



Department for  
Business, Energy  
& Industrial Strategy

**Invitation to Tender for Heat Pump Ready - Stream  
3: Trial Support and Learning**

Tender Reference Number: 5421/10/2021

Deadline for Tender Responses: 14:00 7<sup>th</sup> March 2022

## Department for Business, Energy & Industrial Strategy

Date: 17<sup>th</sup> January 2022

The Department for Business, Energy & Industrial Strategy (“BEIS”) wishes to commission the project Heat Pump Ready - Stream 3: Trial Support and Learning invitation to tender.

Enclosed are the following sections:

- Section 1 (page 9) Instructions and Information on Tendering Procedures
- Section 2 (page 14) Specification of Requirements
- Section 3 (page 71) Further Information on Tender Procedure
- Section 4 (page 73) Declarations to be submitted by the Tenderer.
  - Declaration 1: Statement of Non-Collusion
  - Declaration 2: Form of Tender
  - Declaration 3: Conflict of Interest
  - Declaration 4: Standard Selection Questionnaire
  - Declaration 5: The General Data Protection Regulation Assurance Questionnaire for Contractors
  - Declaration 6: Code of Practice for Research
- Annex A: Pricing Schedule
- Annex B: Approach to Costing Stream 3 Tasks
- Annex C: Code of Practice for Research
- Annex D: Mandatory Exclusion Grounds
- Annex E: Performance Management Framework

Please register your interest in submitting a tender for this project by emailing [heatinnovation@beis.gov.uk](mailto:heatinnovation@beis.gov.uk) with the subject “Stream 3 Expression of Interest”. To apply for this tender please also register on the following website [www.delta-sourcing.com](http://www.delta-sourcing.com) . This will ensure you receive immediate notification of updates to the ITT process or answers to questions raised by potential bidders.

Please read the instructions on the tendering procedures carefully since failure to comply with them may invalidate your tender. Your tender must be returned by 14:00 on **7<sup>th</sup> March 2022** clearly marked as “TENDER”.

We look forward to receiving your response.

Yours sincerely,

Built Innovation Team

Email: [heatinnovation@beis.gov.uk](mailto:heatinnovation@beis.gov.uk)

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## **Privacy Notice**

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

### **YOUR DATA**

We 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*

We are processing your personal data for the purposes of the tender exercise described within the remainder of this Invitation to Tender, or in the event of legal challenge to such tender exercise. We also intend to use the personal data to evaluate the procurement exercise and obtain feedback from tenderers on the procurement process for Heat Pump Ready

#### *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. We may share your data if we are required to do so by law, for example by court order or to prevent fraud or other crime.

#### *Retention*

All tenders will be retained for a period of 6 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**

Your personal data will not be processed outside the European Union.

## **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](mailto: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 Business, Energy Industrial Strategy (BEIS).

You can contact the BEIS Data Protection Officer at: BEIS Data Protection Officer,

## ITT for Heat Pump Ready – Stream 3: Trial Support and Learning

Department for Business, Energy and Industrial Strategy, 1 Victoria Street, London SW1H 0ET. Email: [dataprotection@beis.gov.uk](mailto:dataprotection@beis.gov.uk).

## Section 1

### Instructions and Information on Tendering Procedures

Invitation to Tender for: Heat Pump Ready - Stream 3: Trial Support and Learning  
Tender Reference Number: 5421/10/2021  
Deadline for Tender Responses: 14:00 7<sup>th</sup> March 2022

#### A. Indicative Timetable

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

<b>Tender Timeline</b>	<b>Date</b>
<b>Advert and full invitation to tender issued</b>	17 <sup>th</sup> January 2022
<b>Deadline for questions relating to the tender</b>	12:00 noon GMT 28 <sup>th</sup> January 2022
<b>Responses to questions published</b>	4 <sup>th</sup> February 2022
<b>Deadline for receipt of tender</b>	14:00 GMT 7 <sup>th</sup> March 2022
<b>Invite suppliers for bid clarification (if needed)</b>	25 <sup>th</sup> March 2022
<b>All suppliers alerted of outcome</b>	31 <sup>st</sup> March 2022
<b>Ten-day standstill</b>	1 <sup>st</sup> Apr 2022 to 11 <sup>th</sup> April 2022
<b>Contract issued for signatures from both parties</b>	w/c 11 <sup>th</sup> April 2022
<b>Contract start date</b>	w/c 25 <sup>th</sup> April 2022
<b>Contract Kick-Off Meeting</b>	w/c 25 <sup>th</sup> April 2022

The contract end date will be 31<sup>st</sup> March 2025, unless terminated or extended by the Department in accordance with the terms of the contract.

#### B. Procedure for Submitting Tenders

The **maximum page limit** for tenders is **40 pages** (excluding declarations, pricing

schedule and CVs). More information is included in the '*Evaluation of Tender*' section.

To apply for this tender please register on the following website: [www.delta-sourcing.com](http://www.delta-sourcing.com). Please contact the Delta Helpdesk on 0845 270 7050 for any registration queries. Please upload your proposal before the deadline via BIP Solutions Delta Website.

For questions regarding the procurement process please contact [heatinnovation@beis.gov.uk](mailto:heatinnovation@beis.gov.uk) with the subject line "Stream 3 – Questions".

Tenders will be received up to the deadline time and date stated. Please ensure that your tender is delivered not later than the appointed time on the appointed date. The Department does not undertake to consider tenders received after that time. The Department requires tenders to remain valid for a period indicated in the specification of requirements.

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

If you require further information concerning the tender process, or the nature of the proposed contract, email [heatinnovation@beis.gov.uk](mailto:heatinnovation@beis.gov.uk) with the subject line "HPR Stream 3 – Questions". All questions should be submitted by **12:00 GMT 28<sup>th</sup> January 2022**; questions submitted after this date may not be answered.

Should questions arise during the tendering period, which in our judgement are of material significance, we will publish these questions with our formal reply by the end of **4<sup>th</sup> February 2022** and circulate the questions – unnamed - and answers to all organisations that have expressed an interest in bidding. All contractors should then take that reply into consideration when preparing their own bids, and we will evaluate bids on the assumption that they have done so.

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

### **C. Conflict of Interest**

The Department's Mid-tier terms and conditions of contract include reference to conflict of interest and require contractors to declare any potential conflict of interest to the Secretary of State.

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

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

The appointed supplier for Heat Pump Ready Stream 3 - Trial Support and Shared Learnings will be partly responsible for assessing effectiveness and impact of Stream 1 - Solutions for High-density Heat Pump Deployment and Stream 2 - Tools & Technology projects and disseminating the work of these Streams.

BEIS therefore considers that there is potential for an actual or perceived conflict of interest if companies who bid for this Stream 3 - Trial Support and Shared Learnings work were to bid for other work in or related to this Programme, for example, for the Stream 1 - Solutions for High-density Heat Pump Deployment or Stream 2 - Tools & Technology roles or for the Thematic Evaluation Contractor (see section 11 for further details of the Thematic Evaluation). In their tender response, all tenderers (regardless of which competition they are bidding for) are required to ensure that any actual or perceived conflict is declared and satisfactorily mitigated.

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

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

3. **When tenders are scored, this declaration will be subject to a pass/fail score**, according to whether, on the basis of the information in the proposal and declaration, there remains a conflict of interest which may affect the impartiality of the research.

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

#### **D. Evaluation of Responses**

The tender process will be conducted to ensure that bids are evaluated fairly and transparently, in accordance with agreed assessment criteria. Further details are provided in the specification.

#### **E. Terms and conditions applying to this Invitation to Tender**

The Department's Mid-tier Terms and Conditions of Contract will apply to this contract. These are available to download on BiP Solutions Delta website.

#### **F. Further Instructions to Contractors**

The Department reserves the right to amend the enclosed tender documents at any time prior to the deadline for receipt of tenders. Any such amendment will be numbered, dated and issued by **18<sup>th</sup> February 2022**. Where amendments are significant, the Department may at its discretion extend the deadline for receipt of tenders.

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

#### **G. Checklist of Documents to be Returned**

- Proposal (maximum **40** pages)
- Annex A: Pricing Schedule
- CVs

- Declaration 1: Statement of non-collusion
- Declaration 2: Form of Tender
- Declaration 3: Conflict of Interest
- Declaration 4: Standard Selection Questionnaire
- Declaration 5: The General Data Protection Regulation Assurance Questionnaire for Contractors
- Declaration 6: Code of Practice

## Section 2

### Specification of Requirements

Invitation to Tender for: Heat Pump Ready - Stream 3: Trial Support and Learning  
Tender Reference Number: 5421/10/2021  
Deadline for Tender Responses: 2:00pm 7<sup>th</sup> March 2022

#### 1. Introduction and summary of requirements

The Heat Pump Ready (HPR) Programme forms part of BEIS's £1 billion Net Zero Innovation Portfolio<sup>1</sup> (NZIP), which aims to accelerate the commercialisation of innovative clean energy technologies and processes through the 2020s and 2030s. As a key solution for decarbonising homes, heat pumps will be critical for meeting the UK's legally binding commitment to achieve net zero by 2050. The Heat Pump Ready Programme will support the development of innovative high-density deployment and technological solutions across the heat pump sector.

The Government's recently published Heat and Buildings Strategy<sup>2</sup> sets out several key commitments to help ensure that the transition to low carbon buildings is affordable and achievable for all. This includes delivering a package of measures to scale up deployment of heat pumps to 600,000 a year by 2028, and to support industry to reduce the costs of heat pumps. BEIS set out an ambition to work with industry to reduce the upfront costs of heat pumps by 25-50 per cent by 2025 and to parity with boilers by 2030, as well as making them as cheap to run as a gas boiler. The Heat Pump Ready Programme will support the delivery of these commitments, by developing innovative solutions to:

- Reduce the upfront and running costs of heat pumps.
- Improve the consumer journey when installing a heat pump.
- Reduce the environmental impact, and
- Ready the electricity network for the widescale deployment of heat pumps.

The programme is split into three delivery streams. This ITT is for Heat Pump Ready - Stream 3: Trial Support and Learning.

The Programme is aligned with other BEIS NZIP Programmes, and Ofgem's Network Innovation Fund (NIC) and Strategic Innovation Fund (SIF). Key to the

<sup>1</sup><https://www.gov.uk/government/collections/net-zero-innovation-portfolio>

<sup>2</sup><https://www.gov.uk/government/publications/heat-and-buildings-strategy>

success of Heat Pump Ready is the highly collaborative approach that will be fostered across the Programme and between Heat Pump Ready and complementary BEIS Net Zero Innovation Portfolio programmes and the broader heat pump sector. The requirements of Stream 3, the focus of this Invitation to Tender, are to facilitate this collaborative approach and deliver knowledge transfer and shared learning across the Heat Pump Ready Programme and more widely with external heat pump stakeholders.

### **Heat Pump Ready Programme Objectives**

The overarching aim of the HPR Programme is to create an enabling environment for heat pump deployment at a significantly increased density and scale than current deployment levels. This enabling environment will be achieved through the development and trial of innovative technology and tools to address barriers faced across the sector, in parallel to the development and trial of innovative methodologies and solutions for local coordination of high-density heat pump deployment, consumer engagement and network upgrades.

This translates into the following primary objectives:

1. Reduce the lifetime costs of domestic heat pumps (including capital equipment costs, installation costs and operating costs).
2. Improve the lifetime consumer experience of heat pumps (including the experiences of learning about and choosing a heat pump and how to pay for it; having a heat pump installed in the home; and living with a heat pump).
3. Stimulate innovative research and solutions to address the impact of domestic heat pumps on the electricity system.
4. Improve the interoperability of domestic heat pumps with other smart technology in the home.
5. Develop and strengthen partnerships between the many players involved in the domestic heat pump sector.
6. Develop effective approaches and products to engage stakeholders effectively on heat pump issues with homeowners and with the key players who can help to deliver high-density heat pump deployment across the UK.
7. Establish an evidence base to enable effective design and development of future heat pump policy and regulation
8. Stimulate and encourage action within the broader heat pump sector in support of the heat pump deployment target

## **2. Background**

Heating for buildings is responsible for 23% of the UK's carbon emissions. Therefore, to meet our legally binding net zero target, we need to decarbonise nearly all heat in buildings in the UK.

Heat pumps are a critical low-carbon technology for the decarbonisation of heat and buildings under all strategic pathways to net zero, including scenarios where

hydrogen plays a leading role in heat. To ensure that we remain on a credible path to Net Zero, and meet our Carbon Budgets, we need to build the heat pump market to 600,000 installations per year by 2028, as set out in the Prime Minister's 10-Point Plan and Energy White Paper. This will require significant scale up of heat pump deployment.

While developing the Heat Pump Ready Programme, BEIS has carried out stakeholder engagement and looked at other existing relevant innovation activity to help to identify innovation needs relating to heat pump deployment. Summaries of the stakeholder engagement and 'Background on innovation needs' documents are available at: <https://www.gov.uk/government/publications/heat-pump-ready-programme>. Question 3, of the 'Background on innovation needs' document looked at the evidence regarding innovations and learnings required to facilitate a large-scale rollout of heat pumps and associated technologies. The primary conclusion is that for a large-scale heat pump roll-out to be effective, the coordination between stakeholders is a primary challenge to be addressed. A consumer-focused framework which considers area characteristics that define the stakeholder engagement strategy may lead to increased take-up. This could include aspects on how to identify, engage, and coordinate, resources, and information flow between stakeholder groups.

### **Heat Pump Ready Programme Delivery Structure**

The Heat Pump Ready Programme is split into three separate delivery streams:

- Stream 1: Solutions for High-Density Heat Pump Deployment.
- Stream 2: Developing Tools and Technology.
- Stream 3: Trial Support and Learning (the subject of this ITT).

Information on Streams 1 and 2 are provided in this section.

### **Stream 1: Solutions for High-Density Heat Pump Deployment**

Stream 1 aims to design and demonstrate innovative, optimised solutions and methodologies which deliver more cost-effective and high-density deployment of domestic heat pumps. By funding projects that deploy heat pumps at a high density, BEIS aims to support innovation and learning on the implications of high-density deployment across the local energy network, the supply chains and the approaches used to engage with consumers. Specifically, BEIS expects projects to develop and trial heat pump solutions that deliver:

- Cost-savings relative to current average deployment costs for domestic heat pumps.
- High density deployment of domestic heat pumps – i.e. installation of heat pumps in a large proportion of domestic properties within a single area over a short period of time.
- An enhanced 'consumer journey', that encourages uptake of heat pumps and provides high levels of consumer satisfaction throughout the deployment.

Stream 1 is split into three phases: Phase 1 – Feasibility; Phase 2a – Mobilisation; Phase 2b – Deployment.

***Phase 1 – Feasibility (6 months: May 2022 – October 2022)***

In Phase 1, BEIS will fund approximately 15 projects to scope a methodology for the high-density deployment of heat pumps in different locations across Great Britain, and assess the feasibility of this methodology. BEIS expects successful solutions to take a 'joined up' approach to heat pump roll-out, working across stakeholders including, for example, local authorities, energy suppliers, distribution network operators, manufacturers, consumers groups, installers and finance providers within a given locality. In addition, BEIS expect Stream 1 project to collaborate with Stream 2 projects and projects in other innovation programmes in developing their solutions.

At the end of Phase 1, projects will submit an application to BEIS setting out their approach to deployment, the locations and evidence of the feasibility of that approach. Based on a review of the application forms, BEIS intends to select at least 3 approaches from Phase 1 to progress to Phase 2a, subject to the size and cost of the highest scoring applications. Subject to proposed solutions being of sufficient quality and meeting the assessment criteria, BEIS expects to fund at least one project in a predominantly rural area, at least one project in an urban area with significant rural, and at least one project in a predominantly urban areas.

The Phase 1 competition will run at the same time as the competition for Stream 3. BEIS is therefore not able to provide details in this ITT of the projects that are funded, nor the locations of projects.

***Phase 2a – Mobilisation (12 months: November 2022 – October 2023)***

In Phase 2a, projects will begin mobilising for their deployment, to the point where the project teams are ready to start installations. The activities expected include:

- Detailed co-ordination planning.
- Detailed plan for quality assurance of heat pump installs, consumer satisfaction and monitoring processes.
- Selection of heat pump suppliers.
- Working with installer training providers to ensure installer capacity.
- Working with manufacturers and other stakeholders to finalise the operational and performance data to be collected from installed heat pump (in line with methodology developed).
- Recruitment of consumers.
- Identify funding route for heat pump installation and capital costs.
- Working with distribution network operators to confirming network connection readiness.

At the end of Phase 2a, all projects will need to meet the requirements of a stage gate for their project. This is not a down selection; all projects that meet the requirement will pass into Stage 2b. The requirements of a project team to pass the Phase 2 Stage Gate includes:

- Confirm project have achieved the heat pump deployment density set out in their Phase 2 application.
- Confirm projects have the minimal viable number of consumers, to achieve this density have been recruited.
- Confirm to BEIS the system design to be installed and the expected annual average electric cost to each consumer.
- A letter of support from the relevant distribution network operator evidencing their ability to respond to the installation of heat pumps at the rate required to reach the density set out by the project team.
- Confirm to BEIS the cost to consumers for their heat pump installation and on-going costs.
- Provide BEIS with their Quality Assurance and Consumer Protection plan and received approval for their approach.
- Provide BEIS with draft contracts (to be signed post upon Stage Gate approval) for the purchase and installation of heat pumps.
- Submitted details of the consumers financial arrangements they will be using to fund the heat pump, installation, and auxiliary technologies.
- Confirm data sharing agreements are in place between Stream 1 projects leads and key project stakeholders, including but not limited to installers and consumers, that include the provision for Stream 1 to share data with Stream 3 to enable them to conduct their research activities.

The Stage Gate must be passed within 1 month of the date set out in the Project Plan, submitted as part of applicants Phase 2 application.

Please note: the stage gate assessment criteria may be subject to minor changes depending on the results of feasibility and mobilisation stages.

### ***Phase 2b – Deployment (17 months: November 2023 – March 2025).***

In Phase 2b, project teams will finalise consumer recruitment, complete the roll-out (installation and commissioning) of the high-density cluster of heat pumps within each project locality, in line with the project team's optimised deployment methodology, and collect an initial set of stdata. This phase will include activities such as:

- Finalising installation logistics.
- Confirming finance options for households.
- Installing heat pumps and relevant energy efficiency and supporting measures (e.g. thermal storage), ensuring the solution is optimised for each home, with

a focus on achieving the highest possible heat pump efficiencies which is affordable to the consumer.

- Supporting consumers to adapt to their new heating system (e.g. how to use the system, advice on energy tariffs) and ensuring they are satisfied with and are confident using their system.
- Monitoring and quality assuring the heat pump operation, including the reliable provision of agreed heat pump data.

Stream 1 project will not have a target number of heat pumps to deploy. Instead they are required to install heat pumps in at least 25% of the domestic buildings on at least one low-voltage network or, served by a single secondary or primary sub-station. Therefore, the actual number of installs will look different in different locations.

## **Stream 2: Developing Tools and Technology**

Stream 2 will support applied research and development projects, focused on driving down the lifetime costs of domestic heat pump deployment, improving the domestic consumer experience and acceptability of heat pumps through technology and process innovation, and improving the home suitability and interoperability of heat pumps with other smart technology and within the wider electricity system. BEIS expects to fund up to 25 projects across the following five categories:

1. **Reducing lifetime cost and increasing performance of domestic heat pumps.** This category will support innovation on the **heat pump hardware**. This could include:
  - technology innovation for heat pumps themselves, such as improving the performance of heat pumps with natural/low greenhouse gas refrigerants.
  - improving heat pump form factor, reducing size, minimising noise, improving the aesthetics.
  - Heat pump technology that works with existing home heating systems (e.g. micro-bore pipes).
  - improving heat pump efficiency to provide consumers with reduced lifetime costs.
  - heat pump monitoring systems which allow optimisation of the heat pump system including any element of the heating system which could cause inefficiencies.
2. **Minimising home disruption whilst providing high quality installation and supporting high quality installs.** This category will support innovation on **auxiliary equipment**, such as cost reduction / increased performance of auxiliary equipment (such as radiators). It also covers innovation aimed at **supporting personnel involved in installation**, including innovative tools & technology for those conducting home surveys / specifying heat pumps, the installation process, and the maintenance of heat pumps.

3. **Financial models to increase heat pump deployment.** This category will support innovation in business models (such as heat or comfort as a service) which provide a 'bundle' of heat products and services in return for a regular charge. At a minimum, the services developed for this category must include the installation and maintenance of domestic heat pumps and necessary home energy efficiency measures. Project teams will be expected to **develop and test (at small scale) novel business models** which are applicable to a range of households.
4. **Improving the consumer journey.** This category will support innovation for **consumer facing tools and platforms** to:
  - help create a more seamless consumer experience.
  - reduce barriers such as understanding different heat pump options, finding trusted installers and installation configurations.
  - make it less time-intensive for homeowners to adopt heat pumps.
  - help post-install performance monitoring and fault detection systems and ensure systems continue to operate at an optimum performance through continuous optimisation.
5. **Smart and flexible home energy system.** This category will support innovation to demonstrate in practice how smart heat pump deployment can:
  - optimise running costs and reduce carbon for consumers through operation at times of clean and cheap electricity generation.
  - provide reliable local, in home, flexibility services through load shifting and demand side response services.
  - to help manage distribution networks, at times of peak and prolonged heating, and as wider sectors also electrify towards net zero, for example transport.
  - Projects in this category will require an element of coordination across devices and can help support the deployment of Home Energy Management Systems (HEMS) to optimise demand across assets beyond heat pumps.

Stream 2 project are expected to be carried out across two different durations. **Rapid project** will be those developing tools and technology that are starting from a higher Technology Readiness Level or a project focused on an innovation that can be developed and prototyped relatively more rapidly. These projects are expected to run for a maximum of 18 months from **April 2022 to September 2023**. **Standard projects** are expected to run for a maximum of 30 months **from April 2022 to September 2024**.

The Stream 2 competition will run at the same time as the competition for Stream 3. BEIS is therefore not able to provide details in this ITT of the projects that are

funded.

### **Stream 3: Trial Support and Learning**

Stream 3 will **support learning and collaboration across the Programme, undertake evaluation activities, and disseminate knowledge and evidence** that ensure knowledge transfer and shared learning across the Heat Pump Ready Programme and with external heat pump stakeholders. This ITT is for the Stream 3 contract, and more information on the requirements are included below.

### **Links with Other Innovation Programme**

The Heat Pump Ready also has strong links with other innovation programmes, including:

**Ofgem Strategic Innovation Fund:** the purpose of Ofgem's Strategic Innovation Fund<sup>3</sup> is to support network innovation that will contribute to achieving Net Zero rapidly and at lowest cost; deliver real net benefits to network companies, energy users and consumers; and help the UK to become a 'Silicon Valley' of energy. It aims to work with other public funders of innovation so that activities appropriately funded by energy users and consumers are coordinated with activities funded by Government. The Fund is delivered in partnership with Innovate UK.

**NZIP-Green Home Finance Accelerator (GHFA):** The GHFA<sup>4</sup> will provide up to £10million grant funding to support UK retail lenders to design, develop and pilot a range of finance propositions which encourage domestic energy efficiency and low carbon heating retrofits. The GHFA is intended to drive innovation in the green lending market and support the establishment of a diverse range of green finance products which incentivise domestic energy performance improvements for both owner occupiers and private landlords.

**The Alternative Energy Markets Programme:** The Alternative Energy Markets Programme<sup>5</sup> (AEM) is exploring what an alternative system of network and policy price signals might look like, whether those signals could be trialled in a real-world environment, how to undertake any potential trial, and how energy suppliers and consumers may respond within a trial.

**Longer Duration Energy Storage Demonstration:** The Longer Duration Energy Storage Demonstration<sup>6</sup> (LODES) competition (closed to applications) is an

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<sup>3</sup> <https://www.ofgem.gov.uk/energy-policy-and-regulation/policy-and-regulatory-programmes/network-price-controls-2021-2028-riio-2/network-price-controls-2021-2028-riio-2-riio-2-network-innovation-funding/strategic-innovation-fund-sif>

<sup>4</sup> <https://www.gov.uk/government/publications/green-home-finance-accelerator>

<sup>5</sup> <https://www.gov.uk/government/publications/alternative-energy-markets-aem-early-market-engagement/alternative-energy-markets-aem-programme-design-delivery-research-and-evaluation-proposal>

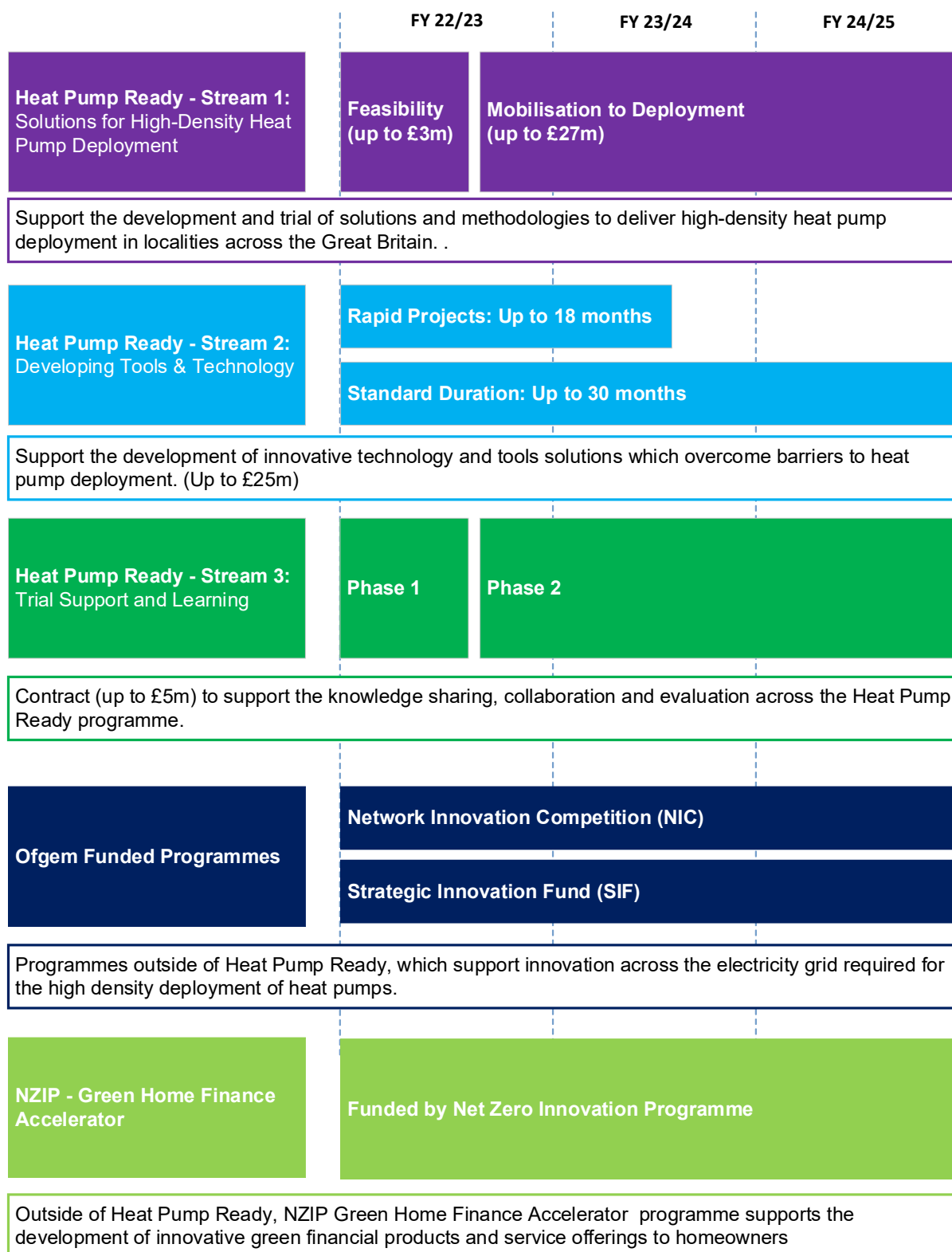
<sup>6</sup> <https://www.gov.uk/government/collections/longer-duration-energy-storage-demonstration-lodes-competition>

innovation competition aiming to accelerate commercialisation of innovative longer duration energy storage projects, including thermal storage.

**Thematic Evaluation:** In addition to the evaluation activity carried out in Stream 3 of Heat Pump Ready, there will be a separate NZIP research project looking beyond the Programme. This Thematic Evaluation work will look at the impacts which HPR has had on the broader heat pump sector and at how the Programme has changed the perceptions, intentions, and actions of participating and non-participating heat pump stakeholders. More information on the evaluation activities is provided in this document.

Figure 1 below visualises how the programme's three streams align with one another and with Ofgem's funding and the Green Home Finance Accelerator.

## ITT for Heat Pump Ready – Stream 3: Trial Support and Learning



**Figure 1: Competition overview and timeline, including key innovation programmes which are delivered and funded outside the Heat Pump Ready Programme.**

### 3. Stream 3 Aims and Objectives

BEIS views the ability to share learning within and outside of the programme, and ability to collaborate on common challenges and opportunities in deploying heat pumps in high density, as key to the success of Heat Pump Ready. *Heat Pump Ready - Stream 3: Trial Support and Learning* ('Stream 3') will be responsible for facilitating learning and collaboration within and outside of the programme, undertaking research and evaluation activities, and disseminating knowledge, evidence, and lessons to key heat pump stakeholders.

Stream 3 has **two overarching objectives**:

1. **Improving Heat Pump Ready project and programme delivery** through:
  - a. The capture and sharing of progress, evidence, knowledge, and lessons between Stream 1 projects during Phase 2 of project delivery
  - b. Establishing and coordinating interactions between Stream 1 projects and special interest working groups in support of areas of common delivery
  - c. Brokering relationships between Stream 1 projects and the solutions being developed in Stream 2 and other innovation programmes
2. **Incentivising actions among key heat pump stakeholders that advance the heat pump sector and contribute to increases in heat pump deployments, including as part of high-density, localised deployments,** through:
  - a. Developing and maintaining an understanding of stakeholder evidence and knowledge requirements, including the barriers that prevent actions taking place
  - b. Using this understanding of evidence needs to develop tailored knowledge, dissemination and other guidance products that demonstrate the feasibility of heat pump installations and the overcoming of known barriers, and disseminating these products amongst key stakeholders.

Stream 3 will be delivered through one contract over two Phases.

- **Phase 1** will run from April 2022 to December 2022. It will focus on carrying out some initial activities under three work packages, as well as further developing a delivery plan for Phase 2.
- **Phase 2** will run from January 2023 to March 2025 and focus on the delivery of activities under each work package.

#### 4. Stream 3 Work Package Structure

Stream 3 activities are split into three work packages with an over-arching Stream 3 project management work package to meet the objectives outlined above:

- **Work Package 0: Stream 3 project management**– this work package includes the ongoing project management activity to be undertaken by the contractor throughout this project to enable delivery of Work Packages 1, 2 and 3. It includes development of the Phase 2 Delivery Plan (described below), reporting to BEIS and internal project reporting and governance activity.
- **Work Package 1: Programme and project learning and collaboration** – this work package will support project delivery through the sharing of lessons and collaborations across the programme and with external stakeholders, including experts and projects from other innovation programmes.
- **Work Package 2: Research and evaluation** – this work package will explore areas of programme delivery in order to understand and improve future high density heat pump deployment and support the dissemination of knowledge and evidence to the broader heat pump sector.
- **Work Package 3: Knowledge and evidence dissemination** – this work package will disseminate and share learnings, knowledge, evidence, results and impacts from the programme with all key heat pump sector stakeholders in order to demonstrate the feasibility of high-density deployment and the reductions in barriers to taking action. Dissemination will be wide ranging, take multiple formats covering all forms of media, and occur throughout the lifetime of the programme.

#### 6. Assumed Scenario for Stream 3 Tasks

As explained above, the procurement of the Stream 3 contract is occurring in parallel to the competitions for Stream 1 and Stream 2 projects. Therefore, BEIS is not able to provide details in this ITT of the innovation projects to be funded. However, BEIS recognises that the scope and timing of requirements for Stream 3 are dependent on: the number of projects funded in Stream 1 and Stream 2; all projects starting at the expected time; the location of projects for Stream 1; and other factors which cannot be confirmed at this stage. Therefore, where appropriate, this ITT includes specific assumptions, scenarios, and other information that bidders should use to develop and cost their bid proposal. This includes the central scenario that:

- For Stream 1:

- BEIS will fund 15 projects that will deliver in Phase 1 from May 2022 to October 2022 (6 months)
- From these 15, BEIS will select 6 projects to take forward and deliver in Phase 2a from November 2022 to October 2023 (12 months)
- All 6 projects meet the requirements of the stage gate at the end of Phase 2a and deliver into Phase 2b from November 2023 to March 2025 (17 months)
- For Stream 2:
  - BEIS will fund 15 Rapid projects that will deliver from April 2022 to September 2023
  - BEIS will fund 10 Standard projects that will deliver from April 2022 to September 2024.

Contractors will be required to complete and return a pricing schedule (Annex A) as part of their bid. For the majority of tasks associated with Stream 3, the pricing mechanism used by BEIS will be fixed cost for each scenario. Guidance on how bidders should cost each Task in this ITT is provided in Annex B. Bidders are required to provide a fixed cost for delivering the tasks for one 'unit' (e.g. one project), and multiply this by the scenario given above (e.g. the number of units, which is often the number of projects). Where there is no scenario (i.e. where cost of a task is not dependent on the number of units), then costs will be fixed at the price quoted by bidders. Payments will be made on satisfactory delivery and sign off of deliverables in line with the payment milestones.

### **Stream 3 Core Budget**

The budget for delivering the work set out in this ITT using the scenario set out above, and the maximum amount that a bid proposal can be, is £3.75 million excluding VAT. All work included in the bid must be allocated within this budget and be in line with the requirements of the work packages in this ITT.

### **Stream 3 Contingency Fund**

In recognition of the uncertainty in the required volumes of work, BEIS has established a **contingency fund** of £1.25 million for this contract, in addition to the core budget of £3.75 million. This additional funding can only be accessed in the following circumstances.

- 1) In circumstances where volumes are higher than the scenarios presented, which would occur if BEIS decides to fund more projects in Stream 1 and/or Stream 2 than has been set out in the scenarios in this ITT; for example, selecting 8 projects for Stream 1 Phase 2 and/or selecting 30 projects for Stream 2. Once the actual project volumes are known for Stream 1 and Stream 2 (expected to be November 2022), and if the actual scenario differs from the scenarios used for bidding, the contractor will be required to submit

to BEIS an updated price reflecting the specific change. Any resulting amendments to the contract's value will require approval by the BEIS Contract Manager, the Programme's Senior Responsible Owner (SRO), the BEIS Finance team, and the BEIS Commercial Team. Bidders should note the following:

- The contractor will not be permitted to change the 'unit' cost for a particular task from that submitted in their original bid.
  - The costs of the contract can also reduce should BEIS fund fewer projects in Stream 1 and/or Stream 2 than has been set out in this ITT (for example selecting 3 projects for Stream 1 Phase 2 and/or selecting 20 projects for Stream 2).
- 2) The contingency funding can also be used in circumstances where activities are required in Work Packages 1, 2, and/or 3 that are in addition and related to those included in this ITT (known as 'additional activities'). There are three ways that additional activities can be identified/proposed:
- By the Stream 3 contractor, as a result of the findings from the research conducted as part of Task 12 (see below), which will explore where Heat Pump Ready can fulfil the evidence needs of key heat pump stakeholders
  - By BEIS, to address evidence needs that emerge throughout the programme's lifetime.
  - By the Stream 3 contractor, to address evidence needs that emerge throughout the programme's lifetime.

Any proposed activities identified must not alter the overall nature of the contract and must align with the contract's original aims/objectives. The possibility of any variations to the contract will be at BEIS's discretion and will depend on BEIS budgetary and approval processes, as well as best value for money considerations (including, without limitation, successful completion of the existing contract scope).

Proposals to fund additional activity using the contingency fund should first be discussed between the contractor and BEIS Contract Manager (and including other relevant BEIS colleagues) during the weekly project management meetings (see the *Working Arrangements* section). These discussions should ensure that resource is available, and that any additional activity proposed is within the aims/objectives of the contract and is tractable given the skills, experience, and availability of the contractor. It should also be demonstrated, to BEIS satisfaction, that the activity is additional and not covered by the main body of services required under, and detailed in, this ITT. These discussions should culminate in a written proposal setting out the proposed activity, a justification of why it is required, the resources required to deliver, and a budget for the activity.

If approved by the BEIS Contract Manager, and regardless of the scope or value of the activity, the proposals will require approval by the Programme SRO, the BEIS Finance team, and the BEIS Commercial Team. Expertise required for additional activities must be within the scope and capabilities defined in work packages 1, 2 and 3 i.e. additional activity can only be undertaken in this contract using the contingency fund where it directly relates to the programme of activity already procured through this procurement. Any requirements which are outside the scope and capabilities defined in work packages 1, 2 or 3 and/or where it does not directly relate to the programme of activity in this contract, will, if deemed necessary to undertake, be tendered for separately by BEIS, at the discretion of BEIS.

Approval of any and all spend of the contingency fund will be at the discretion of BEIS, and BEIS are under no obligation to approve additional activity or spend.

Tenderers **must not** include in their bid any work that would rely on the contingency funding, nor provide any suggestions or recommendations for how the contingency fundings could or should be spent. All work included in the proposal must be within the £3.75 million core budget.

## **7. WORK PACKAGE 0: STREAM 3 PROJECT MANAGEMENT**

This work package includes the ongoing project management activity to be undertaken by the contractor throughout this project to enable delivery of Work Packages 1, 2 and 3. It includes the following activities:

- Progress reporting and collaborative working across the Stream 3 delivery team over the lifetime of the contract
- A face-to-face kick-off meeting with BEIS at BEIS offices in 1 Victoria Street, London, attended by key members of the Stream 3 delivery team. If COVID-19 restrictions prevent face-to-face meetings, this will take place virtually. The meeting is expected to last one day, and involve a comprehensive overview of project delivery, with a specific focus on Phase 1.
- Chairing and taking minutes for weekly progress meetings with BEIS
- Weekly progress reporting to BEIS
- Preparation for and chairing quarterly review meetings (see *Working Arrangements* section)
- Carrying out a research ethics assessment (see *Ethics* section)
- Development of a full risk register (see *Challenges and Risks* section).
- Phase 2 Delivery Plan (see below)

### **Delivery Plan for Phase 2**

The Stream 3 Phase 2 Delivery Plan should set out what the Stream 3 contractor will deliver in Phase 2 and how it will be delivered, covering activity under work

packages 1,2 and 3 and outlining project management activities for Work Package 0. To help develop the delivery plan, the contractor is expected to:

- Discuss requirements with BEIS through weekly progress meetings,
- Review application forms of the six Stream 1 Phase 2 projects,
- Review the application forms of 25 successful Stream 2 projects,
- Attend monthly PMO meetings for all projects (see Task 4 below).

BEIS requires the Delivery Plan to be signed-off by the end of Phase 1 in December 2022. Given the expected scale of Phase 2 work, and the significant number of tasks that require delivery, bidders should consider splitting out the Delivery Plan into smaller documents covering distinct areas of work. The delivery plan will undergo a minimum of two rounds of substantive review by BEIS before sign-off, with the contractors responding to comments in both rounds and revising the delivery plan and accordingly. The delivery plan will require approval by the Programme Senior Responsible Owner (SRO) and BEIS senior analyst (see *Quality Assurance* section).

## **8. WORK PACKAGE 1: PROGRAMME AND PROJECT LEARNING AND COLLABORATION**

This section details the tasks that should be delivered by the Stream 3 contractor under Work Package 1 (WP1) across each Phase of the contract. WP1 will support project delivery through the sharing of lessons across the programme and facilitating collaborations with external stakeholders, including experts and projects from other innovation programmes. WP1 contains nine tasks.

### **Phase 1 (April 2022 – December 2022)**

The following tasks under WP1 are expected to be carried out in Phase 1 from April 2022 to December 2022.

#### **Task 1: Run two workshops for Stream 1 projects with external experts to support areas of common delivery.**

BEIS expects all Stream 1 projects to have areas of common delivery regardless of their delivery approach; these workshops will support projects in understanding what is required, and allow them to receive expert advice that can support their mobilisation and deployment plans. BEIS expects separate workshops on each of the following areas:

- requirements in quality assuring heat pump installs.
- the role of Distribution Network Operators and how to engage them.

BEIS expects workshops to be carried out online for a maximum of three hours in June 2022 (the second month of Stream 1 project delivery) to ensure insight and lessons can be incorporated into project scoping. Experts who can deliver the workshops should be included as part of the Stream 3 delivery team.

*Output:* Guidance notes, based on the advice given in each workshop, drafted, and disseminated to Stream 1 projects after each workshop.

**Task 2: Organise and facilitate two quarterly learning workshops between all Stream 2 projects**

The purpose of these workshops is to allow project leads to share challenges they face in developing their technology and working in the heat pump sector. The first workshop should be held in July 2022 and the second in October 2022, with BEIS expecting them to take place online. Bidders should detail in their bid how these workshops will be run

*Output:* A write up of each workshop and discussion points to be circulated amongst project leads and used by Stream 3 as data for the evaluation

**Task 3: Organise and facilitate one learning workshop between Stream 1 projects selected for Phase 2**

The purpose of this workshop is to allow project leads and partners to share with other projects their progress, successes, learning, challenges, risks, and upcoming work. This should be held in month 1 of Stream 1, Phase 2 delivery (expected to be November 2022). BEIS expects the workshops to take place online.

*Output:* A write up of the workshop and discussion points to be circulated amongst project leads and used by Stream 3 as data for the evaluation

**Task 4: Stream 3 attendance at all Stream 1 and Stream 2 project monthly meetings with their Project Monitoring Officer (PMO).**

PMOs are the project's main point of contact with BEIS during delivery, and are responsible for recommending invoices to BEIS for payment for work completed. It is in these monthly meetings that projects update on project delivery, including lessons learnt, risks and issues, and therefore present a useful mechanism through which the Stream 3 contractor can stay up to date on project delivery and build relationships with the project leads. Bidders should assume each monthly meeting is 2 hours and held online. The Stream 3 contractor will be expected to sign a non-disclosure agreement in order to participate in these meetings.

*Output:* Insights from these meetings should be used as a data source for activities in WP2 (more information below). BEIS therefore expects the contractor to produce a short note summarising the discussion from the meeting to ensure details are not forgotten. These notes are for Stream 3's benefit, and should not be shared with BEIS (BEIS will receive a separate summary of the meeting from the PMO).

### **Task 5: Organise and facilitate three separate workshops to support collaborations between innovation projects**

The primary purposes of these workshops are to support Stream 1 projects, where BEIS anticipate that projects from other innovation programmes can support heat pump deployment and overcome identified challenges. Workshops should be delivered in month three of Stream 1 project delivery (expected to be July 2022). Bidders should detail in their bid how these workshops will be run, noting that BEIS expects them to be in person (assuming Covid rules permit) and last a maximum of three hours. The three workshops are expected to be between:

- 1) Stream 1 projects and Stream 2 projects. Bidders should assume 85 attendees: two from each of the 40 projects (15 from Stream 1, 25 from Stream 2), and five from BEIS. This is additional to the number of attendees from the Stream 3 delivery team. As part of managing delivery of the workshop, the Stream 3 contractor will be expected to submit invitations to the workshop to all Stream 1 and Stream 2 project leads.
- 2) Stream 1 projects and projects from relevant NZIP programmes. Bidders should assume 75 attendees: two from each of the 15 Stream 1 Phase 1 projects, two from each of the 20 NZIP projects invited to the workshop, and five from BEIS. This is additional to the number of attendees from the Stream 3 delivery team. Other NZIP projects will be invited to the workshop by the relevant NZIP programme manager; the Stream 3 contractor will not be expected to do this.
- 3) Stream 1 projects and Ofgem supported innovation projects and energy networks. Bidders should assume 50 attendees: two from each of the 15 Stream 1 Phase 1 projects, two each from ten Ofgem-supported innovation projects invited to the workshop, and five from BEIS. This is additional to the number of attendees from the Stream 3 delivery team. Ofgem-supported innovation projects will be invited to the workshop by the programme manager; the Stream 3 contractor will not be expected to do this.

*Output:* The contractors should identify and report back to BEIS in November 2022 on the collaborations and decisions that have been made as a result of the workshops, based on Phase 2 applications and PMO meeting insights.

### **Phase 2 (January 2023 – March 2025)**

The following tasks under WP1 are expected to be carried out in Phase 2 between January 2023 and March 2025. Contractors should develop their bid based on the information provided below, and the scenario presented above.

**Task 6: Continue facilitating quarterly learning workshops between Stream 1 projects**

The purpose of these workshops is to allow project leads and partners to share with other projects their progress, successes, learning, challenges, risks, and upcoming work. This is a continuation of Task 3. The first of these workshops in Phase 2 should be held in February 2023 and be held every three months until programme close in March 2025. BEIS expects these workshops to take place online and last 90 minutes.

*Output:* A write up of each workshop and discussion points to be circulated amongst project leads.

**Task 7: Continue facilitating quarterly learning workshops between Stream 2 projects**

The purpose of these workshops is to allow project leads to share challenges they face in developing their technology and working in the heat pump sector. This is a continuation of Task 2. The first of these workshops in Phase 2 should be held in January 2023 and be held every three months until Stream 2 projects close in October 2024. BEIS expects these workshops to take place online and last two hours.

*Output:* A write up of each workshop and discussion points to be circulated amongst project leads.

**Task 8: Continued attendance at all monthly Stream 1 and Stream 2 PMO meetings.**

This is a continuation of Task 4, and all requirements remain applicable. In addition to these, BEIS expects Stream 3 to support the resolution of risks and issues raised by project leads in these meetings where they can be achieved by collaborating with another innovation project within or outside of Heat Pump Ready, or with experts within the Stream 3 delivery team. The contractor can also use these meetings to provide support to project in implementing data sharing processes (see task 15).

**Task 9: Continue organising and facilitating annual workshops between Stream 1 projects and projects from other innovation programmes**

The purpose of these workshops is to support heat pump deployments and overcome Stream 1 project challenges. These should be held in June of 2023 and 2024, and are similar to Task 5. Bidders should detail in their bid how these workshops will be run, noting that BEIS expects them to be in-person (Covid rules permitting), last a maximum of three hours, and involve 76 attendees: two from each of the six Stream 1 Phase 2 projects, two from each of the 30 NZIP projects invited

to the workshop, and four from BEIS. This is additional to the number of attendees from the Stream 3 delivery team. Other innovation projects will be invited to the workshop by the relevant programme manager; the Stream 3 contractor will not be expected to do this.

## **9. WORK PACKAGE 2: RESEARCH AND EVALUATION**

This section details the tasks that should be delivered by the Stream 3 contractor under Work Package 2 (WP2) across each Phase of the project. WP2 will undertake research and evaluation on areas of programme delivery in order to understand and identify learning that will improve future high density heat pump deployment, and support the dissemination of knowledge and evidence to the broader heat pump sector. The evaluation will primarily be a process evaluation, as well as an early impact evaluation focusing on whether projects have met their objectives, and the impact of installs on households and consumers. Bidder should be aware of BEIS intention to undertake a separate thematic evaluation which will include this programme (see '*NZIP Built Environment Thematic Evaluation*' section). WP2 contains twelve tasks.

### **Phase 1 (April 2022 – December 2022)**

The following tasks under WP2 are expected to be carried out in Phase 1 from April 2022 to December 2022.

#### **Task 10: Scoping the data required to carry out the Stream 3 tasks in Phase 2, and how the data will be accessed.**

Many of the tasks in Stream 3, in particular those within WP2, require the Stream 3 contractor to have access to the personal data of individuals. In most cases this will involve Stream 1 and Stream 2 project leads sharing the names and contact details of participants in their projects with the contractor. This will allow the contractor to contact these individuals inviting them to take part in data collection. All of this in turns requires explicit consent from participants for the sharing of data. Task 10 therefore involves the Stream 3 suppliers identifying the data required to carry out Stream 3 tasks and how this data will be accessed, and then communicating these requirements to other project leads.

The following activities and outputs are expected as part of this task:

First, the supplier should develop a 'Data Sharing and Access Plan' which sets out the data required to carry out each Stream 3 task, and how this data will be accessed. Its purpose is to ensure Stream 3 supplier and BEIS are aware of all data access requirements, and that a clear plan is in place. This plan should be developed by the end of Month 2 of the contract and submitted for approval by BEIS.

Second, the Stream 3 supplier should organise and run a two-hour online workshop with all Stream 1 and Stream 2 projects explaining the requirements for data sharing and access, held in month four of Stream 3 project delivery. BEIS expects that Stream 1 and Stream 2 project leads will play a significant role in accessing personal

data and securing consent for its processing and use. There are likely to be two requirements of projects leads that should be explained at the workshop:

- 1) Each project lead to sign a data sharing agreements with the Stream 3 supplier that allows the sharing of personal data;
- 2) Establishing processes between project leads and project participants who sit outside project contractual arrangements (e.g. consumers having a heat pump installed through a Stream 1 project), that allow the latter to explicitly consent to their personal data being shared by the project lead with the Stream 3 supplier, as necessary for delivery of Stream 3 activities.

Third, after the workshop the Stream 3 supplier should coordinate the signing of data sharing agreements with all Stream 1 and Stream 2 projects.

Fourth, to support project leads in establishing and implementing data sharing consent processes with project participants, the Stream 3 supplier should develop texts, templates and guidance by October 2022 that can be implemented by Stream 1 and Stream 2 projects. This may include, for example, a form signed by consumers having a heat pump installed that gives consent to the project lead to share their name, address, and contact details with the Stream 3 supplier.

In their bids, contractors should describe the personal data they require to carry out the activities in Stream 3. This must include the contractor's plans for accessing the energy use data of household who have a heat pump installed through the programme, as well as for a control group, in order to assess the impact in energy use (see Task 21).

Stream 3 delivery teams must possess the relevant expertise in data sharing and GDPR compliance.

#### *Output*

- **Output 1:** A 'Data Sharing and Access Plan' that sets out the data required and how it should be access.
- **Output 2:** A two-hour online workshop to all Stream 1 project explaining the requirements for data sharing and access
- **Output 3:** Signed data sharing agreements with all Stream 1 and Stream 2 project participants
- **Output 4:** Text, templates and guidance that can be implemented by projects to ensure access to relevant personal data

#### **Task 11: Develop a standardised methodology for calculating the cost to consumers of a heat pump installation.**

This methodology should enable Stream 1 projects to calculate the cost to the consumer of installing a heat pump using their deployment approach, using a standardised methodology. It should also allow BEIS to consistently compare this

cost across projects when assessing Stream 1, Phase 2 applications forms. BEIS will provide an initial cost benchmark in the Stream 1 ITT, developed from two reports<sup>7 8</sup>. Stream 3 is required to assess the relevance of these costs, accounting for any new evidence on the cost of heat pump capital and installation that arise from a scan of the literature. This methodology should consider elements such as:

- Cost of heat pump including buffer tank, smart controls, circulation pump & ancillaries
- For Ground Source Heat Pumps – cost of ground loop & ground works
- Cost of installation
- Cost of hot water tank or equivalent, where primary source of heat from heat pump
- Cost of fabric improvement (loft, floor, internal/external, cavity insulation and draft proofing measures)
- Cost of improved glazing
- Cost of heat emitters (Under Floor Heating (UFH) / Radiators)

However, elements which are non-essential to optimised heat pump operation such as renewable electricity generation, non-heat pump specific home improvements and direct electric space heating should be omitted from this methodology. This methodology should also consider occupancy models for the end consumer, such as owner-occupier, private landlord and social landlord/housing association, where the split of cost of heat pump capital, installation, operation, and maintenance costs vary between property owner and occupant.

The standardised methodology developed in this Task will be used by Stream 1 projects in their Phase 2 applications.

### *Outputs*

The three outputs expected from this research are:

- *Output 1*: Initial draft of costing methodology in June 2022
- *Output 2*: Workshop with all Stream 1 projects in July 2022 to collaborate on development of the method and ensure understanding of how to use it. The workshop should be two hours maximum and undertaken online
- *Output 3*: Updated draft of the costing methodology suitable for use by Stream 1 project teams and guidance note for Stream 1 on its use

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<sup>7</sup> <https://www.gov.uk/government/publications/cost-optimal-domestic-electrification-code>

<sup>8</sup> [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/913508/cost-of-installing-heating-measures-in-domestic-properties.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/913508/cost-of-installing-heating-measures-in-domestic-properties.pdf)

### **Tasks 12 – 14 (RQ 1 – 3)**

The remaining activities required under WP2 in Phase 1 consists of a series of ‘mini’ research and evaluation projects that answer a specific research question (RQ). Each of these are presented below (tasks 12-14), followed by the suggested approach to answering them. Contractors should include in their bid an approach to answering each of the questions below, and are welcome to use BEIS proposed approach or alternative or additional approaches. If opting for an alternative approach, bids should provide justification for why this is.

#### **Task 12: RQ 1 - In which areas can Heat Pump Ready provide evidence to key heat pump stakeholders that best meets their needs and encourages action in the broader heat pump sector?**

This research focuses on providing the contractor and BEIS with an understanding of stakeholder evidence needs and where the Heat Pump Ready Programme can provide evidence and learning to help meet these needs.

#### *Timing*

The research should be carried out from July to October 2022.

#### *Methodology*

- Develop a stakeholder map to identify the relevant stakeholders, their influences on heat pump installations and their interest, as well as their size. Different BEIS teams have different heat pump stakeholder lists which the Stream 3 contractor should build upon.
- Qualitative data collection with individuals and organisations representing all major stakeholder groups to understand evidence needs and barriers to action. BEIS expects 20 in-depth interviews be conducted online. Contractors should set out in their bid how stakeholders will be recruited for interviews.

#### *Output*

The findings should influence the activities carried out in Phase 2 and be included in the Phase 2 Delivery Plan. This should include a stakeholder map. A report summarising the findings from the research should also be included in a report that is attached as an Annex to the Phase 2 Delivery Plan.

#### **Task 13: RQ 2 - What are the attitudes toward heat pumps of households and consumers in the locations selected as part of Stream 1 Phase 1 projects?**

This research should focus on supporting Stream 1 projects in understanding the attitudes toward heat pumps in the locations in which they intend to deploy heat pumps, and the barriers and opportunities these present. This in turn will support Stream 1 projects as they develop consumer engagement strategies for their Phase

2 application. In the absence of knowledge about the projects, bidders should assume and plan for the information included below.

### *Timing*

The research should be carried out from May to August 2022, with data collection occurring in June and July, and reporting and dissemination in August. This is to ensure that findings are provided to Stream 1 projects with sufficient time to influence their feasibility work and Phase 2 applications.

### *Methodology*

- BEIS expects the contractor to use qualitative deliberative methods to answer this research question. Evidence points to relatively high levels of public awareness of heat pumps but comparatively limited knowledge of what they are or how they work. Deliberative methods will allow consumers to provide more informed opinions on their attitudes to heat pumps than is possible from surveys.
- Bidders should assume 30 online deliberative workshops be conducted, two in each of the 15 locations and lasting up to 60 minutes each. In each location, workshops should be held within 2 weeks of one another.
  - The first workshop should introduce heat pumps, their role in supporting Net Zero and how they work, followed by a presentation of a 'typical' consumer journey in installing a heat pump and the costs incurred, with opportunity for Q&A.
  - Stream 3 will be expected to produce information material on heat pumps that are circulated to participants after the first workshop, for review before the second workshop. They should also establish a process whereby workshop participants can ask questions between workshops based on the information material received.
  - The second workshop should focus on eliciting consumer opinions and attitudes toward heat pumps.
- BEIS expects the same 25 attendees at each workshop, with financial incentives used to incentivise and encourage participation. Incentives should be monetary and paid as generic vouchers available for use online and on the high street. An individual participant must not receive more than £60 in incentives for their participation in both workshops, though bidders should set out how and when incentives will be paid (for example paying the full incentive amount following attendance at the second workshop, or splitting the total incentive into equal or unequal amounts paid at the end of each workshop). While there is not a requirement for participants to be representative of a

given local authority, participants should reflect the housing<sup>9</sup> and demographic<sup>10</sup> characteristics of each local authority.

- Each workshop should be facilitated by Stream 3, but content should be delivered by relevant independent experts. It is not a requirement that these be included in the Stream 3 delivery teams for the length of the contract, and can be brought in just for this tasks if necessary. A dedicated note-taker should be assigned to each workshop to make notes of the discussion; BEIS does not expect the workshops to be recorded, due to the negative impact this may have on consumer participation.
- The contractor will be expected to synthesis their findings with those from the BEIS Public Attitudes Tracker (PAT)<sup>11</sup>, the next wave of which is expected to be published in Spring 2022. The PAT includes questions on attitudes to heat pumps, and while not specific to a given local authority, the survey is representative of the UK population, and is undertaken using an Address Based Online Survey (ABOS) methodology using a random probability sampling methodology.

### *Output*

Three outputs are expected for each location selected for Stream 1, Phase 1:

- **Output 1:** Report after workshop two summarising findings for each location. BEIS expects a separate report for each location.
- **Output 2:** Online meeting, lasting up to one hour, with each Stream 1 project lead in month four of project delivery (August 2022) to present the findings.
- **Output 3:** A third output should be a synthesis report for BEIS covering all findings from the deliberative workshops

### **Task 14: RQ 3 - What can be learnt about undertaking heat pump deployment feasibility studies?**

This should explore Phase 1 of Stream 1, where projects will undertake feasibility studies and scope out their proposed deployment approach. BEIS requires an understanding of how these are undertaken, and the lessons learnt.

### *Timing*

BEIS expects the research to be carried out from October 2022 to December 2022, with a report approved by BEIS by the end of December.

### *Methodology*

BEIS expect the following to be undertaken, based on 15 projects funded.

- Desk review of:

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<sup>9</sup> <https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants>

<sup>10</sup>

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/articles/populationprofilesforlocalauthoritiesinengland/2020-12-14>

<sup>11</sup> <https://www.gov.uk/government/collections/public-attitudes-tracking-survey>

- Bid applications for all projects selected for Stream 1 Phase 1.
- Stream 1 application forms for Phase 2, expected by the end of month five of project delivery (excepted in September 2022)
- Stream 1 project closure report at the end of Phase 1, expected by the end of month six of project delivery (expected in October 2022).
- Qualitative in-depth online interviews with Stream 1 project leads. These should be undertaken while application forms are being reviewed by BEIS (expected to be in October 2022), so that respondent views are not influenced by whether the project is selected for Phase 2.
- Desk review of BEIS application form assessment documentation to understand the characteristics of successful and unsuccessful projects.
- Online qualitative focus group with BEIS personnel involved with reviewing project application forms (approx. 6 individuals) carried out after projects have been informed of whether they are proceeding to Phase 2.
- Content analysis of data to identify relevant lessons

### *Outputs*

The two outputs expected from this research are:

- **Output 1:** A report for BEIS summarising findings of the research, a first draft delivered before the end of November 2022.
- **Output 2:** A guidance note for external audiences on undertaking feasibility studies, delivered before the end of December 2022, to support future deployments in other locations outside of the Programme.

## **Phase 2 (January 2023 – March 2025)**

The following tasks under WP2 are expected to be carried out in Phase 2 between January 2023 and March 2025. While these may change following the approval of the Stream 3 Phase 2 delivery plan, contractors should develop their bid based on the information provided below.

### **Task 15: Support implementation of data sharing processes**

The first activity expected under WP2 in Phase 2 will be working with Heat Pump Ready projects to establish and implement the data sharing processes to ensure access to relevant data. It follows the work carried out in Task 10. Though project leads will be responsible for implementing the data sharing processes, the Stream 3 contractor will be required to support projects in their implementation, should track this across all projects, and report to BEIS where risks and issues emerge. Stream 3 should check in on the implementation of data sharing procedures during the monthly PMO meetings, and provide support and advice where required (see Tasks 4 and 8).

### **Tasks 16-21 (RQ 4 – 7)**

The bulk of activities required under WP2 in Phase 2 consists of a series of ‘mini’ evaluation projects that answer a specific research question. Each of these are presented below, followed by the suggested approach to answering them. Contractors should include in their bid an approach to answering each of the questions below and are welcome to use BEIS proposed approach or alternative or additional approaches. If opting for an alternative approach, bids should provide justification for the proposed approach. As part of the assessment of the delivery approach, bids will be partially scored on the suitability of their research in answering each question.

### **RQ 4 - How do the delivery, progress, and results of Stream 2 projects compare with expectations, and what lessons can be drawn?**

This is a process and impact evaluation question exploring delivery and impact of *Stream 2* projects over the lifetime of the programme.

#### *Timing*

Data collection and analysis to answer this question will be carried out in three waves, each of which is a standalone task; Wave 1, Task 16: January - March 2023; Wave 2, Task 17: January - March 2024 (following the end of Rapid projects); Wave 3, Task 18 3: January – March 2025.

#### *Methodology*

The methodology expected for each Wave is detailed below.

#### **Task 16: Carry out research for Wave 1 of RQ 4**

Task 16 is a process evaluation carried out from January to March 2023, focusing on the design and delivery of Rapid and Standard projects from project start in May 2022 to December 2022, to identify what’s working and where improvements can be made. Bidders are expected to undertake the following:

- Develop a theory of change for each of the Stream 2 projects that presents a clear narrative of what each project is delivering, how, and the expected impact after project close.
  - o Each theory of change should include a ‘process map’, setting out the steps the project has gone through from learning about the programme, through bid development and to delivery of activities and outputs. This process map will support the Wave 1 process evaluation.
  - o Each theory of change should also break down the causal steps (or mechanisms) between delivery of an output and broader changes that this is expected to cause. This is to support the process tracing impact evaluation in Waves 2 and 3.

- The theories of change should be developed in Phase 1 of Stream 3 based on a desk review of successful Stream 2 project bids and the understanding the contractor builds of each project through attendance at monthly PMO meetings. The contractor should use the PMO meetings to collaborate with the project leads in developing the theory of change.
- Desk review of the write-up from the quarterly Stream 2 learning workshops in July 2022, November 2022, and February 2023.
- Desk review of monthly progress reports and notes from monthly PMO meetings for all projects. Each projects will submit a project progress report ahead of each monthly meeting, and Stream 3 is expected to produce a short note following attendance at every monthly PMO meeting (see Task 8).
- Short (~30 minutes) online qualitative interview with each Stream 2 project lead in February 2023. While insights will be gathered during the learning workshops and PMO meetings, these interviews should be used to probe areas in more detail.
- Synthesis of project data, combining learning workshop and PMO meeting insights with information from interviews
- Content analysis of data to identify lessons from delivery as part of the process evaluation

### *Outputs*

The two outputs expected from this research are:

- **Output 1:** A research report for BEIS summarising findings, a first draft delivered in March 2023.
- **Output 2:** A case study report for each individual project summarising project progress, achievements, and next steps.

### **Task 17: Carry out research for Wave 2 of RQ 4**

Task 17 is a process evaluation carried out from January - March 2024, focusing on the design and delivery of Rapid and Standard projects from March 2023 to December 2023. It will also be an early impact evaluation of Stream 2 projects using process tracing, with Rapid projects closing by October 2023, and Standard projects entering the final months of delivery before closing by October 2024. Bidders are expected to undertake the following:

- Desk review of the write-up from the quarterly Stream 2 learning workshops in May, August, and November 2023.
- Desk review of monthly progress reports and notes from monthly PMO meetings for all projects. Each project will submit a project progress report ahead of each monthly meeting, and Stream 3 is expected to produce a short note following attendance at every monthly PMO meeting.

- Desk review of project closure reports for Rapid projects. Bidders should assume reports from 15 project; the other 10 project will be Standard projects ending in October 2024.
- Short (~30 minutes) online qualitative interview with each Stream 2 project lead in February 2024. While insights will be gathered during the learning workshops and PMO meeting, these interviews should be used to probe areas in more detail. They should also be used to understand whether and how Rapid projects, and the tools and technologies developed within them, achieve the impact expected.
- Understanding the impact of Stream 2 projects, and validating causal claims, will likely involve primary data collection with stakeholders beyond the project leads. However, as BEIS does not know the scope and scale of Stream 2 project, we cannot identify these stakeholders nor the most appropriate form of data collection. Therefore, when costing their proposals, bidders should set aside budget for collecting this data, based on an assumption of five in-depth online qualitative interviews per Rapid Stream 2 project, conducted in February 2024 in addition to interviews with project leads. During development of the Stream 3 Phase 2 delivery plan, bidders will be expected to develop data collection plans for each Stream 2 project that can support the impact evaluation, based on the project-specific theories of change, which may require primary and/or secondary quantitative and/or qualitative data collection.
- Synthesis of project data, combining learning workshop and PMO meeting insights with information from interviews and other forms of primary data.
- Content analysis of data to identify lessons from delivery as part of the process evaluation
- Process tracing analysis for each individual project, each of which should be viewed as a single case. BEIS expects the following to be carried out:
  - During Stream 1, Phase 1 - Development of 'contribution hypotheses' for each project based on expected outcome and impact causal pathways detailed in project theories of change.
  - During Stream 1, Phase 1 - Development of 'alternative hypotheses' for each project, setting out alternative causal explanations for how outcomes and impacts could be achieved by means other than the project
  - During Stream 1, Phase 1 - Specification of the sufficient and necessary evidence that would need to be observed for each contribution and alternative hypotheses, and the categorisation of each piece of evidence into one of the four process tracing evidence tests
  - During Stream 1, Phase 1 - Developing plans for collecting the evidence. The contribution and alternative hypotheses, expected evidence, and means of collecting the evidence, should be included in

the Stream 3 Phase 2 Delivery Plan as a ‘process tracing framework’. Each Stream 2 project should have its own process tracing framework.

- Coding of data collected during Wave 2 against the process tracing framework to assess the strength of observed evidence in supporting each project-specific hypotheses. While only Rapid projects will have closed by the time of Wave 2 research, BEIS requires this to include all Rapid and Standard Stream 2 projects; this will provide BEIS an early assessment of impact of Standard project.

### *Outputs*

The two outputs expected from this research are:

- **Output 1:** A research report for BEIS summarising findings, a first draft delivered in March 2024.
- **Output 2:** A case study report for each individual project summarising project progress, achievements, and next steps. It is expected that the case studies produced in Wave 1 be updated with additional information.

### **Task 18: Carry out research for Wave 3 of RQ 4**

Task 18 is an impact evaluation of Stream 2 projects using process tracing, carried out from January – March 2025. Bidders are expected to undertake the following:

- Desk review of the write-up from the quarterly Stream 2 learning workshops in May, August, and November 2024.
- Desk review of monthly progress reports and notes from monthly PMO meetings for all Standard projects (Rapid project will be ended by this point). Each project will submit a project progress report ahead of each monthly meeting, and Stream 3 is expected to produce a short note following attendance at every monthly PMO meeting.
- Desk review of project closure reports for Standard projects. Bidders should assume reports from 10 project; the other 15 project will be Rapid projects ending in October 2023.
- Short (~30 minutes) online qualitative interview with each Stream 2 project lead in February 2025. While insights will be gathered during the learning workshops and PMO meeting, these interviews should be used to probe areas in more detail. They should also be used to understand whether and how projects, and the tools and technologies developed within them, achieve the impact expected. In communications with Rapid projects in Waves 1 and 2, the contractors should make clear the expectations that Rapid projects should participate in Wave 3 interviews, to minimise the risks of drop-out almost 18 months after project close.
- Understanding the impact of Stream 2 projects in Wave 3, and validating causal claims, will likely involve primary data collection with stakeholders beyond the project leads, focusing on impact evidence not yet observed from Wave 2 data collection. However, as BEIS does not know the scope and

scale of Stream 2 project, we cannot identify these stakeholders nor the most appropriate form of data collection. Therefore, when costing their proposals, bidders should set aside budget for collecting this data, based on an assumption of five in-depth online qualitative interviews per Standard Stream 2 project, conducted in February 2025 in addition to interviews with project leads. During development of the Stream 3 Phase 2 delivery plan, bidders will be expected to develop data collection plans for each Stream 2 project that can support the impact evaluation, based on the project-specific theories of change, which may require primary and/or secondary quantitative and/or qualitative data collection.

- Synthesis of project data, combining learning workshop and PMO meeting insights with information from interviews and other forms of primary data.
- Process tracing analysis for each individual project, each of which should be viewed as a single case, to assess the strength of observed evidence in supporting each project-specific hypotheses. This is a continuation of the analysis conducted in Wave 2, updated based on Wave 3 evidence

### *Outputs*

The two outputs expected of this research are:

- **Output 1:** A research report for BEIS summarising findings, a first draft delivered in March 2025.
- **Output 2:** A case study report for each individual project summarising project progress, achievements, and impact. It is expected that the case studies produced in Wave 2 be updated with additional information.

### **Task 19: RQ 5 - What is the experience of Stream 1 projects during the mobilisation phase, and what lessons can be taken from their delivery?**

This is a process evaluation question exploring Phase 2a of Stream 1 where projects will mobilise their delivery plans. BEIS requires an understanding of how these are undertaken, and the lesson learnt.

### *Timing*

This should be undertaken between September 2023- December 2023, following the end of Stream 1, Phase 2a in September 2023.

### *Methodology*

Bidders are expected to undertake the following:

- Desk review of the write-up from the quarterly Stream 1 learning workshops in October 2022, January 2023, April 2023, July 2023, and October 2023.
- Desk review of monthly progress reports and notes from monthly PMO meetings for all projects. Each projects will submit a project progress report ahead of each monthly meeting, and Stream 3 is expected to produce a short note following attendance at every monthly PMO meeting.

- Desk review of the documents and information produced by each project as part of the project Stage Gate.
- Short (~30 minutes) online qualitative interview with each Stream 1 project lead in October 2023. While insights will be gathered during the learning workshops and PMO meeting, these interviews should be used to probe areas of delivery in more detail.
- Synthesis of project data, combining learning workshop and PMO meeting insights with information from interviews and other forms of primary data.
- Content analysis of data to identify lessons from delivery as part of the process evaluation

### *Outputs*

The four outputs expected from this research are:

- *Output 1:* Research report for BEIS in December 2023 summarising findings of the research
- *Output 2:* Guidance note for external audiences on mobilising deployments, delivered in January 2024, to support future deployments in other locations outside of HPR.
- *Output 3:* Insight material into specific mobilisation activities and outcomes, such as consumer recruitment, and DNO engagement. These would be for external audiences, designed to be more targeted than the guidance note.
- *Output 4:* Case study for each Stream 1 project, summarising project progress, achievement, and next steps, for external dissemination.

### **Task 20: RQ 6 - How do Stream 1 projects deploy heat pumps, how successful are they, how does this compare to initial deployment plans, and what is the experience of stakeholders involved in the process?**

This is a process evaluation question exploring Phase 2b of Stream 1, where projects will deploy heat pumps in high density over 18 months from October 2023 to March 2025 in accordance with their delivery plan. BEIS requires an understanding of how these are undertaken, and the lessons learnt.

### *Timing*

Research to answer this question should be undertaken in two waves. Wave 1 will take place from May - July 2024, in order to provide BEIS with early insights during deployment, and Wave 2 from January - March 2025.

### *Methodology*

BEIS expects that both Waves will involve the same methodology and approach. This is expected to include:

- Desk review of the write-ups from the quarterly Stream 1 learning workshops

- For Wave 1 this will include learning workshops held in January and April 2024
- For Wave 2 this will include learning workshops held in July 2024, October 2024, and January 2025.
- Desk review of monthly progress reports and notes from monthly PMO meetings for all Stream 1 projects. Each project will submit a project progress report ahead of each monthly meeting, and Stream 3 is expected to produce a short note following attendance at every monthly PMO meeting.
  - For Wave 1, each project will have had nine PMO meetings from October 2023 to June 2024 that require review.
  - For Wave 2, each project will have had eight PMO meetings from July 2024 to February 2025.
- Online qualitative interviews with all stakeholders involved in deployments, such as Stream 1 project leads, heat pump installers, training providers, DNOs, local authorities, and energy suppliers. While insights will be gathered during the learning workshops and PMO meeting, these interviews should be used to probe areas of deployment in more detail. As projects have not yet been selected, and the specific stakeholders are not yet known, bidders should assume 10 interviews for each of the six projects in both Waves, totalling 60 interviews in each wave and 120 in total.
- Online survey of consumers post-install, sent to all households that granted consent.
  - Stream 1 projects will not have a target number of installs, and targets instead focus on installing heat pumps in least 25% of the domestic buildings on at least one low-voltage network or served by a single secondary sub-station. Bidders should therefore assume the following to plan and cost their proposal:
    - 1,000 heat pumps will be installed in total per project, with six projects expected.
    - Installs are backloaded, whereby 300 installs are achieved by Wave 1, and another 700 by Wave 2 for each project.
  - BEIS expects that the online survey be open for the duration of the Stream 1 deployment phase to allow surveys to be completed on a rolling basis.
  - The Stream 3 contractor should establish a process with Stream 1 projects whereby households/consumers who have heat pumps installed and who consent to being contacted are sent the surveys by email or by post, depending on household preference. Establishing the relevant data sharing consent processes with Stream 1 projects early in the programme is therefore paramount.
  - Bidders should assume: 75% of households consent to being contacted (with 8% of these requiring postal surveys due to lack of

internet access<sup>12</sup>), and a 50% survey response rate for those contacted. This equates to between 350 and 400 survey responses in total per project.

- Surveys should take a maximum of 10 minutes to complete and primarily be closed questions with a maximum of four open questions.
- Analysis and reporting of survey findings should be undertaken every three months from the start of deployment, in order to provide BEIS with up-to-date information on consumer feedback to the heat pump deployment. The report should include quarterly results (i.e. the findings from surveys conducted in the preceding three months) and cumulative results (i.e. the findings from all surveys completed up until that point). The report covering October 2023 to June 2024 should be used in Wave 1, and the report covering October 2023 to December 2025 should be used in Wave 2.
- Short (15-20 minute) online qualitative interviews with consumers to understand in more detail the consumer journey, the consumer experience, and their satisfaction with a heat pump.
  - BEIS expects 10 interviews per project in Wave 1, and 20 per project in Wave 2, based on the assumed back loading of heat pump installations and 10% of survey respondents agreeing to follow up interviews (not all who agree will be interviewed). This equals 180 in total across all projects.
  - Interviewees should be recruited through the online survey, with interviews conducted between 1 and 3 months after the heat pump installation on a rolling basis throughout the Stream 1 Deployment Phase. All interviews conducted up to mid-June 2024 will be included in Wave 1, and all those between late June 2024 and mid-February 2025 will be included in Wave 2.
- Ethnographic research with consumers, via diaries charting their experience of having a heat pumps in the 4 weeks following installation.
  - BEIS expects these to incorporate digital means of consumers diarising their experience, such as through a mobile phone app, but should accommodate written diaries where appropriate and requested.
  - Participants should be recruited through the online survey, with those agreeing to participate in the ethnographic research being contacted within 2 weeks of submitting the survey.
  - BEIS expects 15 participants for each project over the deployment phase.
  - All ethnographic research conducted up to mid-June 2024 will be included in Wave 1, and all those between late June 2024 and mid-February 2025 will be included in Wave 2.

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<sup>12</sup> <https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/datasets/internetusers>

- Synthesis of project data in each Wave, combining learning workshop and PMO meeting insights with information from primary data collection.
- Content analysis of data in each Wave to identify lessons from delivery as part of the process evaluation

### *Outputs*

- Report every three months summarising findings from the online surveys (6 in total)
- Research report for BEIS at the end of each wave summarising findings of the research
- External guidance notes on how to coordinate deployments
- Insight material into specific deployment activities and outcomes. These would be for external audiences and should cover five specific areas.
- Case study for each project, summarising project progress, achievements, lessons, and next steps, for external dissemination. The same case study should be updated following each wave.

### **Task 21: RQ 7 - What impact does a heat pump installation have on the consumer and the household?**

This will explore impact on consumer satisfaction and comfort, household energy use (gas and electricity), and household energy bills.

### *Timing*

Data will be collected throughout the Stream 1 deployment phase from October 2023 to March 2025, as well as historic smart meter data where accessible. Analysis and reporting will take place in early 2025, before the end of the programme in March 2025.

### *Methodology*

BEIS requires a quasi-experimental evaluation to be undertaken to answer this research question. The following is expected:

- The analysis should be carried out at an individual project level. This means that households that have heat pumps installed through Stream 1 projects becomes six separate treatment groups, with the Stream 3 contractor needing to construct six separate control groups, one for each project.
- Data on household energy use and bills will be derived from smart meter data. Consent to data sharing is paramount for this analysis, hence the requirements for Stream 3 to support Stream 1 projects in ensuring relevant consent is secured up front for consumers having heat pumps installed. Contractors should explain in their bid how they will access consumer smart meter data for consumers.

- BEIS expects that a difference-in-difference approach is used. Data on daily energy use and average load profiles before and after the heat pump installation should be compared across the two groups.
- BEIS expects the treatment and control groups to be of similar size. Bidders should assume a total of 1,000 heat pumps installed in each project location, with 750 consenting to share data, and should therefore assume a control group of 750 households for each project.
- The control group should be made up of households in the same or surrounding local authorities as those in the treatment group
- Contractors must set out in their bid how they will recruit the control group, gain consent to accessing smart meter data, and access the smart meter data.
- An assessment of impact on consumer satisfaction and comfort should be collected through the surveys, qualitative research, and ethnographic research with consumers conducted to answer the preceding research question above. It is not expected that these are compared to a control group.

#### *Outputs*

- Report to BEIS detailing findings of the analysis and how it was conducted.
- Summaries of the findings for dissemination to relevant external audiences.

### **10. WORK PACKAGE 3: KNOWLEDGE AND EVIDENCE DISSEMINATION**

This section details the tasks that should be delivered by the Stream 3 contractor under Work Package 3 (WP3) across each Phase of the project. WP3 will disseminate and share learnings, knowledge, evidence, results and impacts from the programme with all key heat pump sector stakeholders in order to demonstrate the feasibility of high-density deployment and the reductions in barriers to taking action. Dissemination will be wider ranging, take multiple formats covering all forms of media, and occur throughout the lifetime of the programme. WP3 contains six tasks.

#### **Phase 1 (April 2022 – December 2022)**

The following tasks under WP3 are expected to be carried out in Phase 1 from April 2022 to December 2022.

##### **Task 22: Develop and manage a Heat Pump Ready website.**

BEIS expects the Stream 3 contractors to develop and manage a Government Digital Service-compliant Heat Pump Ready website for the duration of the programme. The website will host information about the programme and projects, and be a location for the range of written and video materials produced by the Stream 3 contractor (and anything produced by the Stream 1 and Stream 2 projects themselves).

The website should include an online dashboard summarising quantitative project delivery data, derived from the monthly Stream 1 project progress report. Contractors should include in their bid the information that will be included in this dashboard.

Bidders should note that BEIS will need to approve all content uploaded to the website. More information is included in the quality assurance section below.

Bidders should provide a fixed cost for the development, running and maintenance of the website over the lifetime of the programme from website creation to programme close.

### **Task 23: Develop summaries of all Stream 2 projects, and the Stream 1 projects selected for Phase 2**

These summaries will be disseminated to heat pump stakeholders and published on the Heat Pump Ready website.

## **Phase 2 (January 2023 – March 2025)**

Phase 2 of Stream 3 will involve the delivery of activities under the three work packages, the requirement for which are detailed below. Contractors should include in their bid their approach to delivering the requirements.

Dissemination of knowledge, learning and evidence from Heat Pump Ready is key to influencing the attitudes, perceptions, and behaviours of key heat pump stakeholders. BEIS require innovative and creative means of dissemination, tailored to the needs of different stakeholder groups (as identified in Phase 1 scoping activities) – for example a range of media such as report, videos, social media content and other digital mediums. The following activities and outputs are required.

### ***Guidance and ‘How-To’ notes***

Most of the questions detailed in WP2 include a requirement to produce guidance documents and ‘how-to’ notes that cover specific elements of high-density heat pump deployment, such as how to undertake feasibility studies, how to engage DNOs, how to work with installers and how to successfully engage consumers. The purpose of these is to provide simple, easy to digest information to stakeholders who wish to undertake similar work, with the learning being derived from the WP2 activity. BEIS expects ten documents to be developed and published over the lifetime of the programme, the exact specification of which will depend on the stakeholder evidence needs identified in Phase 1. The documents should mostly be concise, and make use of visualisations and graphics where possible, with only essential text. Where appropriate, and depending on the audience, more detailed ‘technical’ papers may

be required. The contractor is expected to work with BEIS to identify appropriate topics.

The cost of producing these documents should be included in the cost of answering the relevant research question in WP2. It should not be included as a cost under WP3.

### *Case Studies*

Some of the questions detailed in WP2 package include a requirement to produce case studies for individual Stream 1 and Stream 2 projects. Case studies should be in written and video format. The purpose of these is to disseminate project progress and impact to heat pump stakeholders as a way of demonstrating the reduction in barriers and encouraging broader action.

Written case studies should be developed for all Stream 1 and Stream 2 projects as detailed in WP2, where case studies are developed following the first 'wave' of research, and updated following each subsequent 'wave' as project's progress and more information become available. They should be two pages long, and include the 'story' of the project. The cost of producing the written project case studies should be included in the cost of answering the relevant research question in WP2. They should not be included as a cost under WP3.

### **Task 24: Video case studies of projects**

BEIS requires the production of video case studies for each Stream 1 project and for six Stream 2 projects. Stream 2 projects should be selected for video case studies in collaboration and agreement with BEIS. Each video should be 3-5 minutes long and include: an overview of the project, key achievements, key facts and figures, and key lessons. The case studies should be produced between January and March 2025.

### *Conferences*

There are three 'levels' of conference participation and engagement that BEIS expects from the Stream 3 contractor. All three have the purpose of disseminating to stakeholders the progress, evidence, and lessons from the programme.

### **Task 25: Organise a dedicated 'Heat Pump Ready' Conference**

The 'Heat Pump Ready' Conference should focus on the progress and lessons from the programme and be attended by all Stream 1 and Stream 2 project leads and partners, and key heat pump sector stakeholders. BEIS expects these to be hosted at an appropriate venue annually over three years: early 2023, early 2024, and early 2025. It is currently expected that these will take place in February of each year. These should also be used as an opportunity to facilitate collaborations between Stream 1 and Stream 2 projects. Bidders should detail in their bid how these

workshops will be run, noting that BEIS expects them to be in person, last a full day, and be attended by 86 people (62 attendees from the 31 Stream 1 and 2 projects, 10 attendees from BEIS, and 15 external stakeholders).

**Task 26: Organising significant presence of the Heat Pump Ready programme at heat pump focused conferences, workshops and other events organised by other organisations.**

This may include sponsorship of an event (under BEIS branding), having a stand at a conference, or arranging programme participants and BEIS teams to present. Bidders should include in their bid the events they would organise attendance at. BEIS expects three of these events are attended over the lifetime of the programme (one event a year from 2023).

**Task 27: Organising attendance at workshops and seminars more generally focused on Net Zero, low-carbon innovation or similar.**

This would involve arranging for one or two presentations to be delivered by BEIS or by a project lead, depending on the topics under discussion at the event. BEIS expect Heat Pump Ready attendance at 4 of these events a year from 2023 (12 in total over the lifetime of the programme).

Bidders should include in their bid the events they would arrange attendance at, and the fixed cost associated with arranging attendance at one event. This should be multiplied by 12.

*Research and evaluation reports*

A research report is required for each of the questions posed in WP2 and, where appropriate, for each wave of research for a specific question. In total, BEIS expects 31 research reports to be produced over the lifetime of the programme, including 15 produced as part of deliberative research into consumer attitudes to heat pumps in Phase 1. These deliberative research reports are expected to be short, a maximum four pages with a separate methodological paper setting out how the research was carried out in each location. The other research reports are also expected to be relatively concise given the focus often on only one research question or a relatively short time period. Each main report should be a maximum of 10 pages, with an Annex providing additional details where appropriate and a maximum two-page Executive Summary. Every research report should include an Annex detailing how the research was carried out to support transparency.

The cost of producing these research and evaluation reports should be included in the cost of answering the relevant research question in WP2. It should not be included as a cost under WP3.

## **11. NZIP Built Environment Thematic Evaluation**

BEIS is committed to undertaking comprehensive evaluations across all policies and programmes in order to support programme improvements through learning and provide accountability of public spend. Evaluation activity on Heat Pump Ready will occur in two ways. The first is through Stream 3, where evaluation will support programme learning and dissemination activity, as detailed in this ITT.

Secondly, Heat Pump Ready will also be subject to a separate thematic evaluation project that identifies how the programme and other programmes operating in the same sector, such as Green Home Finance Accelerator, have impacted the broader sector. The focus will be on understanding whether and how these programmes have influenced the perspectives, intentions and actions of key stakeholders, and the importance of this in the context of Net Zero targets. This includes assessing the impact of the activities delivered under WP3 of Stream 3. Though funded through this programme, the procurements of this project will be a separate activity to the procurement of the three Heat Pump Ready streams.

All programme participants will be required to support and participate in the thematic evaluation. This may be through the provision of monitoring data, ensuring relevant data sharing and GDPR-compliant agreements are in place and participating in workshops and interviews. The Stream 3 contractor will be required to share their evidence with the thematic evaluation contractor.

Please note that, given the tasks carried out by the Stream 3 Delivery Partner, including learning and collaboration activities, research and evaluation, and dissemination of knowledge and evidence, BEIS considers that there is potential for an actual or perceived conflict of interest if companies who deliver Stream 3 work were to bid for the NZIP Built Environment Thematic Evaluation. If companies are invited to respond to a future ITT for the NZIP Built Environment Thematic Evaluation, then all tenderers (regardless of which role they are bidding for) are required to ensure in any future bids for this work that any actual or perceived conflict is declared and satisfactorily mitigated. BEIS reserves the right to exclude any proposals where the bidder has an actual or perceived conflict of interest that cannot be mitigated to the satisfaction of BEIS.

## **12. Ownership and Publication**

BEIS will retain full ownership of all materials created as a result of this contract. Publication of any information associated with, or created as a result of this contract, either on the .gov.uk, the dedicated Heat Pump Ready website, or the contractors own website, will require prior approval from BEIS.

### **13. Quality Assurance**

All bids should state the internal quality assurance processes that will be applied to different activities and outputs throughout the contract. Sign-off for quality assurance must be done by someone of sufficient seniority within the contractor organisation to be able to take responsibility for the work done. Acceptance of the work by BEIS will take this into consideration. BEIS 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 process. QA should cover all aspects of the project undertaken by the contractors, including research planning, data collection, data analysis and reporting.

To demonstrate an effective process to produce high quality reporting, the contractor must ensure that quality assurance is done by individuals who were not directly involved in that particular research or analysis. The successful bidder will be responsible for any work supplied by sub-contractors.

All Stream 3 outputs will also be subject to BEIS internal approvals; more substantive or important outputs, and outputs being published, will require greater levels of BEIS seniority for sign-off, which requires more rounds of review and revision, and a longer approval time. Bidders should note that BEIS will only approve invoice submissions and make payments following BEIS sign-off of an output(s), and not following initial delivery of an output.

Payments will be linked to delivery of key milestones. The suggested milestones and phasing of payments is every 3 or 6 months. This can be adjusted and agreed with the contractor based on the tender response/details. Please advise in your tender response how this breakdown reflects proposed milestones and your usual payment processes.

All outputs intended for the public domain, including delivery plans, guidance, and 'How-To' notes, written and digital case studies, website content, conference material, and research and evaluation reports, will require three rounds of substantive review from BEIS, resulting in three rounds of revision by the contractor to respond to the comments, plus the initial drafting of the report. BEIS quality assurance requirements should be factored into delivery timelines, budgets, and resources.

BEIS may invite the BEIS Peer Review Group to quality assure publishable outputs as part of BEIS internal review process (at no additional cost to the appointed contractors). Outputs include, but are not limited to, delivery plans, data collection tools, and research and evaluation reports.

## 14. Timetable

### **Delivery**

The table below sets out how an indicative timeline for the delivery of Stream 3 aligned with the delivery of projects under Stream 1 & 2

Date	Stream 3	Stream 1	Stream 2	
April/May 2022	Contract Start	Projects Start	Projects Start	
April/May 2022 to December 2022	Phase 1 delivery	Phase 1 – feasibility study	Rapid Duration projects (up to 18 months)	Standard Duration projects (up to 30 months)
January 2023 to December 2023 (end date variable)	Phase 2 delivery	Phase 2a delivery		
By 1 <sup>st</sup> January 2024		All Stage Gates Complete		
January 2024 to March 2025		Phase 2b delivery		
By 31 <sup>st</sup> March 2025	End of Contract	End of project		End of project

## 15. Challenges and Risks

There are a number of challenges and risks to the delivery of Stream 3 activities that the contractor will need to manage and overcome. These include:

- The scale and complexity of the research proposed, including overlapping activities that requires different skills and expertise to be deployed at the same time
- Reliance on building and maintaining good relationships with projects, without overburdening them
- Uncertainty around the scope, scale and number of projects funded by BEIS.

Contractors should set out in their bid how these challenges and risks, and others identified by the bidders, will be addressed, mitigated, and overcome. A full, signed-off risk register is required at the end of month 2 of the contract (end of May 2022). This should be reviewed with BEIS every 6 months.

## 16. Ethics

All applicants will need to identify and propose arrangements for initial scrutiny and on-going monitoring of ethical issues. The appropriate handling of ethical issues is part of the tender assessment exercise, and will bids will be evaluated on this as part of the 'Project management approach' criteria.

We expect contractors to adhere to the following ethical principles for Government Social Research

1. Clear and defined public benefit
2. Sound application, conduct and interpretation
3. Data protection regulations
4. Specific and informed consent
5. Enabling participation
6. Minimising personal and social harm.

An ethics assessment conducted by BEIS in line with the GSR Ethical Assurance for Social and Behavioural Research<sup>13</sup> has flagged the following sensitivities that bidders should be aware of. Bidders are expected to set out in their bid how they will handle these sensitivities:

- GSR Principle 3: Research should adhere to data protection regulations and the secure handling of personal data
  - o The research expected will require the processing and sharing of significant amounts of personal data, including names, addresses, contact details (emails), demographic characteristics and energy use data of a range of programme stakeholders and participants. This will require adherence to the GDPR, Data Protection Act (2018) and other government data security requirements
- GSR Principle 4: Participation in research should be based on specific and informed consent
  - o There are a large number of potential participants that this research is expected to engage in, with Stream 3 not having direct relationships with all and relying in part on other organisations, such as Stream 1 and 2 project leads, to secure consent to data sharing and to take part in the research

## **17. Working Arrangements**

Robust project management is vital to the delivery of this project. All bids should include a summary of their project management approach, proposed frequency of project management meetings and how progress will be reported to BEIS (noting the requirements for contact with BEIS set out in the following paragraph). Bidders should identify one named point of contact through whom all enquiries can be filtered. A BEIS 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, BEIS expect 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 outputs to the appropriate time and quality. It is

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<sup>13</sup> <https://www.gov.uk/government/publications/ethical-assurance-guidance-for-social-research-in-government>

expected that the lead contractor takes an active role in oversight of all workstreams and bears overall responsibility for the quality and timely delivery of the agreed activities and outputs. We envisage the need for close interaction between the BEIS Project Manager and contractor throughout the process, to ensure that emerging issues are dealt with promptly and that BEIS fully understand the approaches taken.

Bidders should assume that engagement with BEIS will include weekly project management phone calls, weekly progress update reports, programme board, (frequency to be confirmed), and in person meetings (COVID-19 dependent) as required to design and deliver the tasks. The contractor will be expected to chair and minute the weekly project management calls which are expected to cover: progress over the preceding week and actions for the week ahead, research methods currently employed, any key decisions needed by BEIS, and potential risks identified by the contractor or BEIS as well as the correlating mitigation strategies. The contractor will also provide a written update on progress to BEIS on a weekly basis.

BEIS also expects to hold a kick-off meeting with the winning contractor within 2 weeks of contract signing. The meeting will be a full day, and be used to go through the project plan, with a particular focus on Phase 1. Bidders should assume the meeting is in person and held at BEIS office in 1 Victoria Street, London, with all key members of the Stream 3 delivery team present. Should COVID-19 related restrictions not make this possible, then the meeting will be held virtually. In addition to weekly project management calls, the contractor and BEIS will have a 'Quarterly Review Meeting', which the contractor is expected to chair and is expected to include: a summary of progress from the preceding quarter and a comparison to what was expected; a review of the risk register, a review of the contract KPIs, and an in-depth look at the activities expected over the next three months. The meeting will be held virtually and last two hour, at least an hour of which should be spent discussing upcoming work over the next 3 months. It is also expected that a broader number of colleagues from the Stream 3 delivery team attend.

## **Key Performance Indicators**

Information on the specific KPIs and scoring methodology can be found in Annex E. The approach to KPI's is outlined below.

KPIs will be used to align the Supplier's performance with the requirements of the Authority. KPIs will be realistic and achievable. KPIs must be maintain a green rating in order to demonstrate that the service is being delivered to an adequate quality. The Authority reserves the right to amend the existing KPIs detailed in Annex E or add any new KPIs throughout delivery with agreement of the supplier. Any changes to the KPIs will be agreed with the Supplier and be confirmed in writing.

Performance against KPIs will need to be monitored on a quarterly basis by the Supplier. The Authority will reserve the right to request reporting of KPIs on a more frequent basis if performance levels suggest increased monitoring is required.

Performance of each KPI will be recorded against a red, amber, green “score”, as described below. Performance against each KPI should be submitted quarterly ahead of each Quarterly Progress Meeting and be discussed at these meetings

The scoring methodology for KPI criteria is as follows:

- **Green score:** If a green score has been awarded to a KPI then no further action is required from the Supplier, with the exception of continuing activities to maintain this score for the next reporting period.
- **Amber score:** If an amber score is awarded, the Contractor should examine and implement measures to prevent this KPI being scored an amber or below in subsequent reporting periods. The Authority will not expect formal improvement measures at that stage. If a single KPI is awarded amber in two consecutive invoice periods, or twice in four consecutive invoicing periods then the Contractor should create a Remediation Plan at their own cost. This should detail how they will change their practices to prevent another amber score being awarded for this KPI. The timeline for producing this Remediation Plan should be agreed between the Authority and the Contractor and should only be implemented following approval by the Authority. The Authority reserves the right to terminate the Contract if a satisfactory Remediation Plan cannot be agreed.
- **Red score:** If a red score is awarded, the Contractor should create a Remediation Plan at their own cost. This Remediation Plan should detail how they will change practices to prevent another red score being awarded for this KPI. As above, the Authority must agree to the timelines and contents of the Remediation Plan prior to implementation and reserves the right to terminate the Contract if a satisfactory plan cannot be agreed. If, following implementation of a Remediation Plan, the Contractor scores a red in the same KPI in any subsequent period throughout the duration of the Contract, the Authority reserves the right to terminate the Contract. The Authority also reserves the right to terminate this Contract based on a red score without requesting a Remediation Plan, if it is of the Authority’s view that a material default has occurred. The Authority reserves the right to suspend, or partially terminate this Contract, while a Remediation Plan is being developed and agreed, where there is justification to do so.

## 18. Skills and expertise

BEIS will be looking for a supplier or consortium able to provide the breadth of expert knowledge, skills and expertise required to deliver the tasks outlined in this ITT.

Contractors should propose a delivery team in their bid that includes expertise in:

- Quantitative and qualitative research design, data collection and analysis
- Quasi-experimental and theory-based evaluation design and delivery, preferably of innovation programmes
- Management of complex research and evaluation projects
- GDPR and data sharing processes
- Stakeholder engagement
- Expert knowledge of heat pumps, included the process of installing, quality assuring, and monitoring domestic heat pumps
- Expert knowledge of distribution network issues, including regulatory issues, that are relevant to heat pump roll-out, including high density heat pump deployment
- Innovative evidence dissemination and knowledge transfer, including creation of a range of digital materials and other dissemination products.

## **19. Consortium Bids**

In the case of a consortium tender, only one submission covering all of the partners is required but consortia are advised to make clear the proposed role that each partner will play in performing the contract as per the requirements of the technical specification. We expect the bidder to indicate who in the consortium will be the lead contact for this project, and the organisation and governance associated with the consortia.

Contractors must provide details as to how they will manage any sub-contractors and what percentage of the tendered activity (in terms of monetary value) will be sub-contracted.

If a consortium is not proposing to form a corporate entity, full details of alternative proposed arrangements should be provided in an Annex. However, please note the Department reserves the right to require a successful consortium to form a single legal entity in accordance with Regulation 28 of the Public Contracts Regulations 2006.

The Department recognises that arrangements in relation to consortia may (within limits) be subject to future change. Potential Providers should therefore respond in the light of the arrangements as currently envisaged. Potential Providers are reminded that any future proposed change in relation to consortia must be notified to the Department so that it can make a further assessment by applying the selection criteria to the new information provided.

## **20. Budget**

The budget for delivering the work set out in this ITT using the scenario set out above (see '*Assumed Scenario for Stream 3 Tasks*' section), and the maximum amount that a bid proposal can be, is **£3.75 million excluding VAT**. All work included in the bid must be allocated within this budget and be in line with the requirements of the work packages in this ITT.

In recognition of the uncertainty in the required volumes of work, there is a **contingency fund** of £1.25 million. The contingency fund can only be used in the following circumstances:

- 1) In circumstances where volumes are higher than the assumed scenarios presented, which would occur if BEIS decides to fund more projects in Stream 1 and/or Stream 2 than has been set out in this ITT.
- 2) In circumstances where approved activities are required in Work Packages 1, 2, and/or 3 that are additional to those included in this ITT and the contractor's bid (known as 'additional activities').

More information on how the contingency fund can be accessed and the limitations on additional activities can be found in the '*Assumed Scenario for Stream 3 Tasks*' section. Bidder should note the following:

- Approval of any and all spend of the contingency fund will be at the discretion of BEIS, and BEIS are under no obligation to approve additional activity or spend.
- Tenderers **must not** include in their bid any work that would rely on the contingency funding, nor provide any suggestions or recommendations for how the contingency fundings could or should be spent. All work included in the proposal must be within the £3.75 million core budget.

Contractors will be required to complete and return a pricing schedule (Annex A) as part of their bid. For the majority of tasks associated with Stream 3, the pricing mechanism used by BEIS will be fixed cost for each scenario. Guidance on how bidders should cost each Task in this ITT is provided in Annex B. Bidders are required to provide a fixed cost for delivering the tasks for one 'unit' (e.g. one project), and multiply this by the scenario given above (e.g. the number of units, which is often the number of projects). Where there is no scenario (i.e. where cost of a task is not dependent on the number of units), then costs will be fixed at the price quoted by bidders. Fixed price elements of the contract are detailed in the pricing schedule. Payments will be made on satisfactory delivery and sign off of deliverables in line with the payment milestones.

For the purpose of the price assessed element of your tender response please assume the following standardised scenario:

- For Stream 1:
  - BEIS will fund 15 projects that will deliver in Phase 1 from May 2022 to October 2022 (6 months)
  - From these 15, BEIS will select 6 projects to take forward and deliver in Phase 2a from November 2022 to October 2023 (12 months)

- All 6 projects meet the requirements of the stage gate at the end of Phase 2a and deliver into Phase 2b from November 2023 to March 2025 (17 months)
- For Stream 2:
  - BEIS will fund 15 Rapid projects that will deliver from April 2022 to September 2023
  - BEIS will fund 10 Standard projects that will deliver from April 2022 to September 2024.

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

Cost will be a criterion against which bids which will be assessed. Details of how the Cost will be scored are included in the '*Evaluation of Tenders*' section.

Payments will be linked to the successful delivery of key tasks, and an invoice milestone should be included in the bid based on either quarterly or six-monthly payments in arrears. The Department aims to pay all correctly submitted invoices as soon as possible with a target of 10 days from the date of receipt and within 30 days at the latest in line with standard terms and conditions of contract.

## 21. Evaluation of Tenders

Contractors are invited to submit full tenders of no more than 40 pages, excluding declarations, pricing schedule and CVs. Tenders will be evaluated by at least three BEIS staff.

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

- **Conflict of interest:** pass/fail. See page 9 of the ITT for further information

### **Bid evaluation criteria**

<b><i>Criterion</i></b>	<b><i>Description</i></b>	<b><i>Weighting</i></b>
01	<b>Delivery approach and methodology</b>  Assessment of this criteria will be on the basis of:	40%

	<p>(i) Clearly demonstrating the capability of the proposed methodology and delivery approach to meet the requirements and deliver the tasks of Work Package 1 (programme and project learning and collaboration) including: <b>(10%)</b></p> <ul style="list-style-type: none"> <li>• For Task 1, the approach to delivering two workshops with Stream 1 projects and external experts</li> <li>• For Tasks 2, 3, 6, 7, the approach to facilitating learning workshops with Stream 1 and Stream 2 projects that encourages sharing and is of use to projects</li> <li>• For Task 4 and 8, the approach to attending all Project Monitoring Officer meetings, and how Stream 3 will use these to support the delivery of other tasks</li> <li>• For Task 5 and 9 the approach to facilitating collaborative workshops that are of use to projects</li> </ul> <p>(ii) Clearly demonstrating the capability of proposed methodology and delivery approach to meet the requirements and deliver the tasks of Work Package 2 (research and evaluation) including: <b>(15%)</b>:</p> <ul style="list-style-type: none"> <li>- For each and every research and evaluation question listed in WP2, detailing the quantitative and qualitative primary and secondary data collection plans, the qualitative and quantitative data analysis procedures, the evaluation methodologies, and reporting plans</li> <li>- The development of 'guidance' and 'How-To' notes from research evidence</li> <li>- The development of project-specific case studies</li> <li>- For task 10 and 15, the approach to supporting Stream 1 and 2 projects in designing and implementing data sharing processes</li> <li>- For task 11, the approach to developing a methodology for Stream 1 to calculate the cost to consumer of heat installation</li> <li>- For task 13, the approach to understanding heat pump stakeholder evidence needs</li> <li>- For task 13, the approach to using deliberative research to understand consumer attitudes to heat pump</li> </ul>	
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	<ul style="list-style-type: none"> <li>- For task 14, the approach to learning lessons from undertaking high-density heat pump deployment feasibility studies</li> <li>- For task 16, 17 and 18, the approach to understanding and learning from the delivery, progress, and results of Stream 2 projects</li> <li>- For task 19, the approach to learning lessons from the delivery of Stream 1 project during the mobilisation phase</li> <li>- For task 20, the approach to learning lessons from the delivery of Stream 2 projects during the deployment phase, including the approach to the online survey and ethnographic research</li> <li>- For task 21, the approach to understanding the impact of heat pump installation on consumers and households, including the approach to recruiting households to the control groups; accessing smart meter energy use data, including historic data, for the control and treatment groups; the protocols for accessing, transferring, securely storing, and analysing smart meter data</li> </ul> <p>(iii) Clearly demonstrating the capability of proposed methodology and delivery approach to meet the requirements and deliver the tasks of Work Package 3 (knowledge and evidence dissemination) including: <b>(15%)</b></p> <ul style="list-style-type: none"> <li>• For Task 22, the plans for construction and management of a Heat Pump Ready website</li> <li>• For Task 23, the approach to developing project-specific summaries</li> <li>• For Task 24, the approach to producing video case studies</li> <li>• For Task 25, 26 and 27, the approach to delivering a Heat Pump Ready conference and arranging attendance at relevant events.</li> </ul>	
02	<p><b>Skills and expertise of project team</b></p> <p>Assessment of this criteria will be on the basis of:</p> <ul style="list-style-type: none"> <li>• Clearly demonstrating that the project team overall has the appropriate skills and expertise to deliver the requirements of the contract, and that</li> </ul>	15%

	<p>individuals have the appropriate skills and expertise for the role to which they have been assigned. This must include demonstration of the project team's expertise in the following areas:</p> <ul style="list-style-type: none"> <li>○ Quantitative and qualitative research design, data collection and analysis</li> <li>○ Quasi-experimental and theory-based evaluation design and delivery, preferably of innovation programmes</li> <li>○ Management of complex research and evaluation projects</li> <li>○ GDPR and data sharing processes</li> <li>○ Stakeholder engagement</li> <li>○ Expert knowledge of heat pumps, included the process of installing, quality assuring, and monitoring domestic heat pumps</li> <li>○ Expert knowledge of distribution network issues, including regulatory issues, that are relevant to heat pump roll-out, including high density heat pump deployment</li> <li>○ Innovative evidence dissemination and knowledge transfer, including creation of digital materials and other dissemination products.</li> </ul> <ul style="list-style-type: none"> <li>• Clearly assigned roles and responsibilities within the Project Team and between consortia members or sub-contractors (if appropriate), and an appropriate allocation of resources for each task.</li> <li>• The management of resources across the programme in order to maximise benefit and delivery whilst using the most appropriate resources with relevant considerations to value for money.</li> <li>• Illustration of a logical team organogram and clear governance processes to deliver required services</li> </ul>	
03	<p><b>Project management approach</b></p> <p>Assessment of this criteria will be on the basis of the ability to effectively manage the project and its requirements, including:</p> <ul style="list-style-type: none"> <li>a) naming one primary point of contact for BEIS, and at least one back-up point of contact</li> </ul>	15%

	<ul style="list-style-type: none"> <li>b) a description of how progress across all work packages will be tracked, and how progress updates will be provided to BEIS</li> <li>c) The approach to working collaboratively with BEIS</li> <li>d) how the contractor will manage times when multiple tasks across different Work Packages are being delivered in parallel.</li> <li>e) the approach to quality assurance of all research deliverables</li> <li>f) a risk register that identifies risks, assesses their likelihood and impact, and planned mitigation measures. This should incorporate the information provided on challenges, risks, and ethics in section 11 and 12. Bidders should also include risks, challenges, or ethical issues they identify that are not included in this ITT.</li> <li>g) A Gantt chart, setting out timings of key research activities, deliverables, and invoicing milestones</li> <li>h) If delivering through a consortium, bids should include how relations and communications between consortium members will be maintained</li> <li>i) The approach to delivering the Phase 2 delivery plan</li> </ul>	
04	<p><b>Social value</b></p> <p>Describe the commitment your organisation(s) will make to ensure that the opportunities under the contract demonstrate effective measures to deliver (i) and (ii) through the contract. Please include for (i) and (ii):</p> <ul style="list-style-type: none"> <li>a) your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria</li> <li>b) a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: <ul style="list-style-type: none"> <li>1. timed action plan</li> <li>2. use of metrics</li> <li>3. tools/processes used to gather data</li> <li>4. reporting</li> <li>5. feedback and improvement</li> </ul> </li> </ul>	10%

	<p>6. transparency</p> <p>Criteria 04 (i) – <b>5%</b></p> <p>Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce.</p> <p>Criteria 04 (ii) – <b>5%</b></p> <ul style="list-style-type: none"> <li>• Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract.</li> </ul>	
05	Price	20%
		100%

### **Bidder guidance**

Bidders should structure their bid according to the assessment criteria set out above. Page limits for each sections are provided below. Bidders must use Arial, a font size no smaller than 10 (including in tables and graphics), and 'Normal' margins of 2.5cm. Any information provided on pages that exceed the page limit for a given section will not be reviewed nor form part of the bid assessment; only information provided within the page limits will be assessed.

*Delivery approach and methodology* - The response to this criteria should not exceed 20 sides of A4 paper.

*Skills and expertise of the project team* - The response to this criteria should not exceed 8 sides of A4 paper. A delivery team organogram should be included within the 8 pages.

*Project management approach* - This response to this criteria should not exceed 8 sides of A4 paper. A risk register and Gantt chart should be included within the 8 pages.

#### *Social value*

This response to this criteria should not exceed 4 sides of A4 paper.

#### *Price*

Price is scored separately to the other bid criteria, and should be submitted in line with the information provided in the '*Budget*' section.

## **Scoring Approach**

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

The total score will be calculated by applying the weighting set against each criterion, outlined above; the maximum number of marks possible will be 100.

### ***Threshold Scores:***

Should any contractor score 1 in any of the criteria, they will be excluded from the tender competition.

The winning bid must secure a total score of more than 60% to be awarded the contract in this procurement.

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

## **Scoring for Pricing Evaluation**

Price will be marked using proportionate pricing. Marking proportionate to the lowest price: Price will be scored as set out below. There will be a maximum of e.g. 20 marks.

The lowest priced bid will receive the full 20 marks, all other bids will then be marked as set out below.

### **Proportionate Pricing scoring example**

If 20% = 20 marks

Supplier	Price	Marks
1 (lowest bid)	£50,000	20
2	£60,000	$50/60 * 20 = 16.7$
3	£75,000	$50/75 * 20 = 13.3$

## **Bid Clarification**

After reviewing and evaluating the written proposals, BEIS may decide to hold bid clarifications with suppliers.

## **Feedback**

Feedback will be given in the unsuccessful letters or emails.

### **22. Data Protection**

The Contractor will be compliant with the Data Protection Legislation, as defined in the terms and conditions applying to this Invitation to Tender. A guide to The General Data Protection Regulation published by the Information Commissioner's Office can be found [here](#).

The only processing that the Contractor is authorised to do is listed in Annex 1 by BEIS, "the Authority" and may not be determined by the Contractor.

## **Annex 1: Processing, Personal Data and Data Subjects**

(1) The contact details of the Authority's Data Protection Officer are:

BEIS Data Protection Officer  
Department for Business, Energy, and Industrial Strategy  
1 Victoria Street  
London  
SW1H 0ET

Email: [dataprotection@beis.gov.uk](mailto:dataprotection@beis.gov.uk)

(2) The contact details of the Contractor's Data Protection Officer (or if not applicable, details of the person responsible for data protection in the organisation) are: **[To be completed by the Contractor]**

(3) The Contractor shall comply with any further written instructions with respect to processing by the Authority.

(4) Any such further instructions shall be incorporated into this Annex 1.

Description	Details
Subject matter of the processing	<p>The processing is needed in order to ensure that the Contractor can effectively deliver the contract to delivery learning and collaboration, research and evaluation, and dissemination activities for the Heat Pump Ready programme.</p> <p>The processing of names and business contact details of staff of both the Authority and the Contractor will be necessary to deliver the services exchanged during the course of the Contract, and to undertake contract and performance management.</p> <p>The Contract itself will include the names and business contact details of staff of both the Authority and the Contractor involved in managing the Contract.</p>
Duration of the processing	Processing will take place for the duration of the Contract from April 2022 to March 2025 and will be retained for 6 months
Nature and purposes of the processing	<p>The nature of the processing will include collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, use, alignment or combination, and manual erasure or destruction of data.</p> <p>Processing takes place for the purposes of research as part of the Stream 3 - Trial support and Learning contract.</p> <p>The nature of processing will include the storage and use of names and business contact details of staff of both the Authority and the Contractor as necessary to deliver the services and to undertake contract and performance</p>

	<p>management. The Contract itself will include the names and business contact details of staff of both the Authority and the Contractor involved in managing the Contract.</p> <p>Data will be stored securely and only accessible to those who require the data to execute the requirements of the contract.</p> <p>Purpose of the processing is to recruit, arrange and carry out qualitative and quantitative data collection and analysis with consumers and programme stakeholders and participants</p>
Type of Personal Data	<p>Names, business telephone numbers and email addresses, office location and position of staff of both the Authority and the Contractor as necessary to deliver the services and to undertake contract and performance management. The Contract itself will include the names and business contact details of staff of both the Authority and the Contractor involved in managing the Contract.</p> <p>Names, business telephone numbers and email addresses, office locations and position of staff who form part of the delivery teams in Stream 1 and 2.</p> <p>Names, personal contact telephone numbers and email addresses, household address, demographic information, household characteristics and inhabitants, and energy use data of consumers who have a heat pump installed as part of Heat Pump Ready, and consumer recruited for control groups</p>
Categories of Data Subject	<p>Staff of the Authority and the Contractor, including where those employees are named within the Contract itself or involved within contract management.</p> <p>Staff of organisations who form part of the</p>

	<p>delivery teams for Stream 1 and Stream 2 projects, including sub-contractors/consortia members.</p> <p>Staff from organisation that Stream 1 and Stream 2 projects collaborate, partner or work with on a non-contractual basis to deliver the project</p> <p>Members of the public who agree to have a heat pump installed as part of Stream 1 delivery</p> <p>Members of the public who agree to participate in work conducted by Stream 2 projects.</p> <p>Members of the public who agree to form part of a control group of households</p>
<p>Plan for return and destruction of the data once the processing is complete UNLESS requirement under European Union or European member state law to preserve that type of data</p>	<p>The Personal Data will be retained by the Contractor for a six-month retention period, following which the Contractor will provide the Authority with a complete and uncorrupted version of the Personal Data in electronic form (or such other format as reasonably required by the Authority) and erase from any computers, storage devices and storage media that are to be retained by the Contractor after the expiry of the Contract and the Contractor retention period. The Contractor will certify to the Authority that it has completed such deletion.</p> <p>Where Personal Data is contained within the Contract documentation, this will be retained in line with the Department's privacy notice found within the Invitation to Tender.</p>

The nature of the service will require the Contractor to collect personal data directly from data subjects. The Contractor will use the agreed BEIS privacy notice as instructed by the Authority.

BEIS will be relying on consent as the relevant legal basis of processing. The Contractor will ensure that all communications requesting the provision on personal data allow for the data subject to provide clear, affirmative, informed, freely given and unambiguous consent, which requires a positive 'opt-in.' The Contractor will have

mechanisms in place to ensure that consent is recorded and shown through an audit trail.

## **Section 3**

### **Further Information on Tender Procedure**

Invitation to Tender for: Heat Pump Ready - Stream 3: Trial Support and Learning  
Tender Reference Number: 5421/10/2021  
Deadline for Tender Responses: 2:00pm 7<sup>th</sup> March 2022

#### **23. Definitions**

Please note that references to the "Department" throughout these documents mean The Secretary of State for Business, Energy and Industrial Strategy acting through his/her representatives in the Department for Business Energy & Industrial Strategy.

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

Additionally, the Government's transparency agenda requires that tender documents (including ITTs such as this) are published on a designated, publicly searchable web site. The same applies to other tender documents issued by the Department (including the original advertisement and the pre-qualification questionnaire (if used)), and any contract entered into by the Department with its preferred supplier once the procurement is complete. By submitting a tender you agree that your participation in this procurement may be made public. The answers you give in this response will not

be published on the transparency web site (but may fall to be disclosed under FOIA or EIR (see above)). Where tender documents issued by the Department or contracts with its suppliers fall to be disclosed the Department will redact them as it thinks necessary, having regard (inter alia) to the exemptions/exceptions in the FOIA or EIR.

## **24. Data security**

The successful tenderer must comply with all relevant Data Protection Legislation, as defined in the terms and conditions applying to this Invitation to Tender.

Section 4 contains a “The General Data Protection Regulation Assurance Questionnaire for Contractors” (Declaration 5) to evidence the extent of readiness. The Authority may ask the Contractor to provide evidence to support the position stated in the questionnaire. The Authority may require the successful Contractor to increase their preparedness where the Authority is not satisfied that the Contractor will be in a position to meet its obligations under the terms and conditions. If the Contractor fails to satisfy the Authority that it will be in a position to meet its obligations under the terms and conditions in the event that the Contractor is successful, the Authority reserves the right to exclude the bidder from this procurement.

## **25. Non-Collusion**

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

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

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

## Section 4

### Declarations to be submitted by the Tenderer

Invitation to Tender for: Heat Pump Ready - Stream 3: Trial Support and Learning  
Tender Reference Number: 5421/10/2021  
Deadline for Tender Responses: 2:00pm 7<sup>th</sup> March 2022

#### Declaration 1: Statement of non-collusion

To: The Department for Business, Energy & Industrial Strategy

1. We recognise that the essence of competitive tendering is that the Department will receive a bona fide competitive tender from all persons tendering. We therefore certify that this is a bona fide tender and that we have not fixed or adjusted the amount of the tender or our rates and prices included therein by or in accordance with any agreement or arrangement with any other person.

2. We also certify that we have not done and undertake not to do at any time before the hour and date specified for the return of this tender any of the following acts:

- (a) communicate to any person other than the Department the amount or approximate amount of our proposed tender, except where the disclosure, in confidence, of the approximate amount is necessary to obtain any insurance premium quotation required for the preparation of the tender.
- (b) enter into any agreement or arrangement with any other person that he shall refrain for submitting a tender or as to the amount included in the tender.
- (c) offer or pay or give or agree to pay or give any sum of money, inducement, or valuable consideration directly or indirectly to any person doing or having done or causing or having caused to be done, in relation to any other actual or proposed tender for the contract any act, omission or thing of the kind described above.

3. In this certificate, the word “person” shall include any person, body, or association, corporate or unincorporated; and “any agreement or arrangement” includes any such information, formal or informal, whether legally binding or not.

.....  
Signature (duly authorised on behalf of the tenderer)

.....  
Print name

.....  
On behalf of (organisation name)

.....  
Date

## Declaration 2: Form of Tender

To: The Department for Business, Energy & Industrial Strategy

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

.....  
Signature (duly authorised on behalf of the tenderer)

.....  
Print name

.....  
On behalf of (organisation name)

.....  
Date

### Declaration 3: Conflict of Interest

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

Signed .....

Name .....

Position .....

#### **OR**

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

- X
- X

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

- X
- X

Signed .....

Name .....

Position .....

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

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

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

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

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

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

## Declaration 4: Standard Selection Questionnaire

### **Background**

#### ***Financial Credit Checks***

*BEIS will carry out financial due diligence on all preferred bidder(s). This may include, but not be limited to, credit checks and the detailed scrutiny of comprehensive reports resulting from said credit checks. BEIS may need to check with bidder(s) that the information within the report is correct. BEIS may also request the latest accounts and financial information from the preferred bidder(s). The outcome of BEIS financial due diligence may result in preferred bidder(s) not being awarded a Contract.*

#### ***Potential Supplier Information and Exclusion Grounds: Part 1 and Part 2.***

The standard Selection Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion<sup>14</sup>. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).

A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. Consequently we require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration).

When completed, this form is to be sent back to the contact point given in the procurement documents along with the selection information requested in the procurement documentation.

#### ***Supplier Selection Questions: Part 3***

The procurement document will provide instructions on the selection questions you need to respond to and how to submit those responses. If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions on behalf of the consortium and/or any sub-contractors.

If the relevant documentary evidence referred to in the Selection Questionnaire is not provided upon request and without delay, we reserve the right to amend the contract award decision and award to the next compliant bidder.

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<sup>14</sup> For the list of exclusion please see [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/551130/List\\_of\\_Mandatory\\_and\\_Discretionary\\_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

***Consequences of misrepresentation***

If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

## **Heat Pump Ready – Stream 3: Trial Support and Learning**

**TRN: 5421/10/2021**

### **PROCUREMENT PROCEDURE: OPEN**

#### ***Notes for completion***

1. The “authority” means the contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable candidates to participate in this procurement process.
2. “You” / “Your” refers to the potential supplier completing this standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please submit a clearly identified annex.
4. The authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.
5. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. All sub-contractors are required to complete Part 1 and Part 2<sup>15</sup>.
7. For answers to Part 3 - If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

The authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court

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<sup>15</sup> See PCR 2015 regulations 71 (8)-(9)

or demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure.

## **Part 1: Potential Supplier Information**

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 1	Potential supplier information	
Question number	Question	Response
1.1(a)	Full name of the potential supplier submitting the information	
1.1(b) – (i)	Registered office address (if applicable)	
1.1(b) – (ii)	Registered website address (if applicable)	
1.1(c)	Trading status a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify your trading status)	
1.1(d)	Date of registration in country of origin	
1.1(e)	Company registration number (if applicable)	
1.1(f)	Charity registration number (if applicable)	
1.1(g)	Head office DUNS number (if applicable)	
1.1(h)	Registered VAT number	
1.1(i) - (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
1.1(i) - (ii)	If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).	
1.1(j) - (i)	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Yes <input type="checkbox"/> No <input type="checkbox"/>

1.1(j) - (ii)	If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.	
1.1(k)	Trading name(s) that will be used if successful in this procurement	
1.1(l)	Relevant classifications (state whether you fall within one of these, and if so which one) a) Voluntary Community Social Enterprise (VCSE) b) Sheltered Workshop c) Public service mutual	
1.1(m)	Are you a Small, Medium or Micro Enterprise (SME) <sup>16</sup> ?	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.1(n)	Details of Persons of Significant Control (PSC), where appropriate: <sup>17</sup> - Name. - Date of birth. - Nationality. - Country, state, or part of the UK where the PSC usually lives. - Service address. - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used). - Which conditions for being a PSC are met. - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. <sup>18</sup>  (Please enter N/A if not applicable)	
1.1(o)	Details of immediate parent company:  - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable)	

<sup>16</sup> See EU definition of SME: <http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/>

<sup>17</sup> UK companies, Societates European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs, and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. [See PSC guidance.](#)

<sup>18</sup> Central Government contracting authorities should use this information to have the PSC information for the preferred supplier checked before award.

	(Please enter N/A if not applicable)	
1.1(p)	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> <li>- Full name of the ultimate parent company</li> <li>- Registered office address (if applicable)</li> <li>- Registration number (if applicable)</li> <li>- Head office DUNS number (if applicable)</li> <li>- Head office VAT number (if applicable)</li> </ul> <p>(Please enter N/A if not applicable)</p>	

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.

Please provide the following information about your approach to this procurement:

Section 1	Bidding model					
Question number	Question	Response				
1.2(a) - (i)	Are you bidding as the lead contact for a group of economic operators?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3.				
1.2(a) - (ii)	Name of group of economic operators (if applicable)					
1.2(a) - (iii)	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.					
1.2(b) - (i)	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	Yes <input type="checkbox"/> No <input type="checkbox"/>				
1.2(b) - (ii)	If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.					
	Name					
	Registered address					
	Trading status					
	Company registration number					
	Head Office DUNS number (if applicable)					
	Registered VAT number					
	Type of organisation					
	SME (Yes/No)					
	The role each sub-contractor will take in providing the works					

	and /or supplies e.g. key deliverables					
	The approximate % of contractual obligations assigned to each sub-contractor					

### Contact details and declaration

I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Section 1	Contact details and declaration	
Question number	Question	Response
1.3(a)	Contact name	
1.3(b)	Name of organisation	
1.3(c)	Role in organisation	
1.3(d)	Phone number	
1.3(e)	E-mail address	
1.3(f)	Postal address	
1.3(g)	Signature (electronic is acceptable)	
1.3(h)	Date	

## Part 2: Exclusion Grounds

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 2	Grounds for mandatory exclusion	
Question number	Question	Response
2.1(a)	<p><b>Regulations 57(1) and (2)</b></p> <p>The detailed grounds for mandatory exclusion of an organisation are set out on this <a href="#">web page</a>, which should be referred to before completing these questions.</p> <p>Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the <a href="#">webpage</a>.</p>	
	Participation in a criminal organisation.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 2.1(b)
	Corruption.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 2.1(b)
	Fraud.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 2.1(b)
	Terrorist offences or offences linked to terrorist activities	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 2.1(b)
	Money laundering or terrorist financing	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 2.1(b)
	Child labour and other forms of trafficking in human beings	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 2.1(b)
2.1(b)	<p>If you have answered yes to question 2.1(a), please provide further details.</p> <p>Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,</p> <p>Identity of who has been convicted</p> <p>If the relevant documentation is available electronically, please provide the web address, issuing authority, precise reference of the documents.</p>	

2.2	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self-Cleaning)	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.3(a)	<b>Regulation 57(3)</b> Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.3(b)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	

Please Note: The Authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3	Grounds for discretionary exclusion	
	Question	Response
3.1	<p><b>Regulation 57 (8)</b></p> <p>The detailed grounds for discretionary exclusion of an organisation are set out on this <a href="#">web page</a>, which should be referred to before completing these questions.</p> <p>Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision, or control in the organisation.</p>	
3.1(a)	Breach of environmental obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details at 3.2
3.1 (b)	Breach of social obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details at 3.2
3.1 (c)	Breach of labour law obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details at 3.2
3.1(d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details at 3.2
3.1(e)	Guilty of grave professional misconduct?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details at 3.2
3.1(f)	Entered into agreements with other economic operators aimed at distorting competition?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details at 3.2
3.1(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details at 3.2
3.1(h)	Been involved in the preparation of the procurement procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details at 3.2
3.1(i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please provide details at 3.2

	prior concession contract, which led to early termination of that prior contract, damages, or other comparable sanctions?	
3.1(j)	Please answer the following statements	
3.1(j) - (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(j) - (ii)	The organisation has withheld such information.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(j) –(iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(j)-(iv)	The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection, or award.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2

3.2	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning)	
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**Part 3: Selection Questions<sup>19</sup>**

<b>Section 4</b>	<b>Economic and Financial Standing</b>	
	<b>Question</b>	<b>Response</b>
<b>4.1</b>	Are you able to provide a copy of your audited accounts for the last two years, if requested? If no, can you provide <b>one</b> of the following: answer with Y/N in the relevant box.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>4.2</b>	Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.	Yes <input type="checkbox"/> No <input type="checkbox"/>

<b>Section 5</b>	<b>If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:</b>	
<b>Name of organisation</b>		
<b>Relationship to the Supplier completing these questions</b>		

<sup>19</sup> [See Action Note 8/16 Updated Standard Selection Questionnaire](#)

<b>5.1</b>	Are you able to provide parent company accounts if requested to at a later stage?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>5.2</b>	If yes, would the parent company be willing to provide a guarantee if necessary?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>5.3</b>	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Section 6</b>	<b>Technical and Professional Ability</b>	
<b>6.1</b>	<p><b>Relevant experience and contract examples</b></p> <p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.</p> <p>If you cannot provide examples see question 6.3</p>	

	Contract 1	Contract 2	Contract 3
<b>Name of customer organisation</b>			
<b>Point of contact in the organisation</b>			
<b>Position in the organisation</b>			
<b>E-mail address</b>			
<b>Description of contract</b>			

<b>Contract Start date</b>			
<b>Contract completion date</b>			
<b>Estimated contract value</b>			

<b>6.2</b>	<p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)</p> <p>Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</p>	
<b>Selection Questions 1– 6 Self-declarations<sup>20</sup></b>		
6.2.1	<p>Please confirm if you intend to use a supply chain for this contract. If you answer “No” you do not need to complete the rest of this section.</p> <p><b>[INFORMATION ONLY]</b></p>	<p>Yes/No</p> <p><b>NOT SCORED</b></p>
6.2.2	<p>Please confirm that you have systems in place to ensure that those in your supply chain is paid within your agreed contractual terms.</p>	<p>Yes/No</p> <p><b>PASS/FAIL</b></p>
6.2.3	<p>Please confirm you have procedures for resolving disputed invoices promptly and effectively with those in your supply chain.</p>	<p>Yes/No</p> <p><b>PASS/FAIL</b></p>
6.2.4	<p>Please confirm whether you are a signatory to a code or standard on payment practices. <b>[INFORMATION ONLY]</b></p>	<p>Yes / No</p> <p><b>NOT SCORED</b></p>

<sup>20</sup> [Procurement Policy Note 04/18: Taking account of a supplier's approach to payment in the procurement of major contracts](#)

6.2.5	If you have answered “Yes” to question 4 above, please confirm whether you have taken steps to ensure that you meet the requirements of the code or standard.	Yes/No <b>PASS/FAIL</b>
<b>PUBLIC SECTOR CONTRACTS ONLY – Requirement under the Public Contracts Regulations 2015 (“PCR 2015”) (Reg 113)</b>		
6.2.6	For all contracts entered into pursuant to a procurement carried out under the PCR 2015, please confirm you include 30-day payment terms in all of your sub-contracts (and you require your supply chain to do so) on all such contracts.	Yes / No <b>PASS/FAIL</b>
<b>PUBLIC AND PRIVATE SECTOR CONTRACTS</b>		
6.2.7	<p>Please provide the percentage of invoices paid by you to those in your immediate supply chain on all contracts within 60 days of the receipt of the invoice in each of the last two six-month periods. This should include the percentage of invoices paid within each of the following categories:-</p> <ul style="list-style-type: none"> <li>• within 30 days</li> <li>• in 31 to 60 days</li> <li>• in 61 days or more.</li> </ul> <p>Please include the total volume of invoices in each category.</p> <p><b>It is acceptable to cross refer to information that has previously been submitted to Government or is publicly available (provided it covers the requested period), in which case, please provide details and/or insert link(s):-</b></p> <p><i>If you are unable to demonstrate that 95% of invoices payable to your supply chain on all contracts have been paid within 60 days of the receipt of the invoice in each of the last two six-month periods, please explain why and if applicable what remedial steps you have taken and/or are planning to take.</i></p>	

6.3	If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.

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<b>Section 7 Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015<sup>21</sup></b>		
<b>7.1</b>	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	Yes <input type="checkbox"/> N/A <input type="checkbox"/>
<b>7.2</b>	If you have answered yes to question 1, are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	Yes <input type="checkbox"/> Please provide relevant the url ...  No <input type="checkbox"/> Please provide an explanation

<b>Section 8 The General Data Protection Regulation (GDPR)<sup>22</sup></b>		
<b>8.1</b>	<p>Compliance with the GDPR is a mandatory requirement for all contracts or agreements that involve the transfer and processing of personal data from 25<sup>th</sup> May 2018. Will your organisation be compliant with the GDPR and all Data Protection Legislation (as defined in the terms and conditions applying to this Invitation to Tender) in regard to the processing required under this contract by the time of contract award?</p> <p>Contractors are also required to complete Declaration 5: The General Data Protection Regulation Assurance Questionnaire for Contractors, to evidence the extent of readiness. The Authority may ask the Contractor to provide evidence to support the position stated in the questionnaire. The Authority may require the successful Contractor to increase their preparedness where the Authority is not satisfied that the Contractor will be in a position to meet its obligations under the terms and conditions. If the Contractor fails to satisfy the Authority that it will be in a position to meet its obligations under the terms and conditions in the event that the</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>

<sup>21</sup> [Procurement Policy Note 9/16 Modern Slavery Act 2015](#)

<sup>22</sup> [Procurement Policy Note 02/18 Changes to Data Protection Legislation & General Data Protection Regulation](#)

ITT for Heat Pump Ready – Stream 3: Trial Support and Learning

	Contractor is successful, the Authority reserves the right to exclude the bidder from this procurement.	
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## 9. Additional Questions

Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.

Section 9	Additional Questions
9.1	<b>Insurance</b>
a.	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Y/N</p> <p>Employer's (Compulsory) Liability Insurance = £5,000,000</p> <p>Public Liability Insurance = £5,000,000 Professional Indemnity Insurance = £2,000,000</p> <p>Product Liability Insurance = N/A</p> <p>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>

9.2	<b>Skills and Apprentices<sup>23</sup> – (please refer to supplier selection guidance)</b>	
a.	<p>Public procurement of contracts with a full life value of £10 million and above and duration of 12 months and above should be used to support skills development and delivery of the apprenticeship commitment. This policy is set out in detail in Procurement Policy Note 14/15.</p> <p>Please confirm if you will be supporting apprenticeships and skills development through this contract.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
b.	<p>If yes, can you provide at a later stage documentary evidence to support your commitment to developing and investing in skills, development, and apprenticeships to build a more skilled and productive workforce and reducing the risks of supply constraints and increasing labour cost inflation?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
c.	<p>Do you have a process in place to ensure that your supply chain supports skills, development, and apprenticeships in</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

<sup>23</sup> [Procurement Policy Note 14/15– Supporting Apprenticeships and Skills Through Public Procurement](#)

	line with PPN 14/15 (see guidance) and can provide evidence if requested?	
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<b>9.3</b>	<b>Steel<sup>24</sup> – (please refer to supplier selection guidance)</b>
<b>a.</b>	Please describe the supply chain management systems, policies, standards, and procedures you currently have in place to ensure robust supply chain management
<b>b.</b>	Please provide details of previous similar projects where you have demonstrated a high level of competency and effectiveness in managing of all supply chain members involved in steel supply or production so that there was a sustainable and safe supply of steel.
<b>c.</b>	<p>Please provide all the relevant details of previous breaches of health and safety legislation in the last 5 years, applicable to the country in which you operate, on comparable projects, for both:</p> <p>(i) Your company</p> <p>(ii) All your supply chain members involved in the production or supply of steel.</p>

<b>9.4</b>	<b>Suppliers' Past Performance<sup>25</sup> - (please refer to supplier selection guidance - this question should only be included by central government contracting authorities)</b>	
<b>a.</b>	Can you supply a list of your relevant principal contracts for goods and/or services provided in the last three years?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>b.</b>	On request can you provide a certificate from those customers on the list?	Yes <input type="checkbox"/> No <input type="checkbox"/>

<sup>24</sup> [Procurement Policy Note 16/15– Procuring steel in major projects](#)

<sup>25</sup> [Procurement Policy Note 04/15 Taking Account of Suppliers' Past Performance](#)

ITT for Heat Pump Ready – Stream 3: Trial Support and Learning

<b>c.</b>	If you cannot obtain a certificate from a customer, can you explain the reasons why?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>d.</b>	If the certificate states that goods and/or services supplied were not satisfactory, are you able to supply information which shows why this will not recur in this contract if you are awarded it?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>e.</b>	Can you supply the information in questions a. to d. above for any sub-contractors [or consortium members] who you are relying upon to perform this contract?	Yes <input type="checkbox"/> No <input type="checkbox"/>

**Declaration 5: The General Data Protection Regulation Assurance  
Questionnaire for Contractors**



GDPR  
declaration.xls

## **Declaration 6: Code of Practice<sup>26</sup>**

I confirm that I am aware of the requirements of the Department's Code of Practice<sup>27</sup> for Research (see Annex C) and, in the proposed project, I will use my best efforts to ensure that the procedures used conform to those requirements under the following headings<sup>28</sup>:

- Responsibilities
- Competence
- Project planning
- Quality Control
- Handling of samples and materials
- Facilities and equipment
- Documentation of procedures and methods
- Research/work records

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

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

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<sup>26</sup> Please note that this declaration applies to individuals, single organisations, and consortia.

<sup>27</sup> The Code of Practice is attached to this ITT as Annex C

<sup>28</sup> Please delete as appropriate

## **Annex A – Pricing Schedule**



HPR\_Stream  
3\_Bid\_Pricing\_Schedule

## **Annex B – Approach to Costing Stream 3 Tasks**

This Annex details the approach the Stream 3 bidders should take in costing their proposal and completing the Pricing Schedule in Annex A. It covers each of the 25 Tasks required of this contract.

### **WORK PACKAGE 0 – STREAM 3 PROJECT MANAGEMENT**

#### **Stream 3 Project Kick-Off Meeting**

Bidders should provide a cost for attending an all-day face-to-face kick-off meeting with BEIS at BEIS offices in 1 Victoria Street, London, attended by key members of the Stream 3 delivery team.

#### **Phase 1 Project Management**

Bidders should provide the cost over three months of:

- Progress reporting and collaborative working across the Stream 3 delivery team
- Chairing weekly progress meetings with BEIS
- Weekly progress reporting to BEIS
- Preparation for and chairing quarterly review meetings

This cost should be multiplied by 3.

#### **Research Ethics Assessment**

Bidders should provide the fixed cost of carrying out a research ethics assessment.

#### **Project Risk Register**

Bidders should provide the fixed cost of development a full risk register.

#### **Stream 3 Phase 2 Delivery Plan**

Bidders should provide a fixed cost for the desk work required to draft the Delivery Plan. The cost of the other activities involved in the development of the delivery plan (such as the desk review of project application form) should be included in the costs of Task 14.

#### **Phase 2 Project Management**

Bidders should provide the cost over three months of:

- Progress reporting and collaborative working across the Stream 3 delivery team
- Chairing weekly progress meetings with BEIS
- Weekly progress reporting to BEIS
- Preparation for and chairing quarterly review meetings

This cost should be multiplied by 9.

## **WORK PACKAGE 1 – PROGRAMME AND PROJECT LEARNING AND COLLABORATION**

### **Task 1: Run two workshops for Stream 1 projects with external experts to support areas of common delivery.**

In costing Task 1, bidders should include the fixed cost of delivering each workshop separately. This should include planning and preparation, delivery, and production of the output.

### **Task 2: Organise and facilitate two quarterly learning workshops between all Stream 2 projects**

In costing Task 2, bidders should include the fixed cost of delivering one workshop, inclusive of planning and preparation, delivery, and production of the output. This will then be multiplied by two, the required number of workshops.

### **Task 3: Organise and facilitate one learning workshop between Stream 1 projects selected for Phase 2**

In costing Task 3, bidders should include the fixed cost of delivering the workshop. This should include planning and preparation, delivery, and production of the output.

### **Task 4: Stream 3 attendance at all Stream 1 and Stream 2 project monthly meetings with their Project Monitoring Officer (PMO).**

In costing Task 4, bidders should include the fixed cost associated with attending one monthly meeting and producing a short note. This should be multiplied by the total number of monthly meetings expected over the lifetime of the programme, 834, which is based on the following:

- **April 2022:** There are 25 projects delivering (15 Rapid Stream 2 projects, and 10 Standard Stream 2 project)
- **May 2022 – October 2022:** There are 40 projects delivering (15 Stream 1 projects, 15 Rapid Stream 2 projects, and 10 Standard Stream 2 projects).
- **November 2022 – September 2023:** There are 31 projects delivering (6 Stream 1 projects, 15 Rapid Stream 2 projects, and 10 Standard Stream 2 projects)
- **October 2023 – September 2024:** There are 16 projects delivering (6 Stream 1 project, and 10 Standard Stream 2 project).
- **October 2024 – March 2025:** There are 6 project delivering (6 Stream 1 projects).

**Task 5: Organise and facilitate three separate workshops to support collaborations between innovation projects**

In costing Task 5, for each workshop bidders should set out the fixed cost of workshop planning and preparation, facilitation of the workshop on the day, and development of a post-event report to BEIS. Bidder should also set out the cost per attendee of venue hire and catering in a non-BEIS location in London that accommodates attendees, and multiply this by the expected number of attendees for each workshop.

**Task 6: Continue facilitating quarterly learning workshops between Stream 1 projects**

In costing Task 6, bidders should include the fixed cost of delivering one workshop, inclusive of planning and preparation, delivery, and production of the output. This should be multiplied by 9, the expected number of workshops under this task.

**Task 7: Continue facilitating quarterly learning workshops between Stream 2 projects**

In costing Task 7, bidders should include the fixed cost of delivering one workshop, inclusive of planning and preparation, delivery, and production of the output. This should be multiplied by 9, the expected number of workshops under this task.

**Task 8: Continued attendance at all monthly Stream 1 and Stream 2 PMO meetings.**

The cost associated with this task should be included under Task 4, and so Task 8 is not included in the pricing schedule.

**Task 9: Continue organising and facilitating annual workshops between Stream 1 projects and projects from other innovation programmes**

In costing Task 9, bidders should set out the cost of holding one workshop, inclusive of:

- workshop planning and preparation
- facilitation of the workshop on the day
- the cost per attendee of venue hire and catering in a non-BEIS location in London that accommodates attendees, multiplied by the expected number of attendees for each workshop.

All of this should be multiplied by two to get the total cost for this task. Bidders should note that Stream 1 and 2 projects are expected to include travel and subsistence costs associated with attending these events in their bids to BEIS; Stream 3 is not required to fund this beyond providing refreshments.

## **WORK PACKAGE 2 – RESEARCH AND EVALUATION**

### **Task 10: Scoping the data required to carry out the Stream 3 tasks in Phase 2, and how the data will be accessed.**

In costing this approach, bidders should include the fixed cost of:

- Producing the data sharing and access plan, inclusive of the desk research required to scope out data requirements
- Delivering the online workshop. This should include planning, preparation, and delivery.
- Developing and signing data sharing agreements for all Stream 1 and Stream 2 projects
- Developing text, templates, and guidance documents.

### **Task 11: Develop a standardised methodology for calculating the cost to consumers of a heat pump installation.**

In costing Task 11, bidders should set out the fixed cost of drafting the methodology, planning, and running a workshop, updating the methodology, and developing a guidance note on its use.

### **Task 12: RQ 1 - In which areas can Heat Pump Ready provide evidence to key heat pump stakeholders that best meets their needs and encourages action in the broader heat pump sector?**

In costing Task 12, bidders should set out the fixed cost of undertaking and delivering the stakeholder map, developing the qualitative interview topic guide, and producing the report for inclusion in the Phase 2 delivery plan. They should also include the fixed cost of recruiting for, conducting, transcribing and coding one interview, and multiply this by 20, to get the total cost of carrying out the data collection as part of this task.

### **Task 13: RQ 2 - What are the attitudes toward heat pumps of households and consumers in the locations selected as part of Stream 1 Phase 1 projects?**

In costing Task 13, bidders should set out the fixed cost of carrying out the deliberative research in one project location, inclusive of consumer recruitment, financial incentives for participation (these cannot exceed £60 for an individual participant), workshop planning, preparation and delivery, development of heat pump information material, analysis, and synthesis with findings from the BEIS PAT, production of a report, and presentation of findings to each Stream 1 project team. This fixed cost should be multiplied by 15, the expected number of Stream 1 Phase projects, for the purposes of this bid to calculate the total cost of this task.

### **Task 14: RQ 3 - What can be learnt about undertaking heat pump deployment feasibility studies?**

In costing Task 14, bidders should provide:

- the fixed cost for one Stream 1 project covering: desk review of Phase 1 bid, Phase 2 application form, and Phase 1 project closure report; and conducting, transcribing, and analysing an online in-depth interview. This fixed cost should be multiplied by 15, the expected number of Stream 1 projects.
- the fixed cost for each of the following:
  - o developing the topic guide for Stream 1 project interviews.
  - o a desk review of BEIS assessment documentations.
  - o planning for, delivering, and transcribing the focus group.
  - o analysing qualitative data.
  - o producing the report for BEIS.
  - o producing the guidance note

### **Task 15: Support implementation of data sharing processes**

The cost associated with Task 15 should be included under Task 4, and so Task 15 is not included in the pricing schedule. The outputs expected of this task is that data sharing agreements are in place that give Stream 3 access to relevant data, however these outputs are the responsibility of Stream 1 and Stream 2 projects.

### **Task 16: Carry out research for Wave 1 of RQ 4**

In costing Task 16, bidders should set out:

- the fixed cost of developing a theory of change for one Stream 2 project. This should include the review of a Stream 2 project bid and the desk work to produce the theory of change; the cost of attending each PMO monthly meeting is accounted for elsewhere. This fixed cost should be multiplied by 25, the expected number of Stream 2 project, to calculate the total cost.
- the fixed cost of reviewing the notes from the three Stream 2 quarterly learning workshops.
- the fixed cost of reviewing the monthly report and the note from the monthly PMO meetings for one project. Each project will have nine meetings that require review. This fixed cost should be multiplied by 25 to the total cost
- the fixed cost of developing the topic guide for qualitative interviews with project leads.
- the fixed cost of carrying out, transcribing and coding one interview, multiplied by 25 to get the total cost.
- the fixed cost of synthesising primary and secondary data
- the fixed cost of undertaking content analysis of data
- the fixed cost of producing the research report, accounting for BEIS quality assurance requirements
- the fixed cost of producing a case study for one project, accounting for BEIS quality assurance requirements and multiply this by 25 to get the total cost.

### **Task 17: Carry out research for Wave 2 of RQ 4**

In costing Task 17, bidders should set out:

- the fixed cost of reviewing the notes from the three Stream 2 quarterly learning workshops.
- the fixed cost of reviewing the monthly report and the note from the monthly PMO meetings for one project. Each project will have ten meetings that require review. This fixed cost should be multiplied by 25, the expected number of Stream 2 projects, to calculate the total close.
- the fixed costs of reviewing a single project closure report, multiplied by 15.
- the fixed cost of developing the topic guide for qualitative interviews with project leads and project stakeholders
- the fixed cost of carrying out, transcribing and coding one interview with a project lead, and multiply this by 25 to get the total costs.
- the fixed cost of carrying out, transcribing and coding one interview with a project stakeholder for a Rapid project, multiplied by 75 to get the total costs (this works out at five interviews for each of the 15 Rapid projects).
- the fixed cost of synthesising primary and secondary data
- the fixed cost of undertaking content analysis of data
- the fixed cost of coding the data against the process tracing framework for one project, multiplied by 25.
- the fixed cost of producing the research report, accounting for BEIS quality assurance requirements
- the fixed cost of updated a case study for one project, accounting for BEIS quality assurance requirements, and multiply this by 25 to get the total cost.

#### **Task 18: Carry out research for Wave 3 of RQ 4**

In costing Task 18, bidders should set out:

- the fixed cost of reviewing the notes from the three Stream 2 quarterly learning workshops.
- the fixed cost of reviewing the monthly report and the note from the monthly PMO meetings for one project. Each project will have ten meetings that require review. This fixed cost should be multiplied by 10, the expected number of Standard Stream 2 projects, to calculate the total price
- the fixed costs of reviewing a single project closure report, multiplied by 10.
- the fixed cost of developing the topic guide for qualitative interviews with Standard project stakeholders
- the fixed cost of carrying out, transcribing and coding one interview with a project lead, and multiply this by 10 to get the total costs.
- the fixed cost of carrying out, transcribing and coding one interview with a project stakeholder, multiplied by 50 to get the total costs (this works out at five interviews for each of the 10 Standard projects).
- the fixed cost of synthesising primary and secondary data
- the fixed cost of coding the data against the process tracing framework for one project, multiplied by 10.

- the fixed cost of producing the research report, accounting for BEIS quality assurance requirements
- the fixed cost of updated a case study for one project, accounting for BEIS quality assurance requirements, and multiply this by 25 to get the total cost.

**Task 19: RQ 5 - What is the experience of Stream 1 projects during the mobilisation phase, and what lessons can be taken from their delivery?**

In costing Task 19, bidders should provide:

- the fixed cost of:
  - reviewing the notes from the five Stream 1 quarterly learning workshops.
  - developing the topic guide for qualitative interviews with project leads
  - synthesising primary and secondary data
  - undertaking the content analysis
  - producing the research report
  - producing one guidance note on mobilising heat pump deployments.
- the fixed cost for one project of reviewing the monthly report and the note from the monthly PMO meetings for one project. Each project will have ten meetings that require review. This fixed cost should be multiplied by 6, the expected number of Stream 1 delivering in Phase 2a, to calculate the total price
- the fixed costs of reviewing one project's stage gate documentation, and multiply this by 6.
- the fixed cost of carrying out, transcribing and coding one interview with a project lead, and multiply this by 6.
- the fixed cost of producing an 'insights' document on a specific mobilisation document, multiplied by 5 (the expected number of different documents).
- the fixed cost of producing a case study for one project and multiply this by 6.

**Task 20: RQ 6 - How do Stream 1 projects deploy heat pumps, how successful are they, how does this compare to initial deployment plans, and what is the experience of stakeholders involved in the process?**

In costing Task 20, bidders should provide:

- the fixed cost of:
  - reviewing the notes from the five Stream 1 quarterly learning workshops.
  - developing the topic guide for qualitative interviews with stakeholders involved in deployments
  - Designing the online survey and managing it over 18 months
  - setting up the ethnographic research, inclusive of digital and physical research tool development.
  - synthesising primary and secondary data

- undertaking the content analysis
  - producing the research report
  - producing one guidance note on mobilising heat pump deployments.
- the fixed cost of reviewing the monthly report and the note from the monthly PMO meetings for one project. Each project will have 17 meetings that require review. This fixed cost should be multiplied by six, the expected number of Stream 1 project delivering in Phase 2b, to calculate the total price
- the fixed cost of carrying out, transcribing and coding one interview with a project deployment stakeholder, and multiply this by 120, the expected number of interviews over both Waves
- The fixed costs of producing one quarterly report of online survey findings, multiplied by 6 (the number of quarters).
- the fixed cost of carrying out, transcribing and coding one interview with a consumer, and multiply this by 180.
- The fixed cost of analysing and coding the data for one participant in the ethnographic research, multiplied by 15.
- the fixed cost of producing an 'insights' document on a specific mobilisation document, multiplied by 5 (the expected number of different documents).
- the fixed cost of producing a case study for one project after Wave 1 and multiply this by 6.
- The fixed cost of updating the Wave 1 case study following Wave 2 research, and multiply this by 6.

**Task 21: RQ 7 - What impact does a heat pump installation have on the consumer and the household?**

In costing Task 21, bidders should provide:

- The fixed cost of recruiting 750 households to a control group, multiplied by six, the expected number of Stream 1 projects.
- The fixed cost of accessing, transferring, and securely storing the energy use data of 1,500 households over the deployment phase (17 months), multiplied by six.
- The fixed cost of analysing the smart meter data of 1,500 households and comparing the control and treatment groups, multiplied by six.
- The fixed cost of producing one research report summarising the findings
- the fixed cost of producing a summary document of the findings of the research, multiplied by three (the expected number of different documents).

**WORK PACKAGE 3 – KNOWLEDGE AND EVIDENCE  
DISSEMINATION**

**Task 22: Develop and manage a Heat Pump Ready website.**

In costing Task 22, bidders should provide a fixed cost for the development and management of the website over the lifetime of the programme.

**Task 23: Develop summaries of all Stream 2 projects, and the Stream 1 projects selected for Phase 2**

In costing Task 23, bidders should provide a fixed cost per project summary, which will be multiplied by the expected number of Stream 2 and successful Stream 1, Phase 2 projects (total 31)

**Task 24: Video case studies of projects**

In costing Task 24, bidders should include the fixed cost of creating a 5-minute video case study for one project, and multiply this by 12, the expected number of videos

**Task 25: Organise a dedicated ‘Heat Pump Ready’ Conference**

In costing Task 25, bidders should set out the cost of holding one conference, inclusive of conference planning and preparation, organisation on the day of the conference, cost of venue hire in a non-BEIS location in London that accommodates attendees, and cost of food and refreshment (if not included in the cost of venue hire). This should be multiplied by three, the number of conferences requires during the programme. Bidders should note that Stream 1 and 2 projects are expected to include travel and subsistence costs associated with attending these events in their bids to BEIS; Stream 3 is not required to fund this beyond providing food refreshments.

**Task 26: Organising significant presence of the Heat Pump Ready programme at heat pump focused conferences, workshops and other events organised by other organisations.**

In costing Task 26, bidders should include the fixed cost associated with arranging attendance of programme participants, including any BEIS sponsorship. This fixed cost should be multiplied by three.

**Task 27: Organising attendance at workshops and seminars more generally focused on Net Zero, low-carbon innovation or similar.**

In costing Task 27, bidders should include in their bid the events they would arrange attendance at, and the fixed cost associated with arranging attendance at one event. This should be multiplied by 12.

## **Annex C - Code of Practice for Research**

### ***Issued by the Department for Business, Energy, and Industrial Strategy***

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

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

### ***PRINCIPLES BEHIND THE CODE OF PRACTICE***

Contractors and consortia funded by the Department are expected to be committed to the quality of the research process in addition to quality of the evidence outputs. The Code of Practice has been created in order to assist contractors to conduct research of the highest quality and to encourage good conduct in research and help prevent misconduct.

Set out over 8 responsibilities the code of practice provides general principles and standards for good practice in research.

Most contractors will already have in place many of the measures set out in the Code and its adoption should not require great effort.

### ***COMPLIANCE WITH THE CODE OF PRACTICE***

All organisations contracting to the Department (including those sub-contracting as part of a consortium) will be expected to commit to upholding these responsibilities and will be expected to indicate acceptance of the Code when submitting proposals to the Department.

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

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

## **MONITORING OF COMPLIANCE WITH THE CODE OF PRACTICE**

Monitoring of compliance with the Code is necessary to ensure:

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

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

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

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

## **SPECIFIC REQUIREMENTS IN THE CODE OF PRACTICE**

### **1. Responsibilities**

All organisations contracting to the Department (including those sub-contracting as part of a consortium) will be responsible for the overall quality of research they conducted. Managers, group leaders and supervisors have a responsibility to ensure a climate of good practice in the research teams, including a commitment to the development of scientific and technical skills.

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

### **2. Competence**

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

### **3. Project planning**

An appropriate level of risk assessment must be conducted to demonstrate awareness of the key factors that will influence the success of the project and the ability to meet its objectives. There must be a written project plan showing that these

factors (including research design, statistical methods, and others) have been addressed. Projects must be ethical and project plans must be agreed in collaboration with the Department, taking account of the requirements of ethical committees<sup>29</sup> or the terms of project licences, if relevant.

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

#### ***4. Quality Control***

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

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

#### ***5. Handling of samples and materials***

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

#### ***6. Documentation of procedures and methods***

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

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

#### ***7. Research/work records***

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

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<sup>29</sup> Please note ethical approval does not remove the responsibility of the individual for ethical behaviour.

The project leader is accountable for the validity of the work and responsible for ensuring that regular reviews of the records of each researcher are conducted<sup>30</sup>

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

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

## **Annex D - Mandatory Exclusion Grounds**

### **Public Contract Regulations 2015 R57(1), (2) and (3)**

### **Public Contract Directives 2014/24/EU Article 57(1)**

### **Participation in a criminal organisation**

Participation offence as defined by section 45 of the Serious Crime Act 2015

Conspiracy within the meaning of

- section 1 or 1A of the Criminal Law Act 1977 or
- article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983

where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime.

### **Corruption**

Corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906.

The common law offence of bribery.

Bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010, or section 113 of the Representation of the People Act 1983.

### **Fraud**

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<sup>30</sup> Please note that this also applies to projects being undertaken by consortia.

Any of the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the convention on the protection of the financial interests of the European Communities:

- the common law offence of cheating the Revenue.
- the common law offence of conspiracy to defraud.
- fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978.
- fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006.
- fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994.
- an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993.
- destroying, defacing, or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969.
- fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006.
- the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying, or offering to supply articles for use in frauds within the meaning of section 7 of that Act.

### **Terrorist offences or offences linked to terrorist activities**

Any offence:

- listed in section 41 of the Counter Terrorism Act 2008.
- listed in schedule 2 to that Act where the court has determined that there is a terrorist connection.
- under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by the previous two points.

### **Money laundering or terrorist financing**

Money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002

An offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996

### **Child labour and other forms of trafficking human beings**

An offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004.

An offence under section 59A of the Sexual Offences Act 2003

An offence under section 71 of the Coroners and Justice Act 2009.

An offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994

An offence under section 2 or section 4 of the Modern Slavery Act 2015

### **Non-payment of tax and social security contributions**

Breach of obligations relating to the payment of taxes or social security contributions that has been established by a judicial or administrative decision.

Where any tax returns submitted on or after 1 2012 have been found to be incorrect as a result of:

- HMRC successfully challenging the potential supplier under the General Anti – Abuse Rule (GAAR) or the “Halifax” abuse principle; or
- a tax authority in a jurisdiction in which the potential supplier is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR or “Halifax” abuse principle.
- a failure to notify, or failure of an avoidance scheme which the supplier is or was involved in, under the Disclosure of Tax Avoidance Scheme rules (DOTAS) or any equivalent or similar regime in a jurisdiction in which the supplier is established

### **Other offences**

Any other offence within the meaning of Article 57(1) of the Directive as defined by the law of any jurisdiction outside England, Wales, and Northern Ireland

Any other offence within the meaning of Article 57(1) of the Directive created after 26<sup>th</sup> February 2015 in England, Wales, or Northern Ireland

## **Discretionary exclusions**

### **Obligations in the field of environment, social and labour law.**

Where an organisation has violated applicable obligations in the fields of environmental, social, and labour law established by EU law, national law, collective agreements or by the international environmental, social, and labour law provisions listed in Annex X to the Directive (see copy below) as amended from time to time; including the following:-

- Where the organisation or any of its Directors or Executive Officers has been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years.
- In the last three years, where the organisation has had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination.
- In the last three years, where any finding of unlawful discrimination has been made against the organisation by an Employment Tribunal, an Employment Appeal Tribunal, or any other court (or incomparable proceedings in any jurisdiction other than the UK).
- Where the organisation has been in breach of section 15 of the Immigration, Asylum, and Nationality Act 2006.
- Where the organisation has a conviction under section 21 of the Immigration, Asylum, and Nationality Act 2006.
- Where the organisation has been in breach of the National Minimum Wage Act 1998.

### **Bankruptcy, insolvency**

Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State.

### **Grave professional misconduct**

Guilty of grave professional misconduct

### **Distortion of competition**

Entered into agreements with other economic operators aimed at distorting competition

### **Conflict of interest**

Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure

**Been involved in the preparation of the procurement procedure.**

### **Prior performance issues**

Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages, or other comparable sanctions.

### **Misrepresentation and undue influence**

The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection, or award.

## **Additional exclusion grounds**

**Breach of obligations relating to the payment of taxes or social security contributions.**

### **ANNEX X Extract from Public Procurement Directive 2014/24/EU**

#### **LIST OF INTERNATIONAL SOCIAL AND ENVIRONMENTAL CONVENTIONS REFERRED TO IN ARTICLE 18(2) —**

- ILO Convention 87 on Freedom of Association and the Protection of the Right to Organise.
- ILO Convention 98 on the Right to Organise and Collective Bargaining.
- ILO Convention 29 on Forced Labour.
- ILO Convention 105 on the Abolition of Forced Labour.
- ILO Convention 138 on Minimum Age.
- ILO Convention 111 on Discrimination (Employment and Occupation).
- ILO Convention 100 on Equal Remuneration.

- ILO Convention 182 on Worst Forms of Child Labour.
- Vienna Convention for the protection of the Ozone Layer and its Montreal Protocol on substances that deplete the Ozone Layer.
- Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal (Basel Convention).
- Stockholm Convention on Persistent Organic Pollutants (Stockholm POPs Convention)
- Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade (UNEP/FAO) (The PIC Convention) Rotterdam, 10 September 1998, and its 3 regional Protocols.

### **Consequences of misrepresentation**

A serious misrepresentation which induces a contracting authority to enter into a contract may have the following consequences for the signatory that made the misrepresentation:-

- The potential supplier may be excluded from bidding for contracts for three years, under regulation 57(8)(h)(i) of the PCR 2015.
- The contracting authority may sue the supplier for damages and may rescind the contract under the Misrepresentation Act 1967.
- If fraud, or fraudulent intent, can be proved, the potential supplier or the responsible officers of the potential supplier may be prosecuted and convicted of the offence of fraud by false representation under s.2 of the Fraud Act 2006, which can carry a sentence of up to 10 years or a fine (or both).
- If there is a conviction, then the company must be excluded from procurement for five years under reg. 57(1) of the PCR (subject to self-cleaning).



# Department for Business, Energy & Industrial Strategy

## Annex E - Performance Management Framework

The below table sets out the Key Performance Indicators (KPIs) which will be used throughout the duration of the contract.

KPI Category	KPI Ref	KPI Criteria	KPI measure	KPI Rating		
				Red	Amber	Green
Delivery	1	<b>Deadlines</b>	Work delivered on the timescale agreed with the Authority.	Three or more deadlines missed by 3 working days or more in a 6-month period.	Up to two deadlines missed by 3 working days or more in a 6-month period.	Meets expectations - All work is carried out and delivered on time
	2	<b>Responding to BEIS comments</b>	Comments and feedback provided by BEIS on outputs are addressed	Output drafts are submitted to BEIS that have not addressed all feedback and comments from BEIS on three or more occasions in a 6-month period.	Output drafts are submitted to BEIS that have not addressed all feedback and comments from BEIS on up to two occasions in a 6-month period.	Meets expectations – All output drafts submitted to BEIS address all comments and feedback from BEIS.
	3	<b>Invoices</b>	Invoices to be produced by the agreed deadline and should include a comprehensive itemised breakdown (as agreed with the Authority).	Invoices sent to the Authority with either a delay and/ or without the required breakdown on more than three occasions in a 12-month period.	Invoices sent to the Authority with either a delay and/or without the required breakdown on more than two occasions in a 12-month period.	Meets expectations - All invoices sent to the Authority on time and accurately reflect agreed work
Project Management	4	<b>Attendance</b>	Attendance of appropriate representatives at project management meetings.	Attendance target is not met on more than three occasions.	Attendance target is not met on more than one occasion.	100% attendance is achieved

ITT for Heat Pump Ready – Stream 3: Trial Support and Learning

KPI Category	KPI Ref	KPI Criteria	KPI measure	KPI Rating		
				Red	Amber	Green
Social Value	5	Demonstration of Social Value	To be agreed with the Supplier within twenty (20) Work Days of Start Date and determined based on the bidders response			