

DPS Schedule 6 (Order Form Template and Order Schedules)

Order Form

ORDER REFERENCE: Project_9914

THE BUYER: The Department for Education

BUYER ADDRESS Sanctuary Buildings, Great Smith Street,
London, SW1P 3BT]

THE SUPPLIER: Deltapoll

SUPPLIER ADDRESS: Room 308
Blackfriars Foundry
154-156 Blackfriars Road
London
SE1 8EN

REGISTRATION NUMBER: 11012888

DUNS NUMBER: 223427165

DPS SUPPLIER REGISTRATION SERVICE ID: **CU006108**

APPLICABLE DPS CONTRACT

This Order Form is for the provision of the Deliverables and dated 12th November 2025.

It's issued under the DPS Contract with the reference number **RM6126 CCS Research & Insights Marketplace DPS** for the provision of **DfE Rapid Market Research Call-off Contract**

DPS FILTER CATEGORY(IES):

Quantitative, Qualitative, Mixed method (qualitative and quantitative), Online, Brand awareness research, Communications testing research, Public polling, Quota-based sample, Convenience sampling, Panel, School-age children / young people, Students (further education), Students (higher education), Apprentices, NEETs (not in education, employment or training), Adult learners, School support staff, Social workers, Teaching, England

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ORDER INCORPORATED TERMS

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

1. This Order Form including the Order Special Terms and Order Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) **RM6126 CCS Research & Insights Marketplace DPS**



DPS Joint Schedule 1
- Definitions v1.0.pdf

3. DPS Special Terms

4. The following Schedules in equal order of precedence:

- Joint Schedules for **RM6126 CCS Research & Insights DPS**

- [Joint Schedule 1 is covered in '2.' above, and *must* be included]
- Joint Schedule 2 (Variation Form)



DPS Joint Schedule 2
- Variation Form v.1.0

- Joint Schedule 3 (Insurance Requirements)



DPS Joint Schedule 3
- Insurance Requirem

- Joint Schedule 4 (Commercially Sensitive Information)



DPS Joint Schedule 4
- Commercially Sensit

- [Joint Schedule 5 is covered in '6.' Below, and *must* be included]
- [Joint Schedule 6 (Key Subcontractors)]



DPS Joint Schedule 6
- Key Subcontractors '

- Joint Schedule 10 (Rectification Plan)



DPS Joint Schedule
10 - Rectification Plan

- Joint Schedule 11 (Processing Data)



Joint%20Schedule%2
011.docx?d=w136d8b

- Order Schedules for **24-25/018**

- Order Schedule 1 (Transparency Reports)



Order Schedule 1 -
Transparency Repor

- Order Schedule 2 (Staff Transfer)



DPS Order
Schedule 2 - Staff Tr

- Order Schedule 3 (Continuous Improvement)



DPS Order Schedule
3 - Continuous Impro

- [Order Schedule 4 (Order Tender)



- DfE Rapid Insights
proposal 2025 - FINA

- [Order Schedule 5 (Pricing Details)

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Attachment 4 Price
Schedule -Deltapoll.

- [Order Schedule 7 (Key Supplier Staff)



- Order%20Schedule%
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- [Order Schedule 9 (Security)

]



- DPS Order Schedule
9 - Security v1.1.docx

- [Order Schedule 10 (Exit Management)

]



- DPS Order Schedule
10 - Exit Management

- [Order Schedule 20 (Order Specification)

]



DPS Order Schedule
20 - Specification v1.0 Statement of Require



5. CCS Core Terms (DPS version) v1.0.3



RM6126 DPS Core
Terms v1.0.pdf

6. Joint Schedule 5 (Corporate Social Responsibility)



DPS Joint Schedule 5
- Corporate Social Re:

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

ORDER SPECIAL TERMS

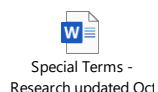
The following Special Terms are incorporated into this Order Contract:

Special Term 1. Safeguarding Children and Vulnerable Adults

Special Term 2. Project outputs

Special Term 3. Departmental Security Standards for Business Services and ICT Contracts

Special Term 4. Indexation



ORDER START DATE: 12th November 2025

ORDER EXPIRY DATE: 9th November 2029

ORDER INITIAL PERIOD: 4 years

DELIVERABLES

See details in Order Schedule 20 (Order Specification)]

MAXIMUM LIABILITY

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

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is - £200,000

ORDER CHARGES

The below is illustrates maximum spend, not committed spend.

Expenditure for the financial year 2025-26 shall not exceed **£100,000** exclusive of VAT.

Expenditure for the financial year 2026-27 shall not exceed **£200,000** exclusive of VAT.

Expenditure for the financial year 2027-28 shall not exceed **£200,000** exclusive of VAT.

Expenditure for the financial year 2027-28 shall not exceed **£200,000** exclusive of VAT.

Expenditure for the financial year 2027-28 shall not exceed **£100,000** exclusive of VAT.

Total Project expenditure shall not exceed **£800,000** exclusive of VAT

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REIMBURSABLE EXPENSES

None

PAYMENT METHOD

Via BACS upon submission of valid invoice

BUYER'S INVOICE ADDRESS:

Cheylsmore House, 5 quinton Road, Coventry CV1 2WT

AccountsPayable.OCR@education.gov.uk

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]
[REDACTED]

Department of Education

Sanctuary Buildings

Great Smith Street

London

SW1P 3BT

BUYERS CONTRACT MANAGER

[REDACTED]
[REDACTED]

BUYER'S ENVIRONMENTAL POLICY

Department for Education Sustainability and Climate Change Strategy, 21 April 2022, available online at: [Sustainability and climate change strategy - GOV.UK](#)

BUYER'S SECURITY POLICY

Department for Education Personal Information Charter, available online at:

<https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter#co>

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Co-founder and director

[REDACTED]

Room 308

Blackfriars Foundry

154 -156 Blackfriars Road

SE1 8EN

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

Co-founder and director

RM6126 - Research & Insights DPS

Project Version: v1.0

Model Version: v1.3

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Room 308
Blackfriars Foundry
154 -156 Blackfriars Road
SE1 8EN

PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month (unless otherwise agreed between the buyer and supplier).

PROGRESS MEETING FREQUENCY

On the first Working Day of each 6-month period (unless otherwise agreed between the buyer and supplier).

KEY STAFF

See DPS order form 7

KEY SUBCONTRACTOR(S)

WALR group Ltd
127 Great Suffolk Street
London
SE1 1PP

Savanta Group Ltd
60, Great Portland Street
London
W1W 7RT

FindOutNow
85, Great Portland Street
London
W1W 7LT

Podengo Market Research
483 Green Lanes
London
N13 4BS

COMMERCIALLY SENSITIVE INFORMATION

See 'DPS Joint Schedule 4'

SERVICE CREDITS

Not applicable

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ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Order Contract, that it will comply with the social value commitments in Order Schedule 4 (Order Tender)]

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	

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

CONTRACT SPECIFICATION: DFE RAPID MARKET RESEARCH CALL-OFF CONTRACT

CONTRACT REFERENCE: PROJECT_9914

CONTRACT DURATION: 4 YEARS (OCTOBER 2025 - OCTOBER 2029)

TOTAL CONTRACT VALUE: £800,000 (MAXIMUM £200,000 PER FINANCIAL YEAR)

1. SERVICE SPECIFICATION

1.1 CORE SERVICE REQUIREMENTS

- THE SUPPLIER SHALL PROVIDE RAPID TURNAROUND MARKET RESEARCH SERVICES COMPRISING BOTH QUANTITATIVE AND QUALITATIVE METHODOLOGIES TO SUPPORT DEPARTMENT FOR EDUCATION POLICY DEVELOPMENT AND COMMUNICATIONS ACTIVITIES.

1.2 MANDATORY SERVICE CAPABILITIES

- THE SUPPLIER MUST DEMONSTRATE AND MAINTAIN THE FOLLOWING CAPABILITIES THROUGHOUT THE CONTRACT TERM:

1.2.1 QUANTITATIVE RESEARCH SERVICES

- ACCESS TO NATIONALLY REPRESENTATIVE OMNIBUS SURVEY CAPABILITY WITH MINIMUM SAMPLE SIZE OF 1,000 ADULTS IN ENGLAND
- ABILITY TO DELIVER OMNIBUS SURVEY RESULTS WITHIN 2-3 WORKING DAYS FROM QUESTION SUBMISSION
- CAPABILITY TO CONDUCT BESPOKE QUANTITATIVE SURVEYS WITH 2-WEEK TURNAROUND FROM APPROVED PROPOSAL TO FINDINGS
- ONLINE SURVEY DEPLOYMENT AND MANAGEMENT SYSTEMS

- STATISTICAL WEIGHTING AND CROSS-TABULATION CAPABILITIES

1.2.2 QUALITATIVE RESEARCH SERVICES

- FOCUS GROUP RECRUITMENT, FACILITATION AND REPORTING
- IN-DEPTH INTERVIEW CAPABILITIES
- ONLINE QUALITATIVE RESEARCH PLATFORMS
- RAPID QUALITATIVE DELIVERY WITHIN 48 HOURS OF PROJECT APPROVAL FOR MINI FOCUS GROUPS

1.2.3 SAMPLE ACCESS AND MANAGEMENT THE SUPPLIER MUST PROVIDE DIRECT ACCESS TO OR SUBCONTRACT ARRANGEMENTS FOR THE FOLLOWING AUDIENCE SEGMENTS IN ENGLAND:

- GENERAL PUBLIC (ADULTS 18+, NATIONALLY REPRESENTATIVE)
- PARENTS/CARERS OF SCHOOL-AGED CHILDREN (5-18 YEARS)
- PARENTS OF PRE-SCHOOL CHILDREN (UNDER 5 YEARS)
- YOUNG PEOPLE (11-18 YEARS, WITH APPROPRIATE SAFEGUARDING MEASURES FOR UNDER-16S)
- UNIVERSITY STUDENTS (PROSPECTIVE AND CURRENT)
- PRIMARY AND SECONDARY SCHOOL TEACHERS
- SPECIALIST AUDIENCES INCLUDING PARENTS OF CHILDREN WITH SEND

1.3 TECHNICAL PERFORMANCE STANDARDS

1.3.1 TURNAROUND TIMES

- OMNIBUS SURVEYS: 2-3 WORKING DAYS FROM QUESTION SUBMISSION TO RESULTS DELIVERY
- BESPOKE QUANTITATIVE RESEARCH: MAXIMUM 2 WEEKS FROM APPROVED PROPOSAL TO FINDINGS
- QUANTITATIVE FIELDWORK: COMMENCE WITHIN 24 HOURS OF QUESTIONNAIRE APPROVAL ON WORKING DAYS
- QUANTITATIVE FIELDWORK COMPLETION: WITHIN 48 HOURS OF LAUNCH

- DATA TABLES DELIVERY: WITHIN 24 HOURS OF FIELDWORK CLOSURE ON WORKING DAYS
- QUALITATIVE FIELDWORK: COMMENCE WITHIN 24 HOURS OF PROJECT APPROVAL ON WORKING DAYS
- QUALITATIVE TOP-LINE FINDINGS: WITHIN 24 HOURS OF FIELDWORK CLOSURE ON WORKING DAYS

1.3.2 SAMPLE QUALITY STANDARDS

- NATIONALLY REPRESENTATIVE SAMPLES WEIGHTED BY AGE, GENDER, REGION, AND SOCIOECONOMIC STATUS AS MINIMUM
- DOCUMENTED QUALITY ASSURANCE PROCESSES FOR SAMPLE VALIDATION
- APPROPRIATE WEIGHTING PROCEDURES TO ENSURE REPRESENTATIVENESS
- SUB-GROUP BOOSTING CAPABILITIES WHEN SPECIFIED

1.3.3 RESEARCH DESIGN STANDARDS

- END-TO-END PROJECT DELIVERY INCLUDING PROPOSAL DEVELOPMENT, SAMPLING, DESIGN, FIELDWORK, ANALYSIS, AND REPORTING
- EXPERT GUIDANCE ON QUESTIONNAIRE DEVELOPMENT AND METHODOLOGY SELECTION
- MIXED-METHODS CAPABILITY (QUANTITATIVE, QUALITATIVE, OR COMBINED APPROACHES)
- INNOVATIVE METHODOLOGIES INCLUDING APPROPRIATE AI INTEGRATION WHERE RELEVANT

2. DELIVERABLES SPECIFICATION

2.1 STANDARD QUANTITATIVE OUTPUTS

- WEIGHTED DATA TABLES WITH CROSS-TABULATIONS BY KEY DEMOGRAPHICS
- POWERPOINT CHART PRESENTATIONS WHEN REQUESTED

- STATISTICAL SIGNIFICANCE TESTING AND CONFIDENCE INTERVALS WHEN SPECIFIED
- TIME-SERIES ANALYSIS ACROSS MULTIPLE WAVES WHEN APPLICABLE
- CLEANED RAW DATA (WEIGHTED AND UNWEIGHTED) AT RESPONDENT LEVEL WHEN REQUESTED

2.2 STANDARD QUALITATIVE OUTPUTS

- WRITTEN REPORTS IN WORD OR POWERPOINT FORMAT WITH CLEAR ANALYSIS AND SYNTHESIS
- RECOMMENDATIONS WHERE APPROPRIATE
- TOP-LINE FINDINGS SUMMARY WITHIN SPECIFIED TIMEFRAMES

2.3 PUBLICATION-READY OUTPUTS

WHEN SPECIFIED, ALL OUTPUTS MUST CONFORM TO:

- DFE TEMPLATES AND STYLE GUIDES
- GOV.UK ACCESSIBILITY REQUIREMENTS
- DFE PUBLICATION STANDARDS AS OUTLINED IN RESEARCH REPORTS: TEMPLATE AND STYLE GUIDE

2.4 PRESENTATION REQUIREMENTS

- THE SUPPLIER SHALL PROVIDE PRESENTATION OF FINDINGS TO INTERNAL STAKEHOLDERS VIA MICROSOFT TEAMS WHEN REQUESTED.

3. OPERATIONAL REQUIREMENTS

3.1 PROJECT MANAGEMENT STRUCTURE

- DEDICATED ACCOUNT MANAGEMENT CONTACT FOR ALL PROJECT BRIEFS AND ESCALATIONS
- APPROPRIATE STAFFING LEVELS TO SUPPORT RAPID, SIMULTANEOUS PROJECT DELIVERY

- DOCUMENTED PROJECT MANAGEMENT FRAMEWORK WITH QUALITY ASSURANCE PROCESSES
- ESCALATION PROCEDURES FOR ISSUE RESOLUTION

3.2 CAPACITY AND SCALING

- DEMONSTRATED CAPACITY TO HANDLE MULTIPLE CONCURRENT PROJECTS
- RESOURCE SCALING STRATEGY FOR UNEXPECTED DEMAND INCREASES
- CONTINGENCY ARRANGEMENTS FOR URGENT, SHORT-NOTICE REQUESTS
- PARTNERSHIP AND SUBCONTRACTING FRAMEWORKS WITH QUALITY CONTROL MECHANISMS

3.3 COMMUNICATION AND LIAISON

- PRIMARY LIAISON WITH DFE COMMUNICATIONS DIRECTORATE INSIGHT & EVALUATION TEAM
- COORDINATION WITH CENTRAL ANALYSIS AND RESEARCH DIVISION (CARD)
- PROJECT-SPECIFIC CONTACT ARRANGEMENTS AS SPECIFIED PER BRIEF
- REGULAR CONTRACT MANAGEMENT AND PERFORMANCE REVIEWS

Pack for Call-off Competition

Attachment 3 – Statement of Requirements

Title: DfE Rapid Market Research Call-off Contract

Contract Reference: project_9914

**FURTHER COMPETITION FROM THE CROWN COMMERCIAL SERVICE
RM6126 RESEARCH & INSIGHTS DYNAMIC PURCHASING SYSTEM
(DPS)**

1. Purpose

The Department for Education (DfE) is seeking a supplier to deliver ad-hoc, quick turnaround quantitative research (e.g. polling) and qualitative research (e.g. focus groups and interviews) via a 4-year call-off contract.

The value of the contract will be £800,000 overall, with a maximum spend of £200,000 in any one year, and no minimum spend requirement.

2. Background to the Contracting Authority

The Department for Education is responsible for children's services and education, including early years, schools, higher and further education policy, apprenticeships and wider skills in England.

DfE is the lead department for the Government's mission to break down the barriers to opportunity. In practice, this means breaking the link between young people's background and their chance of success. Every child and young person should have every opportunity to succeed, no matter who they are, where they come from, or how much their parents earn.

The Opportunity Mission has [four pillars](#):

- [Best start in life](#)
- [Every child achieving and thriving](#)
- [Skills for opportunity and growth](#)
- [Family security](#)

The research carried out through this contract will contribute to an understanding of the public's awareness, comprehension, and perception of Department for Education policy areas and the Opportunity Mission more broadly. The findings will be used, alongside other evidence, to help frame policy development and inform communications.

3. Definitions

Expression or Acronym	Definition
DfE	Department for Education
General public	Adults in England, aged 18+
SEND	Special Educational Needs and Disability
CARD	Central Analysis and Research Division
DPIA	Data Protection Impact Assessment

4. Summary

There is a requirement to understand public awareness, comprehension, and perception of Department for Education policy areas. Research is needed to support evidence-based policy development and communications

Objectives Summary:

To deliver timely and representative research to inform Department for Education policy and communication strategies.

Mandatory Services Required:

- Access to a representative sample of the general public via an omnibus survey, with a minimum sample size of 1,000 adults in England, conforming to timelines listed in 6.3 below.
- Ability to reach key sub-groups (e.g., teachers, parents/carers, young people, students), including via subcontracting.
- Rapid turnaround, particularly for quantitative polling (typically 1–2 weeks from approved proposal to research findings).
- Online quantitative and qualitative research.
- End-to-end research delivery, including proposals, sampling, design, fieldwork, analysis, and reporting.
- Outputs to include cross-tabulated data, PowerPoint charts, and reports of a publishable standard as needed

Customer for the Work:

Department for Education, with findings to inform multiple policy areas and communications.

Expected Project Length:

The contract is for a duration of 4 years running from October 2025 to October 2029.

Individual projects using this contract will be variable in terms of length. Ad-hoc projects with timelines dependent on complexity; general public polling expected within 1–2 weeks.

Contract value

A total of £800,000 over four years, with a maximum of £200,000 per financial year and no minimum spend requirements.

Where the contract straddles financial years, the breakdown is listed below.

£	Year 0	Year 1	Year 2	Year 3	Year 4	Total lifetime costs*
	<u>Oct 25- Mar 26</u>	<u>Apr 26/ Mar 27</u>	<u>Apr 27/ Mar 28</u>	<u>Apr 28/ Mar 29</u>	<u>Apr 29 - Oct 29</u>	
Cost breakdown by financial year	£100,000 maximum	£200,000 maximum	£200,000 maximum	£200,000 maximum	£100,000 maximum	£800,000

5. Background to the Requirement

The Department for Education requires a supplier who can deliver ad hoc, fast turnaround research to support the development of policy and communications.

This will help to ensure that the department is agile and audience-focused. This contract will provide rapid understanding of perceptions, attitudes and priorities among the general public in England and key DfE audiences including parents, young people, students and teachers. The insight we gain from this research will be essential to framing policy and strategy development (alongside other evidence), and informing communications.

This is a call-off contract and does not relate to a single policy area, but is there to support emerging needs for research and evidence across DfE policy areas and the Opportunity Mission.

6. The Requirement

We expect the provider to be able to deliver:

- Rapid polling of a nationally representative audience of adults in England (e.g. via an Omnibus)
- Bespoke surveys or boosted samples of audiences of interest to the department (see below for more information on audiences)
- Expert guidance and advice on questionnaire development to ensure high quality research to meet our needs
- Production of accurate outputs, including data tables and charted reports, to a publishable standard
- Rapid qualitative research, including recruitment and facilitation of focus groups with associated reporting.

6.1. RESEARCH OBJECTIVES

The overall objective of the contract is to quickly assess awareness, understanding and attitudes towards DfE policies among the general public and priority sub-group audiences using ad-hoc research projects. Some requests may be for the purpose of policy development and as such, need to be handled with sensitivity. There is also a requirement to evaluate short-turnaround communications activity such as media announcements.

The requirements will vary for each commissioned project and cannot be anticipated, as this will be dependent on business needs. Individual project objectives will be outlined and discussed with the Supplier at each project scoping stage.

6.2. SAMPLING REQUIREMENTS

As this is a route to research rather than a single specific research project, the needs for target sample will change with each project. However, we expect that the primary sample will be the general public in England. For the majority of samples, we expect samples to be representative by key demographics such as age, gender, region, and socioeconomic status. In addition, specific sub-groups may be targeted as needed for individual projects, these may include, but are not limited to: teachers, parents and carers, young people, and students. The supplier should have the capability to access these groups directly or via subcontracted specialist panels, particularly for harder-to-reach audiences.

For some projects we may require the supplier to carry out research with or boost samples of sub-groups e.g. parents of children with SEND, or young people in exam years. This will be specified and feasibility discussed on a project-by-project basis.

For some communications research projects note we may ask the supplier to recruit and report against segments from the Government Communications Service (GCS) audience segmentation, an attitudinal segmentation. A segment typing tool will be provided to the successful supplier.

For the purpose of this procurement, we are especially interested in the supplier capability to reach the following groups of people in England:

- Parents/carers of school aged children (5-18)
- Parents of pre-school children (Under 5s)
- Young people (11-18, where possible and appropriate, considering best practice around research with under 16s.)
- University students (prospective/current)
- Teachers in primary and secondary schools in England.

6.3. SUGGESTED APPROACH AND ANALYSIS

Methodologies will vary by project, but potential suppliers must be able to propose and deliver appropriate designs - quantitative, qualitative, or mixed-methods - based on the research objectives, target audiences, and required turnaround times. We expect that for the purposes of rapid research, the majority of research will be conducted online.

Projects may range from rapid polling via an Omnibus of a single question to a nationally representative audience, to more in-depth studies involving focus groups, depth interviews, or bespoke surveys to specific sub-groups/audiences.

For nationally representative omnibus survey questions (England only), we require turnaround from submission of questions to receiving results within 2-3 working days (dependent on the supplier's schedule – e.g. if they issue an omnibus over a weekend, we expect to submit questions on Thursday and receive results on the following Monday or Tuesday). The minimum sample size we will accept is 1,000 respondents nationally representative of England.

For standalone bespoke research projects targeting general public audiences, we would expect a typical 2-week turnaround from an approved proposal to research findings. Note that not all projects will be required to be completed within these timeframes.

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We are interested in hearing about any innovative methods suppliers use or are exploring relevant to the delivery of rapid research, particularly considering appropriate use of AI as part of the research process.

Individual projects will likely include the provision of:

- A response to brief including advice on sample size and method required to meet project objectives and timescales;
- Management, recruitment and access to relevant sample;
- Research design;
- Development of questionnaires and/or discussion guide;
- Fieldwork;
- Data processing and analysis;
- Presentation of findings

Each project being delivered through this contract will have its own timescale set out, but key to the success of this contract is the ability to conduct research at speed, whilst ensuring it remains representative. We recognise that the scope of individual projects and their relative complexity will impact timescales.

The below outlines some indicative timings on a **general public sample** for a **5-minute poll** and **4 x 60-minute mini qual groups**, to outline expectations around speed.

Quant	Qual
Fieldwork begins within 24 hours of questionnaire sign off on working days	Fieldwork begins within 24 hours of project approval on working days
Fieldwork to be completed within 48 hours of launch	Fieldwork to be completed within 48 hours of launch
Data tables to be received within 24 hours of fieldwork closure on working days	Top-line findings to be received within 24 hours of fieldwork closure on working days

Note that not all projects will be required to be completed within these timeframes.

6.4. RESEARCH OUTPUTS

Outputs for individual projects will be agreed with the Supplier at each project briefing stage, including any requirements for publication of the research.

Quantitative outputs should include weighted data tables with appropriate cross-tabulations by key demographics (e.g. age, gender, region, socio-economic status) and other relevant variables depending on the audience (e.g. parental status, teacher type, education level, segment). Where requested, charted reports in visual presentation format (e.g. PowerPoint) are an optional quantitative deliverable. For some projects, dependent on timings, quantitative requirements may include confidence intervals and indications of statistical significance. Analysis of question results from across waves may also be included to provide time-series analysis.

We may also request results in the format of cleaned raw weighted and unweighted data, at the row / respondent level (where anonymised and in line with data protection agreements).

For qualitative work, short written reports in Word or PowerPoint with clear analysis and synthesis of findings will be expected, with recommendations where appropriate.

Where publishing has been agreed in advance, these should conform to DfE templates and style guides, and in compliance with accessibility rules for DfE and GOV.uk when published online. For more information on the templates and style guides, please see: [Research reports: template and style guide - GOV.UK](#)

We may sometimes also require the Supplier to present findings to internal stakeholders via Microsoft Teams.

6.5. LIAISON ARRANGEMENTS

The Insight and Evaluation (I&E) team in the DfE Communications Directorate will be responsible for overall contract management.

In addition to the Communications I&E team, the Central Analysis and Research Division (CARD) are core users of the contract, and both I&E and CARD will be engaged in the screening of potential research projects to ensure suitability. Initial engagement for feasibility and costs of projects will be required before projects are approved internally, after which they can be formally initiated. Individual project management contacts from within DfE may vary by project. The relevant contacts will be explicitly outlined at individual project briefing stage.

The Supplier will assign the appropriate level of staffing to support the rapid and agile nature of the Contract. The Supplier will also provide a dedicated point of contact to issue with briefs and to ensure all projects are fully resourced and meeting agreed timescales, budgets and objectives.

6.6. BUDGET

This call-off contract has a total value of £800,000 over four years, not exceeding £200,000 in any single financial year. There is no minimum spend on this contract meaning that the figures above are an upper limit. The Customer does not guarantee volumes of work or spend and there is no commitment to spend under the Contract.

The cost of each individual ad hoc project will be agreed with the Supplier following a brief and shared agreement on a scope of work.

- 6.7. A detailed breakdown of costs for an example project and a rate card is required within **Attachment 4 Price Schedule** as per the instructions set out in **Attachment 2 Instructions to Bidders**.

6.8. FORMAT OF PROPOSAL

Award Question	Criteria
TEC1 -Capability Evidence of ability to meet research objectives and audiences	a. Your organisation's quantitative and qualitative research capability, including your ability to meet our stated objectives b. Your organisation's operational infrastructure and recruitment methods (including panel arrangements, size, and alternative sourcing approaches) for rapidly accessing general public samples and specific audience sub-groups within tight timescales c. Your quality assurance processes and methodologies for ensuring samples are representative of target populations, including validation and weighting procedures d. Your technical expertise in quantitative survey design and qualitative research methodologies, including how methodological choices impact project timelines and costs e. Your innovation approach and use of emerging technologies to accelerate delivery whilst maintaining the robustness and quality of both quantitative and qualitative research outputs

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TEC2 - Capacity and contract management

Evidence of capacity to deliver to the **timelines and scale** required, whilst maintaining quality.

- a. Your project management framework and quality assurance processes for research projects delivered under this contract, including governance structures, delivery oversight, and escalation procedures for issue resolution
- b. Your core team structure and personnel, detailing key roles, relevant expertise, and current capacity to meet anticipated demand levels across simultaneous projects
- c. Your resource scaling strategy and contingency arrangements for managing unexpected increases in demand or urgent, short-notice project requests
- d. Your partnership and subcontracting arrangements (if applicable), including quality control mechanisms, accountability frameworks, and assurance processes for maintaining consistent service standards across all delivery partners

TEC3 - Experience

Evidence of experience of delivering high quality research of a similar scale and nature.

- a. Your organisation's relevant contract experience and sector expertise, including examples of comparable research programmes and your understanding of the specific requirements and sensitivities of working in this sector
- b. Your track record of rapid project delivery, providing specific examples of research projects completed under tight timescales, including how you maintained quality standards whilst working at pace

TEC4 – Social Value

Describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria.

Please include:

- Your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and
- A timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:
 - timed action plan
 - use of metrics
 - tools/processes used to gather data

- reporting
- feedback and improvement
- transparency
- how you will influence staff, suppliers, customers and communities through the delivery of the contract to support the Policy Outcome, e.g. engagement, co-design/creation, training and education, partnering/collaborating, volunteering.

Please refer to page 9, Sub-Criteria for MAC 2.3: Education and training, in the following document for more information; [Social-Value-Model-Edn-1.1-3-Dec-20.pdf \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/101421/Social-Value-Model-Edn-1.1-3-Dec-20.pdf)

6.9. Your written proposal should clearly demonstrate how you will deliver the requirements, including whether the services will be delivered solely by your 'in-house' capability or whether you intend to Sub-Contract any element(s) of the Services delivering the proposal. Details of sub-contractors should also be provided as part of your response to Qualification Criteria 4 – Further Information within **Attachment 2 Instructions to Bidders**.

6.10. Your proposal should be in the following format:

- **Format:** Microsoft Word or PDF
- **Font:** Min. font size 11pt
- **Word Limit:** no more than 5,000 words. Anything longer than this will be disregarded and not evaluated. This includes the Additional Proposal Sections

6.11. Your proposal should contain the following:

- **Section 1:** Table of Contents - not included in word count.
- **Section 2:** Summary of Proposal.
- **Section 3:** Meeting the Requirement:
 - Technical criteria 1: Capability
 - Technical criteria 2: Capacity
 - Technical criteria 3: Experience
 - Technical criteria 4: Social value
- **Section 4:** Risk Management (Including Risk Register). (further details given in 'Proposal Requirements – Section 4: Risk Management' below).
- **Section 5:** Data Security Consideration and Arrangements.

6.12. Proposal Requirements – Section 4: Risk Management

6.13. You should submit as part of your proposal a one-page summary on what you believe will be the key risks to delivering the project and what contingencies you will put in place to deal with them.

6.14. A risk is any factor that may delay, disrupt, or prevent the full achievement of a project objective. All risks should be identified. For each risk, the one-page summary should assess its likelihood (high, medium, or low) and specify its possible impact on the project objectives (again rated high, medium, or low). The assessment should also identify appropriate actions that would reduce or eliminate each risk or its impact.

6.15. Typical areas of risk for a research project might include staffing, resource constraints, technical constraints, data access, timing, management, and operational issues, but this is not an exhaustive list.

6.16. Additional Proposal Requirements – Dependencies

6.17. You should indicate in your proposal if you are reliant on any third party for the access of information, data or undertaking any of the work. This should be considered in addition to your requirement to outline formal sub-contracting arrangements within your response.

6.18. Additional Proposal Requirements – Monitoring Techniques

6.19. You should indicate in your proposal how you will monitor the project to ensure it is delivered in terms of quality, timeliness, and cost.

8. Management Information

9. Continuous Improvement

9.1. The successful supplier shall maintain open channels of communication with the Authority to resolve issues, share lessons learned and present new ways of working during project review meetings. Any proposed new ways of delivering the Services shall be brought to the Authority's attention and formally agreed prior to any changes being implemented.

10. Social Value and Sustainability

10.1. As part of this tender process, we want to understand how you will add social value, specifically in relation to education and training offered by your organisation

10.2. You will need to demonstrate any activities, existing or planned that meet the below criteria:

- Understanding of employment and skills issues, and of the education and training issues relating to the contract. Illustrative examples: demographics, skills shortages, new opportunities in high growth sectors, groups under-represented in the workforce (e.g. prison leavers, disabled people), geographic/local community and skills/employment challenges.
- Support for educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications.
- Activities to support relevant sector related skills growth and sustainability in the contract workforce. Illustrative examples: careers talks, curriculum support, literacy support, safety talks and volunteering.
- Delivery of apprenticeships, traineeships and T Level industry placement opportunities (Level 2, 3 and 4+) in relation to the contract

10.3. Please refer to page 9, Sub-Criteria for MAC 2.3: Education and training, in the following document for more information; [Social-Value-Model-Edn-1.1-3-Dec-20.pdf \(publishing.service.gov.uk\)](#)

11. Price

11.1. Prices are to be submitted *only* within **Attachment 4 Price Schedule** as per the instructions set out in **Attachment 2 Instructions to Bidders** excluding VAT and including all other expenses relating to Contract delivery.
Suppliers should ensure that there is no reference to prices within the Technical sections of their bids.

12. Staff and Customer Service

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

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

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

- 12.4. The Supplier shall communicate all changes to the Key Personnel as defined in the Call-Off Contract throughout the Term.

13. Security and Confidentiality Requirements

13.1. Departmental Security Standards for Business Services and ICT Contracts

- 13.2. The Authority's security standards clauses are included as the Buyer's Security Policy within **Attachment 6a Order Contract Terms & Attachment 6b Order Form**.

- 13.3. The successful supplier will have to carry out a Data Protection Impact Assessment (DPIA). This will help assess privacy risks and liabilities. See [General Data Protection Regulation \(GDPR\)](#) for information on the DPIA process and forms. See [Approval to collect, access and share personal data for research purposes](#) for further information.

- 13.4. The successful supplier and any sub-contractor should be asked to complete a security self-assessment. This can help identify potential security risks. This involves the completion of a security self-service toolkit. See [Procurements and suppliers – security considerations](#) for further details.

13.5. Supplier Security Assurance Questionnaire

- 13.6. Suppliers and any sub-contractors are required to complete **Attachment 5 Supplier Security Questionnaire** as part of their bid, for the Authority to obtain a level of assurance with regards to our assets throughout the life of the contract.

13.7. Data Collection

- 13.8. Suppliers will be expected to clear any data collection tools with the Authority before engaging in field work. Suppliers should include Data Privacy Notices for research participants via respondent documentation and/or interviewer briefing notes, and clearly state what the data is being collected for and on behalf of the Authority and that no reference is made, implied or otherwise, to the data being used solely by or available only to the supplier. Suppliers should establish with the Authority the legal basis for data processing under the General Data Protection Regulation and the Data Protection Act 2018.

- 13.9. The respondent documentation and/or interviewer shall ensure that the respondent clearly understands (before they give their consent to be interviewed) the purpose of the interview, that the information they provide will only be used for research purposes and, in the case of interviews (telephone or face-to-face), that they have the right to withdraw from the interview at any time. Where consent is used as the legal basis for data processing, consent procedures should ensure compliance with the General Data Protection Regulation and the Data Protection Act 2018.

13.10. Burden

13.11. The Authority seeks to minimise the burdens on schools and Local Authorities (LAs) taking part in surveys.

13.12. When assessing the relative merits of data collection methods, the following issues should be considered:

- only data essential to the project shall be collected;
- data should be collected electronically where appropriate and where schools and/or LAs prefer this;
- questionnaires should be pre-populated wherever possible and appropriate;
- schools must be given at least four working weeks to respond to the exercise from the date they receive the request; and
- LAs should receive at least two weeks, unless they need to approach schools in which case, they too should receive 4 weeks to respond.

13.13. The Contractor shall clear any data collection tools with the Authority before engaging in field work.

13.14. Researchers shall check with the Authority whether any of the information that they are requesting from schools can be provided centrally from information already held.

13.15. Consent Arrangements

13.16. The Authority and the supplier shall agree in advance of any survey activity taking place the consent arrangements that shall apply for each of the participant groups. All participants should be informed of the purpose of the research, that the supplier is acting on behalf of the Authority and that they have the option to refuse to participate (opt out). Where opt-in consent is used, the approach should be compliant with the General Data Protection Regulation and Data Protection Act 2018. Contact details should be provided including a contact person at the Authority. Children who are 16 or over will usually be able to give their own consent but even where this is so, the Contractor, in consultation with the Authority, should consider whether it is also appropriate for parents, guardians or other appropriate gatekeepers (e.g., schools, Local Authorities) to be informed when a child has been invited to participate in research.

16. PAYMENT AND INVOICING

16.1 Details of payment and invoicing requirements are included within **Attachment 6a Order Contract Terms** and **Attachment 6b Order Form**.