Appendix E: Completed Commissioning Letter

[redacted]

Basis Social Ltd
264 Banbury Road
Oxford
OX2 7DY

7th February 2024

[redacted]

PS21172 – Energy and Climate Change Behavioural Science Framework – Lot 1

[redacted]

Thank you for your response to the Specification for the above Commission by The Department for Energy Security and Net Zero (DESNZ) (the Customer) through PS21172 – Energy and Climate Change Behavioural Science Framework dated 1st February 2024 between (1) The Department for Energy Security and Net Zero (DESNZ); and (2) Basis Social Limited (the Framework Agreement).

Annexes:
A. Tender dated 24/01/2024
B. Specification for PS24034 Comfort Taking Evidence Review
C. Appendix C - GDPR

The Department for Energy Security and Net Zero (DESNZ) accepts your Supplemental Tender from Appendix B – Call off Quote Template (Annex B), submitted in response to our Specification (Annex A), as clarified or modified by the correspondence between us (Annex C).

The Call–Off Terms and Conditions applicable to this contract are those set out in PS21172 – S3 – Services Purchasing Contact to the Framework.

The agreed total charges are £39,540.00 exclusive of VAT which should be added at the prevailing rate. The agreed invoice schedule is as follows:

Full payment will be made on completion of services.

[redacted]

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

- Hosting the workshop online or in DESNZ offices with up 10 policy colleagues from the Net Zero Building Directorate. DESNZ.

- A publishable report detailing findings from the rapid evidence assessment – approximately 25 pages (not including executive summary or annexes). Accessibility requirements will need to be applied to the final report.
- A summary of the evidence included and assessment of its quality, including the extent to which it answers the research questions.
- A presentation of the rapid evidence assessment findings (approximately 1-hour), to allow DESNZ policy and analyst colleagues to ask questions and seek clarification on the findings and potential policy implications (this is separate from the policy workshop described above).
- A short, written output synthesising discussion points and policy recommendations from the workshop, for internal use and circulation.
- A technical annex with details of the methods used for the rapid evidence assessment.

The Services Commencement Date is - 12th February 2024

The Completion date is – 30th April 2024

The Contract may be terminated for convenience by giving 30 days notice in accordance with clause A3-8 of the PS21172 – S3 – Services Purchasing Contract, Call-off Terms and Conditions.

Your invoice(s) for this work must include the following information:
Commission number: PS24034

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

The Authorised Representative for this Commission will be [redacted]

Key aspects of project management will involve:

- An hour-long kick-off meeting with DESNZ social research and policy colleagues.
- Weekly 30-minute project check-in meetings, with written minutes and actions circulated to participants afterwards.
- Establishment of a project tracker and risk log document, to which DESNZ has access (details to be discussed on commissioning).

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

[redacted]

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

Signed on behalf of (Contracting Authority)

[redacted]

Date	

Signed on behalf of (supplier)

[redacted]

Date	

[redacted]

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Appendix B - Specification

Project Description:

1. **Brief background and evidence gaps**

Following an increase in energy efficiency of a home by the installation of energy efficiency measures, a home requires less energy to heat it to the same temperature as before (and therefore energy consumption and bills are proportionally lower). '**Comfort taking'** refers to a phenomenon whereby following the increase in energy efficiency of a property (and corresponding energy bill savings), the resident takes advantage of their more efficient home by heating it more frequently and/or to a higher temperature, rather than heating it to the same temperature as before. As a result, energy savings for energy efficiency measures may not be as high as would be forecast in the absence of comfort taking. This is part of a wider phenomenon known as the 'rebound effect' where an increase in energy efficiency may lead to less energy savings than expected. This project is specifically interested in exploring comfort taking rather than other rebound effects.

One of the main concerns driving an interest in comfort taking is that, if found to be large, energy efficiency measures may not be as effective in reducing energy demand. As a result, this might limit anticipated carbon reductions expected. However, comfort taking can be a positive outcome of energy efficiency measures, particularly where households are able to achieve sufficient or improved thermal comfort. Or where comfort taking leads to wider benefits such as improved health and wellbeing.

The magnitude of comfort taking and how it is measured is one of the main areas of contention. There are also a wide variety of factors that influence the extent to which a rebound effect such as comfort taking occurs, including income levels, energy price elasticity, time and location. This has led to a broad spectrum of estimates.

To date, there has been limited consolidation of the estimates associated with comfort taking specifically. Furthermore, there is limited synthesis of evidence which explore the types of households that comfort take or the behaviours that might drive it. [redacted]

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[redacted]

3. **Rationale**

[redacted]t

Commissioning this project would provide the specialised expertise and capacity required to conduct a robust search, synthesis and assessment of the available academic and grey literature and would also allow us to leverage the behavioural expertise of suppliers on the framework who have are experts in behavioural science research and analysis. They will be well placed to use behavioural analysis to understand the driving factors to comfort take and identify key implications for policy.

4. **Suggested Approach**

A rapid evidence assessment (REA) is the most appropriate method for this study. We expect the contractor to work with the department to define the scope of the REA. This will involve developing a protocol which will outline the key research questions the REA aims to answer, the inclusion and exclusion criteria, search strategy, prioritisation of studies for inclusion, quality appraisal of studies, and approach to data extraction and data synthesis.

As part of an REA, we expect the contractor to conduct a robust search of a range of academic databases using an agreed set of search strings. As well as a search for grey literature. We expect the inclusion of some key pieces of evidence, such as the Energy Follow up survey (EFUS) and evidence drawing on NEED data to contextualise and identify the heating behaviours and range of levels of under-heating that occur in UK households.

It is anticipated that up to 30 papers will be taken forward to the data extraction and synthesis stages. As part of the prioritisation process, we expect to see a clear and transparent appraisal of each piece of evidence and a clear rationale for why evidence is included in the review i.e. which research questions do each paper answer. We would like the supplier to share the shortlisted papers for inclusion in the data extraction phase with DESNZ for sign off.
The final stage of the REA, where all evidence is synthesised and combined, should assess the extent to which the evidence answers the research questions. Here we also expect there also to be some behavioural analysis to summarise what influences decision-making in relation to comfort taking.

[redacted]

We anticipate either hosting the workshop online or in DESNZ offices with up 10 policy colleagues from the Net Zero Building Directorate. DESNZ would support with the

recruitment of participants for this workshop based on internal knowledge on which policy colleagues would be most appropriate to participate.

We would like the final report to be structured by research question or something similar that presents the findings thematically.

5. **Desired Outputs**

- A publishable report detailing findings from the rapid evidence assessment – approximately 25 pages (not including executive summary or annexes). Accessibility requirements will need to be applied to the final report.
- A summary of the evidence included and assessment of its quality, including the extent to which it answers the research questions.
- A presentation of the rapid evidence assessment findings (approximately 1-hour), to allow DESNZ policy and analyst colleagues to ask questions and seek clarification on the findings and potential policy implications (this is separate from the policy workshop described above).
- A short, written output synthesising discussion points and policy recommendations from the workshop, for internal use and circulation.
- A technical annex with details of the methods used for the rapid evidence assessment.

We expect that at least three drafts will be needed to reach the finalised report and these drafts should be delivered with sufficient time built in for review and comments. Each draft must be proof-read and delivered at a professional and publishable standard and incorporate accessibility requirements.

6. **Ethical Considerations/Delivery Risks**

GDPR: UK GDPR will need to be complied with throughout. The GDPR Annex A checklist is attached and has been signed off by the DPO to ensure that the project is compliant. Any data should be processed in compliance with the Annex A provided.

Delivery risks are as follows:

- Timelines: We are aware that three months is a short window of time to complete the specified research, analysis and reporting. We will share the existing evidence we are already aware of to support the supplier in their search for relevant literature. We will also support with the policy workshop recruitment to ensure this is done quickly and efficiently. Suppliers are also welcome to consider mitigation measures to reduce the risk.

- Limited evidence: There is a risk that the evidence base may not be able to answer all of the research questions set out above. We expect the supplier to undertake a rigorous search of both domestic and international evidence on comfort taking to mitigate against this risk. Furthermore, identifying where the evidence gaps are is also a useful exercise and finding for the department.

7. **Project Management**

- Weekly project meetings
- Email updates between meetings
- Occasional attendance at a wider meeting to share findings / updates
- Contractors to manage a project tracker and risk log which DESNZ has access to

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Appendix C – GDPR

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

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

Description	Details
Subject matter of the processing	[redacted] • The processing of names and business contact details of staff from the Contracting Authority and Supplier will be necessary to deliver the services exchanged during the course of the Contract, and to undertake Contract and performance management. • The Contract itself will include the names and business contact details of staff of both the Contracting Authority and the Supplier involved in managing the Contract. • The Supplier will need to confirm that they are UK GDPR or GDPR (if operating in the EEA) compliant when submitting a bid. The supplier will provide workshop participants with a privacy notice before participating to ensure they understand the nature of the research and how their data will be used and stored.
Duration of the processing	• The contract start date is February 2024 (TBC) and the end date is April 2024 (TBC). • A final report for the project will be provided by April 2024.

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Nature and purposes of the processing	**Nature of processing:** [redacted] • The nature of processing will include the storage and use of names and business contact details of staff of the Contracting Authority and the Supplier as necessary to deliver the services and to undertake the Contract and performance management. • Data collected during the research will be presented in a final report, no personal data will be included in the report and we will ensure that no individuals are identifiable. All references to data in the report (e.g. quotations from the workshop) will be anonymised to ensure that no participants are personally identifiable. • The Contract itself will include the names and business contact details of staff of both the Contracting Authority and the Supplier involved in managing the Contract. **Purposes of processing:** • Personal data will be used to contact individuals and invite them to participate in research. [redacted] • The findings of the research will be used internally within DESNZ and across other Government departments. • DESNZ may elect to publish the final report. The supplier can only publish results of their analysis with DESNZ's permission. • A presentation on the findings will be given soon after the final report to allow DESNZ colleagues to ask questions and seek clarification.
Type of Personal Data	• The supplier will process the names and contact details of staff of the Contracting Authority. • The supplier will process a range of personal information such as name, contact details, job role and personal opinions. • Names, business telephone numbers and email addresses, office location and position of staff of both the Contracting Authority and the Supplier as necessary to deliver the services and to undertake the Contract and

	performance management. The Contract itself will include the names and business contact details of staff of both the Contracting Authority and the Supplier involved in managing the Contract.
Categories of Data Subject	• Staff of the Contracting Authority and the Supplier, including where those employees are named within the Contract itself or involved within the Contract management. • Staff of the Contracting Authority who participate in policy workshops.
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	• The Personal Data will be retained by the Supplier for a 12-month retention period, following which the Contractor will delete the Personal Data and erase the Personal Data from any computers, storage devices and storage media that are to be retained by the Supplier after the expiry of the Contract. The Supplier will certify to the Contracting Authority that it has completed such deletion. • Where there is any personal data included in the workshop data, this will be removed so that the responses are anonymised and can be kept. • Where Personal Data is contained within the Contract documentation, this will be retained in line with the Department's privacy notice found within the Procurement Documents.