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1. PURPOSE

- 1.1 The Authority wish to conduct qualitative research within the Civil Service on matters relating to UK Governance.
- 1.2 The Civil Service is currently creating new learning packages to increase civil servants knowledge of matters relating to UK Governance. In order to understand current knowledge levels and enablers for behavioural change we wish to conduct qualitative research. We envisage this could be best achieved via appointing an external provider to assist in the delivery of a series of focus groups.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority (Cabinet Office) supports the Prime Minister, and ensures the effective running of government. The Authority is also the corporate headquarters for government, in partnership with HM Treasury, and takes the lead in certain critical policy areas.
- 2.2 The UK Governance Group (UKGG) was established as a part of the Cabinet Office in June 2015 to lead UK Government’s work on constitutional and devolution issues, bringing together (at official level) under one command the Cabinet Office Constitution Group, the Scotland Office, the office of the Advocate General for Scotland and the Wales Office.
- 2.3 The Devolution Capability Team (DCT) sits within the UKGG and is responsible for overseeing the Devolution Capability Programme focusing on improving Devolution Capability across the Civil Service.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The UKGG is currently creating new learning packages for the Civil Service to increase civil servants devolution knowledge and intergovernmental working skills. We wish to conduct qualitative research to shape the new learning.
- 3.2 This research will give us an indication of current knowledge levels and drivers of behavioural change and will inform the development of learning packages and materials.

4. DEFINITIONS

Expression or Acronym	Definition
Devolution	means the powers which have been passed from the UK Parliament to institutions in Scotland, Wales and Northern Ireland;
Civil Service inter-governmental working	means how Civil Servants work across the administrations in the UK.

5. SCOPE OF REQUIREMENT

- 5.1 The scope for this work is limited to within the UK Civil Service and is not about the general public’s understanding of devolution. We expect the qualitative research to explore and test awareness levels of the subject matter, attitudes and behaviours.



6. THE REQUIREMENT

- 6.1 The research will focus on testing assumptions, attitudes and enablers. The Potential Provider will be expected to develop a full specification for approval. The testing will take place across the UK including in London, England, Edinburgh, Scotland and Cardiff, Wales.
- 6.2 The Potential Provider will be expected to deliver the following:
- 6.2.1 to develop a detailed specification about the areas of focus for the research based upon the initial work already undertaken;
 - 6.2.2 present options for conducting the research including providing advice on the sample group;
 - 6.2.3 provide a schedule for delivery and manage the project plan;
 - 6.2.4 manage the logistics including joining instructions (DCT will provide the venues which will be in central locations);
 - 6.2.5 collated the evidence, results and examining emerging themes;
 - 6.2.6 conduct the research including designing the format of the research events and facilitation of each event.
- 6.3 This work will require research to be run across London, England, Edinburgh, Scotland and in Cardiff, Wales.
- 6.4 The DCT will be responsible for providing the names of civil servants who will be invited to the group sessions and for any travel and subsistence costs incurred by participants attending the venue.
- 6.5 The Potential Provider is required to collate all the information and material, analyse and draw conclusions, draft a report for agreement with the UK Governance Group and provide final report that can be shared with other stakeholders. The report should present information simply and concisely using graphics where appropriate as well as commentary. The report should capture discussions and outcomes from the focus groups, analyse information to draw out trends and emerging themes, and make recommendations to inform the learning strategy and curriculum going forward.
- 6.6 The report should cover all the areas set out above in this requirement section. The report should be of a professional standard and fit to be shared with our cross government stakeholders.

7. KEY MILESTONES

- 7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
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1	Developing a detailed specification for the research	Within week 3 of Contract Award By 28 th February 2017
2	Delivery plan to be agreed with the Authority	Within week 5 of Contract Award By 14 th March 2017
3	Run five focus groups in London, England, Edinburgh, Scotland and in Cardiff, Wales.	Within week 10 of Contract Award By 18 th April 2017
4	Analysis and draft report to be submitted to the Authority	Within week 13 weeks of Contract Award By 9 th May 2017
5	Final Report to be submitted and signed off by the Authority	Within 14 weeks from Contract Award By 16 th May 2017

8. AUTHORITY'S RESPONSIBILITIES

8.1 Research participants and venues for the events will be sourced by the Cabinet Office. All other arrangements and logistical efforts, including administration will fall to the Potential Provider.

9. REPORTING

9.1 As set out in Section 7 (Key Milestones).

9.2 A full report will be required at the end of the Contract, which will provide detailed analysis of findings. Alongside this key themes and analysis should also be summarised in the report. The report should capture discussions and outcomes from the focus groups, analyse information to draw out trends and emerging themes, and make recommendations to inform the learning strategy and curriculum going forward.

9.3 The report should cover all the areas set out in 5.1 of the requirement above. The report should be of a professional standard fit to be shared with other government department stakeholders.

9.4 The Authority also expects to have a weekly check-in meeting (via telekit) with the Potential Provider to monitor progress, standard of outputs and outcomes, and address any issues.

10. VOLUMES

10.1 The Authority is prepared to be guided by the detailed specification drafted by the Potential Providers, but the Authority's initial assessment is for circa five (5) focus groups being undertaken. Two to three will take place in London, England. The remaining focus groups will take place in Edinburgh, Scotland and Cardiff, Wales.



11. CONTINUOUS IMPROVEMENT

- 11.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 11.2 The Supplier should present new ways of working to the Authority during weekly Contract review meetings.
- 11.3 Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

12. SUSTAINABILITY

- 12.1 N/A

13. QUALITY

- 13.1 The Potential Provider will ensure that the individuals engaged in the delivery of the project are of sufficient experience and seniority to complete the work.
- 13.2 The Potential Provider is expected to have experience of conducting research through focus groups and therefore have the necessary skills and experience to capture discussions accurately and to analyse and report findings to the Authority. The report will need to be of a professional and publishable standard as it be shared across government departments.
- 13.3 The UKGG will have final sign off on what is an acceptable quality and standard of the final report, which will be of sufficient quality to be distributed to external third parties without further amendment.

14. PRICE

- 14.1 Potential Providers are advised that the Authority expects bids should be in the region of £15,000. This will inclusive of all the Potential Provider’s travel and subsistence expenses.
- 14.2 Prices are to be submitted via the e-Sourcing Suite excluding VAT.

15. STAFF AND CUSTOMER SERVICE

- 15.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Civil Service Governance Research Contract in order to consistently deliver a quality service to all Parties.
- 15.2 Potential Provider’s staff assigned to the Civil Service Governance Research Contract shall have the relevant qualifications and experience to deliver the Contract.
- 15.3 The Potential Provider shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

16. SERVICE LEVELS AND PERFORMANCE

- 16.1 The Authority will measure the quality of the Supplier’s delivery by:

16.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
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1	By the end of week 3 from Contract award By 28 th February 2017	The Potential Provider will develop a detailed specification and schedule for the Devolution research project which will be agreed with the DCT steering board. The Provider will also be required to set out a schedule of weekly meetings (via telekit) to enable the DCT to catch up on progress.	100%
2	By the end of week 5 from Contract award By 14 th March 2017	The Potential Provider will agree a delivery plan with the DCT.	100%
3	By the end of week 10 from Contract award By 18 th April 2017	The Potential Provider will run 5 focus groups in the following locations: 3 in London, England; 1 in Edinburgh, Scotland; 1 in Cardiff, Wales.	100%
4	By the end of week 13 from Contract award By 9 th May 2017	Analysis and draft report to be submitted to the Authority.	100%
5	By the end of week 14 from Contract award By 16 th May 2017	Final Report to be submitted and signed off by the Authority.	100%

16.2 Where the Authority has to terminate the contract prior to its completion because of the Potential Provider's failure to perform any part of this tender, the Potential Provider will provide the Authority with copies of all draft findings and notes to date and any drafts of the final report which the Potential Provider has commenced.

17. SECURITY REQUIREMENTS

17.1 The Potential Provider will provide confirmation of the right of any employee or contractor engaged in its delivery of the Contract to work in the UK.



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- 17.2 The Potential Provider will ensure that all employees and contractors engaged in the delivery of the Contract comply with any physical security checks which may be in place at the Authority's premises.

18. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 18.1 All analysis used to generate the final reports should be provided to the Authority for future use and will be the property of the Authority. The successful Potential Provider must not disclose the report, (either in part or in full), to any third parties unless the Authority gives express consent to do so.
- 18.2 The Authority will own the IPR in any final reports produced by the Potential Provider and will be free to use its content as it sees fit. This may include distributing the final report to other Government departments.

19. PAYMENT

- 19.1 Full payment can only be made following the Authority's confirmation that a satisfactory final report, detailed at key milestone #5 Final Report, has been delivered by the Potential Provider.
- 19.2 The Authority will pay one quarter of the Potential Provider's overall price following satisfactory delivery of two focus groups.
- 19.3 A further one quarter of the Potential Provider's overall price will be paid following satisfactory delivery of a further two focus groups, i.e. following successful delivery of 4 focus groups.
- 19.4 A final payment of one half of the Potential Provider's overall price will be paid on completion of key milestone #5 Final Report.
- 19.5 The Authority reserve the right not to make stage these payments if the Potential Provider persistently fails to deliver against the SLAs/KPIs detailed in section 16.
- 19.6 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed, including the grade and number of hours spent by each individual, the associated costs and illustration of any discount.

20. ADDITIONAL INFORMATION

- 20.1 N/A

21. LOCATION

- 21.1 The Authority expects the Potential Provider to meet face to face at our head office at 70 Whitehall London SW1A 2AS at the inception of the project, during the interim, and then towards the end to present findings. The Authority expect weekly telekits over life of the Contract.
- 21.2 The research focus groups will take place in London, England, Edinburgh, Scotland and in Cardiff, Wales.

