

Attachment 6 Order Form

Order Form

ORDER REFERENCE: **TANL3003 Provision of Evaluation Research Support**

THE BUYER: **Department for Transport**

BUYER ADDRESS

[REDACTED]

THE SUPPLIER: **Frontier Economics Limited**

SUPPLIER ADDRESS:

[REDACTED]

[REDACTED]

This Order Form, when completed and executed by both Parties, forms an Order Contract.

APPLICABLE DPS CONTRACT

This Order Form is for the provision of the Deliverables and dated 14th June 2023.

It's issued under the DPS Contract with the reference number RM6126 Research & Insights for the provision Evaluation Research Support.

DPS FILTER CATEGORY(IES):
Impact Evaluation

ORDER INCORPORATED TERMS

The following documents are incorporated into this Order Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form
2. Joint Schedule 1(Definitions and Interpretation) RM6126 Research & Insights
3. Attachment 3 Statement of Requirements
4. Attachment 2 How to Bid
5. Attachment 5 Pricing Schedule
6. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6126 Research & Insights
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 8 (Guarantee)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 12 (Supply Chain Visibility)
 - Order Schedules for RM6126 Research & Insights
 - Order Schedule 1 (Transparency Reports)
 - Order Schedule 2 (Staff Transfer)
 - Order Schedule 3 (Continuous Improvement)
 - Order Schedule 5 (Pricing Details)
 - Order Schedule 7 (Key Supplier Staff)
 - Order Schedule 8 (Business Continuity and Disaster Recovery)
 - Order Schedule 9 (Security)
 - Order Schedule 10 (Exit Management)
 - Order Schedule 14 (Service Levels)
 - Order Schedule 15 (Order Contract Management)
 - Order Schedule 16 (Benchmarking)
 - Order Schedule 18 (Background Checks)
 - Order Schedule 20 (Order Specification)
7. CCS Core Terms (DPS version) v1.0.3
8. Joint Schedule 5 (Corporate Social Responsibility)

No other Supplier terms are part of the Order Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

ORDER START DATE: 14th June 2023

ORDER EXPIRY DATE: 13th June 2026

DPS Schedule 6 (Order Form Template and Order Schedules)

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ORDER INITIAL PERIOD: **36 Months**

OPTIONAL EXTENSION: **18 Months**

DELIVERABLES

As specified within Attachment 3 Statement of Requirements and Attachment 2 How to Bid.

MAXIMUM LIABILITY

The limitation of liability for this Order Contract is stated in Clause 11.2 of the Core Terms.

ORDER CHARGES

As per Attachment 5 Pricing Schedule.

PAYMENT METHOD

Suppliers must be in possession of a written purchase order (PO), before commencing any work under this contract. You must quote the aforementioned PO number on all invoices, and these must be submitted directly to:

[REDACTED]

or via post to:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Invoices received without the correct PO number will be returned to you and will delay receipt of payment.

BUYER'S AUTHORISED REPRESENTATIVE

Commercial:

[REDACTED]
[REDACTED]
[REDACTED]

BUYER'S CONTRACT MANAGER

[REDACTED]
[REDACTED]
[REDACTED]

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]
[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]
[REDACTED]
[REDACTED]

PROGRESS REPORT FREQUENCY

See details within Attachment 3 Statement of Requirements

PROGRESS MEETING FREQUENCY

See details within Attachment 3 Statement of Requirements

KEY SUBCONTRACTOR(S)

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

COMMERCIALLY SENSITIVE INFORMATION

Attachment 2 How to Bid Including Evaluation Criteria
Attachment 5 Pricing Schedule

SOCIAL VALUE COMMITMENT

As per Attachment 2 How to Bid Including Evaluation Criteria (Question 7.1)

Attachment 3 – Statement of Requirements

1. PURPOSE

- 1.1 The Department for Transport (DfT) is inviting bids for the provision of ad hoc evaluation research support ('evaluation support projects') to its evaluation work programme.
- 1.2 Support commissioned through this contract will take place during a three year period following contract award with the option to extend for up to a further eighteen months as required (36 months + 18 months extension). The Supplier must be available throughout the Contract term to meet the Authority's ongoing Support requirements.
- 1.3 DfT may be referred to as 'the Authority' throughout this document.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 DfT is the Government Department responsible for the English transport network and a limited number of transport matters in Scotland, Wales and Northern Ireland, which are not devolved.
- 2.2 DfT's five Priority Outcomes guide the work of the Department to ensure it delivers on the Government's agenda. They are:
 - a) Grow and Level-up the Economy
 - b) Improve Transport for the User
 - c) Reduce Environmental Impacts
 - d) Increase our Global Impact
 - e) Be an Excellent Department.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Authority's [Evaluation Strategy and Programme 2022](#) provides a comprehensive update on its evaluation activity. It serves three main purposes:
 - to refresh DfT's evaluation strategy to reflect the Department's experience in the 9 years since it was introduced, in compliance with the requirement of the [Evaluation Task Force](#)
 - to provide a comprehensive update on progress with DfT's principal current evaluation projects
 - to provide information about the findings of past evaluation projects and links to published reports.
- 3.2 DfT's analysts who deliver evaluations are organised in a 'hub and spoke' model. There is a small central team, the Evaluation Centre of Excellence

(CoE), linked to multiple 'embedded' analytical teams within policy directorates.

- 3.3 The Evaluation CoE is located in Analysis Directorate which is managed by the Chief Analyst. It implements the evaluation strategy and co-ordinates the evaluation programme. The CoE is responsible for promoting, developing and quality assuring evaluations, as well as providing training, guidance and other support to build evaluation capabilities among our analysts and policy officials. It also leads our liaison with the Evaluation Task Force.
- 3.4 Embedded evaluation analysts are located in multi-disciplinary analytical teams that are overseen by a network of senior analysts who manage portfolios of analytical projects. Embedded analysts work closely with policy officials on the development and delivery of evaluations, ensuring they are tailored to policy needs and feed into the decision-making process at the right time.
- 3.5 The Supplier will provide ad hoc analytical support to these teams, Evaluation CoE and others that are engaged in monitoring and evaluation activities.
- 3.6 The Supplier must be conversant with literature about the practice of monitoring and evaluation, including how this applies in the UK government context and, ideally, at DfT. The Supplier must be familiar with the following evaluation publications.
 - [Evaluation Strategy and Programme](#), DfT (2022)
 - [TAG unit E-1 on the evaluation of transport interventions](#), DfT (2022)
 - [The Magenta Book](#), HM Treasury (2020)
 - [Rapid Evidence Review: rail investment](#), What Works Centre for Local Economic Growth (2021)
 - [POPE Methodology Manual: post-opening project evaluation for major projects](#), National Highways (2022)
 - [Evaluating Government Spending](#), National Audit Office (2021)
 - [Strengthening the Links between Appraisal and Evaluation](#), DfT (2016)

4. DEFINITIONS

Expression or Acronym	Definition
DfT	Means; The Department for Transport (the Authority)
GSR	Means; Government Social Research

5. SCOPE OF REQUIREMENT

- 5.1 The following section outlines the required approach and outputs.
- 5.2 The contract will provide a flexible and timely call-off function for additional Support Requirements, anticipated to be multiple projects of varying sizes, that the appointed Supplier must fulfil as and when additional evaluation research expertise is required. The range of Support Requirements is indicated within Section 6 'The Requirement'.
- 5.3 DfT, therefore, expects to build a collaborative relationship with the Supplier with the expectation that the ongoing Support Requirements throughout the contract term will be delivered under this Contract.
- 5.4 Consortium bids are encouraged as a way to ensure that the Supplier can access a range of expertise (see Section 5 'Scope of Requirement').

Evaluation Support Projects Call-Off Process

- 5.5 The process for each evaluation support project will be co-ordinated by the DfT contract manager as follows:
- Each evaluation support project will detail a requirement that includes, but is not limited to, outputs, timelines, milestones and so on, which will be discussed between the DfT contract manager and the Supplier.
 - After receiving the evaluation support project requirement, the Supplier will have up to one week to assess it and submit a brief costed proposal with timescales in response to the requirement (Suppliers are to be advised that the cost of preparing this is not included within the contract).
 - The Authority recommends that evaluation support project proposals include but are not limited to:
 - High-level aims and objectives of the project
 - A thorough description of the proposed methodology, including rationale for the approach
 - A clear description of the deliverables/outputs (including any dissemination activity such as presentations)
 - An outline of relevant experience necessary
 - Number of days/hours required

- Delivery timetable with milestones
 - Names of staff working on the task
 - A breakdown of the total cost
 - A review of any anticipated risks and their mitigation measures.
 - DfT will then review the proposal and feedback any suggested improvements, which following a discussion, must be incorporated by the Supplier.
 - Once accepted, the proposal (with a fixed price included) will be included within the overriding contract, which the Supplier must deliver, and will be monitored and reviewed as necessary.
- 5.6 The Supplier must have the capacity to ensure ongoing availability to deliver the requirements of the contract. Should this not be possible then the Authority reserves the right to meet its requirements by other means.
- 5.7 The Supplier shall work collaboratively with DfT staff to meet requirements and provide regular verbal and written updates at agreed intervals with draft outputs shared on an ongoing basis.
- 5.8 In some cases, work conducted under this contract (such as evaluation scoping work) may provide a foundation for a subsequent full evaluation study, which would be competitively tendered. In order to ensure a level playing field in any subsequent tendering exercise, the Department reserves the right to include outputs delivered under this contract as part of the specification for a subsequent tender. The Supplier should ensure that outputs under this contract are suitable for use in this way. This approach will ensure that the Supplier would be able to bid for any subsequent evaluation study, subject to it being tendered through a route which it has access to.

6. THE REQUIREMENT

- 6.1 The overall aim of the contract is to deliver timely research and evaluation inputs to support DfT's evaluation work programme.
- 6.2 The evaluation support projects will be specified as required. These may include but are not limited to those listed in this section (Section 6 'The Requirement').
- 6.3 The Supplier must have the capability to deliver the following five types of requirement throughout this contract.
- a) Evaluability assessment, evaluation scoping, design and planning.
 - b) Evaluation and synthesis studies.
 - c) Deep-dive case studies to deliver early evidence on the effectiveness of interventions.
 - d) Evaluation training and capability-building activities.

- e) Peer review or quality assessment of evaluation plans or outputs.
- 6.4 These are described in further detail below, with examples that are illustrative only and to which the contract is not limited. Bidders are required to outline their expertise and experience for each of these types of requirement (see Attachment 2 How to Bid).
- 6.5 (a) Evaluability assessment, evaluation scoping, design and planning.
 - 6.5.1 Considering the feasibility of delivering robust findings to meet policy needs within the constraints of policy design, data availability, budget and timescales.
 - 6.5.2 Interviewing stakeholders for monitoring and evaluation work to identify their needs and critical assumptions underlying a policy/programme.
 - 6.5.3 Working with stakeholders to develop logic maps or theories of change to identify the causal mechanisms of an intervention/programme to inform the evaluation objectives and aims.
 - 6.5.4 Identifying monitoring and evaluation design options covering the methods and scope of work, the potential to meet policy needs, the robustness of evidence that can be collected, project size, costs, timescales, key dependencies and risks.
 - 6.5.5 Develop approaches signalled in the 'Strengthening links between appraisal and evaluation' report outlined in Section 3 'Background to Requirement/Overview of Requirement', including preparing 'appraisal handover packs' to ensure that the appraisal assumptions are passed forward for evaluation and other ways of improving the alignment between evaluation design and appraisal analysis.
 - 6.5.6 Producing succinct, accessible and clearly articulated methodological guidance to support the planning and delivery of monitoring and evaluation projects.
 - 6.5.7 Supporting programme leads across the Department to develop appropriate evaluation plans and scope light-touch M&E requirements (particular in relation to innovation and R&D programmes, which is likely to be a focus area for future activity).
- 6.6 (b) Evaluation and synthesis studies.
 - 6.6.1 Carrying out light-touch evaluation and social research using a range of methods including synthesising available monitoring data, conducting surveys and qualitative interviews.

- 6.6.2 Conducting desk-based literature synthesis work to integrate findings, identify potential case examples, evidence gaps and future areas of activity.
- 6.6.3 Making the best use of evidence to produce reports of publishable quality that will inform policy decision-making.
- 6.7 (c) Deep-dive case studies to deliver early evidence on the effectiveness of interventions.
 - 6.7.1 Designing and conducting in-depth explorations into specific topics or interventions of particular interest to the Authority with the aim of strengthening the evidence base, particularly in relation to early outcomes of projects, programmes or interventions.
 - 6.7.2 Focussing on specific mechanisms within the Theory of Change for selected interventions to collect evidence on process, outputs and early outcomes. This could include, but would not be limited to, looking at common mechanisms in more than one intervention, or an important feature of a single intervention.
- 6.8 (d) Evaluation training and capability-building activities.
 - 6.8.1 Developing sessions/workshops on best practice approaches to evaluation, taking into consideration the context of transport interventions. These could be for evaluation analysts or policy teams and would need to be tailored to audience requirements (such as level of familiarity with evaluation). Possible topics could include the following.
 - Quasi-experimental evaluation designs in general or specific methods e.g. regression discontinuity designs.
 - Theory-based evaluation methods in general or specific methods e.g. contribution analysis.
 - Logic mapping.
 - Introduction to evaluation for policymakers.
- 6.9 (e) Peer review or quality assessment of evaluation plans or outputs.
 - 6.9.1 Using academic, methodological and technical expertise to critically assess transport evaluation or social research methodologies, plans and analytical reports.
 - 6.9.2 Producing short review reports of publishable quality to improve the transparency of quality assessment for individual transport evaluation and social research studies.

6.10 To provide an indication of the likely evaluation support project, some examples of work commissioned under recent support contracts are provided below.

6.10.1 [Research into the impact of making temporary traffic regulation orders during the COVID-19 pandemic.](#)

6.10.2 A randomised control trial of a behaviour change intervention designed to reduce road danger (publication forthcoming).

6.10.3 Scoping studies for a variety of evaluations, including of a fund designed to support electric vehicle uptake.

6.10.4 A process evaluation of three transport open data projects which involved a review of project documentation, development of theories of change and in-depth interviews with internal and external stakeholders to identify implementation lessons.

6.10.5 Training for DfT officials intended to strengthen evaluation capability and understanding within the Department.

6.10.6 Development of a Theory of Change for a passenger satisfaction survey.

6.10.7 Peer review of evaluation guidance produced by the Department.

7. KEY MILESTONES AND DELIVERABLES

7.1 The following contract milestones and deliverables shall apply.

Milestone/ Deliverable	Description	Timeframe or Delivery Date
1	Inception meeting	Within one week of contract award
2	Quarterly review meetings	Every three months from contract award (approx.)
3	Other deliverables will be determined at the start of each evaluation support project	To be discussed with the Authority once evaluation support project has been agreed but may include reports delivered, presentations, training sessions, workshops or documents reviewed.

8. MANAGEMENT INFORMATION/REPORTING

- 8.1 Reporting arrangements will vary based on each evaluation support project and will be determined at the start of each. Contract-level performance reviews will take place on a quarterly basis.
- 8.2 The Supplier shall provide a project manager for each evaluation support project who will work collaboratively with the Authority's project manager and provide regular updates on progress. The method and regularity for providing updates and progress meetings will be agreed based on the requirements of the evaluation support project and associated proposal. Bidders should note that, at a minimum, progress updates will be required on a fortnightly basis.
- 8.3 Such updates should include a summary of progress in achieving objectives and the projected programme of work. These shall be made in writing to the appointed project manager, with format to be agreed at the outset of each evaluation support project.

9. CONTINUOUS IMPROVEMENT

- 9.1 The Supplier will be expected to improve continually the way in which the required services are delivered throughout the contract.
- 9.2 Changes to the way in which the services are to be delivered will be managed through the Contract's change control process.

10. QUALITY

10.1 Research quality and integrity

- 10.1.1 The Authority seeks to conduct its research and analysis with high standards of quality and integrity. In doing so, we seek to comply with the principles of the [Concordat to support research integrity](#), the UK's national policy statement on research integrity (see [Government Office for Science guidance on implementing the Concordat to Support Research Integrity within government](#)). This means:
- Upholding the highest standards of rigour and integrity in all aspects of research and analysis;
 - Ensuring research and analysis is conducted according to appropriate ethical, legal and professional frameworks, obligations and standards; and
 - Supporting a research environment that is underpinned by a culture of integrity and based on good governance, best practice, and support for the development of researchers and analysts.
- 10.1.2 The Authority expects all individuals involved with the Supplier's delivery of this contract, including researchers, analysts, support staff, managers and administrators, to abide by the research integrity principles set out in this specification.
- 10.1.3 The Supplier should seek to ensure that the integrity of research and analysis for this requirement is maintained. Breaches in research integrity, that is any research misconduct, can take many forms, including:
- fabrication: making up results, other outputs (for example, artefacts) or aspects of research, including documentation and participant consent, and presenting and/or recording them as if they were real;
 - falsification: inappropriately manipulating and/or selecting research processes, materials, equipment, data, imagery and/or consents;
 - plagiarism: using other people's ideas, intellectual property or work (written or otherwise) without acknowledgement or permission; and
 - failure to meet: legal, ethical and professional obligations, for example by:

- not observing legal, ethical and other requirements for research participants;
 - breach of duty of care for research participants, including failure to obtain appropriate informed consent;
 - misuse of personal data, including inappropriate disclosures of the identity of research participants and other breaches of confidentiality.
- 10.1.4 The Supplier is required to declare to the Authority any breaches in research integrity in delivery of this requirement so that the Supplier and Authority can agree on any remedial action.
- 10.1.5 Further details of the research quality and integrity expected for this requirement are detailed in the following sub-sections covering: conduct of research and analysis, research ethics, research and analysis output quality, and report formats and accessibility.
- 10.2 Conduct of research and analysis
 - 10.2.1 Suppliers must be able to offer an appropriate level of expertise and experience and be able to deliver the research and analysis outputs. Proposals should detail team members' expertise and experience in the appropriate section.
 - 10.2.2 Suppliers should state what professional memberships and standards their principal team members hold and adhere to.
 - 10.2.3 Suppliers should detail any professional quality accreditations they hold and quality systems they use.
 - 10.2.4 Suppliers should follow appropriate analytical government guidance including the [Green Book](#), [Magenta Book](#) and [Aqua Book](#), where applicable. They should follow the guidance in any relevant modules of the Authority's [Transport Analysis Guidance](#).
 - 10.2.5 Suppliers should detail how quality will be assured in delivery of the contract. This should cover how research and analysis plans, instruments, analysis and reports will be quality assured. This should also include how the work of any sub-contractors will be quality assured. The roles held by individual team members in quality assurance should be explained.
 - 10.2.6 The supplier should describe whatever internal governance arrangements are in place to support the delivery of good quality research and analysis within their organisation, beyond the specific arrangements for delivery of this project.

- 10.2.7 The supplier should co-operate fully with the governance arrangements established by the Authority, such as a project steering group or R&D governance board, and any independent peer review that is arranged by the Authority.
- 10.2.8 At the authority's request, the supplier should facilitate inspection of key research processes by members of the authority or a third party contractor. This might entail observation of data collection, data processing or file storage arrangements. Such observation would be purely for the purpose of verifying research quality and should be fitted within the constraints of data protection, research ethics and commercial confidentiality.

10.3 Research ethics

- 10.3.1 DfT is committed to promoting high ethical standards in the conduct of the research and analysis it funds and commissions. We expect potential providers to conduct research to appropriate ethical standards.
- 10.3.2 Potential providers should identify any ethical sensitivities or risks in their proposals and detail proposed arrangements for mitigation and ongoing monitoring.
- 10.3.3 Research should follow the principles outlined in the Government Social Research (GSR) Professional Guidance on '[Ethical Assurance for Social and Behavioural Research in Government](#)':
- Principle 1: Clear and defined public benefit
 - Principle 2: Sound application, conduct and interpretation
 - Principle 3: Data protection regulations
 - Principle 4: Specific and informed consent
 - Principle 5: Enabling participation
 - Principle 6: Minimising personal and social harm
- 10.3.4 For further details on these principles see the GSR guidance here: <https://www.gov.uk/government/publications/ethical-assurance-guidance-for-social-research-in-government>
- 10.3.5 Any data collection undertaken using online software must adhere to the standards that public sector bodies are expected to meet. These are detailed in the Web Content Accessibility Guidelines 2.1 (<https://www.w3.org/TR/WCAG21/>) and summarised on gov.uk (<https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag>). The Supplier should ensure that they

have access to the appropriate software in advance of the Contract commencing.

10.4 Research and analysis output quality

- 10.4.1 Suppliers should take note of the following guidelines for producing research outputs. These are intended to ensure that the reporting process is efficient and produces outputs of good quality that will be acceptable for the Authority.
- 10.4.2 All reports and other outputs of the Contract should use language that a non-analyst would understand and have clear policy-relevant messages. Sentences, headings and paragraphs should be short and concise. Slang and jargon should be avoided. Where technical terms must be used, a glossary should be provided.
- 10.4.3 Reports should be written in the third person and should refer to analytical findings in the past tense. The Supplier should ensure the style and tense used does not change throughout the report. Drafts must be consistent in language and acronyms, use of footnotes and use of references throughout.
- 10.4.4 All findings and statements should be accompanied by reference to, and explanation of, the supporting evidence. Any caveats on applying the evidence should be made clear in the reporting.
- 10.4.5 Research findings must be sufficiently robust to guide future policy decisions. This means that the research needs to be defensible in design and that the collection, analysis and interpretation of qualitative data is transparent and systematic. Methodological decisions and any implications of such decisions must be explained clearly.
- 10.4.6 Research methods should be described succinctly in the main text. Further detail that would allow a technical peer reviewer to understand the research methods and ascertain their quality should be provided in a technical annex.
- 10.4.7 Reports should begin with an Executive Summary of 2-5 pages in length. This should be suitable for use as a stand-alone summary of the research findings. It should clearly identify the main points arising of policy relevance.
- 10.4.8 The Supplier should schedule a report planning meeting with the Authority. This should take place when data collection and analysis has been conducted and before drafting of the report begins. For this meeting, the Supplier should provide a suggested outline of the report contents and a narrative of the main points that will be covered and the emerging conclusions. Discussion and agreement on these points in advance should make the report writing process

more efficient and minimise wasted effort by the Supplier and Authority.

10.4.9 The Supplier should build in time for thorough quality assurance of reporting outputs to ensure they have been thoroughly checked before submission and so are free from spelling and grammatical errors. The schedule should build in time for these review processes.

10.4.10 The Supplier should allow adequate time for the Authority to review draft reports and return comments. Any comments provided by the Authority must be fully addressed.

10.5 Report formats and accessibility

10.5.1 Reports that are intended for publication should be drafted using the DfT report template which will be provided by the Authority.

10.5.2 All reports intended for publications must be submitted to DfT as both MS word and Adobe PDF files. Both files must meet the latest government minimum accessibility standards set out by the Public Sector Bodies Accessibility Regulations 2018. This is currently set at Web Content Accessibility Guidelines 2.1 level AA.

10.5.3 The supplier may decide to undertake this accessibility work themselves or to use a third-party contractor to ensure the required standard is met (making sufficient allowance for any additional cost and time this would entail). Sufficient evidence that a report meets level AA against WCAG 2.1 must also be provided.

10.5.4 More information can be found at the following sites:

- Level AA of the Web Content Accessibility Guidelines (WCAG 2.1) <https://www.w3.org/TR/WCAG21/>.
- Publishing accessible documents on GOV.UK <https://www.gov.uk/guidance/publishing-accessible-documents>
- Make your Word documents accessible to people with disabilities <https://support.microsoft.com/en-us/office/make-your-word-documents-accessible-to-people-with-disabilities-d9bf3683-87ac-47ea-b91a-78dcacb3c66d>
- Create and verify PDF accessibility (Acrobat Pro) <https://helpx.adobe.com/uk/acrobat/using/create-verify-pdf-accessibility.html>

11. PRICE

- 11.1 Prices are to be submitted via the e-Sourcing Suite Attachment 5 – Price Schedule excluding VAT and including all other expenses relating to contract delivery.
- 11.2 Bidders should provide daily rates for different ranked staff in Attachment 5 – Price Schedule.
- 11.3 The price evaluation shall be conducted based solely on the daily cost rates provided by bidders, using a weighted average cost price, as detailed in Attachment 2 – How to Bid. No core costs are required as part of this procurement.
- 11.4 Where a consortium or sub-contractor arrangement is used, a separate breakdown for each partner should be provided in addition to the overall project costs.
- 11.5 The Authority reserves the right to require evidence of resource usage, breakdowns of day rates and any other expenditure by the Supplier.

12. STAFF AND CUSTOMER SERVICE

- 12.1 The Supplier shall provide a level of resource throughout the duration of the contract sufficient to deliver a quality service consistently.
- 12.2 The Supplier's staff assigned to the contract shall have the relevant qualifications and experience to deliver the contract to the required standard.
- 12.3 The Supplier 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.
- 12.4 Proposals should give details of relevant qualifications and expertise of all staff involved, and the respective roles of the team members.
- 12.5 It is highly desirable that bidders have access to a range of expertise, including academic expertise, to maximise coverage of the five types of requirement set out in Section 5. For this reason, consortium bids are encouraged.
- 12.6 If it is proposed to subcontract any of the work, similar information should be given about the staff involved and any management fees, if applicable.
- 12.7 Bids should also explain how project responsibilities will be distributed amongst team members of differing expertise. Please note that bidders will be required to quote daily rates for the following expertise-levels in Attachment 5 – Price Schedule.
 - Board Level/Chief Executive
 - Category A
 - Category B
 - Category C
 - Category D
 - Category E

- 12.8 All staff highlighted in the bid should fall into one of these six categories. The response to Question 6 'Technical – Team Members' Expertise', in Attachment 2 – How to Bid, must explain which of these six categories each team member falls under.
- 12.9 The Supplier will be expected to be flexible in their approach, be responsive to emerging priorities, and be able to apply their expertise in evaluation theory and practice in a fast-moving organisational or strategic environment to deliver short-term tangible benefits to the evaluation work programme.
- 12.10 Bidders should demonstrate expertise and ability in the following essential and desirable areas.

Essential

- A wide-ranging understanding of evaluation theory and design, including of innovative approaches.
- Broad practical, end-to-end experience of applying evaluation theory and design in government or in other relevant contexts.
- An understanding of evaluation from a cross-profession perspective; for instance, how evaluation draws upon methodologies and approaches from a variety of disciplines including (but not restricted to) social research, economics and statistics.
- Ability to identify and use appropriate methods such as expert interviews, reviewing available specialist documentation (e.g. policy scope), Theory of Change and logic mapping when fulfilling specifications.
- Ability to critique evaluation proposals, designs and outputs, and to make recommend to each that will enhance the quality of evidence generated and the credibility of resulting outputs.
- Ability to produce clear and cogent written communication, including explanation of technical concepts to a lay audience in an engaging and relevant manner, and production of guidance.
- Ability to respond flexibly to requests.
- Ability to deliver in a timely manner to agreed deadlines.

Desirable

- Understanding of the transport sector, including knowledge of the processes, impacts and evaluation of transport policy and legislation.
- Experience of evaluation in a transport context.

- 12.11 The Authority will require the Supplier to provide a sufficient level of resource throughout the duration of the contract in order to deliver a quality service consistently.
- 12.12 Supplier staff assigned to the contract shall have the relevant qualifications and experience to deliver it.

- 12.13 The Supplier 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.

13. SERVICE LEVELS AND PERFORMANCE

- 13.1 The Authority will measure the quality of the Supplier's delivery in accordance with following table.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery	<p>Have deliverables and milestones been met in accordance with expectations around both quality and time?</p> <p>Have deliverables been presented to the Authority according to the timescales determined at the start of each requirement?</p> <p>Has the Supplier provided sufficient quality assurance of their deliverables?</p>	Min. score of 8+/10
2	Staff	<p>Are the staff appointed to the project sufficiently qualified and competent to perform the work required?</p> <p>Do the staff communicate effectively, attend regular meetings and follow up accordingly as required?</p>	Min. score of 8+/10
3	Mobilisation	<p>Is the Supplier providing sufficient project management information to allow the Authority to assess its performance?</p> <p>(At end of contract) Has the Supplier passed to the Authority as part of the exit process all information required for future use, therefore enabling the project to be closed off with no outstanding dependencies?</p>	Min. score of 8+/10

A scoring system of 0-10 is used to assess the Supplier's performance in each of the areas measured:

- 10 Completely satisfied
- 8 Highly satisfied
- 6 Slightly satisfied
- 4 Slightly dissatisfied
- 2 Highly dissatisfied
- 0 Completely dissatisfied

13.2 The quality of the service provided by the Supplier will be regularly monitored by the Authority against the elements outlined above throughout the duration of the contract.

13.3 The Authority will make such efforts as it deems necessary to address any underperformance by the Supplier but reserves the right to discontinue the contract if it considers that any of the following criteria are not met.

13.3.1 All research outputs are of sufficient quality and are providing robust evidence to guide future policy decisions.

13.3.2 All peer review or quality assessment activities are carried out to a standard sufficient for the Authority to have confidence in the Supplier.

13.3.3 All training and capability building outputs are of sufficient quality and meet the agreed objectives.

14. SECURITY AND CONFIDENTIALITY REQUIREMENTS

14.1 The Authority is committed to maintaining high standards of data security and confidentiality.

14.2 The Supplier shall fully comply with General Data Protection Regulations, Freedom of Information legislation and the Mandatory Minimum Measures set out by the Cabinet Office wherever appropriate.

14.3 Bidders shall address any data protection or information security issues that they anticipate encountering in relation to the contract and their approach to mitigating them. Any information security accreditations held by the Supplier or sub-contracted organisations shall be clearly outlined.

14.4 The intellectual property rights of all products created during this commission (including, without limitation, all data, findings and outputs) will be vested with the Authority.

14.5 The Authority reserves the right to reproduce or share any deliverables.

- 14.6 The Supplier shall seek approval in advance from the Authority's project manager for any press release, presentation or publication related to this project until the final report is published, and sufficient time should be allowed for this. After the publication of any outputs, the Supplier shall keep the Authority's project manager informed of any further use of data or findings from the project.
- 14.7 All copyright, know-how and other property rights generated from this project remain property of the Crown. The Supplier shall ensure that all documentation and wherever possible all computer media are clearly marked accordingly.
- 14.8 Any outputs shall not be published or shared with any third parties without the written permission of the Authority.
- 14.9 To avoid potential conflicts of interest, the Supplier would not be asked to provide peer review or quality assessment services for any work undertaken on contracts that they hold with DfT. The holding of such contracts by a Supplier will not affect DfT's scoring of the peer review and quality assessment requirement for this tender exercise.

15. PAYMENT AND INVOICING

- 15.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 15.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 15.3 Invoices must include a relevant purchase order number.
- 15.4 Invoices should be submitted to: DfT Shared Services Centre, 5 Sandringham Park, Swansea, SA7 0EA.
- 15.5 Invoices shall be submitted according to another schedule agreed with the project manager in arrears and provide a breakdown of work completed, staff time input and cost.

16. CONTRACT MANAGEMENT

- 16.1 The Contract will run for three years from the award date, with precise projects agreed on a rolling forward plan and as they arise.
- 16.2 Attendance at contract review meetings shall be at the Supplier's own expense.
- 16.3 All correspondence will come through the contract manager, who will co-ordinate any resulting actions or comments from DfT and identify a DfT project manager for each project issued under the contract. The designated DfT project managers will expect to be kept informed by the Supplier from the outset with regular updates that set out the progress made, problems encountered, and proposed solutions to overcome them. The timing, frequency and format of these updates will be agreed for each item of work issued.

- 16.4 The contract manager's name and contact details shall be disclosed upon contract award.

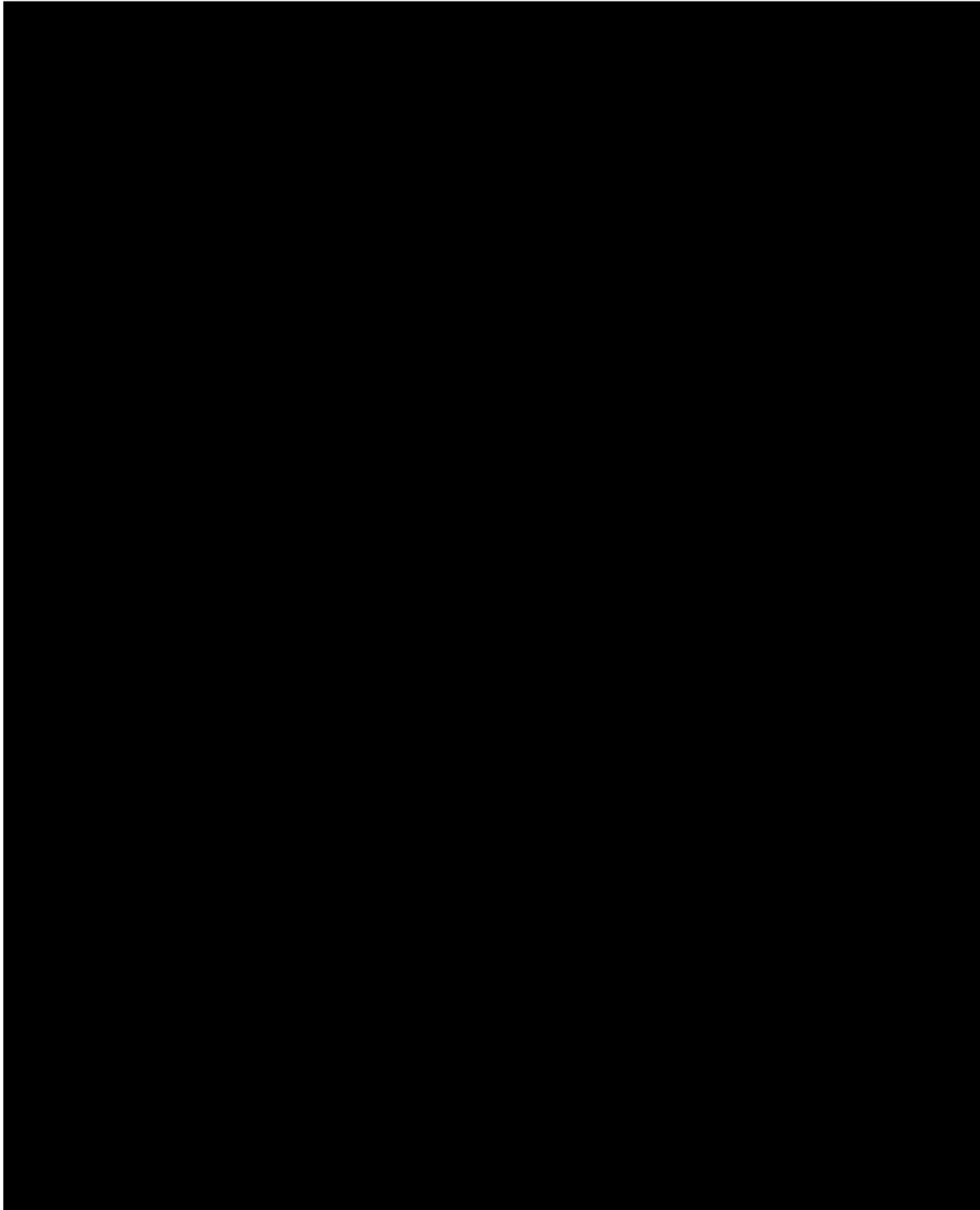
17. LOCATION

- 17.1 DfT's headquarters are at Great Minster House, 33 Horseferry Road, London SW1P 4DR. DfT will be unable to offer the Supplier office facilities for the delivery of this work, and it should therefore be carried out at the Supplier's own premises. It is currently envisaged that most communication will be conducted by e-mail, telephone, teleconference, video conference or other electronic means. Some face-to-face meetings may be required. These will be planned in advance and limited in number.
- 17.2 Where delivery of the Contract requires engagement with DfT staff, the Department will facilitate this by providing contacts with appropriate individuals and booking meeting rooms where necessary.

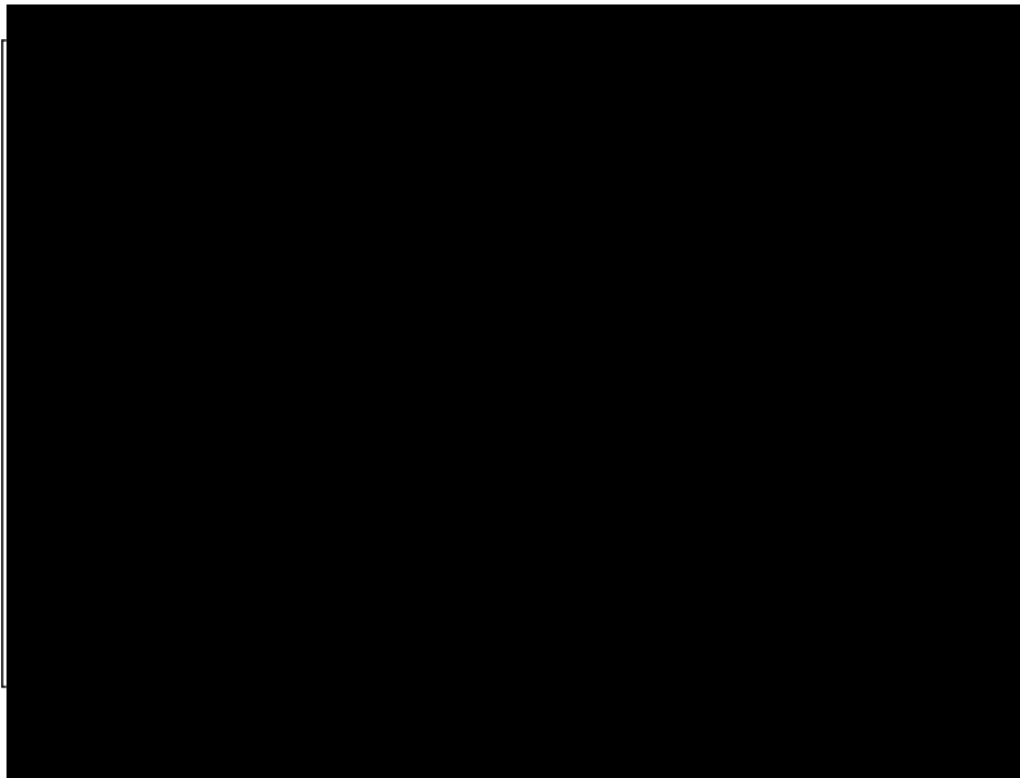
18. BUDGET

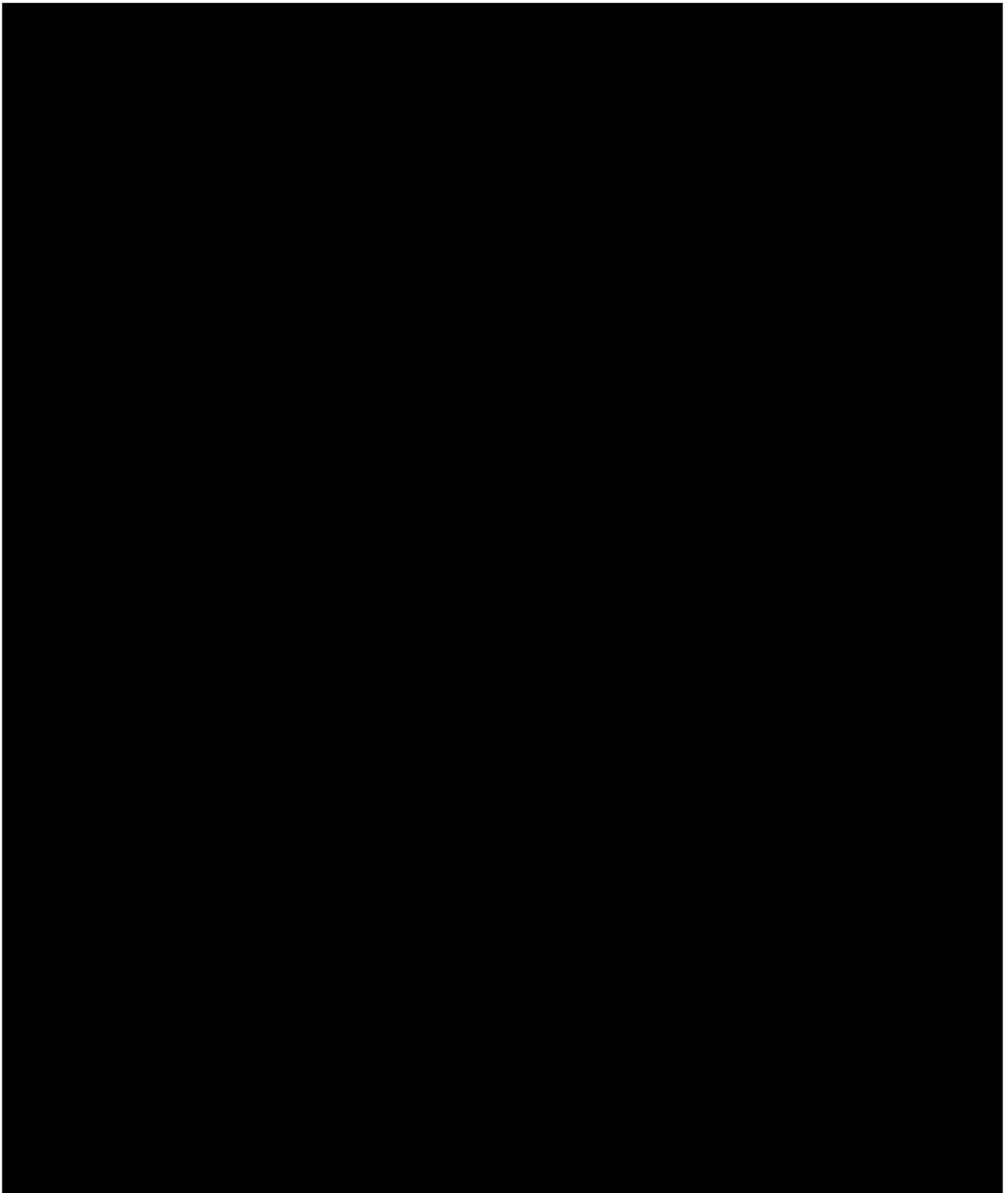
- 18.1 DfT is looking to secure excellent value for money and places great emphasis on bidders demonstrating good quality in their research approach. It is necessary that the contract be flexible in order to meet changing needs and fluctuating Departmental demands. It should be noted that DfT's spend on this contract is capped at £500,000 excluding VAT.

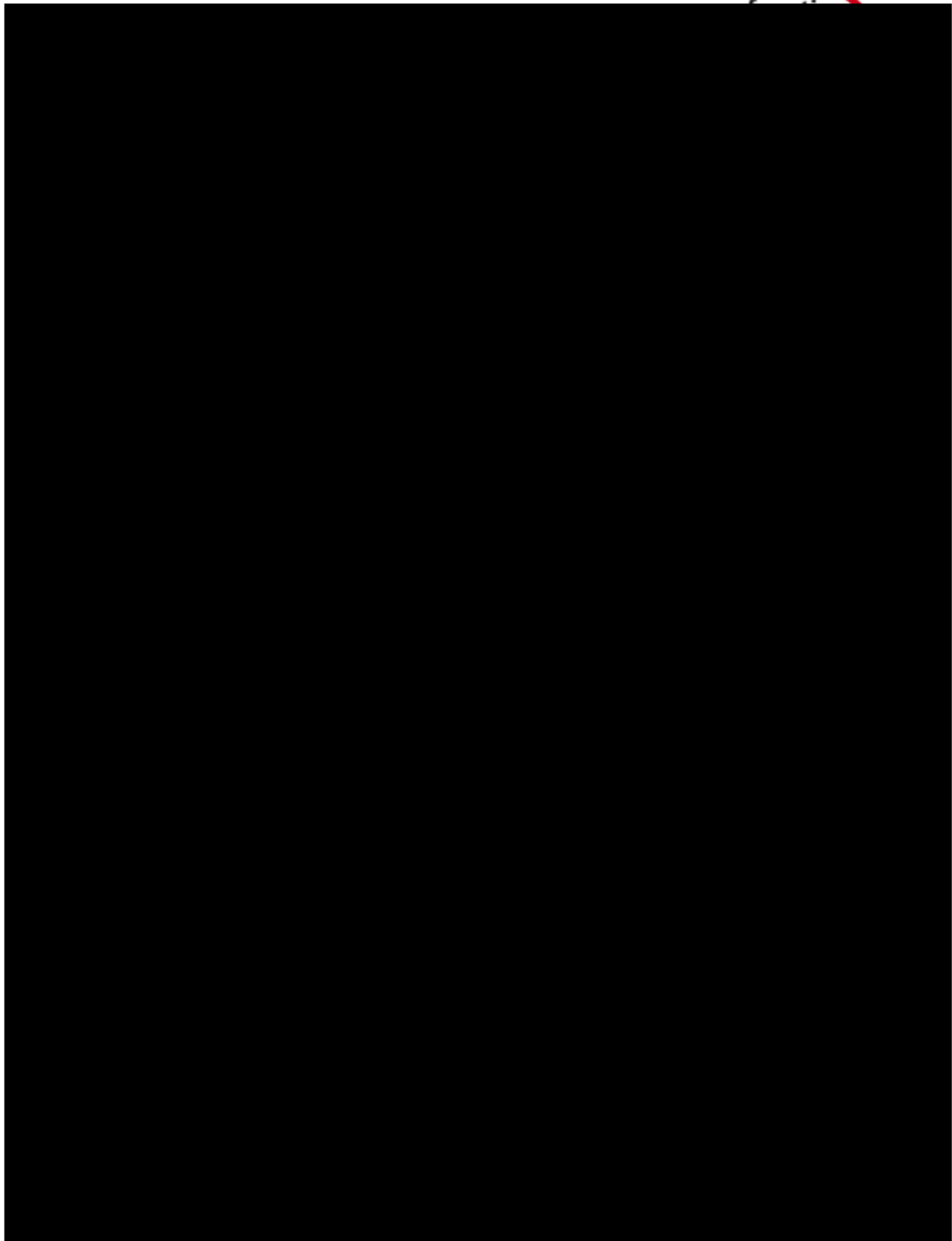
Attachment 2 – How to Bid Including Evaluation Criteria

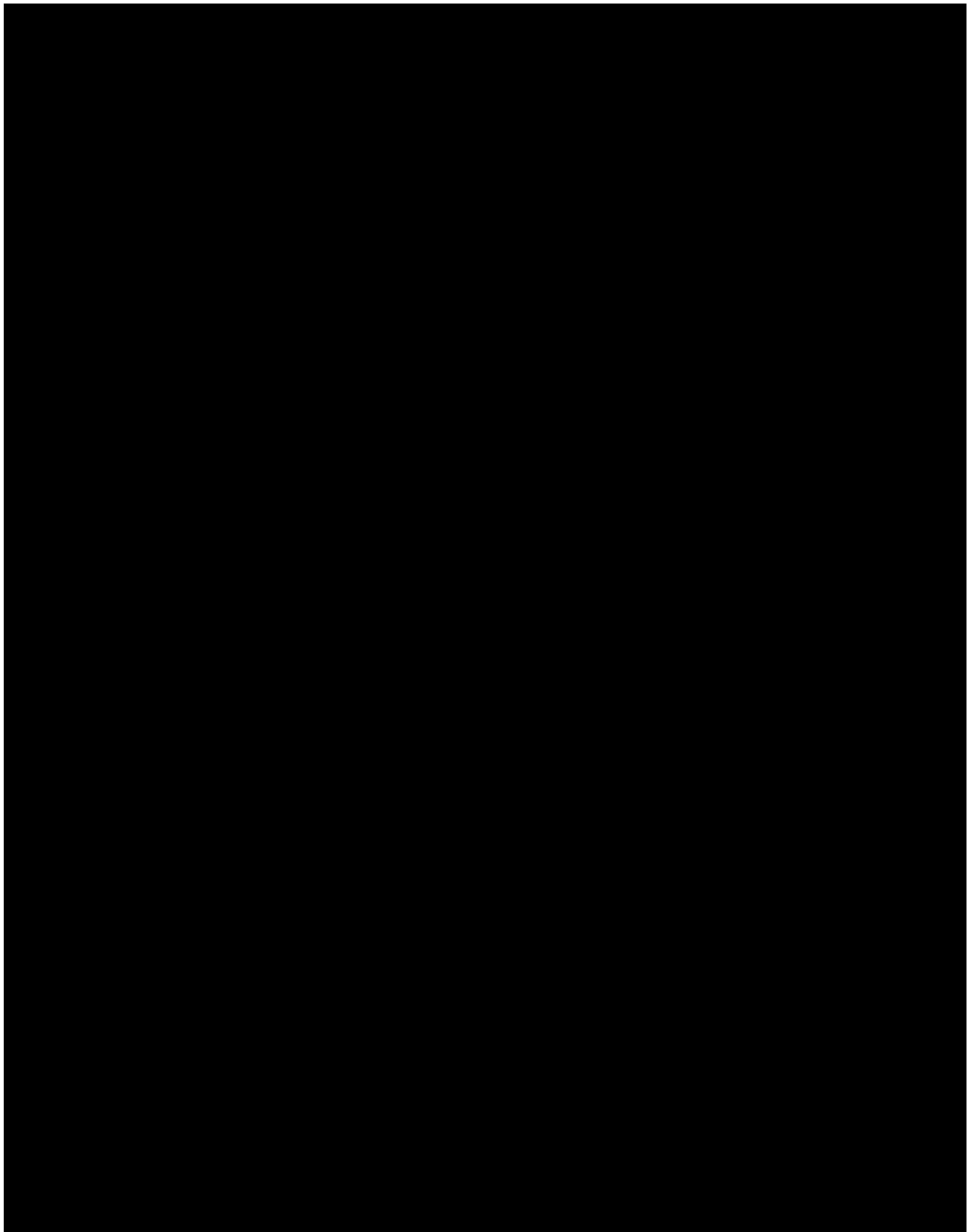


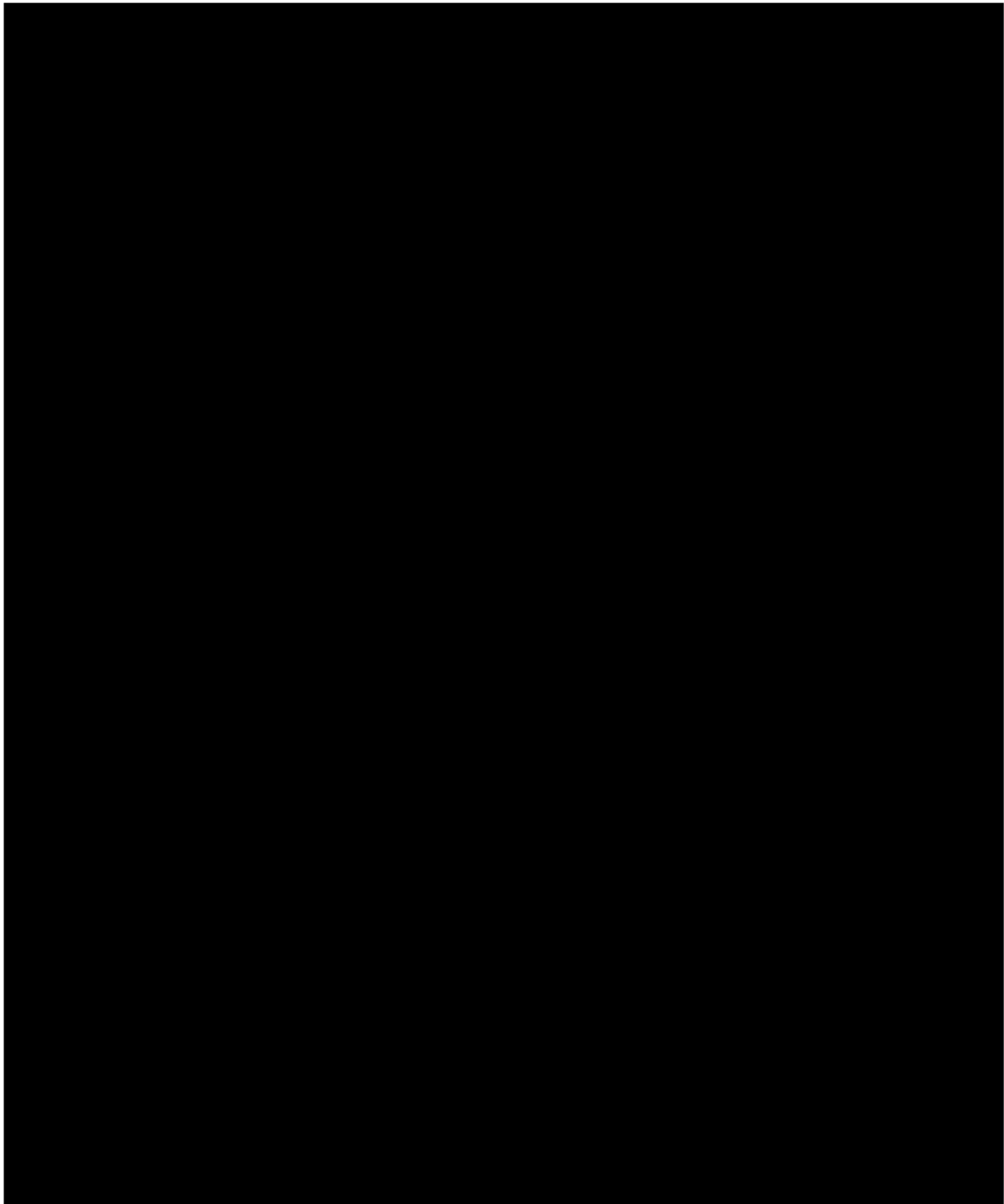
frontier economics | Confidential

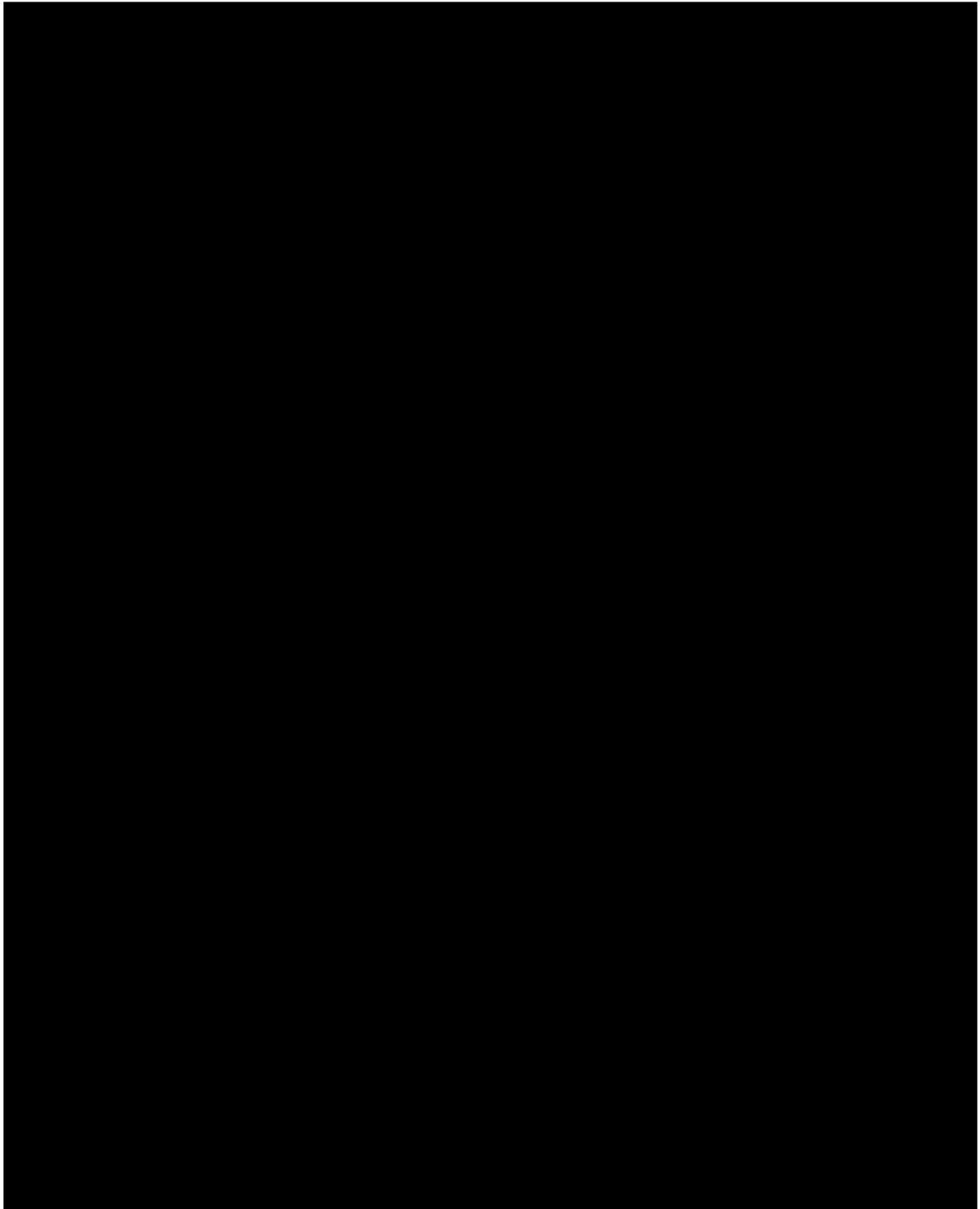


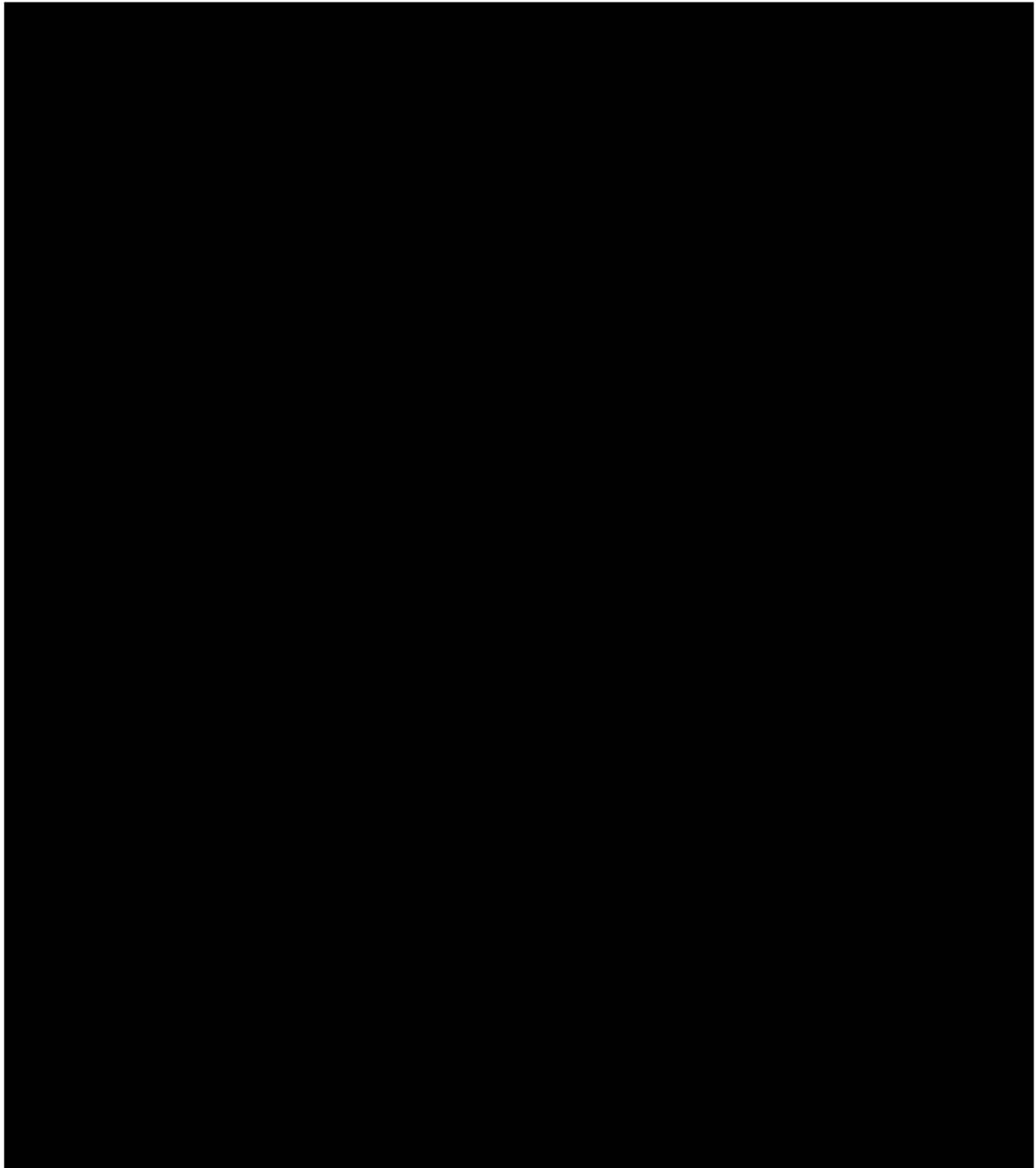


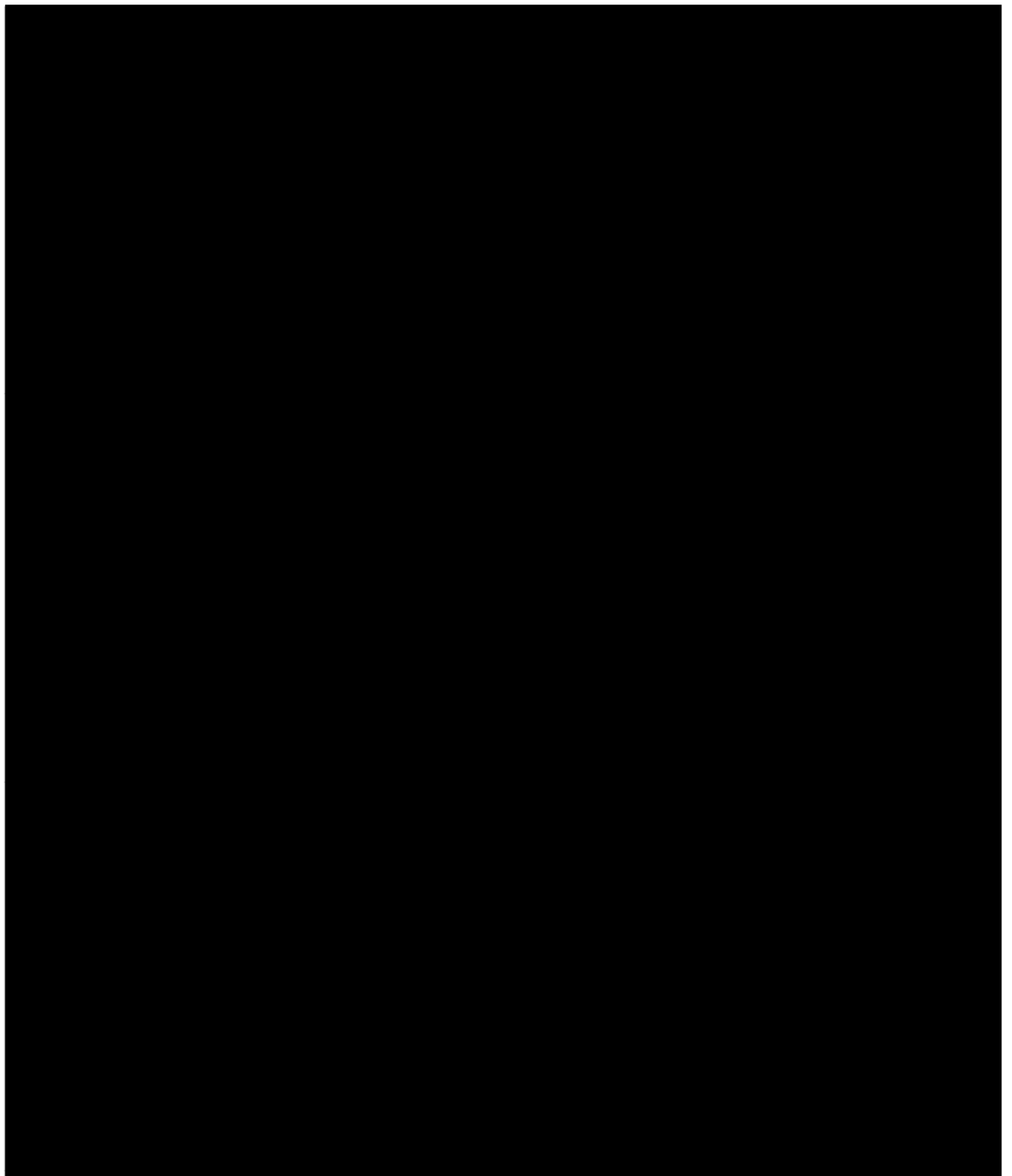


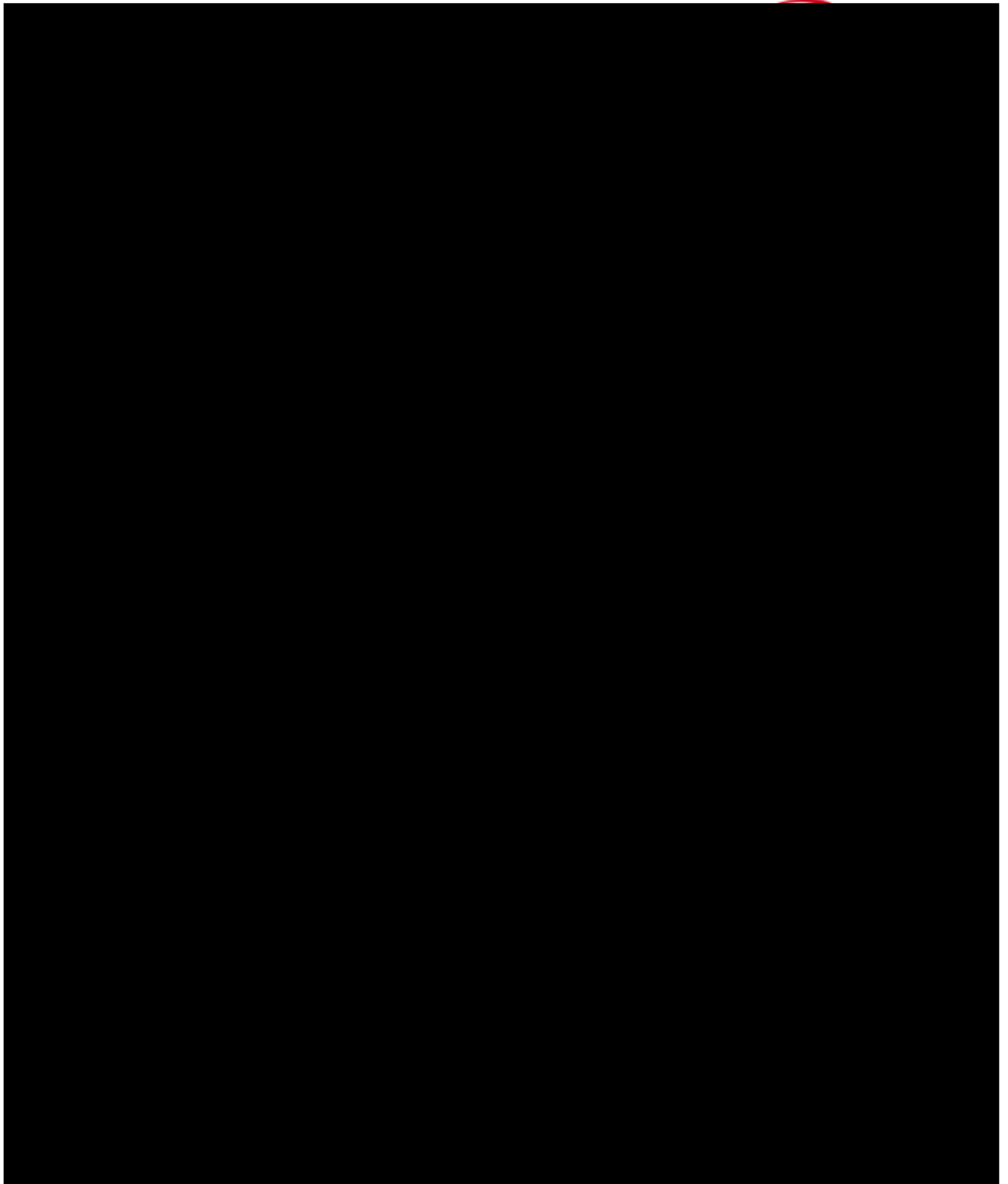


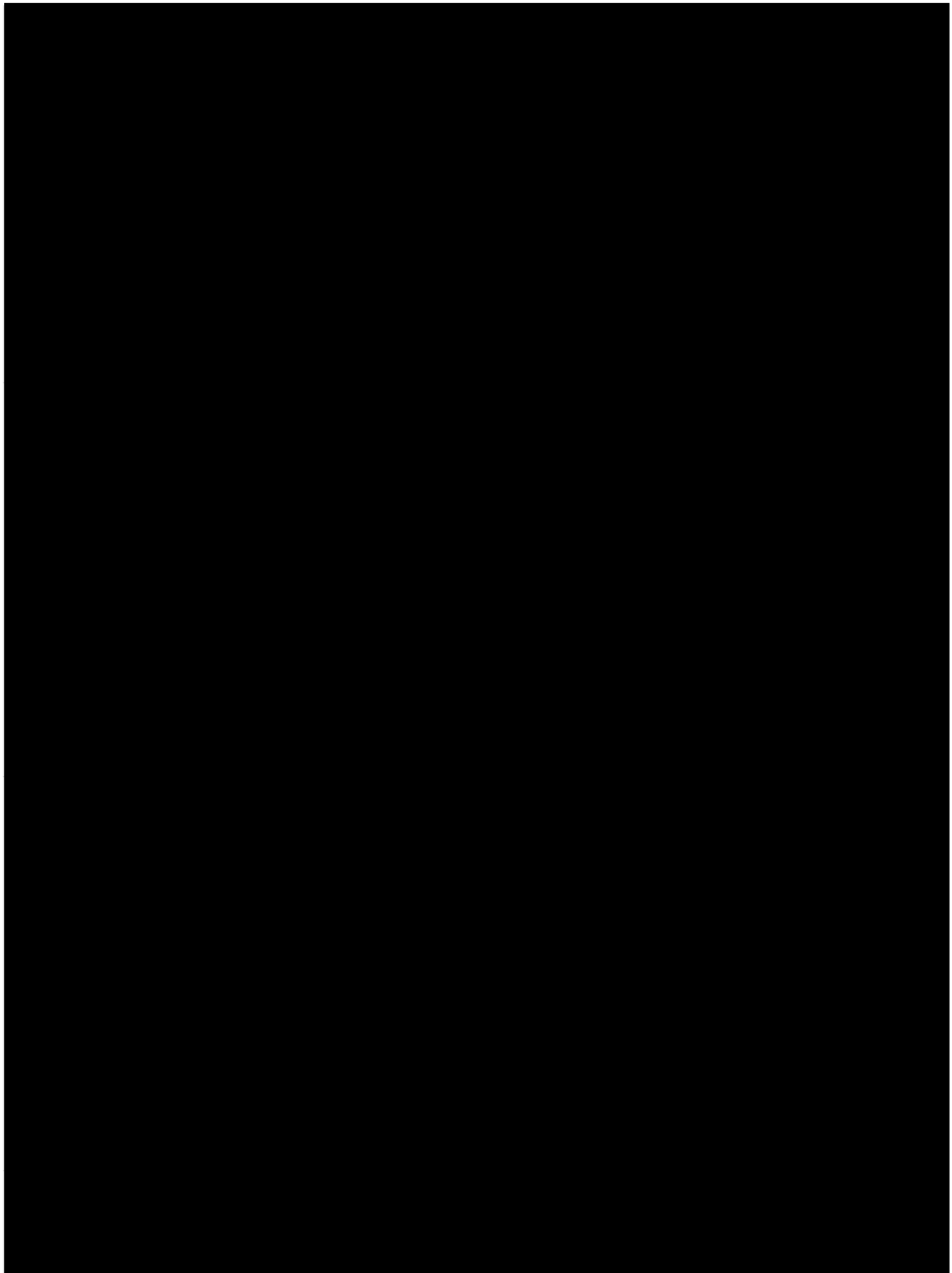


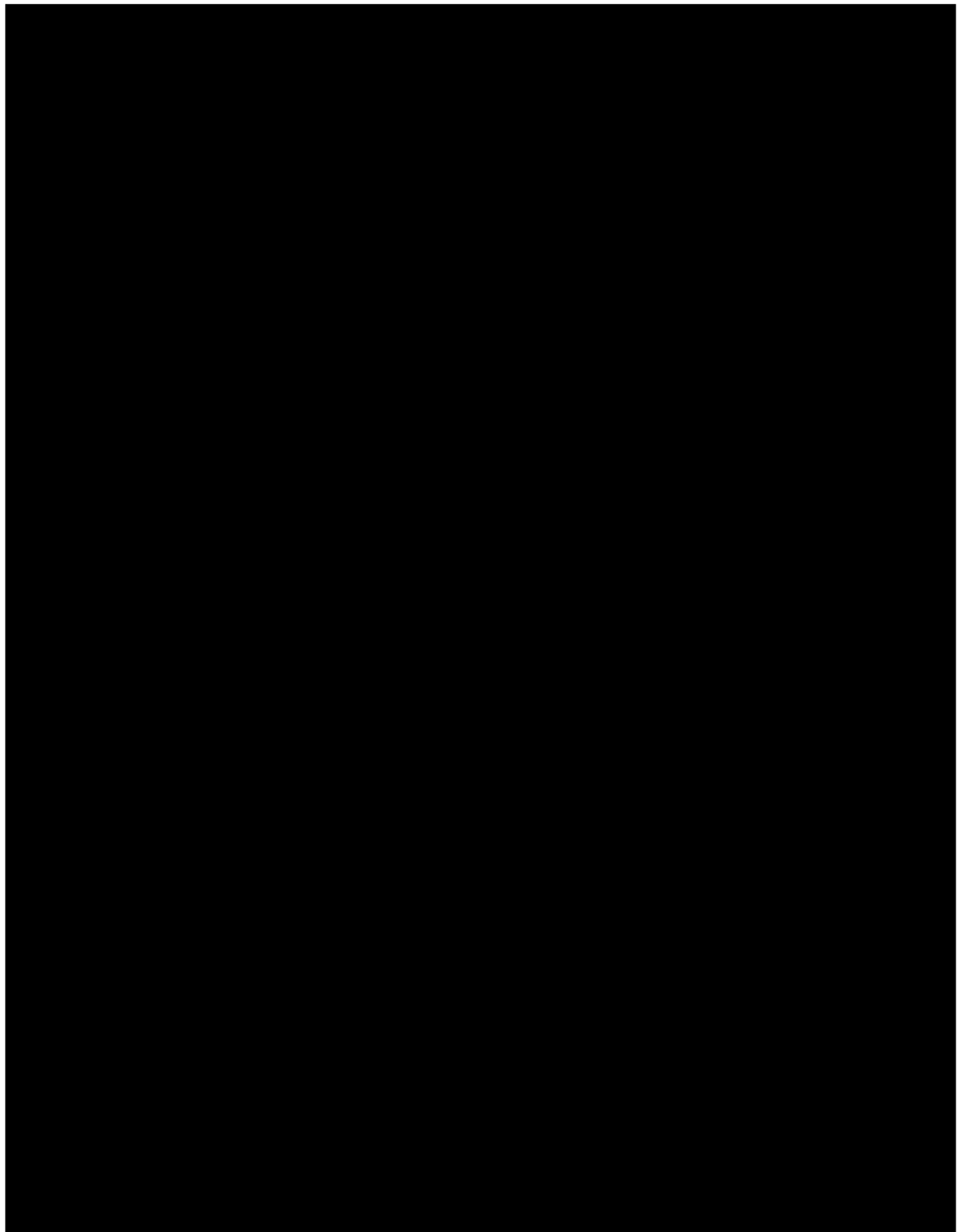


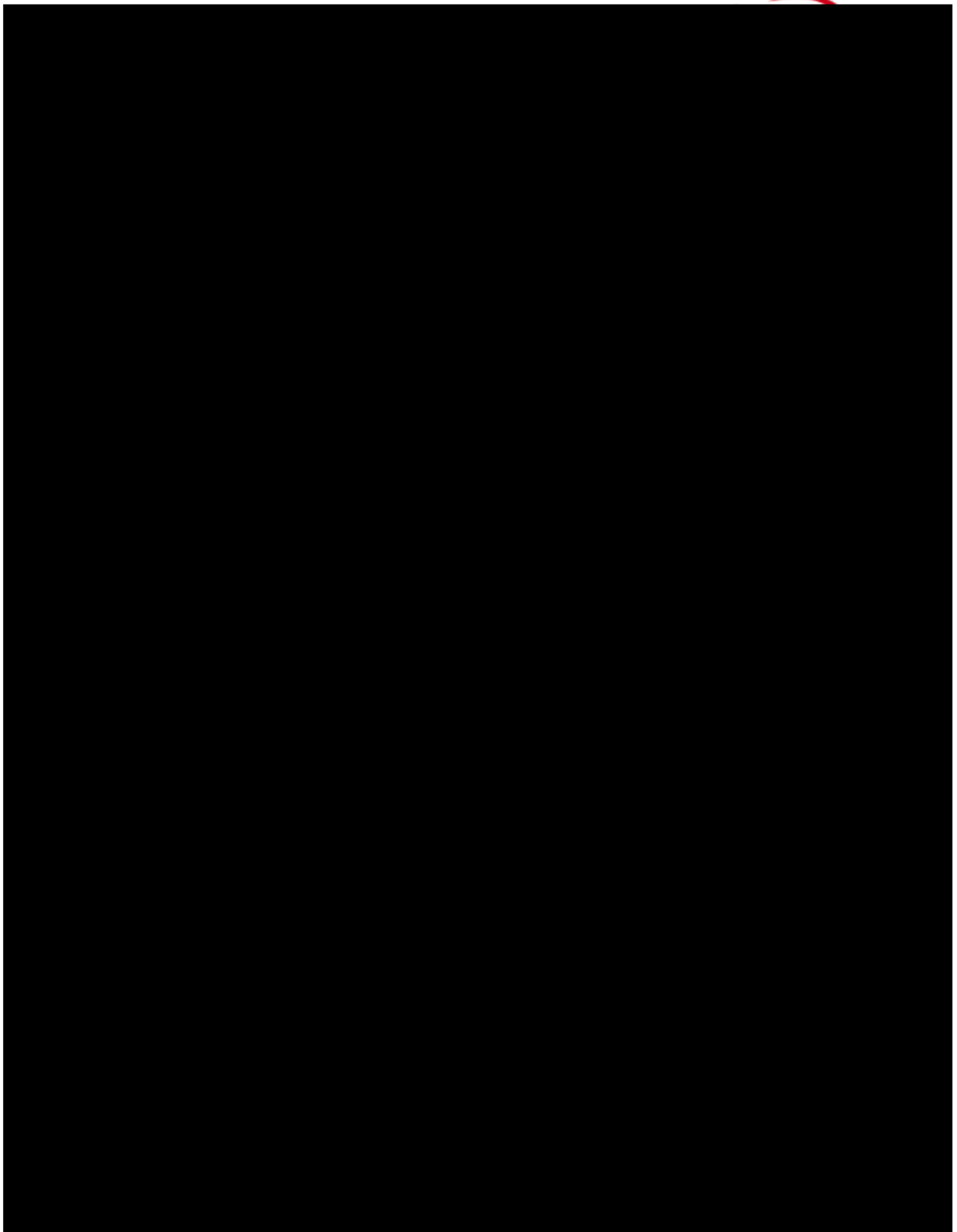


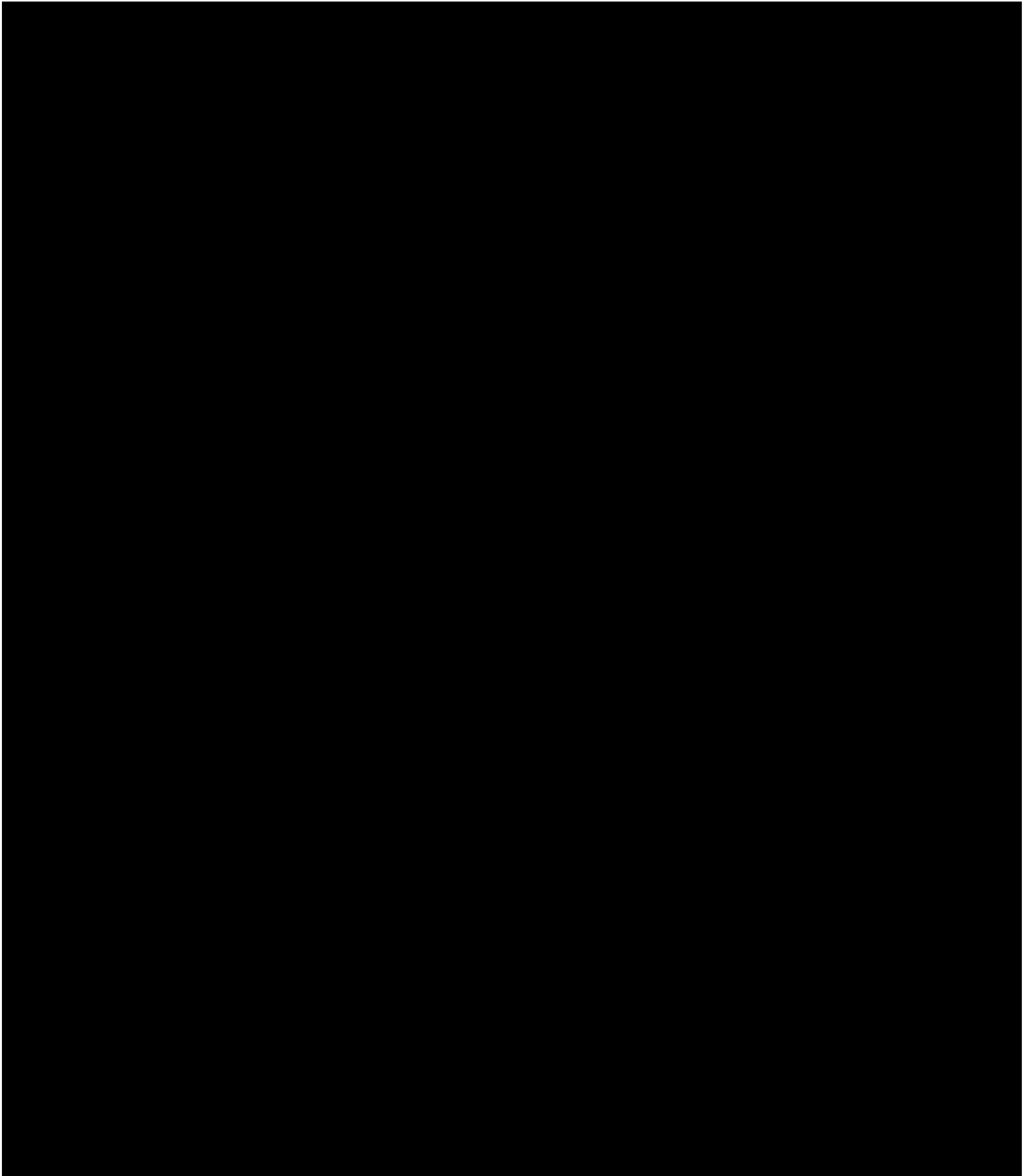


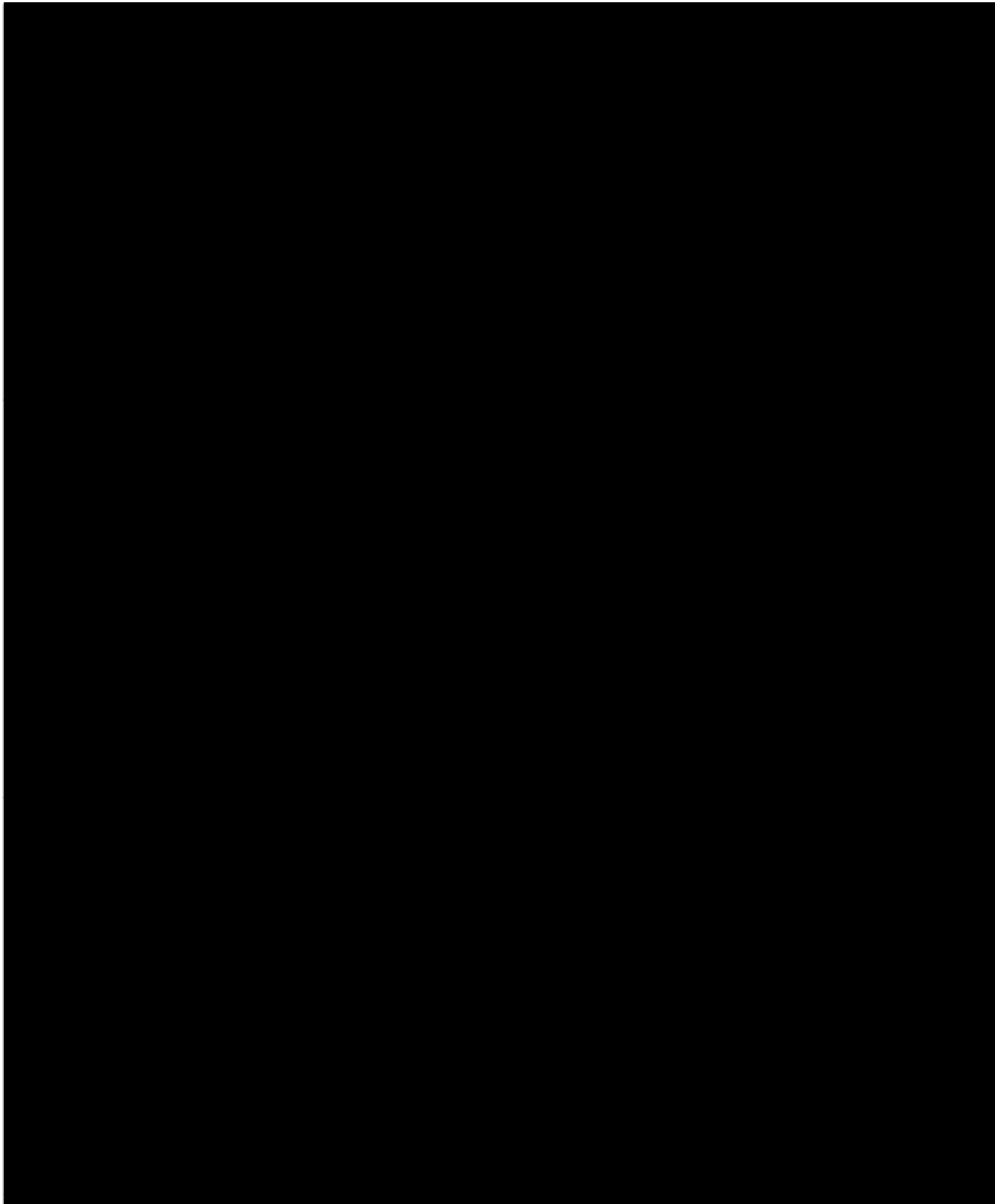


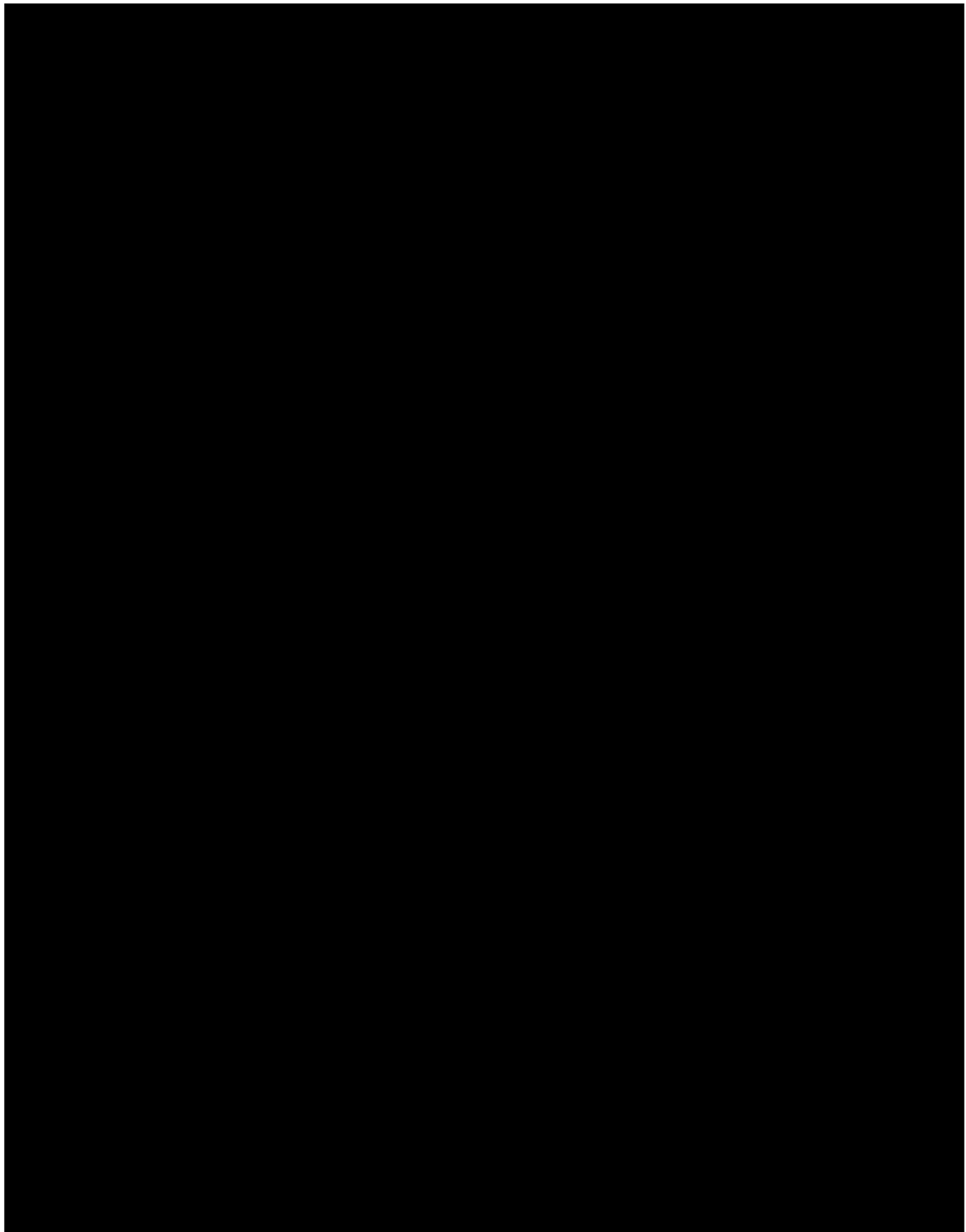


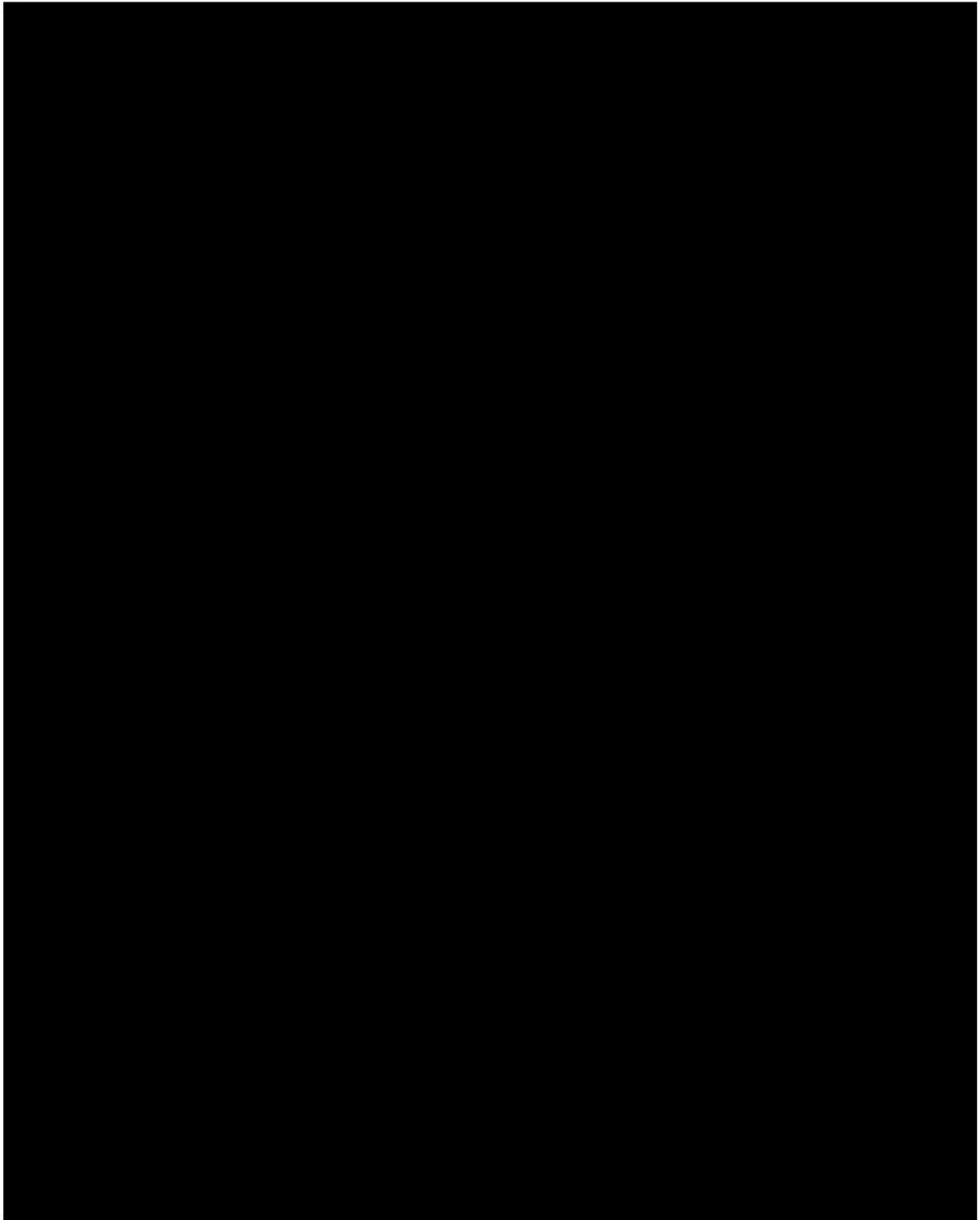




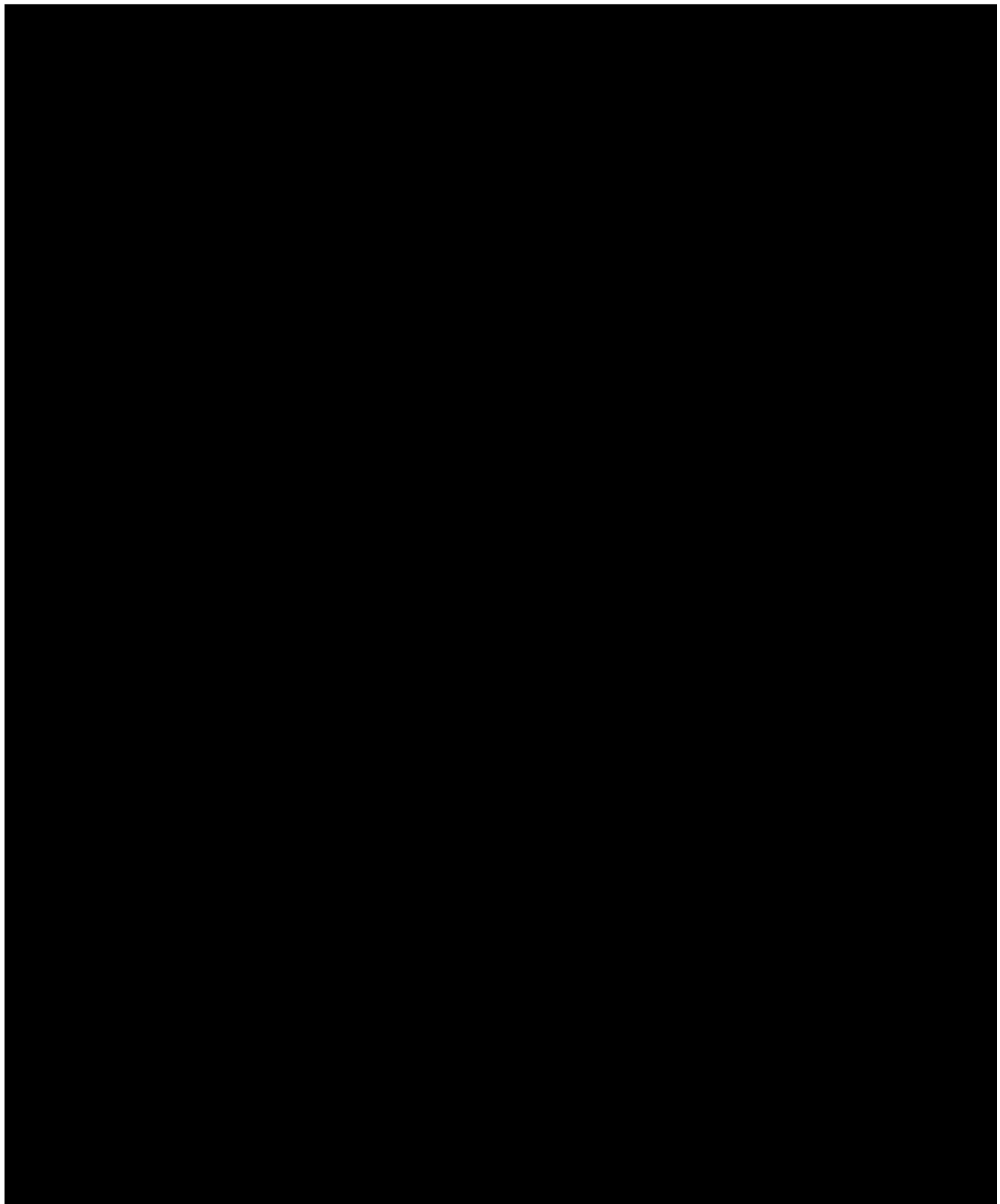


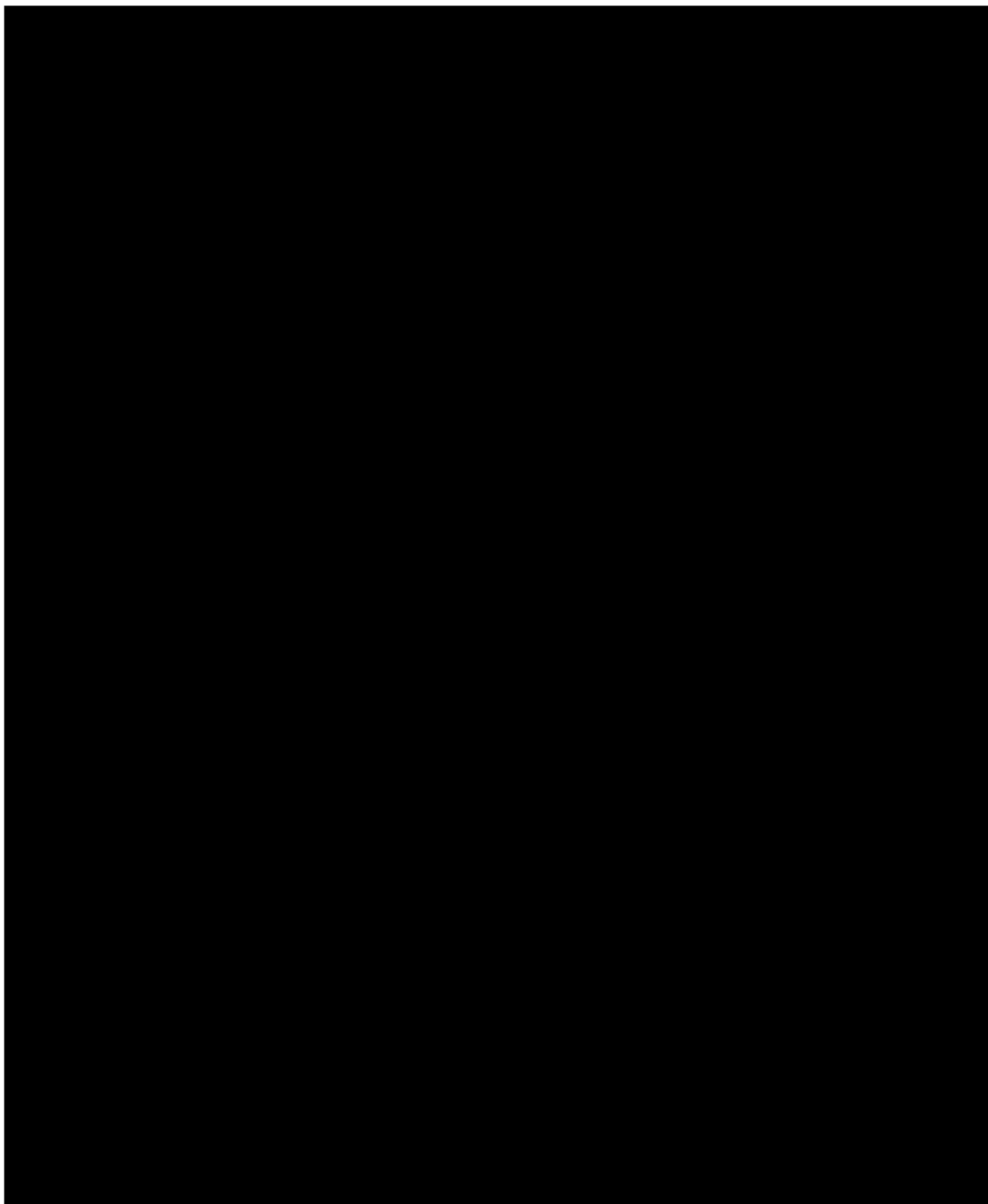


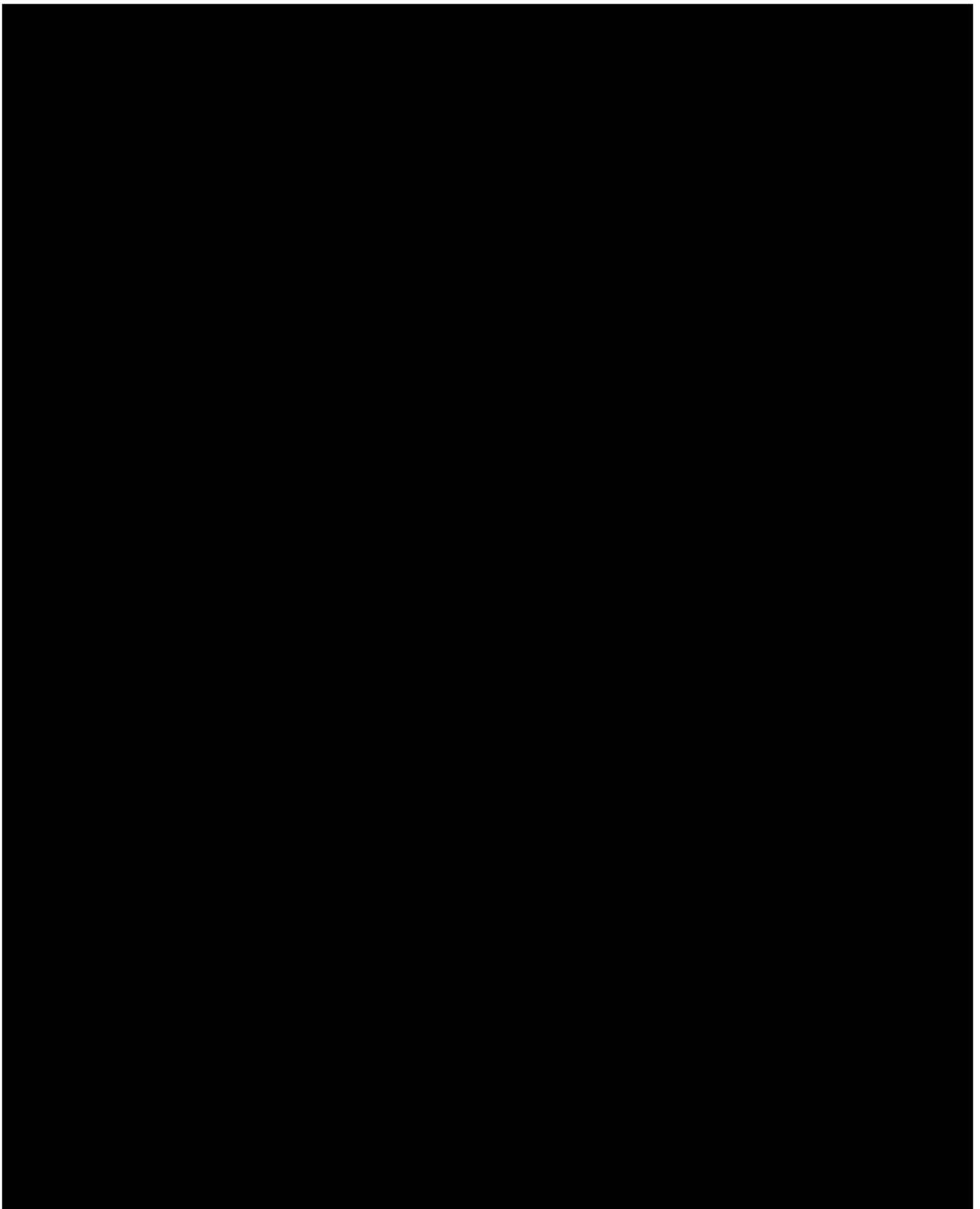


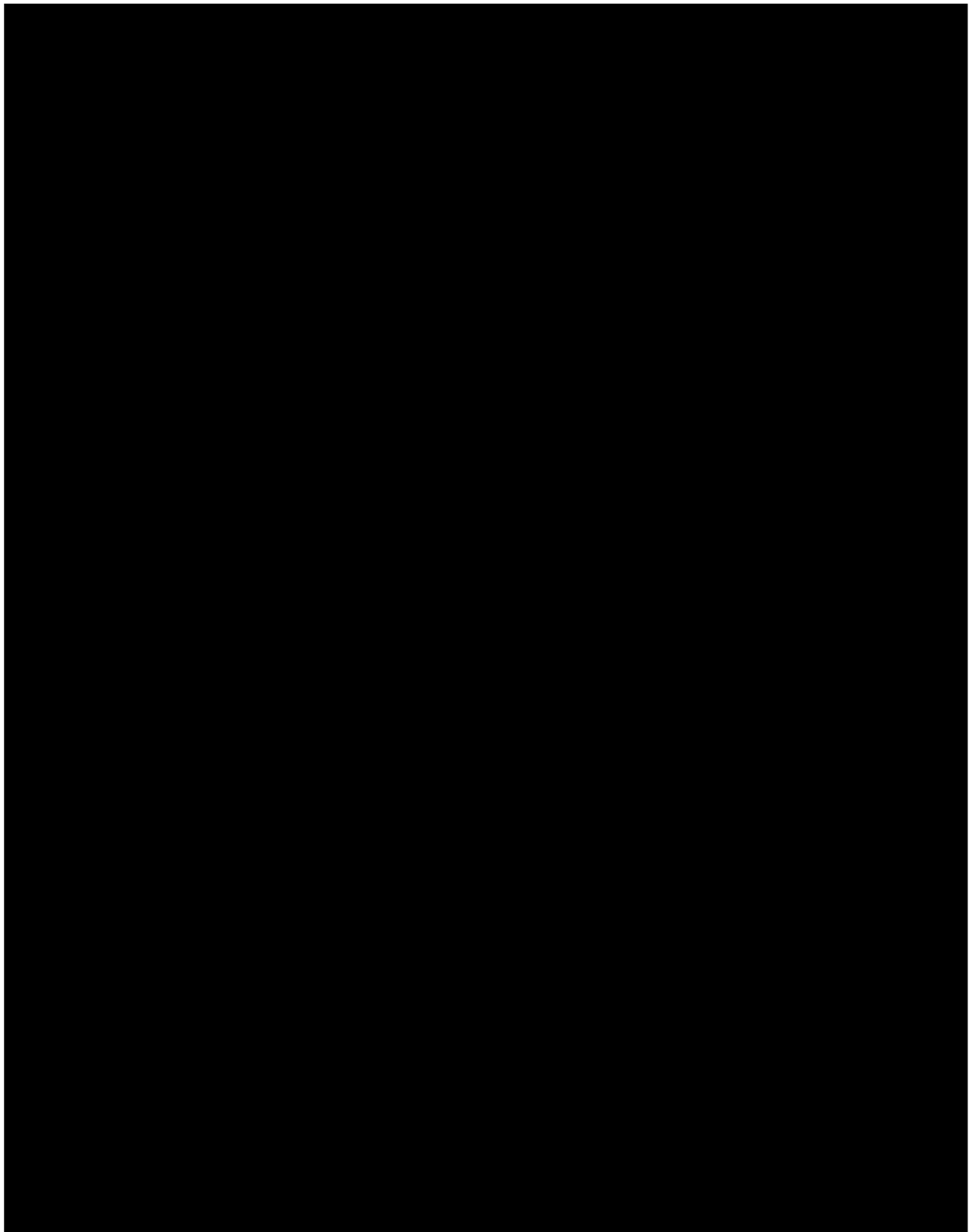


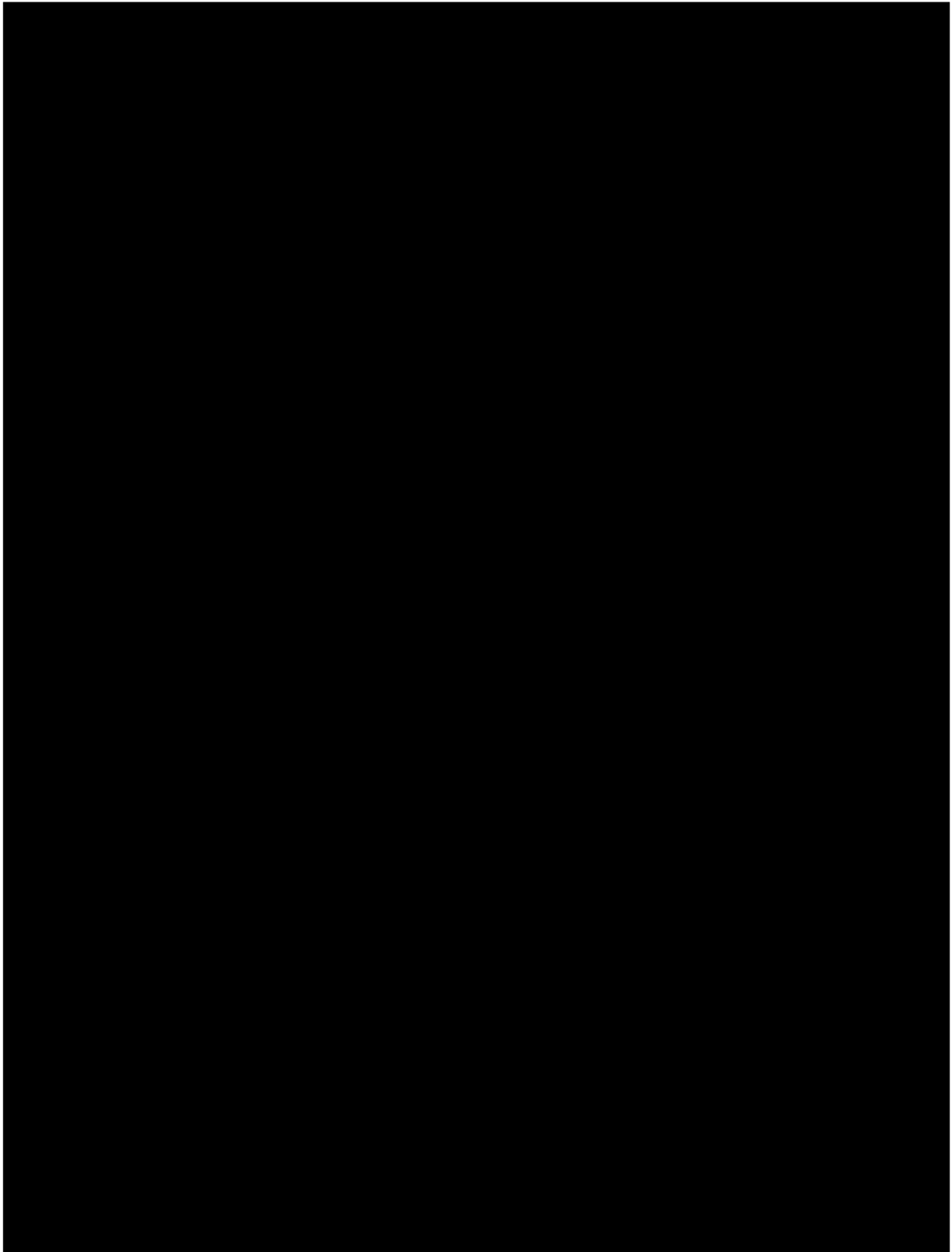
¹ <https://whatworksgrowth.org/resources/the-scientific-maryland-scale/>

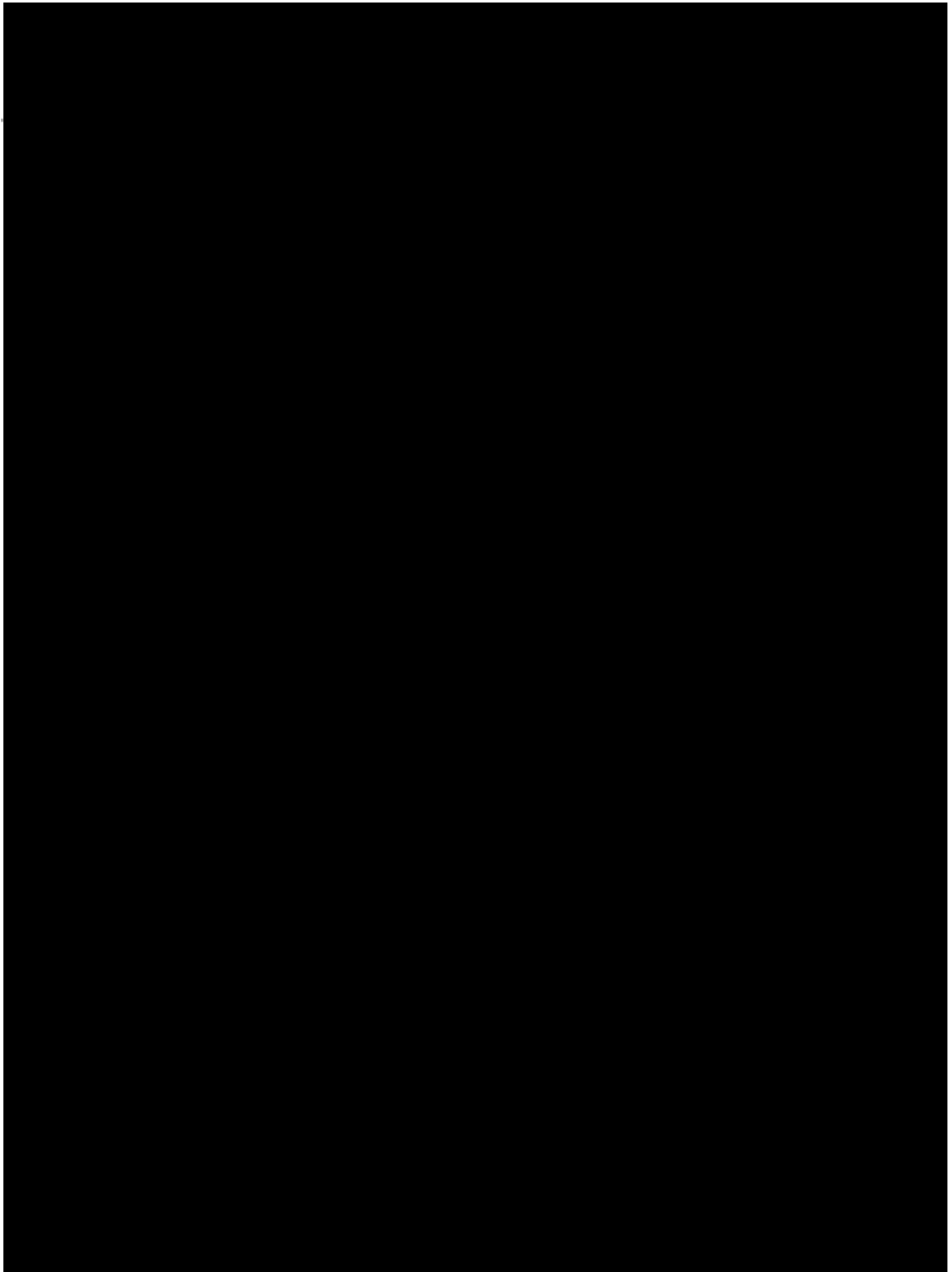


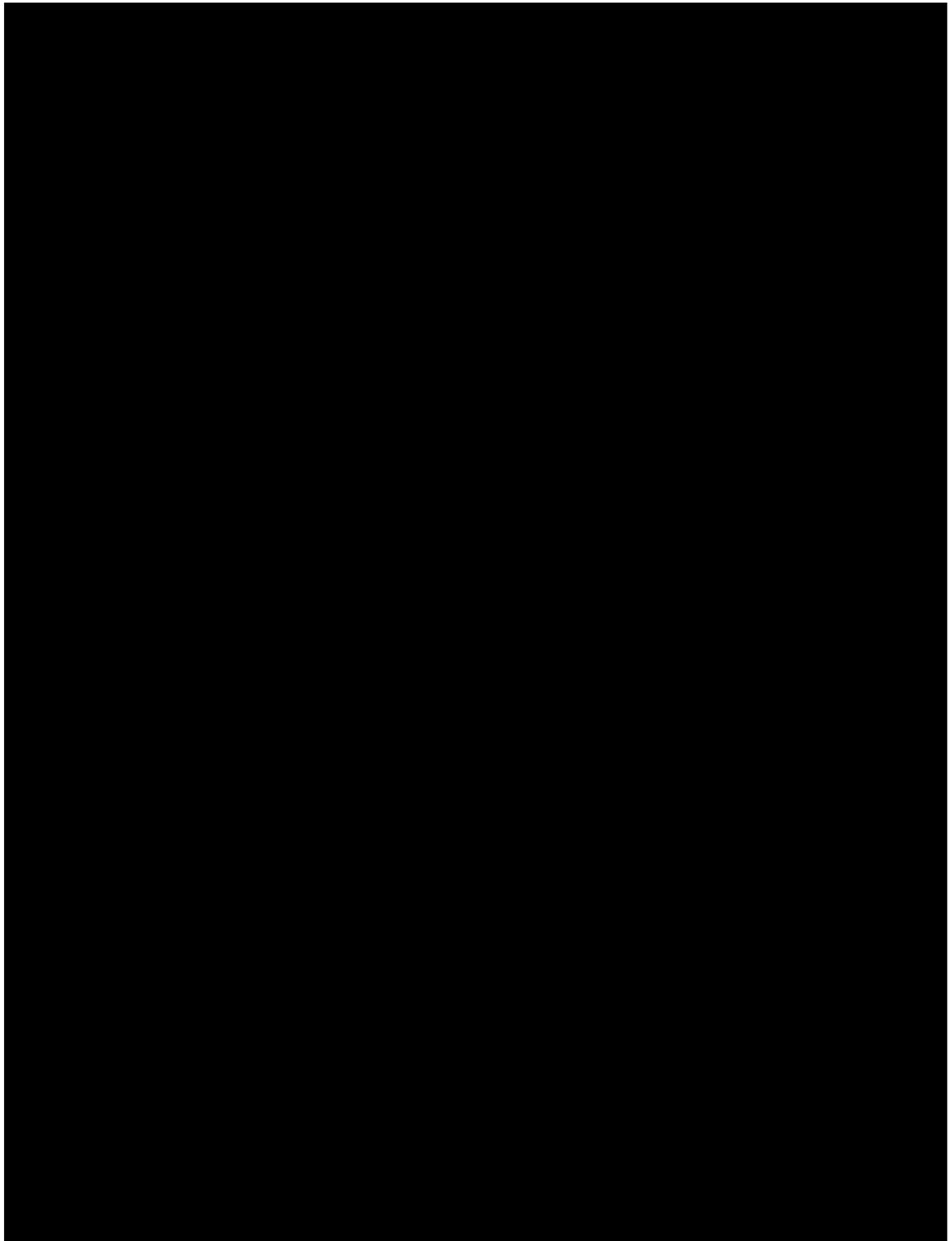


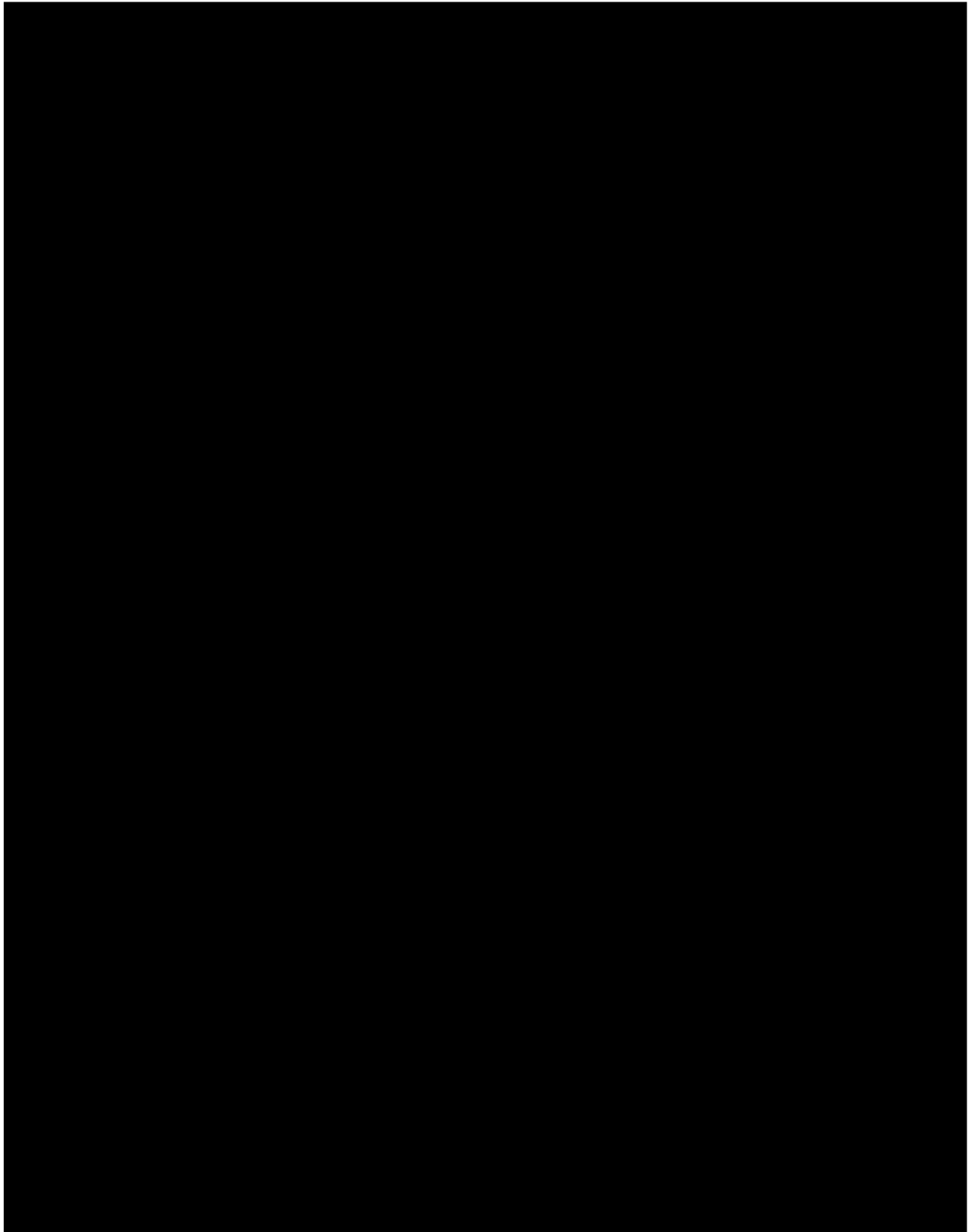


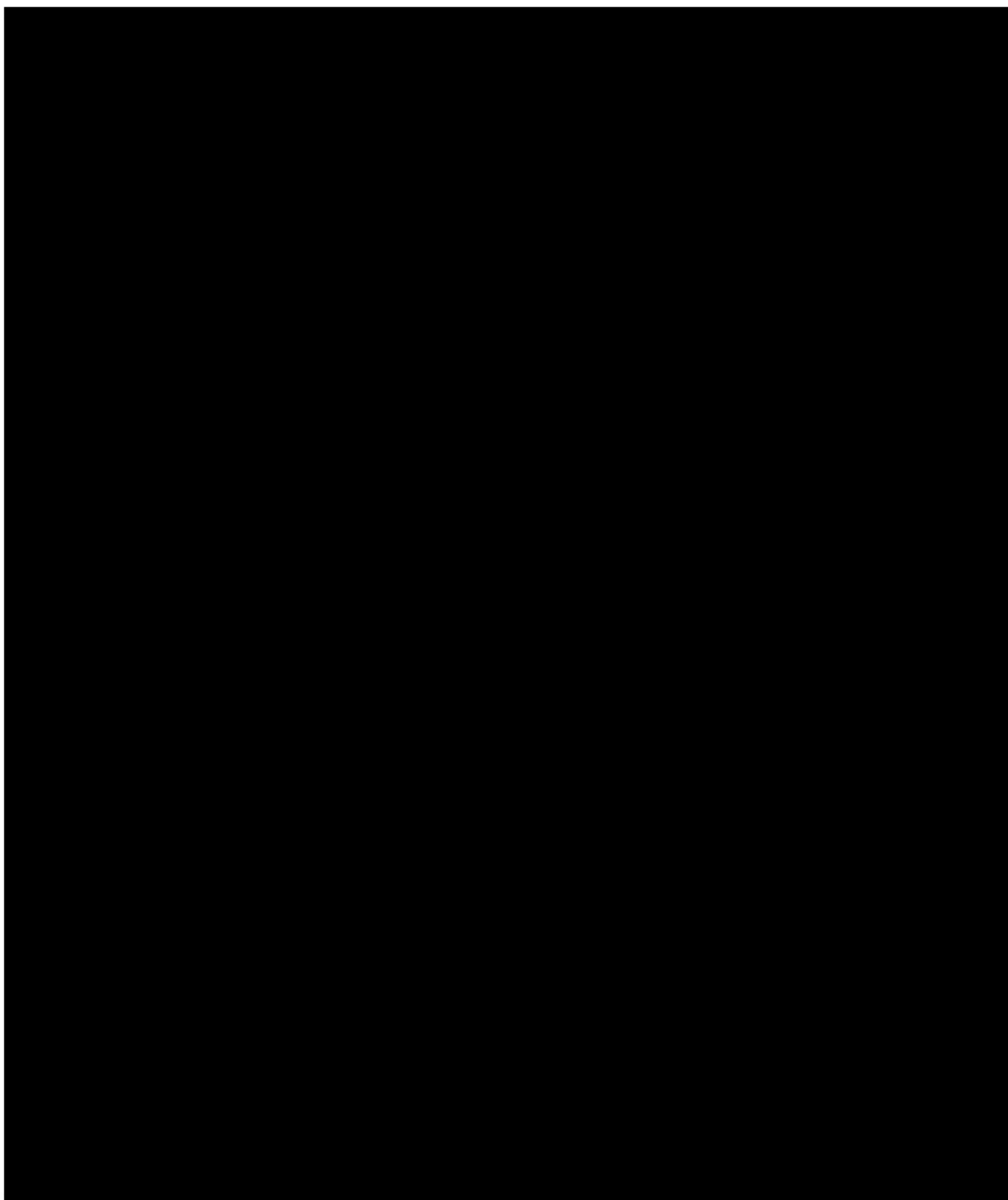










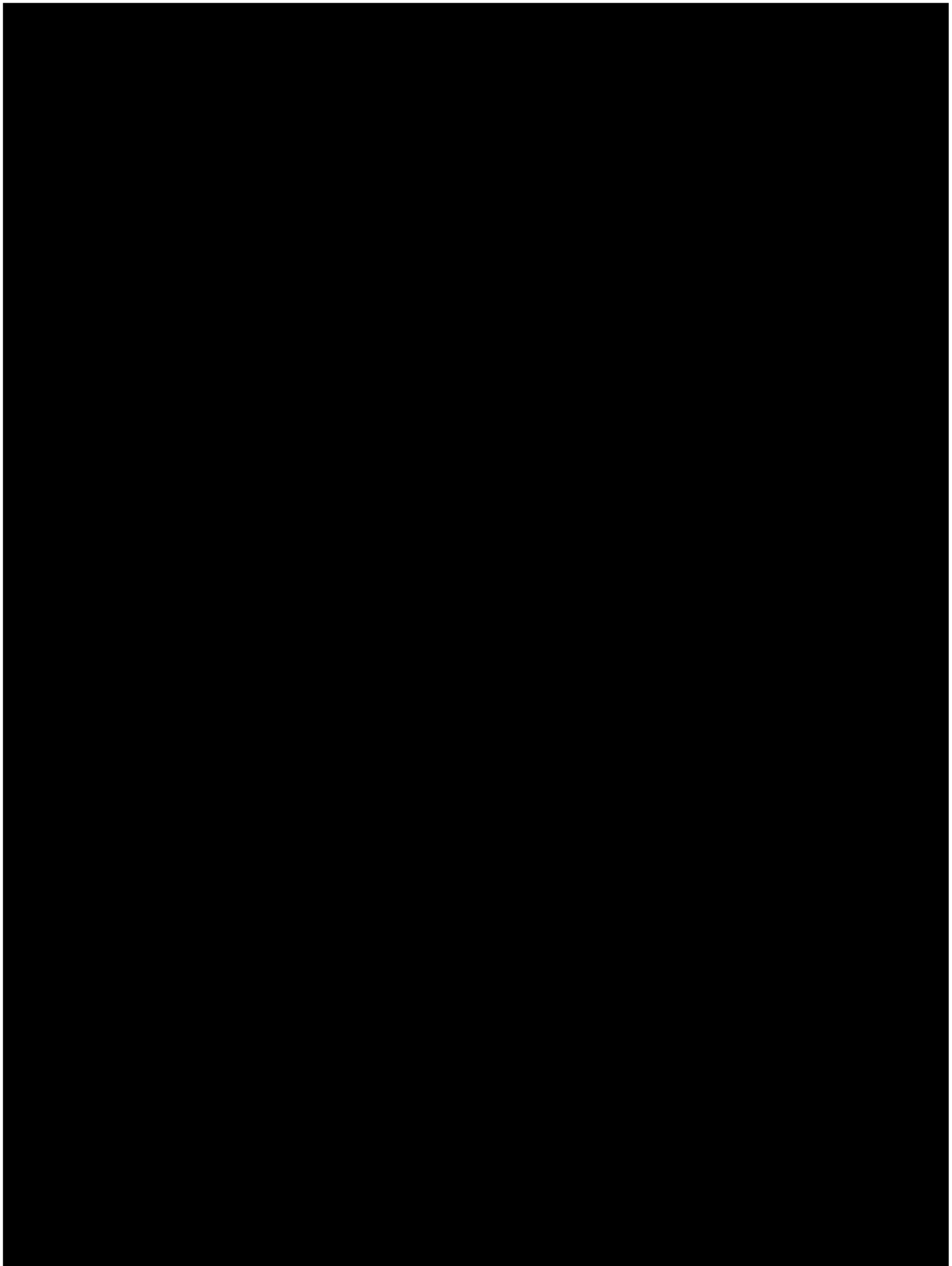


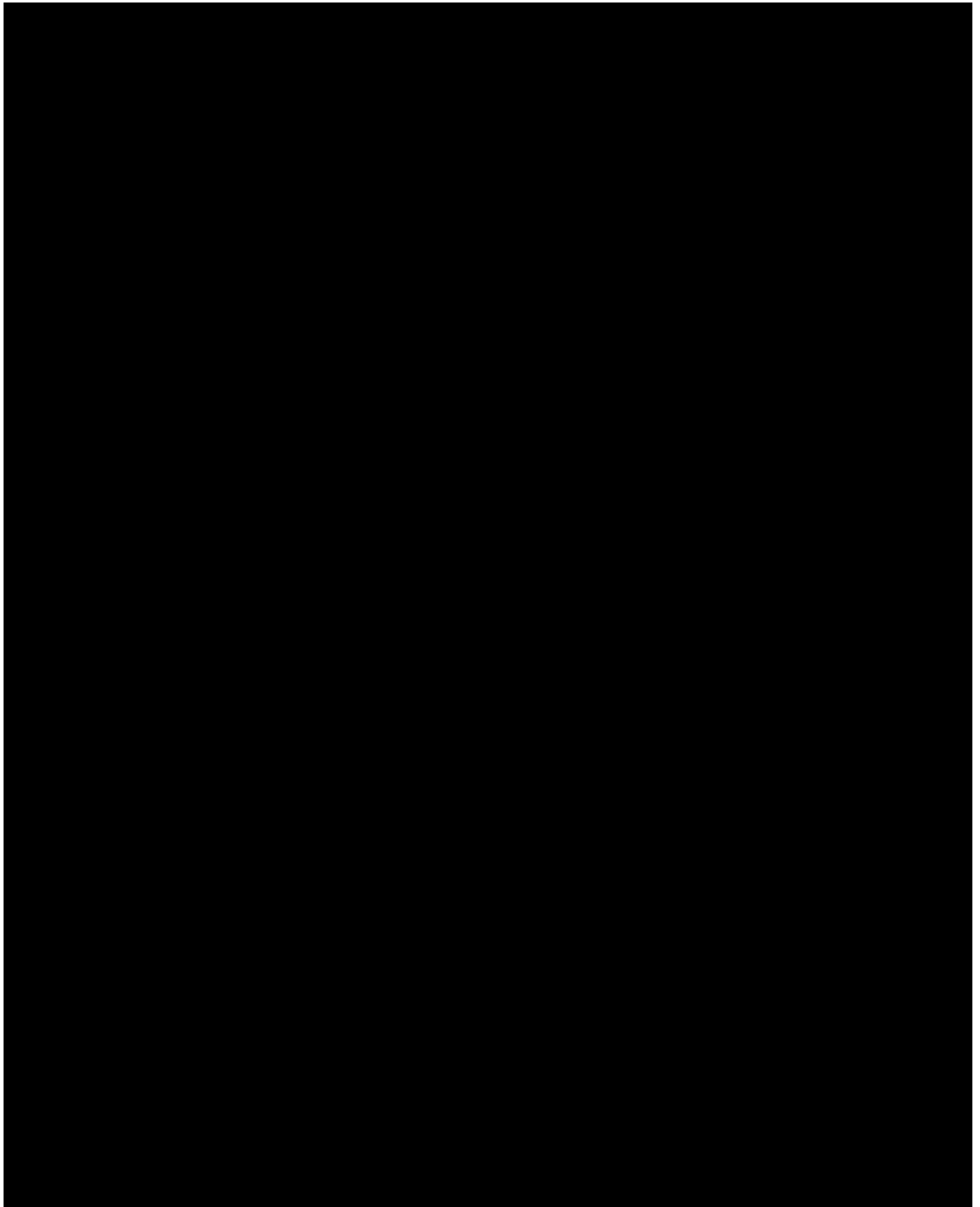
¹ <https://www.gov.uk/government/publications/dft-analytical-assurance-framework-strength-in-numbers>

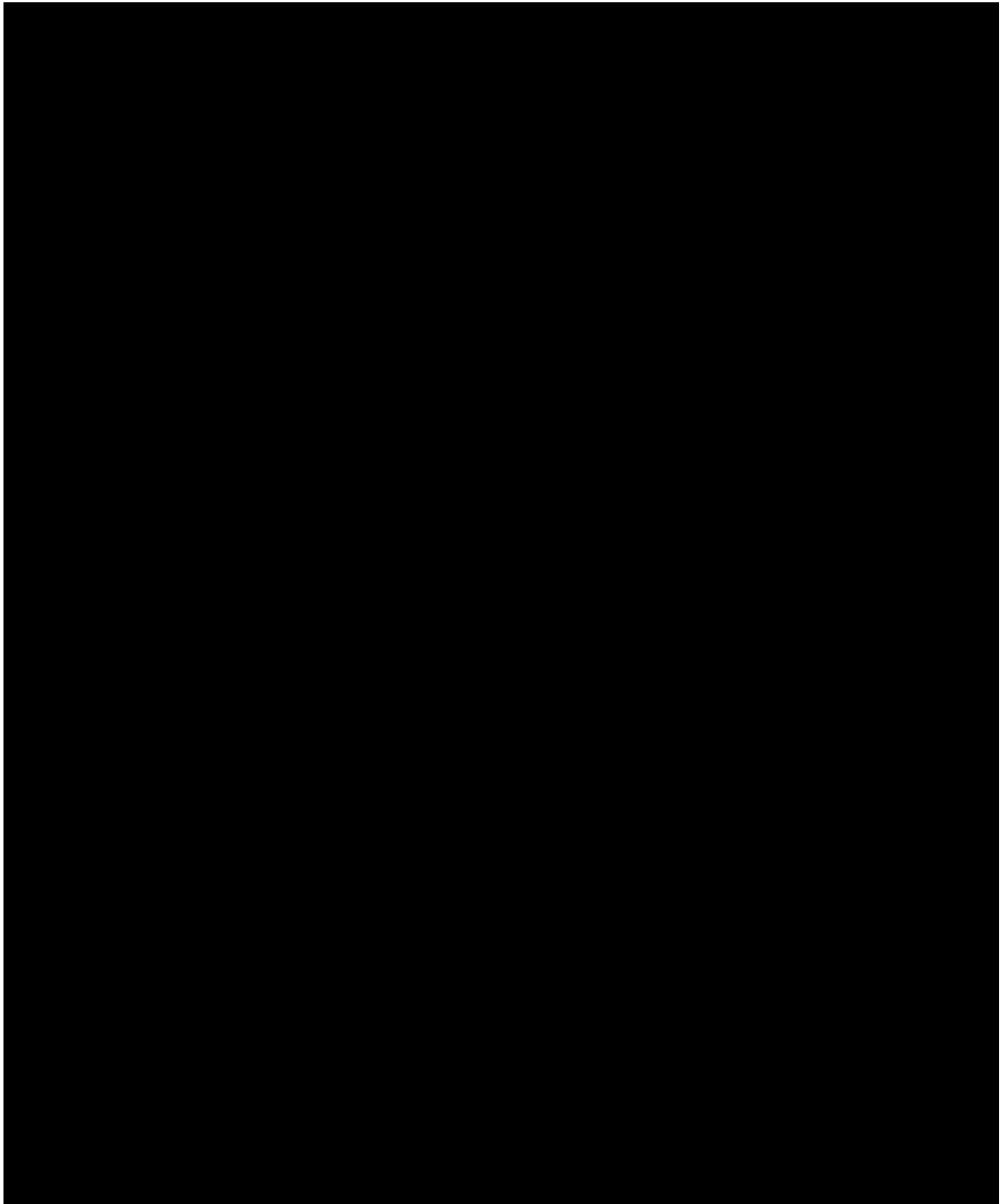
² https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879444/Magenta_Book_supplementary_guide_Guidance_for_Conducting_Regulatory_Post_Implementation_Reviews.pdf

³ [The Concordat to Support Research Integrity - UK Research Integrity Office \(ukrio.org\)](https://www.ukrio.org/the-concordat-to-support-research-integrity/)

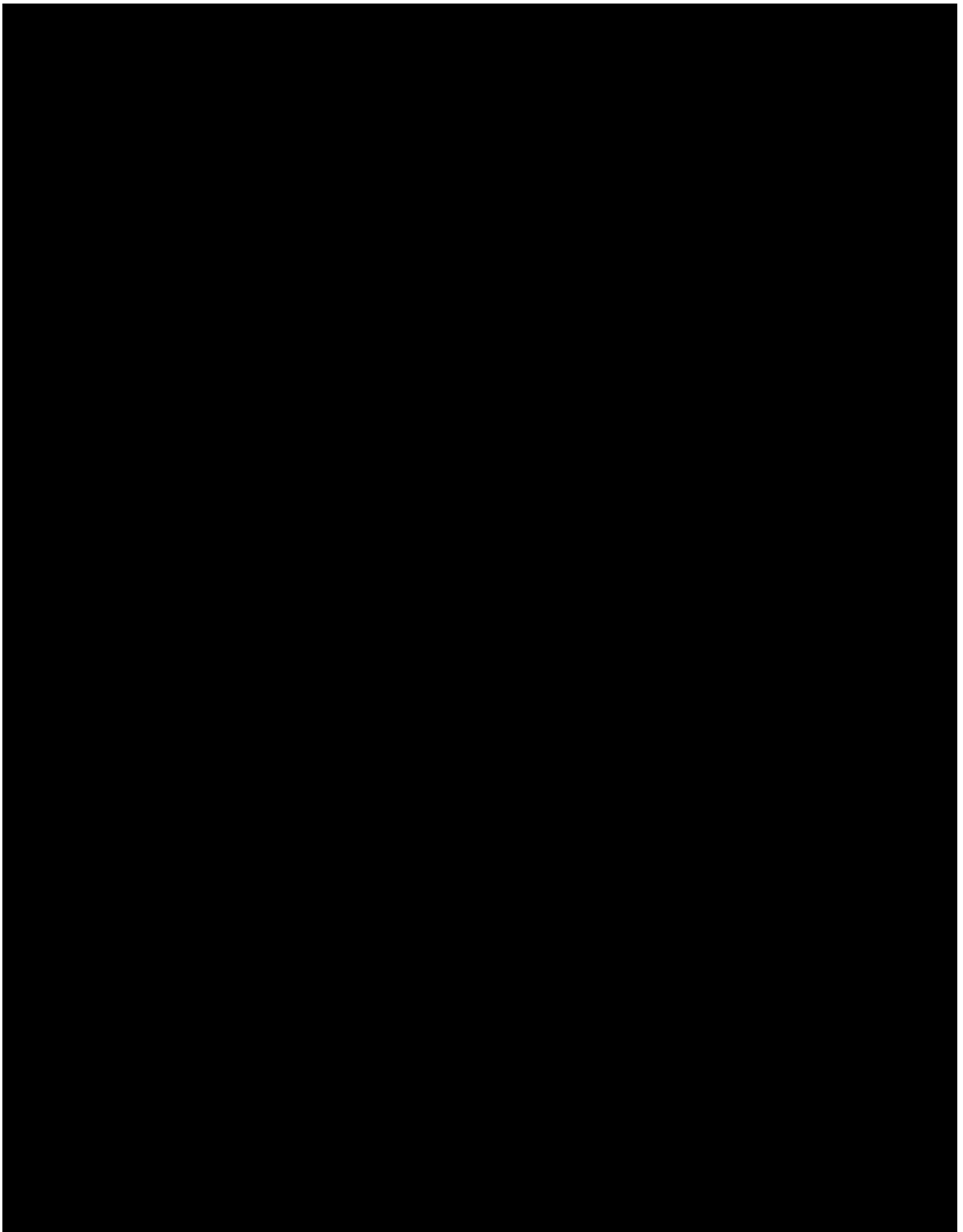
⁴ <https://www.gov.uk/government/publications/the-evaluation-task-force-strategy-2022-2025/the-evaluation-task-force-strategy-2022-2025.html#fn:2>

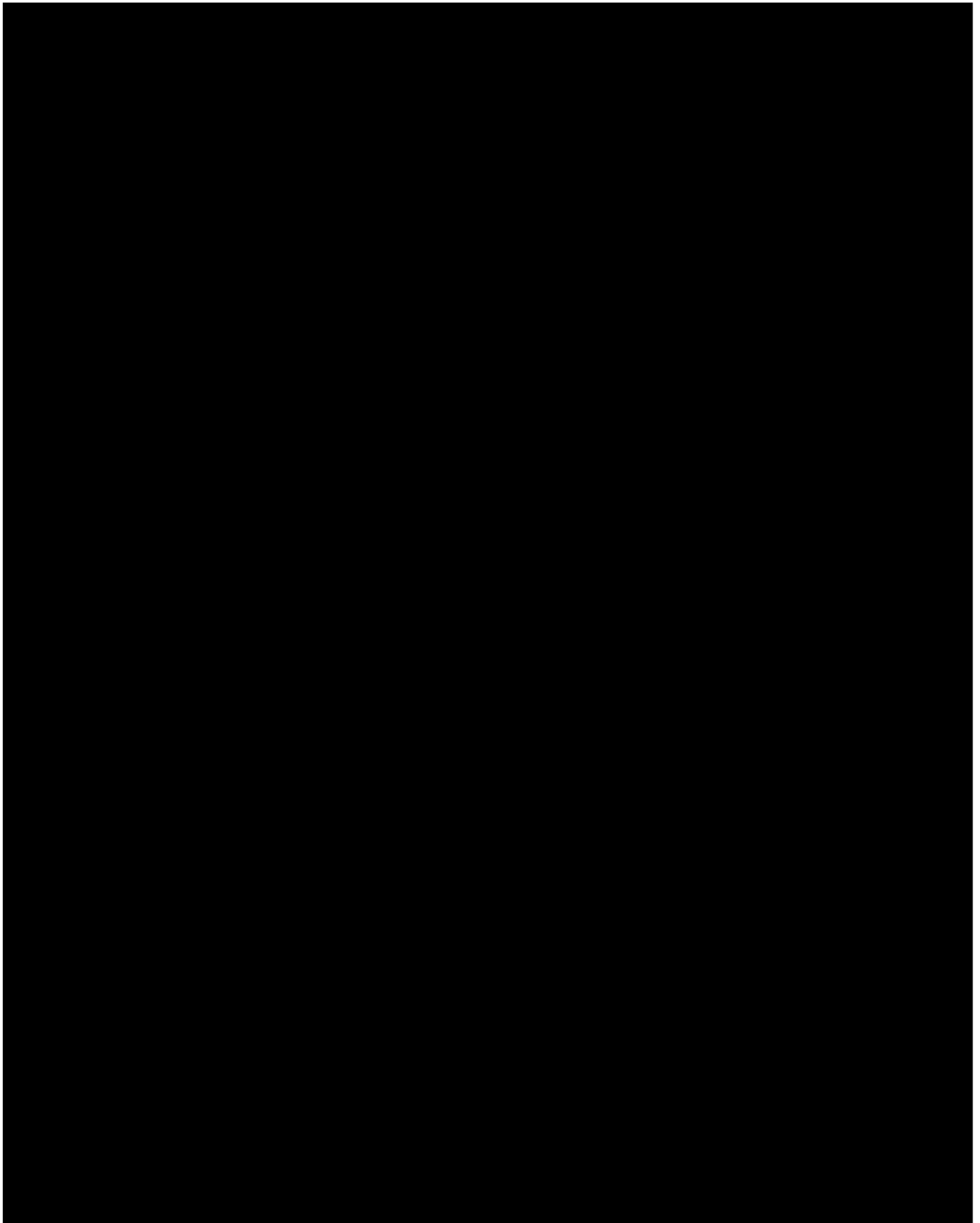


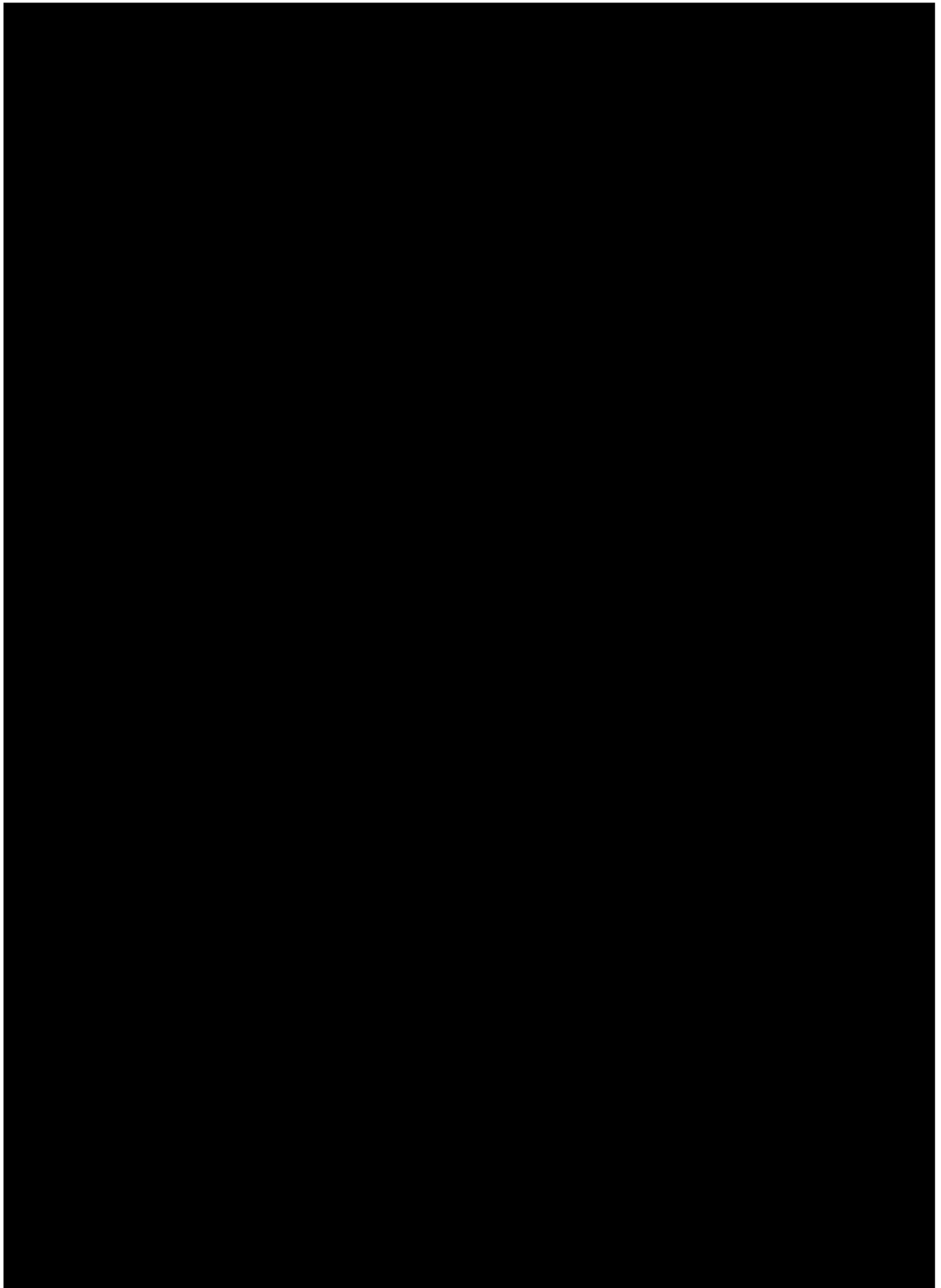


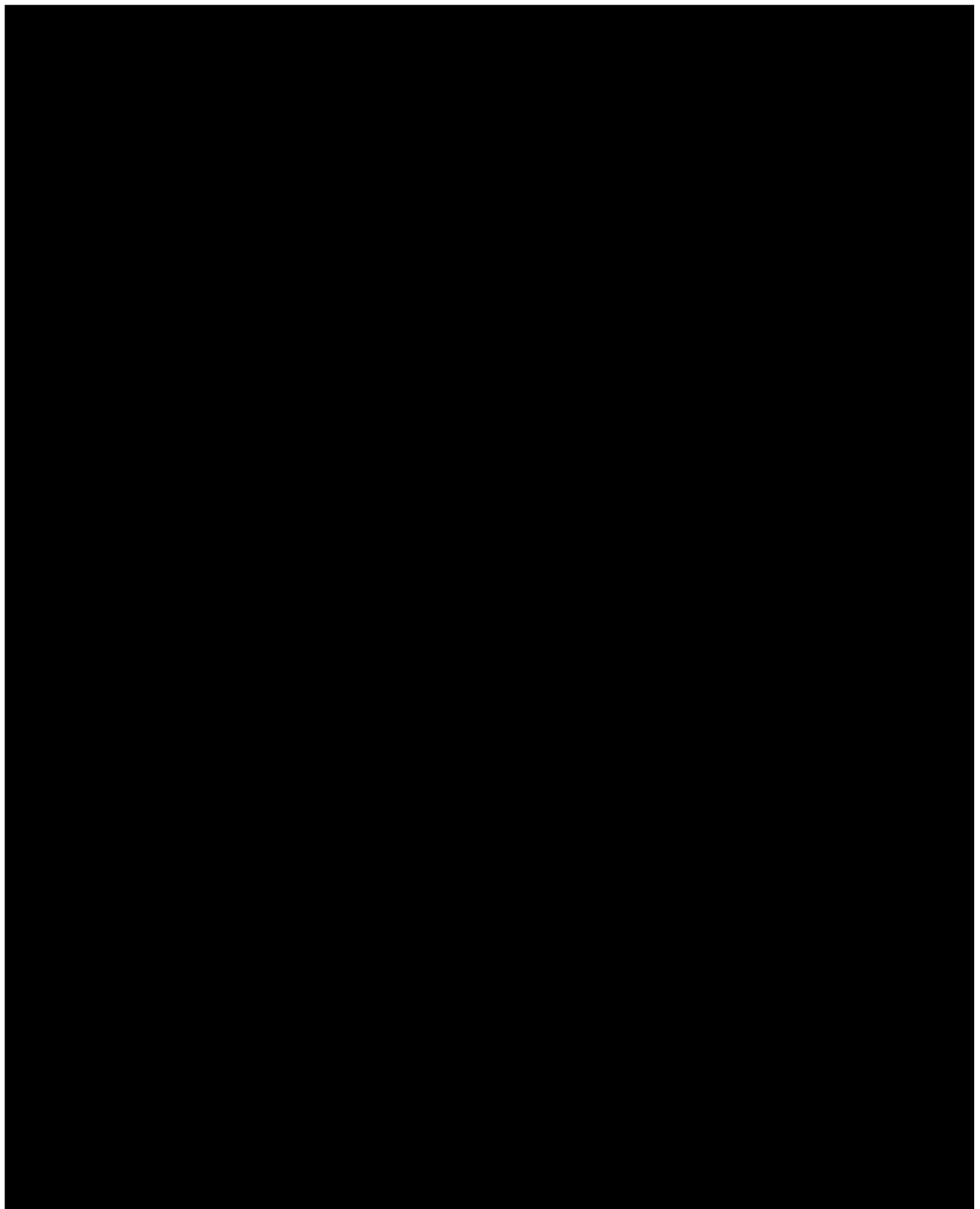


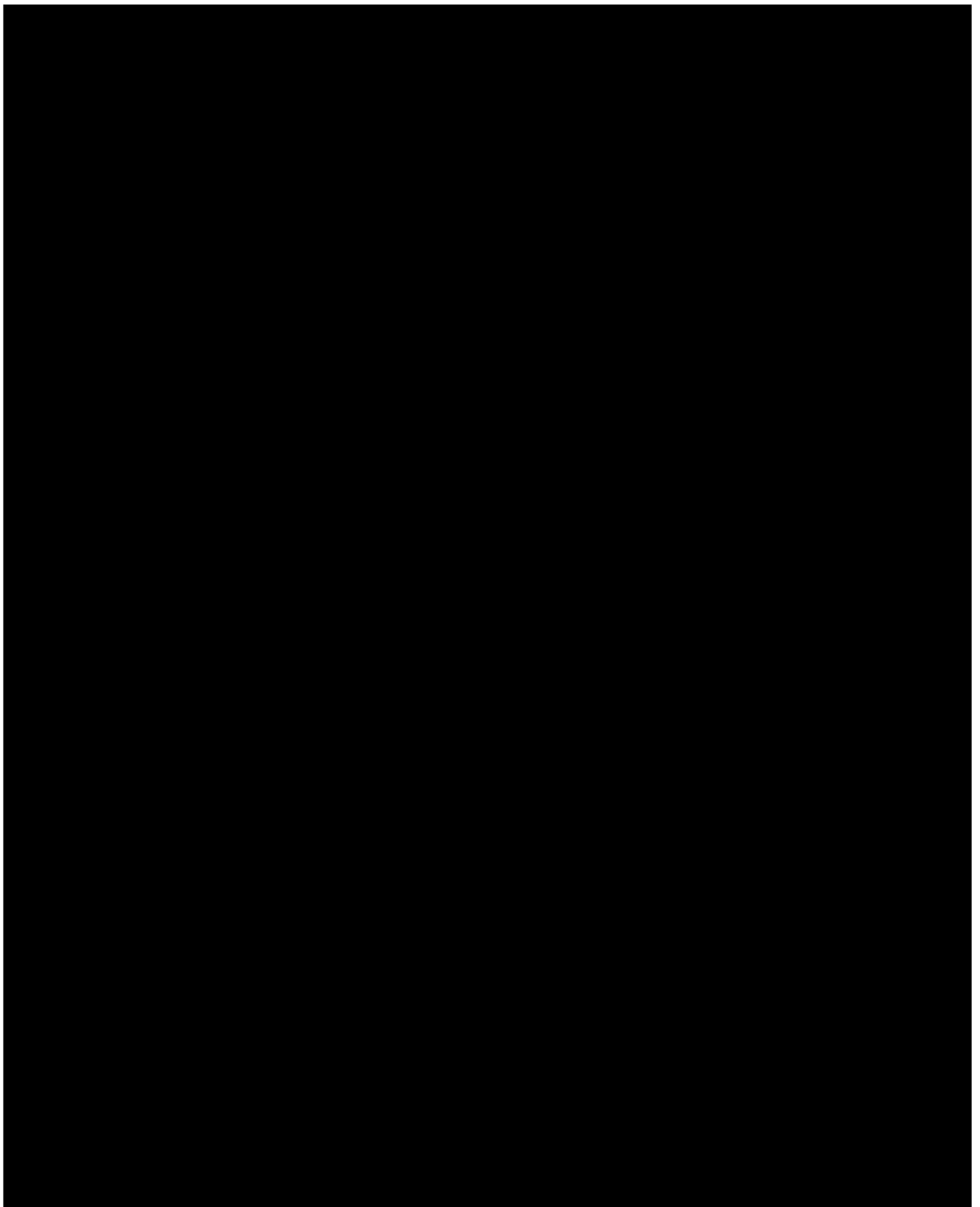
¹ [DfT evaluation strategy and programme 2022 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/98421/dft_evaluation_strategy_and_programme_2022.pdf)

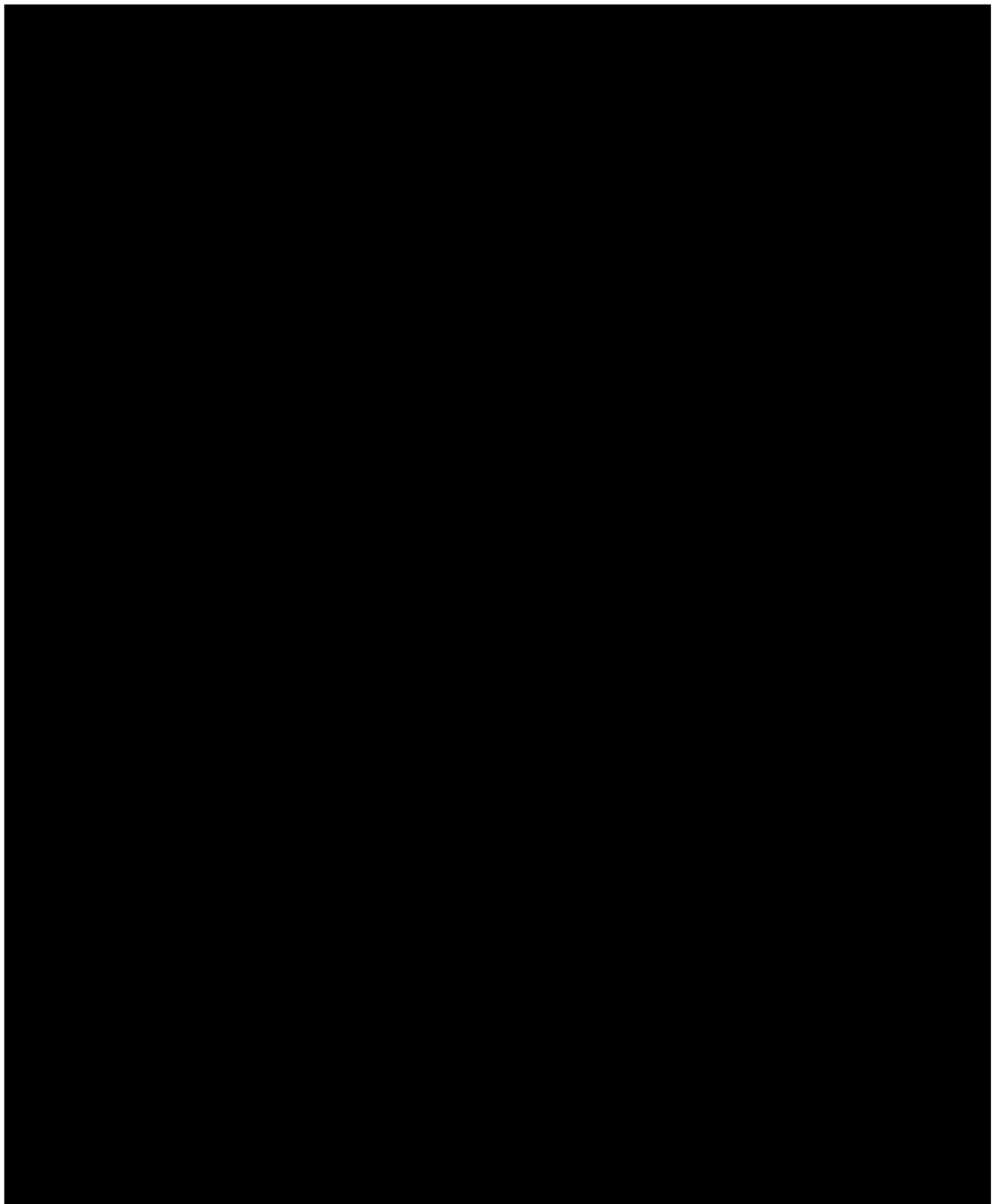


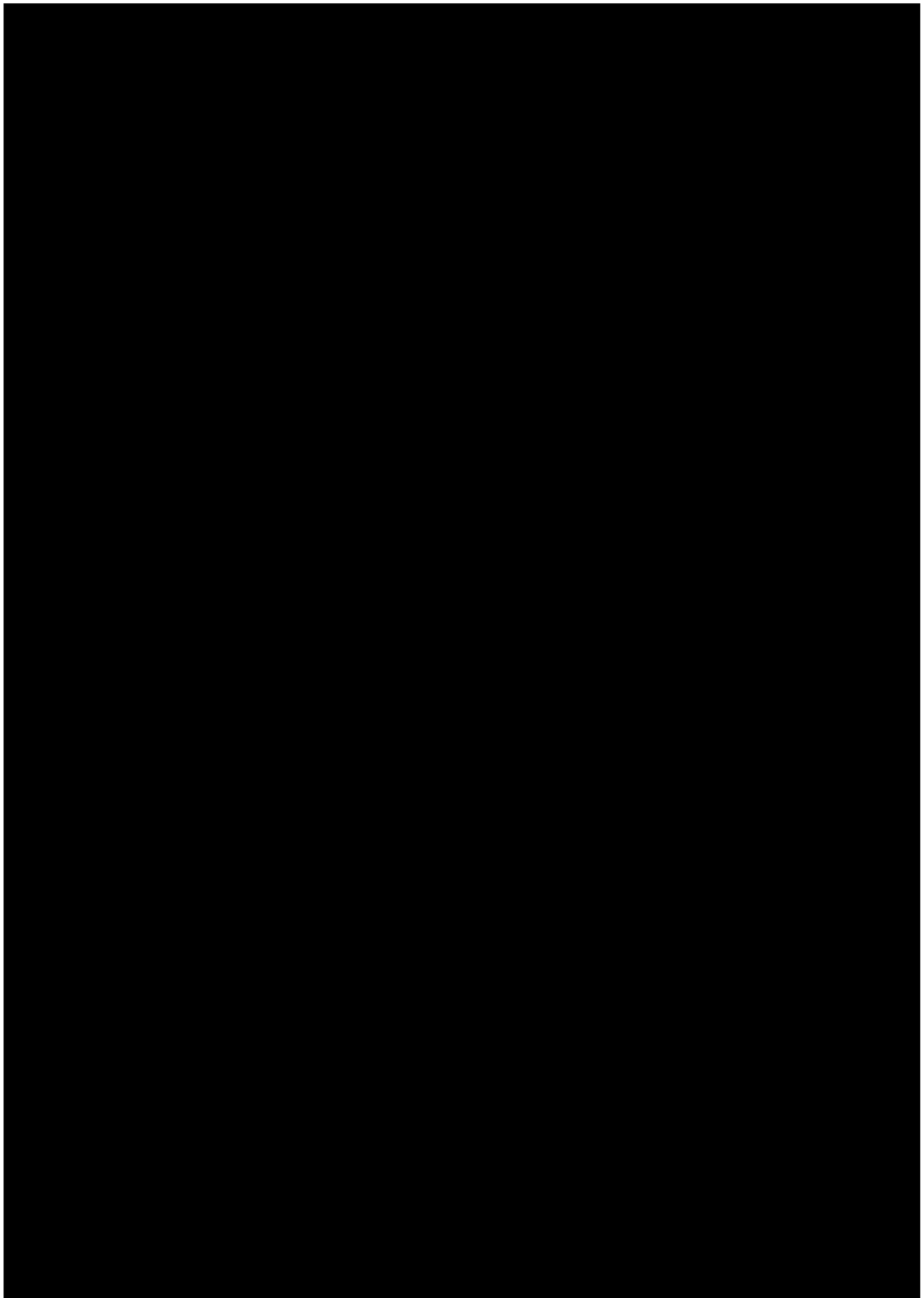


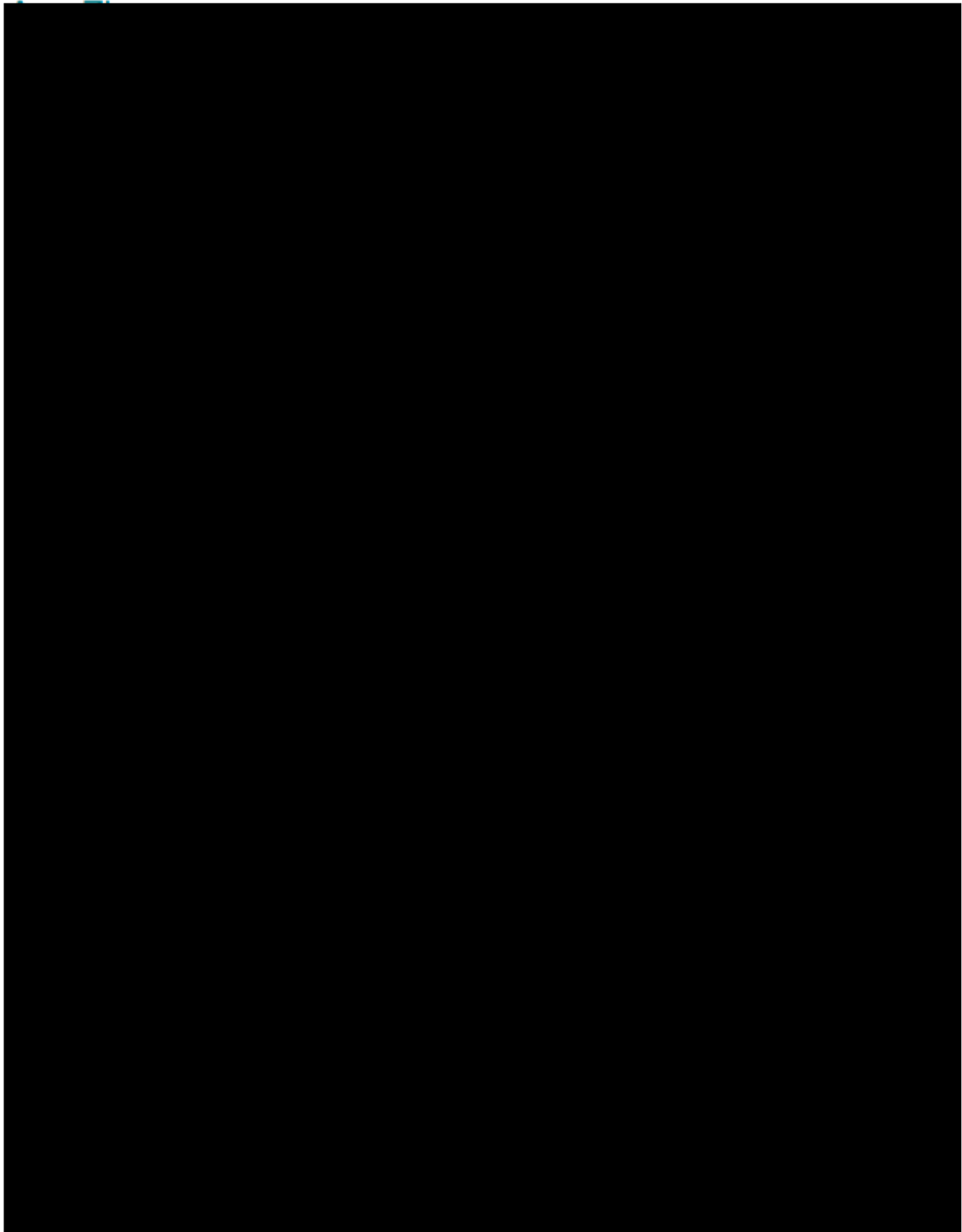


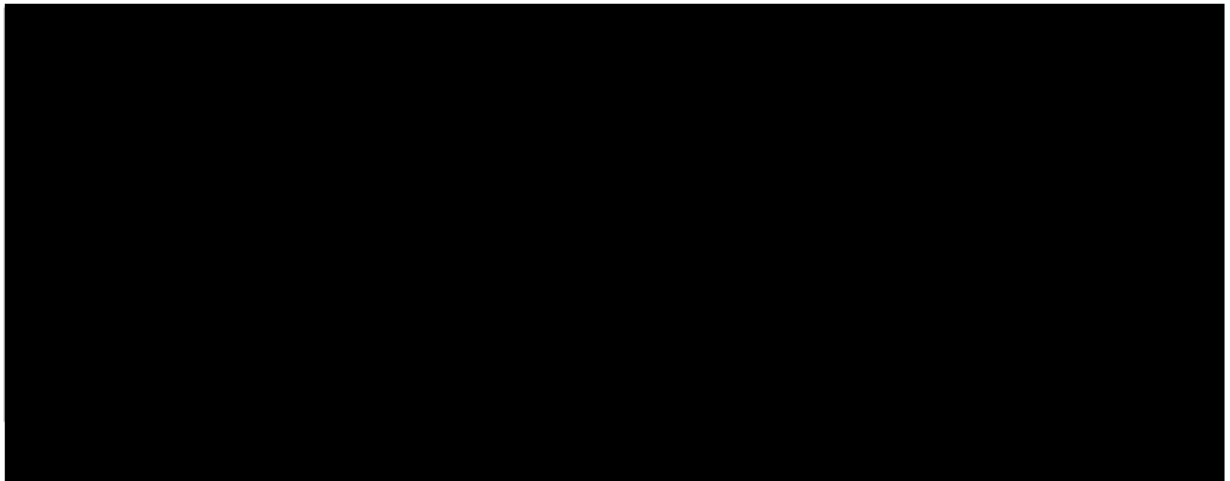


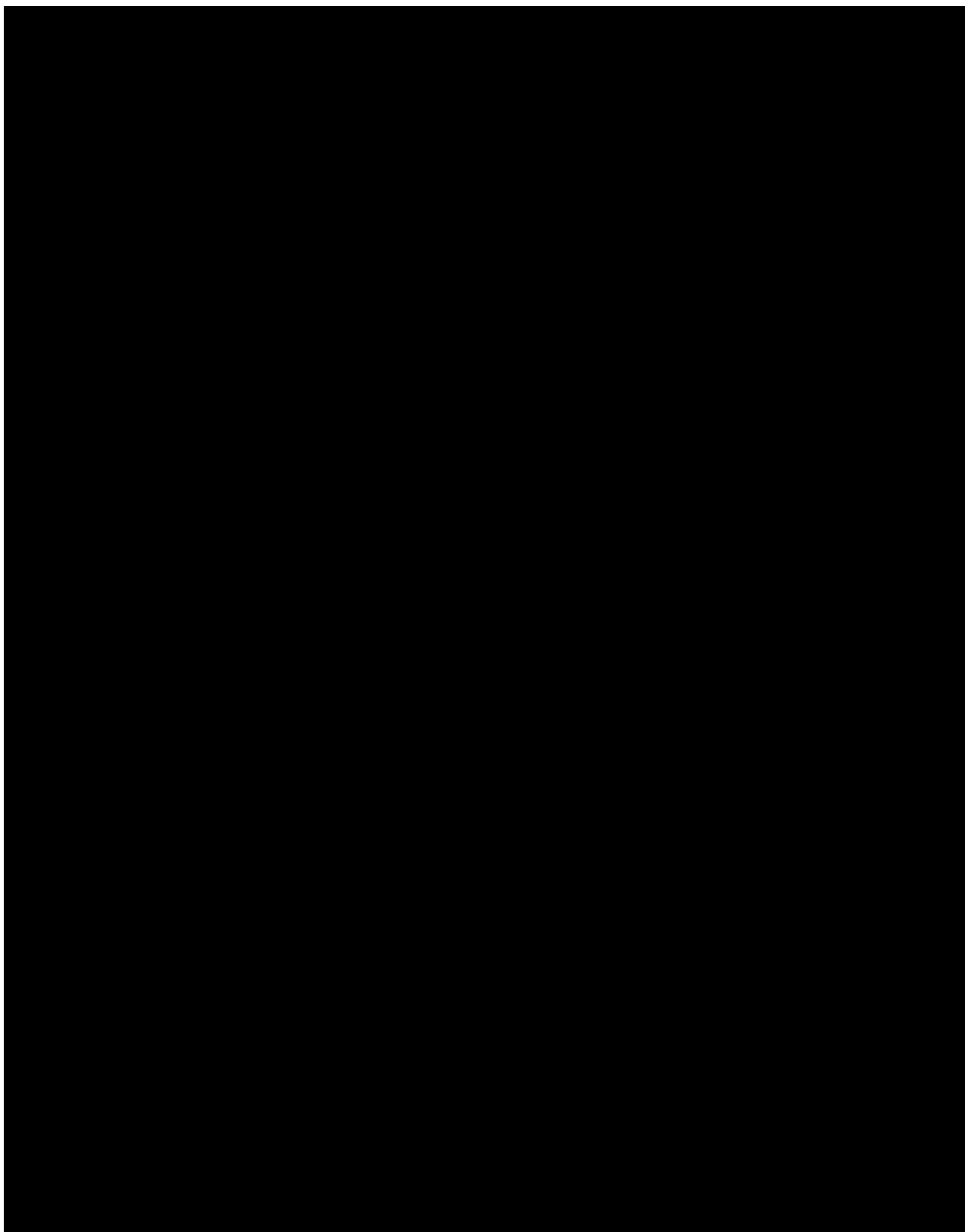


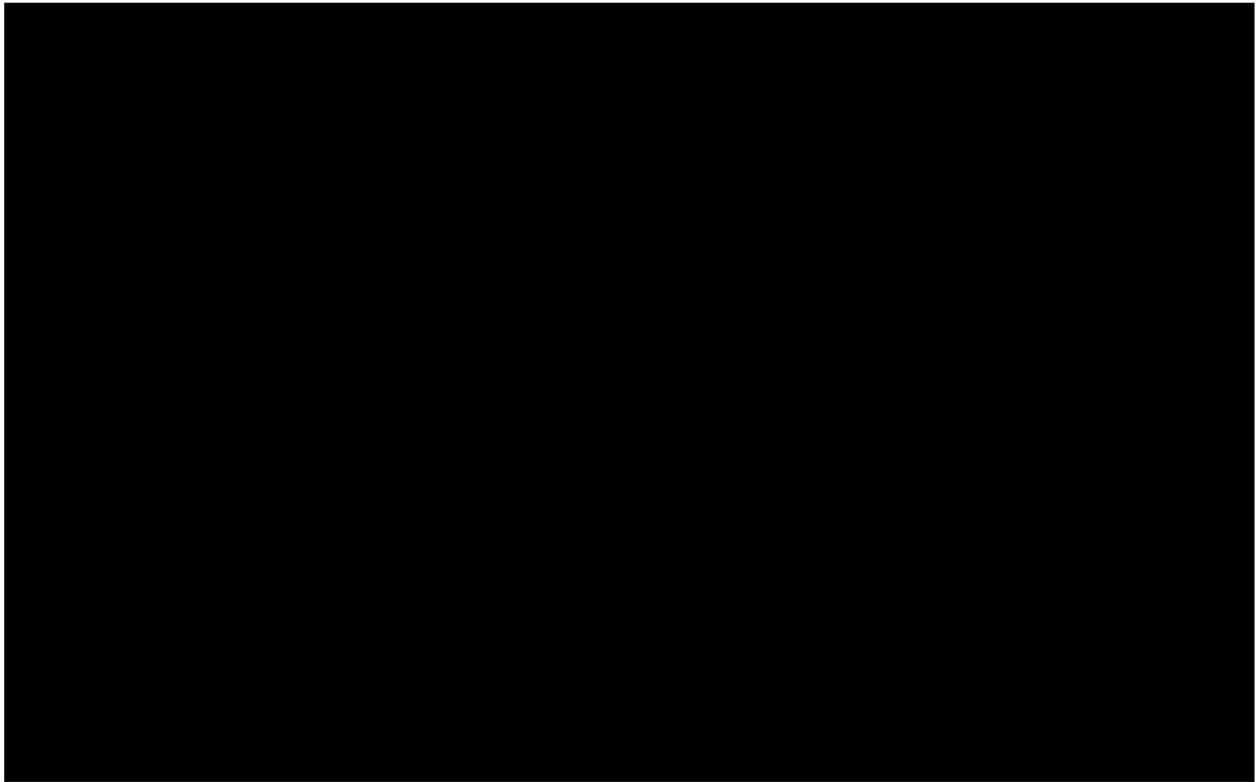


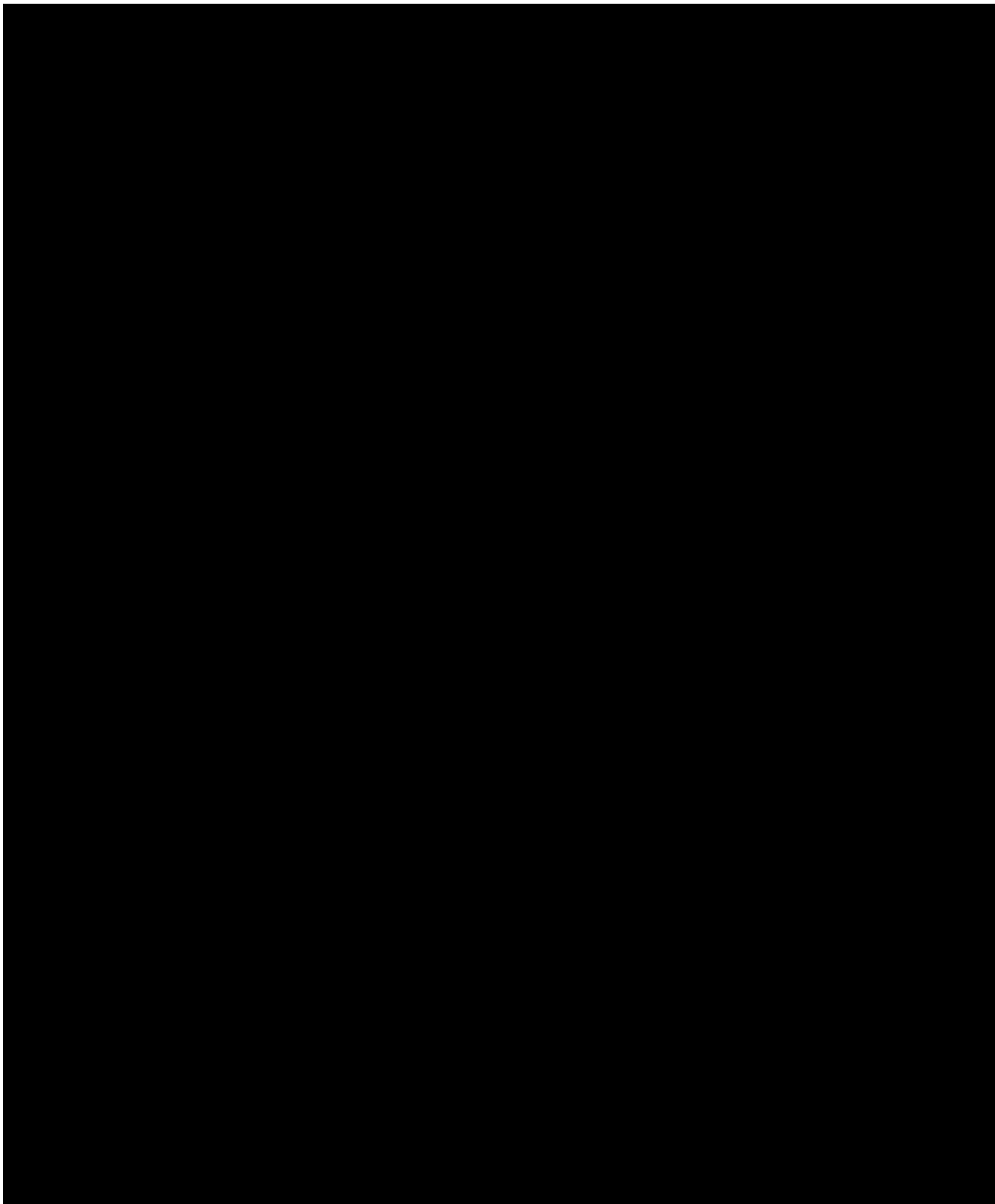


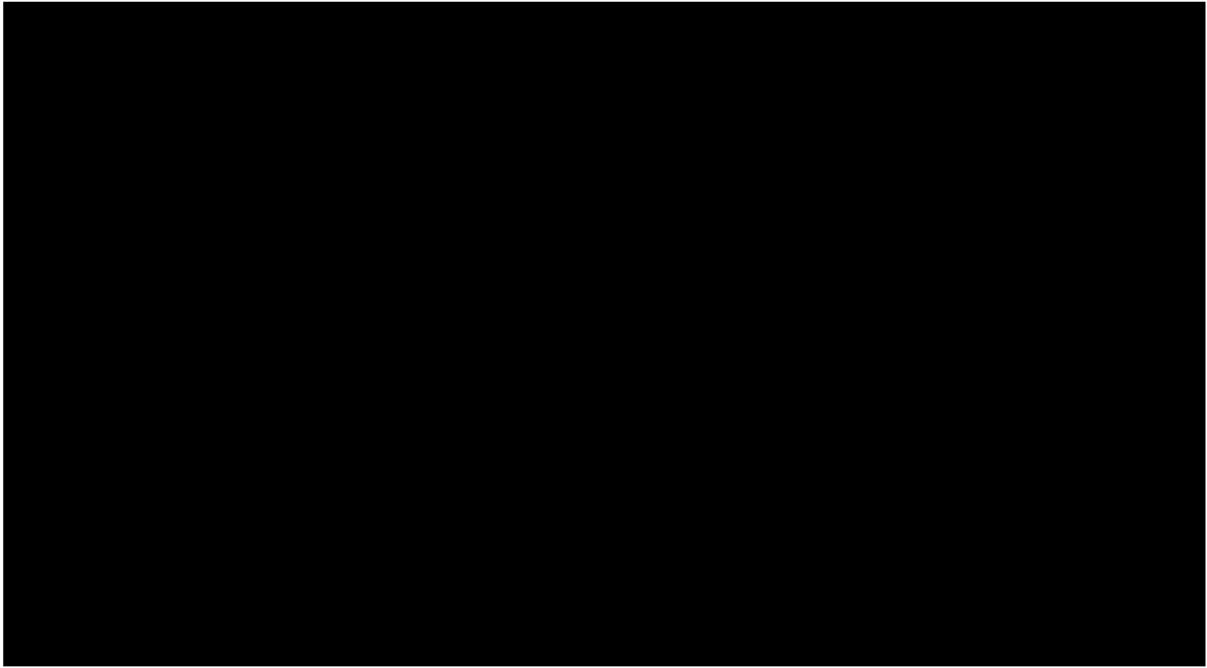


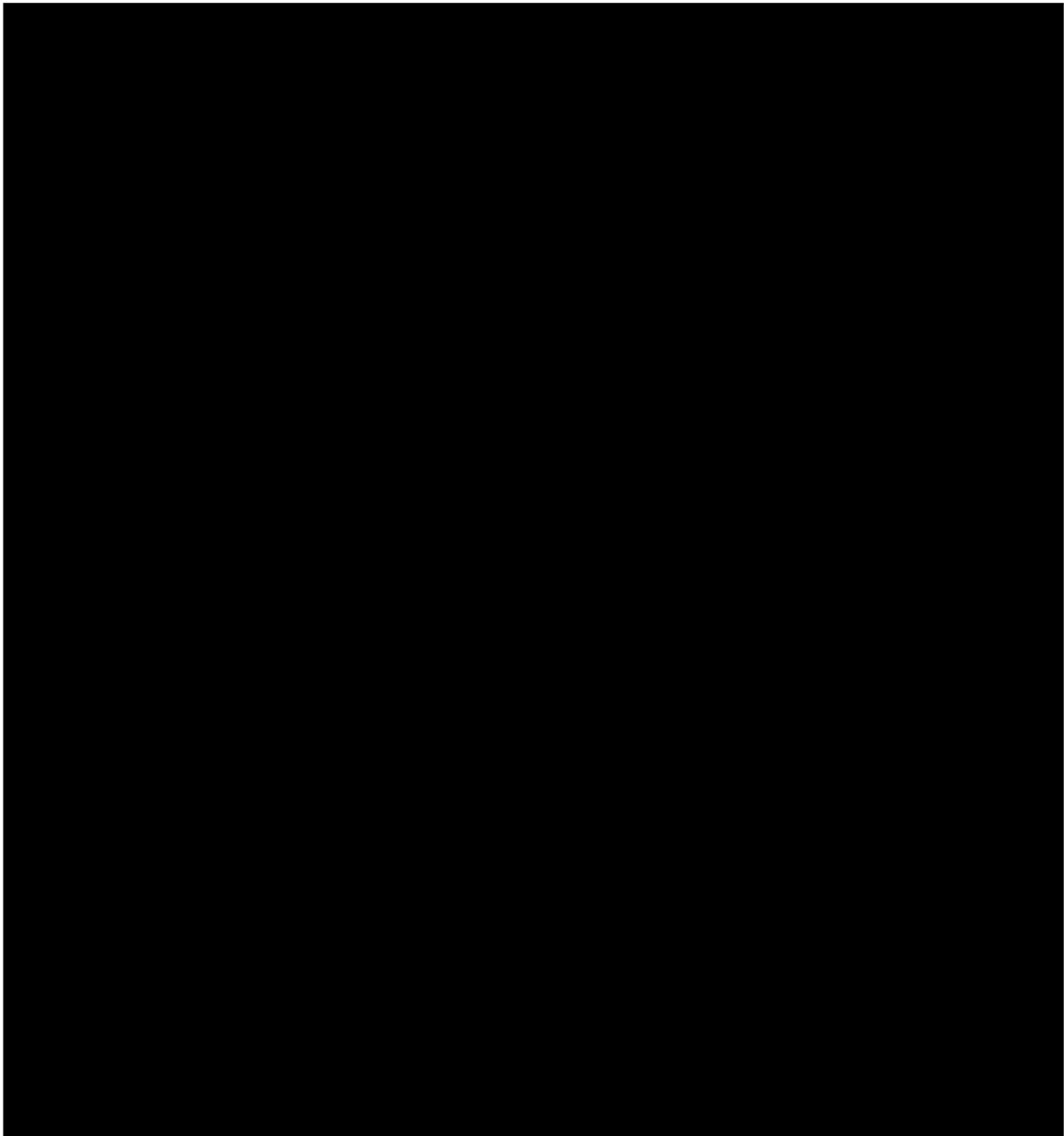


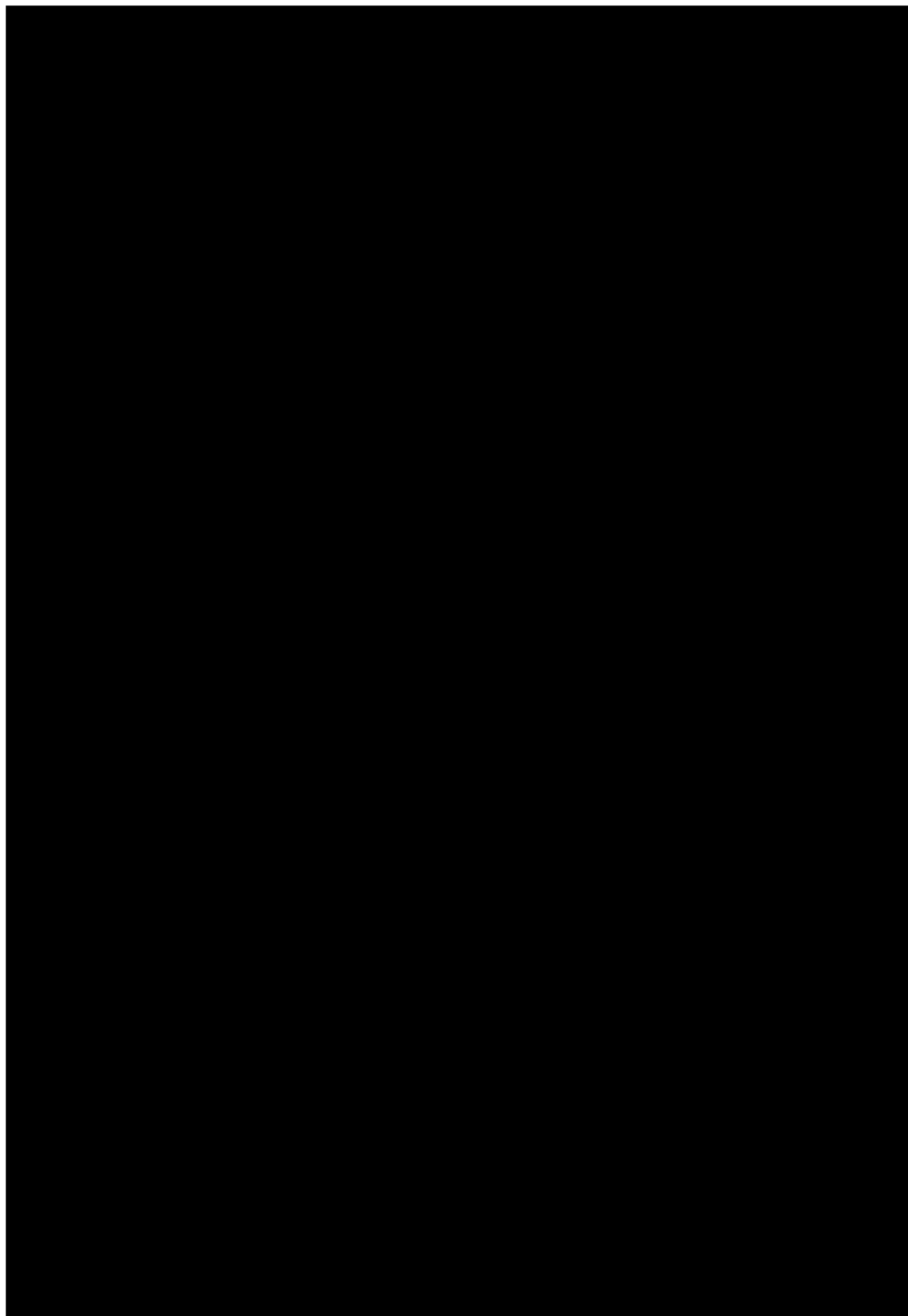


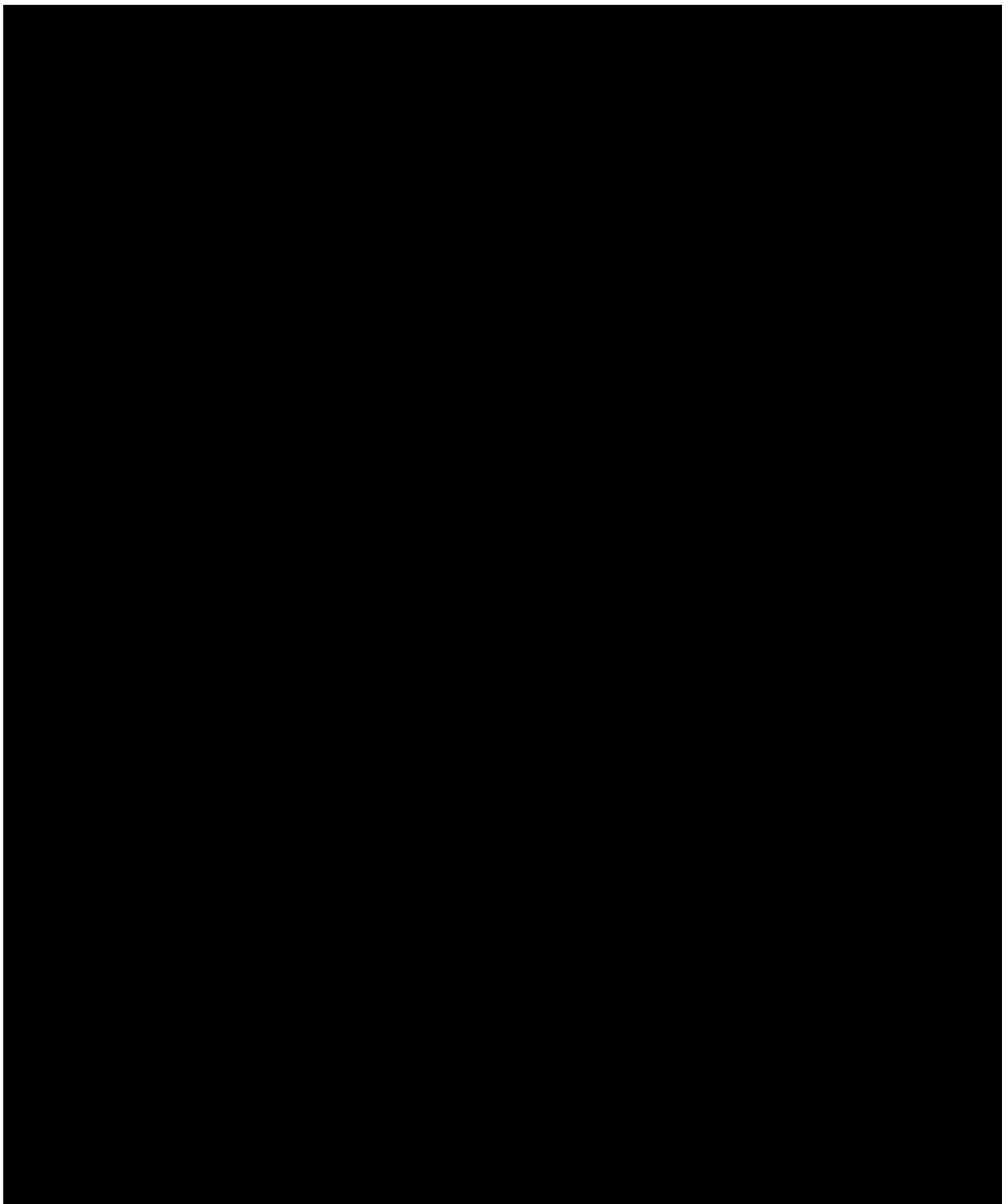


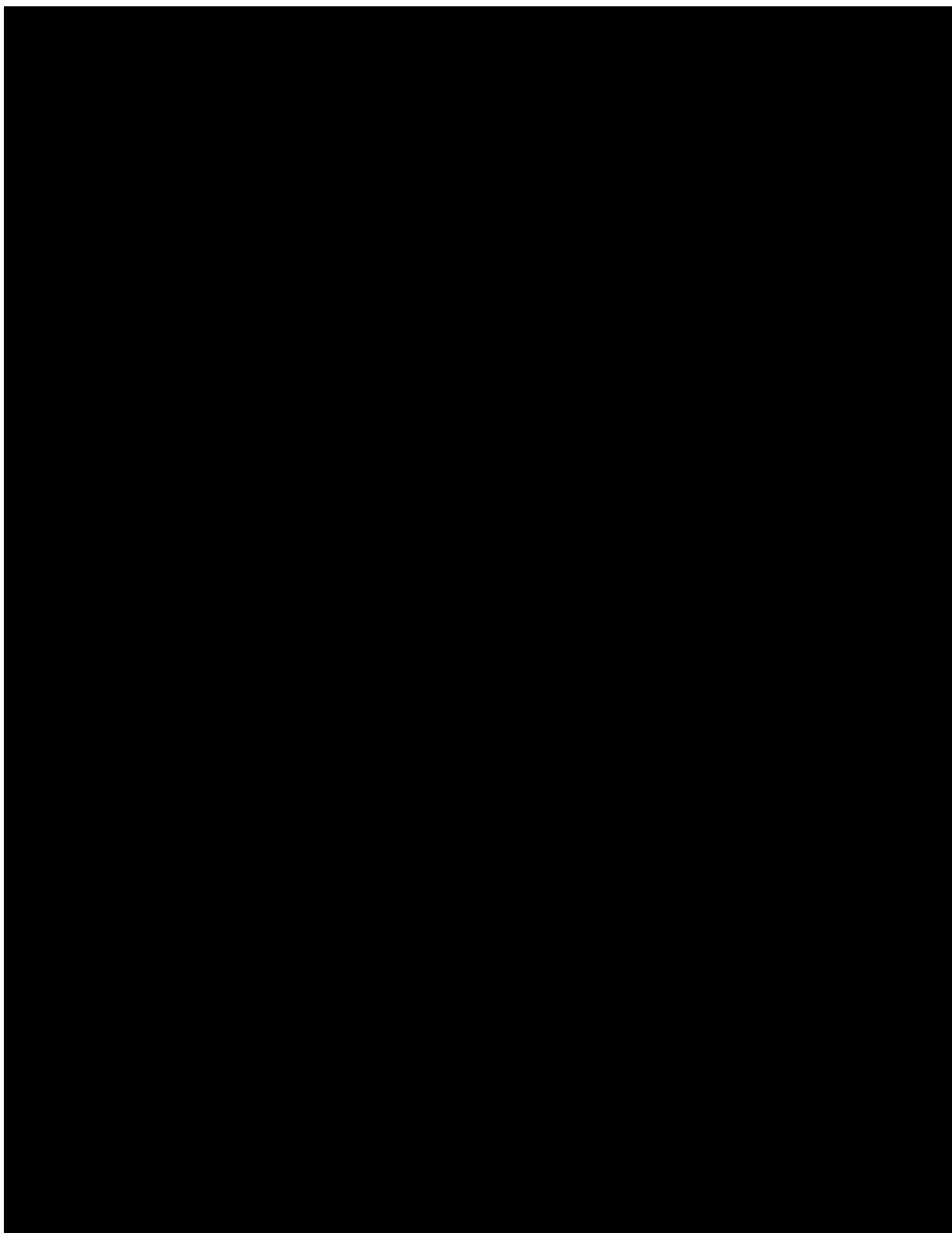


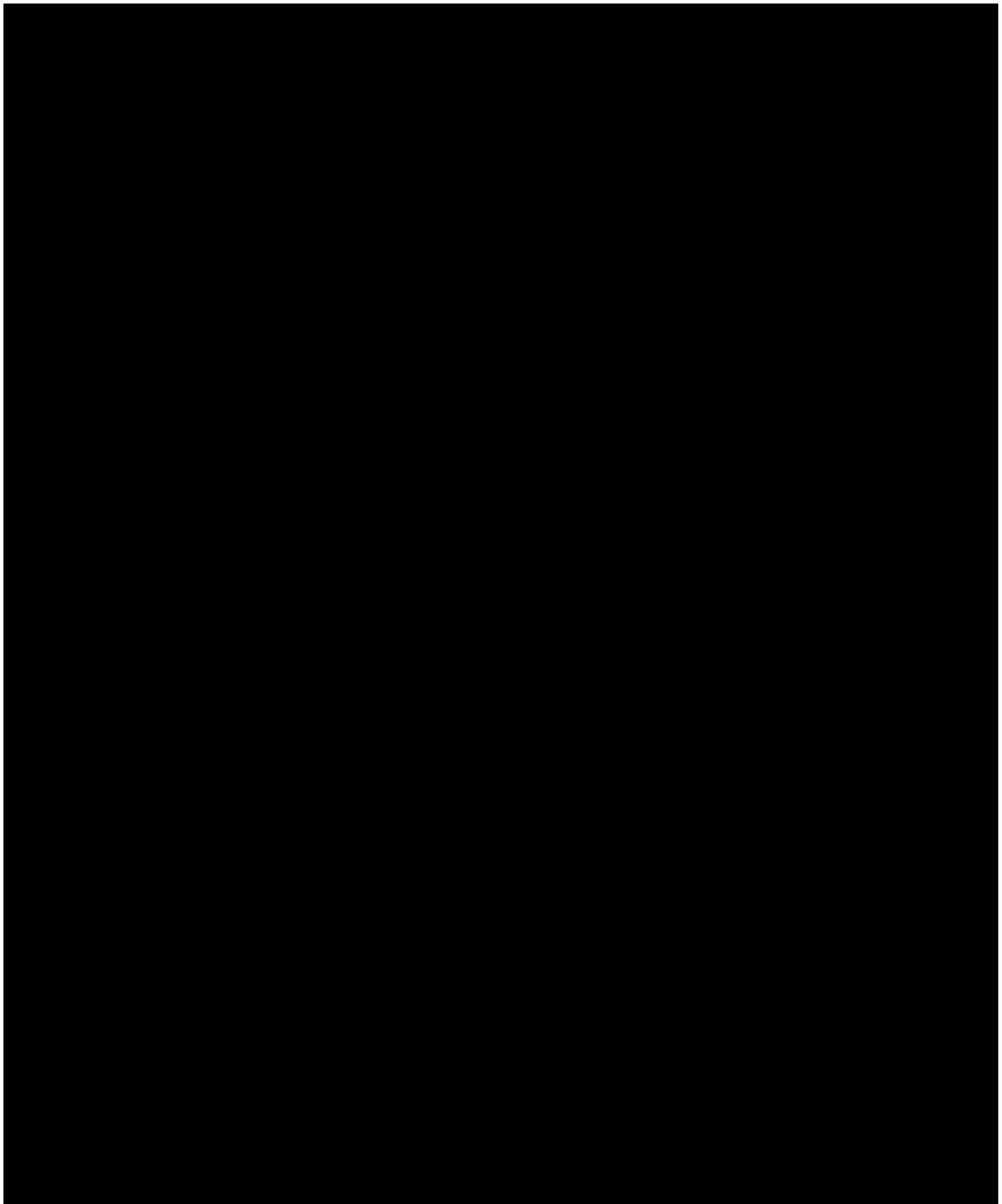


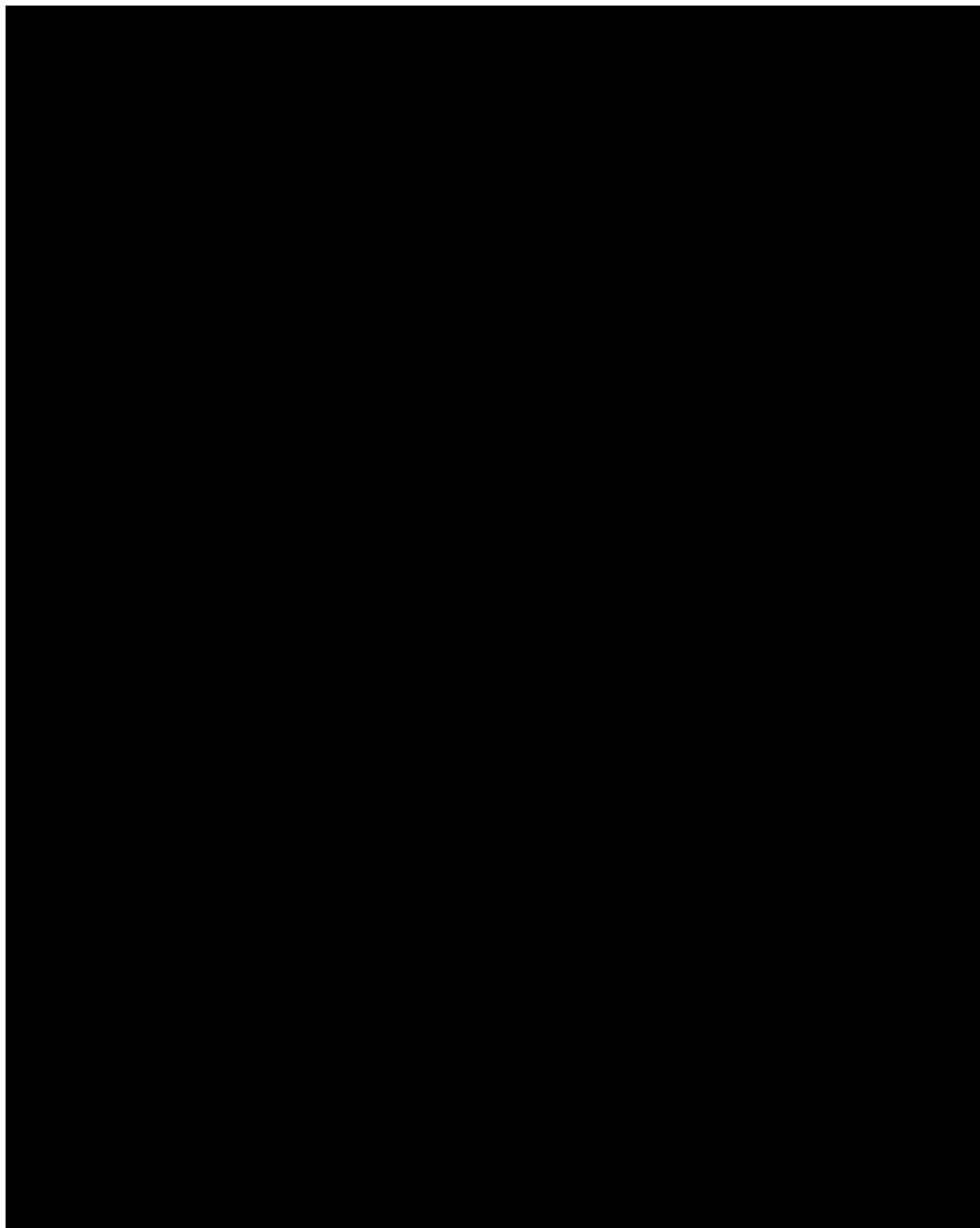


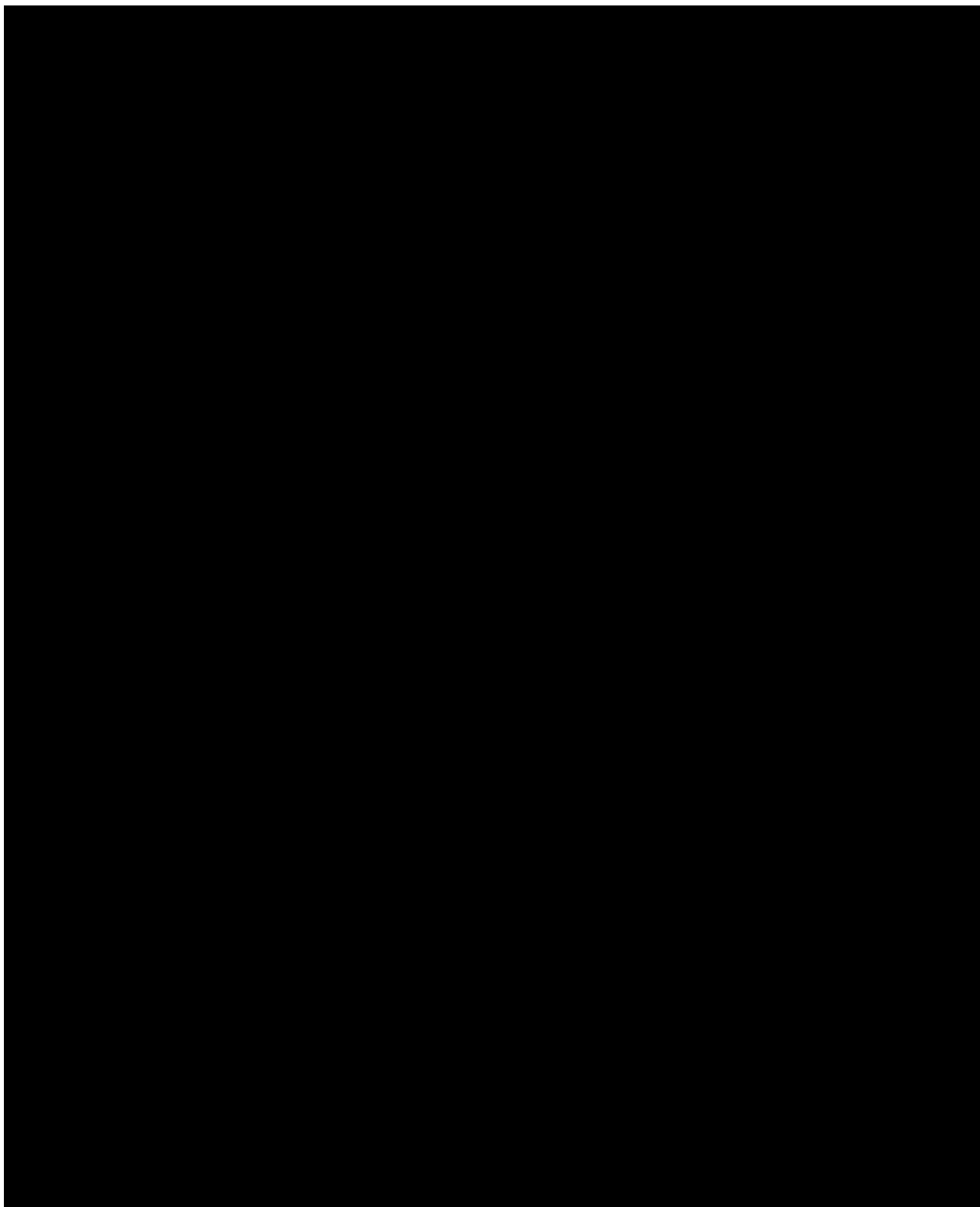


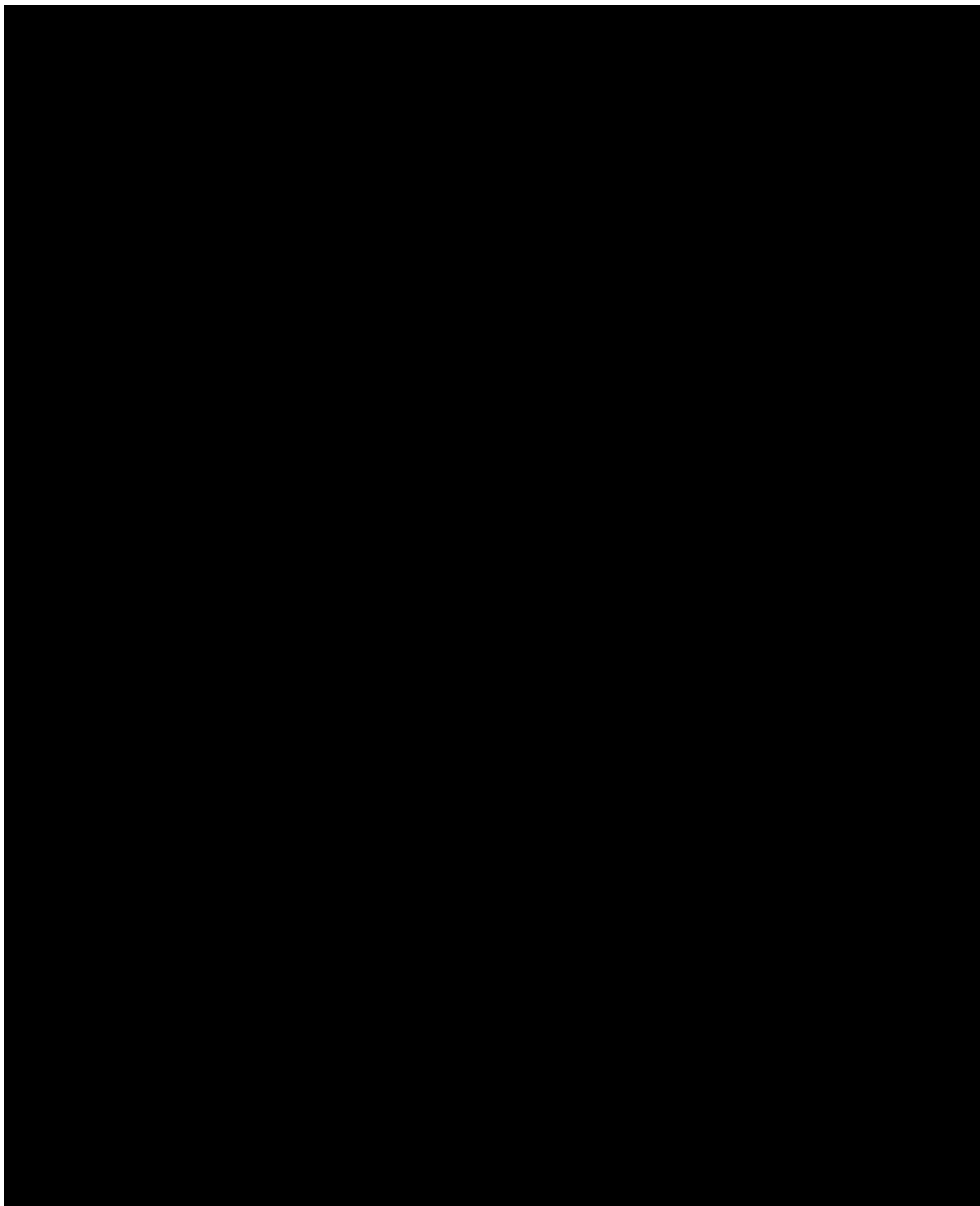


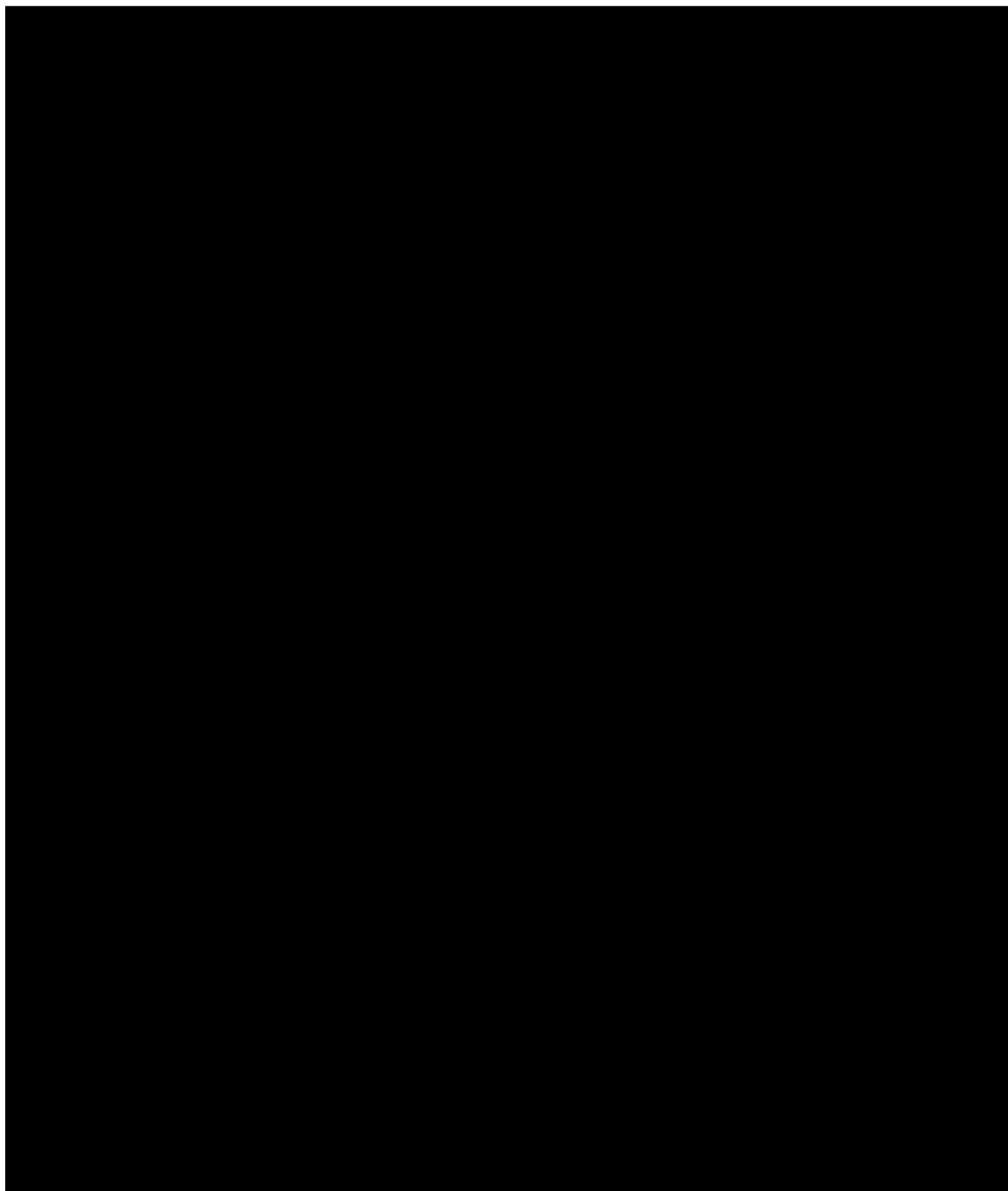




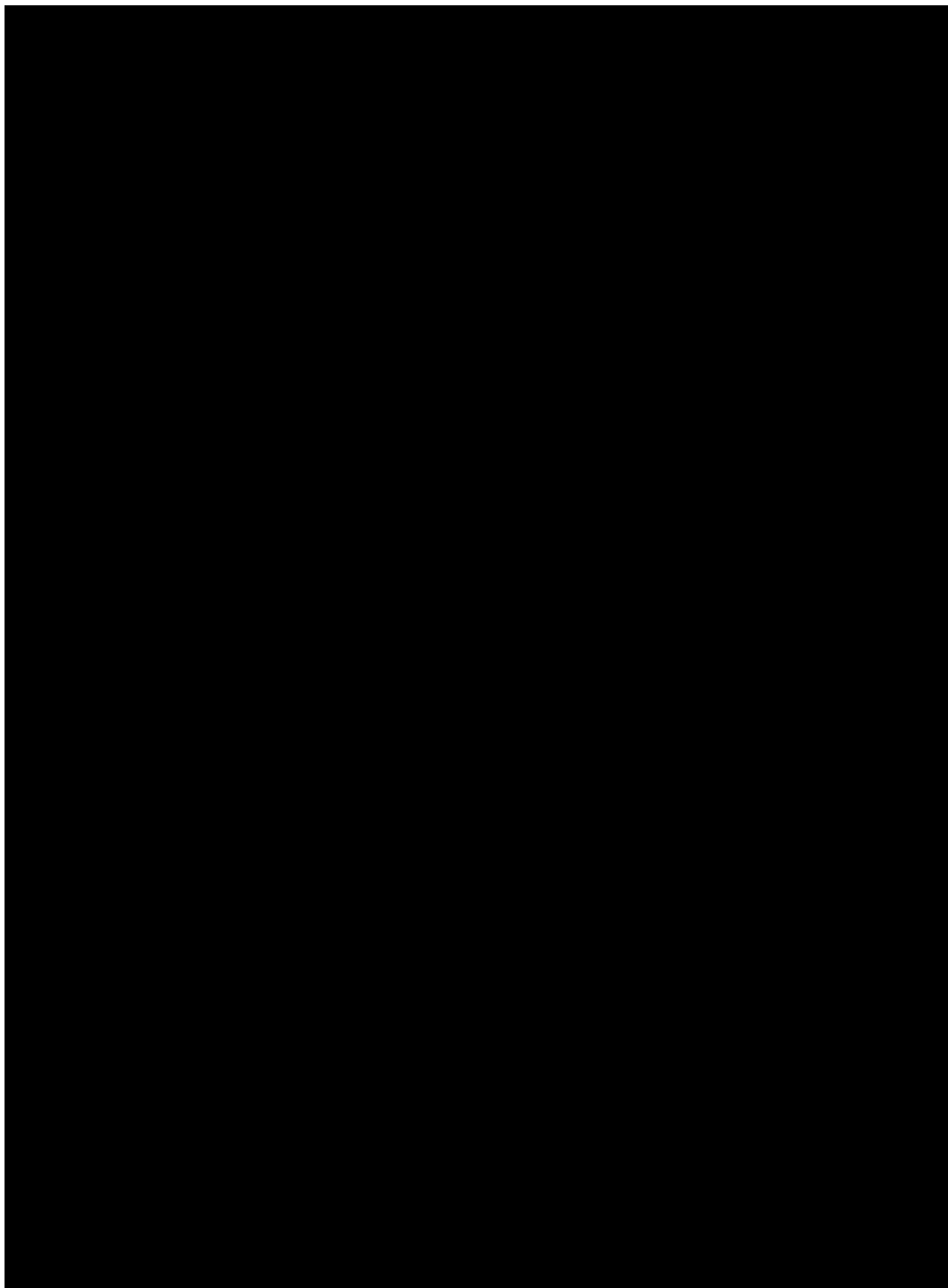


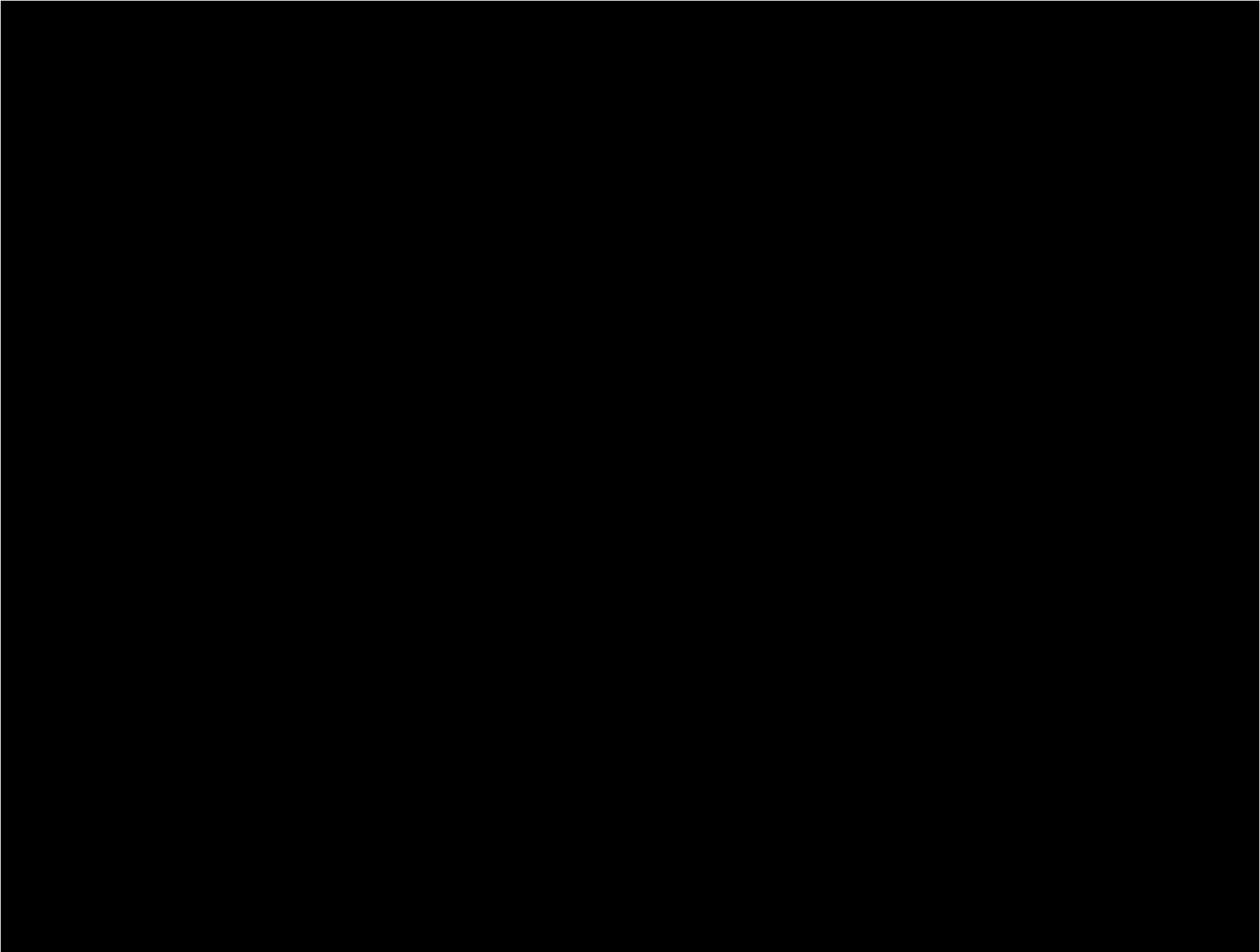












DPS Schedule 6 (Order Form Template and Order Schedules)

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