

Statement of Requirements

Contract Reference: CPD4124278

Aggregate Minerals Survey 2023

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Bid pack for Aggregate Minerals Survey 2023

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June 2023 v1

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1. PURPOSE

- 1.1 The Department of Levelling Up, Housing and Communities or “DLUHC” (hereafter referred to as the Authority) wishes to commission survey analysis and report on national and sub national sales, consumption, flows and permitted reserves of aggregate minerals. The purpose is to update the previous Aggregate Minerals Survey (AMS) from 2019 and to continue a data set which has been typically collected every 4 years since 1973. <https://www.gov.uk/government/publications/aggregate-minerals-survey-for-england-and-wales-2019>.
- 1.2 The survey is used to inform the development of national policy to ensure a steady and adequate supply of aggregate minerals. Aggregate minerals are essential raw materials to meet the governments ambitious housebuilding and infrastructure proposals.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Department of Levelling Up, Housing and Communities (The Authority) is responsible for national planning policy for the provision of land-won aggregates - crushed rock and sand and gravel - used for construction. The Aggregate Minerals Survey (AMS) has been undertaken typically every four years since 1973. The survey covers both land-won and marine dredged aggregates. It is the only source of national information on the inter-regional movement of aggregates, the supply and consumption of aggregates, permitted reserves of aggregate, and production in designated areas.
- 2.2 The Authority is committed to supporting infrastructure provision and housing supply and recognises the importance of supporting this through ensuring a steady and adequate supply of aggregate minerals in the National Planning Policy Framework (NPPF). The effective implementation of national policy on aggregate minerals is supported by the Managed Aggregates Supply System (MASS). The Authority currently supports the MASS through funding regionally based Aggregate Working Party Secretariats and through commissioning related survey and research work including the AMS.
- 2.3 The responsibility for minerals planning lies with the Planning Infrastructure Division of the Planning Directorate. The policy leads work closely with Mineral Planning Authorities, the aggregates industry representatives and Aggregate Working parties, and representatives of these groups form a steering group for the AMS.

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3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 This requirement is to collate, process, analyse and report on data from survey material from Minerals Planning Authorities and aggregate quarry operators. The Aggregate Minerals Survey for Great Britain 2023 is carried out on behalf of the Authority and the Welsh and Scottish Governments and covers all areas of England, Wales and Scotland. Previous surveys have only included regions in England and Wales, however, this year, regions in Scotland will also be covered. The England and Wales survey has typically been published every four years since 1973. The requirement is to continue and improve upon the analysis and reporting which has been carried out continuously since 1973. The last survey was dated 2019 and it provides an in depth and up to date understanding of sub national (including county level) and national; sales; cross boundary flows; transportation; consumption and permitted reserves of primary aggregates. <https://www.gov.uk/government/publications/aggregate-minerals-survey-for-england-and-wales-2019>.
- 3.2 The data and information from this survey will be used by Government to monitor and revise, as necessary, national planning policy and guidance on anticipated mineral demand. As the most robust and comprehensive survey of aggregates performance, its findings underpin three key activities:
- 3.2.1 It allows the aggregates industry to understand current national (and sub national) supply, so that operators can adjust production to reflect market demand. This is particularly important now given the increasing demand for aggregates by the construction industry, linked to the Government's housebuilding and infrastructure programmes and ambitions and the cessation of the Annual Mineral Raised Inquiry (AMRI) survey in 2014;
 - 3.2.2 In England, the preparation of Local Aggregates Assessments (as required by the National Planning Policy Framework) by minerals planning authorities, which are annual assessments of the demand for and supply of aggregate in their areas, or equivalent activities in the Devolved Administrations; and
 - 3.2.3 The ability of Government to monitor guidance on anticipated mineral demand, including the need to revise the current national and regional guidelines for aggregate provision in England, and the regional technical statements in Wales.
- 3.3 In addition to the role of the survey as an essential part of monitoring and developing national aggregate minerals policy and national guidance, the survey provides contextual data for planning decision makers, is utilised as the basis of reports by other stakeholders in particular the minerals industry and

provides stakeholders with a clear picture of the current position on flows, sales consumption and planning permissions.

- 3.4 The work associated with the survey needs to take account of the confidentiality restraints including those imposed by the Freedom of Information Act and the Environmental Information Regulations and General Data Protection Regulations. The Potential Provider, Mineral Planning Authorities and AWP Secretaries will be subject to strict conditions of confidentiality. The personal data included in the forms used in the survey is low level, low risk data which is related to the contact details of the person filling in the form and would be covered by DLUHC standard GDPR statements. The Authority will work with stakeholders to identify a full list of survey participants for both the survey of Mineral Planning Authorities and the survey of quarry sites. The Authority will work with stakeholders to ensure the effective dissemination of survey forms to survey participants. The Authority will work with the stakeholders and the Potential Provider to ensure that the requirements for commercial confidentiality are identified, addressed and met.
- 3.5 The specific research objectives are to:
- 3.5.1 Review and refine data collection methods. Evaluate associated data flows, chasing and checking processes for both of the survey questionnaires used in the survey (known as Form A and form B) and make final recommendations regarding any proposed changes to the proposals.
 - 3.5.2 Check proposed data outputs for both of the surveys to ensure they will provide appropriate data inputs for reporting purposes and that they will allow comparison with past survey data
 - 3.5.3 Define and agree with steering group a list of tables and maps to include in the final report
 - 3.5.4 Collate, input and analyse data from completed Form A and Form B
 - 3.5.5 Prepare the report with agreed tables and maps with associated commentary providing comparisons to the past study in line with past reports
 - 3.5.6 Provide a valuable information asset to Government and other stakeholders.

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4. DEFINITIONS

Expression or Acronym	Definition
DLUHC	means the UK Government Department for Levelling Up, Housing and Communities.
the Authority	DLUHC
Aggregate Mineral	Naturally occurring material suitable for aggregate use in the context of this survey- gravel and crushed rock includes marine dredged sand and gravel
Primary aggregates	Aggregate produced from naturally occurring mineral deposits and used for the first time
MPA	Mineral Planning Authority responsible for minerals planning. Planning Authority in Scotland.
NPPF	National Planning Policy Framework
AWP	Aggregate working Party
AMS	Aggregate Minerals Survey
Land-won aggregates	crushed rock and sand and gravel - used for construction

5. SCOPE OF REQUIREMENT

5.1 The scope of the requirements of the survey are:

5.1.1 Ensuring high levels of participation by using meetings of the project steering group which has representatives from Welsh and Scottish Government, AWP's and MPAs and industry to ensure engagement, cooperation and stakeholder support from the start of the contract. The Potential Provider once appointed will attend regular meetings of the steering group to ensure steering group sign off to format of data collection forms, methodology report and final report. The Potential Provider will be in frequent contact with Aggregate Working Party Secretaries in each region to monitor and manage level of participation on Form A survey responses.

5.1.2 Reviewing and developing the proposed data collection approach and proposed forms. The Authority will develop digital versions of the survey forms in advance of a contract being awarded. Once the contract has commenced, these forms should be tested and refined

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with the supplier, taking into account any amendments agreed by the steering group. In addition to the online option, the Authority also expects an excel version of the forms to be made available by the supplier. Any approach should ensure that the data content will provide sufficient information to enable the production of the final survey report and that the burden on participants will be minimised to ensure high levels of participation.

- 5.1.3 Reviewing the format of the data which will be produced from the data collection (excel based) if necessary, converting it into a format that can be used for analysis. Ensuring that the data forms have been subject to the relevant quality assurance and validation processes.
- 5.1.4 Processing, analysing and presenting the data as a final report taking a lead from the format and approach of previous studies to enable comparison. Comparing results with that of previous surveys. Ensuring uncollated data from Form A is destroyed once reporting is completed.
- 5.1.5 Dissemination of the survey findings.
- 5.1.6 Identifying any lessons for future surveys in a short report.
- 5.1.7 Out of scope: There will be no requirement to compile a list of survey participants as this will be provided by MPAs and industry bodies. The chasing of incomplete forms in relation to both surveys for England and Wales will be carried out by The Authority, MPAs and AWP secretaries unless initial review of processes indicates otherwise. The Supplier will be required to undertake this for sites and MPAs in Scotland. There will no requirement to comment on wider NPPF policy implications resulting from the analysis of the survey.
- 5.1.8 The completion of survey forms by third parties is not mandatory but The Authority would wish to see response rates at similar levels as previous studies before the collation and reporting process commences.

6. THE REQUIREMENT

- 6.1 The aim of the work is to manage the survey and process, collate and report on data on primary land-won and marine dredged aggregates in England, Wales and Scotland in 2023 that is needed to inform aggregates planning, covering:
 - 6.1.1 sales, consumption and flows;
 - 6.1.2 permitted reserves;

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- 6.1.3 sales of primary aggregates (sand and gravel, crushed rock);
 - 6.1.4 flows of primary aggregates (sand and gravel, crushed rock);
 - 6.1.5 consumption of primary aggregates (sand and gravel, crushed rock);
 - 6.1.6 sales and reserves in environmentally designated areas;
 - 6.1.7 planning permissions, applications under consideration, withdrawals and refusals
 - 6.1.8 number of active land-won quarries and wharves;
 - 6.1.9 activity in relation to allocated sites.
 - 6.1.10 alternative aggregates; and mode of transport
- 6.2 The key output overall is the production of a comprehensive survey report. The survey will provide reporting at national, sub national and county level.

STUDY PHASES

6.3 REVIEW DATA COLLECTION:

- 6.3.1 Review previous post study improvements report and consider incorporation of potential changes in line with recommendations
- 6.3.2 Review The Authority's proposed data collection methods (including the use of an online platform), data flows and outputs, and make recommendations about any changes to data collection to The Authority
- 6.3.3 Review quality checking processes
- 6.3.4 Review data collection outputs to ensure they will provide appropriate inputs to analysis and reporting (in line with previous studies) and report any issues to The Authority including where the Potential Provider will need to process or covert data to enable analysis
- 6.3.5 Review and clarify underpinning definitions which inform the survey
- 6.3.6 Attend a steering group meeting (organised by The Authority) to discuss the methodology report, draft tables and final data collection/survey forms

6.4 DATA PROCESSING AND COLLATION

- 6.4.1 Monitor levels of completion of survey responses take appropriate steps working with stakeholders to ensure levels of response as per

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previous surveys. It is intended that data from operators and mineral planning authorities would be provided directly to the supplier via the online platform or email.

- 6.4.2 Collate and process data provided by The Authority and Stakeholders, check results and compile draft tables
- 6.4.3 Implement clear data protection and confidentiality protocols
- 6.4.4 Interpret and analyse data and compare with that of previous studies
- 6.4.5 Provide collated data and map files to the Authority in an agreed format
- 6.4.6 Prepare a draft final report in the Authority's house style which includes a clear self-contained executive summary covering all main conclusions and a commentary for each set of tables and maps
- 6.4.7 Attend a steering group meeting (organised by The Authority) to discuss the draft final report, to ensure all issues raised by the steering group at methodology report stage are covered and to ensure the draft final report is fit for purpose and accurate.

6.5 DATA REPORTING

- 6.5.1 Following the steering group meeting, a final report is to be produced to address steering group comments
- 6.5.2 The report should be set out in the Authority's house style
- 6.5.3 Final report circulated for fact check only
- 6.5.4 Complete online publication ready version of the final report
- 6.5.5 Produce a 'lessons learned' note and indicate any changes which need to be made in relation to future survey

6.6 DATA DISSEMINATION

- 6.6.1 Report published on Gov website
- 6.6.2 Circulation of information and covering letter to other government departments
- 6.6.3 Included as link in DLUHC Chief Planner's newsletter and any equivalent for Wales and Scotland.
- 6.6.4 Presentations to main parties included in the contract

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6.6.5 DLUHC staff to provide internal presentations to other Government Depts with an interest in the results

6.6.6 Press briefing

6.6.7 Articles for planning and minerals publications

7. OPTION TO EXTEND

7.1 Separately we reserve the right to extend the contract for up to 12 months (2025), in the case of delays to the implementation of the programme, delays to administrative data linking, or other events beyond the control of the contractors. The Authority will give a minimum of 1 months' notice before invoking this and any such changes shall be formally agreed via the Contract Variation process.

8. KEY MILESTONES AND DELIVERABLES

8.1 The Potential Provider will provide weekly email updates on progress and will have an online review meeting via Microsoft Teams with The Authority fortnightly.

8.2 Where third parties are engaged by the Potential Provider, the Potential Provider will use all reasonable endeavours to achieve the desired results to meet these deliverables.

8.3 The final report will have a self-contained summary section. The report format should be compiled with reference to previous reports and should be compatible with the tables in previous report as there is a requirement to compare the results with those of previous years.

8.4 The following Contract milestones/deliverables shall apply:

Milestone/ Deliverable	Description	Timeframe or Delivery Date*
1	Inception meeting and project plan: The Supplier will attend an inception meeting to review the specification, agree key milestones and detailed dates for project delivery. Supplier will be expected to present a project plan to DLUHC which will need to provide feedback and sign off.	Within week 1 of Contract Award
2	Methodology report: Supplier to prepare a survey methodology report with data collection forms, definitions and list of proposed tables and maps provided to The Authority and the steering group.	No later than October 2023

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3	Presentation to Steering Group: Steering group held (organised by The Authority) to review data collection methods, verification processes and data protections/confidentiality requirements with recommendations for any changes. Supplier to attend to present the methodology report and address any questions.	No later than November 2023
4	Data collection and analysis: Supplier to begin data collection (January 2024) – All responses received to be collated and analysed by the supplier. Supplier to seek clarification from respondents where necessary.	No later than May 2024
5	Draft interim report: Supplier to provide draft interim report setting out nature of responses received, analysis and findings.	No later than July 2024
6	Present draft interim report: Steering group held (organised by The Authority) and feedback on draft interim report provided to the supplier. Supplier to attend to present the draft interim report and address any questions.	No later than August 2024
7	Draft final report: Supplier to draft final report taking account of recommendations from the steering group.	No later than September 2024
8	Presentation and issue of final report: Steering group held (organised by The Authority) and final draft report signed off by steering group. Supplier to attend to present the final report and address any questions. Supplier to issue the final report to The Authority.	No later than October 2024
9	Presentation of results and key findings: Supplier to present the results and key findings set out in the final report to stakeholders, including the National Aggregate Coordinating Group, wider industry and mineral planning authorities at suitable events.	No later than December 2024
10	Lessons learned report: Supplier to produce lessons learned report and provide this to The Authority.	No later than December 2024

*Specific dates within stated months to be agreed with supplier.

9. MANAGEMENT INFORMATION/REPORTING

- 9.1 To ensure that the project meets the interests of key stakeholders within Government, The Authority would like to receive weekly email updates from the successful supplier. The Authority should be kept up to date on methodology, any difficulties in data collection, progress with the survey and interviews and

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emerging findings. This should ensure that the research quality is high and closely tailored to policy needs.

- 9.2 The Authority would also like a fortnightly online review call via Microsoft Teams with the successful Provider to ensure that the research is progressing well. The Authority and the successful supplier can take a view each fortnight as to whether an additional review telephone call is needed in a particular period. The Authority understands that an online review call might not be necessary each fortnight but there should be a call at least once a month. This level of contact should allow for any difficulties that may arise to be dealt with promptly.
- 9.3 The Authority would like the successful supplier to present their emerging findings to The Authority, potentially at the draft interim report stage. Once the final report is completed, the Authority would like the successful supplier to present their findings to key stakeholders, including both the steering group and the National Aggregate Coordinating Group.
- 9.4 Reports to be delivered using Microsoft Office products and must be fully accessible. All written reports provided to the Authority should be of a high quality using the DLUHC reporting template and style guide. See Government Social Research publication guidance.

10. VOLUMES

- 10.1 For reference and comparison, the overall response rate to the England and Wales survey in the 2019 study was 88% for Form A (quarry site operators) and 99.5% for Form B (Mineral Planning Authorities). Further information on this can be found in the published final report for the 2019 study. <https://www.gov.uk/government/publications/aggregate-minerals-survey-for-england-and-wales-2019>. The response rate to Form A for the most recent Scottish survey was 67% for sand and gravel and 71% for crushed rock. The response to Form B was 100%.
- 10.2 The Authority expects a similar volume of research from the successful provider for this study. The Authority invites Potential Providers to set out how this volume of research can best be delivered throughout the duration of the Contract.

11. CONTINUOUS IMPROVEMENT

- 11.1 The potential provider will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 11.2 The Potential Provider should present new ways of working to the Authority during the weekly review phone calls or emails.
- 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.

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12. SUSTAINABILITY

- 12.1 The Authority would like the Potential Provider to set out details of their sustainability considerations. This includes ensuring that the research is carried out electronically where possible.

13. SOCIAL VALUE

- 13.1 The Authority will apply the 'Public Services (Social Value) Act 2012' to secure wider social, economic and environmental benefits from the Contract. Of the social value policy themes set out the Quick Reference Table, the Customer considers the following policy areas as the most relevant to the Delivery of the Aggregate Minerals Survey 2023.

- 13.2 The Supplier will be required to describe the commitment their organisation will make to ensure that opportunities specifically in the delivery of this Contract deliver the Policy Outcome and Award Criteria deliver social benefits related to them under the Contract:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf

- 13.3 The Customer will apply the 'Public Services (Social Value) Act 2012' to secure wider social, economic and environmental benefits from the Contract. Of the social value policy themes set out the Quick Reference Table¹, the Customer considers the following policy areas as the most relevant to the contract and the Supplier will be required to deliver social benefits related to them under the Contract:

- 13.3.1 **Theme 4: Equal opportunity Policy outcome:** Tackle workforce inequality

- 13.3.1.1 **Policy Area 6.1** Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce:

Understanding of the issues affecting inequality in employment, skills and pay in the market, industry or sector relevant to the contract, and in the tenderer's own organisation and those of its key sub-contractors.

Measures to tackle inequality in employment, skills and pay in the contract workforce. **Illustrative examples:**

- *Inclusive and accessible recruitment practices, and retention-focussed activities.*

¹https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf

- *Offering a range of quality opportunities with routes of progression if appropriate, e.g. T Level industry placements, students supported into higher level apprenticeships.*
- *Working conditions which promote an inclusive working environment and promote retention and progression.*
- *Demonstrating how working conditions promote an inclusive working environment and promote retention and progression.*
- *A time-bound action plan informed by monitoring to ensure employers have a workforce that proportionately reflects the diversity of the communities in which they operate, at every level.*
- *Including multiple women, or others with protected characteristics, in shortlists for recruitment and promotions.*
- *Using skill-based assessment tasks in recruitment.*
- *Using structured interviews for recruitment and promotions.*
- *Introducing transparency to promotion, pay and reward processes.*
- *Positive action schemes in place to address under-representation in certain pay grades.*
- *Jobs at all levels open to flexible working from day one for all workers.*
- *Collection and publication of retention rates, e.g. for pregnant women and new mothers, or for others with protected characteristics.*
- *Regular equal pay audits conducted.*

13.3.1.2 The Provider will be asked to commit and report as part of the Key Performance Indicators on the following:

- Proposal and agreement of appropriate approach and methodology
- Completion of milestones to agreed timeframe
- Report on the total percentage of full-time equivalent (FTE) people from groups under-represented in the workforce employed under the contract, as a proportion of the total FTE contract workforce, by UK region.
- Report on the number of full-time equivalent (FTE) people from groups under-represented in the workforce employed under the contract, by UK region.

13.4 The Supplier must include a timed project plan and process, including how the commitment will be implemented and by when. The Supplier will monitor,

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measure and report on the commitments/the impact of their proposals. The Supplier should include but not be limited to: a timed action plan; metrics tools/processes used to gather data; reporting feedback; and improvement transparency.

- 13.5 In addition to delivering Social Value, the Supplier must demonstrate the action to be taken to identify and manage the risks of modern slavery in the delivery of the Contract, including within the supply chain. This must be maintained throughout the duration of the Contract term.
- 13.6 Social Value performance will be measured against the below, with specific target thresholds being established at contract implementation.
- 13.7 The Supplier must report quarterly on performance with evidence in relation to delivering on their Social Value commitments as set out in the tender (Order Schedule 4)

KPI's SV	Social Value MAC's and supplier metrics			
Model Award Criteria and the Reporting Metrics set out in the ITT documentation and in the Call-Off Schedule 4 (Call Off Tender). Targets should be established for each metric at contract implementation.				
Good	Approaching Target	Requires Improvement	Inadequate	Recorded elsewhere
The supplier is meeting or exceeding the SV KPI targets that are set out within the contract.	The supplier is close to meeting the SV KPI targets that are set out within the contract.	The performance of the supplier is below that of the SV KPIs targets that are set out within the contract	The performance of the supplier is significantly below that of the SV KPIs targets that are set out within the contract.	Data that is published by the department separately (a link should be provided).

14. QUALITY

- 14.1 Responses should provide a quality plan for the project including practices and procedures for protecting personal data and assuring quality in the project overall. The plan should identify appropriate stages for reviewing the programme of work with The Authority.
- 14.2 Along with this, bidders should provide a risk register which should indicate the likelihood and impact of each risk (using red, amber and green classifications). The risk register should also include suggested mitigations and contingencies for each risk.

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- 14.3 The final outputs of the project may undergo a peer review process to ensure their quality. Potential Providers are invited to submit costs for providing a peer review process as part of their quality assurance.
- 14.4 All contractible deliverables must be of publishable quality under the Authority's name. Reports, papers and datasets are expected to have been proofread and quality assured by a senior official/director before submission to DLUHC.

15. PRICE

- 15.1 The maximum budget for this requirement is £166,667 (ex VAT). Bids should indicate the total cost of the project, broken down by each of the main outputs.
- 15.2 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.
- 15.3 Bidders are asked to submit their most competitive Day Rates, which will be used to price for the ad-hoc requirements. Day Rates submitted will remain firm throughout the life of the Contract. The Authority cannot guarantee any spend amount on ad-hoc requirements.
- 15.4 Bidders are asked to submit their most competitive capped costs to deliver the requirement within the budget.

16. STAFF AND CUSTOMER SERVICE

- 16.1 The Authority requires Potential Provider to make available a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all parties.
- 16.2 The staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 16.3 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.
- 16.4 Staff information shall be provided with this proposal. This shall outline all personnel contributing to the project, as well as their grade, daily rate, their role in the project and the number of days input they will give. The Authority would also like to see details of their relevant skills and experience, including CVs. This information should clearly identify who will be appointed as project manager and the number of days input they will give at each stage of the project.
- 16.5 It is important the Potential Provider demonstrates that the team they have assembled for the project will be able to produce the required outputs to a high standard and within the required timescales and budget.

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- 16.6 The Authority encourage consortium submissions which can demonstrate a broad range of experience.

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17. SERVICE LEVELS AND PERFORMANCE

17.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Good Target	Approaching Target	Requires improvement target	Unsatisfactory target
1	Delivery timescales - % of work delivered to agreed deadline	The Supplier shall adhere to the timescales/project plans in line with Section 9 and plans agreed by Authority at contract inception (Supplier must inform the Authority of potential delays no later than 10 working days before agreed milestones and milestones renegotiated by Authority)	95%	85%	70%	60%
2	Quality - % of work delivered to agreed quality standard	The Supplier shall submit work that has been quality assured by a senior member of staff or relevant quality assurance teams; the Supplier shall use suitable quality assurance processes throughout the contract as agreed with DLUHC at the start of the contract. These will be consistent with Government Analysis Function guidelines . All final drafts should be of suitable quality for publication on gov.uk	95%	85%	70%	Performance score less than 60% AND failure to address feedback on quality issues

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3	Surveys – Form A and Form B Number of survey responses received by the end of the data collection period.	<p>England and Wales: Levels of return for the survey should be commensurate with that of previous survey at 88% for Form A and 100% for form B.</p> <p>Scotland: Levels of return for the survey should be improved from the previous survey for Form A (45% from the previous survey) and commensurate for Form B (100% from the previous survey)</p>	<p>England and Wales: 90% response rate for Form A and 100% for Form B</p> <p>Scotland: 55% for Form A and 100% for Form B</p>	<p>England and Wales: 85% response rate for Form A and 95% for Form B</p> <p>Scotland: 50% for Form A and 95% for Form B</p>	<p>England and Wales: 80% response rate for Form A and 90% for Form B</p> <p>Scotland: 45% for Form A and 90% for Form B</p>	<p>England and Wales: 75% response rate for Form A and 85% for Form B</p> <p>Scotland: 40% for Form A and 85% for Form B</p>
4	Meetings - % of meetings attended, and materials provided as agreed	The Supplier shall meet with DLUHC within 5 working days of a request and be available via telephone/email. Suitable materials and/or presentations shall be prepared for the meetings. Meeting notes shall be provided no later than 3 working days after the meeting.	95%	85%	70%	60%

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5	Communication	The Supplier shall respond to requests, queries, issues and complaints made by the Authority and AWP Secretaries via email or phone with appropriate information and/or robust resolutions. Within 3-5 working days of request.	95%	85%	70%	60%
6	Project management - % of progress updates shared at the agreed time	The Supplier shall provide the Authority an up-to-date live project plan tracking progress on each milestone. This will include an update on methodology, any difficulties in data collection, progress with the survey and interviews and emerging findings. This can then be shared wider with colleagues. The initial plan should be produced within a week of project initiation and shared 2 working days before each fortnightly review meeting.	95%	85%	70%	60%
7	Responsiveness – % of feedback and comments addressed on time	The Supplier shall address any comments and feedback raised by DLUHC and the wider Steering Group relating to draft reports, research tools and provide a log of how these have been addressed, within one week of receiving comments.	95%	85%	70%	60%
8	Social Value Reporting - Percentage of Social Value commitments	The Supplier must report quarterly on performance with evidence in relation to delivering on their Social Value commitments as set out in the tender (Order Schedule 4)	95%	85%	70%	60%

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	delivered to full scope					
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- 17.2 In the event of poor performance, the Authority will work with the provider to produce a service improvement plan in order to remedy the poor performance. The Authority expects the weekly email update and fortnightly progress review phone calls to drive quality service and to ensure performance does not decline.
- 17.3 The Authority will address risks to performance and/or performance issues through discussion with the Supplier at the monitoring and reporting points above and in accordance with the Rectification provisions of the Contract. If appropriate and warranted, the Authority will withhold payment to the Supplier in accordance with clause 3.3.7 of the CCS Core Terms and Conditions.
- 17.4 The Authority reserves the right to terminate the contract early if poor performance continues in line with the terms and conditions of the contract.
- 17.5 As per Cabinet office guidelines, KPIs 1 (Delivery Timescales), 5 (Communication), 7 (Responsiveness) and 8 (Social Value) from this contract shall be monitored and published every quarter according to the Cabinet Office's timeline. The published information is owned by the contracting authority.

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18. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 18.1 The Authority does not anticipate any specific security requirements for this research. For any meetings held at the Authority's London office, visitors will require photo ID e.g., driving licence or passport.
- 18.2 The main required output for publishing is the final report. The Potential Provider will be responsible for drafting all reports in the Authority's house style (details will be provided). Intellectual property rights (IPR) for all outputs will be vested in the Crown. The Authority will hold the data generated to be used for internal analysis and to be made available on request.
- 18.3 The Supplier must employ the appropriate organisational, operational and technological processes and procedures to keep research participants data safe from unauthorised use or access, loss, destruction, theft or disclosure. The organisational, operational and technological processes and procedures adopted are required to comply with the requirements of ISO/IEC 27001 or equivalent; and Cyber Essentials: <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>
- 18.4 The Supplier will securely process and store personal data in accordance with the Data Protection Act. The Supplier must include in the bid a clear technical explanation of the organisation's security standards and what measures will be in place to keep the data secure. If more than one organisation is processing data for this contract, the lead contractor must ensure that all the organisations involved meet the required data security standards.
- 18.5 The Authority will remain as data controller and will own the Intellectual Property and Publishing Rights for the research outputs, including any datasets created as a result of the research. At the end of the project, and when requested throughout its duration, any additional project materials must be shared with the Authority.

19. PAYMENT AND INVOICING

- 19.1 The Authority will pay the Supplier within 30 days of receipt of a valid invoice.
- 19.2 Payment can only be made following the Supplier satisfactorily delivering on pre-agreed milestones and deliverables. These milestones and deliverables must be agreed between the Authority and the Supplier as part of contract discussions once a preferred supplier has been appointed.
- 19.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 19.4 Invoices should be submitted to: [REDACTED]

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- 19.5 All invoices must be specific to charges agreed at the end of each month/milestone. Other information such as: Purchase Order number, project reference, period of work, and number of days worked, invoiced amount, VAT shall also be included on each invoice.

20. CONTRACT MANAGEMENT

- 20.1 Attendance at Contract Review meetings shall be at the Potential Provider's own expense.
- 20.2 The Potential Provider should confirm that their insurance will cover all the potential risks and liabilities of this Contract.
- 20.3 In addition to the weekly email and fortnightly review call, the Potential Provider is expected to attend an inception meeting with The Authority and a minimum of 3 steering group meetings. It should be expected that these meetings will be held online via Microsoft Teams.
- 20.4 The Potential Provider will also be required to attend a maximum of 4 meetings to present the findings of the survey to stakeholders. It should be expected that these meetings will be face to face, but where possible and practicable, The Authority may choose to convene these online.
- 20.5 [REDACTED] will be the contract manager for The Authority.

21. EXIT MANAGEMENT

- 21.1 The Supplier must provide an Exit Plan and comply with the provisions for Exit Management as set out in DPS Order Schedule 10 (Exit Management).
- 21.2 The Supplier's Exit Plan must set out a detailed strategy for exiting the Contract, including an exit which is brought about by poor performance or the need to break the Contract in due to the circumstances set out in Paragraph 9.1).

22. LOCATION

- 22.1 The location of the Services will be dependent on the Successful Supplier's chosen methodology. The Authority would like an initial inception meeting with the Provider at a location to be agreed (potentially online).

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