

Mini Competition



Department for Energy Security & Net Zero

Mini Competition against an existing Framework Agreement (MC)
on behalf of **Department for Energy Security and Net Zero**

Subject: RAF011/2526 - Evaluation of the Warm Homes Local Grant (WHLG)

Sourcing Reference Number: PS25145

UK Shared Business Services Ltd (UKSBS)
www.uksbs.co.uk

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Section 1 – About UK Shared Business Services

Putting the business into shared services

UK Shared Business Services Ltd (UKSBS) brings a commercial attitude to the public sector; helping Contracting Authorities improve efficiency, generate savings and modernise.

It is our vision to become the leading service provider for Contracting Authorities for in the UK public sector, continuously reducing cost and improving quality of business services for Government and the public sector.

Our broad range of expert services is shared by our Contracting Authorities. This allows Contracting Authorities the freedom to focus resources on core activities; innovating and transforming their own organisations.

Core services include Procurement, Finance, Grants Admissions, Human Resources, Payroll, ISS, and Property Asset Management all underpinned by our Service Delivery and Contact Centre teams.

UKSBS is a people rather than task focused business. It's what makes us different to the traditional transactional shared services centre. What is more, being a not-for-profit organisation owned by DSIT / DESNZ & UKRI, UKSBS' goals are aligned with the public sector and delivering best value for the UK taxpayer.

UKSBS currently manages £700m expenditure for its Contracting Authorities.

Contracting Authorities who have access to our services and Contracts are detailed [here](#).

Privacy Statement

At UK Shared Business Services (UKSBS) we recognise and understand that your privacy is extremely important, and we want you to know exactly what kind of information we collect about you and how we use it.

This privacy notice link below details what you can expect from UKSBS when we collect your personal information.

- We will keep your data safe and private.
- We will not sell your data to anyone.
- We will only share your data with those you give us permission to share with and only for legitimate service delivery reasons.

<https://www.uksbs.co.uk/use/pages/privacy.aspx>

Privacy Notice

This notice sets out how the Contracting Authority will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (UK GDPR).

YOUR DATA

The Contracting Authority will process the following personal data:

Names and contact details of employees involved in preparing and submitting the bid;
Names and contact details of employees proposed to be involved in delivery of the contract;
Names, contact details, age, qualifications, and experience of employees whose CVs are submitted as part of the bid.

Purpose

The Contracting Authority are processing your personal data for the purposes of the tender exercise, or in the event of legal challenge to such tender exercise.

Legal basis of processing

The legal basis for processing your personal data is processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller, such as the exercise of a function of the Crown, a Minister of the Crown, or a government department; the exercise of a function conferred on a person by an enactment; the exercise of a function of either House of Parliament; or the administration of justice.

Recipients

Your personal data will be shared by us with other Government Departments or public authorities where necessary as part of the tender exercise. The Contracting Authority may share your data if required to do so by law, for example by court order or to prevent fraud or other crime.

Retention

All submissions in connection with this tender exercise will be retained for a period of (7) years from the date of contract expiry, unless the contract is entered into as a deed in which case it will be kept for a period of (12) years from the date of contract expiry.

YOUR RIGHTS

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

You have the right to object to the processing of your personal data where it is processed for direct marketing purposes.

You have the right to object to the processing of your personal data.

INTERNATIONAL TRANSFERS

As your personal data is stored on our IT infrastructure and shared with our data processors Microsoft and Amazon Web Services, it may be transferred and stored securely in the UK and European Economic Area. Where your personal data is stored outside the UK and EEA it will be subject to equivalent legal protection through the use of Model Contract Clauses

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113
casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

Contact Details

The data controller for your personal data is:

The Department for Energy Security & Net Zero (DESNZ)

You can contact the Data Protection Officer at:

DESNZ Data Protection Officer, Department for Energy Security & Net Zero 3-8 Whitehall Place, London, SW1A 2ED. Email: dataprotection@energysecurity.gov.uk

Section 2 – About the Contracting Authority

Department for Energy, Security and Net Zero (DESNZ)

The Department for Energy Security and Net Zero (DESNZ) is focused on the energy portfolio from the former Department for Business, Energy and Industrial Strategy (BEIS). Our focus is securing our long-term energy supply, bringing down bills and halving inflation.

Our Responsibilities

- Delivering security of energy supply
- Ensuring properly functioning energy markets
- Encouraging greater energy efficiency
- Seizing the opportunities of net zero to lead the world in new green industries

Section 3 – Working with the Contracting Authority

In this section you will find details of your Procurement contact point and the timescales relating to this opportunity.

Section 3 – Contact details		
3.1	Contracting Authority (CA) Name and address	Department for Energy Security and Net Zero (DESNZ) 3-8 Whitehall Place, London, SW1A 2EG, United Kingdom
3.2	Buyer name	Jodene Pritchard
3.3	Buyer contact details	FMProcurement@uksbs.co.uk
3.4	Maximum value of the Opportunity	£710,000.00 Excluding VAT. No bids exceeding the maximum value shall be considered.
3.5	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Messaging Centre of the eSourcing portal. Guidance on how to obtain support on using the eSourcing portal can be found in Section 7.25. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered, unless formally advised to do so by UKSBS.

Section 3 - Timescales		
3.6	Date of Issue of Mini Competition to all Bidders	Thursday 17 th July 2025
3.7	Latest date / time Mini Competition clarification questions shall be received through the eSourcing Portal	Monday 4 th August 2025 11:00AM
3.8	Latest date Mini Competition clarification answers should be sent to all Bidders by the Buyer through the eSourcing Portal	Friday 8 th August 2025
3.9	Latest date / time Mini Competition Bid shall be submitted through eSourcing Portal (the Deadline)	Wednesday 27 th August 2025 11:00AM
3.10	Anticipated selection and de selection of Bids notification date	Wednesday 17 th September 2025
3.11	Anticipated Award Date	Wednesday 24 th September 2025
3.12	Anticipated Contract Start Date	Thursday 25 th September 2025
3.13	Anticipated Contract End Date	Friday 30 th March 2029

		<p>This is subject to the following Break Clauses and written confirmation from The Department to proceed:</p> <p>Break Clauses</p> <p>Wednesday 31st March 2027 and Friday 31st March 2028</p>
3.14	Bid Validity Period	90 Days
3.15	Framework and or Lot the Mini competition will be based on	<p>CCS RM6126 Research and Insights DPS</p> <p>Using the following filters:</p> <p>Subject Area > Environment and Infrastructure</p> <ul style="list-style-type: none"> Decarbonisation, emissions and Net Zero <p>Research Methods > Data Collection (general)</p> <ul style="list-style-type: none"> Mixed method (qualitative and quantitative)
3.16	Anticipated Contracts Finder notice and redacted contract publication if applicable.	Within 30 days of Award

Section 4 – Specification

1. Background

1.1. Background to the tender

The Department for Energy Security and Net Zero (hereafter ‘DESNZ’, ‘we’ or ‘the Contracting Authority’) is responsible for the Government’s commitment to reach Net Zero greenhouse gas emissions by 2050 and aims to help cut people’s bills, decarbonise the buildings sector, and cut fuel poverty.

DESNZ is seeking to commission a process and impact evaluation of the Warm Homes Local Grant (WH:LG).

The Local Grant is an LA-led domestic retrofit scheme which replaces the Local Authority Delivery (LAD 1, 2 & 3) and Home Upgrade Grants (HUG 1 & 2). Grant recipients (GRs) are either an individual LA or consist of a consortium of LAs which deliver across their respective areas. The main WH:LG objective is to tackle fuel poverty in England through targeting low-income households who either privately rent or own their properties classified at EPC D or below. Additionally, the scheme aims to reduce CO2 emissions by improving energy efficiency and clean heat provisions. The £500m scheme targets both on-gas and off-gas grid homes with funding allocated based on GR applications and their past delivery performance. Once funding has been allocated to GRs they can draw on their allocations through the batching process which becomes available after they have passed their Delivery Assurance Checks (DACs). The delivery window is from April 2025 and runs to the end of FY27/28. Overall, WH:LG will deliver measures to 27,000-44,000 homes.

Alongside the scheme, the English Devolution White paper¹ has set out the government’s ambition for devolution coverage across the whole of England. The Greater Midlands Combined Authority (GMCA) and West Midlands Combined Authority (WMCA) have already received funding through devolution and cannot receive funding through WH:LG as a result. There will be additional transitions to greater powers and devolved funding to Mayoral Strategic Authorities (MSAs), including Liverpool City Region, North East, South Yorkshire, and West Yorkshire Combined Authorities from 2026. These MSAs will begin to receive integrated settlements which are consolidated budgets across housing, regeneration, local growth, local transport, skills, retrofit, and employment support. There are a relatively small number of LAs engaged with WH:LG which are also part of an MSA and consequently could transition to integrated settlements. However, in the future, LAs in MSA regions may begin to transition away from WH:LG-style models of funding towards devolution where this suits their delivery needs and when they have the required capacity.

¹ <https://www.gov.uk/government/publications/english-devolution-white-paper-power-and-partnership-foundations-for-growth/english-devolution-white-paper>

1.2. Warm Homes: Local Grant

1.2.1 Background to the Warm Homes: Local Grant

The UK has legislated to reduce greenhouse gas emissions to net zero by 2050, and has some of the oldest, and least energy efficient, homes in Europe. A statutory fuel poverty target was set by the government in 2014, to “ensure that as many fuel poor homes as is reasonably practicable achieve a minimum energy efficiency rating of Band C, by 2030”.

WH:LG is a fuel poverty scheme delivered by English LAs. WH:LG provides grants for energy performance improvement measures and low-carbon heating to low-income households living in the worst-performing homes (EPC D-G) in England.

The scheme primarily delivers to owner occupiers. However, a more generous offer to the private rental sector is designed to allow larger numbers of fuel poor tenants to benefit from WH:LG. Instances of fuel poverty are higher in the Private Rented Sector (PRS) due to high proportions of energy inefficient homes and limited incentives for landlords to improve property energy efficiency as heating costs typically fall on the tenant. Previous schemes have had low PRS uptake, therefore the WH:LG policy adopts a relatively more attractive offer. Landlords can receive full funding for their first property and 50% funding for subsequent properties, assuming their tenants are low income (LILEE definition²). This contrasts with previous schemes which required a 33% landlord contribution per property and was open to landlords who owned 4 properties or fewer.

To deliver the Warm Homes Plan, the Government committed in its manifesto to partner with combined authorities, local and devolved governments. WH:LG takes the first steps to delivering on these commitments by providing energy performance upgrades and low carbon heat through Local Authorities to low-income households who are at risk or living in fuel poverty and will not have the financial means to self-fund these measures. As previously mentioned, a small number of LAs/GRs will transition away from WH:LG towards devolved retrofit funding as part of integrated settlements.

WH:LG will directly contribute to statutory targets to:

1. Ensure as many fuel-poor homes as reasonably practicable are improved to an energy performance rating of Band C by 2030;
2. Achieve net zero by 2050 and in Carbon Budgets 4, 5 and 6.

More details relating to WH:LG policy and guidance can be found at [Warm Homes: Local Grant - GOV.UK](https://www.gov.uk/government/policies/warm-homes-local-grant)

1.2.2 Expected activities for Warm Homes: Local Grant evaluation

This specification outlines the expected activities for the WH:LG evaluation.

- A **process evaluation** will examine how the scheme is being delivered by all stakeholders, and how effective processes have been at promoting delivery of WH:LG. This evaluation will have two phases;

²https://assets.publishing.service.gov.uk/media/67e3d47bdcd2d93561195be6/Methodology_Handbook_2025.pdf

- The first phase will explore pre-delivery process and initial experiences of GRs and provide an overview of their delivery models.
- The second phase will explore the views of GRs, household, installers and delivery partners to produce an overall assessment of scheme processes. This is important for Government accountability and to help inform future retrofit delivery approaches.
- A **Case study** workstream will look at more strategic questions around retrofit delivery. The devolution work strand will explore early delivery experiences of 3-4 GRs which fall within a Mayoral Strategic Authorities (MSA) jurisdiction which could transition to retrofit delivery through integrated devolved settlements during the scheme.
 - The case studies will explore transitional progress across different LAs/MSA with consideration to their retrofit delivery outcomes in 2028.
 - Case studies will examine perspective and actual experiences of transitions to devolved retrofit delivery approaches and/or reasons why transitions have not occurred. This will inform future Government decisions in this strategic area.
 - We are expecting different rates of devolution transition across the sample of MSAs, and are therefore keen to gather insight behind any differences.
 - *This is a live policy area and is subject to change. The scope of this workstream will be finalised during scoping stage in late 2025.*
- Additionally, the delivery model work strand will explore the delivery approaches of 6-10 GRs to promote DESNZ insight into characteristics and different approaches which they adopt.
 - The HUG 1 evaluation examines projects of different sizes, set-ups and strategies. These case studies will further our knowledge in the latest WH:LG context.
 - *Bidders are invited to specify the number of case studies (minimum 6) they can accommodate within the project's budget caps (see Section 4.6.2).*
- An **impact evaluation** will estimate the impact of WH:LG on **Fuel poverty, spillover effects in the private rented sector (PRS) and beneficiary experiences**.
 - DESNZ seeks to better understand how various factors of scheme design and management affect different types of beneficiaries and their experiences.
 - Experiences relating to air source heat pump (ASHP) adoptions and reasons behind refusals are a key priority within this work strand.
 - The private rented sector market is a new DESNZ policy priority. The impact evaluation will explore this group's experiences with the scheme and whether spillover impacts occurred on rental market outcomes such as rents and household churn.
 - *Please note that estimates on the impact on CO2 emissions and bill savings is **not** within scope of this contract – DESNZ will conduct this analysis internally.*

Please refer to Section 2 below ('Aims and Objectives') for detail on the required research approaches.

Please refer to Annex A for a full list of the evaluation questions.

1.2.3 Impact of this research

This project will build on evaluation evidence gathered from previous LA-led schemes which aimed to tackle fuel poverty and CO2 emissions. It will support DESNZ in developing evidence-based policy and promoting Government accountability for impacts attributable to the scheme.

DESNZ values novel ideas and approaches, and therefore warmly welcomes bids from a range of organisations, including research agencies, consultancies and academic institutions.

We welcome proposals from single and consortia bidders with the following skills:

- **Social research, monitoring and evaluation expertise**
 - a. Expertise in designing and delivering mixed methods evaluation projects with multiple key stakeholder groups e.g. LAs, households, delivery partners.
 - b. Expertise with process, outcome and economic evaluation frameworks.
- **Research project management expertise**
 - a. Expertise in managing large research projects which consist of multiple workstreams and an ability to deliver within budget, to a high standard.
- **Strong ability to communicate findings and produce engaging outputs.**
 - a. Clear synthesis reports, PowerPoint slides and summary documents are core outputs.
 - b. Case studies that provide a detailed picture which creates a clear picture of the local context, impacts and GR experience in an accessible, insightful and impactful manner.
- **Evidence of understanding relevant policy areas and/or domestic energy performance technologies.**
- **Research report writing expertise**
 - a. The ability to produce robust evidence-based reports which clearly communicate findings and present interesting narratives and lessons for future policy making.

1.3. Relevant past evaluations

LAD 1&2 Evaluation

Phases 1 and 2 of the Green Homes Grant: Local Authority Delivery Scheme (LAD 1&2) were one of four 'Green Economic Stimulus' programmes launched in 2020 to help property owners install energy efficiency improvements and low carbon heat measures in their properties. The scheme aimed to reduce fuel poverty in participating households, transition properties to low carbon heating, and support the country's economic recovery from COVID-19.

The LAD 1&2 evaluation conducted research across all scheme stakeholders i.e. LAs, scheme delivery partners, households, installers and DESNZ staff. The evaluation

examined the impacts on fuel poverty, energy usage and an extensive process evaluation. Notably, the insights on the private rented sector were limited due to low uptake in this area.

More information on the evaluation is available on the following link:

[Local Authority Delivery Scheme Phases 1 and 2: evaluation - GOV.UK](#)

Home Upgrade Grant Phase 1 Evaluation

The Home Upgrade Grant Phase 1 was a £218.6 million scheme which aimed to improve energy efficiency and provide clean heat solutions for low-income households. This scheme targeted off-gas grid properties and was delivered by local authorities who adopted delivery models which varied based on the nature of partnerships, make-ups of partner organisations and distributions of roles and responsibilities.

The HUG1 Evaluation produced a delivery model typology which categorised LA-led project across characteristics including funding awarded, consortia size and single LA-led, single LA status. The study delivered a report based on 10 case studies which triangulated experiences from LAs, delivery partners, installers and households.

More information on the evaluation is available on the following link:

[Home Upgrade Grant Phase 1: evaluation - GOV.UK](#)

Home Upgrade Grant Phase 2 Evaluation

The Home Upgrade Grant Phase 2 was a £630m scheme which also targeted off-gas grid properties and sought to contribute to fuel poverty and CO2 emission reduction objectives. It concluded delivery in April 2025.

The details of evaluation plan, topic guides and findings will be available for the successful supplier once appointed. Of relevance will be process evaluation workstreams and a longitudinal survey (2024 and 2025) of households, benefitting from the scheme, including the impact of fuel poverty related outcomes (e.g. the proportion of likely fuel poor households targeted by the scheme & moved out of fuel poverty). The fuel poverty impact methodology is similar to the version included in the published LAD 1&2 evaluation.

Policy and Guidance

For further details on WH:LG policy and guidance, please refer to [Warm Homes: Local Grant - GOV.UK](#). Currently, funding has been awarded to LAs/GRs, and some are in the early stages of delivery.

The following link provides the list of GRs and amounts of funding awarded: [Warm Homes: Local Grant – successful local authorities - GOV.UK](#).

1.4. Key delivery partners and stakeholders

A diverse set of organisations support DESNZ's implementation of WH:LG delivery. The scheme also has several wider stakeholder groups who interact with scheme delivery in some way.

Table 1 below outlines these key stakeholders.

Table 1: Key stakeholders

Role	Relevant information
DESNZ WH:LG Delivery Team	The team are central customers for the evaluation outputs and will be consulted throughout evaluation planning and delivery.
DESNZ WH:LG Policy Team	The team that designed WH:LG policy and processes. The team are central customers for the evaluation outputs and will be consulted throughout evaluation planning and delivery.
Delivery Partner (DP)	<p>The Scheme Administrator who acts as a first point of contact for LAs and their selected delivery organisations. The DP is responsible for engaging with projects, monitoring progress and risks, and providing expert support and assurance where necessary. The DP reports on scheme progress to DESNZ.</p> <p>The longer-term DP (referred to as DP2) will be appointed and onboarded in early 2026.</p> <p>In the interim, Turner and Townsend will fulfil the role as the scheme's interim delivery partner.</p>
Grant recipients	<p>The direct recipients of the funding, including organisations in a consortium. They can be a single Local Authority, a Combined Authority, and/or County Councils.</p> <p>These organisations sign a grant funding agreement with DESNZ and are responsible for delivery in their local areas.</p>
Mayoral Strategic Authorities (MSA)	<p>Mayoral Combined authorities which meet a set of criteria and are eligible to receive integrated settlements for housing, regeneration, local growth, local transport, skills, retrofit and employment support.</p> <p>In relation to WH:LG there are 4 MSA which could transition away from the capital scheme model of WH:LG to devolved integrated settlements.</p>
Households	Households (owner occupiers or tenants) benefit from retrofits delivered by Grant Recipients.

	<p>The retrofit process and improvements to their home energy performance directly impacts them.</p> <p>Household eligibility is determined through a low-income status, benefits receipts and/or the postcode Index of Multiple Deprivation route.</p>
Landlords	<p>Landlords can apply for measures on behalf of tenants, renting in the private rented sector, who are eligible through one of the three eligibility channels.</p> <p>These landlords will submit a declaration to confirm how many properties they seek to retrofit and provide background information on the property, rents and confirm other compliance to scheme guidelines.</p>
Installers	<p>Organisations contracted by GRs and their specific delivery partners to undertake scoping, design and installation of energy improvement measures consistent with WH:LG conditions.</p> <p>For the purposes of evaluation planning, 'Installers' incorporates those involved directly in project delivery (such as retrofit coordinators), as well as those involved directly in installation.</p>
Retrofit Information, Support & Expertise (RISE)	<p>A free support service funded by DESNZ which provides training, guidance and support to help Grant Recipients (and their supply chains) plan and deliver successful domestic retrofit programmes.</p> <p>Support includes training, events, one-to-one mentoring, and a comprehensive online hub containing resources and an ongoing learning and development programme.</p> <p>This support is relevant for GRs at the very start of their retrofit journey, and those with more experience who are looking to expand and improve.</p> <p>RISE is delivered by Turner & Townsend.</p>

2. Aims and Objectives of the Project

2.1. Aims and Objectives

The key objectives of the evaluation are as follows:

..1 Process evaluation (Workstream 1)

To examine the relevant scheme policy and processes which influenced the performance of WH:LG to achieve its objectives. This analysis should consider changes with respect to previous schemes and whether these have promoted intended outcomes.

- The Initial process evaluation in 2026 will examine the pre-delivery process and early delivery.
- It will primarily explore views from GRs on their experiences with relevant WH:LG policy and processes to determine what has worked well, and what could be improved.
- The final process evaluation, to be completed by summer 2028, will assess the scheme's design and operational processes as delivery nears completion.

..2 Case studies (Workstream 2)

Two separate work strands will focus on devolution and delivery models. The devolution work strand will explore experiences and perspectives of Mayoral Strategic Authorities (MSAs) and LAs (which fall within an MSA jurisdiction) which could transition away from WH:LG to deliver retrofit through an integrated settlement.

The aims of this workstream will help to improve the design and delivery of future devolved retrofit funding:

- Explore issues around early transitions and implementation of devolved delivery
- Track the transitions towards devolution, changes in delivery models and identify relevant factors which affect these.
- Understand the benefits and challenges of a devolved retrofit approach and how these differ from WH:LG-style approaches
- Provide insights into unique local delivery issues, and how authorities address them.

The second work strand of delivery models will explore the experiences of GRs, DPs and household and installers within their respective areas. The aims of the workstream are:

- Explore different delivery models and better understand GR experiences of delivery in different contexts and factors behind various outcomes.
- It will also promote DESNZ's understanding around why GRs adopted certain approaches and how these interact with scheme design as well as local and national challenges.

..3 Impact evaluation (Workstream 3)

To estimate the impact of WH:LG on:

- Fuel poverty;
- The private rented sector
- Beneficiary outcomes e.g. satisfaction, well-being etc

Unlike previous evaluations, energy usage, bill savings and CO2 savings impacts will be conducted in-house by DESNZ and therefore **should not be included** in your bid.

2.2. Evaluation Questions

The successful supplier will address all questions set in Annex A, outlined in the process and impact sections, and the devolution workstream.

The following is a summary overview of the key evaluation questions:

1. Process evaluation (Workstream 1)

- a. To what extent did the scheme's processes support effective delivery in practice?
- b. What aspects of WH:LG delivery processes worked well or less well overall?
- c. How did these delivery processes, and their effectiveness, differ by different GRs and why?

2. Case studies (Workstream 2)

- a. What were the experiences of Mayoral Strategic Authorities (MSAs) eligible to transition from WH:LG delivery to the 'Retrofit Devolution Programme'?
- b. How did GR delivery models differ and how were their experiences with implementation?

3. Impact Evaluation (Workstream 3)

- a. What impacts did WH:LG have on the fuel poverty of its beneficiaries (owner occupiers and tenants)?
- b. To what extent did the WH:LG affect rent price and churn for participating Private Rental Sector (PRS) households?
- c. What are the beneficiary experiences with the scheme and their installed measures and how do these relate to outcomes?

Sections 2.3 to 2.5 below provide more details around these evaluation questions.

A full list of process and impact evaluation questions are available in Annex A.

Please note that individual questions may be subject to small changes as the contract progresses. We therefore require the successful supplier to have some flexibility at the 'Inception report' stage to tweak or tailor questions to best address emerging research interests.

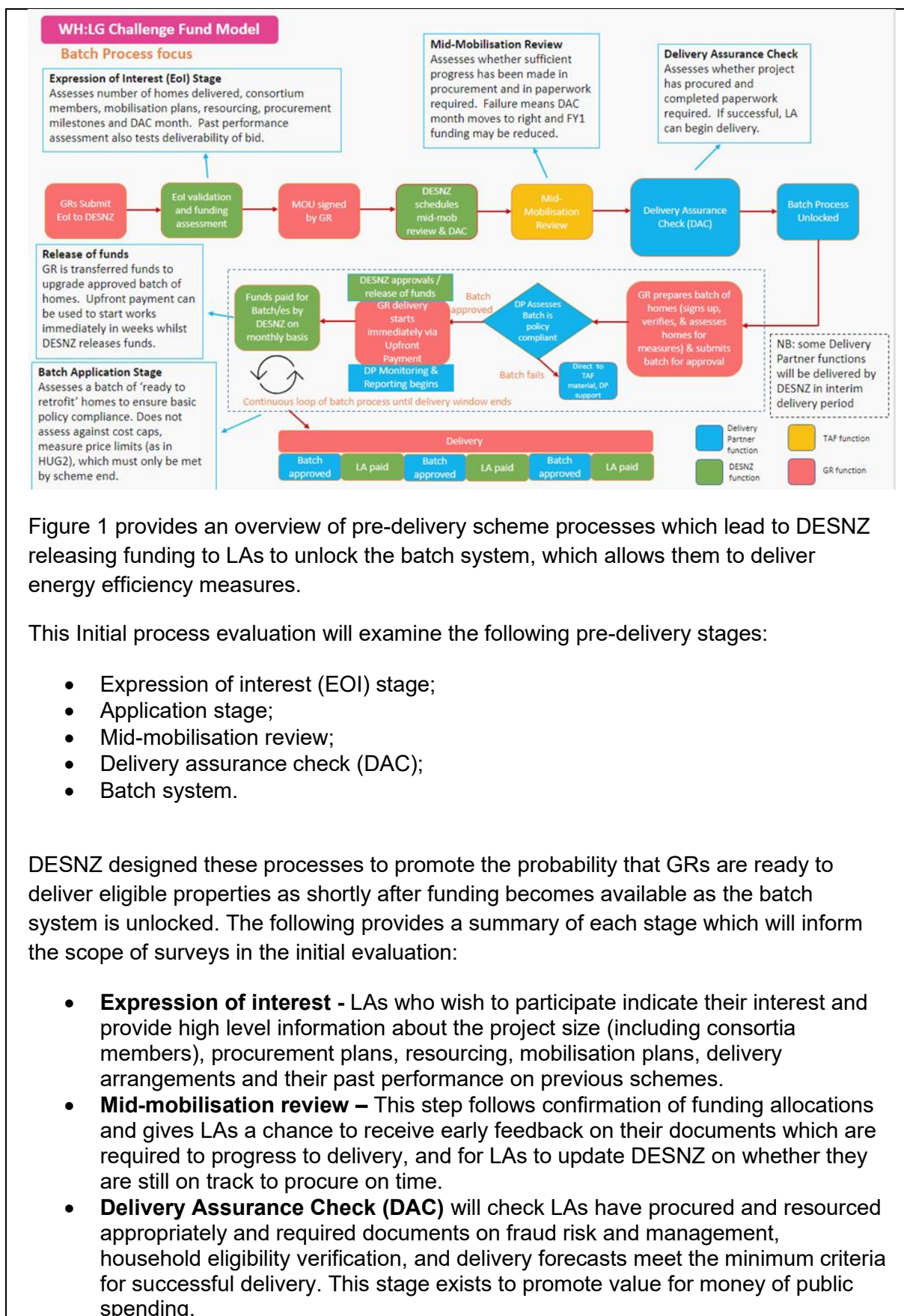
2.3 Process Evaluation (Workstream 1)

The process evaluation questions are divided into:

1. Initial process evaluation - examining pre-delivery processes & initial delivery
2. Final process evaluation – examining overall scheme delivery at the point the scheme closes

2.3.1 Initial process evaluation

Figure 1 – WH:LG Challenge Fund Model



- **Batch system/delivery** – Grant recipients submit batches of signed up, assessed and costed homes that are ready to receive measures, and then for GRs to draw down funding.

This initial evaluation will address the following questions:

- Were pre-delivery processes effective at supporting scheme delivery? Did they set realistic delivery targets, release adequate funding at appropriate times and ensure delivery was targeted at eligible properties?
- Were pre-delivery fraud and quality requirements sufficient to establish effective processes in GRs?
- What benefits, challenges and issues were experienced by GRs in relation to pre-delivery processes? For whom were these experienced?
- What improvements could be made to pre-delivery processes?

Initial delivery

We expect levels of delivery performance will vary across GRs both in relation to actual volumes and relative to their initial targets. Therefore, the initial process evaluation will also address the following delivery questions, at an earlier point than the Final process evaluation (2.3.2):

- How is delivery progressing against initial plans and expectations?
- What is working well or less well?
- Have GR strategies or approaches changed since the pre-delivery stage? If so, why?
- What roles are GRs fulfilling in delivery and are there plans for any changes going forward?
- Do LAs feel there are certain policy or processes which have influenced their early delivery performance?

2.3.2 Final process evaluation

The Final process evaluation will assess scheme delivery as a whole and includes both evidence from the Initial process evaluation and the full delivery phase.

The WH:LG delivery phase covers the entire scheme from LAs receiving funding through to the lodgement of installed measures with Trustmark. Once GRs have unlocked the batch system, they can deliver installations and draw down funding. LAs will work with their own appointed delivery partners and report to the WH:LG scheme level delivery partner (either the interim partner or DP2) when GRs have completed installations.

The initial delivery of WH:LG will take place in partnership with an interim delivery partner, Turner and Townsend. This is because procurement and onboarding of the scheme's longer term delivery partner (DP2) will not have concluded. The DP2 will take up its role in early 2026, and DESNZ are interested in understanding the policies, processes and stakeholder experiences involved in this transition.

The Final process evaluation will answer questions in the following thematic areas:

Delivery process effectiveness

e.g. efficiency of batching process; interactions of scheme requirements with recruitment.

Policy effectiveness

e.g. To what extent did the DAC process support LAs to ensure effective delivery?

LA delivery approach

e.g. Assessing effectiveness of household engagement, governance, monitoring, and changes from earlier waves.

DESNZ delivery models (Interim and DP2)

e.g. How successful was the transition from the interim model; how has the Delivery Partner managed delivery in both models?

Stakeholder experiences (i.e. Households, Installers, LAs)

e.g. What guidance did households find most helpful when installers completed installations of different measure types?

Challenges and dependencies

e.g. What factors most influenced the ability of LAs to deliver installations to time and standards?

For a full list of Final process evaluation questions, please see Annex A.

2.4 Case studies (Workstream 2)**2.4.1 Devolution**

GRs have the authority to decide how best to deliver the scheme in their area, as long as they meet its policy requirements.

Retrofit is included in the English Devolution White paper which provides a route to potentially distribute WH:LG funding through new settlement deals to MSAs.

In future, DESNZ plans to offer higher levels of devolution for retrofit funding, starting with certain MSAs (Liverpool City Region, North East, South Yorkshire, and West Yorkshire Combined Authorities).

This evaluation workstream will seek to understand the variety of MSA contexts and factors which contributed to different outcomes and help to inform future policy directions relating to devolution and capital schemes as approaches to retrofit delivery.

It will seek to answer the following high-level evaluation questions:

- What effect did the integrated settlements have on the delivery models of eligible MSAs?
- What were the lessons learnt by integrated settlement MSAs and how could this support future devolution?
- What advantages and barriers have MSAs encountered when transitioning to a devolved approach?

- What are complementary factors which underpin successful transitioning to devolved approaches?
- What are the implications for devolved retrofit delivery in England?

This evaluation will address these through 3-4 bespoke case studies, centring around MSAs which are eligible for a transition away from capital funded schemes (i.e. WH:LG) to integrated settlements.

Policy in the devolution space will continue to evolve and we therefore expect a round of consultation/scoping with DESNZ in 2026 before the first round of case studies. This will be repeated in 2028 for the follow-up wave of case studies to explore the development of devolution.

2.4.2 Delivery models

Towards the end of the delivery period, the successful supplier will supply 6-10 case studies of different Grant Recipient approaches of delivery. This is a topic of continued interest to DESNZ, as Grant Recipients are allowed to adopt any model they choose (providing it complies with scheme requirements), and our existing evidence shows that the chosen model can substantially impact scheme delivery volumes and oversight. Topics of particular interest are: the interactions these had with the WH:LG design, the local experiences of installers and households, and the relevance of local contextual factors and implication for delivery outcomes.

2.5 Impact evaluation (Workstream 3)

The impact evaluation will centre around the following impact areas:

2.5.1 Market distortions in the Private Rented Sector;

The Department's evidence base on PRS market distortions is limited, as take-up has been low in previous schemes. However, PRS take-up is expected to be higher in WH:LG.

The following evaluation questions are therefore priorities:

- What impacts on rent prices have occurred as a result of WH:LG?
- What impacts on tenancy churn have occurred as a result of WH:LG?

2.5.2 Fuel poverty targeting and impacts;

Fuel Poverty alleviation is the scheme's primary objective, and evaluation remains the best way to measure fuel poverty targeting and impacts.

The following evaluation questions are priorities:

- What proportion of FP households has the scheme reached? (i.e. Fuel poverty hit rates)
- What proportion of fuel poor households moved out of fuel poverty? Did this vary across eligibility pathways and what factors underpinned this?
- Did fuel poverty hit rates vary across eligibility routes: IMD: 1-2, income and low income 'proxy' pathways?

Please refer to annex C for more details on the expected methodological approach.

2.5.3 Beneficiary experience

Another priority is to understand experiences of beneficiaries with the scheme. Beneficiaries will come onto the scheme through different routes, experience different LA delivery models and receive different measures. Therefore, we seek to better understand the similarities, differences and patterns across these areas and levels of satisfactions.

The following evaluation questions are priorities:

- What were the experiences of beneficiaries with the scheme and their measures?
- What support and advice did beneficiaries receive throughout scheme participation?
- What barriers and challenges did they experience?
- To what extent were heat pumps offered to households and why did certain household not take them up?
- What were satisfaction levels with various aspects of the scheme and measures?

All three impacts will primarily be measured through analysis of primary data from a two-wave survey covering fuel poverty, private rental impacts and household experiences. This is detailed in the methodology section below.

3. Suggested Methodology	
Total number of surveys	<p>Workstream 1 (Process Evaluation)</p> <p>73 LA surveys on pre-delivery process and delivery models (2026)</p> <p>73 LA surveys on overall delivery experience (2028)</p> <p>Workstream 3 (Impact Evaluation)</p> <p>4000 Fuel poverty / Private rented sector / beneficiary outcomes survey which should take around 20 minutes to complete (2 tranches in 2 waves, 2026, 2027 and 2028)</p>
Total number of Interviews (qualitative)	<p>Workstream 2 (Case studies)</p> <p>6-8 hours of interviews with MSAs to inform devolution case studies, (2026)</p> <p>20-30 hours with LAs (informs 6-10 delivery model case studies, 2028)</p> <p>Up to 20 hours with installers (informs 6-10 delivery model case studies, 2028)</p> <p>20-30 hours with households (informs 6-10 delivery model case studies, 2028)</p>
Total number of Focus Groups	<p>Workstream 1 (Process Evaluation)</p> <p>2-3 hours interim DP and DP2 (2026)</p> <p>2-3 hours DESNZ staff (2026)</p> <p>2-3 hours DP2 (2028)</p> <p>2-3 hours DESNZ staff (2028)</p>
Total number of Case Studies	<p>Workstream 2 (Case studies)</p> <p>3-4 initial MSA devolution case studies (2026)</p> <p>3-4 follow-up MSA devolution case studies (2028) 6-10 LA delivery model case studies (2028)</p>
Any other specific requirements	

3.0 Introduction.

This section provides the specification brief which bidders should base their proposals on.

3.1. Project overview

This section of the specification is structured chronologically, highlighting the focus and related research activities expected at each stage of the project.

Table 2 – Evaluation phases

Evaluation phase	Activities	Deliverables
Inception (November 2025 - December 2026)	<ul style="list-style-type: none"> • Onboarding and familiarisation with WH:LG • Consultations with DESNZ staff (delivery, policy, evaluation teams) • Evaluation question finalisation • Delivery model survey drafting 	Inception report
Initial process evaluation (2026)	<ul style="list-style-type: none"> • Primary data collection (GRs, DESNZ, DPs) • Analysis of primary data and MI data 	Initial process evaluation report Summary slides on primary research findings
Early impact report (mid-2026)	<ul style="list-style-type: none"> • Develop fieldwork materials for PRS, fuel poverty and beneficiary wave 1 survey • Conduct first wave of fieldwork. Tranche 1. • Analysis of landlord declaration data 	Short summary of PRS findings (less than 10 pages)
Devolution case studies (2026)	<ul style="list-style-type: none"> • Scoping activities with DESNZ • Desk analysis of relevant GR WH:LG bids • Primary data collection with 3-4 MSAs to 	3-4 MSA Case studies Short summary report (less than 10 pages)

	explore their context and aspirations.	
Tranche 1 PRS, FP and beneficiary outcomes analysis and findings (Summer/Autumn 2027)	<ul style="list-style-type: none"> • Design second wave of survey • Deliver fieldwork of second wave survey, tranche 2. 	<p>Summary Interim report of tranche 1 fuel poverty, PRS and experiences</p> <p>Summary slides on primary research findings</p> <p>Findings summary presentation</p>
3-4 Devolution case studies (2028)	<ul style="list-style-type: none"> • Primary data collection with 3-4 GRs/MSA 	<p>3-4 MSA Case studies</p> <p>Short summary report (less than 5 pages)</p>
6-10 Delivery model case studies (2028)	<ul style="list-style-type: none"> • Primary data collection with 6-10 GRs/MSA 	6-10 Case Studies
Final Impact & Process evaluation reporting (2028/29)	<ul style="list-style-type: none"> • PRS, fuel poverty and beneficiary data collection and analysis • Focus groups with DP2 and DESNZ • Triangulation of all workstream findings 	<p>Synthesis report (for publication) comprising:</p> <ul style="list-style-type: none"> - Impact evaluation report - Final process evaluation report - Synthesis of evaluation findings <p>Full technical report (for publication) comprising:</p> <ul style="list-style-type: none"> - The sampling and analysis methods used. - Methodological limitations - All research materials generated under the project

		<ul style="list-style-type: none"> - Full data tables for all quantitative analysis <p>Findings summary presentation</p> <p>Summary slides</p>
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3.2.1 Secondary Data

The successful supplier will require secondary data to:

- Analyse directly, to address process evaluation questions
- Representatively sample and weight survey populations, and purposively sample interviews and focus groups
- Contextualise primary data from fieldwork

Table 3 details the key secondary data sources DESNZ will make available to the successful supplier.

Table 3 – Evaluation secondary data sources

Secondary data	Description
Scheme monitoring data	<p>Data on delivery is reported by LAs to the delivery partner monthly on the salesforce DMS platform.</p> <p>This data includes:</p> <ul style="list-style-type: none"> - LA contact information - Landlord, household and tenant contact i.e. emails and telephone numbers - Property addresses - Property characteristics e.g. bungalow - Measures installed e.g. loft insulation, ASHPs - EPC ratings (pre and post installations) - Eligibility route - Funding allocation - Batch information <p>Please refer to HUG 2 data dictionary for an indication of the data which will be collected as part of WH:LG Home Upgrade Grant: Phase 2 (closed to applications) - GOV.UK</p> <p>The data dictionary for WH :LG is very similar, but not officially published at the time of writing.</p>
Expression of interest responses:	<p>EOIs submitted by prospective grant recipients (e.g. LA or consortia lead) to DESNZ and provide details on:</p> <ul style="list-style-type: none"> - Proposed project outline and mobilisation plans - Consortia members - High-level plans for procurement,

	<ul style="list-style-type: none"> - Past performance on previous schemes
Delivery assurance check (DAC) documentation	<p>Documentation provided by LAs (including responses from DESNZ), providing details on:</p> <ul style="list-style-type: none"> - Procurement and resourcing appropriately e.g. delivery partner readiness - Fraud and risk management documentation - Household eligibility verification, - Delivery forecasts
Landlord Declaration (private rented sector)	<p>A landlord completes a landlord declaration form at the application stage. The purpose of the declaration is to ensure landlords understand the conditions of funding and to collect information for evaluation, particularly the private rented sector evaluation questions. Data includes:</p> <ul style="list-style-type: none"> - Landlords contact details - Status of property funding i.e. first home under the scheme or not - No. of bedrooms - Rent charged to tenants and whether bills are included or not. - Property type e.g. bungalow, detached
Trustmark data	<p>This provides details of installations installed through the scheme and lodged through Trustmark.</p>

Please see **Annex B** for more detail on the contents of these secondary data sources.

3.2.2 Primary data collection

The evaluation will require primary data collection through interviews and surveys. In your bid, please provide details on the following:

- **Survey data:** source data/sample frame; approach to sampling (contact details will be provided by DESNZ); final expected sample size; anticipated response rate; consideration of confidence intervals and weighting approaches
- **Qualitative data:** approach to sampling (e.g. purposive); rationale for sampling criteria; source of sample data; number of participants/interviews/focus groups (initial and final sample size)
- **Sample recruitment and engagement:** How contact details are obtained (often via DESNZ); how to approach and maintain participants; how to minimize participant **burden** and any proposed use of **incentives**
- **Proposed modes** and justifications. Especially if different to what is proposed within this specification (e.g. online, telephone)
- **Data processing and cleaning:** Where secondary sources will be utilised and how scheme data will be securely handled.
- **Analysis of data:** Approaches to primary and secondary data analysis to best address evaluation questions.
- Any **ethical considerations**

The department will support participant recruitment. DESNZ will advise on relevant contacts at the delivery partner and within DESNZ for interviews. We can also use delivery team resources to follow up with LAs/GRs for survey completion and interview participation. Additionally, DESNZ can provide contact details (emails and addresses) of scheme beneficiaries for the survey.

3.3 Inception

DESNZ has already undertaken extensive scoping exercises to inform this specification.

We have included the resulting theory of change, process maps and key evaluation questions in Annex A.

Post-award, the successful supplier will work with DESNZ staff complete a brief scoping stage to review and finalise research focus.

The inception phase will allow the appointed contractor to familiarise themselves with the WH:LG policy, processes and wider scheme context.

During the scoping stage, DESNZ expects the successful supplier to:

- Review WH:LG documentation, including but not limited to evaluation evidence from previous LA-led fuel poverty schemes; WH:LG policy guidance; data sharing agreements; project funding applications; project performance monitoring data, progress updates and risk registers.
- Finalise evaluation questions through a consultation with relevant DESNZ stakeholders, including a signoff session.
- Map methodological approaches and data collection to each of these evaluation questions
- Produce an evaluation plan split into different thematic workstreams, structured by these evaluation questions. This will also include timelines for delivery of all work.

We expect suppliers to offer some flexibility to adjust scope as the project develops, and to potentially tailor some workstreams to reflect ad-hoc interests within the contract's original scope.

Additionally, during the inception phase we require the supplier to make resource available for a small (maximum value £50,000) and **optional** standalone work strand to be designed and delivered in financial year 2025/26. **This will only go ahead if jointly agreed between DESNZ and the successful supplier and should not be included within the bidder's technical responses to this specification.** Bidders will note that a provision to cover this has already been included ringfenced within AW5.2 Price Schedule.

3.4 Process evaluation - Workstream 1

3.4.1 Initial process evaluation

The initial process evaluation workstream will be delivered in 2026. At this point, we expect that several LAs will have undertaken some delivery and gone through the batch system more than once. Additionally, the vast majority of LAs should have passed their Delivery Assurance Checks (DACs) and unlocked the batch system (the final step before retrofit delivery can begin).

This stage of the evaluation seeks to gain insight across the population of GRs on the efficiency and effectiveness of pre-delivery and early scheme processes i.e. approximately 1 year after the application window opened.

The work will consist of:

- A general survey of LAs, focused on their delivery models and experiences of delivery;
- Focus groups with DESNZ and its DP;
- Any additional stakeholders the bidder feels would benefit the quality of analysis to meet the evaluation aims/objectives.

3.4.3 Final process evaluation

In relation to process evaluation outputs, we require a final process evaluation of the WH:LG to be completed shortly after the end of the delivery period completes (March 2028). The process report will be completed by Autumn 2028 and then combined with impact findings and be presented as a final synthesis report in winter 2028.

This will build on the earlier Initial process evaluation to examine how delivery subsequently progressed across all major scheme processes, and whether early delivery findings from the Initial process evaluation report still stand.

The workstream will consist of:

- Primary data collection through several channels (see Table 4).
- Thematic analysis of primary and secondary data (see Table 4);
- Triangulation of these whole-population findings with the delivery model case studies
- Use this analysis to address the Final process evaluation questions
- Synthesise these process evaluation findings with the impact evaluation findings to generate a narrative evaluation synthesis report.

These questions fall into the following 6 categories:

- **Delivery process effectiveness** – The effectiveness as perceived by stakeholders involved in the scheme.
- **Policy effectiveness** – The effectiveness of WH:LG policy with awareness of previous LA-led scheme policies.
- **LA delivery approach** – Insight into GR approaches and to promote DESNZ understanding of how/why these were adopted by GRs with consideration to the wider scheme context.
- **DESNZ delivery model** – How the DESNZ delivery partner model interacted with LAs and their delivery approach and to what extent it facilitated scheme delivery effectively.

- **Stakeholder experiences** – Perspectives and experiences of different stakeholders to specific stages of the scheme.
- **Challenges and dependencies** – How various aspects of the scheme performed in response to challenges and dependencies. This could include LA approaches, scheme policy, DESNZ delivery partner considerations etc.

Please refer to Annex A for a detailed list of all Final process evaluation questions.

Table 4: Proposed data collection methodology

Methodology	Sample population & focus	Rationale & Workstreams
Document analysis / review (Jan 2026)	Light touch bid documentation review to extract data and inform survey design (73 LAs)	To provide an overview of projects in inform delivery model survey design and related analysis Initial process evaluation
GR population survey (2026)	73 LA surveys on LA delivery models and pre-delivery process experiences. The survey should take 30-60 minutes to complete.	To provide an overview of the different delivery models adopted by GRs and of the GR experience with WH:LG pre-delivery processes. Initial process evaluation
DP and DESNZ focus groups (2026)	2-3 hours of focus groups with Scheme interim delivery partner and new delivery partner 2-3 hours of focus groups with DESNZ	To provide an insight into the delivery model approach selected by DESNZ and triangulation for the wider workstream. Initial process evaluation
GR population survey (2028)	73 LA surveys on experience with WH:LG processes and delivery. The survey should take 30-60 minutes to complete.	To capture a view of the general experience of the scheme and to feed into the GR interviews which will explore themes emerging from this survey in more depth.

		Final process evaluation
Depth interviews (2028)	Grant recipients and appointed delivery partners (6-10 projects, 20-30 hours)	To get insight how delivery plans were implemented and triangulate findings with wider stakeholders (e.g. installers, households). There is also a focus on specific delivery models adopted and the interaction with scheme policy and design Final process evaluation
	Installers (up to 20 hours)	
	Households (20-30 hours)	
Focus Groups (2028)	DP2 (2-3 hours)	To provide an insight into the delivery model approach. Wider reflections of scheme delivery, performance and challenges. Final process evaluation
	DESNZ staff (2-3 hours)	

Please refer to [Warm Homes: Local Grant - GOV.UK](#) for more information on scheme design, policy and processes of WH:LG.

3.5. Case studies (Workstream 2)

3.5.1 Devolution case studies

This workstream will consist of fieldwork and analysis to deliver bespoke case studies of GRs or MSAs which could transition to integrated settlements during the scheme or are eligible for devolution.

This currently includes: Liverpool City region, North East CA, South Yorkshire CA and West Yorkshire CA. All of these have LAs receiving WH:LG funding could theoretically transition away from WH:LG-style schemes into devolved 'integrated settlements'.

Compared to delivery model case studies, these devolution case studies will have a greater focus on expectations for devolution, transition experiences and consequences on outcomes of delivering retrofit.

For this bid, please specify delivery of 3-4 case studies. Data collection for these will entail interviews with LA staff working on local grant and staff at MSAs to explore their experiences and perspectives on transitions to devolution.

This workstream will be fully scoped with DESNZ policy/delivery/evaluation teams post-award as this area is still evolving. At this stage, there will likely be more background information available on the devolution progress of MSAs.

Proposed method:

- Review the Initial process evaluation's population level overview of GR delivery models to understand how these overlap with MSAs and their devolution plans.
- Interview selected LAs and MSAs planning to transition to devolved delivery (see Table 5 below). Explore their early perspectives, understand their delivery models and relevant contextual factors and expectations for future delivery.
 - The first round of interviews will take place in 2026 when relevant MSAs have progressed through the pre-delivery phase and begun WH:LG delivery.
 - The purpose of these interviews will be to understand current delivery approaches of MSAs, their devolution aspirations, current capacity and perspectives on retrofit delivery.
- Analyse this Wave 1 primary data to generate 3-4 initial Devolution case studies.
- Recontact the same GRs/MSAs in 2028 to conduct follow-up interviews. These will focus on their delivery outcomes or evolution in relation to devolution for each MSA (see Table 5 below).
- Analyse the primary data from both Waves of interviews to generate 3-4 full Devolution case studies, outlining changes in governance, organisational capacity and delivery due to devolution.
 - We expect transitions to be varied, hence each case study will be bespoke and may involve speaking to different make-ups of LA or MSA stakeholders.
 - The case studies should present an overarching picture of retrofit devolution across the MSAs.

3.5.2 LA delivery model case studies

The case studies will provide insight on GR delivery approaches for WH:LG.

Initially, the supplier will embed questions into the pre-delivery phase GR survey, to better understand the types of delivery models adopted across the GR population.

This survey should collect information on:

- the local delivery partner and LA's experience with other retrofit schemes;
- availability of accurate households and property data (to forecast, engage beneficiaries and deliver targeted work efficiently)
- procurement strategies;
- governance structures.

Previous evaluations found these key factors influenced delivery outcomes.

As WH:LG is in its early delivery stages, DESNZ will use the survey findings as an initial overview of different delivery approaches and early insight on experiences. It will also be used to inform case study selection in the next stage of the workstream.

Towards the end of scheme delivery (2027/28) DESNZ will select case study grant recipients (between 6-10, depending on how many you commit to in your bid) to further explore the rationale behind selected delivery models. These will provide valuable insight for delivery and policy teams within DESNZ to understand the realities of local delivery. We expect each case study to consist of approximately 2-3 hours of interviews with LAs and/or DPs, 3-4 hours beneficiaries, 2-3 hours with installers.

Topics of particular interest are:

- LA delivery strategy (including use of data), and how this influenced performance
- How anticipated benefits and challenges manifested
- Contextual factors these delivery models interacted with
- Experiences of beneficiaries and installers within each context.

The steps we expect bidders to include in their plan to deliver the case studies include:

- Initially, a pre-delivery phase population survey will develop a population level overview of LA delivery models adopted by participating GRs.
- In 2028, the successful supplier will conduct primary research (interviews) with 6-10 GRs, their DPs, households and installers to produce a deeper understanding of perspectives/experiences.
 - *DESNZ welcomes proposals for additional stakeholders that bidders feel would add value to these case studies.*
- Findings from other workstreams will inform the case study research materials. This will offer greater triangulation of findings and promote understanding of why more generalisable findings hold at local level or not.

Table 5: Proposed data collection methodology for devolution case studies and delivery model case studies workstream 2

Methodology	Sample population & focus	Rationale
Devolution Document review (Jan 2026)	Light touch relevant LA bid documentation and devolution deals documents.	To provide a base understanding of the context which MSAs are delivering WH:LG.
Devolution Depth interviews (2026)	3-4 LAs which are MSAs or fall within an MSA region and therefore candidate for delivery through new	Purposively selected to explore experiences of GRs/MSAs of interest and their perspectives on future delivery. This will

	settlement.	promote the departments understanding of delivering retrofit through different funding routes. Case studies wave 1
Devolution Depth interviews (2028)	The same 3-4 MSAs who at this stage will be delivering retrofit through WH:LG or through New Settlement deals.	To revisit the experiences of MSAs and explore their outcomes. In particular, to understand to what extent devolution has occurred and what relevant factors have influenced this. Devolution case studies wave 2
Delivery model Depth interviews (2028)	Grant recipients and appointed delivery partners (6-10 projects, 20-30 hours) Installers (up to 20 hours) Households (20-30 hours)	To get insight how delivery plans were implemented and triangulate findings with wider stakeholders (e.g. installers, households). There is also a focus on specific delivery models adopted and the interaction with scheme policy and design Delivery model case studies

3.6 Impact evaluation Workstream 3

The impact evaluation needs to explore outcomes on:

- Household fuel poverty (the primary objective of WH:LG);
- Private rented sector prices and tenancy churn (expected to have higher take-up due to a more generous 100% subsidy for landlords first property on the scheme);
- Beneficiary experiences (the owner occupiers and private rental tenants who are customers of retrofit schemes).

To deliver these impact analyses, the successful supplier will need to use:

- primary data, gathered from a two-wave survey of the beneficiary population (see Table 6 below)
- secondary data, to sample and weight this survey (see Table 3 above)

DESNZ requires PRS insight into market distortion (rent and churn impacts) and other experience related insights into the PRS group as early as possible, due to limited insight because of low uptake in previous schemes. Hence, we propose a two-tranche approach to primary data collection and analysis.

The supplier will deliver Tranche 1 in 2026 (wave 1) and 2027 (wave 2) to ensure early insights into PRS outcomes (NB. owner occupier respondents are still included in this tranche). The primary data will be collected through the two-wave push-to-web surveys in both tranches.

Please note that delivery volumes are challenging to predict. If sample sizes are challenging to achieve in tranche 1, wave 1, we would expect to correspondingly increase the size of the tranche 2 survey.

We expect the successful supplier to conduct pre-launch cognitive testing on the first tranche of surveys.

Tranche 2 will deliver the same surveys as Tranche one. The supplier will deliver this fieldwork in 2027 (wave 1) and 2028 (wave 2).

We have chosen these timings to balance stakeholder requirements against the most appropriate periods to collect certain data for each wave.

- E.g. wave 2 survey will collect data on measure experiences and satisfaction, as it allows households to respond based on their experience from at least one full heating period.

Please refer to Table 6 below for an overview of the tranches, waves and timelines.

3.6.1 Fuel poverty impacts

Fuel poverty in England is measured using the Low-Income Low Energy Efficiency (LILEE) indicator. Under this definition, households are fuel poor if:

- They have a Fuel Poverty Energy Efficiency Rating (FPEER) of band D or below, and;
- The household income after housing costs and fuel costs falls below a set income threshold (defined as 60% of the national after-housing-cost (AHC) equivalised income).

We require a successful supplier for the WH:LG evaluation to conduct a fuel poverty analysis, examining the extent to which:

- fuel poor households have been targeted by the scheme

- the fuel poor status of these households has been changed by the scheme

This analysis should align to the methodological approach adopted in other schemes and hence will need to collect income and housing cost data directly from beneficiaries. The successful supplier will be welcome to re-use and adapt existing fieldwork materials used to establish this on previous evaluations.

As with previous schemes (including the most recent HUG Phase 2), the scheme collects both pre- and post-installation EPC data from all properties treated, and this is included in the monthly DESNZ scheme data that we will make available to the successful supplier. For the purposes of this analysis, we are content to treat the EPC Energy Efficiency Rating as equivalent to FPEER, so the successful supplier will not be required to collect this data directly.

DESNZ is also interested in two additional comparative sub-group analyses, going beyond the core analyses:

- The WH:LG has three main eligibility routes including Index of Multiple Deprivation deciles 1 and 2 (IMD: 1-2) postcodes, income channel (<£36,000) and low income proxies (e.g. benefits statements). An analysis which compares fuel poverty 'hit rates' across these eligibility pathways would help us understand their influence on scheme objectives and future policy design.
- Due to the new 100% subsidy for one PRS home per landlord, WH:LG will likely reach more fuel poor households outside of the owner occupier channel than previous schemes. An analysis of differences in fuel poverty targeting and impact across owner occupier vs private rented sector would provide useful insight.

3.6.2 Private Rented Sector impacts

The Fuel Poor PRS population's experience and behavioural outcomes with retrofit are currently an evidence gap for DESNZ. DESNZ is targeting an improved PRS uptake in WH:LG compared with previous schemes.

In the Private Rental Sector impact analysis, we therefore require the successful supplier to address this evidence gap by examining beneficiary outcomes for this sub-group (see section 3.6.3), as well as measuring potential PRS market distortions caused by the scheme.

Market distortions relate to changes in the market prices or allocations attributable to Government interventions in the market. This evaluation will attempt to measure the following distortions, that could affect longer term impacts in Fuel Poor PRS population:

- The extent to which rental outcomes (supply, demand, rental prices) are affected by the scheme.
- The extent to which tenant turnover ('churn') is affected by the scheme

DESNZ would value some initial insights on this work strand by Summer 2026, if the volume of participating PRS households allows.

Required methodology

The Landlord Declaration (see Table 3 above) will provide the secondary data required to deliver the sampling and analysis for the 'rental outcomes' and 'churn' impacts.

This data is collected directly from landlord as they apply to the scheme and includes:

- landlord contact details;
- property address;
- property type (e.g. bungalow);
- baseline rental data;
- no. of bedrooms;
- details on any bills included in rent
- amount of allocated funding per property, and overall

The supplier will need to collect additional primary data through the two-tranche two-wave push-to-web surveys with tenants (as part of the beneficiary survey), including relevant information of tenancy, ongoing rental rates and other relevant factors.

Additionally, DESNZ requires more timely estimates of market distortion and PRS experiences, to be delivered substantially in advance of the final analysis in 2028/29.

There is some uncertainty around PRS delivery volumes, therefore we will work with the successful supplier in 2026 to establish the best fieldwork windows to gather sufficient insight for PRS outcomes.

- We welcome proposals on the suitability of a tranche approach to collect PRS related data and how best to tie data collection of Fuel poverty, PRS and tenant experiences.

Along with your general response to this specification, please ensure you provide details on:

- An approach to deliver a 2-year longitudinal survey of tenants (as part of an overall beneficiary survey) to ensure data meets our requirements. We will provide tenant email addresses, telephone numbers and property addresses. We would aim for 2000 responses for the first wave which includes over sampling of tenants in the first tranche.
- Possible ideas which could promote robust insight into the impacts on the private rented sector. For example, additional secondary data sources to embed into the analysis.
- Factors to be aware of which could make answering the PRS outcome questions challenging.
- How relevant PRS data collection would dovetail with the FP and beneficiary experience data.

3.6.3 Beneficiary outcomes

DESNZ needs to understand the experiential outcomes for beneficiaries of the scheme (owner occupiers and Private Rental Sector tenants), to confirm whether follow-on

benefits are likely to be realised. To deliver this, we require the evaluation to assess their experiences following the initial installation, and then after an entire heating season with their new measures. We also need to understand if and why these experiences differ between owner occupiers and PRS tenants.

We require this analysis to assess impact to beneficiaries in the following areas:

- Satisfaction with support provided by LAs/DPs
- Household satisfaction with measures
- Household wellbeing
- Understand reasons behind why measures were not taken up or not (e.g. ASHPs)
- Challenges and dependencies

This impact analysis will exclusively draw on primary data from the two-wave push-to-web survey.

In relation to beneficiary outcomes, the first survey wave will explore experiences of scheme, measure installations, challenges and dependencies and why chosen measures were selected and not others (e.g. ASHP refusals).

The second wave will explore experience and satisfaction with measures after/during the winter heating period.

Table 6: Proposed data collection methodology for the impact evaluation

Methodology	Sample population & focus	Rationale
Survey development and planning (2026 – pre-wave 1)	Review approach to collect the required FP, PRS and beneficiary outcome data.	To ensure wave one collects the required data and meets stakeholder needs
Survey wave 1, Tranche 1 (2026)	Includes all beneficiaries, but likely over sampling on PRS households to ensure high enough sample to explore PRS market distortion questions (2000 household responses target, TBD on delivery progress)	To provide insight on early experiences, reasoning behind measure choice and satisfaction with scheme delivery.

	The survey should take around 20 minutes to complete.	
Survey development and planning (2026/pre-wave 2)	Develop survey to cover PRS, fuel poverty and beneficiary outcomes data	To ensure wave two collects the required data and meets stakeholder needs.
Survey wave 2, Tranche 1 (2027)	<p>The sample will be recontacted to explore how outcomes have changed over time.</p> <p>(follow-up opted-in households)</p> <p>The survey should take around 20 minutes to complete.</p>	Revisiting the sample to track developments across fuel poverty, PRS and wider beneficiary outcomes. For example, have beneficiaries been taken out of fuel poverty? Has market distortion occurred over time? How satisfied are households with their measures?
Survey wave 1, Tranche 2 (2027)	<p>Representative sample, however likely to be continued interest in the PRS population and over sampling</p> <p>(2000 household responses target)</p> <p>The survey should take around 20 minutes to complete.</p>	As Tranche 1, Wave 2.
Survey wave 2, Tranche 2 (2028)		As Tranche 1, Wave 2.

	<p>The sample will be recontacted to explore how outcomes have changed over time.</p> <p>(follow-up opted-in households)</p> <p>The survey should take around 20 minutes to complete.</p>	
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3.7 Research Ethics

All research undertaken by the supplier to deliver this requirement should be compliant with [Government Social Research ethical guidance](#). For example, there are ethical considerations required when offering financial incentives to those who are more likely to be living in low income, fuel poor households.

The successful supplier will be responsible for ensuring all self-conducted evaluation work undertaken complies with ethical guidance and principles. Proposals should indicate the steps to ensure the safety and wellbeing of participants and researchers, as well as approaches for addressing any ethical issues they identify as relevant to this project.

4. Deliverables

4.1. Inception phase

Once the contract has been set up, DESNZ will require several initial deliverables as part of the inception report. We would expect this report to be completed by early 2026.

4.1.1. Plan for delivery

An evaluation plan with the agreed methodology, timescales and deliverables that the successful supplier will provide. The plan should highlight any details that have changed significantly from the original bid. The plan should outline sampling, and recruitment approaches for fieldwork.

4.1.2. Invoicing schedule

DESNZ will require the successful supplier to provide an invoicing schedule, outlining a breakdown of the invoice amounts and expected dates. The supplier will keep this updated throughout the evaluations should there be any changes.

4.1.3. GANTT chart

To complement timings and deliverables agreed in the evaluation plan, the supplier will provide a GANTT chart for the project. DESNZ expects the supplier to update this throughout the evaluation. The GANTT should outline planning, fieldwork, drafting and deliverables. It should also be updated regularly to alert DESNZ when periods of AL last longer than 1 week.

4.1.4. Risk log

Any risks associated with the evaluation should be discussed during the first scoping stage and compiled into the risk log that is delivered alongside the evaluation plan. The risk log should include severity ratings and planned mitigations. This should be a working document throughout the evaluation with both the supplier and DESNZ providing input. However, DESNZ expects the supplier will hold responsibility for the log and update it as and when needed.

4.2. Fieldwork Materials

The successful supplier will be required to develop fieldwork materials throughout the project. While not main outputs, DESNZ will expect to review and comment on materials before final versions. DESNZ will endeavour to return comments within 1 week for smaller outputs and 2 weeks when wider colleague input is required. Fieldwork cannot commence without DESNZ sign off.

These materials will include:

- Surveys
- Topic guides for qualitative data collection e.g. interviews, focus groups etc.
- Sampling strategies for quantitative and qualitative data collection
- Topic guides for qualitative data collection

Materials should be tailored to participant groups and may involve routing. Each deliverable will go through at least one round of comments from DESNZ and redrafting before signoff.

4.5. Evaluation Reports and Outputs

4.5.1. Reports

DESNZ requires the successful supplier to deliver all deliverables in Table 7, to the associated approximate timings. The following timings ranges have been proposed based upon delivery timelines at the time of writing. These will be finalised during the evaluation scoping stage.

Table 7: Proposed evaluation reports

Output	Activities
Inception report (November 2025 - March 2026)	<ul style="list-style-type: none"> • Scoping activities with DESNZ • Review of Scheme documentation and GR applications
Initial process evaluation report (Summer 2026)	<ul style="list-style-type: none"> • GR population survey on pre-delivery process and delivery models. • Report drafting and summary slides
Initial PRS insight summary (Summer 2026)	<ul style="list-style-type: none"> • Develop fieldwork materials • Conduct first wave of fieldwork. Tranche 1 • Short summary of PRS findings (not expected to be long)
3-4 Devolution case studies (2026)	<ul style="list-style-type: none"> • Scoping activities with DESNZ • Interviews with GRs and MSA to produce 3-4 case studies (not expected to be overly long)
Interim PRS, fuel poverty and experience impact report (Summer/Autumn 2027)	<ul style="list-style-type: none"> • Design second wave survey • Deliver fieldwork of second wave survey for tranche 1. • Draft summary report of fuel poverty, PRS and experiences
3-4 Devolution case studies (2028)	<ul style="list-style-type: none"> • Interviews with GRs and MSA to produce 3-4 case studies
Delivery model case study report (July - September 2028)	<ul style="list-style-type: none"> • Primary research (interviews includes LAs, households and installers) • Focus on 6-10 GRs.
Final Impact and Process Evaluation (Autumn/Winter 2028)	<ul style="list-style-type: none"> • Conclude fuel poverty, PRS and experiences tranche two surveys • Analysis of survey data, both tranches and all waves. • Triangulation of all workstreams • Draft final impact and process evaluation reports • Draft final synthesis report

Reports will be produced in the DESNZ MS Word reporting template, delivered to a publishable standard,³ and meet UK Government accessibility requirements which are in

³ For example, as detailed in the [Government Social Research: Publication protocol](#).

place at the time of delivery.⁴ DESNZ expects all results included in the reports to have been subject to a meaningful depth of analysis and substantive QA.

The supplier will need to provide a draft structure for each report in advance of drafting, for DESNZ review. Bidders should assume that report drafting will go through two versions of comments for more substantial reports where DESNZ requires technical and wider internal stakeholder input. For solely technical and/or insight reports, we envisage one round of comments. DESNZ reserves the right to refuse to sign off outputs which do not meet the required standard specified in this Mini Competition and/or the successful supplier's QA plan or wider bid. DESNZ would not expect to incur additional charges if further drafts are required and will endeavour to be as clear as possible about expectations in regards the quality of reports and will be reasonable in making requests for extra drafts.

All reports will need to include technical annexes detailing methodology, sample design, fieldwork protocols and materials, and response rates. DESNZ will publish technical annexes to the interim and final process and outcome reports alongside these reports.

4.5.2. Synthesis and evaluation reporting expectations

When reporting on evaluation findings, the successful supplier will synthesise findings from across workstreams and synthesis into multiple reports, drafted to be accessible with a clear narrative.

We require the successful supplier to deliver the following reports:

- Inception report (2026): This report will outline the evaluation questions in scope, workstreams and an overview of reporting.
- Initial process evaluation report (2026): to systematically examine the experiences and perspectives of GRs on scheme design their experiences with the pre-delivery phase. This report will also outline challenges and provide recommendations for future delivery.
- Short reports – PRS insight and devolution case studies (2026): These reports will be for internal use only and will provide early insight on PRS outcomes from early PRS delivery and contextual information around GRs within MSAs which could transition to devolved delivery from 2026 onwards.
- Fuel poverty, PRS and household experience interim report (2027): This report will focus on the first tranche of the beneficiary survey.
- Delivery Model case study report (2028): To produce 6-10 case studies as GR delivery reaches maturation and to triangulate findings with a wider pool of stakeholders i.e. Installers, households.
- Devolution Case study report (2028): To produce a report based on 3-4 case studies focusing around MSAs and their transitions to devolved retrofit delivery.
- Process and Impact evaluation (2028): A comprehensive report which synthesises findings of all work strands to provide an overall analysis of the scheme which adequately addresses all process and impact questions finalised at the scoping stage.

⁴ For example, as detailed in the [Publishing accessible documents guidance](#).

4.5.3. PowerPoint presentations

Interim and final reports will be accompanied by a PowerPoint presentation, which should include a summary of key findings and presented to DESNZ colleagues either face-to-face or virtually via Microsoft Teams. Presentations should be a minimum of 1 hour and include a Q&A/discussion section. Presentations will not be published.

4.5.4. Fieldwork summaries

The successful supplier will be expected to produce short fieldwork summaries. These shorter summaries will be for internal use and used to increase the evaluation's impact by allowing high level findings from recently concluded fieldwork to be regularly shared within DESNZ to inform ongoing policy discussions and improve in-flight delivery.

Outputs may be either MS PowerPoint slide packs (up to 15 pages) or short MS Word documents (up to 5 pages), and DESNZ anticipates these would undergo one round of review.

4.6. Project Management and Quality Assurance

4.6.1. Project management

The successful supplier will be expected to ensure project management protocols are in place for the delivery of this evaluation. A DESNZ project manager will be assigned to the project and will be the central point of contact for the successful supplier.

Where a consortium or sub-contractors are in place, DESNZ expects that they are included in relevant meetings, workshops and review points to ensure their full engagement in the project. All contractors and sub-contractors are responsible for the delivery of timely, quality outputs. It is expected that the lead contractor takes an active role in oversight of all workstreams and bears the overall responsibility for the delivery of the evaluation activities and outputs.

4.6.2. Evaluation budget

The budget for this contract is £710,000.00 (excluding VAT) for the lifetime of the project.

Of this, a maximum of £660,000.00 (excluding VAT) is allocated for delivery of all evaluation work detailed in this specification.

The remaining £50,000.00 (excluding VAT) is set aside for optional small-scale evaluation research to be entirely designed and delivered in financial year 2025/26. **This should not be included within your Technical bid response however has been ringfenced within AW5.2** and will only proceed with the joint agreement of DESNZ and the successful supplier in late 2025.

Bidders will also note that £40,000.00 + VAT has also been ringfenced from the budget within AW5.2 which is to be allocated as Incentives (Based upon 4,000 surveys).

DESNZ has the following financial budgetary caps for the evaluation. Milestones payments therefore must equate to these values in each financial year. Project

deliverables will be required to release each milestone payment and these will be agreed with DESNZ during the inception phase.

Financial year	25/26	26/27	27/28	28/29
Budget	£33,000 (+£50,000 optional)	£242,000	£220,000	£165,000

4.6.3. Governance and regular project management updates

The frequency of project updates is likely to vary throughout the course of the contract depending on research activities being conducted. It should be expected that at a minimum fortnightly Microsoft Teams calls will be required between the supplier and DESNZ project manager. The supplier will be required to provide regular written updates on progress for each component of the project and outstanding actions for both the supplier and DESNZ. The frequency will be agreed on at the scoping phase. When fieldwork is active, progress reports should include updates on recruitment, response rates, and risks. The regularity of these updates should be decided during the inception phase of the project.

It is expected that the successful supplier will keep project trackers and risk logs up to date in advance of each project management meeting, including an invoice schedule and overview of the budget for each evaluation stream. DESNZ expects this to be made accessible for DESNZ to monitor progress.

4.6.4. Performance metrics

DESNZ will use key performance indicators (KPIs) to manage supplier performance throughout the duration of the contract to ensure the contract is delivered to required time and quality. It will also support feedback in performance reviews. The KPIs can be found in Order Schedule 14, covering key areas on:

- Discussion with commercial on good indexes etc. Need to consult with commercial and have their advice.
- Quality (analytical, timeliness), communication.
- Risk management
- Timeliness
- Quality of data and outputs
- Project management
- Subcontractor management
- Social value

Supplier performance will be reviewed against the metrics on a quarterly basis; DESNZ may adjust the frequency as required.

4.6.5. Quality assurance

All bids should state the QA processes that will be applied to different activities and outputs. Sign-off for quality assurance must be undertaken by someone of sufficient seniority within the contractor organisation to be able to take responsibility for the work delivered.

DESNZ can decide to not sign off outputs which do not meet the required standard specified in this invitation to tender and/or the contractor's QA plan. QA should cover all aspects of the project undertaken by the contractors, including data collection, analysis and reporting.

Suppliers should note that DESNZ will also appoint its own peer reviewer(s) to QA publishable outputs. Consideration should be given to how the external peer reviewer(s) will be included in the QA process. Where complex or innovative methods are proposed, suppliers should specify how additional QA will be provided. A DESNZ appointed peer reviewer will not provide detailed QA, their role will be focused on higher level peer review.

Outputs will be subject to DESNZ internal approvals. The more substantive the output, the longer the approval time required. Published reports will require two rounds of comments, which should be factored into the timelines, although DESNZ reserves the right to request further reviews if the outputs are not delivered to a sufficient quality.

The successful supplier will be responsible for any work supplied by sub-contractors. For primary research, contractors should be willing to facilitate DESNZ research staff to attend interviews or focus groups as part of the QA process.

4.6.6. Data security

The successful supplier must comply with the UK General Data Protection Regulation (GDPR) and any information collected, processed and transferred on behalf of the Department, and in particular personal information, must be held and transferred securely. Bidders must provide assurances of compliance with GDPR and set out in their bids details of the practices and systems they have in place for handling data securely, including transmission between the field and head office and then to the Department. The successful supplier will have responsibility for ensuring that they and any subcontractor who processes or handles information on behalf of the Department is conducted securely.

The types of issues which must be addressed satisfactorily and described in contractors' bids include:

- Procedures for storing both physical and system data
- Data back-up procedures
- procedures for the destruction of physical and system data
- how data is protected
- data encryption software used
- use of laptops and electronic removable media
- details of person/s responsible for data security

- policies for unauthorised staff access or misuse of confidential/personal data
- policies for staff awareness and training of Data Protection Act)
- physical security of premises
- how research respondents will be made aware of all potential uses of their data

Terms and Conditions

Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

Section 5 – Evaluation of Bids

The evaluation model below shall be used for this Mini Competition, which will be determined to two decimal places.

Where a question is 'for information only' it will not be scored.

The evaluation team may comprise staff from UKSBS and the Contracting Authority and any specific external stakeholders the Contracting Authority deems required.

To maintain a high degree of rigour in the evaluation of your bid, a process of commercial moderation will be undertaken to ensure consistency by all evaluators.

Do not exceed the page limits specified within each of the Non Commercial criteria, any additional content provided beyond the specified page limit will not be considered or scored during the evaluation process. Where bidders include a cover page and/or annex, this will be taken into consideration within the page limit and therefore this is discouraged.

Where a Non Commercial criteria requires an additional attachment such as an organogram or risk register bidders are to note the eSourcing Portal only permits 1 document upload per question therefore bidders must attach their response as a Zip folder.

Pass / Fail Criteria		
Evaluation Envelope	Q No.	Question subject
Qualification	SEL1.10	Information security requirements
Qualification	SEL2.12	General Data Protection Regulations (GDPR) Act and Data Protection Act 2018
Qualification	FOI1.1	Freedom of Information Exemptions
Qualification	AW1.1	Form of Bid
Qualification	AW1.3	Certificate of Bona Fide Bid
Qualification	AW3.2	Conflict of Interest Declaration
Qualification	AW3.2.1	Conflict of Interest Declaration Supporting Information
Qualification	AW4.1	Special Terms
Qualification	AW4.2	Changes to the Contract Terms
Qualification	AW 4.3	PPN01/22 Contracts with suppliers from Russia or Belarus
Qualification	AW6.1	Compliance to the Specification
Qualification	AW6.2	Variable bids
Commercial	AW5.3	Firm and Fixed Price
-	-	Mini Competition response received on time within the eSourcing Portal
	In the event of a Bidder failing to meet the requirements of a Mandatory pass / fail criteria, the Contracting Authority reserves the right to disqualify the Bidder and not consider evaluation of any of the Award stage scoring methodology or Mandatory pass / fail criteria.	

Scoring Criteria

Evaluation Justification Statement

In consideration of this particular requirement the Contracting Authority has decided to evaluate Potential Providers by adopting the weightings / scoring mechanism detailed within this Mini Competition. The Contracting Authority considers these weightings to be in line with the framework.

Evaluation Envelope	Q No.	Question subject	Maximum Marks	
			Overall	Breakdown
Commercial	AW5.1	Price	10.00%	10.00%
Technical	PROJ1.1	Approach and Methodology	90.00%	35.00%
Technical	PROJ1.2	Staff to Deliver		15.00%
Technical	PROJ1.3	Understanding the Project Environment		15.00%
Technical	PROJ1.4	Project Plan, Timescales and Risk Management		15.00%
Technical	PROJ1.5	Social Value - Tackling Economic Inequality (MAC 2.2)		5.00%
Technical	PROJ1.6	Social Value - Tackling Economic Inequality (MAC 3.3)		5.00%

Evaluation of Criteria

Non-Commercial Elements

Each question will be judged on a score from 0 to 100, which shall be subjected to a multiplier to reflect the percentage of the evaluation criteria allocated to that question.

Where an evaluation criterion is worth 20% then the 0-100 score achieved will be multiplied by 20%.

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation:

$$\text{Score} = \{\text{weighting percentage}\} \times \{\text{bidder's score}\} = 20\% \times 60 = 12$$

The same logic will be applied to groups of questions which equate to a single evaluation criterion.

The 0-100 score shall be based on (unless otherwise stated within the question):

0	The Question is not answered, or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.

40	Poor response only partially satisfying the question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. As there will be multiple evaluators their individual scores and commentary will be recorded, then a consensus meeting will be convened by the evaluators to determine your score. Note this will include a chairperson or lead and all evaluators are of equal status.

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

The convened meeting came to a consensus that the final recorded score to given to your submission against this question should be 60, with the justification and reasons for this score recorded.

Once the consensus process has been finalised, all justifications recorded and all non-priced scores are agreed, this will then be subject to an independent commercial moderation review.

Any bidder which achieves a score of less than 60 in any of the following technical questions will not be considered for appointment:

PROJ1.1

PROJ1.2

PROJ1.3

PROJ1.4

Commercial Elements will be evaluated on the following criteria.

Price will be evaluated using proportionate pricing (lowest bid / bid * mark). A bidder's score will be based on the lowest total score received divided by their total cost and then multiplied by the marks available.

For example, if the total basket price for three bid responses is received and Bidder A has quoted £50,000 as their total price, Bidder B has quoted £80,000 and Bidder C has quoted £100,000 then the calculation will be as follows:

(Maximum marks available in this example being 12.5)

Bidder A Score = $50000/50000 \times 12.5 = 12.5$

Bidder B Score = $50000/80000 \times 12.5 = 7.81$

Bidder C Score = $50000/100000 \times 12.5 = 6.25$

This evaluation criteria will therefore not be subject to any averaging, as this is a mathematical scoring criterion, but will still be subject to a commercial review.

The lowest score possible is 0.

The scores achieved for the Non Commercial and Commercial Criteria will be combined to give a bidders total score and ranking.

Award criteria in the event of a tied place for an award decision

If as a result of the application of the aforementioned scored criteria applicable to Commercial and Non Commercial has been undertaken and suitable due diligence has occurred to ratify this position, this then results in a tied place re more than one supplier has attained a score that is equal to another bidder under this procurement procedures due process, then the Contracting Authority shall make an award decision on the basis of the bidder who provided a bid that attained the highest score under Non-Commercial criteria

For example:

Bidder A scores 12.50 for Commercial and 45.00 for Non-Commercial

Bidder B scores 15.10 for Commercial and 42.40 for Non-Commercial

The result is a tied place at score of 57.50

The Contracting Authority stated in its procurement documents that the bidder who scored the highest on under Non-Commercial criteria in a tied place, shall be awarded the contract therefore Bidder A wins the award.

This evaluation criteria will therefore not be subject to any averaging.

Evaluation process

The evaluation process will feature some, if not all, the following phases.

Stage	Summary of activity
Receipt and Opening	<ul style="list-style-type: none"> Mini Competition (MC) bid logged upon opening in alignment with UKSBS's procurement procedures.

	<ul style="list-style-type: none"> Any MC response received after the closing date will be rejected unless circumstances attributed to UKSBS, the Contracting Authority or the eSourcing Portal beyond the bidder control are responsible for late submission.
Compliance check	<ul style="list-style-type: none"> Check all Mandatory requirements are acceptable to the Contracting Authority. Unacceptable responses maybe subject to clarification by the Contracting Authority or rejection of the Bid.
Scoring of the Bid	<ul style="list-style-type: none"> Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the criteria. The bid may be subject to moderation as advised in the criteria section, prior to any award decision.
Clarifications	<ul style="list-style-type: none"> The Evaluation team may require written clarification to Bids
Re - scoring of the Bid and Clarifications	<ul style="list-style-type: none"> Following Clarification responses, the Evaluation team reserve the right to independently re-score the Bid and Clarifications and provide a commentary of their re-scoring justification against the Evaluation criteria.
Due diligence of the Bid	<ul style="list-style-type: none"> the Contracting Authority may request the following requirements at any stage of the Procurement: <ul style="list-style-type: none"> Submission of insurance documents from the Bidder. Request for evidence of documents / accreditations referenced in the / MC / Bid and / or Clarifications from the Bidder. Taking up of Bidder references from the Bidders Customers. Financial Credit check for the Bidder.
Moderation meeting (if required to reach an award decision)	<ul style="list-style-type: none"> To review the outcomes of the Due Diligence. To agree final scoring for each Bid, relative rankings of the Bids. To confirm contents of the feedback letters to provide details of scoring and relative and proportionate feedback on the unsuccessful Bidders response.
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> To confirm contents of the letters to enable feedback on the unsuccessful Bidders Bid in comparison with the successful Bidders Bid.

Section 6 – Evaluation Response Questionnaire

Bidders should note that the evaluation response questionnaire is located within the **eSourcing Portal**.

Guidance on how to register and use the eSourcing portal is available at

<https://beisgroup.ukp.app.jaggaer.com/>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

What makes a good bid – some simple do's 😊

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date / time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. Responses received after the date indicated in the Section 3 of the Mini Competition shall not be considered by the Contracting Authority, unless the Bidder can justify that the reason for the delay is solely attributable to the Contracting Authority
- 7.3 Do ensure you have read all the training materials to utilise the eSourcing portal prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission, we may reject your Bid.
- 7.5 Do ensure you utilise the eSourcing Portal messaging system to raise any clarifications to our Mini Competition. You should note that we will release the answer to the question to all Bidders and where we suspect the question contains confidential information, we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear and concise and ideally generic contact details; telephone numbers, e-mail details.
- 7.10 Do complete all questions in the evaluation response questionnaire or we may reject your Bid.
- 7.11 Do ensure that the Response and any documents accompanying it are in the English Language, the Contracting Authority reserve the right to disqualify any full or part responses that are not in English
- 7.12 Do check and recheck your Bid before dispatch.

What makes a good bid – some simple do not's 🚫

DO NOT

- 7.13 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.14 Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.
- 7.15 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.16 Do not seek to influence the procurement process by requesting meetings or contacting UKSBS or the Contracting Authority to discuss your Bid. If your Bid requires clarification the Buyer will contact you. All information secured outside of formal Buyer communications shall have no Legal standing or worth and should not be relied upon.
- 7.17 Do not contact any UKSBS staff or the Contracting Authority without the Buyers written permission, or we may reject your Bid.
- 7.18 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.19 Do not offer UKSBS or the Contracting Authority staff any inducement or we will reject your Bid.
- 7.20 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.21 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.22 Do not exceed page limits, the additional pages will not be considered.
- 7.23 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected, unless the Framework explicitly permits this.
- 7.24 Do not unless explicitly requested by the Contracting Authority either in the procurement documents or via a formal clarification from the Contracting Authority send your response by any way other than via the eSourcing Portal. Responses received by any other method than requested will not be considered for the opportunity

Some additional guidance notes

- 7.25 All enquiries with respect to access to the eSourcing portal and problems with functionality within the portal must be submitted to the eSourcing Helpdesk

Phone 08000 698 632

Email customersupport@jaggaer.com

Please note; the eSourcing Portal is a free self-registration portal. Bidders can complete the online registration at the following link:

<https://beisgroup.ukp.app.jaggaer.com/>

- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the eSourcing portal. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.27 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Response Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority / UKSBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through the eSourcing Portal
- 7.32 If you are a Consortium you must provide details of the Consortium's structure.
- 7.33 Bidders will be expected to comply with the Freedom of Information Act 2000, or your Bid will be rejected.
- 7.34 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this Mini Competition Bidders are agreeing that their Bid and Contract may be made public
- 7.35 Your bid will be valid for 90 days or your Bid will be rejected.
- 7.36 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified, we may reject your Bid.

- 7.37 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.38 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.39 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the eSourcing Portal.
- 7.40 Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks the Contracting Authority may decline to proceed with the award of the Call Off Contract to the successful Bidder.
- 7.41 All timescales are set using a 24-hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through the eSourcing Portal
- 7.42 All Central Government Departments and their Executive Agencies and Non-Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

For these purposes, the Contracting Authority may disclose within Government any of the Bidders documentation/information (including any that the Bidder considers to be confidential and/or commercially sensitive such as specific bid information) submitted by the Bidder to the Contracting Authority during this Procurement. The information will not be disclosed outside Government. Bidders taking part in this Mini Competition consent to these terms as part of the competition process.

- 7.43 The Government revised its Government Security Classifications (GSC) classification scheme on the 5th August 2024 to replace the previous Government Protective Marking System (GPMS). A key aspect of this is the reduction in the number of security classifications used. All Bidders are encouraged to make themselves aware of the changes and identify any potential impacts in their Bid, as the protective marking and applicable protection of any material passed to, or generated by, you during the procurement process or pursuant to any Contract awarded to you as a result of this tender process will be subject to the new GSC. The link below to the Gov.uk website provides information on the new GSC:

<https://www.gov.uk/government/publications/government-security-classifications>

The Contracting Authority reserves the right to amend any security related term or condition of the draft contract accompanying this Mini Competition to reflect any changes introduced by the GSC. In particular where this Mini Competition is accompanied by any instructions on safeguarding classified information (e.g. a Security Aspects Letter) as a result of any changes stemming from the new GSC, whether in respect of the applicable protective marking scheme, specific protective markings given, the aspects to which any protective marking applies or otherwise. This may relate to the instructions on safeguarding classified information (e.g. a Security Aspects Letter) as they apply to the procurement as they apply to the

procurement process and/or any contracts awarded to you as a result of the procurement process.

USEFUL INFORMATION LINKS

- [Contracts Finder](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)

8.0 Freedom of information

- 8.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA') and the Environmental Information Regulations 2004 (the 'EIR') (each as amended from time to time), UKSBS or the Contracting Authority may be required to disclose information submitted by the Bidder to the to the Contracting Authority.
- 8.2 In respect of any information submitted by a Bidder that it considers to be commercially sensitive the Bidder should complete the Freedom of Information declaration question defined in the Question FOI1.2.
- 8.3 Where a Bidder identifies information as commercially sensitive, the Contracting Authority will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, the Contracting Authority may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, the Contracting Authority is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the Contracting Authority cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.
- 8.4 Where a Bidder receives a request for information under the FoIA or the EIR during the procurement, this should be immediately passed on to UKSBS or the Contracting Authority and the Bidder should not attempt to answer the request without first consulting with the Contracting Authority.
- 8.5 Bidders are reminded that the Government's transparency agenda requires that sourcing documents, including Mini Competition templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by UKSBS or the Contracting Authority, and any contract entered into by the Contracting Authority with its preferred supplier once the procurement is complete. By submitting a response to this Mini Competition, Bidders are agreeing that their participation and contents of their Response may be made public.

9.0 Timescales

- 9.1 [Section 3](#) of the Mini Competition sets out the proposed procurement timetable. The Contracting Authority reserves the right to extend the dates and will advise potential Bidders of any change to the dates.

10.0. The Contracting Authority's Contact Details

- 10.1 Unless stated otherwise in these Instructions or in writing from UKSBS or the Contracting Authority, all communications from Bidders (including their sub-contractors, consortium members, consultants, and advisers) during the period of this procurement must be directed through the eSourcing tool to the designated UKSBS contact.
- 10.2 Bidders should be mindful that the designated Contact or other persons associated with this opportunity, should not under any circumstances be sent a copy of their Response outside of the eSourcing portal, unless the portal cannot receive your response due to an outage, should this happen then Contracting Authority will suitably formally instruct all bidders as to how to submit your Response Failure to follow this requirement will result in disqualification of the Response.

Appendix A – Glossary of Terms

TERM	MEANING
“UKSBS”	means UK Shared Business Services Ltd herein after referred to as UKSBS.
“Bid”, “Response”, “Submitted Bid”, or “MC” Response”	means the Bidders formal offer in response to this Mini Competition
“Bidder(s)”	means the organisations being invited to respond to this Mini Competition.
“Central Purchasing Body”	means a duly constituted public sector organisation which procures supplies / services / works for and on behalf of Contracting Authorities
“Conditions of Bid”	means the terms and conditions set out in this MC relating to the submission of a Bid
“Contract”	means the agreement to be entered by the Contracting Authority and the Supplier following any award under the procurement
“Contracting Authority”	means a defined term in the Public Contracts Regulations 2015, a public body subject to the procurement Regulations.
“Contracting Bodies”	means the Contracting Authority and any other contracting authorities described in the procurement documentation provided.
“Customer”	means the legal entity (or entities) for which any Contract agreed will be made accessible to.
“Contracts Finder”	The government portal for advertising publically funded procurement awards as a result of a MC if above the required thresholds https://www.gov.uk/contracts-finder
“Due Diligence Information”	means the background and supporting documents and information provided by the Contracting Authority for the purpose of better informing the Bidders responses to this MC.
"EIR"	mean the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations
“FoIA”	means the Freedom of Information Act 2000 and any subordinate legislation made under such Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation
“Mandatory”	means any pass / fail criteria which must be met in order for a Bid to be considered, unless otherwise specified.
“Mini Competition” or MC”	Means a competitive procedure of more than one bidder equally competing to secure an award of the opportunity as well as all related documents published by UKSBS and made available to Bidders and includes the Due Diligence Information.
“Named Procurement person”	means the single point of contact for the Contracting Authority based in UKSBS that will be dealing with the procurement
“Order”	means an order for served by any Contracting Body on the Supplier
“Supplier”	means the organisation awarded the Contract
“Supplies /Services / Works”	means any supplies/services and supplies or works set out at within Section 4 Specification