

**Bid Pack**

# ATTACHMENT 2 STATEMENT OF REQUIREMENTS

Contract Reference: CCZZ24A13 Provision of Covid-19 Business Support Meta-Evaluation

**CONTENTS**

[**1. PURPOSE 3**](#_heading=h.3as4poj)

[**2. BACKGROUND TO THE BUYER 3**](#_heading=h.49x2ik5)

[**3. BACKGROUND/OVERVIEW OF THE REQUIREMENT 4**](#_heading=h.roxcnzio3yz7)

[**4. DEFINITIONS 5**](#_heading=h.6xga9nuk6pde)

[**5. SCOPE OF REQUIREMENTS 5**](#_heading=h.2yz94go5fyhs)

[**6. THE REQUIREMENT 6**](#_heading=h.ha6yvjnko8zh)

[**8. MANAGEMENT INFORMATION/REPORTING 7**](#_heading=h.32hioqz)

[**9. VOLUMES 7**](#_heading=h.1hmsyys)

[**10. CONTINUOUS IMPROVEMENTS 9**](#_heading=h.41mghml)

[**11. SUSTAINABILITY/SOCIAL VALUE 9**](#_heading=h.2grqrue)

[**12. QUALITY 9**](#_heading=h.vtgaj8ajinnw)

[**13. PRICE 10**](#_heading=h.3fwokq0)

[**14. STAFF AND CUSTOMER SERVICE 10**](#_heading=h.1v1yuxt)

[**15. SERVICE LEVELS AND PERFORMANCE 10**](#_heading=h.4f1mdlm)

[**16. SECURITY AND CONFIDENTIALITY REQUIREMENTS 12**](#_heading=h.k1s3qhy5aiop)

[**17. PAYMENT AND INVOICING 12**](#_heading=h.19c6y18)

[**18. CONTRACT MANAGEMENT 12**](#_heading=h.3tbugp1)

[**19. LOCATION** 12](#_heading=h.28h4qwu)

# PURPOSE

## During the Covid-19 pandemic, HMT developed a number of different schemes in order to support businesses, including but not limited to, loans, the furlough scheme, and local authority grants. Most of these were delivered by other Departments or third parties.

## As part of its evaluation of HMT’s business support during that period, HMT are looking to commission the specialist services of an external research firm to help build conclusions about the impact and effectiveness of those interventions. This work will be used to draw lessons across Government for supporting businesses into potential future crises.

## We have committed to Parliament that we will produce an evaluation of lessons learned from the various financial support schemes created for businesses during the pandemic. The undertaking is that: *HM Treasury (HMT) will be undertaking an exercise to distil lessons from the experience of supporting businesses through the COVID-19 pandemic, working with other Government departments as appropriate and drawing on evaluations and reports of specific schemes and programmes.*

# BACKGROUND TO THE BUYER

## HM Treasury (HMT) is a ministerial department, supported by 18 agencies and public bodies.

## HMT is the Government’s economic and finance ministry, maintaining control over public spending, setting the direction of the UK’s economic policy and working to achieve strong and sustainable economic growth.

## HMT is responsible for:

## Public spending: including departmental spending, public sector pay and pensions, annually managed expenditure (AME) and welfare policy, and capital investment;

## Financial services policy: including banking and financial services regulation, financial stability, and ensuring competitiveness in the City;

## Strategic oversight of the UK tax system: including direct, indirect, business, property, personal and corporation tax;

## The delivery of infrastructure projects across the public sector and facilitating private sector investment into UK infrastructure; and

## Ensuring the economy is growing sustainably.

## HMT’s priorities are:

## Achieving strong and sustainable growth;

## Reducing the deficit and rebalancing the economy;

## Spending taxpayers’ money responsibly;

## Creating a simpler, fairer tax system;

## Creating stronger and safer banks;

## Making corporate taxes more competitive;

## Making it easier for people to access and use financial services; and

## Improving regulation of the financial sector to protect customers and the economy.

# BACKGROUND/OVERVIEW OF THE REQUIREMENT

## HMT is seeking insights on a number of questions about the impact and effectiveness of HMT’s Covid business support during the peak period for the UK Government’s response to the Covid-19 pandemic (March 2020 to March 2022). This period coincides with when widespread non-pharmaceutical interventions (NPIs), e.g., social distancing and self-isolation policies, were in place. This will form part of HMT’s work to capture and distil lessons from the experience of supporting businesses through the pandemic.

## This will require specialist research that covers the full range of business support schemes initiated by HMT and other government departments during that period. The Supplier will be able to draw upon evaluations (published or due to be published) on individual schemes or groups of schemes (for instance, local authority grants; business loan schemes) published by other departments and organisations such as Ipsos to provide a meta-evaluation answering the question “What lessons can we learn from supporting business in a crisis?”

## The Supplier can also conduct up to 10 interviews with senior civil servants (primary research) to understand the questions. They will need to work to an expedited timetable so a report can be delivered, provided all information is found.

## Interim findings should be shared with HMT to articulate progress and emerging conclusions and all findings will remain confidential until such point as HMT decides to publish. These would be expected within 8 weeks of the project beginning in the form of a report and presentation.

## The Supplier must maintain regular contact with HMT during this project. Contact will be in the form of routine weekly or fortnightly progress meetings and any other necessary ad-hoc meetings, and availability via email as necessary outside of these meetings. Data and reports produced should all be shared with HMT to ensure knowledge transfer.

# DEFINITIONS

| Expression or Acronym | Definition |
| --- | --- |
| CJRS | Means; the Coronavirus Job Retention Scheme. |
| Covid-19 | Means; the Coronavirus disease 2019 (SARS-CoV-2). |
| HMT | Means; His Majesty’s Treasury (the Buyer). |

# SCOPE OF REQUIREMENTS

## HM Treasury requires answers to the following questions:

* What were the common themes from delivery of business support? What worked well and what could have been better for businesses?
* Was there a clear overarching strategy to the HMG business support? Did this impact on the success of interventions in meeting their objectives? For example, did businesses understand what schemes they were eligible for and which were most appropriate to their circumstances?
* How coordinated was the design of interventions?  How did this impact on the success of interventions in meeting their objectives?
* How coordinated was the delivery of interventions?  How did this impact on the success of interventions in meeting their objectives?
* Are there cross-cutting lessons to be learnt on managing fraud risk? Does this change when trying to ensure both access and speed of delivery?
* What could be improved in delivery response next time?
* Does evidence from previous evaluations suggest any significant regional or sector variance in delivery?
* Did HMG strike an appropriate balance between grants and loans,in balancing the objectives of supporting businesses and minimising the impact on the public finances?
* To what extent was access to relevant data a constraint in the design, delivery and evaluation of support?
* What gaps were left by the collective response? Were there common themes to these gaps (e.g., sectors, regions, equalities impacts)?

## We are excluding from this report wider questions on impact such as “Were the interventions value for money/did they have the right economic impact?”

## It is possible that additional questions or areas of interest which contribute to the overarching question of ‘what lessons can Government learn from supporting business in a crisis?’ will emerge through this project. These will be raised and discussed at the regular check in meetings as they arise, and/or agreed at the interim progress report.

# THE REQUIREMENT

## The successful Supplier shall produce a detailed report and short summary that answers the relevant questions listed above using a robust evidence base comprised of other available reports and potential interviews with members of the senior civil service (SCS). They will have to reach conclusions that consider the evidence fairly and note where there are gaps in the evidence. This will need to stand up to external scrutiny by the Public Accounts Committee and National Audit Office and shall be of sufficient quality to be published should the Department decide to do so. The report and summary are also likely to be relevant evidence for the UK Covid-19 Inquiry as part of its ‘Module 9’, investigating the Economic Response to Covid-19.

## The report will need to detail how conclusions were reached, what evidence base was used, and the context and methodological approach. The structure of the report will be agreed with the Supplier during contract mobilisation.

## The work may also need to address some gaps in the research if questions cannot be answered through existing materials available from HMT: if required, through in-depth interviews with senior officials (the relevant individuals would be agreed with the Department). Interviewees would remain anonymous. The approach to these interviews shall be discussed and agreed at a workshop with the supplier.

## Progress on the report would need to be presented fortnightly to the contract manager, assessing responses to questions and ensuring enough evidence is Keing found.

1. key milestones and Deliverables

## The following Contract milestones/deliverables shall apply:

| Milestone/Deliverable | Description | Timeframe or Delivery Date |
| --- | --- | --- |
| 1 | Supplier to propose any additional evaluations to be reviewed or research that will need to be undertaken to deliver answers to the questions for HMT’s consideration. | Within week 2 of Contract Award |
| 2 | Deliver first cut of research and share with HMT initial conclusions, draft report. | Within week 8 of Contract Award |
| 3 | A maximum of 2-3 further draft reports for cross-government review. | Within week 14 of Contract Award |
| 4 | Final report in an appropriate form for potential publication on lessons learned for supporting businesses. | Within week 16 of Contract Award |

# 

# MANAGEMENT INFORMATION/REPORTING

## Regular updates on progress to completing the evaluation. The lead HMT official liaising with the supplier will be **REDACTED TEXT under FOIA Section 40 Personal Information**, Deputy Director for Business, Trade and Culture at HMT. HMT expects regular updates on progress, with substantive drafts to be submitted at agreed dates.

# VOLUMES

## We expect to be able to complete this as a single report for publication. There are several significant individual schemes (CJRS, Culture Recovery Fund, local grants) that have already been evaluated. To date, the majority of these evaluations are largely standalone. What we are seeking here is a meta evaluation drawing together cross-cutting lessons from Covid-19 business support schemes. This could be supplemented by up to 10 senior interviews.

## HMT is aware of 17 existing final and / or interim scheme evaluations to be drawn upon, of which 9 should be a focus for the Supplier and all of which are listed below. These may cover one or multiple support schemes. A further 2 evaluations are in development, one of which is a wider meta-evaluation. The Supplier will be able to draw upon current drafts.

## The published evaluations to be focused upon and comprise the majority of the evaluation are as follows:

## Evaluation of the Culture Recovery Fund: [*Evaluation and data report for the Culture Recovery Fund - GOV.UK (www.gov.uk)*](https://www.gov.uk/government/publications/evaluation-and-data-report-for-the-culture-recovery-fund)

## Coronavirus Job Retention Scheme Interim and Final Evaluations: [*The Coronavirus Job Retention Scheme interim evaluation - GOV.UK (www.gov.uk)*](https://www.gov.uk/government/publications/the-coronavirus-job-retention-scheme-interim-evaluation) and *The Coronavirus Job Retention Scheme final evaluation - GOV.UK (www.gov.uk)*

## Self-Employment Income Support Scheme Interim and Final evaluations: [*The Self-Employment Income Support Scheme interim evaluation - GOV.UK (www.gov.uk)*](https://www.gov.uk/government/publications/the-self-employment-income-support-scheme-interim-evaluation) and [*The Self-Employment Income Support Scheme final evaluation - GOV.UK (www.gov.uk)*](https://www.gov.uk/government/publications/the-self-employment-income-support-scheme-final-evaluation/the-self-employment-income-support-scheme-final-evaluation)

## Future Fund early assessment report: [*Future Fund early assessment report 2022 | British Business Bank (british-business-bank.co.uk)*](https://www.british-business-bank.co.uk/about/research-and-publications/future-fund-early-assessment-report-2022)

## COVID-19 Loans Schemes Evaluation: [*Evaluation of BBLS CBILS and CLBILS - Process evaluation and early impact assessment (british-business-bank.co.uk)*](https://www.british-business-bank.co.uk/sites/g/files/sovrnj166/files/2023-01/Evaluation_of_BBLS_CBILS_and_CLBILS___Yr1_Report__accessible_.pdf)

## Recovery Loan Scheme Evaluation Report: [*RLS 1.0 Evaluation Report 2024 | British Business Bank (british-business-bank.co.uk)*](https://www.british-business-bank.co.uk/about/research-and-publications/rls-1-0-evaluation-report-2024)

## Evaluation of the Local Authority COVID-19 Business Support Grant Schemes: [*Local Authority COVID-19 Business Support Grants: evaluation report - GOV.UK (www.gov.uk)*](https://www.gov.uk/government/publications/local-authority-covid-19-business-support-grants-evaluation-report)

## One further meta-evaluation will be available in draft for the supplier to draw upon.

## We would expect the supplier to also review:

## Process Evaluation of the Film & TV Production Restart Scheme: [*Film\_and\_TV\_Production\_Restart\_Scheme\_-\_Final\_Report\_2601.pdf (publishing.service.gov.uk)*](https://assets.publishing.service.gov.uk/media/61f435fae90e07689f885d0d/Film_and_TV_Production_Restart_Scheme_-_Final_Report_2601.pdf)

## Sport Survival Package Evaluation: [*Evaluation of Sport Survival Package - GOV.UK (www.gov.uk)*](https://www.gov.uk/government/publications/evaluation-of-sport-survival-package)

## Corporate Insolvency and Governance Act Interim and Final Reports: [*Corporate Insolvency and Governance Act 2020 evaluation reports - GOV.UK (www.gov.uk)*](https://www.gov.uk/government/publications/corporate-insolvency-and-governance-act-2020-evaluation-reports)

## Trade Credit Reinsurance Scheme Evaluation: [*Evaluation of the Trade Credit Reinsurance (TCR) scheme - GOV.UK (www.gov.uk)*](https://www.gov.uk/government/publications/evaluation-of-the-trade-credit-reinsurance-tcr-scheme)

## Film & TV Production Restart Scheme Impact Evaluation: [*Impact Evaluation of the Film and TV Production Restart Scheme (publishing.service.gov.uk)*](https://assets.publishing.service.gov.uk/media/64380f348b86bb000cf1b1c4/PRS_Impact_Evaluation_Report__2023-04-05__GOV.UK.pdf)

## Arts Council England Emergency Response Fund Evaluation: [*Emergency Response Fund evaluation | Arts Council England*](https://www.artscouncil.org.uk/covid19/emergency-response-fund-evaluation)

## Historic England Heritage Stimulus Fund Evaluation: [*Executive summary of the process and impacts evaluation of Historic England’s Heritage Stimulus Fund*](https://historicengland.org.uk/content/docs/grants/evaluation-he-heritage-stimulus-fund/)

## National Lottery Heritage Emergency Fund Evaluation: [*National Lottery Heritage Fund: Heritage Emergency Fund Evaluation Final Report*](https://www.heritagefund.org.uk/sites/default/files/media/attachments/HEF%20Report%20FINAL%20290321%20A11y.pdf)

## One further report will be available in draft for the supplier to draw upon.

# CONTINUOUS IMPROVEMENTS

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

## The Supplier should present new ways of working to the Buyer during regular Contract review meetings.

## Changes to the way in which the Services are to be delivered must be brought to the Buyer’s attention and agreed prior to any changes being implemented.

# SUSTAINABILITY/SOCIAL VALUE

## This report will provide insight into the Government’s crisis response, in particular how the Government supported business and local economies during COVID-19. As per the Cabinet Office Framework, while directly relating to theme 1: supporting recovery from COVID-19 it also supports theme 5: Wellbeing.

# QUALITY

## This should be of publishable quality on gov.uk, if the Department chooses to do so, which will mean that the analysis needs to be sufficiently robust and presented in a clear, concise and understandable way. Any primary research will need to be quality assured by HMT. Reports to HMT and any other output materials will also need to meet this standard.

# PRICE

## Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

## We will evaluate bids based on which is the most economically advantageous and will expect these to present as fixed costs for the work undertaken.

## Prices are to be submitted as a fixed price supported by breakdown of the proposed rates for any resource working on the project.

# STAFF AND CUSTOMER SERVICE

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## The Supplier shall ensure that staff understand the Buyer’s vision and objectives and will provide excellent customer service to the Buyer throughout the duration of the Contract.

# SERVICE LEVELS AND PERFORMANCE

The Buyer will measure the quality of the Supplier’s delivery by:

| KPI /SLA | Service Area | KPI/SLA description | Target |
| --- | --- | --- | --- |
| 1 | Project Management | Objectives and deliverables are completed on time and all outputs are achieved. Supplier shall present clear plans of how deliverables will be met and risks assessed/managed. | 100% |
| 2 | Quality | Reporting received and activities undertaken shall indicate that the work undertaken is of a high quality and of benefit and value to HMT stakeholders.Each draft report and the final report to deliver a clear, comprehensive and evidence-based analysis and research in accordance with the Statement of Requirements.Work completed to be provided within a specific timeframe, in response to a customer request. | 100%Meets the deadline agreed between the Supplier and HMT |
| 3 | Availability | Supplier will attend weekly or fortnightly meetings or calls with the appropriate representatives from the Project Team in attendance to discuss the development of the report in order to ensure collaborative working and to maintain project governance. | 100% |

## 

## The Buyer will maintain a record of Supplier adherence to the agreed service level and performance timelines outlined above. Any non-adherence will result in performance review meetings between the Buyer and the Supplier, to provide explanation as to why the Service Level Agreement was not met. Improvement plans will also be established and agreed between both parties.

## Where the Supplier fails to provide an effective Service Improvement Plan or fails to deliver the agreed Service Improvement Plan to the required standard, the Buyer reserves the right to seek early termination of the contract in accordance with the procedures set out in the RM6126 Terms and Conditions.

# SECURITY AND CONFIDENTIALITY REQUIREMENTS

## Staff should provide staff who are vetted and cleared to BPSS as they will be dealing with official material. The Supplier must have that level of clearance in place before the contract is mobilised. The Supplier should be able to demonstrate they will provide experienced researchers, adept at handling data, who have experience in evaluation and producing meta-evaluations.

# PAYMENT AND INVOICING

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## Invoices should be submitted to: **REDACTED TEXT under FOIA Section 40 Personal Information.**

# CONTRACT MANAGEMENT

## Attendance at Contract Review meetings shall be at the Supplier’s own expense.

# LOCATION

## The Services will be carried out from within the UK. The Services can be performed remotely.