



AUTHORITY:

The Secretary of State for the Home Department

**Refugee Employability Programme
Monitoring and Evaluation**

Contract Reference: C24615

Request for Proposal (RFP)

**Attachment 2 – Statement of
Requirements (SOR)**



CONTENTS

1.	DEFINITIONS AND ABBREVIATIONS	3
2.	PURPOSE.....	4
3.	THE CONTRACTING AUTHORITY	4
4.	BACKGROUND TO REQUIREMENT	5
5.	SCOPE OF REQUIREMENT	6
6.	KEY MILESTONES.....	14
7.	CUSTOMER'S RESPONSIBILITIES.....	15
8.	REPORTING.....	16
9.	CONTINUOUS IMPROVEMENT	16
10.	SUSTAINABILITY	16
11.	QUALITY.....	16
12.	PRICE	16
13.	STAFF AND CUSTOMER SERVICE	17
14.	SERVICE LEVELS AND PERFORMANCE	17
15.	SECURITY REQUIREMENTS	18
16.	INTELLECTUAL PROPERTY RIGHTS (IPR)	19
17.	PAYMENT.....	19
18.	ADDITIONAL INFORMATION.....	19
19.	LOCATION.....	19
20.	CONTRACT DURATION	19
	ANNEX A REP Evaluation ITT Timeline.....	20
	ANNEX B Payment Schedule.....	21

1. DEFINITIONS AND ABBREVIATIONS

The following is a list of the key definitions and abbreviations used throughout the Request for Proposal (RFP) documentation.

Term	Definition
Authority/Customer/HO	The contracting authority, which is the Secretary of State for the Home Department (commonly referred to as the Home Office)
Bidder	The organisation or consortium submitting the Request for Proposal (RFP) with the aim of Tendering for the Services.
Contract	A contract for the Services made between the Authority and the successful Bidder for the provision of an evaluation of REP.
EIP	Enhanced Integration Programme: The original term for REP
ESOL	English for Speakers of Other Languages
Evaluation Partner	The Bidder which successfully bids for the evaluation Contract.
HOAI	Home Office Analysis and Insight. An analytical Directorate within the Home Office.
Package A	Employment support only -- for REP cohorts who currently receive government-funded integration support through the local authority tariff (the UK Resettlement Scheme, Afghan Citizens' Resettlement Scheme and Afghan Relocation and Assistance Policy) or community-funded support through the Community Sponsorship Scheme.
Package B	Employment support, English language support and Integration support for cohorts who do not currently receive government-funded integration support through the local authority tariff or from a community sponsor group.
Party	An entity that takes part or is involved in an agreement, lawsuit or transaction
REP	Refugee Employability Programme.

OFFICIAL - SENSITIVE

Term	Definition
REP Programme suppliers	The bidder who successfully bids for one or more of the regional REP delivery contracts
RFP/ITT	The Request for Proposal, also known as the Invitation to Tender for the Services, which is issued to pre-qualified Bidders in order to capture Bidder responses in the form of online questionnaires and bid response sheets.
RRIU	Refugee Resettlement and Integration Unit: a policy unit within the Home Office
Services	The provision services outlined in this document.

2. PURPOSE

The Home Office requires an independent Evaluation Partner to carry out an impact, economic and process evaluation of activity undertaken through the Refugee Employability Programme. This should includes:

- An evidence review to capture existing evidence from academic and grey literature, as well as evaluation reports, on the effectiveness of and best practice around refugee ESOL, employment and employability (including employer sponsorship) schemes.
- A process evaluation to be carried out to understand how REP is being implemented, whether there are any barriers to successful implementation, and whether/how these are being overcome.
- An impact evaluation to be undertaken to understand what impact REP has on service users' English language/ESOL level, employability and employment.
- An economic/value for money analysis of REP.
- The identification and sharing of examples of best practice and lessons learnt by REP programme suppliers (and from similar programmes) through workshops and guidance documents throughout the evaluation period. The intended audience for the workshops and guidance documents would be REP programme suppliers and the Home Office.

The duration of the contract will be for 28 months (March 2023 – July 2025).

3. THE CONTRACTING AUTHORITY

The Refugee Resettlement and Integration Unit (RRIU) leads on delivery of the Refugee Employability Programme (REP). The evaluation of REP will be overseen by analysts in the

OFFICIAL - SENSITIVE

Home Office Analysis and Insight (HOAI) Directorate with support from the Home Office policy team.

4. BACKGROUND TO REQUIREMENT

Introduction

In March 2021, the Home Office ('the Authority') published the New Plan for Immigration (NPI) which set out the then government's intentions to build a fair but firm asylum and migration system. The Nationality and Borders Act is a legislative vehicle that implements the NPI, and which received Royal Assent on 28 April 2022.

An Enhanced Integration Package (EIP) was announced as part of the NPI, setting out the Authority's commitment to offer an 'enhanced integration package' to 'support refugees to integrate and become self-sufficient more quickly'. This package is designed to support refugees, arriving via safe and legal routes, to access the tools they need to become fully independent and provide for themselves and their families. The core element of the package is to provide 'tailored and flexible employment support arrangements to refugees arriving to help accelerate their progress as they adjust to life' in England.

The EIP will be delivered under the name 'Refugee Employability Programme' (REP).

Delivery of the REP supports the Authority's Outcome Delivery Plan (2021 - 2022) objective to strengthen the immigration system by protecting the vulnerable, preventing illegal migration and asylum abuse, and reinforcing a strong and secure border. The Authority is reforming the asylum system by tightening asylum policies and improving the quality of decision making, while continuing to offer protection via resettlement routes, including helping individuals to integrate into the country and secure employment.

To support the design and development of the REP, the Authority ran a six-week consultation process between 24 March 2021 and 06 May 2021. This involved the participation of over 8,500 people across stakeholder groups and the general public. The consultation showed support for an enhanced integration support package that considers elements such as support in accessing employment, language and social bonds, building on the approaches set out in the Indicators of Integration Framework (published in June 2019). Following this consultation, the Authority commissioned an internal Policy Lab to co-design an evidence-based support package. The process involved engagement with refugees and over 90 refugee integration stakeholders to ensure a user-centric approach and built on the evidence base of what enables good integration outcomes.

The REP is designed to align with and complement existing integration support delivered across mainstream services and the voluntary sector. The REP will complement existing provision by offering a new supply-side service for refugees who would benefit from additional support to progress along the journey to self-sufficiency. The Authority recognises the widespread and impactful support that is delivered to support refugees in England. The REP is designed to complement and support these existing services, not replace, or change them.

OFFICIAL - SENSITIVE

As integration and employability are devolved policies, the Authority is responsible for ensuring refugees are fully supported in starting their new lives in England.

Holistic integration is a cross-government priority. As such we will seek to deliver the REP with the support of:

- the Department for Levelling Up, Housing and Communities (DLUHC);
- the Department for Work and Pensions (DWP);
- the Department for Education (DfE);
- the Department of Health and Social Care (DHSC);
- the Department for Digital, Culture, Media and Sport (DCMS);
- the Department for Business, Energy and Industrial Strategy (BEIS); and
- and other government departments and local government.

The Evaluation Partner shall work collaboratively with REP Programme Suppliers, local and regional stakeholders, the Authority, and other Government services to ensure the Service is delivered in alignment with existing refugee support provision and to support local service delivery. The Evaluation Partner shall establish appropriate processes, procedures, and mechanisms as necessary to support cooperation and collaboration with external organisations. Local partners may include, but are not limited to:

- **Strategic Migration Partnerships**
- **DWP/Jobcentre Plus Network**
- **Local Enterprise Partnerships**
- **Local authorities**
- **Employers**
- **Professional regulators**
- **Education and Skills Funding Agency (ESFA)**
- **Local Health Services**
- **Voluntary, Community and Social Enterprise (VCSE) and Specialist Organisations**

5. SCOPE OF REQUIREMENT

5.1 Overall requirement

The Authority is commissioning a rapid evidence review, together with an evaluation, consisting of three parts:

- A process evaluation to be carried out to understand how REP was implemented and whether there were any barriers to successful implementation.
- An impact evaluation to be undertaken to understand what impact REP has on service users' English language/ESOL level, employability and employment outcomes.
- An economic evaluation to capture the value for money represented by REP.

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

The Authority requires an Evaluation Partner to work with the nine English regions to evaluate the implementation of REP during its first two years of operation.

The process and impact evaluations should be interlinked and inform each other, where appropriate, and will be published as a single report.

5.2 Evidence review

The starting point of the evaluation should be an evidence review, suitable for publication, which considers the most recent and robust academic evidence, as well as grey literature and evaluations, looking at the integration of refugees, both into the UK and internationally. This evidence review should also incorporate the context of the Home Office Indicators of Integration Framework 2019.

5.3 Process evaluation

A process evaluation should aim to assess, at a minimum, the following research questions:

- How did the REP programme suppliers find the bidding process and working with the Authority to set up the Programme?
- How did consultation with key stakeholders and the community inform project design and delivery and in measuring success?
- What are the factors and barriers that facilitate successful implementation of REP?
- Are there any other considerations and challenges of delivering REP?
- What were the key factors in areas that worked well with partners?
- What are the factors that lead to high service user engagement?
- How have REP programme suppliers and frontline workers engaged with relevant groups and service users, in particular outlining the challenges, successes and lessons learnt?
- What (if any) has been the impact on local organisations (such as local businesses and employers)?
- Any other lessons that would help inform future commissioning and best practice?

All proposals should clearly explain justify and set out the strengths and limitations of their methodological approach.

OFFICIAL - SENSITIVE

5.4 Outcomes and impact evaluation

Ideally assessments of effectiveness would be made both at the regional level and overall, so thought needs to be given to how results from the different regions might be combined into an overall assessment.

The following list outlines possible metrics and questions for the process/impact evaluations. These are an initial guide and are not exhaustive. An Inception Report, to be completed in Year 1, is to more fully flesh out these lists and to check the feasibility of each of the items.

Outcome metrics

- Numbers of refugees engaged in REP overall:-
 - Volume of active Service Users enrolled and receiving support through Package A or B
- Numbers of refugees engaged in REP by region
- Number of refugees engaged in REP ESOL courses
- Number of refugees engaged in casework support sessions
- Number of refugees completing the employability programmes
- Breakdown of participants by demographic characteristics e.g. age, gender, and disability.
- Breakdown of participants by initial language skills.
- Volume of Service Users that have left the service and;
 - Summary of data on reason for departure
- Volume of Service Users that have found employment and;
 - Summary of data on employment (hours, wage, sector)
 - Summary of data on in-work support

Impact metrics

Essential:

- Numbers of refugees on ESOL support achieving Entry Level 3 in English Language (or who progress at least one level in 12 months), with comparison to their level upon entry to programme. (Source: administrative data from REP programme suppliers)
- Numbers of refugees achieving employability metrics (work placements, employment). (Source: administrative data from REP programme suppliers, service user questionnaires)
 - %/numbers finding unpaid work placements within 6/12/18 months of receiving initial self-referral
 - %/numbers finding employment within 6/12/18 months of scheme receiving initial self-referral.

OFFICIAL - SENSITIVE

- % finding apprenticeships
- % finding employment of between 8-15 hours/week
- % finding employment of 16+ hours/week
- %/numbers finding sustainable employment (i.e. 35+ hours/week) earning the National Minimum Wage or above) within 18 months of receiving initial self-referral.
 - Including data on hours, wage, job type and sector.
- %/numbers entering into self employment.
- Comparison of employment levels of refugees on REP scheme (as set out above) with other refugees (source: ONS Labour Force Survey data), with the impact of time between arrival and employment rates taken into consideration.

Desirable:

- As the guiding principle of REP is to “support refugees into sustainable work that is tailored to the individual refugee’s needs and skills”, the evaluation should also aim to measure wider impacts, such as numbers/percentages of refugees in appropriate employment, numbers/percentages of refugees coming off Universal Credit. (Potential sources: administrative data from HMRC, DWP, linked dataset from HO-ONS Refugee Integration Outcomes project, if available)

Impact evaluation research questions

- How successful has REP been at achieving its aims? What difference does it make to refugee employment compared with refugees who are not receiving support through REP (or other refugee employability support schemes)?
- Does impact differ by region or type of region? (e.g. urban vs rural)? Are there differences in impact within regions?
- To what extent does REP provide increased positive impacts for certain job types and sectors, or refugees with particular characteristics?
- What kind of data collection and monitoring processes need to be implemented to ensure that the impact REP can continue to be understood beyond the period of the evaluation?
- Is there any diffusion of benefits? (Benefits to family members?)
- What are the costs and benefits associated with REP?

Challenges of measuring impact

We acknowledge that there are challenges in measuring the impact of REP on English language acquisition and employability which the Bidder will need to consider:

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

- Identifying the specific contribution to language acquisition and employability will be difficult due to the number of factors involved in these complex social issues.
- Assessments of impact on employment require a reasonable length of time to elapse in order to provide enough statistical power for impact evaluation.

Considering these challenges, whilst impact on the key metrics should be assessed across all areas where possible using suitable quasi-experimental designs, we would consider discussing alternative methods for other metrics. The rationale for this should be clearly explained. The Authority is open to alternative or innovative approaches to measuring impact and using a combination of quantitative and qualitative methods where appropriate.

5.5 Value for money evaluation

Evaluations of value for money should aim to assess:

- Delivery efficiency – e.g. developing a suit of value for money indicators on unit delivery costs, service volumes and staffing productivity, which could potentially be benchmarked against similar refugee integration programmes;
- Economic estimates of any outcomes attributable to REP, combining change attributable on primary outcome measures and relationships to later attainment, earnings or employment, or savings for the public purse (e.g. reduced pressure on downstream/more acute services).
- Cost-benefit or cost-effectiveness analysis of the REP combining data on costs and outcomes.

Supplier proposals should clearly explain and justify:

- The rationale for any value for money methodology and analysis
- The methodology and the methodological strengths and weaknesses of the approach
- The interdependencies with the other methods used in the evaluation (e.g. to assess processes, outcomes and impacts).
- Proposed timing of the value for money analysis and reporting.

5.6 Knowledge sharing strand

- The evaluation partner should hold workshops to share interim learnings from the evaluation (particularly the process evaluation) with REP programme suppliers, in addition to the final workshop to present the overall findings at the end of the evaluation.

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

- This may include the production of guidance publications, promoting good practice amongst REP programme suppliers and/or sharing Topline reports with REP programme suppliers.

5.7 Project outputs

The first deliverables for Year 1 will be an **Inception Report**, followed by a full Evaluation Plan which scopes out data collection requirements, proposed methodology, output/outcome metrics and timelines for the full process and impact evaluations that will be completed in subsequent years.

The purpose of the Inception Report, which will be an internal document, is to be the first step in having a full evaluation framework and plan in place to evaluate REP once it launches later in 2023.

Bidders will need to cover in their bid how they will:

- a. Perform an assessment of the possible techniques and methods to be used in the subsequent process and impact evaluations. This includes the identification strategy for the impact evaluation and the sampling strategy for any interviews/surveys taking place as part of either the process or impact evaluation (for example, whether all regions will be looked at or a sample of areas will be chosen).
- b. Liaise with relevant stakeholders to refine the proposed evaluation approach
- c. Include details on the types of documents that will be consulted and any ethical considerations that should be considered (including processes to address any potential disclosure of sensitive information from individuals)
- d. Show how they would make an assessment of which outputs and outcomes they would intend to monitor/measure as part of the full evaluation in subsequent years.
- e. Detail how they will ensure that the proposed evaluations will limit the burden on successful areas. This could include estimated time commitments required of areas.

To complete an **impact evaluation** of REP, which will be focused mainly on understanding the impact of REP on ESOL English Language levels attained and employability. The Evaluation Partner will need to ensure methods employed are robust and fit for purpose. Specifically they will need to outline how they would:

- f. Identify the impact of REP on levels of ESOL English language level attainment and employability through the use of appropriate data sources. The Evaluation Partner should ensure possible counterfactuals are reliably estimated and considered using suitable quasi-experimental designs. Where the desired levels of ESOL English language level attainment and employment have not been achieved, the Evaluation Partner should identify indicative measures of progress towards these.
- g. Ensure comparable methodology in each region so that results from different areas can be aggregated to estimate overall effects.

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

- h. A survey is encouraged to measure impact of the scheme on service users and how they view their level of integration/readiness to enter employment. The Evaluation Partner should also demonstrate what is the most appropriate sampling method for the survey. The Evaluation Partner should also outline whether this technique will be carried out in all areas or just a sample.
- i. Assess the impact within the first 8 months, and 24 months, and have arrangements in place to enable longer term follow-up.
- j. Quantify any difference in terms of money saved through economic and social costs via cost- benefit analysis.

To deliver a **process evaluation** that will use a mix of quantitative and qualitative methods to understand what factors determine the level of success of REP and to understand what challenges there are when implementing them, including community factors, resources and any other helpful lessons. Components of the process evaluation would likely include:

- k. Different techniques to obtain service user and other stakeholder views such as interviews, surveys, focus groups, etc.
- l. An assessment of how REPs were implemented and whether this differed across regions. This should also include detailed assessment of any barriers to implementation.
- m. Recommendations for improvement of REP implementation that could be taken forward.
- n. An assessment of any unforeseen consequences/impacts of REP.
- o. An assessment of whether there would be a more efficient/less burdensome way to deliver REP.

5.8 Methodological approach and expertise

The Bidder should outline how their reporting will feed into and further develop the existing evidence base on refugee integration.

Regional REP Suppliers have been mandated to work with the Evaluation Partner during the delivery of REP. However, the Bidder should make clear how they plan to minimise burden on staff involved.

The Bidder must demonstrate they have the specific subject matter and methodological expertise. Bidders may find it beneficial to engage with academics who have expertise in refugee or migration research or suitable evaluation techniques, in which case Bidders will need to outline what the academic contribution will be to the project and how expert knowledge and skills will be utilised.

5.9 Data Handling, Access and Security

The Bidder needs to outline their approach for arranging data access for all data sources. The Authority will aim to facilitate access to (and/or sharing of) REP supplier and service user data.

OFFICIAL - SENSITIVE

The Bidder must ensure they: correctly store data; adhere to GDPR regulations; and have the relevant ethical requirements in place to conduct the evaluation.

The Bidder will be required to outline the evaluation's main risks, likelihood of each risk, impact, and mitigation strategies.

5.10 Project governance and management

Bidders in their proposals should detail their approaches to project governance and management for the evaluation, including ongoing liaison with Home Office analysts, and bespoke arrangements for the evaluation such as a steering group with expert representation or an operational project steering group. Suppliers should describe the purpose, aims and membership of each project governance or project management group and any project management techniques or methods that will be applied during the evaluation project.

Home Office analysts will be involved in reviewing all theories-of-change and logic models, evaluation protocols, research instruments and analysis and reporting. There is expected to be regular project progress liaison and check-ins between the supplier and Home Office analysts (e.g. on project progress and fieldwork progress). Home Office analysts will also provide peer review for any final outputs designed for publication, and publication arrangements will need to be agreed with the Home Office.

5.11 Quality assurance

Bidders should outline their approaches to quality assurance of all evaluation fieldwork, analysis and reporting which could include (but is not limited to):

- Field force training, briefing, supervision, procedures, and quality control
- Escalation procedures for any quality issues encountered during fieldwork
- Approaches to quality assurance of all quantitative and/or qualitative data collected during the evaluation and to analysis of such data
- Approaches to quality assurance of all reporting outputs from the evaluation.

6. KEY MILESTONES

The Bidder should note the following project milestones that the Authority will measure the quality of delivery against.

Year	Action	Description	Timeframe
2023/24 (Up to £[REDACTED])	Inception meeting and inception report	A face-to-face inception meeting to discuss and agree the evaluation requirement with the Authority, followed by an inception report, detailing the proposed evaluation approach as agreed during the Inception Meeting	Meeting within 1 week of Contract Award – April 23
	Full evaluation plan	Evaluation report detailing the full plan of the process and impact evaluations to be delivered, including case study methodology and structure	w/c Monday 26 June 2023
	Evidence Review and Theory of Change	Evidence review of relevant evidence on refugees and integration and employment (fit for external publication)	September 2023
	Baseline analysis & (internal) Topline report	Initial research, including analysis of winning REP supplier bids, baseline interviews/surveys with stakeholders	w/c 30 October 2023
	Knowledge sharing workshop	To present findings/best practice from the baseline research to Authority & suppliers	November 2023
	Continued fieldwork for process/impact evaluation	Fieldwork to include further interviews and/or surveys with REP suppliers &	July 2023-March 2024

OFFICIAL - SENSITIVE

		service users 8 months into "go live"	
2024/25 (Up to £[REDACTED])	Year 1 (internal) Report	Initial findings, monitoring from the programme's first 8 months.	29 May 2024
	Knowledge sharing workshop	To present findings/best practice from the interim report to Authority & suppliers	June 2024
	Case study research (June-December 2024) & Topline report	In depth analysis into 3 or 4 regions & topline report	February 2025
	Knowledge sharing workshop	To present findings/best practice from the case studies to Authority & suppliers	March 2025
2025/26 (Up to £[REDACTED])	Final knowledge sharing workshop	To present final findings/best practice to REP suppliers	April 2025
	Final report	A face-to-face meeting to present final results from the impact evaluation to the Authority, followed by a Final Evaluation Report, to be published.	May 2025 (draft final report) July 2025 (final report)

* The Home Office reserves the right to change or amend the above Project Milestones.

7. CUSTOMER'S RESPONSIBILITIES

Along with the milestones outlined in Section 6 the Authority will also hold regular progress reporting meetings during the course of the contract, either face to face or online.

The Authority will arrange access to its premises for meetings taking place at the Authority's location.

The Authority anticipates that progress reporting meetings will account for one hour per week (approximately 0.25 days per calendar month).

Home Office analysts will provide oversight throughout the evaluation, including sign-off on research protocols/methods and quality assurance of the different outputs.

OFFICIAL - SENSITIVE

8. REPORTING

We will require interim topline reporting of the various workstreams (inception report, impact evaluation, process evaluation, etc) over the course of the project.

9. CONTINUOUS IMPROVEMENT

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

The Evaluation Provider should present new ways of working to the Customer during face-to-face meetings.

Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented, in accordance with RM6018 Call Off Terms and Conditions.

10. SUSTAINABILITY

The purpose of the evaluation findings will be to build the evidence base on the impact and effectiveness of the REP in terms of helping refugees achieve self sufficiency. Findings from the process evaluation will help grow the knowledge on best practice and help inform future investment in REP. The Evaluation Provider is expected to share their methodology with the Authority to enable the longer-term assessment of impact beyond the timeframe of the call-off contract.

11. QUALITY

The Evaluation Provider will be expected to work to ISO 9001 standards for quality management systems.

The Evaluation Provider will be required to explain their organisation's approach to quality assurance in this evaluation.

12. PRICE

The maximum budget available to fund all costs related to the evaluation service for FY 2023/24 (Year 1) is up to £[REDACTED] exclusive of VAT and it is expected all costs incurred will be from within this budget. Any prospective Bidder's pricing submission exceeding the maximum budget ceiling will be rejected. Prices are to be submitted via the CCS e-Sourcing portal using the Customer's pricing template and should be presented excluding VAT.

- Year 2 will be based on a budget of up to £[REDACTED] (exclusive of VAT).
- Year 3 will be based on a budget of up to £[REDACTED] (exclusive of VAT)

13. STAFF AND CUSTOMER SERVICE

The Authority requires the Evaluation Provider to provide a sufficient level of resource throughout the duration of the Contract to consistently deliver a quality service to all Parties.

The Evaluation Provider's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract. The Bidder should be able to demonstrate: i) expertise in designing and setting up complex impact evaluations; ii) experience in conducting process evaluations; iii) knowledge of the relevant sector(s); and iv) experience of refugee research; and v) experience in project management.

The Evaluation Provider 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.

14. SERVICE LEVELS AND PERFORMANCE

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

Service Level Performance Criterion	Key Indicator	Service Level description
Inception report/evaluation plan (Year 1)	Quality/Timeliness	Evaluation Provider to produce Inception Report and evaluation plan within two months of Inception Meeting. This report should present the proposed evaluation approach as agreed during the Inception Meeting.
Research tools (impact methodology, survey questionnaires etc.) signed off by Home Office (Years 1, 2, 3)	Quality/Timeliness	Evaluation Provider to produce research tools to conduct the impact and process evaluation.
Evidence Review and Theory of Change (Year 1)	Quality/Timeliness	Evaluation Provider to produce rapid evidence review of relevant academic work on refugees and integration and employment, suitable for publication.
Interim findings report for process evaluation	Quality/Timeliness	Evaluation Provider to provide an initial findings report from the process evaluation.

OFFICIAL - SENSITIVE

(Year 2)		
Interim findings report – Impact evaluation (Year 2)	Quality/Timeliness	Evaluation Provider to provide an initial findings report from the impact evaluation.
Draft Final Evaluation Report and Final Evaluation Report. (Year 3)	Quality/Timeliness	Evaluation Provider to produce a Draft Evaluation Report by end of May 2025 and to produce final evaluation report suitable for publication by end of July 2025.
Meetings (Throughout)	Quality/Timeliness	Evaluation Provider will hold regular face-to-face or online meetings with the Authority. This includes an Inception Meeting to discuss the evaluation requirement, and regular meetings to discuss progress, findings and possible risks.
Knowledge sharing workshops (Throughout)	Quality/Timeliness	Evaluation provider to hold knowledge sharing workshops with Authority and REP programme suppliers

The Authority reserves the right to terminate the contract at any time with 30 calendar days' notice if the Authority considers the Evaluation Provider's performance is deemed unsatisfactory.

15. SECURITY REQUIREMENTS

Security clearance requirements will depend on the data which the Evaluation Provider proposes to be used for the evaluation. The Evaluation Provider is required to list the current security clearance levels of all staff members that will work on the evaluation. The Evaluation Provider should also indicate what measures their organisation has in place to ensure that those working on the evaluation have the relevant clearances.

The Customer may require the Evaluation Provider to ensure that any person employed in the provision of the Services has undertaken a Disclosure and Barring Service check. The Evaluation Provider shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Services, relevant to the work of the Customer, or is of a type otherwise advised by the Customer (each such conviction a "Relevant Conviction"), or is found by the Evaluation Provider to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Services.

The Evaluation Provider shall, where appropriate, report to the Police any issues that may arise in relation to the following:

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

- Antisocial behaviour, suspicious or criminal behaviour, threatening behaviour or harassment;
- Behaviour that may indicate that someone is involved in violent extremism, radicalisation or vulnerability to radicalisation;
- Neglect, sexual harassment or exploitation; and
- Domestic violence or relating to the safeguarding of children.

When visiting Home Office premises, visitor passes will be requested by the Customer in advance.

The Evaluation Provider must also ensure they are able to comply with GDPR regulations throughout the duration of this contract.

16. INTELLECTUAL PROPERTY RIGHTS (IPR)

As specified in the RM6018 Call Off Terms and Conditions.

17. PAYMENT

Payment will be made following satisfactory delivery of each milestone report (see Section 6). Payments will be made in arrears over the life of the Contract.

Payment will only be made following satisfactory delivery of pre-agreed deliverables.

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

The Authority's payment mechanism is as specified in Annex B (Payment Schedule).

18. ADDITIONAL INFORMATION

If issues arise between the Supplier and/or police force area which may not be easily resolved, the Supplier should escalate such to the designated Home Office personnel.

19. LOCATION

The Services shall be performed at the successful Supplier's location; however, regular travel to successful project areas may be required.

20. CONTRACT DURATION

The Contract is expected to commence in March 2023 and will run until July 2025 (28 months).

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

Annex A: REP Evaluation ITT Timeline

The Authority reserves the right to amend the timetable outlined below

Date	Milestone
Wednesday 18 January 2023	Issue ITT (via CCS Jaggaer portal) – STAGE 2
Wednesday 18 January 2023	Lines of Communication/Clarification questions open
Friday 10 February 2023	Lines of Communication/Clarification questions close
Thursday 23 February 2023 at 3pm	Deadline for receipt of ITT responses
Friday 24 February 2023 - Friday 10 March 2023	Evaluation/Clarifications of ITT responses, bid scoring and moderation
Monday 20 March 2023	Notification of winning Bidder
Monday 20 March 2023	Issue feedback to Bidders

OFFICIAL - SENSITIVE

Annex B: Payment Schedule

The Authority reserves the right to amend the timetable outlined below.

Milestone	Description	Timeframe	Suggested invoice date
2023/24			
1	A face-to-face inception meeting to discuss and agree the evaluation requirement with the Customer, followed by Inception Report	Meeting within 1 week of Contract Award (w/c 3 April 2023)	End of June 2023
2	Full evaluation plan: Full plan of the process and impact evaluations to be delivered, including case study methodology and structure.	June 2023	July 2023
3	Evidence Review of relevant academic work on refugees and integration and employment.	July-September 2023	September 2023
4	Baseline analysis & Topline report: Initial research, including analysis of winning supplier bids, baseline interviews/surveys with stakeholders. Knowledge sharing workshop.	June-October 2023	October 2023
5	Continued fieldwork for process/impact evaluation: Fieldwork to include further interviews and/or surveys with REP programme	July 2023-March 2024	March 2024

OFFICIAL - SENSITIVE

	suppliers & service users 8 months into "go live"		
6	Initial findings, monitoring from the programme's first year. Knowledge sharing workshop.	January-March 2024	March 2024
2024/25			
7	Case study research: In depth analysis into 3 or 4 regions & Topline report. Knowledge sharing workshop.	Fieldwork: March-September 24 Topline report: October-November 24	November 2024
8	Final knowledge sharing workshop: To present interim findings/best practice to REP programme suppliers via publication(s) or workshop(s)	Jan-Feb 2025	February 2025
2025/2026			
9	Final Report: A face-to-face meeting to present final results from the evaluation to the Authority, followed by a Final Evaluation Report, covering all elements of the evaluation.	May 2025 (for delivery of draft final report) July 2025 for delivery of final report	End of July 2025

OFFICIAL - SENSITIVE