.

2.3.1. Process evaluation approach

A process evaluation is required to explore how Wave 3 has been delivered and the extent to which this aligns with the original design, as well as the extent to which key outcomes have been met. The process evaluation will focus on design issues related to:

- The application process and support provided, for each funding model
- Phase requests (Challenge Fund only)
- Barriers and critical success factors for delivery
- Implementation of each funding model
- Delivery model

Wave 3's Theory of Change (ToC) was used to identify the specific evidence required from the process evaluation. Evidence should be drawn and synthesised from a range of sources across the evaluation, including secondary data analysis and primary qualitative research with grant recipients and other key scheme stakeholders. This evidence should be triangulated against the evaluation questions to indicate whether Wave 3 has been delivered as intended.

2.3.2. Outcome evaluation approach

As outlined above, to assess the extent to which Wave 3 drives energy, carbon and bill savings, DESNZ will conduct in-house analysis of these impacts using NEED data. This is outside the scope of this contract.

The outcome evaluation should explore the extent to which Wave 3 has achieved key outputs set out in its theory of change, including in relation to:

- Motivating social housing landlords to apply to Wave 3
- Successful project delivery, including variations by funding model, measures, and property characteristics.
- Appropriate targeting of measures, including low carbon heating

To examine wider outcomes, the successful supplier will be required to do **limited supplementary outcome evaluation** involving in-depth exploration of pathways to change for some key outcomes, which will be harder to measure quantitatively. The key outcomes of interest are:

- Improved social housing landlord capacity and capability.
- Retrofit delivery at scale, achieved via Wave 3's policy design and funding models
- Preparing social housing landlords, the retrofit sector and DESNZ for future retrofit success, including spillover benefits to other sectors (such as via building supply chain capacity or RISE's scheme-agnostic support)

These outcomes are well-suited to this approach because they are related to WH:SHF's Indirect Contribution Outcomes (see Section 1.2.1). WH:SHF is responsible for contributing to these outcomes, but with recognition that it is doing so in a broader context, in which other policies, schemes or levers will be contributing to these outcomes. Therefore, exploring their pathways to change is of key interest to the evaluation.

We are open to suggestions about how best to assemble and present evidence related to these outcomes, but would suggest, due to the complex context and lack of suitable counterfactual, that theory-based approaches may be best suited. The ToC can be seen in Annex C.

Bidders should demonstrate a sound rationale for their suggested approach, including key methodological and practical considerations, and explain how the suggested methodology will address the evaluation questions within the project timeframe and budget.

2.3.3. Economic evaluation approach

A targeted economic evaluation of WH:SHF Wave 3 is required to gather evidence that can test DESNZ's appraisal and modelling assumptions about Wave 3 and the benefits it is expected to deliver. This evaluation should also explore specific themes that indicate the extent to which Wave 3 has offered value for money (VFM), addressing evidence gaps that have been identified with DESNZ analysts.

We are open to bidders suggesting their preferred approach. However, we prefer a more descriptive approach to economic evaluation, which focuses on the specific VFM themes set out below, rather than a comprehensive assessment of the VFM of the scheme. We do not require cost-benefit analysis or similar exhaustive assessments of VFM.⁸

The economic evaluation should focus on:

- Cost reductions and time savings (i.e. scale) achieved across the two funding models
- Optimal procurement and supply chain arrangements
- Private financing and further investment in the retrofit sector

⁸ Counter fraud review is not within the scope of this evaluation. For more information on how fraud, error and non-compliance are prevented and detected in Wave 3, please see Section 5.3 of the [Warm Homes: Social Housing Fund Wave 3 - Scheme Guidance](#).

- Cost avoidance strategies⁹
- Perceived retrofit sector job support
- Retrofit innovation and possible efficiencies
- Social housing landlords' decision-making about capital and administration & ancillary (A&A) budget spend

We expect evidence for these themes and benefits will be gathered via qualitative primary research with scheme stakeholders, self-conducted evaluation data collected by Strategic Partners (and Challenge Fund grant recipients who opt in), and analysis of key secondary data sources (see Sections 3.2 and 3.3 for further details). As such, the economic evaluation will be part of the broader process and outcome evaluation in Part 1.

Bidders are welcome to suggest approaches which they deem appropriate, provided they demonstrate a sound rationale, including key methodological and practical considerations, and how the suggested methodology will address the evaluation questions within the project timeframe and budget. The successful supplier should develop their approach during the scoping stage, and regular check-ins may be instituted to ensure successful delivery of the work.

2.3.4. Evidence synthesis and evaluation reporting

When reporting on evaluation findings, the successful supplier will be required to synthesise data gathered from across Wave 3's process, outcome and economic evaluations, to draw out evidence on key cross-cutting themes from across each data collection exercise. The ToC and evaluation questions may be used as a structure against which evidence can be organised, to understand whether the scheme has delivered as intended and delivered its intended outcomes.

We do not require or expect the evidence synthesis to answer additional evaluation questions over and above those stated above and in Annex B, nor do we require the successful supplier to incorporate comparisons with evidence from previous Waves.

2.4. Part 2: Technical Assistance for Self-Conducted Evaluation

2.4.1. Background

In addition to the primary research and secondary data analysis proposed for Part 1 of the Wave 3 evaluation, the outcome, process and economic evaluations will incorporate data collected by grant recipients themselves. This approach, which involves proportionate devolution of distinct data collection, analysis and reporting activities to grant recipients in the Strategic Partnership route (also referred to as 'Strategic Partners'; see Section 1.2.3 for details), is referred to as **mandatory self-conducted evaluation for Strategic Partners**.

⁹ Cost avoidance strategies are lessons learnt from previous Waves that grant recipients have incorporated into their Wave 3 processes to improve ways of working and demonstrate cost avoidance, for example in relation to contract management or stakeholder engagement.

The successful supplier must support these grant recipients to deliver self-conducted evaluation. This will help these grant recipients to develop the necessary skills and experience required to continue evaluating retrofit delivery in the long-term. Further details on the support requirements throughout the evaluation are provided in Section 3.

Self-conducted evaluation will be mandatory and included in the grant conditions for Strategic Partners; these grant recipients have increased delivery responsibility and ownership in Wave 3, and accordingly will have more responsibility for conducting data collection, analysis and reporting activities.

It will be optional for Challenge Fund grant recipients, in recognition that they may not have the same levels of experience or available resource. However, these grant recipients will be encouraged to opt in if they wish, to receive specialist evaluation support and develop their internal capacity and capability to undertake data collection, analysis and reporting. Therefore, the relevant sections of this Mini Competition refer broadly to either 'Strategic Partners and Challenge Fund projects who opt in', or simply 'relevant grant recipients'. These grant recipients have already been defined as those who will receive technical assistance; the successful supplier will not need to identify them.

Once in delivery, it may be possible for grant recipients to be considered for transfer between the funding routes at set stages. This will be considered on a case-by-case basis and against a set of criteria. In instances where grant recipients transition between funding routes, the requirements for the self-conducted evaluation are as follows:

- Any grant recipients who transition from the Strategic Partnership to Challenge Fund route will be required to continue delivering their existing self-conducted evaluation obligations.
- Any grant recipients who transition from the Challenge Fund to Strategic Partnership route will be opted in to self-conducted evaluation.

The successful supplier will provide onboarding support to the latter group of grant recipients, who will be newly opted in to self-conducted evaluation. While we do not expect this to be a large group, bidders should account for this accordingly and set aside additional resource to meet this need.

Building monitoring, data analysis and evaluation skills will be key to social housing landlords better understanding their own project performance, delivering lessons learnt about which retrofit strategies work well, ways in which projects could be improved, and how their projects impact key beneficiaries such as tenants. This will be crucial in enabling greater devolution of retrofit to social housing landlords, to support home decarbonisation post-2030.

2.4.2. Self-Conducted Evaluation Approach

The successful supplier will be required to support grant recipients to deliver both components of the self-conducted evaluation: **Group A**, which is mandatory for Strategic

Partners and optional for Challenge Fund projects; and **Group B**, which is optional for all grant recipients.

Bidders should note that there is little to no scope to amend the overarching self-conducted evaluation approach and structure described below, as it has already been socialised with potential applicants via the Wave 3 Scheme Guidance and will be written into successful applicants' Grant Funding Agreements (GFAs). We would welcome the successful supplier's input to the more granular details, though these may not always be possible to implement.

Group A approach

The successful supplier will support Strategic Partners, and any Challenge Fund projects who opt in to self-conducted evaluation, to deliver the following Group A activities, which are mandatory for Strategic Partners. As well as general methodological support, the successful bidder will also be required to deliver specific quality assurance (QA) and analyses.

The Group A approach and examples of analytical activities required by the successful bidder are summarised in Table 2 (further details of these requirements are provided in Sections 3 and 4.4). Although this support should be delivered throughout the duration of Wave 3 and not constrained to particular time periods, the extent and nature of support required may vary throughout the programme.

Group A contains three categories of outcomes which span key evaluation themes. Each outcome has an associated set of quantitative outcome indicators that can be measured in a consistent way across all projects, and which encompass themes with relevance to all projects.

Data collection and analysis approaches for each outcome category have been pre-defined and will be prescribed in a consistent manner, to enable the successful supplier to aggregate into a single dataset and compare data from across projects.

Table 2: Group A summary

Outcome	Example outcome indicator	Methodology summary	Examples of analysis and support required from successful bidder¹⁰
A1. Internal social housing landlord	<ul style="list-style-type: none">• Number of relevant FTEs per SOC code• Relevant training courses attended	Relevant grant recipients complete an annual data collection form with 15-20	<ul style="list-style-type: none">• Collation and quality assurance of data submitted

¹⁰ Further details are provided in Sections 3.3.2 and 3.3.3.

capacity and capability	<ul style="list-style-type: none"> • Retrofit accreditations received 	indicators (3x throughout delivery) and return to DESNZ via the Data Management System (DMS), ¹¹ aligning with yearly monitoring processes.	<ul style="list-style-type: none"> • Development of single aggregate dataset • Development of descriptive outputs and data visualisation
A2. Supply chain capacity and capability	<ul style="list-style-type: none"> • Count of new vs. existing FTE posts • Number, type and date of accreditations received in anticipation of and during Wave 3 • Number of apprentices 	Relevant grant recipients issue an annual data collection form with 15-20 indicators (3x throughout delivery) to selected organisations in their retrofit supply chain and ensure timely return to DESNZ via the DMS, aligning with yearly monitoring processes.	
A3. Resident experience	<ul style="list-style-type: none"> • Satisfaction with measures installed • Satisfaction with installation process • Perceived improvements to warmth and comfort in the home 	Relevant grant recipients issue a post-installation resident questionnaire, containing 5-7 questions specified by DESNZ. They can choose the exact questionnaire method which best suits their residents and individual project contexts but must ensure this meets minimum methodological requirements (e.g. achieves a minimum sample size).	<ul style="list-style-type: none"> • Advise relevant grant recipients on questionnaire sampling and design • Collation and quality assurance of data submitted • Questionnaire analysis and creation of an aggregate set of tables, plus individual tables for each relevant grant recipient • Development of descriptive outputs and data visualisation

¹¹ DESNZ's DMS is the system in which grant recipients upload monthly monitoring data and project details.

Group B approach

The successful supplier will be required to provide methodological support to any grant recipients who opt in to Group B, which is optional for both Strategic Partners and Challenge Fund projects who have opted in. Group B contains a longlist of wider evaluation topics which span several evaluation themes, and has been designed to support relevant grant recipients to undertake additional self-conducted data collection, analysis and reporting on key topics of interest. See Table 3 below for some examples, aligned with the overarching evaluation questions detailed in Section 2.2.

Unlike Group A, Strategic Partners and Challenge Fund projects who opt in to Group B will propose their own data collection and analysis approaches, as the topics are more wide-ranging and may be addressed in different ways, according to specific project contexts. Alternatively, relevant grant recipients may propose their own evaluation topics which align to their contexts and interests.

The successful supplier will be required to support these grant recipients, if required, in developing their methodological approaches, for up to three evaluation topics.

DESNZ may suggest a preferred approach for certain questions. This support will be more hands-on than that given to those only partaking in Group A activities and will involve tailored, regular contact with individual grant recipients. For example, this could involve helping a grant recipient to turn research interests into well-defined evaluation questions or recommending appropriate methodologies for addressing existing evaluation questions.

The preferred approach should be ascertained during the scoping phase (see Section 3.1.2). For example, some grant recipients may prefer to direct their own Group B approach to a greater extent than others, requiring support in the later stages of any research. Others may prefer the supplier to more closely guide their Group B approach, giving the supplier a greater role in the research.

While we do not know exactly how many grant recipients will opt in to Group B, many SHLs who participated in previous Waves expressed an interest in conducting their own evaluation, and even developed independent evaluation plans. Therefore, we know there is interest amongst the sector, and the successful supplier should plan to resource this additional technical assistance work sufficiently, assuming at least some grant recipients will opt in and require support.

Where possible, DESNZ would like to incorporate any evidence from Group B into the overarching evaluation of Wave 3. The most suitable way to do this should be jointly determined when the scope of Group B activities is clearer.

Table 3: Group B Evaluation Topics

Overarching evaluation questions	Evaluation topics for relevant grant recipients
To what extent, and how, have Wave 3 projects delivered as intended?	<ul style="list-style-type: none"> • What have been the critical success factors and barriers to effective and efficient delivery in grant recipients' projects? How have identified barriers been overcome? • To what extent, and how, have external factors influenced success in grant recipients' Wave 3 projects?
To what extent, and how, have Wave 3 policy designs encouraged social housing landlords to target the properties most in need of retrofit, with appropriate measures?	<ul style="list-style-type: none"> • What is the minimum level of building fabric required for low carbon heating installations not to increase, or to reduce, residents' bills? • To what extent do properties receiving low carbon heating without fabric measures achieve sufficient energy bill savings to take fuel poor residents out of fuel poverty?
To what extent, and how, has the design of Wave 3 and its funding models supported successful delivery at scale and value for money?	<ul style="list-style-type: none"> • To what extent, and how, do grant recipients think their Wave 3 projects have delivered value for money?
To what extent, and how, has Wave 3 prepared social housing landlords, the retrofit sector and DESNZ for post-2030 retrofit and decarbonisation?	<ul style="list-style-type: none"> • Has Wave 3 developed grant recipients' understanding of the optimal commercial arrangements (including innovative procurement processes) for delivering retrofit at scale? • To what extent do grant recipients think Wave 3 has encouraged further investment in retrofit/the retrofit sector?
How effectively has Wave 3 delivered intended environmental and cost benefits, specifically energy, carbon and bill savings? ¹²	<ul style="list-style-type: none"> • What energy savings have been generated by the installation of energy efficiency measures in grant recipients' Wave 3 projects? • To what extent has the installation of energy performance measures in grant recipients' Wave 3 projects delivered a reduction in fuel bills for grant recipients' residents?

¹² If Strategic Partners and Challenge Fund projects who opt in wish to answer these questions, they cannot do so using a modelling approach, as this would duplicate baseline data points they are already required to provide.

To what extent have grant recipients' Wave 3 projects generated benefits for residents? (Further exploration than in Group A)	<ul style="list-style-type: none"> • To what extent have residents been satisfied with the energy performance measures installed and their installation processes? • To what extent have grant recipients' Wave 3 projects delivered warmer and more comfortable homes for residents? • To what extent have grant recipients' Wave 3 projects contributed to changes in resident physical health, mental health and wellbeing? • To what extent have grant recipients' Wave 3 projects contributed to attitudinal and behavioural change in relation to energy use?
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Costs grant recipients incur when carrying out mandatory self-conducted evaluation activities (Group A) will be counted as eligible projects costs, and thus can be funded by their Wave 3 grant.¹³ However, any costs incurred when carrying out optional self-conducted evaluation activities (Group B) must be entirely self-funded.

Self-conducted evaluation outputs

Strategic Partners and Challenge Fund projects who opt in to deliver self-conducted evaluation will be required to deliver three short outputs over the course of Wave 3: a self-conducted evaluation plan, mid-delivery report, and end-delivery report. Reports will include key findings, additional context, lessons learned, and how these could be applied to future delivery. **The successful supplier will be expected to support these grant recipients where needed to develop outputs, including one round of review per output to ensure sufficient information has been provided, the template and relevant guidelines have been followed.** Where relevant, the successful supplier should also incorporate findings from these reports into their overall Wave 3 evaluation reporting (see Section 4.5 for further details).

Section 3 - Suggested Methodology

As described above, the evaluation work required for WH:SHF Wave 3 is comprised of:

1. **Part 1:** Core Wave 3 evaluation activities, including primary and secondary data collection and analysis.
2. **Part 2:** Technical support to Strategic Partners and Challenge Fund projects who opt in to delivering their self-conducted evaluation activities.

Further details on the proposed make up of these two components can be found below.

This section of the ITT is structured chronologically, drawing out the key activities required at each stage in the project. Continuous technical support activities required to support grant recipients undertaking self-conducted evaluation are described alongside data

¹³ Grant recipients are required to spend no more than 15% of their total project spend on administration and ancillary (A&A) costs. DESNZ is not prescriptive about which activities should be covered by A&A, to ensure maximum flexibility, but examples include project management, new EPC assessments, and PAS2035 costs.

collection activities. The below table shows how the activities will be phased across the project, with rough timings. More detailed timings are provided at the end of this section, in Section 3.5.

Project Phase and timing	Part 1 – Core Wave 3 evaluation	Part 2 – Technical Assistance to grant recipients
Inception (until April 2025)	Wave 3 evaluation scoping	Initial scoping to ascertain technical support needs of grant recipients Initial technical support to grant recipients
Data collection (throughout contract)	Suggested approach to primary data collection Possible additional data collection	Re-scoping on at most an annual basis, to review technical support needs of grant recipients. Ongoing technical support to grant recipients, including tailored support to those who opt in to Group B
Analysis (throughout contract)	Suggested analysis of key Wave 3 secondary data sources Analysis of self-conducted evaluation data	Quality assurance of self-conducted evaluation data and outputs

3.1. Inception Phase

3.1.1. Scoping: Core Wave 3 (Part 1) evaluation

DESNZ has undertaken considerable scoping for the Wave 3 evaluation, resulting in the draft theory of change and longlist of evaluation questions provided in the annexes. Therefore, a detailed scoping stage should not be required for this evaluation, but we would like the successful bidder to conduct a light-touch scoping review, focusing on the most appropriate methods for gathering robust evidence to address the evaluation questions.

This exercise will also allow the successful bidder to familiarise themselves with the scheme and assess where sufficient data already exists, avoiding duplication of work.

We expect this to include:

- Review of Wave 3 and WH:SHF Programme documentation, including but not limited to: evaluation evidence from previous Waves; Wave 3 theory of change; Wave 3 business cases; data sharing agreements; project funding applications; project performance monitoring data, progress updates and risk registers.
- Any amendments or additions to the list of evaluation questions
- Any amendments or additions to the evaluation plan set out in the original bid response
- Analysis plan, including for secondary data, outcome evaluation and economic evaluation
- Firm timings for all work, if not already provided

3.1.2. Scoping: Technical support to grant recipients undertaking self-conducted evaluation (Part 2)

The successful bidder will be required to set aside budget and/or staff days to provide planned and ad-hoc technical support to Strategic Partners, and any Challenge Fund projects who opt in, to undertake self-conducted evaluation activities, enabling upskilling and delivery as per commitments established by the grant conditions and ensuring quality of data.

We anticipate that support may be required for a minimum of five projects and a maximum of 45 projects. **However, we cannot confirm the exact number of grant recipients, or the extent and nature of support required by each, until applications are received, and successful projects are announced.**

Because the parameters of Part 2 are uncertain, we anticipate that the successful bidder will be paid on a time and material basis for work delivered under Part 2, within the stated maximum budget of £657k. Bidders should provide an initial ceiling cost, assuming the maximum level of support is required by the maximum number of projects. DESNZ would not expect costs incurred throughout the project to exceed this ceiling. However, bidders must be aware that although DESNZ anticipates this support will be required, some aspects are more certain than others. Not all this activity is guaranteed and therefore there is a chance that not all this money will be spent. As such, DESNZ will be under no obligation to use all this budget if it is not required. Bidders should ensure sufficient resource is in place to deliver this, and DESNZ will give the successful bidder as much notice as possible if these requirements change.

For example, we are certain that the successful bidder will be required to undertake quality assurance and analysis (e.g. of Group A data), whereas although we anticipate regular and ad-hoc support to relevant grant recipients is likely to be required, particularly for those who opt in to Group B, it is not guaranteed. Further details of the support DESNZ anticipates relevant grant recipients requiring from the successful bidder are provided below in Sections 3.1.3 and 3.2.4.

When reporting actual costs, suppliers should itemise these as far as possible, reporting on items such as the number of workshops delivered, outputs reviewed, outputs delivered, and 1:1 meetings held with grant recipients. The exact approach should be agreed with DESNZ upon contract award.

An **initial scoping phase** will be required after contract award to ascertain the exact needs of each Strategic Partner and Challenge Fund project who opts in, and therefore the costs associated with supporting them. We expect the successful bidder would first review the evaluation section in each relevant grant recipient's application form,¹⁴ followed by an initial meeting with each of them to ascertain how much support they will require to deliver self-conducted evaluation.

We also recommend small **re-scoping phases** on at most a yearly basis, to avoid over- or underestimating the costs incurred over the contract's duration. Please see below in Section 3.2.3 for further details.

When responding to Part 2 of the Mini Competition, bidders should set out their approach to delivering this work. Where possible, bidders should provide relevant case studies of previous similar projects, including providing technical assistance to support effective monitoring and evaluation. Bidders should evidence the relevant skills and approaches they would take to this work, to ensure self-conducted evaluation data is consistent and high quality.

Bidders must ensure work delivered under Part 2 of the contract is sufficiently resourced, including sufficient senior oversight of this work. When responding to Part 2 of the bid, bidders should include day rates and named staff members who will be responsible for delivering support and quality assurance, including a resource planner with an estimate of the time required to deliver these activities.

3.1.3. Set-up: Technical support to grant recipients undertaking self-conducted evaluation (Part 2)

As described in Section 2, the successful supplier will be required to provide technical support to Strategic Partners and Challenge Fund projects who have opted in to undertaking self-conducted evaluation (Part 2). This will initially involve **technical support and upskilling during the mobilisation phase**, after Wave 3 projects have been confirmed and in the early stages of delivery, which commences in April 2025.

The exact nature and extent of support to be provided to relevant grant recipients will be finalised during the scoping phase(s) described above, according to individual needs. However, we expect the following cross-cutting technical functions will be required and drawn down, which may include the following activities.

- **Developing guidance and templates for grant recipients and providing strategic support to DESNZ**, including scoping and review of the approach and development of key documents. For example:
 - Developing detailed methodological guidance to support relevant grant recipients in delivering Group A activities. Content may include, though is not limited to, guidance on questionnaire sampling methods, ethical

¹⁴ Several questions were included in the Wave 3 application forms to ascertain grant recipients' baseline data collection, analysis and reporting capabilities, and indicate where more support may be required. See [Warm Homes: Social Housing Fund: Wave 3 - Strategic Partnership application questions](#) for the full set of questions.

considerations (e.g. using incentives), and data protection and anonymisation.¹⁵

- Developing succinct reporting templates with pre-defined fields, to enable relevant grant recipients to deliver their three key outputs: self-conducted evaluation plan, mid-delivery report, and the end-delivery report.
- Reviewing DESNZ's proposed approach and suggesting improvements where relevant, noting that these may not be implementable.
- **Scoping and upskilling during Wave 3's mobilisation phase:**
 - Undertaking initial scoping meetings with individual grant recipients during the mobilisation phase, as outlined above, to assess baseline capabilities and support required.
 - Facilitating early, mandatory training sessions during the mobilisation phase to familiarise relevant grant recipients with the approach and provide direction on setting up data collection activities. This could be delivered in a single session to all grant recipients.
 - Facilitating early drop-in sessions for relevant grant recipients who require additional support to develop their self-conducted evaluation plan.
- **Summarising outcomes from the scoping phase**
 - An agreed statement of technical assistance works, including a finalised list of which grant recipients are undertaking Group A and Group B activities, based on application data and follow-up discussions with grant recipients.
 - This should summarise the approach taken by the successful supplier to working with the grant recipients.
 - This should also include updated costings for these activities, within the stated maximum budget (as described above in Section 3.1.2).

3.2. Data Collection

3.2.1. Suggested primary data collection methodology (Part 1)

Bidders are required to specify how evidence will be managed, collated and synthesised from across the core evaluation (Part 1)'s data collection methods to answer the evaluation questions.

Whilst a suggested methodology for the evaluation is described below, bidders are welcome to propose alternative methods if these are believed to meet the aims and approach of the evaluation in a more robust and cost-effective manner than those suggested.

Primary data collection overview

Table 4 summarises DESNZ's suggested data collection methodology.

Table 4: Proposed data collection methodology

¹⁵ An example of similar methodological guidance is the Tenant Satisfaction Measures (TSM)'s [Technical Requirements](#) and [Survey Requirements](#), which were developed by the Regulator of Social Housing to support social housing providers' mandatory data collection.

Methodology	Sample population	Repetitions
Depth interviews	Grant recipients in the Strategic Partnership route	Early, mid, and late delivery
	Grant recipients in the Challenge Fund route with more than 1,000 homes	Early, mid, and late delivery
	Grant recipients in the Challenge Fund route with less than 1,000 homes	Early, mid, and late delivery
	Senior DESNZ programme staff	Early, mid, and late delivery
	RISE programme leads	Early and mid-delivery
Focus groups	Delivery Partner staff	Mid and late delivery
	DESNZ Wave 3 delivery staff	Early, mid, and late delivery

Three broad data collection timings are proposed and referenced in the following sections of the Mini Competition, outlined in Table 5 below. These enable longitudinal exploration of the evaluation questions and have been proposed in consideration of the timing of key delivery activities, to avoid excessive burden on grant recipients and scheme stakeholders. However, bidders may propose alternative timings if there is a clear rationale.

Table 5: Proposed primary data collection timings.

Tranche	Timing	Rationale
Early delivery	Summer (June to July) 2025	To provide insights on the application process and scheme launch without risk of recall bias, and early reflections on delivery processes
Mid delivery	Summer (August to October) 2026	To provide 'one year into delivery' insights on project delivery, measures and policy design, achieving scale and long-term readiness, with potential key lessons going into the third year of delivery.
Late delivery	Winter/Spring (Jan to April) 2028	To provide reflections on the key evaluation themes listed above, based on experiences from several years of delivery.

For each piece of primary data collection, bidders should state their approach and rationale, including (where relevant) the sampling approach, sample size targets, and fieldwork mode (e.g. telephone, online), considering factors such as costs, population burden and aims of the fieldwork.

Depth interviews with grant recipients

A key element of the Wave 3 evaluation is to gather insights from social housing landlords (both Strategic Partners and Challenge Fund) participating in the scheme. This will be crucial to informing DESNZ's understanding of the most efficient delivery and funding models for delivering retrofit at scale. Alone, secondary data that DESNZ receives via monitoring processes can illustrate differences between the two funding models, but it will not be sufficient to explain underpinning factors (the 'how' and 'why') behind progress and results.

DESNZ anticipates qualitative in-depth interviews are the most appropriate data collection method to gather the in-depth evidence to address both the process and outcome evaluation elements, as each grant recipient operates in their own contexts and may have novel experiences that other grant recipients do not.

The aim of these interviews is to explore:

- The effectiveness and attractiveness of Wave 3's application processes, including phase requests (Challenge Fund only)
- Success factors and barriers to effective and efficient delivery
- The effectiveness of Wave 3's policy design in encouraging the installation of certain measures in certain properties, including low carbon heating
- The effectiveness of the Strategic Partnership model in creating relative cost and time savings
- The extent to which Wave 3 has contributed to greater value for money for social housing landlords
- Optimal commercial arrangements, further investment or spillover benefits
- The effectiveness of each funding model in developing grant recipients' capacity and capability to deliver retrofit

The exact content of the interviews will differ according to whether the grant recipient is receiving funding via the Strategic Partnership or Challenge Fund route. DESNZ envisions that interviews will be conducted over the telephone or via video call.

We will seek interviews with participants from the same projects, though these may not necessarily be the same individuals at each point, in recognition that different people may be best placed to reflect on different themes. For example, the person who wrote the application may not be the same person who manages its delivery.

Sampling and recruitment

As part of the GFA, grant recipients will be required to support evaluative activity, including participating in research. Therefore, we do not anticipate that incentives will be paid to these participants. DESNZ will provide grant recipients' contact details, to support recruitment.

Bidders are encouraged to propose sample sizes that enable a sufficient spread of insights to be gathered, with an even split between Strategic Partnership and Challenge Fund grant recipients. Depending on the number of projects that are allocated funding as a Strategic Partnership, we recommend that all these projects should be selected for

interview, to provide case-based insights into this novel funding approach. Conversely, we recommend a sample of Challenge Fund projects should be selected. We would like to recruit participants from a broad range of Challenge Fund projects, which should be selected in consultation with DESNZ, ensuring a spread of the following characteristics:

- Region
- Project structure (e.g. consortium vs. non-consortium)
- Size of project (e.g. spend, number of properties), including a minimum number of projects who meet the criteria for smaller social housing landlords
- Previous experience applying to WH:SHF
- Previous experience delivering retrofits under Wave 1 and/or Wave 2.1
- Unsuccessful Strategic Partners who were reallocated to the Challenge Fund route

DESNZ anticipate this fieldwork may involve approximately 130-170 interviews, with the total number of interviews divided equally over the three timepoints (for example, 45-55 interviews each during early, mid, and late delivery fieldwork).

Focus groups with the Delivery Partner and DESNZ Wave 3 officials

We propose gathering evidence from a wider range of scheme management stakeholders, from the Delivery Partner (DP) and DESNZ Wave 3 delivery team within the WH:SHF IDT (hereafter 'Wave 3 delivery team'). This will provide insight into Wave 3's delivery from those involved in designing the scheme and its day-to-day management.

Representatives from the DP can provide detailed insight into project progress, drawing on their daily experiences supporting grant recipients. However, they may also take a more holistic view on the barriers and enablers to successful delivery, at a higher level, looking across the projects they are responsible for, providing insight that individual grant recipients could not. The Wave 3 delivery team have unique policy and delivery insight; having designed and taken key decisions on Wave 3 and previous schemes, they have detailed knowledge of its processes and can therefore assess whether it delivered as intended. They can also provide any necessary policy context for Wave 3's progress.

We anticipate that focus groups are the most appropriate data collection method to gather the evidence required to address the relevant process, outcome and economic evaluation questions. This is because we expect opinions to vary depending on a range of factors (e.g. experience of different projects), and focus groups provide an efficient means of capturing different perspectives and identifying areas of consensus and disagreement. Furthermore, these individuals are likely to discuss the scheme at an aggregate level, rather than focusing on individual projects' details and complexities, and therefore depth interviews are not required as for grant recipients.

The aim of these focus groups is to explore:

- Success factors and barriers to effective and efficient delivery
- The effectiveness of the delivery model
- The effectiveness of the Strategic Partnership model in creating relative cost and time savings

- The extent to which Wave 3 has contributed to greater value for money for DESNZ and the wider retrofit sector
- The most efficient, effective and cost-effective funding, delivery and oversight models (Wave 3 team only)
- The effectiveness of each funding model in developing grant recipients' capacity and capability to deliver retrofit

The exact content of the focus groups will differ according to participant group, and could take place either online or face-to-face.

We propose early, mid and late delivery focus groups with the Wave 3 delivery team, to enable reflections on the application, launch and mobilisation processes without risk of recall bias. It also protects against the risks posed by staff turnover, ensuring individuals who were responsible for early setup processes are more likely to be able to share their views.

Sampling

DESNZ will provide the successful supplier with contact details for relevant individuals from the DP and Wave 3 team, to enable recruitment. Unlike the depth interviews with grant recipients, it is not necessary for the same individuals to participate in focus groups across each timepoint, though this may occur naturally for the Wave 3 delivery team, should the same individuals still be in post.

Bidders are encouraged to propose a number of focus groups (and sample sizes within these) that are proportionate to the size of each team and will enable a sufficient spread of insights to be gathered before reaching data saturation. DESNZ anticipate this fieldwork may involve approximately 10-12 focus groups, divided equally over the three timepoints (for example, 3-4 focus groups each during early, mid, and late delivery fieldwork).

Depth interviews with RISE programme leads

We propose a small number of targeted in-depth interviews with RISE programme leads,¹⁶ to provide insight from those involved into how the service's multiple workstreams have supported grant recipients before and during delivery.

The aim of this fieldwork is to explore:

- The effectiveness of pre-launch sector engagement and marketing
- RISE's role in building capability of potential applicants and grant recipients
- How RISE's role differed between Strategic Partnership and Challenge Fund applications

Because much of RISE's support is delivered in the pre-application and mobilisation phases, we propose fieldwork with RISE leads should take place during early delivery, to enable reflections on the process without risk of recall bias. Mid-delivery fieldwork is also

¹⁶ See Table 1 for details of the RISE service.

proposed, to explore how early and later RISE activity has influenced subsequent project delivery.

DESNZ expect the sample sizes for these interviews will be small, given the small sample frame. Bidders are encouraged to propose a sample size that will enable a sufficient spread of insights to be gathered before reaching data saturation. We anticipate that this may involve approximately 5-10 interviews divided equally over the two timepoints (for example, 3-5 interviews each during early and mid-delivery fieldwork).

Depth interviews with senior DESNZ programme officials

DESNZ proposes a small number of targeted in-depth interviews with relevant Wave 3 strategic and delivery leads within DESNZ, as these key strategic decision-makers will have unique policy and delivery insight and be able to reflect on the scheme as a whole.

We anticipate that in-depth interviews will be the most appropriate data collection method, as they will allow exploration and reflection on all aspects of the scheme in sufficient detail. Interviews may be conducted over the telephone, via video call or face to face.

DESNZ expect the sample size for these interviews will be small, given the small sample frame. We recommend seeking interviews with all senior programme officials, and anticipate that this may involve approximately 10-15 interviews divided equally over the three timepoints (for example, 3-5 interviews each during early, mid and late delivery fieldwork).

3.2.2. Possible additional data collection (Part 1)

DESNZ may require additional ad-hoc research and/or analysis, in light of key policy questions that arise over the duration of the evaluation. This will allow the evaluation(s) to be agile and responsive to emerging priorities. We anticipate that these will total no more than £60,000 of total project budget costs across its lifetime, and bidders must therefore ensure this is ringfenced within their proposed overall costs.

Such work could include, for example:

- Research exploring specific questions on the supply chain, triggered by Group A data returns.
- Research exploring further specific questions triggered by observations during scheme delivery or interest from the new Government.

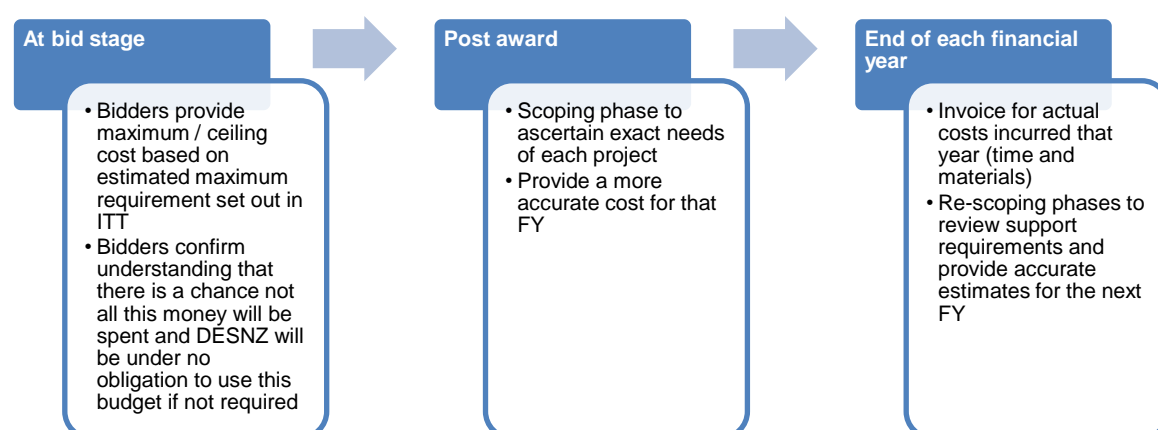
If a need for additional research arose, the successful supplier will be given as much notice as possible, and dates for completion will be agreed with DESNZ. It is expected that the successful supplier will be as flexible as possible with regards to these additional research activities and should be able to mobilise resource within 2 weeks. DESNZ will endeavour to be reasonable in its requests. Bidders must be aware that although DESNZ anticipates that these ad-hoc needs are likely, they are not guaranteed and therefore there is a chance that this money will not be spent. As such, DESNZ will be under no obligation to use this budget if it is not required.

Bidders are to note that the £60,000.00 associated with the Ad Hoc research has been set as a fixed amount within AW5.2 Price Schedule. In the event that the Ad Hoc research is instructed this will be called off as required in accordance with the rates provided in Section 2 of AW5.2 Price Schedule as it is anticipated that this will be carried out by the same people.

3.2.3. Re-scoping: Technical support to grant recipients undertaking self-conducted evaluation (Part 2)

In addition to the initial self-conducted evaluation (Part 2) scoping phase after contract award (described above in Section 3.1), we also recommend **small re-scoping phases** on at most a yearly basis, to avoid over- or underestimating the costs incurred over the contract's duration. During re-scoping phases, the successful supplier would review each relevant grant recipient's support requirements in light of the previous year's experiences and upcoming activities in the next. These would be adjusted accordingly if required, enabling the successful supplier to cost for the following year. The supplier should then provide a breakdown of these updated costs to DESNZ, ensuring they fall within the stated maximum budget (as described above in Section 3.1.2). The re-scoping phases could be planned to coincide with relevant grant recipients' yearly A1 and A2 data returns (likely at the end of each financial year), to avoid creating additional burden. Figure 2 below illustrates this process.

Figure 2: Scoping and re-scoping phases



3.2.4. Ongoing technical support to grant recipients undertaking self-conducted evaluation (Part 2)

The successful supplier will be required to provide **continuous planned and ad-hoc technical support** to Strategic Partners and Challenge Fund projects who have opted in to undertaking self-conducted evaluation (Part 2), throughout the course of Wave 3. The exact nature and extent of support to be provided to relevant grant recipients will be finalised during the scoping and re-scoping phase described above, though we expect the following overarching activities may be required:

- Organising regular 1:1 meetings with relevant grant recipients to keep in touch and monitor progress, provide advice, and troubleshoot. We expect these to be mandatory and take place on a quarterly basis, with frequency increasing or decreasing depending on grant recipients' progress and the extent of support required.
- Providing ad-hoc evaluation support if required, including (though not limited to) on-demand technical support and/or methodological assistance, and support to manage any scope changes.
- Provide tailored support to individual grant recipients who opt in to Group B activities. This will go beyond issuing generic guidance and may involve reviewing evaluation plans, questionnaires or topic guides, providing project-specific advice on ethical or data security issues.
- Providing onboarding support to any grant recipients who have transferred from the Challenge Fund to Strategic Partnership route.¹⁷

Although the successful supplier will be required to provide tailored support to individual grant recipients where needed, there may be instances where collective support could be provided to grant recipients with similar needs (for example, if several grant recipients are considering using similar methods for optional Group B activity).

The successful supplier will also be responsible for the **governance and day-to-day management** of the self-conducted evaluation, and for enabling continuous learning. We expect this to include:

- Updating DESNZ on relevant grant recipients' progress and any key risks.
- Administering meetings between DESNZ and relevant grant recipients if necessary.
- Maintaining a line of communication with the DP to address any self-conducted evaluation queries they may receive from grant recipients with support from DESNZ.
- Building and managing a knowledge base to identify common challenges and response strategies.
- Facilitating lesson sharing sessions to promote key successes and disseminate best practice.

The successful supplier should note that whilst they, not the DP, will be responsible for managing the self-conducted evaluation and will be the main point of contact for grant recipients' evaluation queries, the DP has a role in quality assuring data submitted to the DMS. This includes scheme monitoring information and A1 and A2 self-conducted evaluation data (as illustrated in Figure 3 below). The DP will conduct basic QA of both data sources, including identifying blank or missing fields and ensuring contact details appear valid and genuine. Beyond this, the DP is not expected to hold any responsibility for self-conducted evaluation.

Following the basic QA conducted by the DP, the evaluation partner will be expected to conduct detailed quality assurance of A1 and A2 self-conducted evaluation data, informed by their knowledge of the scheme and the expectations for the evaluation. This QA will involve checking for extreme values, identifying and querying any unexpected values, and

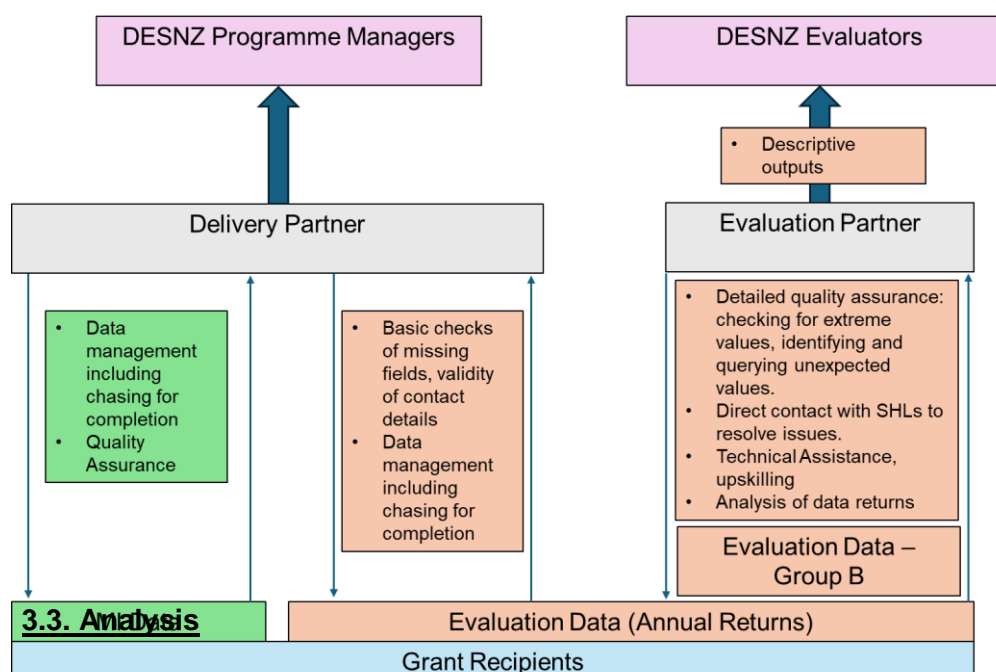
¹⁷ See Section 2.4 for further details.

following up with grant recipients. It is likely that the evaluation partner will have direct contact with grant recipients as part of this process to help resolve issues.

The evaluation partner will lead on all QA for any optional Group B evaluation activity and the DP will not be involved. The exact nature of these activities is to be determined, but this may involve reviewing evaluation plans, topic guides or questionnaires. It will entail direct contact with grant recipients providing tailored support and assistance. Figure 3 below illustrates the responsibilities of each organisation.

The evaluation partner will should access the A1 and A2 self-conducted evaluation data directly from DESNZ's DMS, after the DP has conducted the basic checks described above. We do not expect these data to contain any personal information.

Figure 3: Delivery Partner and Evaluation Partner responsibilities



3.3.1. Suggested analysis of key Wave 3 secondary data sources (Part 1)

Secondary data are a key means of contextualising primary fieldwork and assessing the extent to which WH:SHF Wave 3 has met its objectives, and the successful supplier will be required to analyse the range of secondary data sources relevant to WH:SHF Wave 3 to support the core evaluation (Part 1).

Key secondary data sources are listed below and though it is not possible to share full data dictionaries or exemplar datasets at this stage, further details on their key metrics and frequency of availability are provided in Annex D.

- Scheme monitoring information (MI)
- Application data

- Official Statistics
- Phase request data
- RISE data
- Project change request data
- Delivery Partner reports
- Trustmark data

DESNZ will provide the successful supplier with data from the secondary sources listed above. Bids will benefit where they propose strategies for leveraging this data to provide insight via secondary analysis. Secondary analysis should take place throughout scheme delivery, to provide both interim and final insights, covering the complete Wave 3 delivery period and all its funded projects and be triangulated with other data sources.

During the scoping phase, the successful supplier will be expected to assess the range of secondary data available to identify the areas where evidence already exists in administrative or scheme data to avoid duplication of work and gauge where evidence gaps must be addressed by primary data collection.

Secondary data should be analysed and reported on a yearly basis for each core Wave 3 evaluation report (see Section 4.5), such that each report contains the most up-to-date secondary data available.

3.3.2. Quality assurance of self-conducted evaluation data and outputs (Part 2)

The successful supplier will be required to **QA self-conducted evaluation data** collected by Strategic Partners and Challenge Fund projects who opt in, and other self-conducted evaluation outputs (Part 2). This will be required throughout the delivery of Wave 3. We expect this to include the following activities:

- Reviewing grant recipients' self-conducted evaluation plans, mid-delivery reports and end-delivery reports to ensure they address objectives, meet social research quality standards, and ethical principles and guidelines.
- Where grant recipients have opted in and requested support, providing tailored support including quality assuring any Group B data collection, analysis approaches or outputs, to ensure they meet with social research quality standards and ethical principles and guidelines.
- Quality assuring and cleansing data from A1, A2 and A3, including (though not limited to) identifying and querying extreme and unexpected values, and identifying instances where data validation is not working and cleaning if needed.
- Directly contacting grant recipients to resolve issues or seek further clarification if required.

Personal data

Grant recipients undertaking self-conducted evaluation activities are not expected to share any personal data with DESNZ or the evaluation partner. The A1 and A2 data collection forms will not ask for any personal data. Grant recipients are asked to anonymise any A3

(resident questionnaire), and any evidence gathered via any optional Group B evaluation research.

Although grant recipients undertaking self-conducted evaluation are requested not to share personal data with DESNZ or the evaluation partner, it may be necessary to ensure appropriate safeguards to protect against data breaches. Therefore, the successful supplier may be required to sign a data sharing agreement (DSA) with each relevant grant recipient. DESNZ will provide a DSA template.

3.3.3. Analysis of self-conducted evaluation data (Part 1)

The successful supplier will be required to analyse self-conducted evaluation data collected by Strategic Partners and Challenge Fund projects who opt in, so that this data can be incorporated into evaluation reporting (Part 1). Analysis will focus primarily on Group A data, where the supplier is expected to provide aggregated estimates for each outcome indicator reported by these grant recipients. This is expected to involve:

- Collating quality assured data from A1, A2 and A3, across all projects that supplied the data.
- Aggregating A1 and A2 data into overarching datasets with overall estimates for each outcome indicator.
- Converting raw anonymised A3 data submissions to weighted questionnaire tables with significance testing and crosstabs, for:
 - each relevant grant recipient
 - aggregated across all returns
- Creating descriptive outputs and appropriate data visualisations for Group A data.
- Where grant recipients have opted in, reviewing or supporting analysis approaches proposed by grant recipients.

3.4. Research Ethics

All research undertaken by the supplier to deliver this requirement should be compliant with [Government Social Research ethical guidance](#). Though not a target population for primary fieldwork under the core Wave 3 evaluation, social housing tenants are more vulnerable than the general population in many respects.¹⁸ This should be considered when supporting Strategic Partners and Challenge Fund projects who opt in to develop resident questionnaire strategies, and in the context of the whole Wave 3 evaluation. For example, there are ethical considerations required when offering financial incentives to those who are more likely to be living in low income, fuel poor households.¹⁹

¹⁸ For example: Social housing tenants in England (73%) are more likely than owner occupiers (32%) and private renters (41%) to be in the lowest two income quintiles. 56% of social housing tenants have a disability, compared with 36% of the general population. 20% of social housing tenants are from an ethnic minority, compared with 14% of the general population. For more information, please see [Annex tables for English Housing Survey headline report 2022 to 2023](#).

¹⁹ 15% of social housing tenants in England are estimated to be in fuel poverty, compared with 13% of the general population. For more information, please see [Fuel poverty detailed tables 2024 \(2023 data\)](#).

As well as their own work, the successful supplier will be responsible for ensuring all self-conducted evaluation work undertaken by grant recipients complies with ethical guidance and principles.

Proposals should indicate the steps that will be taken to ensure the safety and wellbeing of participants and researchers, as well as approaches for addressing any ethical issues they identify as relevant to this project.

3.5. Proposed Timelines

3.5.1. Timelines

Table 6 shows the proposed timelines for the overall contract and individual research activities, which has been designed to align with relevant scheme delivery activities and the wider context. However, this is only a guideline, and we are open to alternative suggestions in line with bidders' proposed approach and methods. We expect bids to include a detailed suggested project timeline mapping out sampling, data collection, analysis and reporting, with indicative timeframes and lengths for each research activity. These should include risk mitigations and buffer time where appropriate to ensure delivery of each research output is on time. Final timelines will be agreed during the scoping phase and we expect this will inform an invoice schedule, with research milestones acting as payment points.

Table 6: Proposed timetable for evaluation activities and outputs (Key: Blue = Core Wave 3 data collection and analysis; Purple = Analysis of self-conducted evaluation data; Green = Reporting; Orange = Technical support activities)

Date (FY)		Part 1		Part 2
		Core evaluation activity	Core evaluation outputs ²⁰	Technical support activities
2024/25	Q4	Scoping phase		Initial grant recipient upskilling and development of support materials Review of grant recipient evaluation plans.
2025/26	Q1			
	Q2	Early delivery fieldwork (data collection and analysis)		
	Q3			

²⁰ For further detail on proposed outputs, please refer to Section 4.5.

	Q4	Analysis of A1 and A2 data returns		Early insights report (internal)	A1 and A2 reporting forms issued. QA of data returns.	
2026/27	Q1					
	Q2	Mid-delivery fieldwork (data collection and analysis)				
	Q3				A1 and A2 reporting forms issued. QA of data returns.	
	Q4	Analysis of A1 and A2 data returns		Interim process and outcome evaluation report (published)	Review of grant recipient mid-delivery reports.	
2027/28	Q1					
	Q2					
	Q3				A1 and A2 reporting forms issued. QA and analysis of data returns.	
	Q4	Late delivery fieldwork (data collection and analysis)	Analysis of A1 and A2 data returns	MI summary report (internal)		
2028/29	Q1	Late delivery fieldwork (data collection and analysis)				Review of relevant grant recipient end-delivery reports ²¹
	Q2	Analysis of A3 data returns			QA of A3 data returns	
	Q3			Final process and outcome evaluation report (published)		
	Q4					

DESNZ expect that the successful supplier will also be delivering the following activities continuously throughout the contract:

- Secondary data analysis (Part 1)
- Provision of regular and ad hoc technical support to grant recipients undertaking self-conducted evaluation (Part 2)
- Re-scoping phases to ensure technical support provision remains sufficient (Part 2)

3.5.2. Break Clauses

²¹ Strategic Partner end-delivery reports span multiple quarters as they will be delivered with project closure reports, and projects may close at different times.

Contract breaks will be included within the contract, to allow DESNZ to manage the spend which extends into a new spending review period and account for the uncertainty in the delivery of the scheme. Break clauses in the contract will be at the following points:

- 31st March 2026
- 31st March 2028

If these break clauses are initiated, we would expect the contract to draw to a close on the dates outlined above (providing 90 days' notice for termination has been served, as per the terms of the contract). DESNZ reserves the right to revise or terminate the contract at this point for any reason.

Section 4 - Deliverables

4.1. Inception phase

Once the contract has been set up, a number of deliverables will be required that pertain to both Parts 1 and 2 of the contract.

4.1.1. Plan for delivery

An evaluation plan with the agreed methodology, timescales and deliverables that the successful supplier will provide, highlighting any details that have changed from the original bid. This should detail the sampling and recruitment approaches for each of the agreed data collection methods, the agreed outcome evaluation analysis approach, the agreed economic evaluation approach, and a resourcing plan for Part 2 of the contract (technical assistance to grant recipients delivering self-conducted evaluation). The plan will be required before fieldwork can begin.

4.1.2. Invoicing schedule

DESNZ will require the successful supplier to provide an invoicing schedule, outlining a breakdown of the invoice amounts and expected dates. This will first need to be provided as part of the scoping stage but it will be expected that the supplier will keep this updated throughout the evaluations should there be any changes.

4.1.3. GANTT chart

To complement the timings and deliverables agreed in the evaluation plan, a GANTT chart for the project should be provided. It is expected that the supplier will keep this updated throughout the evaluation should there be any changes.

4.1.4. Risk log

Any risks associated with the evaluation should be discussed during the first scoping stage and compiled into the risk log that is delivered alongside the evaluation plan. The risk log should include severity ratings and planned mitigations. This should be a working document throughout the evaluation with both the supplier and DESNZ providing input. However, it is expected that the supplier will ultimately hold responsibility for the log and update it as and when needed.

4.2. Fieldwork Materials (Part 1)

The successful supplier will be required to develop the below fieldwork materials throughout the project. While not main outputs, DESNZ expect to review and comment on the following materials. These must be signed off by DESNZ ahead of any relevant fieldwork or activity commencing:

- Sampling strategies for qualitative data collection
- Topic guides for qualitative data collection
- Analysis plans

Materials should be appropriately tailored to the respondent group and may involve routing. It should be expected that each deliverable will go through at least one round of comments from DESNZ and redrafting before sign off.

4.3. Analysis of Self-Conducted Evaluation Data (Part 1)

The successful supplier will be required to analyse self-conducted evaluation data delivered by Strategic Partners and any Challenge Fund grant recipients who opt in, to deliver the below analytical outputs. Bidders should note that although these activities concern self-conducted evaluation data, they are categorised under Part 1 as the outputs will ultimately feed into overarching evaluation reporting.

- Social housing landlord capacity and capability outcomes data (A1): Single dataset aggregating data returned by all relevant grant recipients, descriptive outputs and relevant data visualisation for each outcome indicator. Required annually, three times throughout scheme delivery.
- Supply chain capacity and capability outcomes data (A2): Single dataset aggregating data returned by all relevant grant recipients, descriptive outputs and relevant data visualisation for each outcome indicator. Required annually, three times throughout scheme delivery.
- Resident experience outcomes data (A3):
 - Full set of weighted and unweighted data tables for each individual relevant grant recipient.
 - Full set of weighted and unweighted data tables as a single dataset aggregating data from across all relevant grant recipients.
 - Where possible, these should include cross breaks and derived variables which will be agreed in advance. Cross breaks are likely to include key demographics and type of measure installed.
 - Where possible, these should include significance testing.
 - Descriptive outputs, including overall estimates for each outcome indicator.
 - Appropriate data visualisation for each outcome indicator, for example graphs and/or dashboards.

4.4. Self-Conducted Evaluation Support Materials (Part 2)

The successful bidder will be required to deliver the below materials to support Strategic Partners in delivering mandatory self-conducted evaluation activities, and any Challenge Fund projects who opt in (as described throughout Sections 2 and 3). DESNZ expect to

review and comment on the following materials, which must be signed off by DESNZ ahead of sharing with relevant grant recipients.

Developing guidance and templates for grant recipients

- Detailed methodological guidance
- Evaluation plan template (for grant recipients to complete)
- Mid-delivery report template (for grant recipients to complete)
- End-delivery report template (for grant recipients to complete)

Meetings and ad hoc support

- Any resources developed to support early training and/or drop-in sessions, such as slide packs
- Any resources developed to support relevant grant recipients to undertake Group B data collection and analysis

4.5. Evaluation Reports and Outputs

4.5.1. Reports

DESNZ anticipates requiring the key evaluation reports explained in Table 7, delivered each delivery year. The following dates have been proposed based upon delivery timelines, though note that these will be agreed with the supplier during the initial scoping stage. Bidders are welcome to suggest alternative timelines where there is a clear rationale.

Table 7: Proposed evaluation reports

Output	Date	Coverage
Early insights report (internal)	Jan – March 2026	<ul style="list-style-type: none"> • Insights from early delivery fieldwork tranche • First round of self-conducted evaluation data collection (A1, A2) • Available secondary data
Interim process and outcome evaluation report (published)	Jan – March 2027	<ul style="list-style-type: none"> • Insights from mid-delivery fieldwork tranche • Self-conducted evaluation mid-delivery reports (including second round of A1 and A2 data collection) • Available secondary data • Interim outcome evaluation analysis
MI Summary report (internal)	Jan – March 2028	<ul style="list-style-type: none"> • Available secondary data • Third round of self-conducted evaluation data collection (A1, A2)
Final process and outcome evaluation report (published)	October 2028 – March 2029	<ul style="list-style-type: none"> • Insights from late delivery fieldwork tranche • Self-conducted evaluation end-delivery reports • Available secondary data • Final outcome evaluation analysis

Reports should be produced in the DESNZ MS Word reporting template, delivered to a publishable standard,²² and meet UK Government accessibility requirements which are in place at the time of delivery.²³ DESNZ expects all results included in the reports to have been subject to a meaningful depth of analysis and substantive QA, expectations of which are detailed below.

The supplier will need to provide a draft structure for each report in advance of drafting, for DESNZ review. It should be assumed that report drafting will go through four versions, with three rounds of comments from DESNZ. DESNZ reserves the right to refuse to sign off outputs which do not meet the required standard specified in this Mini Competition and/or the winning supplier's QA plan or wider bid. DESNZ would not expect to incur additional charges if further drafts are required and will endeavour to be as clear as possible about expectations in regards the quality of reports and will be reasonable in making requests for extra drafts.

All reports will need to include technical annexes detailing methodology, sample design, fieldwork protocols and materials, and response rates. Technical annexes to the interim and final process and outcome reports will be published alongside these reports.

4.5.2. PowerPoint presentations

All main reports listed above will be accompanied by a PowerPoint presentation, which should include a summary of key findings, to be presented to DESNZ colleagues either face-to-face or virtually via Microsoft Teams. Presentations should be a minimum of 1 hour and include a Q&A/discussion section. Presentations will not be published.

4.5.3. Fieldwork summaries

Bidders are also asked to consider the value of additional fieldwork summaries. These are shorter summary outputs delivered after each (or some) of the fieldwork tranches, for internal use. Their purpose is to increase the evaluation's impact by allowing high level findings from recently concluded fieldwork to be regularly shared within DESNZ to inform ongoing policy discussions and improve in-flight delivery.

Outputs may be either MS PowerPoint slide packs or short MS Word documents (up to 5 pages), and DESNZ anticipates these would undergo one round of review.

If proposing fieldwork summaries, bidders should outline proposed timings and consider how these fit with the outputs described above. Bidders should also provide assurances that there would be no duplication, and that fieldwork summaries would provide additional value, over and above the PowerPoint presentations planned to accompany each report.

4.6. Project Management and Quality Assurance

4.6.1. Project management

²² For example, as detailed in the [Government Social Research: Publication protocol](#).

²³ For example, as detailed in the [Publishing accessible documents guidance](#).

The successful supplier will be expected to ensure project management protocols are in place for the delivery of this evaluation. Bidders are strongly encouraged to consider dedicated project management resource as this contract covers the management of the mandatory self-conducted Strategic Partner evaluation, as well as primary fieldwork, secondary data analysis and reporting.

A DESNZ project manager will be assigned to the project and will be the central point of contact.

Where a consortium or sub-contractors are in place, DESNZ expects that they are included in relevant meetings, workshops and review points to ensure their full engagement in the project. All contractors and sub-contractors are responsible for the delivery of timely, quality outputs. It is expected that the lead contractor takes an active role in oversight of all workstreams and bears the overall responsibility for the delivery of the evaluation activities and outputs.

4.6.2. Evaluation budget

The budget for this contract is £657,000.00 (excluding VAT) for the lifetime of the project.

DESNZ suggest costs should be allocated across the contract in the following way, to ensure sufficient resource is designated to each activity. However, bidders should note that this is only a guide, and are welcome to propose alternatives provided there is a clear rationale.

Evaluation activities		Suggested percentage of total contract costs
Part 1	Inception	5%
	Data collection (including optional ad-hoc research)	35 – 40%
	Analysis	15 – 20%
	Reporting	10 – 15%
Part 2	Technical support to grant recipients undertaking self-conducted evaluation	30%

4.6.3. Governance and regular project management updates

The frequency of project updates is likely to vary throughout the course of the contract in line with the nature of the activities at the time. It should be expected that at a minimum fortnightly Microsoft Teams calls will be required between the supplier and DESNZ project manager. The supplier will be required to provide regular written updates on progress for each component of the project and outstanding actions for both the supplier and DESNZ. During fieldwork this should include reporting on recruitment, response rates, and risks.

The regularity of these updates should be decided during the inception phase of the project.

It is expected that the successful supplier will keep project trackers and risk logs up to date in advance of each project management meeting, including an invoice schedule and overview of the budget for each evaluation stream. DESNZ expects this to be made accessible for DESNZ to monitor progress.

On occasion, DESNZ may ask the winning supplier to attend a DESNZ office for a face-to-face meeting. This is not expected to be regular occurrence and online meetings will be the default. Attendance will be at the winning supplier's own expense.

4.6.4. Performance metrics

DESNZ will use key performance indicators (KPIs) to manage supplier performance throughout the duration of the contract to ensure the contract is delivered to required time and quality. It will also support feedback in performance reviews. The KPIs can be found in Annex E, covering key areas on:

- Risk management
- Timeliness
- Quality of data and outputs
- Project management
- Subcontractor management
- Social value

Supplier performance will be reviewed against the metrics on a quarterly basis; DESNZ may adjust the frequency as required.

4.6.5. Quality assurance

All bids should state the QA processes that will be applied to different activities and outputs. Where necessary, deliverables that will provide evidence of QA should be specified. Sign-off for quality assurance must be undertaken by someone of sufficient seniority within the contractor organisation to be able to take responsibility for the work delivered. Acceptance of the work by DESNZ will take this into consideration.

DESNZ reserves the right to refuse to sign off outputs which do not meet the required standard specified in this invitation to tender and/or the contractor's QA plan. QA should cover all aspects of the project undertaken by the contractors, including data collection, analysis and reporting.

To demonstrate an effective process to produce high quality reporting, the contractor(s) must ensure that QA is undertaken by individuals who were not directly involved in that particular piece of research or analysis.

Bidders should note that DESNZ may appoint its own peer reviewer(s) to QA publishable outputs. Consideration should be given to how the external peer reviewer(s) will be included in the QA process. Where complex or innovative methods are proposed, bidders

should specify how additional QA will be provided. Where necessary, this should include the use of external experts. A DESNZ appointed peer reviewer will not be expected to provide detailed QA, their role will be focused on higher level peer review.

Outputs will be subject to DESNZ internal approvals. The more substantive the output, the longer the approval time required. Published reports will require three rounds of comments, which should be factored into the timelines, although DESNZ reserves the right to request further reviews if the outputs are not delivered to a sufficient quality.

The successful supplier will be responsible for any work supplied by sub-contractors. For primary research, contractors should be willing to facilitate DESNZ research staff to attend interviews or focus groups as part of the QA process.

4.6.6. Data security

The successful supplier must comply with the UK General Data Protection Regulation (GDPR) and any information collected, processed and transferred on behalf of the Department, and in particular personal information, must be held and transferred securely. Bidders must provide assurances of compliance with GDPR and set out in their bids 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 the Department. The successful supplier will have responsibility for ensuring that they and any subcontractor who processes or handles information on behalf of the Department is conducted securely. The sorts of issues which must be addressed satisfactorily and described in contractors' bids 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 Data Protection Act)
- physical security of premises
- how research respondents will be made aware of all potential uses of their data

4.7. Social Value

Government contracts are expected to provide additional social benefits above and beyond the contract deliverables. Bidders will be scored on the extent to which they would add social value to the UK through delivery of the evaluation contract.

The specific social value that will be assessed is **Tackling Economic Inequality**, and bids will be expected to outline their commitment as a supplier organisation to ensuring opportunities within the contract create employment and training opportunities.

For further detail, please refer to the corresponding scoring criteria.

We encourage firm commitments that can be built into the contract with the winning supplier. During the lifetime of the project, DESNZ and the winning supplier will regularly monitor progress on these commitments, and an action plan would be agreed if the winning supplier is not on track to meet their commitments. This will form the basis of the 'Social Value' KPI – see Order Schedule 14 (Service Levels).

Terms and Conditions

Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

Section 5 – Evaluation of Bids

The evaluation model below shall be used for this Mini Competition, which will be determined to two decimal places.

Where a question is 'for information only' it will not be scored.

The evaluation team may comprise staff from UKSBS and the Contracting Authority and any specific external stakeholders the Contracting Authority deems required.

To maintain a high degree of rigour in the evaluation of your bid, a process of commercial moderation will be undertaken to ensure consistency by all evaluators.

Do not exceed the page limits specified within each of the Non Commercial criteria, any additional content provided beyond the specified page limit will not be considered or scored during the evaluation process. Where bidders include a cover page and/or annex, this will be taken into consideration within the page limit and therefore this is discouraged.

Where a Non Commercial criteria requires an additional attachment such as an organogram or risk register bidders are to note the eSourcing Portal only permits 1 document upload per question therefore bidders must attach their response as a Zip folder.

Pass / Fail Criteria		
Evaluation Envelope	Q No.	Question subject
Qualification	SEL1.10	Information security requirements
Qualification	SEL2.12	General Data Protection Regulations (GDPR) Act and Data Protection Act 2018
Qualification	FOI1.1	Freedom of Information Exemptions
Qualification	AW1.1	Form of Bid
Qualification	AW1.3	Certificate of Bona Fide Bid
Qualification	AW3.2	Conflict of Interest Declaration
Qualification	AW3.2.1	Conflict of Interest Declaration Supporting Information
Qualification	AW4.1	Contract Terms
Qualification	AW4.2	Changes to the Contract Terms
Qualification	AW 4.3	PPN01/22 Contracts with suppliers from Russia or Belarus
Qualification	AW6.1	Compliance to the Specification
Qualification	AW6.2	Variable bids
Commercial	AW5.3	Firm and Fixed Price
Commercial	AW5.4	Maximum Budget
-	-	Mini Competition response received on time within the eSourcing Portal
	In the event of a Bidder failing to meet the requirements of a Mandatory pass / fail criteria, the Contracting Authority reserves the right to disqualify the Bidder and not consider evaluation of any of the Award stage scoring methodology or Mandatory pass / fail criteria.	

Scoring Criteria

Evaluation Justification Statement

In consideration of this particular requirement the Contracting Authority has decided to evaluate Potential Providers by adopting the weightings / scoring mechanism detailed within this Mini Competition. The Contracting Authority considers these weightings to be in line with the framework.

Evaluation Envelope	Q No.	Question subject	Maximum Marks	
			Overall	Breakdown
Commercial	AW5.1	Price	10.00%	10.00%
Technical	PROJ1.1	Approach and Methodology	90.00%	40.00%
Technical	PROJ1.2	Resource – Expertise & Capability		15.00%
Technical	PROJ1.3	Understanding the Project Environment		10.00%
Technical	PROJ1.4	Project Plan and Timescales and risk Management		15.00%
Technical	PROJ1.5	Social Value – MAC2.1		5.00%
Technical	PROJ1.6	Social Value – MAC2.2		5.00%

Evaluation of Criteria

Non-Commercial Elements

Each question will be judged on a score from 0 to 100, which shall be subjected to a multiplier to reflect the percentage of the evaluation criteria allocated to that question.

Where an evaluation criterion is worth 20% then the 0-100 score achieved will be multiplied by 20%.

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation:

$$\text{Score} = \{\text{weighting percentage}\} \times \{\text{bidder's score}\} = 20\% \times 60 = 12$$

The same logic will be applied to groups of questions which equate to a single evaluation criterion.

The 0-100 score shall be based on (unless otherwise stated within the question):

0	The Question is not answered, or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.

40	Poor response only partially satisfying the question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. As there will be multiple evaluators their individual scores and commentary will be recorded, then a consensus meeting will be convened by the evaluators to determine your score. Note this will include a chairperson or lead and all evaluators are of equal status.

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

The convened meeting came to a consensus that the final recorded score to given to your submission against this question should be 60, with the justification and reasons for this score recorded.

Once the consensus process has been finalised, all justifications recorded and all non-priced scores are agreed, this will then be subject to an independent commercial moderation review.

Commercial Elements will be evaluated on the following criteria.

Price will be evaluated using proportionate pricing (lowest bid / bid * mark). A bidder's score will be based on the lowest total score received divided by their total cost and then multiplied by the marks available.

For example, if the total basket price for three bid responses is received and Bidder A has quoted £50,000 as their total price, Bidder B has quoted £80,000 and Bidder C has quoted £100,000 then the calculation will be as follows:

(Maximum marks available in this example being 12.5)

Bidder A Score = $50000/50000 \times 12.5 = 12.5$

Bidder B Score = $50000/80000 \times 12.5 = 7.81$

Bidder C Score = $50000/100000 \times 12.5 = 6.25$

This evaluation criteria will therefore not be subject to any averaging, as this is a mathematical scoring criterion, but will still be subject to a commercial review.

The lowest score possible is 0.

The scores achieved for the Non Commercial and Commercial Criteria will be combined to give a bidders total score and ranking.
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Award criteria in the event of a tied place for an award decision

If as a result of the application of the aforementioned scored criteria applicable to Commercial and Non Commercial has been undertaken and suitable due diligence has occurred to ratify this position, this then results in a tied place re more than one supplier has attained a score that is equal to another bidder under this procurement procedures due process, then the Contracting Authority shall make an award decision on the basis of the bidder who provided a bid that attained the highest score under Non Commercial criteria.

For example:

Bidder A scores 12.50 for Commercial and 45.00 for Non Commercial

Bidder B scores 15.10 for Commercial and 42.40 for Non Commercial

The result is a tied place at score of 57.50

The Contracting Authority stated in its procurement documents that the bidder who scored the highest on under Non Commercial criteria in a tied place, shall be awarded the contract therefore Bidder A wins the award.

This evaluation criteria will therefore not be subject to any averaging.

Evaluation process

The evaluation process will feature some, if not all, the following phases.

Stage	Summary of activity
Receipt and Opening	<ul style="list-style-type: none"> • Mini Competition (MC) bid logged upon opening in alignment with UKSBS's procurement procedures. • Any MC response received after the closing date will be rejected unless circumstances attributed to UKSBS, the Contracting Authority or the eSourcing Portal beyond the bidder control are responsible for late submission.
Compliance check	<ul style="list-style-type: none"> • Check all Mandatory requirements are acceptable to the Contracting Authority. • Unacceptable responses maybe subject to clarification by the Contracting Authority or rejection of the Bid.
Scoring of the Bid	<ul style="list-style-type: none"> • Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the criteria. • The bid may be subject to moderation as advised in the criteria section, prior to any award decision.
Clarifications	<ul style="list-style-type: none"> • The Evaluation team may require written clarification to Bids
Re - scoring of the Bid and Clarifications	<ul style="list-style-type: none"> • Following Clarification responses, the Evaluation team reserve the right to independently re-score the Bid and Clarifications and provide a commentary of their re-scoring justification against the Evaluation criteria.
Due diligence of the Bid	<ul style="list-style-type: none"> • the Contracting Authority may request the following requirements at any stage of the Procurement: <ul style="list-style-type: none"> ○ Submission of insurance documents from the Bidder. ○ Request for evidence of documents / accreditations referenced in the / MC / Bid and / or Clarifications from the Bidder. ○ Taking up of Bidder references from the Bidders Customers. ○ Financial Credit check for the Bidder.
Moderation meeting (if required to reach an award decision)	<ul style="list-style-type: none"> • To review the outcomes of the Due Diligence. • To agree final scoring for each Bid, relative rankings of the Bids • To confirm contents of the feedback letters to provide details of scoring and relative and proportionate feedback on the unsuccessful Bidders response.
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> • To confirm contents of the letters to enable feedback on the unsuccessful Bidders Bid in comparison with the successful Bidders Bid.

Section 6 – Evaluation Response Questionnaire

Bidders should note that the evaluation response questionnaire is located within the **eSourcing Portal**.

Guidance on how to register and use the eSourcing portal is available at

<https://beisgroup.ukp.app.jaggaer.com/>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

What makes a good bid – some simple do's 😊

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date / time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. Responses received after the date indicated in the Section 3 of the Mini Competition shall not be considered by the Contracting Authority, unless the Bidder can justify that the reason for the delay is solely attributable to the Contracting Authority
- 7.3 Do ensure you have read all the training materials to utilise the eSourcing portal prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission, we may reject your Bid.
- 7.5 Do ensure you utilise the eSourcing Portal messaging system to raise any clarifications to our Mini Competition. You should note that we will release the answer to the question to all Bidders and where we suspect the question contains confidential information, we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear and concise and ideally generic contact details; telephone numbers, e-mail details.
- 7.10 Do complete all questions in the evaluation response questionnaire or we may reject your Bid.
- 7.11 Do ensure that the Response and any documents accompanying it are in the English Language, the Contracting Authority reserve the right to disqualify any full or part responses that are not in English
- 7.12 Do check and recheck your Bid before dispatch.

What makes a good bid – some simple do not's 🚫

DO NOT

- 7.13 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.14 Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.
- 7.15 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.16 Do not seek to influence the procurement process by requesting meetings or contacting UKSBS or the Contracting Authority to discuss your Bid. If your Bid requires clarification the Buyer will contact you. All information secured outside of formal Buyer communications shall have no Legal standing or worth and should not be relied upon.
- 7.17 Do not contact any UKSBS staff or the Contracting Authority without the Buyers written permission, or we may reject your Bid.
- 7.18 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.19 Do not offer UKSBS or the Contracting Authority staff any inducement or we will reject your Bid.
- 7.20 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.21 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.22 Do not exceed page limits, the additional pages will not be considered.
- 7.23 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected, unless the Framework explicitly permits this.
- 7.24 Do not unless explicitly requested by the Contracting Authority either in the procurement documents or via a formal clarification from the Contracting Authority send your response by any way other than via the eSourcing Portal. Responses received by any other method than requested will not be considered for the opportunity

Some additional guidance notes

- 7.25 All enquiries with respect to access to the eSourcing portal and problems with functionality within the portal must be submitted to the eSourcing Helpdesk

Phone 08000 698 632

Email customersupport@jaggaer.com

Please note; the eSourcing Portal is a free self-registration portal. Bidders can complete the online registration at the following link:

<https://beisgroup.ukp.app.jaggaer.com/>

- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the eSourcing portal. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.27 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Response Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority / UKSBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through the eSourcing Portal
- 7.32 If you are a Consortium you must provide details of the Consortiums structure.
- 7.33 Bidders will be expected to comply with the Freedom of Information Act 2000, or your Bid will be rejected.
- 7.34 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this Mini Competition Bidders are agreeing that their Bid and Contract may be made public
- 7.35 Your bid will be valid for 90 days or your Bid will be rejected.
- 7.36 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified, we may reject your Bid.

- 7.37 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.38 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.39 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the eSourcing Portal.
- 7.40 Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks the Contracting Authority may decline to proceed with the award of the Call Off Contract to the successful Bidder.
- 7.41 All timescales are set using a 24-hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through the eSourcing Portal
- 7.42 All Central Government Departments and their Executive Agencies and Non-Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

For these purposes, the Contracting Authority may disclose within Government any of the Bidders documentation/information (including any that the Bidder considers to be confidential and/or commercially sensitive such as specific bid information) submitted by the Bidder to the Contracting Authority during this Procurement. The information will not be disclosed outside Government. Bidders taking part in this Mini Competition consent to these terms as part of the competition process.

- 7.43 The Government revised its Government Security Classifications (GSC) classification scheme on the 2nd April 2014 to replace the previous Government Protective Marking System (GPMS). A key aspect of this is the reduction in the number of security classifications used. All Bidders are encouraged to make themselves aware of the changes and identify any potential impacts in their Bid, as the protective marking and applicable protection of any material passed to, or generated by, you during the procurement process or pursuant to any Contract awarded to you as a result of this tender process will be subject to the new GSC. The link below to the Gov.uk website provides information on the new GSC:

<https://www.gov.uk/government/publications/government-security-classifications>

The Contracting Authority reserves the right to amend any security related term or condition of the draft contract accompanying this Mini Competition to reflect any changes introduced by the GSC. In particular where this Mini Competition is accompanied by any instructions on safeguarding classified information (e.g. a Security Aspects Letter) as a result of any changes stemming from the new GSC, whether in respect of the applicable protective marking scheme, specific protective markings given, the aspects to which any protective marking applies or otherwise. This may relate to the instructions on safeguarding classified information (e.g. a Security Aspects Letter) as they apply to the procurement as they apply to the

procurement process and/or any contracts awarded to you as a result of the procurement process.

USEFUL INFORMATION LINKS

- [Contracts Finder](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)

8.0 Freedom of information

- 8.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA') and the Environmental Information Regulations 2004 (the 'EIR') (each as amended from time to time), UKSBS or the Contracting Authority may be required to disclose information submitted by the Bidder to the Contracting Authority.
- 8.2 In respect of any information submitted by a Bidder that it considers to be commercially sensitive the Bidder should complete the Freedom of Information declaration question defined in the Question FOI1.2.
- 8.3 Where a Bidder identifies information as commercially sensitive, the Contracting Authority will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, the Contracting Authority may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, the Contracting Authority is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the Contracting Authority cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.
- 8.4 Where a Bidder receives a request for information under the FoIA or the EIR during the procurement, this should be immediately passed on to UKSBS or the Contracting Authority and the Bidder should not attempt to answer the request without first consulting with the Contracting Authority.
- 8.5 Bidders are reminded that the Government's transparency agenda requires that sourcing documents, including Mini Competition templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by UKSBS or the Contracting Authority, and any contract entered into by the Contracting Authority with its preferred supplier once the procurement is complete. By submitting a response to this Mini Competition, Bidders are agreeing that their participation and contents of their Response may be made public.

9.0 Timescales

- 9.1 [Section 3](#) of the Mini Competition sets out the proposed procurement timetable. The Contracting Authority reserves the right to extend the dates and will advise potential Bidders of any change to the dates.

10.0. The Contracting Authority's Contact Details

- 10.1 Unless stated otherwise in these Instructions or in writing from UKSBS or the Contracting Authority, all communications from Bidders (including their sub-contractors, consortium members, consultants, and advisers) during the period of this procurement must be directed through the eSourcing tool to the designated UKSBS contact.
- 10.2 Bidders should be mindful that the designated Contact or other persons associated with this opportunity, should not under any circumstances be sent a copy of their Response outside of the eSourcing portal, unless the portal cannot receive your response due to an outage, should this happen then Contracting Authority will suitably formally instruct all bidders as to how to submit your Response Failure to follow this requirement will result in disqualification of the Response.

Appendix A – Glossary of Terms

TERM	MEANING
“UKSBS”	means UK Shared Business Services Ltd herein after referred to as UKSBS.
“Bid”, “Response”, “Submitted Bid”, or “MC” Response”	means the Bidders formal offer in response to this Mini Competition
“Bidder(s)”	means the organisations being invited to respond to this Mini Competition.
“Central Purchasing Body”	means a duly constituted public sector organisation which procures supplies / services / works for and on behalf of Contracting Authorities
“Conditions of Bid”	means the terms and conditions set out in this MC relating to the submission of a Bid
“Contract”	means the agreement to be entered by the Contracting Authority and the Supplier following any award under the procurement
“Contracting Authority”	means a defined term in the Public Contracts Regulations 2015, a public body subject to the procurement Regulations.
“Contracting Bodies”	means the Contracting Authority and any other contracting authorities described in the procurement documentation provided.
“Customer”	means the legal entity (or entities) for which any Contract agreed will be made accessible to.
“Contracts Finder”	The government portal for advertising publically funded procurement awards as a result of a MC if above the required thresholds https://www.gov.uk/contracts-finder
“Due Diligence Information”	means the background and supporting documents and information provided by the Contracting Authority for the purpose of better informing the Bidders responses to this MC.
"EIR"	mean the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations
“FoIA”	means the Freedom of Information Act 2000 and any subordinate legislation made under such Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation
“Mandatory”	means any pass / fail criteria which must be met in order for a Bid to be considered, unless otherwise specified.
“Mini Competition” or MC”	Means a competitive procedure of more than one bidder equally competing to secure an award of the opportunity as well as all related documents published by UKSBS and made available to Bidders and includes the Due Diligence Information.
“Named Procurement person”	means the single point of contact for the Contracting Authority based in UKSBS that will be dealing with the procurement
“Order”	means an order for served by any Contracting Body on the Supplier
“Supplier”	means the organisation awarded the Contract
“Supplies /Services / Works”	means any supplies/services and supplies or works set out at within Section 4 Specification