

## DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

### Part 1: Letter of Appointment

Department of Work and Pensions,  
REDACTED INFORMATION

Dear Sirs

### Letter of Appointment

This letter of Appointment dated 16th April 2020 is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier.

Capitalised terms and expressions used in this letter have the same meanings as in the Contract Terms unless the context otherwise requires.

Order Number:	TBC
From:	Department of Work and Pensions (Customer)
To:	IPSOS MORI ("Supplier")

Effective Date:	17th April 2020
Expiry Date:	31 December 2024

Services required:	<p>Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by:</p> <ul style="list-style-type: none"> <li>· the Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B; and the completed SARA form</li> </ul> <p>The planned work schedule, key milestones and payment plan included in the specification and proposal are for indicative purposes only due to the impact of COVID19 on research fieldwork activity in 2020.</p>
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	<p>The</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> work schedule,</li> <li><input type="checkbox"/> key milestones</li> <li><input type="checkbox"/> payment plan</li> </ul> <p>will be agreed between the DWP Project Team and Ipsos Mori in line with policy decisions about the appropriate time for restarting the trial.</p>
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Key Individuals:	<p>Customer:  <b>REDACTED INFORMATION</b></p> <p>Supplier  <b>REDACTED INFORMATION</b></p>
[Guarantor(s)]	Not Applicable

Contract Charges (including any applicable discount(s), but excluding VAT):	The maximum capped contract value is £410,000.00
Insurance Requirements	As per Terms and Conditions of RM6018
Liability Requirements	<b>Suppliers limitation of Liability</b> As per Clause <b>Error! Reference source not found.</b> of the Contract Terms and Conditions of RM6018.

Customer billing address for invoicing:	<b>REDACTED INFORMATION</b>
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GDPR	Please see Schedule 7 of Contract Terms
Alternative and/or additional provisions (including Schedule 8(Additional clauses)):	Not Applicable

**FORMATION OF CONTRACT**

**BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) the Supplier agrees to enter a Contract with the Customer to provide the Services in accordance with the terms of this letter and the Contract Terms.**

**The Parties hereby acknowledge and agree that they have read this letter and the Contract Terms.**

**The Parties hereby acknowledge and agree that this Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of this letter from the Supplier within two (2) Working Days from such receipt**

**For and on behalf of the Supplier:**

**For and on behalf of the Customer:**

Name and Title:  
**INFORMATION**

Name and Title: **REDACTED**

**REDACTED INFORMATION**

Signature:

Signature: **REDACTED INFORMATION**

**REDACTED INFORMATION**

Date: 16 APRIL 2020

Date:  
27 April 2020

## **ANNEX A**

### **Customer Project Specification**

#### **1. Background to Requirement The Intensive Personalised Support Programme – context**

- 1.1 The 2017 Command Paper *Improving Lives: the future of work, health and disability*<sup>1</sup> sets out the government's commitment to see one million more disabled people in work by 2027. This is central to the government's agenda of building a country and economy that works for everyone. The Customer has introduced a series of measures to support disabled people into employment, including IPES.
- 1.2 IPES is a £48m, voluntary employment support programme which will run over four years from February 2020. In total 10,000 places will be available (2,500 per year). The programme mainly targets individuals who are claiming Employment Support Allowance (ESA) or Universal Credit Work Related Activity Group, although those claiming other benefits (Universal Credit or Job Seekers' Allowance) may also be eligible. Further information can be found on this in point 3.11 of this document. Participants will be disabled or have a long term health condition and will be considered to be more than 12 months away from the labour market, without support. They will have complex needs and multiple barriers to employment.
- 1.3 The programme is also open to disabled people and those with long term health conditions who are not in receipt of benefits, who will be referred by external organisations. The Customer expects the number of non-benefit claimants to be small (less than 5% of the total).
- 1.4 The programme will provide up to 15 months' support, with an option of up to six months' additional in-work support for those who find employment. It will be delivered by external providers in six Contract Package Areas (CPAs) in England and Wales only.

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<sup>1</sup> Improving Lives: The Future of Work, Health and Disability, Department for Work and Pensions, December 2017.  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/663399/improving-lives-the-future-of-work-health-anddisability.PDF](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/663399/improving-lives-the-future-of-work-health-anddisability.PDF)

1.5 The programme includes a number of features which will need to be evaluated, including:

- 1.5.1 Referrals from external organisations working with this client group, so that nonbenefit claimants can join the programme
- 1.5.2 A three-way handover between the participant, work coach and provider, before starting the programme
- 1.5.3 A “handback” to the work coach at the end of the programme, if the participant has not found employment
- 1.5.4 Ongoing case conferences between the claimant, provider and Job Centre Plus (JCP) staff (work coach and/or a Disability Employment Advisor (DEA))
- 1.5.5 Work experience
- 1.5.6 Up to six months of in-work support

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1.6 The programme has been designed with a three to six month test period (from January 2020). During this period the Customer will analyse data on take up and improve their volume estimates. This will help them to assess the viability of the participant survey (see sections 6.3 – 6.12).

### Overall Evaluation Design

1.7 The full programme of research and evaluation will include:

- a. An impact assessment and cost-benefit assessment
- b. Small scale research with JCP staff
- c. A programme of research with participants, JCP staff, providers, employers and other organisations

1.8 **Item (c) above is the subject of this requirement.** Items (a) and (b) will be conducted in-house and is therefore outside of scope for this requirement. However some of the data collected through this requirement will be used in the impact assessment and the Customer will require a transfer of individual-level data from the participant survey.

### Relationship with the Impact Assessment

1.9 The programme has been designed as a national (England and Wales only) Randomised Control Trial (RCT).

1.10 The Customer are using an “Intention to Treat” approach, and they will over-refer to the programme to allow for dropouts before start.

1.11 JCP work coaches identify eligible claimants (and non-claimants) and ask if they would like to volunteer for the programme. All volunteers are then run through a dedicated Random Allocation Tool and allocated to the programme (treatment group) or to the comparison group. Those allocated to the comparison group will continue to receive the support they have previously received from their work coach, which could include referral to other programmes.

1.12 The Customer's priority is to maximise the number of referrals to IPES, and they have agreed that the randomised approach will only go ahead if volumes are such that IPES places are likely to be filled. If the randomised approach does not go ahead, then they will use Propensity Score Matching to conduct their impact assessment and there will be no comparison group with whom to conduct research. The Customer's preferred methodology assumes that the comparison group will be viable.

1.13 It is accepted that the proportion of participants who find work through IPES will be quite low, and therefore the evaluation will need to consider "soft" outcomes such as changes in confidence and motivation, as well as "hard" outcomes such as earnings and employment. The impact assessment will draw on administrative data on earnings and employment, however administrative data does not include all the data the Customer needs. Therefore the Customer requires the Supplier to collect additional data, including:

1.13.1 Demographics

1.13.2 Disability, health condition(s) and other barriers to work

1.13.3 Wider socio-economic impacts, i.e. use of health services

1.13.4 Changes to disability, health condition and other barriers, and confidence and motivation

1.14 This data will be collected as part of this requirement, and transferred to the Contracting Customer for analysis. More detail is provided in sections 6.3 and 6.4.

### **Existing evidence base**

1.15 In recent years the Customer has started to draw out key themes from the evidence base around what works in supporting disabled people move closer to work. Through their evaluation of the Enhanced Support Offer (ESO) and research with the ESA Support Group, the Customer has identified a number of factors which appear to be important in increasing take-up of voluntary provision and they wish to explore them further through the IPES evaluation. These include:

1.15.1 Engagement: the Customer needs to work hard to help claimants overcome fear and distrust of the benefit system

- 1.15.2 Advocacy: a trusted individual providing “wraparound” support for claimants which extends into their move into employment
- 1.15.3 Contact time: frequency and intensity of work coach/claimant contact appears to be key but there is no one-size-fits-all here.
- 1.15.4 Simplicity: avoiding information overload for both work coaches and claimants.
- 1.15.5 Provider contracts: providers need visibility within JCP to remind work coaches to refer and conduct ‘warm handovers’ with claimants, providers need to allocate adequate resourcing to contracts. **Aims of the programme of research**

1.16 The high level strategic aims of the programme of research are to:

- 1.16.1 Explore experiences of IPES from multiple perspectives (participants, JCP staff, providers and employers) – to understand what works for this group and highlight areas for improvement in IPES and future programmes.
- 1.16.2 Build on and test the evidence base around what works in supporting disabled claimants.
- 1.16.3 Provide quantitative evidence which is as robust as possible on:
  - a. The experiences of those involved and how and why the programme works (or does not work)
  - b. The wider impacts of IPES, including evidence on economic impacts (such as use of services)
  - c. Participants’ progress towards improved health and employment outcomes. This will feed into the impact assessment as well as being included in the wider evaluation.

## 2. Definitions

Expression or Acronym	Definition
BAU	Business As Usual. The support a disabled claimant would normally receive from Jobcentre Plus, in the absence of IPES. This includes referral to other programmes.
Comparison group	Individuals who have volunteered for the programme but randomised to the comparison (control) group, and therefore do not receive IPES

CPA	Contract Package Area. There are five CPAs in England (roughly equivalent to JCP regions) and one in Wales.
CSV	Comma Separated Variable
DEA	Disability Employment Adviser. A member of JCP staff with particular expertise in disability issues.
DWP	Department for Work and Pensions
ESA	Employment and Support Allowance
GDPR	General Data Protection Regulations
GSAD	Generic Security Accreditation Document
GSE	General Self Efficacy. A standardised question set which will allow us to measure changes in individuals' readiness for work over time.
Intention to Treat	An assessment of trial participants, based on the group they were initially allocated to and regardless of whether they started or completed the programme.
IPES or "the programme"	Intensive Personalised Employment Support (programme)
IPR	Intellectual Property Rights
JCP	Jobcentre Plus
JSSE	Job Search Self Efficacy. A standardised question set which will allow us to measure changes in individuals' readiness for work over time.
KPI	Key Performance Indicator
ONS1/4	Office for National Statistics 1/Office for National Statistics 4. A standardised question/question set which will allow us to measure changes in wellbeing over time.
PGP	Pretty Good Privacy (DWP's preferred solution for secure data transfer)
Propensity Score Matching	An alternative method of estimating the impact of the programme, based on a synthetic control group constructed from DWP data, rather than a randomly allocated control group. The impact evaluation is out of scope for this project and suppliers will not be required to conduct PSM.
Provider	External organisations contracted to DWP to deliver IPES
EQ-5D	EuroQol 5D. A standardised question set which will allow us to measure changes in wellbeing over time

RAT	Random Allocation Tool
SAS	Statistical Analysis Software (data returned to DWP must be in SAS or a compatible format)

### 3. Scope of Requirement

3.1 This requirement is for a comprehensive programme of research over four (4) years with IPES participants and comparison group, JCP staff, providers and employers, as set out in Section 3.8.

#### 3.2 In Scope

3.2.1 The methodology based on the Customer's preferred approach, which includes:

3.2.1.1 A two-wave longitudinal quantitative survey with IPES participants and the comparison group, with data transfers conducted on a quarterly basis, achieving a total of 3,534 completed interviews as set out in paragraph 6.9;

3.2.1.2 A two wave longitudinal qualitative research with IPES participants and the comparison group, achieving a total of 90 completed interviews as set out in paragraph 6.7;

3.2.1.3 Two waves of case studies with JCP staff, participants, providers, employers and other relevant organisations. There will be one case study in each of the six CPAs and the Supplier will be expected to specify the number of interviews that will be carried out within the budget.

3.2.1.4 The Supplier will transfer responses from the participant survey to the Customer for inclusion in the Impact Assessment as set out in sections 3.9 – 3.14 (the Impact Assessment is out of scope for this contract, as confirmed at 5.4.1).

3.2.2 The Supplier's understanding of the risks and their likely impact on the evaluation as a whole;

3.2.3 What actions the Supplier will take to mitigate the risks around response and attrition rates, addressing the issues in paragraph 5.11.

3.2.4 The Supplier's alternative approach, in the event that the participant survey is not viable, including how it will meet the Customer's aims (Section 3.16) and what aims might be compromised. For example, this could include increasing the scope of the qualitative work.

### 3.3 Out of Scope

3.3.1 The overall IPES evaluation includes further work which is out of scope for this project, including:

3.3.1.1 The programme Impact Assessment;

3.3.1.2 The programme cost benefit analysis;

3.3.1.3 The small scale research project with JCP staff.

## 4. The Requirement

4.1 This requirement is for a comprehensive programme of research with IPES participants (and comparison group), JCP staff, providers and employers. The Customer's preferred approach (methodology) will include the following strands:

4.1.1 Longitudinal qualitative and quantitative research with participants and the comparison group;

4.1.2 Case studies with JCP staff, participants, providers, employers and other relevant organisations.

4.2 Both strands will consider relationships with JCP and provider staff, how and why the service they have received has worked or not worked and how future programmes might be improved for people in their particular situation. For the programme group the Customer will also consider their experience of the programme while for the comparison group, they will explore their experience of any alternative JCP support.

### Research with IPES participants and the comparison group

4.3 This work will combine qualitative and quantitative strands. The quantitative strand will seek to gather robust, quantifiable data while the qualitative strand will collect in-depth information from a smaller number of individuals.

4.4 The population for both strands will comprise all individuals who have been referred to the Random Allocation Tool (RAT), including:

4.4.1 Those allocated to IPES and the comparison group

4.4.2 Those who start the programme and those who drop out before starting

4.4.3 Benefit claimants and those referred by external organisations.

4.5 There will be a maximum of 2,500 people starting the programme and approximately 850 referred to the comparison group per year. The Customer will over-refer to the programme to account for people dropping out before starting. Both benefit claimants and those referred from external

organisations will be allocated at random by the RAT. The Customer expects the number of external referrals to be small (less than 5% of the total).

4.6 For both the qualitative and quantitative strands the Customer requires two waves of data collection, to understand changes over time.

4.6.1 The first wave will be conducted close to the participant's start date (see paragraph 5.10),

4.6.2 The second will be conducted approximately 15 months later (i.e. on completion of the programme).

4.7 For the qualitative work, the Customer requires the Supplier to address in their bid the most appropriate sampling strategy, bearing in mind the issues listed above. The Customer will

not set quotas, but expects to include a mix of individuals from each of the six CPAs, and benefit type (Universal Credit or Employment Support Allowance). Suppliers should base their costs on a total of ninety (90) achieved interviews (sixty (60) at wave 1 and thirty (30) at wave 2).

4.8 For the quantitative survey the Customer assumes that the sample will comprise of the entire population. The Customer will provide samples including name, address, telephone number, date of allocation to programme/comparison group, CPA and benefit type. The Customer will not be able to provide data on type of disability or health condition(s), the Supplier must collect this data as part of the requirement.

4.9 The Supplier must assume that the following samples in Table 1 will be achieved. In order to achieve a reasonable sample size at wave 2, the Customer has assumed that everyone who starts the programme in the first two years will be in scope for the survey. The Customer requires Supplier comments on alternative ways of achieving a viable participant survey in their bid submission, but they should not be costed.

*Table 1: Samples*

	Completion rate	Programme starts	Programme dropouts	Comparison Group	Total
Population		5,000	500	1,700	7,200
Useable sample after DWP exclusions (e.g. incomplete contact details)	85%	4,250	425	1,445	6,120
Wave 1 response rate	35%	1,488	149	506	2,142

Wave 2 after attrition	65%	967	97	329	1,392
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4.10 The Supplier must assume twenty (20) minute telephone interviews for the quantitative work and one (1) hour face to face interviews for the qualitative work.

4.11 Topic areas for both strands will include:

- 4.11.1 Reasons for volunteering
- 4.11.2 Reasons for dropping out (before or after starting)
- 4.11.3 Relationship between participants and JCP staff including levels of trust and advocacy, what is important in developing positive relationships
- 4.11.4 Relationship between participants and providers, how have providers fostered a positive relationship (or not)
- 4.11.5 (For programme group) Expectations of the programme
- 4.11.6 (For programme group) Experience of IPES processes, including:
  - 4.11.6.1 Referral process including referrals from external organisations)
  - 4.11.6.2 Warm handover (does this improve start rates?)
  - 4.11.6.3 Case conferencing
  - 4.11.6.4 Work experience
  - 4.11.6.5 Handback
  - 4.11.6.6 In work support
- 4.11.7 (**For programme group**) Experience of the programme, what aspects were most useful and what could be improved. This could include different modes of delivery e.g. group work, one to one; support with different issues such as addiction, debt; specific support to help them manage their disability, etc.).
- 4.11.8 (**For comparison group**) Experience of support from JCP, any other programmes, quality and frequency of contact with JCP staff
- 4.11.9 Wider support networks e.g. friends, family and wider community
- 4.11.10 Demographics including age, gender, region, ethnicity, education, qualifications, household composition, benefit type

4.12 The Customer wishes to measure any changes as a result of the programme. Where possible they wish to use established and validated questions, in order to achieve consistency between DWP programmes. The Customer have made some suggestions below but are open to other suggestions.

- 4.12.1 Overall state of health (EQ-5D)

- 4.12.2 Overall well-being (ONS1 or ONS4)
- 4.12.3 Disability or health condition(s)
- 4.12.4 Any other barriers to work (including drug/alcohol addiction, homelessness, skills, transport, local labour market)
- 4.12.5 Ability to manage disability/health condition or other barriers to work
- 4.12.6 Confidence and motivation
- 4.12.7 Use of wider support services (e.g. health services)
- 4.12.8 Ability to search for and apply for jobs (JSSE or GSE)

### **Case Studies with JCP staff, employers, providers and employers**

4.13 This work will explore the experiences of all the stakeholders and examine how the programme is delivered on the ground. This will allow the Customer to gather information from multiple perspectives and to triangulate the experiences of these key stakeholders.

4.14 The Customer expects to undertake research in each of the six CPAs. For each CPA, the Customer will provide details of a Single Point of Contact within the provider and JCP. The Customer will expect the Supplier to liaise with these contacts to build samples, and to arrange logistics.

4.15 This strand will comprise of two waves:

4.15.1 The first wave approximately nine months after the programme starts, to allow

time for a sample of individuals with experience of the programme to build, and;

4.15.2 The second wave approximately 12 months later.

4.16 Topic areas will include:

4.16.1 How have providers promoted the programme, visibility of the programme, awareness and understanding among JCP staff, employers and external organisations

4.16.2 Experience of IPES processes, including

4.16.2.1 Referral process

4.16.2.2 Handover to provider (does this improve start rates?)

4.16.2.3 Case conferencing

4.16.2.4 Work experience

4.16.2.5 In-work support

4.16.2.6 Warm handback to JCP

4.16.3 Do some groups benefit more than others from the programme, for example particular demographic groups or those with particular types of disability/health condition? Why?

4.16.4 What lessons can the Customer learn in designing programmes to support this group?

4.16.5 Relationship between JCP staff, participants, providers and employers - what works in fostering positive relationships?

4.16.6 Experience of designing and delivering the programme, tailoring to individual needs and targeting this client group.

4.16.7 What support are the providers offering, for example do they provide condition management?

4.16.8 How do providers link to local services?

4.16.9 Do different providers produce different outcomes? In what way?

4.16.10 What are employers' experiences of being involved in IPES?

4.16.11 How well do the links work between providers and employers? What works well, what doesn't?

4.16.12 What aspects of provision are effective/less effective in supporting participants into work or closer to work?

4.16.13 Do work coaches need to invest time upfront with claimants to gain their trust and engagement before they can introduce IPES?

4.16.14 What type of contact time works best to engage claimants in IPES? What works best for different types of claimants?

4.16.15 Are the providers set up to be specific about requirements but flexible enough to personalise delivery?

4.16.16 To what extent does the provider offer a trusted advocacy role and what difference does this make to participants?

## **Risks and Uncertainties**

4.17 There are a number of risks and uncertainties around IPES. Here the Customer sets out how they plan to manage the risks and how the Supplier should approach them.

4.18 The principal risks are:

4.18.1 (Risk A) Volumes of participants allocate to the programme and/or the comparison group might be lower than anticipated

4.18.2 (Risk B) Response and attrition rates might be poorer than anticipated

4.19 In the Customer's preferred approach, they will focus their efforts on gathering quantitative evidence through the participant and comparison group survey. This will provide data on individual-level "soft" outcomes and wider socio-economic outcomes, at two points in time, which will be set by the two waves of the research. The Customer recognises that achieving the required sample sizes for both groups is ambitious given the small population available and the characteristics of their target group, who are traditionally hard to reach.

4.20 The Customer will have two opportunities to review their approach:

4.20.1 Firstly, the three to six month test period will help the Customer to predict volumes more accurately. The Supplier is expected to use this period to develop and test research instruments, and begin fieldwork after the test period.

4.20.2 Secondly, the Customer will conduct a review after six months of fieldwork, which will help them to understand response rates (although not attrition rates).

4.21 If either of the two reviews show that, despite the Supplier's best efforts, the participant (and comparison group) survey will not yield meaningful data on outcomes, an alternative approach will be needed. This might include a smaller scale quantitative survey (for example, with the programme group only) and/or more qualitative work.

4.22 The Supplier must in consider the issues around the Customer's approach, and how they will be mitigated. These will include:

4.22.1 Volumes of programme participants (max 2,500 starts per year in the programme group and approximately 850 per year in the comparison group). The Customer expects to lose around 15% of these records before transferring to contractors due to data issues, for example incomplete contact details.

4.22.2 Likely response and attrition rates, and therefore likely achieved sample sizes, and how to maximise response and minimise attrition.

4.22.3 How to draw samples for both qualitative and quantitative strands, and for two waves of research, from the small population available.

4.22.4 The number of interviews required (at each wave) to give sufficient power to the analysis to detect meaningful differences between the programme and comparison groups.

4.22.5 How to establish a baseline - The Customer expects to transfer data to the Supplier on a quarterly basis, throughout the two years of the fieldwork, containing details of participants who have been allocated to the programme or comparison group in the previous three months. Allowing time for the Supplier to process the data and send out advance letters, they would expect fieldwork for this batch to take place 2 – 5 months after allocation. It will not be possible to collect baseline data prior to participants starting on the programme. The Customer requires Supplier comments on alternative frequencies (for example monthly, or every six months), how this will impact on the baseline, and any cost implications.

How to draw samples and conduct meaningful research with JCP staff providers, employers and other organisations, given the low volumes and the fact that those involved will be geographically dispersed.

#### Welsh Language Act

4.23 All information provided to the participants must be made available to participants in the Welsh language upon the request of any of the participants, in order to be in compliance with the above statute.

### 5. Key Milestones and Deliverables

5.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1.	Submission to the Contracting Customer of an up to date GSAD	Within two weeks of successful Supplier receiving the Intention to Award Letter
2.	Completion of SARA form by the Contracting Customer with the assistance of the Successful Supplier	Within two weeks of successful Supplier receiving the Intention to Award Letter
3.	Inception Meeting	Within one week of Contract Commencement
<b>Participant research wave 1</b>		

4.	Development <ul style="list-style-type: none"> <li>• Sample design and data security approval</li> <li>• Research instrument design and testing</li> </ul>	February 2020 – May 2020
5.	Participant (Quantitative) survey fieldwork	From June 2020, for a maximum of 24 months
6.	Qualitative fieldwork	From June 2020
7.	Interim presentation	September 2021
<b>Case studies wave 1</b>		
8.	Development <ul style="list-style-type: none"> <li>• Sample development</li> <li>• Topic guide design</li> </ul>	May – August 2020
9.	Fieldwork	September – November 2020
10.	Interim presentation	February 2021
11.	<b>Synthesis report combining findings of participant research and case studies (wave 1)</b>	October 2021
<b>Case studies wave 2</b>		
12.	Fieldwork	September – November 2021
13.	Interim presentation	February 2022
<b>Participant research wave 2</b>		
14.	Participant (Quantitative) fieldwork	From September 2021, for a maximum of 24 months
15.	Qualitative fieldwork	From September 2021
16.	Final presentation (this may be before the end of fieldwork)	December 2022
17.	Final report for publication, combining findings from waves 1 and 2 of the participant research and case studies, and summary of impact evaluation (to be provided by the Customer)	October 2023

## **6. Management**

### **Information/Reporting Meetings**

6.1 Face to face meetings will be required. These will include:

6.1.1 An initial set-up meeting for the whole programme of research, within one week of Seven Contract Award, at the Customer's offices in London, Leeds or Sheffield (to be agreed),

6.1.2 Meetings at the set-up stage of each of the two strands (participant research and case studies),

6.1.3 Up to four meetings to report findings (the three interim presentations and final presentation set out in paragraph 7.8) – this will be agreed with the successful Supplier.

6.2 The Customer's evaluation team will hold regular telephone meetings with the Supplier's project team to discuss issues relating to project management throughout the programme of research. The frequency is to be agreed, weekly during fieldwork periods and will be agreed for other activities and milestones following Contract Award).

6.3 The Supplier will provide monthly reports by email, setting out progress against agreed objectives, except where the following is applicable:

6.3.1 During fieldwork periods these reports will be produced weekly and will be expanded to include information on the number of interviews attempted and achieved against targets, and response rates.

### **Data (participant survey)**

6.4 The Customer requires Excel tabulations for each wave, including agreed cross breaks. As the Customer anticipates a lengthy period of fieldwork, they will require interim tables after 12 months of fieldwork, and also final tables.

6.5 The Customer requires anonymised datasets (i) compatible with SAS and (ii) in CSV format. The SAS dataset must be cleaned and fully labelled with an accompanying data dictionary and user guide. They will require one dataset at the end of Wave 1, and a second containing all variables from both waves at the end of Wave 2.

## **7. Volumes Outputs**

7.1 Presentations of findings will be required for each wave and strand of research. These will be delivered to the Customer's evaluation team and stakeholders from across DWP following each fieldwork period.

7.2 The Customer will require two overall written synthesis reports. These reports will draw together the analysis and findings from both strands. The second

report will also draw together findings from both waves. Both reports should include tables, graphs and infographics to make them visually engaging. They will utilise DWP's report template and style guide, and must meet the Government Social Research (GSR) publication standards [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/431367/GSR\\_publication\\_protocol\\_2015\\_FINAL.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/431367/GSR_publication_protocol_2015_FINAL.pdf).

7.3 The Customer may wish to include findings from the in-house impact evaluation, in the interim and/or final synthesis reports. This could take the form of a standalone chapter, written by DWP analysts, and they will work with the research supplier about how best to approach this.

## **8. Continuous Improvement**

8.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

8.2 The Supplier should present new ways of working to the Customer during quarterly Contract review meetings.

8.3 Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.

## **9. Quality**

9.1 The Supplier will adhere to Social and Market Research and Data Protection standards. Quality standards will comply with RM6018 Research Market Place Contract Terms and Conditions which can be viewed at Attachment 5 – Terms and Conditions.

9.2 The Supplier must have sound processes for quality assurance in place. Supplier must outline in their bid submission their internal procedures for assurance and quality control in reference to all aspects of the programme of research in relation to this Contract, including:

9.2.1 Procedures for working closely with the Customer;

9.2.2 Procedures for quality assuring methodological design proposals, sampling methods and outputs, research instruments, questionnaire scripting;

9.2.3 Interview quality control procedures, including details of interviewer training and briefing, how response rates will be maximised;

9.2.4 How accessibility is ensured and how interviewer and respondent error will be managed;

9.2.5 Procedures for data processing and coding of survey data;

9.2.6 Procedures for qualitative and quantitative analysis and reporting;

9.2.7 The approach to report writing, ensuring deliverables meet key objectives; 9.2.8 Procedures for handling complaints from potential and actual respondents.

## **10. Staff and Customer Service**

- 10.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 10.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 10.3 The Supplier shall ensure that staff understand the Customer's vision and objectives and will provide excellent customer service throughout the duration of the Contract.
- 10.4 Proposals must also detail appropriate succession planning/cover plans for any personnel changes during the programme, which are to be approved by the Customer.

## **11. Service Levels and Performance**

- 11.1 The Customer will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1.	Research Design	All qualitative and quantitative research instruments, fieldwork timeline and sample design delivered and signed off to agreed deadlines	100%
2.	Fieldwork	Agreed target number of interviews / focus groups, with agreed sample, achieved by agreed deadlines. The Supplier must take all reasonable steps to ensure that the required number of qualitative interviews / focus groups is achieved.	100%
3.	Analysis & Reporting	Research Wave One - Interim and final synthesis reports, strand-level presentation slides and drafts delivered by agreed deadlines.	100%
4.	Analysis & Reporting	Research Wave Two – Interim and final synthesis reports, strand level presentation slides and drafts by agreed deadlines.	100%
4.	Data	Data tables and anonymised datasets (as set out in sections 8.4 and 8.5) provided by agreed deadlines.	100%
5.	Security	Within two weeks of receiving the Intention to Award letter, the successful bidder will be required to submit a Generic Security Accreditation Document (GSAD)	100%
6.	Security	All personal data (e.g. sample files) relating to the project must be destroyed within one month of data collection completion, and provide a data destruction certificate to the Customer as confirmation.	100%

11.2 Any mechanisms for remedies used to manage poor supplier performance will be in alignment with the RM6018 Research Market Place Terms and Conditions, which can be viewed at Attachment 5 – Terms and Conditions.

11.3 Any exit strategy to be applied where poor research supplier performance requires early termination of the Contract will be in alignment with the RM6018 Research Market Place Terms and Conditions, which can be viewed at Attachment 5 – Terms and Conditions.

## **12. Security and Confidentiality Requirements**

12.1 This research requires the processing of personal data, as set out in in the Schedule 7. All data security processes must be compliant with the General Data Protection Regulation (GDPR) and all other applicable laws of England and Wales.

12.2 Attached to this contract is a Security Assurance for Research and Analysis (SARA) form. The Supplier has also submitted a Generic Security Accreditation Document (GSAD) which is held separately by the Customer. These form part of the contract and the Supplier must comply with them at all times.

12.3 Any transfers of data to and from the successful research Supplier and a subcontractor (for example, a subcontracted transcription services provider) must meet the Customer's security standards and must use PGP encryption software or equivalent.

12.4 All data must be processed in the United Kingdom of Great Britain and Northern Ireland.

12.5 The Supplier must destroy personal data (e.g. sample files) relating to the project within one month of data collection completion, and provide a data destruction certificate to the Customer as confirmation.

12.6 The Supplier must destroy all other data relating to this project, including interview recordings, at the end of project or when instructed to do so by the Customer's project manager, and provide a data destruction certificate to the Customer as confirmation.

12.7 All Intellectual Property Rights (IPR) requirements relevant to the Contract will be in alignment with the RM6018 Research Market Place Terms and Conditions, which can be viewed at Attachment 5 – Terms and Conditions. IPR in relation to all research instruments and reports will rest with DWP.

## **13. Payment and Invoicing**

13.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

13.2 Payment will be made to the Supplier following the Customer's review and authorisation of a correctly submitted invoice. Authorised invoices will be paid within thirty (30) days.

13.3 The anticipated payment schedule will be agreed and finalised during the Contract period with the Customer's Contract Manager. However it is expected to be within the following milestones:

<b>Deliverable</b>	<b>Timing</b>	<b>Amount</b>
1. Final design of samples and research instruments (including testing)	May 2020	10%
2. Interim presentation (case studies wave 1)	1 February 2021	10%
3. Interim presentation (participant research wave 1)	2 September 2021	15%
4. Synthesis report (wave 1 combined)	October 2021	20%
5. Interim presentation (case studies wave 2)	3 February 2022	10%
6. Final presentation (participant research wave 2)	December 2022	15%
7. Final report	October 2023	20%

13.4 For the avoidance of doubt the above Payment and Invoicing Table is subject to change and review during the course of this contractual requirement and is subject to agreement with the Customer's Contract Manager.

13.5 Final payment will only be paid upon completion and sign off of the final report.

13.6 The Supplier's performance will be monitored and assessed through regular (at least quarterly) project 'update' meetings with the Customer's IPES evaluation team, with reviews of progress against the agreed project timeline/ milestones and the KPIs in Section 7.

13.7 The Customer will issue a purchase order to the successful research Supplier prior to commencement of the Service within two weeks of Contract Commencement.

13.8 All invoices must include the appropriate purchase order number and shall be sent to the following address:

Department of Work and Pensions,  
PO Box 406,

SSCL Phoenix

House, Celtic

Springs

Business Park,

Newport.

NP10 8FZ

## **14. Contract Management**

14.1 Attendance at Contract and Progress Review meetings will be at the Supplier's own expense.

14.2 The requirements for contract and project review meetings are as set out in this Statement of Requirements.

14.3 The Customer's project manager will be confirmed on Contract Award.

14.4 Contract management

14.4.1 The Customer will issue a single contract for the project. The successful Supplier will be responsible for overall management of the project working alongside the Customer's own Contract Manager.

14.4.2 Suppliers are required to give full details of any aspects of the research that they intend to sub-contract and explain why this has been proposed and what arrangements the Supplier will put in place to ensure that this arrangement is effective.

## **15. Location**

15.1 The majority of services will be carried out at the Supplier's premises.

15.2 Occasional travel to the Customer's offices will be required. Relevant offices are Caxton House, Tothill Street, London, SW1H 9NA; Kings Court, 80 Hanover Way, Sheffield, S3 7UF and Quarry House, Quarry Hill, Leeds LS2 7UE.

15.3 Research with providers and employers will be carried out at six (as yet undetermined) different locations across England and Wales. Further travel will be required by the Supplier to carry out face to face qualitative interviews with respondents, at locations across England and Wales.

## ANNEX A – REDACTED INFORMATION

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**ANNEX B**  
**REDACTED INFORMATION**



