**Order Schedule 20 (Order Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Order Contract

**Attachment 3 – Statement of Requirements**

CONTENTS

[1. PURPOSE 3](#_Toc37845448)

[2. BACKGROUND TO THE CONTRACTING aUTHORITY 3](#_Toc37845449)

[3. Background to requirement/OVERVIEW of requirement 4](#_Toc37845450)

[4. definitions 5](#_Toc37845451)

[5. scope of requirement 5](#_Toc37845452)

[6. The requirement 6](#_Toc37845453)

[7. key milestones and Deliverables 9](#_Toc37845454)

[8. MANAGEMENT INFORMATION/reporting 9](#_Toc37845455)

[9. volumes 9](#_Toc37845456)

[10. continuous improvement 9](#_Toc37845457)

[11. Sustainability 10](#_Toc37845458)

[12. quality 10](#_Toc37845459)

[13. PRICE 10](#_Toc37845460)

[14. STAFF AND CUSTOMER SERVICE 10](#_Toc37845461)

[15. service levels and performance 11](#_Toc37845462)

[16. Security and CONFIDENTIALITY requirements 12](#_Toc37845463)

[17. payment AND INVOICING 12](#_Toc37845464)

[18. CONTRACT MANAGEMENT 12](#_Toc37845465)

[19. INTELLECTUAL PROPERTY RIGHTS (IPR) 12](#_Toc37845466)

[20. Location 12](#_Toc37845467)

# PURPOSE

## The National Infrastructure Commission, the “Authority”, has a requirement for the design and delivery of social research to inform its second National Infrastructure Assessment (NIA2). The research will explore the public’s responses to emerging recommendations that the Authority is considering making to government within the final NIA2 report. These recommendations will be aimed at improving the UK’s economic infrastructure across the six sectors for which the Authority has a remit; the research will explore people’s understanding of the key improvements that need to be made, the potential trade-offs between different packages of investment, and the public’s willingness to pay (including through what means). The Authority is also keen to further develop its understanding of equality, diversity and inclusion issues in relation to infrastructure accessibility and use.

# BACKGROUND TO THE CONTRACTING aUTHORITY

## The National Infrastructure Commission was established in 2015 to provide the government with impartial, expert advice on major long-term infrastructure challenges. Its objectives are to: support sustainable economic growth across all regions of the UK; improve competitiveness; improve quality of life; and support climate resilience and the transition to net zero carbon emissions by 2050.

## The Authority’s core responsibilities include:

## producing a National Infrastructure Assessment once every five years, setting out the Authority’s assessment of long-term infrastructure needs with recommendations to government on how to meet them.

## carrying out in-depth studies into the UK’s most pressing infrastructure challenges, making recommendations to government.

##  monitoring the government’s progress in delivering infrastructure projects and programmes recommended by the Authority.

## In July 2018, the Authority published its first ever National Infrastructure Assessment, setting out a plan of action for the country’s infrastructure over the next 10 to 30 years, making recommendations on transport, energy, water and waste water, flood resilience, digital connectivity and solid waste in addition to other cross-cutting issues (e.g. funding and financing).

## The Authority is currently preparing its second Assessment, which will be published in the autumn of 2023. Ten policy projects have been taken forward within NIA2, one of which (an in-depth study on surface water flooding) has already been delivered.

# Background to requirement/OVERVIEW of requirement

## In November 2021, the Authority published its NIA2 Baseline Report. This summarised the current performance of key infrastructure sectors, and used this data, alongside [social research](https://nic.org.uk/studies-reports/national-infrastructure-assessment/baseline-report/baseline-report-social-research/), to establish the main priorities the Commission would explore in the next full Assessment. The Report set out three key strategic outcomes for NIA2:

## reaching net zero

## reducing environmental impacts and adapting to a changing climate

## supporting levelling up.

## The Authority held a [Call for Evidence](https://nic.org.uk/studies-reports/national-infrastructure-assessment/baseline-report/#tab-nextsteps) to inform the scoping and research phase of the projects being taken forward within NIA2, and published [a summary report of the insights gained](https://nic.org.uk/studies-reports/national-infrastructure-assessment/baseline-report/review-responses-to-the-baseline-report-call-for-evidence/) in June 2022. The Authority has committed to an ongoing, comprehensive programme of stakeholder engagement throughout the NIA2 programme, and this proposed social research is a key part of that activity.

## A core part of the Authority’s role is to engage with users of infrastructure when developing its policy recommendations. This research will explore public attitudes across different policy areas, with a likely focus on: the decarbonisation of heating; transport (including travel patterns post Covid, connectivity priorities, and demand management); and recycling (including the balance between consumer and industry responsibility).

## In addition, the research will explore public attitudes towards paying for infrastructure improvements either via taxes or via consumer bills, and key issues in relation to trade-offs/the prioritisation of investment being recommended in NIA2.

## Finally, the Authority is also keen to further develop its understanding of equality, diversity and inclusion issues in relation to infrastructure accessibility and use. This may explore issues beyond NIA2 to help inform the Authority’s future work programme. The Authority has published its [Diversity and Inclusion Strategy 2020-23](https://nic.org.uk/studies-reports/diversity-and-inclusion-strategy-2020-23/). There are specific actions set out within Aim 3 that are of relevance to this research.

## The research will take the form of either online or in-person focus groups, followed by online polling. It is envisaged that the focus groups will in part be used to help refine the approach that will be taken to online polling, including identifying the specific issues that need to be further explored through quantitative research.

## It is essential that the poll is designed, set up, delivered and analysed by a Supplier with experience of representative polling. The Authority has no in-house expertise in this method, though it will support the Supplier in designing the survey to meet its priorities.

## The findings from this research will contribute to the Authority’s evidence base for NIA2. The Authority commits to publishing the findings from this research alongside publication of the final NIA2 report.

# definitions

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| The Authority | Means; National Infrastructure Commission: this includes the Commissioners and the Secretariat. |

# scope of requirement

## The scope of the requirement is to appoint a suitably experienced Supplier to carry out quantitative and qualitative social research.

### The Authority invites Suppliers to bid for the following:

### Following appointment, development of a project plan and any other required documents setting out the overall approach to the work. The Supplier should also attend an inception/scoping meeting with the Authority, and follow-up with an email to the Authority and a final set of agreed documents.

### Design and delivery up to five (5) focus groups (the core qualitative research), which will likely explore many of the issues set out in more detail at Section 6.9. Additional topics may also be included, further to discussions between the Supplier and the Authority.

### Design and delivery of subsequent quantitative research, which is part-based on the findings of the core qualitative research. The survey will comprise around 25 questions to a representative sample of between 2000 and 3000. This fieldwork will need to be completed by Fri 26 May 2023.

### Additional, separate qualitative research to help the Authority better understand equality, diversity and inclusion issues in relation to infrastructure accessibility and use. This will comprise the design and delivery of up to four (4) focus groups.

### Final report(s), fully agreed with the Authority, that should be submitted no later than Fri 16 June 2023 in PDF format, summarising approach and methodology, plus key findings of focus groups and survey fieldwork.

### The following element is out of scope for this requirement:

### The Supplier should not provide any recommendations based on the research undertaken.

## Suppliers should read the full Terms of Reference to understand the broader context for this requirement and inform their response.

# The requirement

## *Inception/scoping meeting and project management*

## At the start of the project the Authority will hold an inception/scoping meeting with the Supplier, with subsequent emails as required, so that there is:

### An agreed overall approach to the research

### A sufficiently detailed project plan, including milestones and deliverables, that meets the needs of the Authority (indicative timescales are set out in Section 7. Key Milestones and Deliverables, below).

### A shared understanding of the main risks to the research and how the Supplier intends to mitigate and/or manage them

## These elements must be agreed in advance of proceeding to any detailed development work on either the qualitative or quantitative research.

## Throughout the research the Supplier will work closely with the Authority, including through regular meetings, either online or in person, and other communication. The Supplier is required to respond to any query from the Authority by email within forty eight (48) hours of sending.

## *Core qualitative research*

## The Authority anticipates the core qualitative research comprising up to five (5) focus groups and Suppliers will be required to detail their qualitative research methodologies as part of their bid submission.

## The qualitative research must be conducted prior to the online survey, as it is envisaged that the final set of survey questions will need to reflect issues arising from the qualitative research. This will be subject to further discussions with the Authority.

## The qualitative research must be finalised by Fri 5 May 2023 with analysis ultimately incorporated in the final report to be submitted to the Authority by the agreed date. (See Section 7.)

## The qualitative research may be conducted online or in-person. Suppliers should indicate how they will recruit participants, including overcoming any specific challenges in obtaining a representative sample of the public, and any key differences of approach between online and in-person focus groups.

## The Supplier would be expected to lead on identifying locations and booking venues (if required), preparing the stimulus materials in accessible formats, planning the agenda, facilitation, and capturing and recording findings. The Supplier must ensure there is agreement from the Authority to the approach that will be used for each focus group.

### Topics currently in scope for the focus groups include:

### What are the barriers to the uptake of decarbonisation measures, particularly in relation to heating our homes? What measures would support consumers in overcoming these barriers?

### How has Covid impacted on transport patterns and has there been any impact on public attitudes towards demand management/congestion charging? Does it make any difference if revenues are hypothecated to particular new investment?

### What is of most importance to the public in relation to the inter-urban network? Connectivity to regional centres or to London? What is the attitude towards bus travel?

### What views do the public have about being asked to sort their recycling before collection? What is the most effective balance between consumer responsibility and industry responsibility?

### Has climate change impacted on public attitudes towards infrastructure resilience? Are service interruptions ever now acceptable? Is there an understanding of the increased investment that will be required to maintain assets and adapt to climate change?

### What are the public’s views about the funding of infrastructure developments and the balance between taxes and consumer bills? Are people more accepting of bill increases if they lead directly to improvements in infrastructure services?

### What are the public’s views about the prioritisation of infrastructure investment and the trade-offs that are involved in these decisions?

## The Authority will work in partnership with the Supplier to refine the topics and specific questions to be addressed in the focus groups.

## *Quantitative research*

## The Supplier will design, organise, deliver and analyse a representative survey, which will be part-based on a number of the topics set out at section 6.9. It is anticipated that the survey will comprise around 25 questions.

## The Supplier is not expected to lead on determining the final set of topics or themes for the survey, although the Supplier’s analysis of the preceding qualitative research will be a crucial input. The Authority will engage the Supplier in discussion of the potential topics that could most usefully be explored in the quantitative research.

## In designing the overall approach to the survey, the Supplier will be expected to advise on the most effective format in consultation with the Authority.

## The survey must cover a representative sample of the population of the UK, covering three broad typologies as identified by the Office of National Statistics. This is as follows:

### Conurbations (major and minor) – 39.5 per cent of population (and sample)

### Cities and towns (including sparse setting) - 43.5 per cent of population (and sample)

* Rural - 17 per cent of population (and sample)

## The Supplier will lead on survey sampling and will work with the Authority to determine the appropriate segmentation within the sample. Relevant factors are likely to include:

### The size of segments within the survey to be representative of all subpopulations (e.g., age, income, gender)

### The size of segments within the survey to track any regional differences in opinion (e.g., urban, suburban and rural)**.**

### The geographical scope of the survey

### Methods for collecting and presenting the survey conclusions

## The Supplier will also be expected to provide expert advice on the survey’s questions, including the number and wording. All questions for the survey must be agreed with the Authority.

## Potential Suppliers should include a pricing scale based on the following:

### 2000 participants for a thirty-minute survey comprising around 25 questions. (The commercial evaluation will be undertaken on this price.)

### 3000 participants for a thirty-minute survey comprising around 25 questions. (This additional price should also be included for reference, but will not be the basis of the evaluation.)

## *Analysis of the qualitative and quantitative findings and delivery of a final report*

## Following the initial focus groups, the Supplier will be required to analyse the results, identify conclusions and suggest topics that could be further explored via the quantitative research. The Supplier will therefore be responsible for producing a *short* report following the qualitative round of research.

## Following conclusion of both the qualitative and quantitative research, the Supplier is required to provide one (1) report with the overall findings and conclusions from both elements of the work. This should also describe the overall approach and methodology used.

## The final report should be branded in the Supplier’s name and provided to the Authority via email in a PDF format which the Authority can publish on its website. The report must not contain recommendations as it will be for the Authority to determine how to incorporate the social research findings into its NIA2 conclusions and future programme of work. There is no set word length or page count for the report, but similar previous work has resulted in final reports of approximately 50 slides.

## The Supplier will also provide any underlying detail not suitable for the report, subject to any restrictions regarding participant confidentiality. The report should be internally peer reviewed for quality assurance purposes.

## The process for communication of draft reports between the Supplier and the Authority will be discussed at the inception meeting. Following comments on draft reports from the Authority, the Supplier will make minor amendments to drafts of the final report within 1 week and major amendments within 2 weeks.

## *Additional qualitative research – equality, diversity and inclusion*

## The Authority is also keen to further develop its understanding of equality, diversity and inclusion issues in relation to infrastructure accessibility and use.

## This work may relate to specific recommendations the Authority is considering making within NIA2, to explore their potential impact in more detail. However, it may also be more general in approach, designed to help the Authority extend its knowledge of issues that particular groups may experience in relation to different types of infrastructure.

## It is anticipated that the Authority will need to work particularly closely with the Supplier in developing an approach to this element of the research that will be sure to add value. Suppliers should, in their bid submissions, detail how they would approach qualitative research with groups that have protected characteristics, including how they would overcome any identified challenges in securing a sufficient number of participants.

## The Authority anticipates a requirement for up to four (4) focus groups and Suppliers should submit costs in two (2) bands:

### one (1) to two (2) focus groups. (This price should be included for reference, but will not be the basis of the evaluation.)

### three (3) to four (4) focus groups. (The commercial evaluation will be undertaken on this price.)

## As per the core qualitative research, the research may be conducted online or in-person.

## Unlike the core qualitative research, there is no requirement to deliver this additional qualitative research in advance of the survey. It can be delivered at any point within the contract term, providing the Supplier has secured the Authority’s approval of the approach to be used and the topics to be explored.

## Following completion of the additional qualitative research, the Supplier should describe the approach and methodology, analyse the findings and draw conclusions. The Authority will discuss with the Supplier whether its report of this element of the research is best incorporated as a section within the overall final report or whether it should be standalone document. If it is the latter, it should be branded in the Supplier’s name and provided to the Authority via email in a PDF format which the Authority can publish on its website. The report must not contain recommendations. The Supplier will provide any underlying detail not suitable for the report, subject to any restrictions regarding participant confidentiality. The report should be internally peer reviewed for quality assurance purposes.

## The process for communication of draft reports between the Supplier and the Authority will be discussed at the inception meeting. Following comments on draft reports from the Authority, the Supplier will make minor amendments to drafts of the final report within 1 week and major amendments within 2 weeks.

## *Cost information*

## All costs should be included in and funded from the overall contract cost, including but not limited to:

### Travel, subsistence, accommodation, compensation and other associated expenses for contractors and secondary suppliers, as required.

### Payments to secondary suppliers for participant recruitment, or other services.

### Room/venue costs (although most meetings during the process are expected to be held online, or at the offices of the Authority or the Supplier).

### Any additional costs associated with analysing the survey and producing the final report.

## The Contracting Authority’s overall budget (Maximum Contract Value) is specified in section 13. The Contracting Authority reserves the right to have no minimum spend for the overall contract term. Further, the Contracting Authority reserves the right not to spend all of the budget allocated to the Contract.

## Potential Suppliers are invited to propose options for additional qualitative or quantitative research above the core requirement, indicating what is achievable for different levels of cost within the maximum budget. The Authority will decide the final maximum contract value based on a technical and commercial evaluation. The evaluation will be 80 per cent weighted to quality and 20 per cent on price.

# key milestones and Deliverables

## The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| **Milestone/****Deliverable** | **Description** | **Timeframe or Delivery Date** |
| 1 | Project inception meeting and discussion of the proposed approach with the Authority. | Within one week of contract award (i.e. by Thurs 6 April) |
| 2 | Follow up email from Supplier, detailing outcome of Inception meeting and attaching any key documents confirming the high-level approach to the research.  | By Fri 14 April  |
| 3 | Confirmation of themes, topics and approach to core qualitative research | By Fri 28 April  |
| 4 | Completion of qualitative fieldwork | By Fri 5 May |
| 5 | Analysis of focus group results, headline findings, discussion with Authority, and confirmation of questions for quantitative research  | By Fri 19 May |
| 6 | Completion of quantitative research | By Fri 26 May  |
| 7 | Draft report (peer reviewed) incorporating survey and focus group findings, provided to the Authority for review and comment | By Fri 2 June |
| 8 | Final report incorporating requested Authority amendments | By Fri 16 June |

##

## No specific milestones or deliverables have been included in relation to the additional qualitative research on equality, diversity and inclusion, set out at above at Section 6.22. It is anticipated that this work will be undertaken alongside the main research summarised in the table above. This additional qualitative work (including agreeing the final report) will also need to be completed by Fri 16 June.

# MANAGEMENT INFORMATION/reporting

## The Authority will work with the Supplier to put in place weekly meetings between project leads to track progress, resource needs and contract spend to date.

# volumes

## N/A.

# continuous improvement

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

## The Supplier should present new ways of working to the Authority during weekly update meetings/phone calls.

## Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# Sustainability

## There are no sustainability considerations applicable to this requirement, beyond those already expressed in the Terms and Conditions Document.

# quality

## The final report and related materials will be of publishable standard in order to be published on the Authority’s website without any editing.

## All facts, figures and analysis, must be correctly sourced, appraised and referenced and subject to internal peer review. Peer review processes should be set out in the supplier’s bid submission.

## All assumptions that feed into a piece of analysis, as well any risks and limitations related to the results of the analysis should be recorded and shared with the Authority. The Authority’s project lead will communicate regularly with the Supplier to ensure they are consulted on all assumptions and important decisions.

## The Authority will be looking to use the data and analysis to inform the final NIA2 report and recommendations to Government. Therefore, it is critical that the project runs to time, with all assumptions and caveats clearly highlighted.

## The Authority will also seek views from expert external stakeholders, which may include members of the Authority’s NIA2 expert panels, on the work and findings of this research. Any advice or comments will be fed back to the Supplier via the Authority.

## The final report will be published in the Supplier’s name, which allows for full transparency. This means there is a reputational risk for the Supplier however, if analysis and reporting is not of high quality.

# PRICE

## Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

## The maximum budget for the main requirement (i.e. the core qualitative research, the quantitative research and production of a final report) is £70,000.00 (exc. VAT). Bids received over this budget will be deemed non-compliant.

## The maximum budget for the additional qualitative requirement (including production of a final report) is £30,000.00 (exc. VAT). Bids received over this budget will be deemed non-compliant.

# STAFF AND CUSTOMER SERVICE

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Agreed approach | Project inception meeting held and approach agreed with the Authority.  | Within week 1 of contract award |
| 2 | Attendance at weekly updates | The Supplier will attend all weekly meetings. If the Supplier is unable to attend a scheduled meeting they will alert the Authority and reschedule with at least one (1) day’s notice. | 98% |
| 3 | Responding to queries | The Supplier will respond to any query from the Authority by email within forty eight (48) hours. | 98% |
| 4 | Amendments to drafts | Following comments from the Authority, the Supplier will make minor amendments to drafts of the final report within 1 week and major amendments within 2 weeks. | 98% |

## The Supplier’s performance will be monitored and assessed through weekly project update meetings with the Authority’s project lead, who will review progress against the agreed project timeline and through review of deliverable products as set out in Section 7.

## All Suppliers must have an internal peer review process included as part of their proposal.

## Where the Authority identifies poor performance against the agreed SLA’s, the Supplier shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than five (5) working days from the date of notification, at the Authority’s premises.

## The Supplier shall be required to provide a full incident report, which describes the issues and identifies the causes. The Supplier will also be required to prepare a full and robust ‘Service Improvement Action Plan’, which sets out its proposals to remedy the service failure to be submitted in advance of the performance review meeting with the Authority. The Service Improvement Plan shall be subject to amendment following the performance review meeting and agreed by both parties prior to implementation.

# Security and CONFIDENTIALITY requirements

## The Supplier will acknowledge and protect all sensitive and confidential information its employees have access to during the contract period.

## The Supplier will also demonstrate compliance in the bid submission with the General Data Protection Regulations, and with the technical requirements prescribed by the cyber essentials scheme (https://www.cyberessentials.ncsc.gov.uk/requirements-for-it-infrastructure), to prevent confidential and sensitive material being made available in the public domain.

# payment AND INVOICING

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## Invoices should be submitted to: Invoicequeries@hmtreasury.gov.uk, Accounts Payable, NIC, Rosebery Court, St. Andrew’s Business Park, Norwich, NR7 0HS.

# CONTRACT MANAGEMENT

## Attendance at weekly project update meetings shall be at the Supplier’s own expense.

# INTELLECTUAL PROPERTY RIGHTS (IPR)

## All analysis (including any calculations, main assumptions and model descriptions) used to generate the outputs should be provided to the Authority for future use. This analysis will be the property of the Authority. The Supplier must not disclose the report (either in part or in full) to any third parties prior to publication by the Authority, unless the Authority gives express consent to do so.

# Location

## The location of the Services will be carried out virtually.