

Appendix E: Completed Commissioning Letter

[REDACTED]
Kantar Public Uk Ltd t/a Verian
4 Millbank Westminster
London England
SW1P 3JA
[REDACTED]

Friday 15th December 2023

Dear [REDACTED]

PS21174 – Energy and Climate Change Behavioural Science Framework –
Heat Network Zoning message Testing

Thank you for your response to the Specification for the above Commission by The Department for Energy Security and Net Zero (DESNZ) (the Customer) through PS21174 – Energy and Climate Change Behavioural Science Framework dated Friday 15th December 2023 between (1) Department of Energy Security and Net Zero (DESNZ); and (2) Kantar Public Uk Ltd t/a Verian (the Framework Agreement).

Annexes: A. Tender dated 30th November 2023
 B. Call off Quote Template for Heat Network Zoning message Testing

Department for Energy Security and Net Zero (DESNZ) accepts your Supplemental Tender from Appendix B – Call off Quote Template (Annex B), submitted in response to our Specification.

The Call-Off Terms and Conditions applicable to this contract are those set out in PS21174 – S3 – Services Purchasing Contract to the Framework.

The agreed total charges are **£41,374** exclusive of VAT which should be added at the prevailing rate.

All invoices should be sent to ap@uksbs.co.uk UKSBS, Queensway House, West Precinct, Billingham, TS23 2NF.

You are reminded that any Customer Intellectual Property Rights provided in order to perform the Services will remain the property of the Customer. The following deliverables have been agreed:

The research will provide the following outputs:

(i) A published report (~15-20 pages), in both Word and Pdf formats, including a write-up of key findings from the focus group interviews. Accessibility requirements will need to be applied to the final report. We expect that two drafts will be needed to reach the finalised report and these drafts should be delivered with sufficient time built in for review and comments. Each draft must be proof-read and delivered at a professional and publishable standard and incorporate accessibility requirements.

OFFICIAL-SENSITIVE (COMMERCIAL)

(ii) A one-hour presentation to allow DESNZ policy and analyst colleagues to ask questions and seek clarification on the study findings and potential policy implications.

The results from this study are required to feed into the response to the HNZ consultation, which is due to take place next Spring

Ethical Considerations/Delivery Risks (please include any challenges the contractor may face, possible mitigations and where the contractor should consider additional mitigations)

Ethical considerations:

- GDPR: UK GDPR will need to be complied with throughout. The GDPR Annex A checklist will be completed and signed off by the DPO to ensure that the project is compliant. Participants will have the opportunity to withdraw from the research at any point and will be informed how and why their data is being used prior to taking part in this research. Participant data will be anonymised in all presented and/or published work.

Delivery risks are as follows:

- Timelines: We are aware that three months is a short window to complete the specified research, as well as analysis and reporting. With this in mind, we invite suppliers to consider mitigation measures to reduce this risk. We anticipate such measures could include starting focus group recruitment early, and iterative report drafting. We anticipate data collection and analysis to run from mid-December to mid-February (accounting for annual leave over Christmas and the New Year period), and for reporting to run from mid-February to mid-March.

- Recruitment across certain building owner groups: Recruitment of focus group participants from the following actor groups: (i) Private sector non-domestic building owners; (ii) Public sector non-domestic building owners; (iii) Housing developers. Participant recruitment amongst these groups for deliberative workshops in the recent Heat Network Zoning social research project proved challenging, with numbers averaging 2/3 participants per workshop. This poses a risk of inadequate recruitment for the focus group interviews amongst these groups. This may negatively impact the depth of findings and their usefulness in informing policy on HNZ.

Project Management (common practice is weekly project meetings, email updates between meetings, occasional attendance at a wider meeting to share findings / updates, contractors manage a project tracker and risk log which BEIS has access to)

- Weekly project meetings during the contract period.
- Email updates from the contractor on progress (prior to weekly meetings).
- The contractor to lead in the development of a risk register for DESNZ to review and sign-off.
- The contractor to lead in the development of an invoicing schedule for DESNZ to review and sign-off.
- The contractor to lead in the development of a project tracker/Gantt chart for DESNZ to review and sign-off.

Which BEIS Colleagues Will Work on the Project? (you should also reach out to your team's social researcher [or other analysts if no social researchers are available] and request that they provide analyst support for the project – please confirm this here, with their name).

- The project will be led by SABER researchers (Etienne Bailey and Malen Davies), with policy support from the policy team (Chris McBride).

Funding and contract dates (if applicable)

The Services Commencement Date is 18/12/2023

The Completion date is 31/03/2024

The Contract may be terminated for convenience by giving 30 days notice in accordance with clause A3-8 of the PS21174 – S3 – Services Purchasing Contract, Call-off Terms and Conditions.

Your invoice(s) for this work must include the following information:
Commission number: PS23425

Where GDPR applies, The Supplier shall only process in accordance with the instructions as advised in Appendix C and comply with any further written instructions with respect to processing by the Contracting Authority.

The Authorised Representative for this Commission will be [REDACTED] who can be contacted at [REDACTED]

Key personnel: [REDACTED]

Key aspects of project management will be:

- The development of a Gantt chart, risk register and invoicing schedule for review and sign-off.
- Weekly calls with the DESNZ project team to discuss progress in more detail and to troubleshoot any risks to the timeline.
- Weekly email updates informing about project progress.

Confidentiality: (In line with UK GDPR) UK GDPR will need to be complied with throughout.

Congratulations on your success in being selected to undertake this Commission.

Yours sincerely

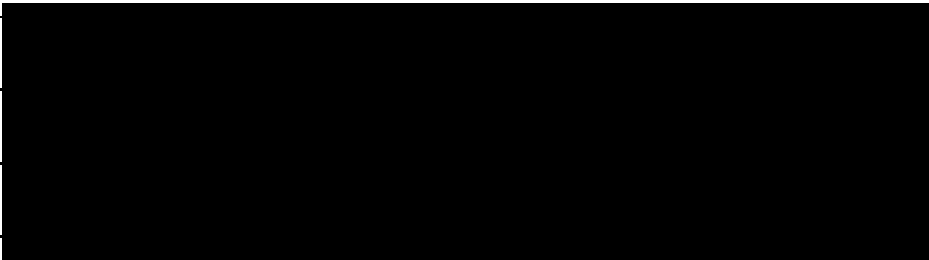
Professional Services UK SBS

BY SIGNING AND RETURNING THIS COMMISSIONING LETTER THE SERVICE PROVIDER AGREES to enter a legally binding contract with the Customer to provide to the Customer the Services specified in this Commissioning Letter and Annexes incorporating the rights and obligations in the Call-off Terms and Conditions set out in the Framework Agreement.

Signed on behalf of (Contracting Authority)

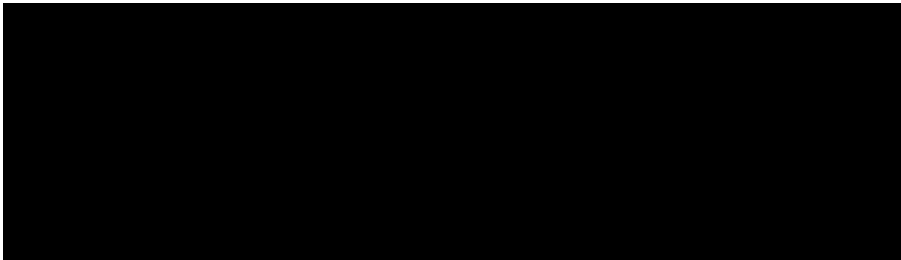
OFFICIAL-SENSITIVE (COMMERCIAL)

Name and Title
Signature
Date



Signed on behalf of (supplier)

Name and Title
Signature
Date



UK Shared Business Services

PS23425 Heat Network Zoning Messaging Testing

Quotation Request

Framework Details

Title:	Energy and Climate Change Behavioural Science Framework
Reference:	CR20116
Framework End Date:	1 January 2025

Call-Off Contract Details

Call-Off Contract Reference:	PS23425
Date of Issue:	24/11/2023
Date of Return:	30/11/2023

UK Shared Business Services (UK SBS) on behalf of The Department for Energy Security and Net Zero (DESNZ) invites you to submit a quotation for the services as outlined below.

Requirement

Please see below full details of our requirement:

Project Description:

1. Brief background and evidence gaps

Heat networks offer a cost effective, technically viable infrastructure solution for decarbonising the heat required in UK buildings and industry. The government's *Net Zero Strategy: Building Back Greener*¹, *Heat and buildings strategy*², and *Opportunity areas for district heating networks in the UK*³ highlight the importance of heat networks for decarbonising dense urban areas. Heat Network Zones (HNZ) are recognised as an important tool to help support accelerated heat network development. In October 2021, the Department for Energy Security and Net Zero (DESNZ – formerly BEIS), went out to public consultation on proposals for heat network zoning. The proposals envisaged central and local government working together with industry and local stakeholders to identify and designate areas within which heat networks are the lowest cost solution for decarbonising heat. Certain buildings within zones will be required to connect to a heat network and a low carbon requirement

¹ <https://www.gov.uk/government/publications/net-zero-strategy>

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

³ <https://www.gov.uk/government/publications/opportunity-areas-for-district-heating-networks-in-the-uk-second-national-comprehensive-assessment>

will be introduced to ensure that new heat networks in zones are compatible with DESNZ's net zero commitments.

The Department will shortly consult again on heat network zoning. Part of this consultation will include further detail about the implementation of a requirement to connect. This may apply to: (i) all new buildings in a zone; (ii) all buildings with existing communal heating systems; (iii) non-domestic buildings with individual heating units with a heat demand greater than 100MWh (this threshold is due to be further consulted on).

DESNZ have recently assessed risks across the heat network portfolio and the extent to which mitigation measures are in place and sufficient to reduce those risks. This assessment identified 'selling' (or communicating) heat network zoning to building owner groups, within the context of a requirement to connect, as the most critical risk to uptake. To date, there is a lack of evidence on the effectiveness of messaging in encouraging eligible⁴ building owners to connect to a HNZ. Furthermore, recent findings from the HNZ social research study identified that '...support amongst eligible building owners is likely to be conditional on clear information being available about upfront costs, the connection process and timelines, security of supply, operation, and maintenance arrangements' (pp. 13), and that, '...effective communication was identified by participants as important to support delivery of heat network zoning' (pp. 11)⁵.

There is subsequently a need to better understand how messaging around HNZ connection, within the context of a regulatory requirement to connect, can be enhanced and tailored to promote zoning connections amongst eligible building owner groups in England. This involves identifying which issues are more or less salient to eligible building owner groups (for example, concerns around upfront costs and security of supply) and exploring how this can be translated into effective messaging to address these concerns. In light of a legislative requirement to connect to a HNZ, which may be contested by some building owner groups, developing effective messaging is important in fostering greater demand-side appeal and facilitating HNZ policy delivery.

2. Research Questions

- What issues or concerns are most salient to different non-domestic building owner groups with regards to HNZ connection?
- What are the views of eligible building owner groups toward different messaging about HNZ connection, and that may serve to address these concerns?
- How can messaging be tailored to the needs, priorities and concerns of building owners who will be required to connect to a Heat Network Zone?
- Who do applicable building owner groups trust as messengers for messaging about Heat Network Zoning, under a requirement to connect?
- Do different building owner groups trust different messengers?

3. Rationale *(provide detail on how this is a behavioural science project, why using the framework will be useful for commissioning this project and how the project will inform policy development):*

⁴ 'Eligible' building owners refers to owners of building types that will be required to connect to a Heat Network Zone under new legislation.

⁵ <https://www.gov.uk/government/publications/heat-network-zoning-social-research>

This research aims to better understand how messaging regarding Heat Network Zoning will shape the behavioural choices of eligible building owner groups, and the factors shaping those choices. This study is a first step in better understanding which messages might appeal to eligible building owners and encourage HNZ connection. It is an exploratory study and forms a precursor to potential quantitative research that would test which specific message frames appeal amongst representative samples of eligible building owner groups.

Using this framework to commission the research will be useful because:

- Our collaboration with external contractors under the behavioural framework will bring valuable behavioural expertise to the project. Contractors under the framework specialise in conducting behavioural science research and analysis, making them well equipped to: (1) understand the views of applicable building owners towards effective messaging for HNZ connection; and (2) identify key implications for policy. Therefore, commissioning this work via the framework will help to ensure a high-quality deliverable.
- DESNZ will be able to deliver the research at pace: Due to fast-paced policy delivery timelines, research findings will be required by the end of February 2023. Commissioning via the framework will reduce delivery timelines and ensure that findings can inform policy delivery in a timely manner.

4. Suggested Approach

We have suggested below an approach we believe will help us meet our project objectives. We expect the contractor to provide a detailed description and justification of their approach in their response.

- **Methodology**

Focus groups with building owners

- To address the above-mentioned research questions, this project will utilise a qualitative methodology, specifically focus groups, to gain rich and in-depth insights into the views of applicable building owner groups towards effective messaging on Heat Network Zoning, under a requirement to connect.
- We anticipate that five focus groups will be conducted with five separate building owner groups (those included under proposed legislation requiring connection to a HNZ – these building owner groups are outlined below), with participants recruited across six locations in England (the six cities involved in the City Decarbonisation Delivery Programme - Bristol, Birmingham, Greater Manchester, Leeds, Newcastle & Nottingham).
- DESNZ has developed two potential approaches to understand what messaging is most effective in encouraging eligible building owners to connect to a HNZ (under a requirement to connect):
 1. The first approach would involve employing a ‘participant-led’ approach, where focus group participants are not shown pre-defined messaging frames, but instead are encouraged to share their views and preferences on effective messaging through the use of open-ended questions, ranking/sorting tasks, and/or other suitable activities.
 2. The second would involve preparing pre-defined message frames that are shown to participants during the focus group interviews to elicit participants’ views on the suitability or ‘resonance’ of specific frames.

- Further detail on both approaches is summarised, along with related pros and cons, in below.
- The types of message themes we anticipate exploring with participants include (but are not limited to):
 - Energy cost savings
 - Environmental responsibility
 - Reliability and performance of heat networks
 - Information about the rationales for connecting to a heat network zone
- We expect to explore whether messages relating to the themes outlined above will help overcome the barriers outlined in the background section. For example, where the barriers are associated with concerns around costs and disruption to joining a heat network, we expect messaging will focus on addressing misperceptions around these issues and explore participant's responses to this. It will be important to understand the response to each message theme, and, where possible, demonstrate the driving factors for a change in view and/or expected behaviour change based on the messaging discussed.
- We expect that the messages being explored will come from central government, local authorities and heat network operators. Likely channels or places these messages will feature, include websites, direct contact via mailing lists and social media. There may be other channels or ways we expect to communicate these messages which we can share with the contractor at project kick-off.
- **We invite potential contractors to outline which approach they think would best address the project objectives, outlining their rationales (and related pros and cons) for their choice. This could involve one of the approaches already outlined above, or an alternative approach (e.g. a blended approach), and use of alternative methodologies (e.g. in-depth interviews).**
- DESNZ will work with the contractor to co-develop research materials for use during the focus group interviews.

	Characteristics	Pros	Cons/Risks
Open-ended approach	<ul style="list-style-type: none"> Participant-led approach. Use open-ended questions during FGIs to elicit participants' views on suitable/effective messaging (e.g. Can you think of any specific messages or communication approaches that might resonate with building owners in your sector?). Could use general themes to facilitate open discussion on suitable message framing (e.g. 'Energy cost savings'; 'Environmental Responsibility'; 'Energy Independence'). Could use a ranking/sorting task to filter down to understand what messaging aspects/themes are most important to participants, and who most trusted messengers are. 	<ul style="list-style-type: none"> Reduces researcher bias Allows for flexibility during group interviews Adapts to participants' perspectives/language High participant ownership 	<ul style="list-style-type: none"> Less structured, which may lead to discussion straying May take more time to analyse interview transcripts May overlook specific insights if not spontaneously raised by participants
Pre-defined message frames approach	<ul style="list-style-type: none"> Researcher-led approach. Develop pre-defined message frames that are shown to participants during FGIs and elicit their views on these frames. Would require development of messaging frames with quite substantial involvement from policy. 	<ul style="list-style-type: none"> More structured, which may make it easier to guide discussion May be easier to compare message framing preferences between building owner groups Able to more directly assess the effectiveness of specific message frames 	<ul style="list-style-type: none"> Predefined message frames may introduce researcher bias/influence participants' responses based on framings presented Might restrict more nuanced, unanticipated insights from participants Predefined frames may not align with participants perspectives/language

Table 1 Suggested approach to focus group design and delivery

- **Sample (participant characteristics and sample size) (if applicable)**

- Sample size across and within groups: We anticipate that five focus groups will be conducted with five separate building owner groups (those building owner groups affected by proposed legislation requiring connection to a HNZ), with one focus group per building owner group. The following building owner groups have been identified as being in scope for this research: (i) Local Authorities; (ii) Social housing providers; (iii) Private sector non-domestic building owners; (iv) Public sector non-domestic building owners (e.g. NHS Trusts, schools); (v) Housing developers. We anticipate that there will be 6-8 participants in each focus group interview.
 - Sampling approach: Across groups we expect a purposive sampling approach, and we expect to see range and diversity across the following characteristics: (i) English Cities involved in the City Decarbonisation Delivery Programme (outlined above); (ii) Varying knowledge levels of Heat Network Zoning and the requirement to connect; (iii) Other factors that potential contractors deem to be relevant.
 - Recruitment: **We expect potential contractors to put forward an effective strategy for participant recruitment of applicable building owners for the focus groups.** DESNZ anticipates that one potential recruitment approach could involve using the dataset produced as an output of the City Decarbonisation Delivery Programme (CDDP) to recruit focus group participants. However, DESNZ is currently exploring the feasibility of obtaining this dataset internally and we will inform the contractor, following appointment of the contract, whether this dataset is available. Subsequently, we welcome proposals from potential contractors on what they think would be the most effective and feasible recruitment strategy for this project, based on the assumption that the CDDP dataset may not be available.
- **Any challenges/risks that contractors may face.**
 - **Recruitment of focus group participants for the following building owner groups:** (i) Private sector non-domestic building owners; (ii) Public sector non-domestic building owners; (iii) Housing developers. Participant recruitment amongst these groups for deliberative workshops in a recent government HNZ social research project⁶ proved challenging, with numbers averaging 2/3 participants per workshop. This poses a risk of inadequate focus group recruitment amongst these building owner groups for this project. The contractor will need to consider and propose ways in which this recruitment risk can be mitigated. This could, for example, involve setting higher recruitment targets to mitigate against low sample sizes, and having a clear route to accessing relevant participants.
 - **Maintaining the focus on messaging during data collection:** There is a risk that research participants may focus their discussion on the barriers to heat network zoning connection and negativity towards legislation requiring zoning connection. This could hinder or thwart data collection on participant's reactions and views of messaging being explored (including related themes). This will need to be dealt with sensitively, and we encourage the contractor to consider this risk and develop a clear mitigating strategy to overcome this (e.g. careful design of topic guides and experienced facilitators).

5. Desired Outputs

The main outputs from this piece of work will be:

⁶ <https://www.gov.uk/government/publications/heat-network-zoning-social-research>

- (i) A published report (~15-20 pages), in both Word and Pdf formats, including a write-up of key findings from the focus group interviews. Accessibility requirements will need to be applied to the final report.
- (ii) A one-hour presentation to allow DESNZ policy and analyst colleagues to ask questions and seek clarification on the study findings and potential policy implications.

We expect that two drafts will be needed to reach the finalised report and these drafts should be delivered with sufficient time built in for review and comments. Each draft must be proof-read and delivered at a professional and publishable standard and incorporate accessibility requirements. The results from this study are required to feed into the response to the HNZ consultation, which is due to take place next Spring.

6. Ethical Considerations/Delivery Risks *(please include any challenges the contractor may face, possible mitigations and where the contractor should consider additional mitigations)*

Ethical considerations:

- GDPR: UK GDPR will need to be complied with throughout. The GDPR Annex A checklist will be completed and signed off by the DPO to ensure that the project is compliant. Participants will have the opportunity to withdraw from the research at any point and will be informed how and why their data is being used prior to taking part in this research. Participant data will be anonymised in all presented and/or published work.

Delivery risks are as follows:

- Timelines: We are aware that three months is a short window to complete the specified research, as well as analysis and reporting. With this in mind, we invite suppliers to consider mitigation measures to reduce this risk. We anticipate such measures could include starting focus group recruitment early, and iterative report drafting. We anticipate data collection and analysis to run from mid-December to mid-February (accounting for annual leave over Christmas and the New Year period), and for reporting to run from mid-February to mid-March.

- Recruitment across certain building owner groups: Recruitment of focus group participants from the following actor groups: (i) Private sector non-domestic building owners; (ii) Public sector non-domestic building owners; (iii) Housing developers. Participant recruitment amongst these groups for deliberative workshops in the recent Heat Network Zoning social research project proved challenging, with numbers averaging 2/3 participants per workshop. This poses a risk of inadequate recruitment for the focus group interviews amongst these groups. This may negatively impact the depth of findings and their usefulness in informing policy on HNZ.

7. Project Management *(common practice is weekly project meetings, email updates between meetings, occasional attendance at a wider meeting to share findings / updates, contractors manage a project tracker and risk log which BEIS has access to)*

- Weekly project meetings during the contract period.
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8. Which BEIS Colleagues Will Work on the Project? *(you should also reach out to your team's social researcher [or other analysts if no social researchers are available] and request that they provide analyst support for the project – please confirm this here, with their name).*

- The project will be led by SABER researchers (Etienne Bailey and Malen Davies), with policy support from the policy team (Chris McBride).

9. Funding and contract dates *(if applicable)*

Funding Directorate⁷	NZB-Clean Heat
Finance Business Partner⁸	[REDACTED]
Approximate value of the project⁹	Maximum £40-45k
Budget financial year¹⁰	2023/24
Contract start date	4 th December 2023
Contract end date	31 st March 2024
Are those dates flexible	No. We expect the final report to be delivered by the end of March 2024.

Please return your quotation to Professionalservices@uksbs.co.uk by 14:00pm Thursday 30th November 2023

Any questions or correspondence regarding this Quotation request should be directed to [REDACTED]

⁷ This is the directorate which holds the budget for this research.

⁸ The name of the finance business partner who can be liaised with in order to process payment.

⁹ Annex II contains a list of average provider rates, which can be used to calculate the approximate value of the project.

¹⁰ Please make clear the financial year from which budget for this research should be drawn.

Supplier Response

Timescales

The timescales of this Project are:

Start date:	4 th December 2023
End date:	31 st March 2024

Please confirm that you are able to complete by the timescales detailed above: **Yes / No**

Price

Please confirm your Firm and Fixed price for completion of this project (you are required to ensure that your rates do not exceed the maximum rates submitted for the Framework)

Firm and Fixed Price:	£ [Supplier to confirm] £44,888
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Please confirm that in addition to providing your firm and fixed price above, that you have also attached a breakdown of the Staff to deliver, hours and rates applicable (so these can be cross referenced with the Framework rates).

Breakdown of staff to deliver, hours and rates provided with quotation response:	Yes – Please complete the below table
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Job Title	Standard Day Rate	Discounted Day Rate (Framework)	Number of Days
Senior Director	£1,108	N/A	7.5
Research Manager	£748	N/A	15
Project Co-ordinator	£748	N/A	8.5
Research Executive	£560	N/A	20
Research Associates	£600	N/A	4

Supplier Signature

Supplier Name:			
Signature			

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Annex A - Schedule of Processing, Personal Data and Data Subjects

The Supplier shall only process in accordance with the instructions as advised below and comply with any further written instructions with respect to processing by the Contracting Authority. Any such further written processing instructions required by the Contracting Authority shall be incorporated into this Schedule and shall be a subject of a formal amendment to this Contract.

Description	Details
Subject matter of the processing	<p>This project will process qualitative responses related to the role of messaging and its effectiveness in encouraging connection to Heat Network Zones amongst relevant building owners.</p> <p>The processing of names and business contact details of staff of both Contracting Authority and 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 Contracting Authority and the Contractor involved in managing the Contract.</p> <p>The Supplier will need to confirm that they are UK GDPR or GDPR (if operating in the EEA) compliant when submitting a bid.</p>
Duration of the processing	The data will be collected and processed between December 2023 and February 2024 (3 months total).

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Nature and purposes of the processing	<p>The nature of the processing: collection, storage, and analysis. Data will be collected in video calls and/or telephone calls, with relevant building owners in England. The raw data will be stored and analysed by the Supplier.</p> <p>The supplier will produce a non-disclosive summary report based on this analysis.</p> <p>The purpose of the processing is: to generate evidence to inform a consultation response on proposed legislation to require relevant building owners to connect to designated Heat Network ones in England.</p> <p>The nature of processing will include the storage and use of names and business contact details of staff of both the Contracting Authority and the Supplier as necessary to deliver the services and to undertake the Contract and performance management. The Contract itself will include the names and business contact details of staff of both the Contracting Authority and the Supplier involved in managing the Contract.</p>
Type of Personal Data	<p>Sociodemographic characteristics: A range of characteristics including building owner type, geographical spread, knowledge levels of Heat Network Zoning.</p> <p>Attitudes, behaviours, choices: Responses to questions relating to the Effectiveness of messaging to encourage connection to Heat Network Zones amongst relevant building owners.</p> <p>Names, business telephone numbers and email addresses, office location and position of staff of both the Contracting Authority and the Supplier as necessary to deliver the services and to undertake the Contract and performance management. The Contract itself will include the names and business contact details of staff of both the Contracting Authority and the Supplier involved in managing the Contract.</p>
Categories of Data Subject	Relevant building owners in English Cities that have, or are due to be, designated as Heat Network Zones. The building owner

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	<p>groups will include: (i) Local Authorities; (ii) Social housing providers; (iii) Private sector non-domestic building owners; (iv) Public sector non-domestic building owners (e.g. NHS Trusts, schools); (v) Housing developers.</p> <p>Staff of the Contracting Authority and the Supplier, including where those employees are named within the Contract itself or involved within the Contract management.</p>
<p>Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data</p>	<p>The supplier should delete the Personal Data and erase the Personal Data from any computers, storage devices and storage media that are to be retained by the Supplier after the expiry of the Contract. The Supplier will certify to the Contracting 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 Procurement Documents.</p>