



Department for
Business, Energy
& Industrial Strategy

CONTRACT FOR THE PROVISION OF PS21118 - Cost of Domestic and Commercial Heating Measures to THE DEPARTMENT FOR BUSINESS, ENERGY, AND INDUSTRIAL STRATEGY

Purchase Order Number: PS21118

DUNS Number: 221316347

This Contract is dated *30th September 2021* and is made between: -

1. **The Secretary of State for Business, Energy and Industrial Strategy ("the Authority")** of 1 Victoria Street, London SW1H 0ET, acting as part of the Crown.

and
2. **Eunomia Research & Consulting Ltd** (the "Contractor") whose registered office is at *37 Queen Square, Bristol BS1 4QS*.

INTRODUCTION

- (A) On Tuesday, 17th August 2021 the Authority issued an invitation to tender for the provision of PS21118 - Cost of Domestic and Commercial Heating Measures this including the specification a copy of which is set out in Schedule 1 (the "Specification").
- (B) In response the Contractor submitted a proposal dated 10th September 2021 and entitled Cost of Domestic and Commercial Heating Measures explaining how it would provide the services a copy of which is set out in Schedule 2 (the "Proposal").

The parties agree as follows: -

1. SUPPLY OF SERVICES AND PRICE

In consideration of payment by the Authority to the Contractor of the sum of £125,640.13 exclusive of Value Added Tax) (the "Contract Price") and in accordance with (a) the Specification; (b) the Proposal; and (c) the Authority's Standard Terms and Conditions of Contract for Services (the "Standard Terms" (a copy of which were issued by the Authority with the Invitation to Tender and are attached at Schedule 3; the Contractor shall provide the Services described in the Specification and the Proposal to the Authority.

2. COMMENCEMENT AND CONTINUATION

This contract shall commence on Monday, 4th October 2021 and subject to any provisions for earlier termination contained in the Standard Terms shall end on Monday, 28th March 2022.



3. TERMS AND CONDITIONS

- 3.1 The Standard Terms shall form part of this Contract.
- 3.2 The Contractor's Standard Terms and Conditions of business shall not apply to this Contract.
- 3.3 This Contract is formed of these clauses and the Schedules hereto. Any other attachments are provided for information purposes only and are not intended to be legally binding. In the event of any conflict or inconsistency, the documents prevail in the following order:
- a) these clauses
 - b) the Standard Terms
 - c) the Specification
 - d) and finally, the Proposal

4. CONTRACTOR'S OBLIGATIONS

- 4.1 Where the Contractor is supplying goods to the Authority these shall be delivered to the Authority in full compliance with the Specification and shall be of satisfactory quality and fit for purpose. Where the Contractor is performing services for the Authority it shall do so in accordance with the Specification and exercise reasonable skill and care.

5. MANAGEMENT AND COMMUNICATIONS

- 5.1 The Contractor shall perform the Services under the direction of the Authority.
- 5.2 Any direction by the Authority may be given by Matthew Myers (the "Contract Manager") who is an officer in the Authority's Net Zero and Carbon Budgets or such other person as is notified by the Authority to the Contractor in writing.
- 5.3 The Contractor appoints Matthew Myers to be the Contractor's first point of contact for this Contract. All queries to the Contractor from the Authority's Contract Manager shall initially be addressed to the Contractor's first point of contact.
- 5.4 The Contractor's first point of contact and the Contract Manager shall meet as often as either the Contractor or the Authority may require to review the Contractor's performance of the Contract.

6. INVOICES AND PAYMENT

- 6.1 Subject to the Contractor providing the Services to the Authority in accordance with this Contract and submitting invoice/s to the Contract Manager in the manner reasonably required by the Contract Manager



payment will be made by the Authority to the Contractor in accordance with Condition 11 of the Standard Terms & Conditions.

7. TRANSPARENCY

- 7.1** The Authority is required to publish information about this contract through the Governments Transparency website, Contracts Finder.

The Authority's decision not to publish full details of the contract does not however preclude it publishing such information in the future (subject to applicable redactions) and the Authority may be required to disclose such information under the Freedom of Information Act 2000, the Environmental Information Regulations 2004 (EIR) or other legal requirement. In such cases, the Authority would need to consider disclosure in the context of the particular circumstances of the request or requirement concerned.



Department for
Business, Energy
& Industrial Strategy

Signed by the parties' duly authorised representatives: -

For the Secretary of State for Business, Energy, and Industrial Strategy (BEIS)

Signature: [REDACTED]

Print Name: [REDACTED]

Job Title: [REDACTED]

Date: 05/10/2021

For Economia Research and Consulting Ltd

Signature: [REDACTED]

Print Name: [REDACTED]

Job Title: [REDACTED]

Date: 04/10/2021

The following Schedules form part of this Contract:

Schedule 1	The Authority's Specification
Schedule 2	The Contractor's Proposal
Schedule 3	the Authority's Standard Terms & Conditions of Contract for Supplies/Services
Schedule 4	Data Processing



Schedule 1 - The Authority's Specification

Background

Strategic context:

BEIS requires cost assumptions for different internal models in order to evaluate different low carbon solutions and conduct Impact Assessments. Policy scheme design also requires an understanding of the breakdown of costs and other factors such as install timeframes and product lifetimes. Current cost assumptions of various heating and cooking technologies are increasingly out of date and are often not structured in a useful way (e.g. clear distinction between labour and component costs as well as costs as they apply to different house archetypes). Costs regarding non-domestic products/solutions are especially lacking in many areas. There is also a lack of robust evidence regarding the future cost trajectory of low carbon heating technologies.

Proposed work:

This work aims to investigate the costs of domestic and commercial space and water heating measures (low carbon and incumbent), including their associated ancillary components. This includes establishing the current baseline costs, future estimates regarding cost path trajectories, cost breakdowns and technical lifetimes. With smart energy systems and dynamic pricing, thermal stores may be increasingly installed alongside heating systems, so this work will also explore the cost, prevalence and rationales for these. This work will additionally explore the cost of commercial and domestic cooking appliances.

Key research questions in descending order of their scope and significance to the project aims:

- What are the costs of domestic and commercial heating measures (including installation, maintenance, ancillary costs etc)?
- What are the install timeframes and technical lifetimes for domestic and commercial heating measures?
- What are the cost reduction potentials for heating measures and cost versus performance of heat pumps?
- What are the costs (including maintenance ancillary costs etc) and technical lifetimes of domestic and commercial cooking appliances measures?
- What is the prevalence, cost and benefits / trade offs of large thermal stores?

Aims & Objectives of the Project

The overall aims of this project can be summarised as follows:

- Provide BEIS with up-to-date information on the installed cost (excluding VAT) of a



- range of domestic and commercial heating measures (e.g. heat pumps, boilers, etc – see detailed list to follow), including heating controls and ancillary equipment costs.
- Provide deeper insight into the drivers of the total cost of install, including labour costs versus equipment costs for the various technologies, and for different types of installation. This further includes investigation of maintenance costs as well as the 'hidden costs' associated with installing different heating and cooking measures (e.g. researching and finding a contractor to do the installation). Applies to domestic and commercial units.
 - Investigate the lead and install timeframes of installing low carbon heating measures.
 - Provide an annual time series of cost forecasts for the main *low-carbon* technologies and enabling ancillaries out to 2050. Particular detail should be paid to the further cost reductions possible for domestic and non-domestic air-water heat pumps.
 - Study heat pump performance (efficiency) versus cost, allowing us to consider sensitivity of these related variables
 - Estimate the technical lifetimes of domestic and commercial heating measures.
 - Provide data on the cost of large thermal stores, the prevalence of such thermal stores in commercial buildings and what cost savings they can deliver in terms of reducing the required heating system peak capacity
 - Provide data on the cost of domestic and commercial cooking appliances and the cost of conversion from gas to electric cooking alternatives.
 - Unpack the difference between domestic and non domestic installations including the drivers for different types of common non-domestic buildings.

Heating technologies in scope:

- Air source heat pumps
 - o High temperature and low temperature
 - o Split and monobloc systems
 - o Difference between system costs of modulating versus non-modulating
- Ground source heat pumps
 - o Borehole, including shared ground loops
 - o Horizontal collectors
- Water source heat pumps (secondary priority)
- Gas boilers
- Integrated hybrids (gas boiler and heat pump integrated into same system either in same physical unit or bought as a package from the manufacturer)
- Gas heat pumps
- Oil boilers
- LPG boilers



- Electric combi boilers
- Dry core storage boilers
- Direct electric heating
 - o Convective heaters
 - o Radiant heaters
 - o Storage heaters
- Biomass boilers
 - o Pellet
 - o Wood chip (commercial only)
 - o Log (commercial only)
- Air-air heat pumps
 - o Single split
 - o Multi split
 - o VRF/VRV
- Solar thermal
- Micro CHP (contractor to suggest a breakdown)
- Hydrogen boilers (secondary focus - to confer with SICE innovation program)

Capacities:

- Domestic: 0 – 45kW
- Small commercial: 45kW – 200kW (contractor to advise on banding)
- Large commercial: >200kW

Ancillary components costs:

- Emitters (covering: new installation from scratch, replacement of entire existing system, replacement of emitters only)
 - o Radiators
 - o Low temperature radiators and fan assisted radiators
 - o Underfloor heating
- TRVs
 - o Manual
 - o eTRVs
- Thermostats



- smart thermostats
 - analogue
- Building management systems (commercial)
- Cylinders and buffer tanks
 - Vented
 - Unvented
- Phase change material thermal storage
- Instantaneous water heaters
 - Electric showers
 - Point of use electric heaters
- Heat meters
- Heat Interface units (HIUs)
- Thermal stores (including larger thermal stores)
- Cost of a plant room (for commercial and residential systems)

Non-cost related components

Points for further analysis / discussion:

- For commercial heating systems, what is the capacity (in kW) before units are typically cascaded / put in parallel / series?
 - How does this vary according to building type (including new builds) and technology type
- What is the prevalence of thermal stores in commercial buildings?
 - If a larger thermal store is used, how did this impact on the size of the heating system (if any), or future heating system? Also, what were the reasons for installation (e.g. to benefit from off-peak/smart pricing or intermittent heating demand etc)? And, what types are typically used (e.g. water tanks, phase-change materials etc.)?

Install timeframes:

what are the typical timeframes associated with installation for both domestic and commercial installations

- how many installers are required
- what installer (or other) skills are required
- Lead generation time



- Design of system time
- Installation time
 - o Including corresponding resource required
- Post installation timeframes

Technical lifetime:

- Technical lifetime, with typical range (e.g. mean +/- 1 standard deviation), of all heating and cooking (see below) appliances listed

Cooking appliances

- Domestic electric oven
- Domestic gas oven
- Domestic electric microwave
- Commercial electric combi-steamer
- Commercial gas combi-steamer
- Commercial electric in-store convection
- Commercial electric deck oven
- Commercial gas deck oven
- Commercial electric rack oven
- Commercial gas rack oven
- Domestic Electric (radiant) hob
- Domestic (electric) induction hob
- Domestic Gas hob
- Commercial Electric hob
- Commercial (electric) induction hob
- Commercial Gas hob
- Commercial Electric fry-top
- Commercial Gas fry-top

Potential bidders are encouraged to consult the following relevant studies sources of existing evidence (noting that the information here is in many cases requires updating):

<https://www.gov.uk/government/publications/cost-of-installing-heating-measures-in-domestic-properties>



https://www.ners.com/content/dam/ners/publications/archive1/PUB_Renewable_Heat_July2009.pdf

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/498962/150113_Delta-ee_Final_ASHP_report_DECC.pdf

<https://www.gov.uk/government/publications/evidence-gathering-high-temperature-heat-pumps-hybrid-heat-pumps-and-oss-driven-heat-pumps>

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/565249/Heat_Pumps_Combined_Summary_report_FINAL.pdf

On potential cost decreases, this work investigating the heat pump manufacturing supply chain should also be of use: <https://www.gov.uk/government/publications/heat-pump-manufacturing-supply-chain-research-project>

Suggested Methodology

We have decided to take an outcome focussed approach, providing flexibility for bidders to propose their own methodology. Outlined below is our high-level suggested methodology. Bidders are encouraged to suggest an alternate methodology provided this is justified and meets the aims and objectives of the project and delivers the outcomes outlined (detailed in the following Section).

Possible methodology

It is expected that a combination of primary and secondary research will be used for this work

Primary research:

- In-depth interviews with installers
- In-depth interviews with Electrification of Heat delivery partners
- In-depth interviews with manufacturers
- In-depth interviews with other key supply chain partners (e.g. compressor manufacturers for heat pumps)
- In-depth interviews with industry associations
- Possible analysis of the Green Homes Grant voucher scheme and RHI data

A note on surveys: past experience has shown us that online surveys for this type of work tend to have three issues: lack of clarity of responses provided (e.g. if asked to provide costs, what exactly the costs do and don't cover), low overall response rate, and biased samples (e.g. younger more tech savvy individuals are likely to respond). A further consideration is the burden broad based surveys collectively place on the industry. Bids including surveys as part of the proposed method will be accepted, however, they will be required to explicitly address how they will overcome the above issues.

A note on incentives: use of incentives is not obligatory and generally we expect industry to value the output enough to want to take part without the use of incentives. However, bidders may want to consider the use of incentives (e.g. cash prize, voucher, donation to charity) to drive interview (and survey) response rates. Bidders will be required to administer these incentives, state the budget of these incentives (to be included as part of overall project cost/bid price), demonstrate how they are proportionate, appropriate, and will improve the quality of



responses. Please see section 2.33-2.35 of the Government's GSR principles for further guidance: <https://www.gov.uk/government/publications/ethical-assurance-guidance-for-social-research-in-government>

Secondary research:

- Cost comparison websites
- Websites and list price manuals of heating technology merchants
- Academic literature
- Grey literature
- Installer websites
- Existing data sets / reports
- The Energy Savings Trust data
- BEIS existing cost data

Potential method to determine cost reductions / future cost projections (current – 2050) for all low carbon heating technologies:

- Conduct an analysis of how costs compare to those in other European markets
- Analyse how the cost has changed as a function of mass roll-out in other European markets. Markets to investigate could include Finland, Denmark and France (markets chosen require justification). These findings then should be mapped /extrapolated to the UK. This might include interviewing researchers, research institutes or relevant officials from government departments in other countries.
- Consult the academic as well as grey literature for any estimates or further insight
- Look at historical price trends of the technology in the UK
- Seek input from manufacturers and associated supply chain (e.g. Compressor manufactures for heat pumps) regarding cost trends
- Devise different cost trajectory scenarios (e.g. central, upper, lower) and also give an indication of uncertainty
- For ASHPS in particular: Verify / update the conclusions /key findings regarding the potential for heat pump cost decreases as per Figures 1 &2 in the previous study¹
 - o Verify / update the major claims and assumption stated in the report

Notes on lessons learnt from previous similar projects:

¹

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/498962/150113_Delta-ee_Final_ASHP_report_DECC.pdf



- Online surveys tend to yield low response rates
- Cold calling response rates are very low (e.g. ~5%)
- Clarifying exactly what the cost breakdown of installs is difficult as different installers break costs down and add their margin on in different ways
- Domestic and commercial supply chains are usually quite separate and require different approaches to yield good results.
- Contractors need to inform and consult BEIS regularly regarding their progress, including the raising of any issues for timely resolution.
- Outputs should be in format and in metrics agreed by BEIS. This requires an iterative approach and close working with BEIS analysts. One way to help address this is the ongoing collaborative development of the format for the outputs including the issuing of early drafts ('skeleton draft'), initial drafts as well as draft final outputs before the outputs are finalised.
- Follow up calls and emails with respondents can often be quite helpful to verify and check data.

Deliverables

Published summary reports (in MS Word, using the BEIS template) outlining the methodology used, key assumptions, results and conclusions across the following topics:

- The cost of heating measures (including maintenance costs) – heating appliances
- The cost of heating measures (including maintenance costs) – cooking appliances
- Install timeframes and technical lifetimes for heating measures
- Cost reduction potential for heating measures and investigation into cost versus performance of heat pumps
- Investigation into the cost and use of large thermal stores

The reports should collectively answer all research questions. The reports should all contain executive summaries written for a non-technical audience.

Raw data / database detailing all costs in Excel, including:

- Capex of heating and cooking appliances – current and forecast (£/kW) (high, central and low) (informed by the variation in capex to performance table)
- Component and labour capex given by building type (as specified by the EHS archetypes) (average for that archetype)
- Capex reduction (%/unit sales) (as high, central and low)
- Maintenance cost: (£/installation/yr)



- Table by appliance model for variation in capex to performance.
- Installation time by appliance and EHS housing archetype (hours or days)
- Technical lifetime of heating appliances (high, central and low)

Separate interim presentations should also be prepared on each of the output areas identified in the sub-sections above. These should cover the progress in each of the output areas identified above. These interim draft presentations will serve as the primary way to communicate official project progress to BEIS and also act as the primary trigger for invoicing.

Final summary presentation of the work (divided into separate presentations as per bullet points above) to relevant analyst teams / policy makers.

Ownership and Publication

The final outputs of this project, including any modelling outputs and final written report, will be owned by BEIS. BEIS will use this information for internal purposes and may wish to publish the work at a later date.

The publicly available copy of the report will be published in similar fashion as other BEIS publications, dependent on forthcoming Ministerial positions on publication and transparency. The draft report should be sent to BEIS according to timelines agreed at the beginning of the project and time allowed for review and agreement of the final version.

Quality Assurance

The contractor must state how all of the work on the project will be quality assured by producing a Quality Assurance (QA) plan. A summary of this plan should be included within the proposal. The plan should:

- Ensure that QA is done by individuals who were not directly involved in the research or analysis development.
- Specify who will be responsible for QA before the work is delivered to BEIS.
- Explain how the successful bidder will take responsibility for any work supplied by sub-contractors.

QA processes will be required to match the Aqua Book standards and to adopt the standardised BEIS QA template

Sign-off for the quality assurance must be done by someone of sufficient seniority within the contractor organisation to be able to take responsibility for the work done. BEIS reserves the right to refuse to pay for outputs which do not meet the required standard specified in this invitation to tender.

Draft outputs of the interim and final reports and datasets must be submitted to BEIS by the deadlines in the indicative timetable for deliverables listed below, and then the



contractor should attend a meeting with officials to present the draft interim and final results to the panel at BEIS offices or via videoconferencing. Verbal and written comments will be collated by the BEIS project manager and submitted to the contractor following these meetings. Invoices for deliverables will only be processed if the submitted officials' comments have been addressed to the standard deemed acceptable by the officials and BEIS project manager. The Contractor should make it clear in writing exactly where and how comments have been addressed.

BEIS officials will scrutinise not only the quality of the data and analysis, but also the quality of the reporting. Reports deemed by BEIS to be poorly written or poorly presented will be returned to the supplier to re-produce to the high standard required before invoices are paid. Invoices will be paid by deliverable and will not be processed unless deliverables are submitted on time and to the standard required. BEIS will withhold a percentage of the cost for each deliverable to dissuade sub-standard and /or late submissions. Further details are provided in clauses 19-21 of the BEIS Terms and Conditions.

The contractor will be expected to produce high quality reports that meet the following criteria:

General:

- Clearly set out findings and supporting evidence, in plain correct English.
- Clearly structured so that information presented in each section is clear
- Thoroughly proofread and peer reviewed for writing quality
- Clear and concise writing which avoids excessive use of jargon
- No grammatical or typographical errors

Diagrams:

- Clear and appropriate use of diagrams (large enough size, data can be read clearly, caption, unique number).
- All diagrams should be clearly labelled (with unique number), explained and discussed.

Data quality:

- Limitations in the research approach must be clearly stated and justified.
- Where the findings are stronger and more robust and where they are not needs to be stated clearly.
- Uncertainty in numerical data should be clearly and comprehensively presented

Referencing

A comprehensive bibliography of all references must be provided

Key Milestones

Payments will be linked to delivery of key milestones. The indicative milestones and phasing of payments is as follows. Dates are subject to any amendment by contracting authority.

Timetable of works:

Inception Meeting	27/09/2021
Draft of cost database	29/10/2021
Draft reports covering at least 3/5 reporting areas (as per summary reports listed	22/11/2021



above)	
Draft reports covering remaining reporting areas (as per summary reports listed above)	06/12/2021
Final draft of cost database for BEIS review	10/01/2022
Final reports for BEIS review	24/01/2022
Presentation of results	07/02/2022
Final reports and final database	28/02/2022
Contract end Date	28/03/2022

Ethics

Applicants should consider ethical issues and, where necessary, identify and propose arrangements for initial scrutiny and ongoing monitoring of ethical issues.

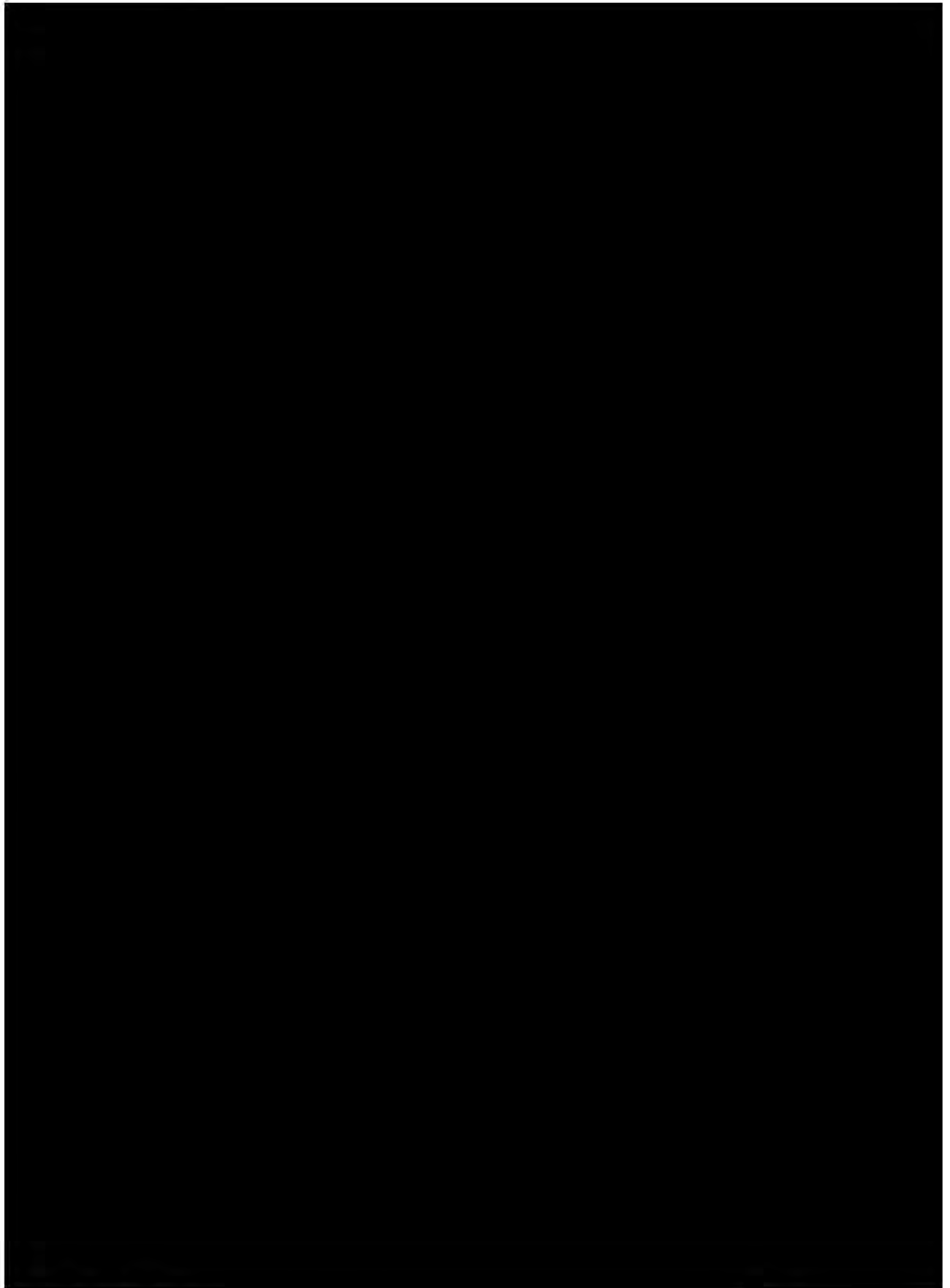
We expect contractors to adhere to the following GSR (Government Social Research) principles:

- Sound application and conduct of any social research methods and appropriate dissemination and utilisation of findings
- Participation based on valid consent
- Enabling participation
- Avoidance of personal harm
- Non-disclosure of identity and personal information

Further guidance is available in "Ethical Assurance for Social and Behavioural Research in Government": <https://www.gov.uk/government/publications/ethical-assurance-guidance-for-social-research-in-government>

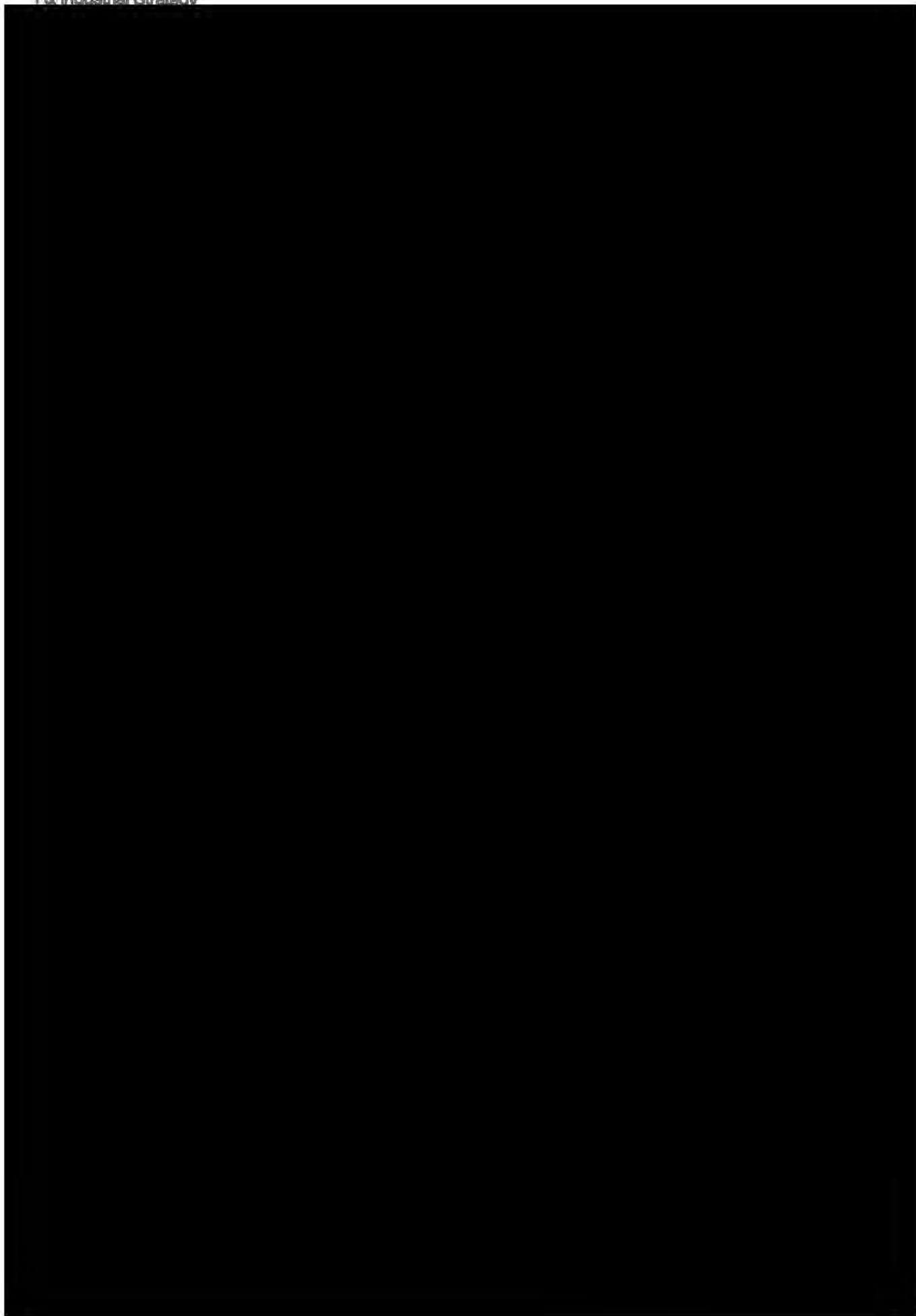
Working Arrangements

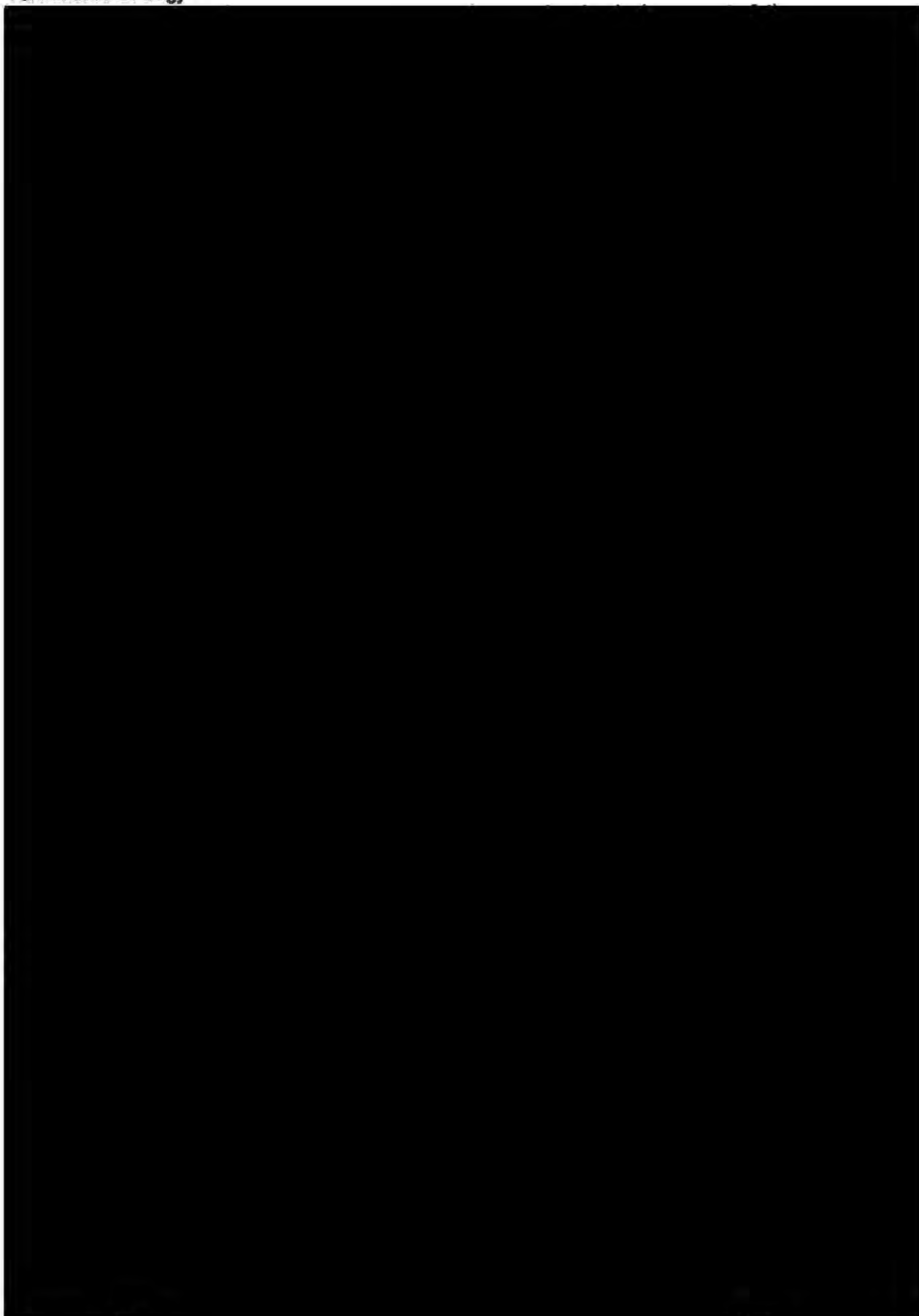
The successful contractor will be expected to identify one named point of contact through whom all enquiries can be filtered. A BEIS project manager will be assigned to the project and will be the central point of contact.

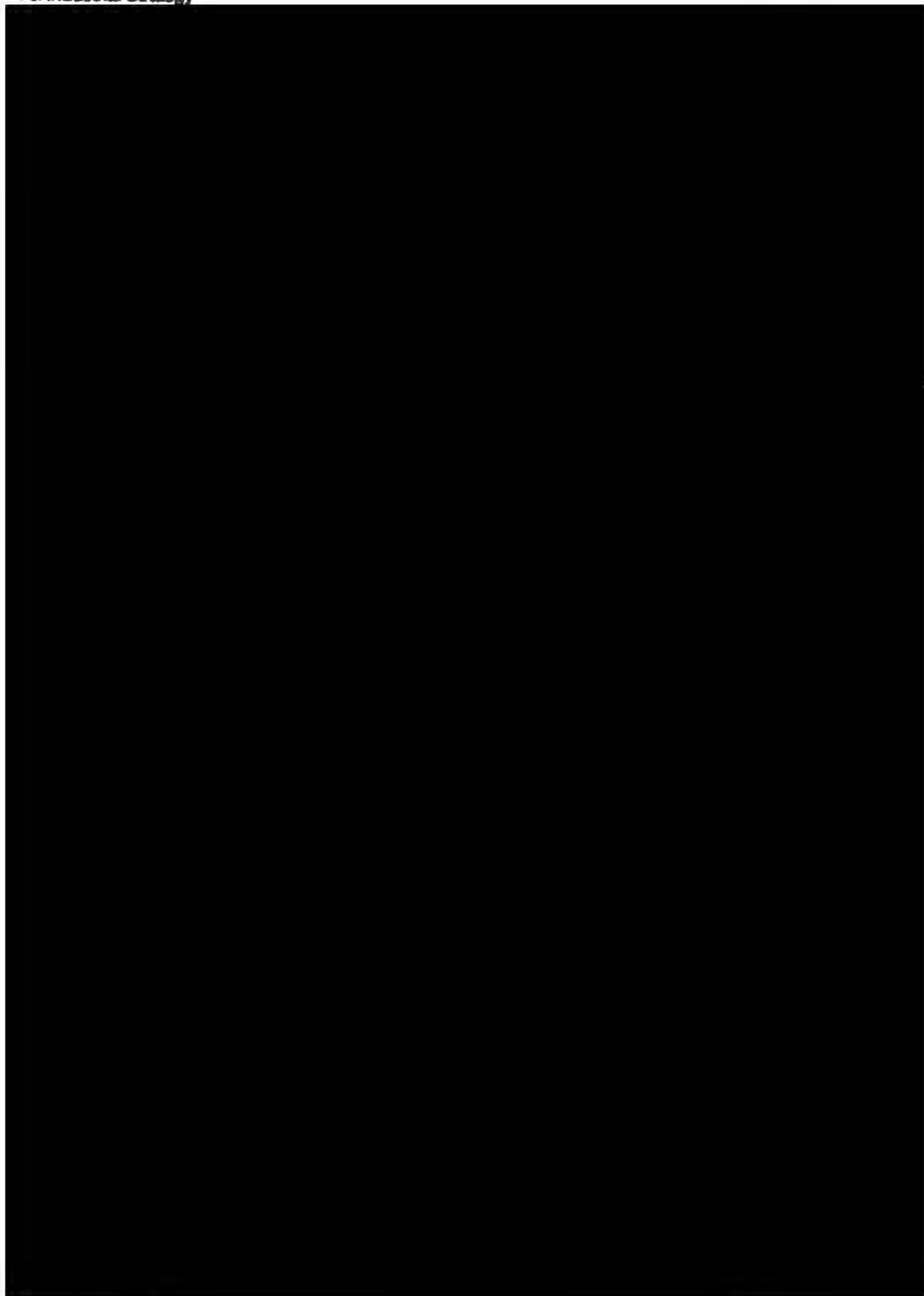




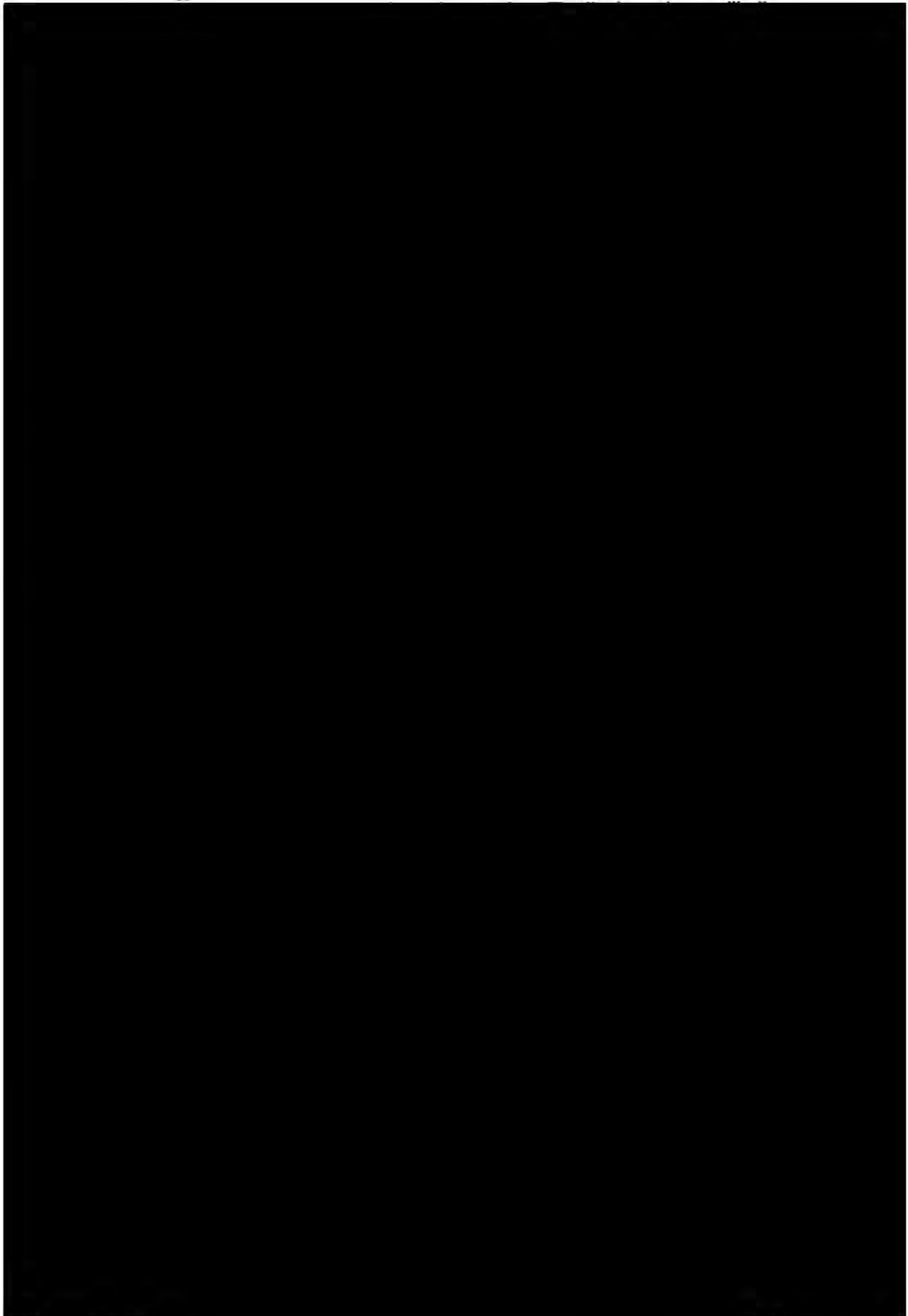
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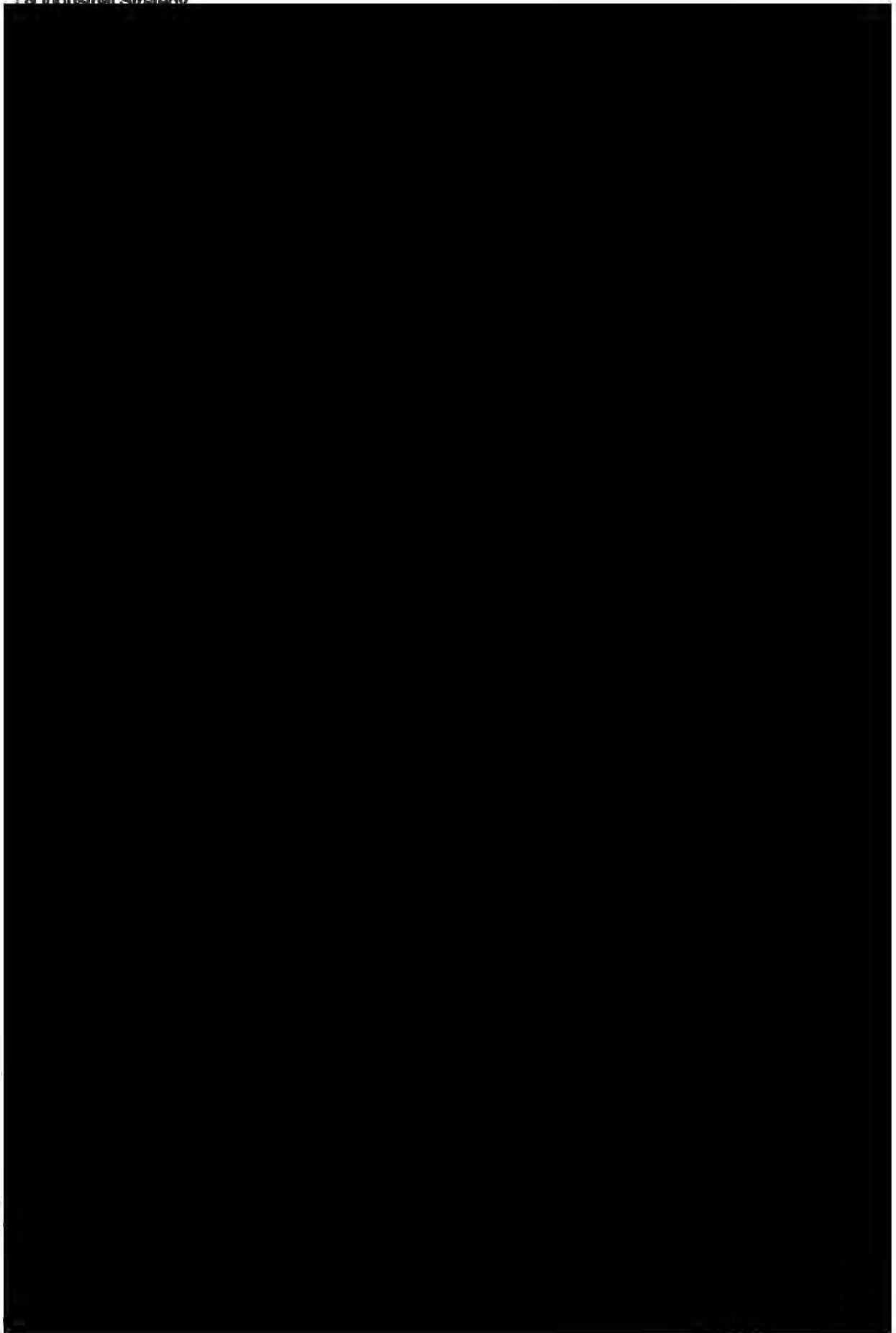


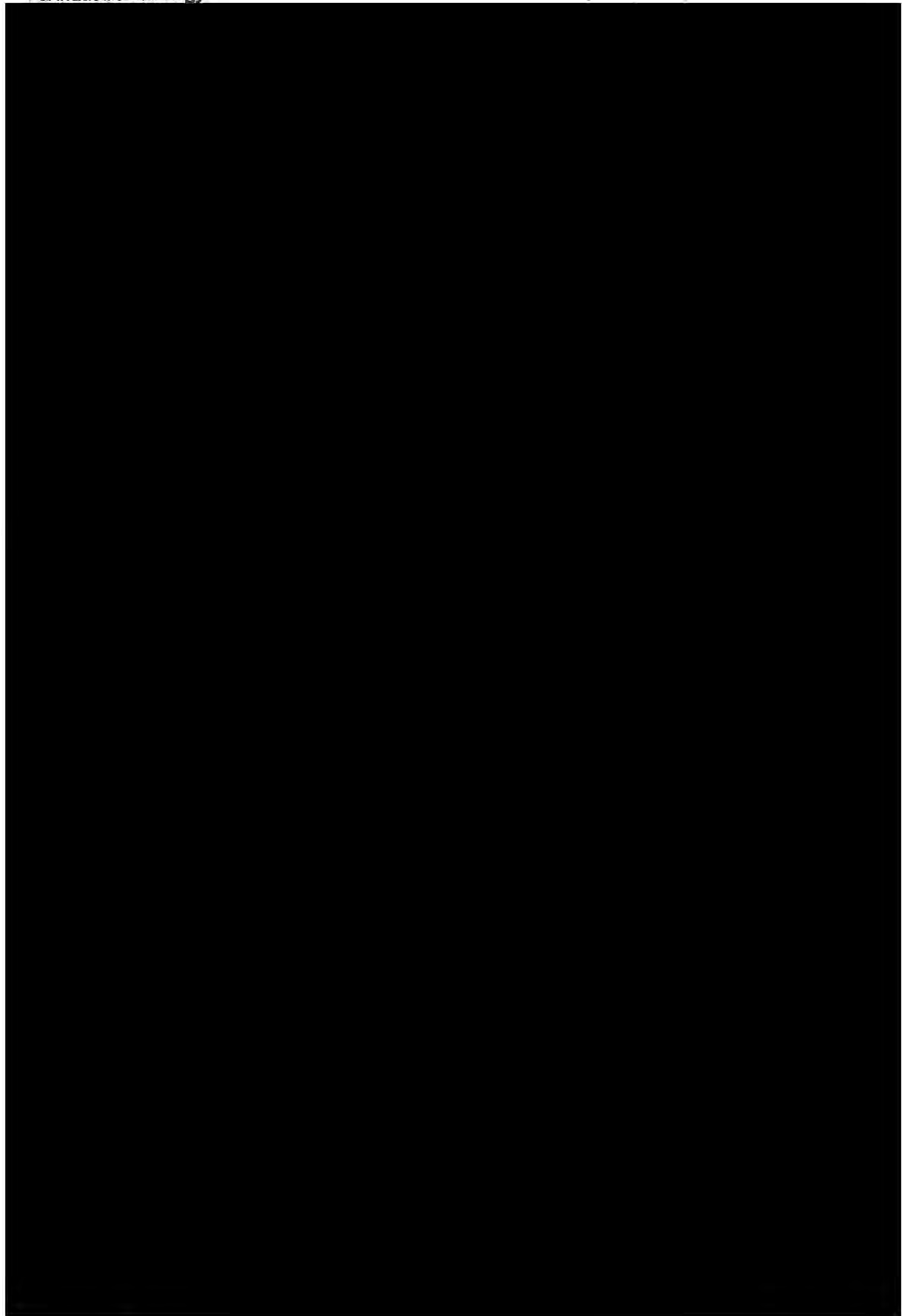
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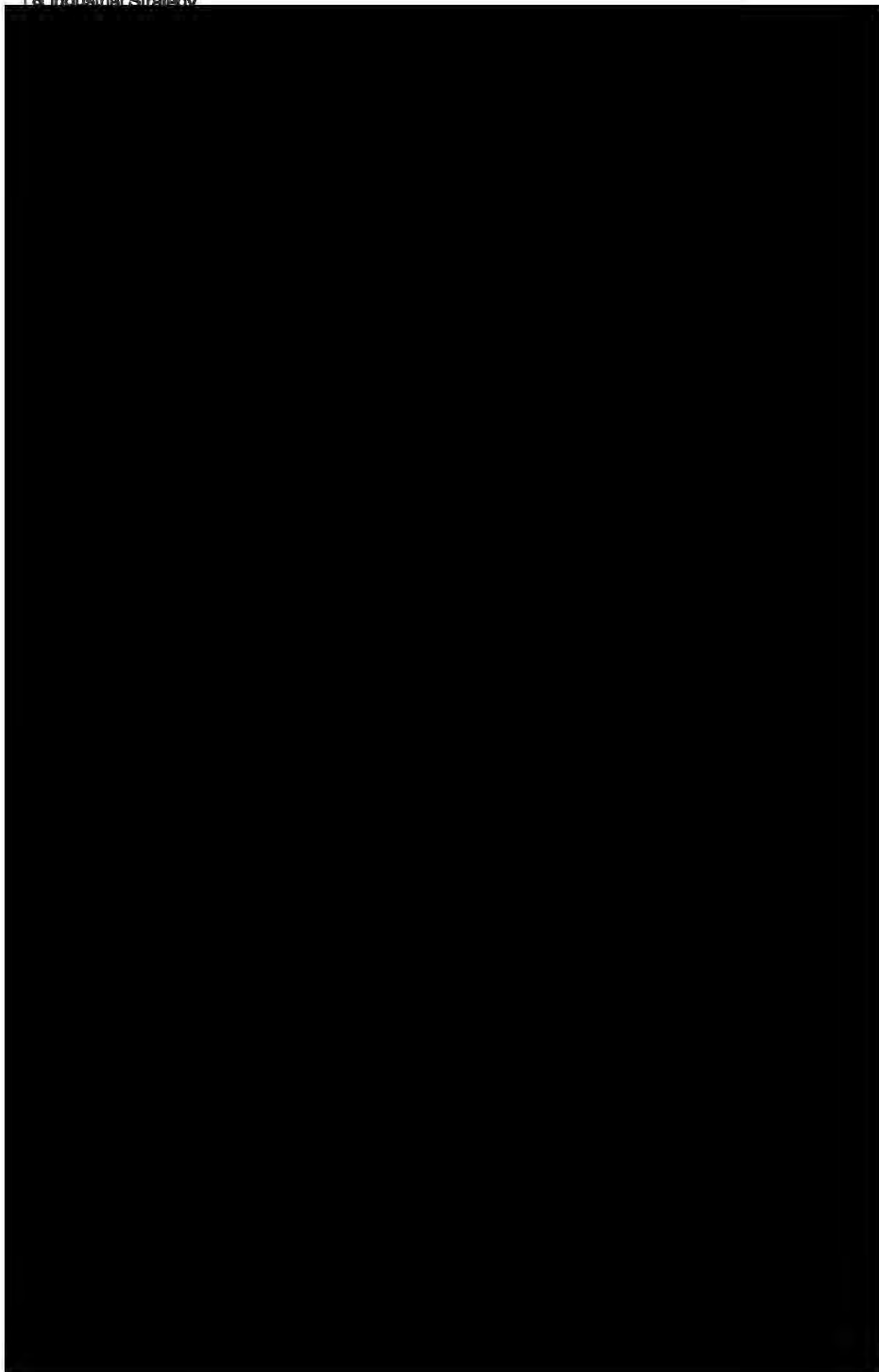
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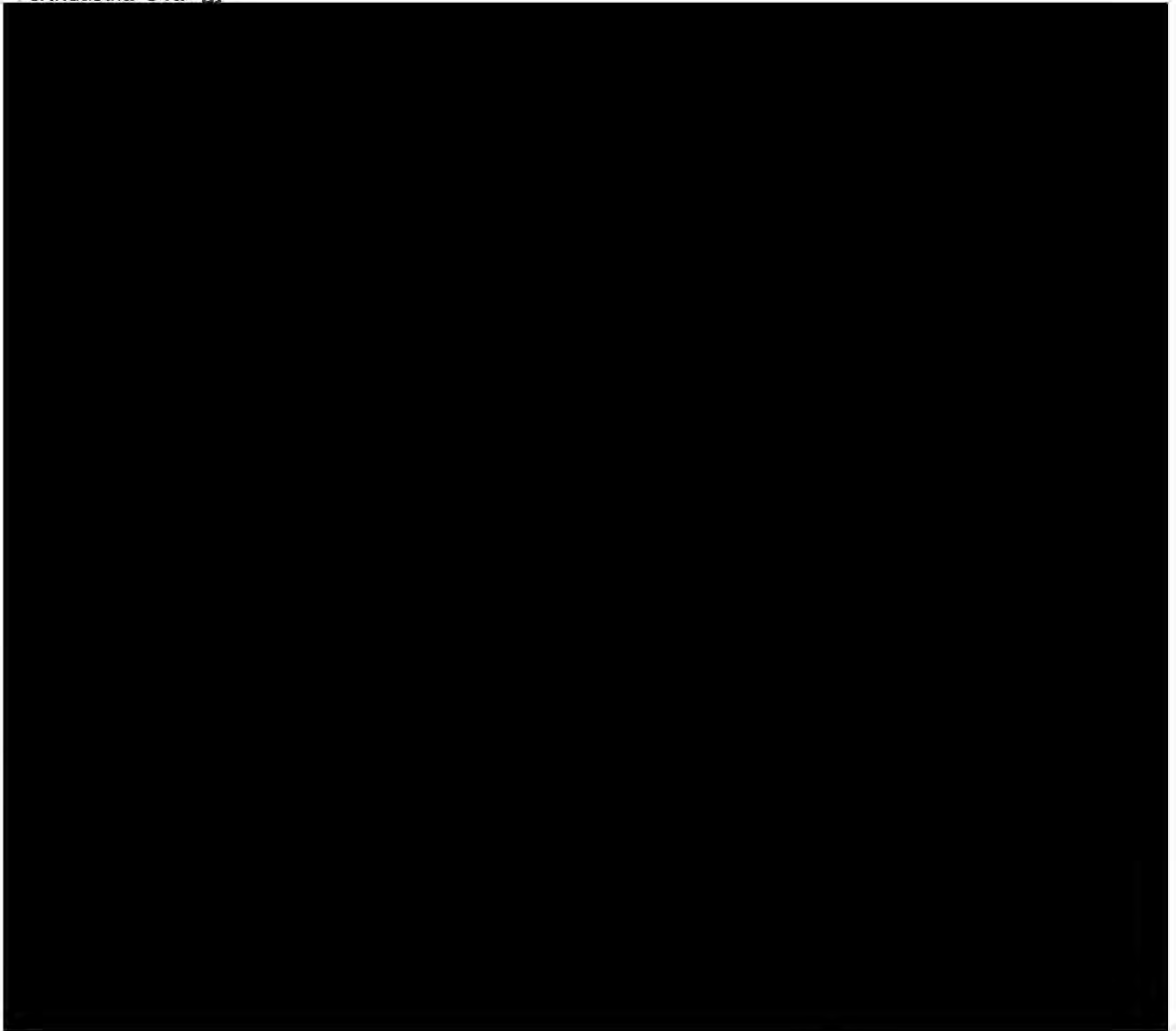


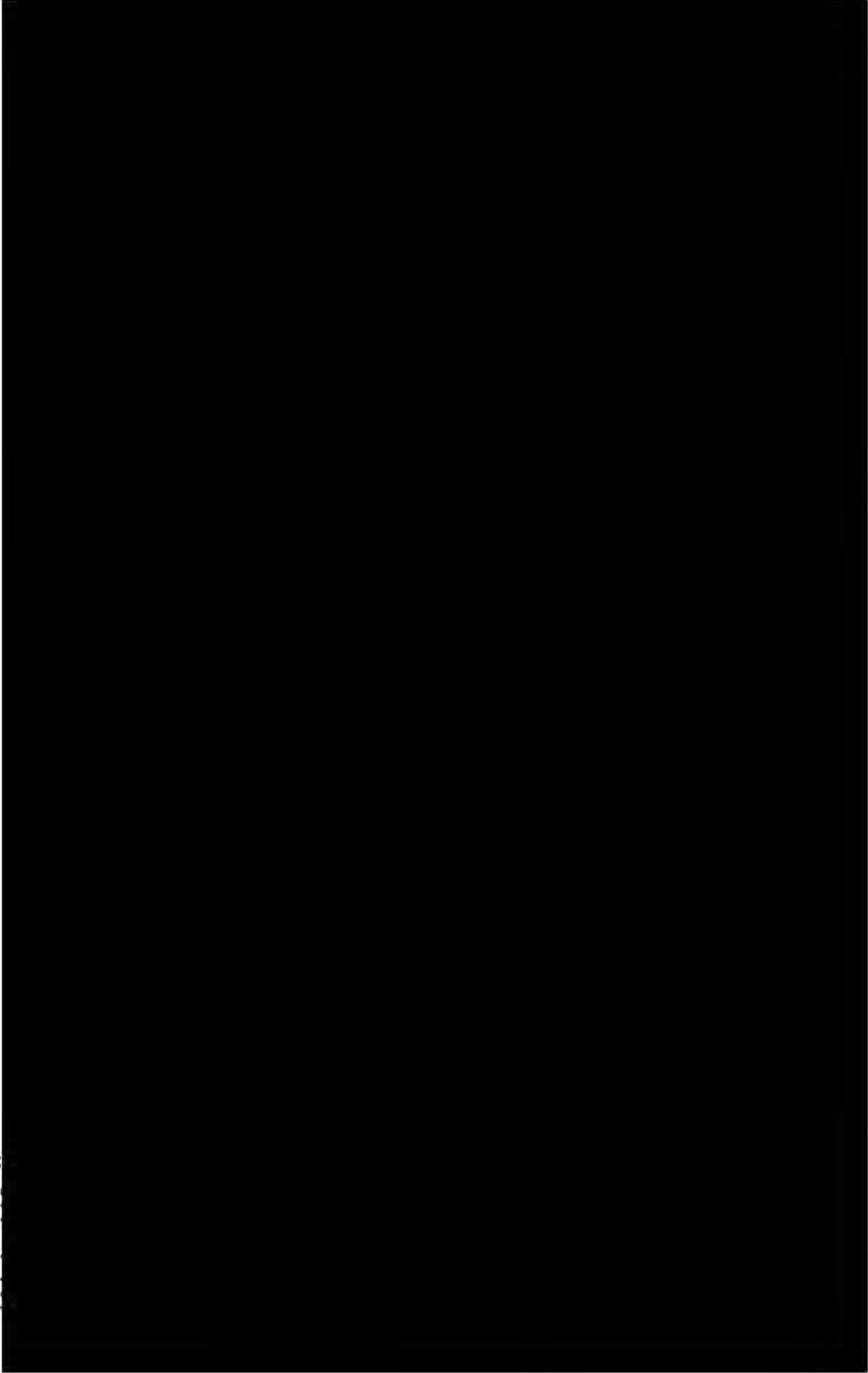




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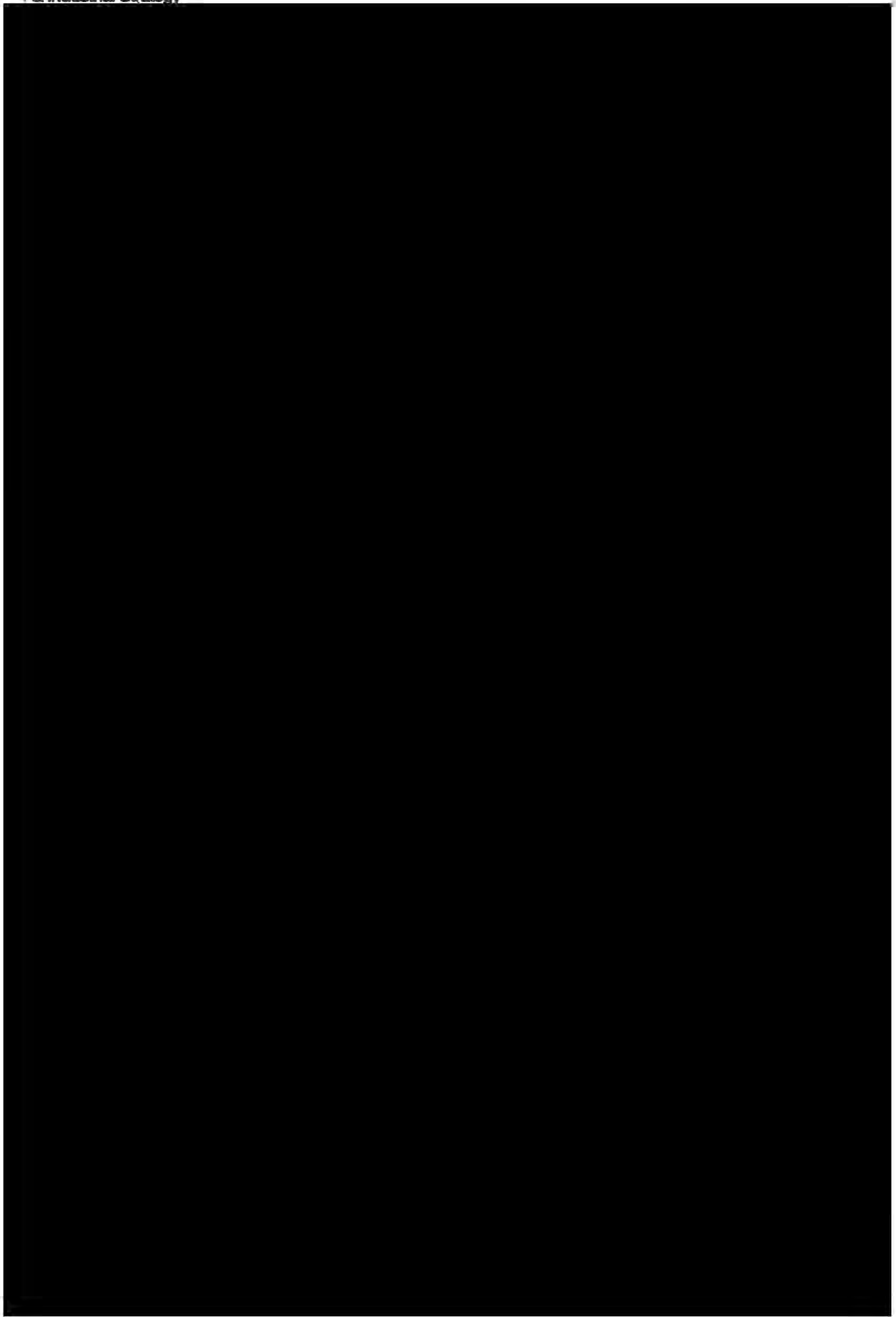


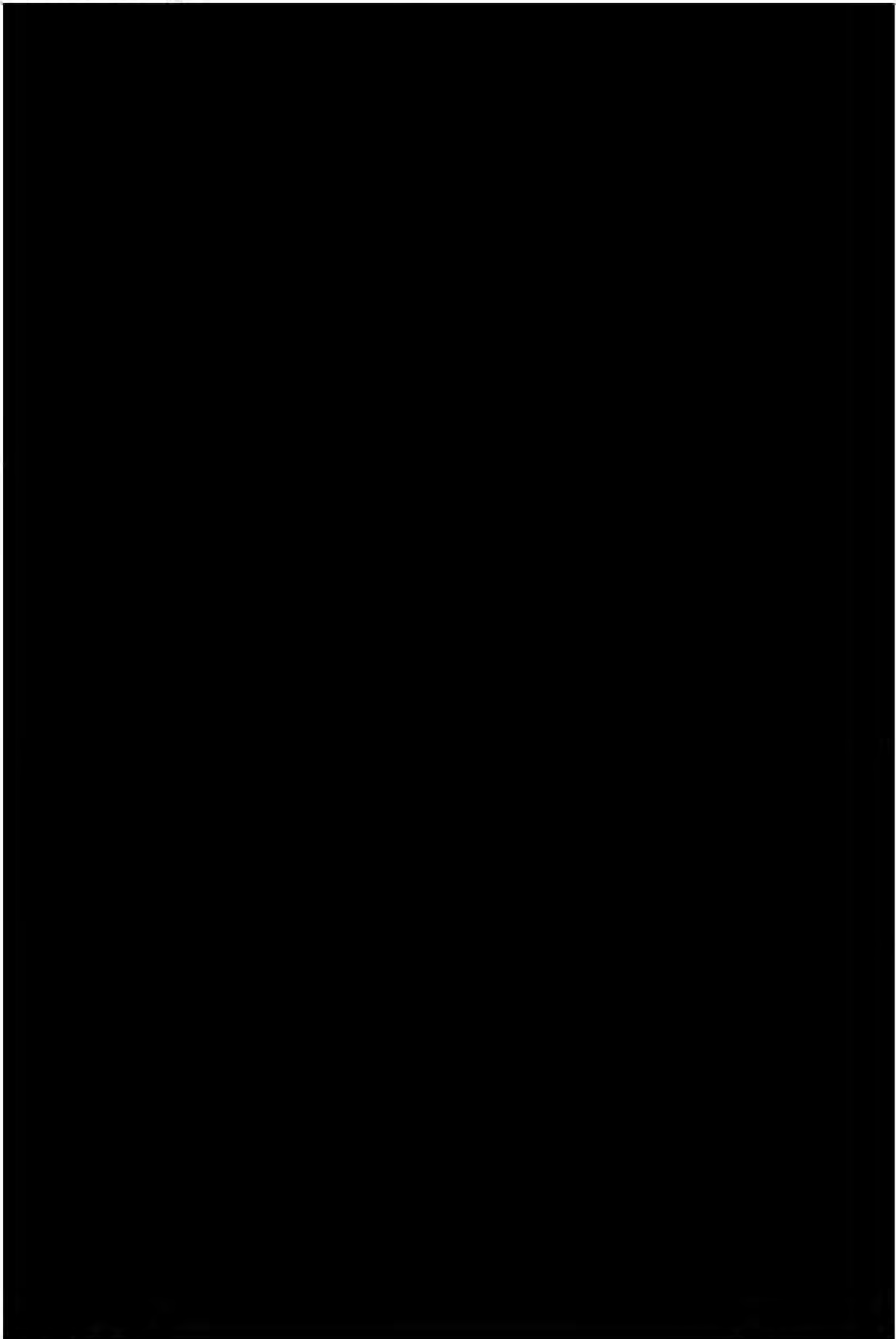


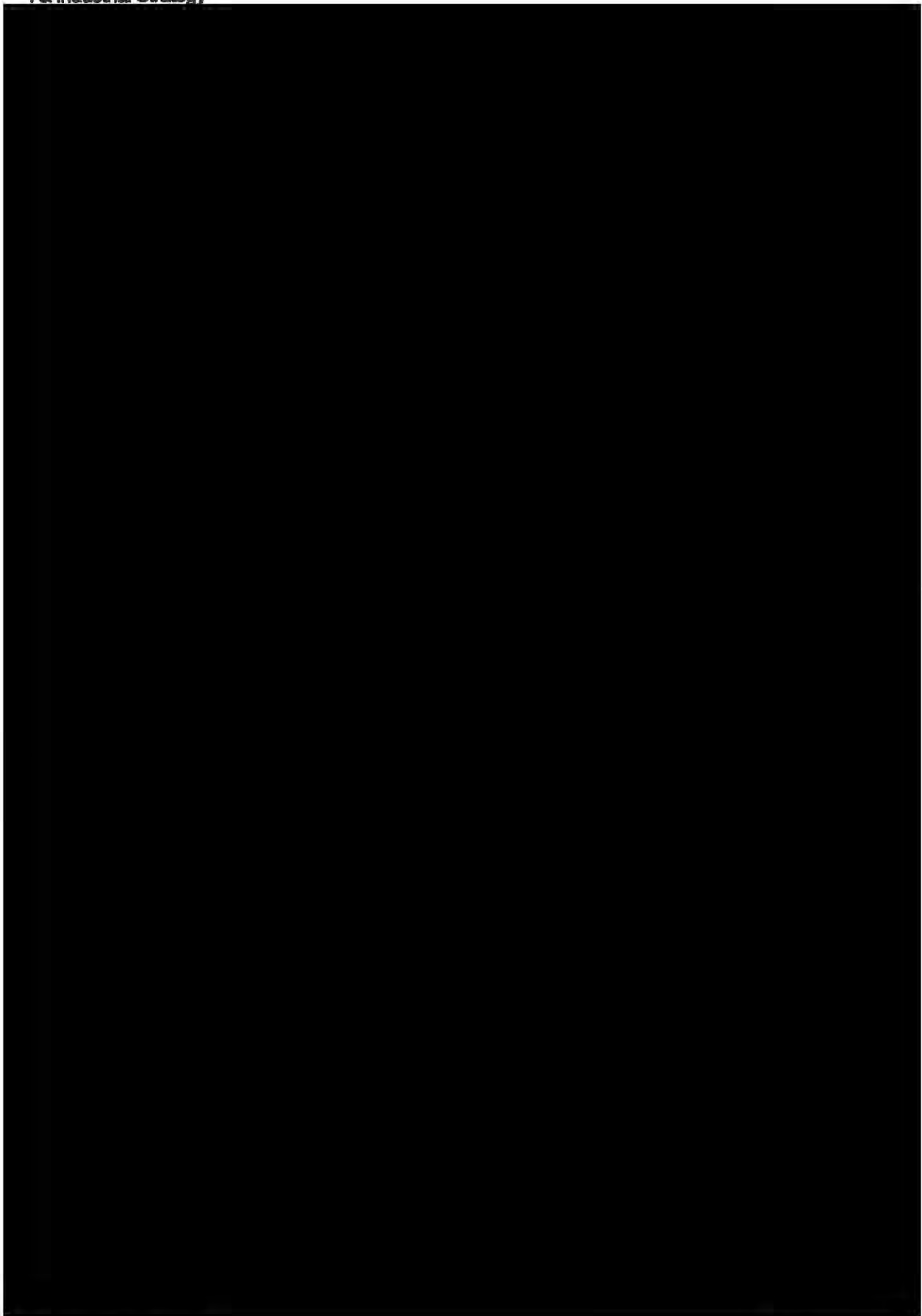




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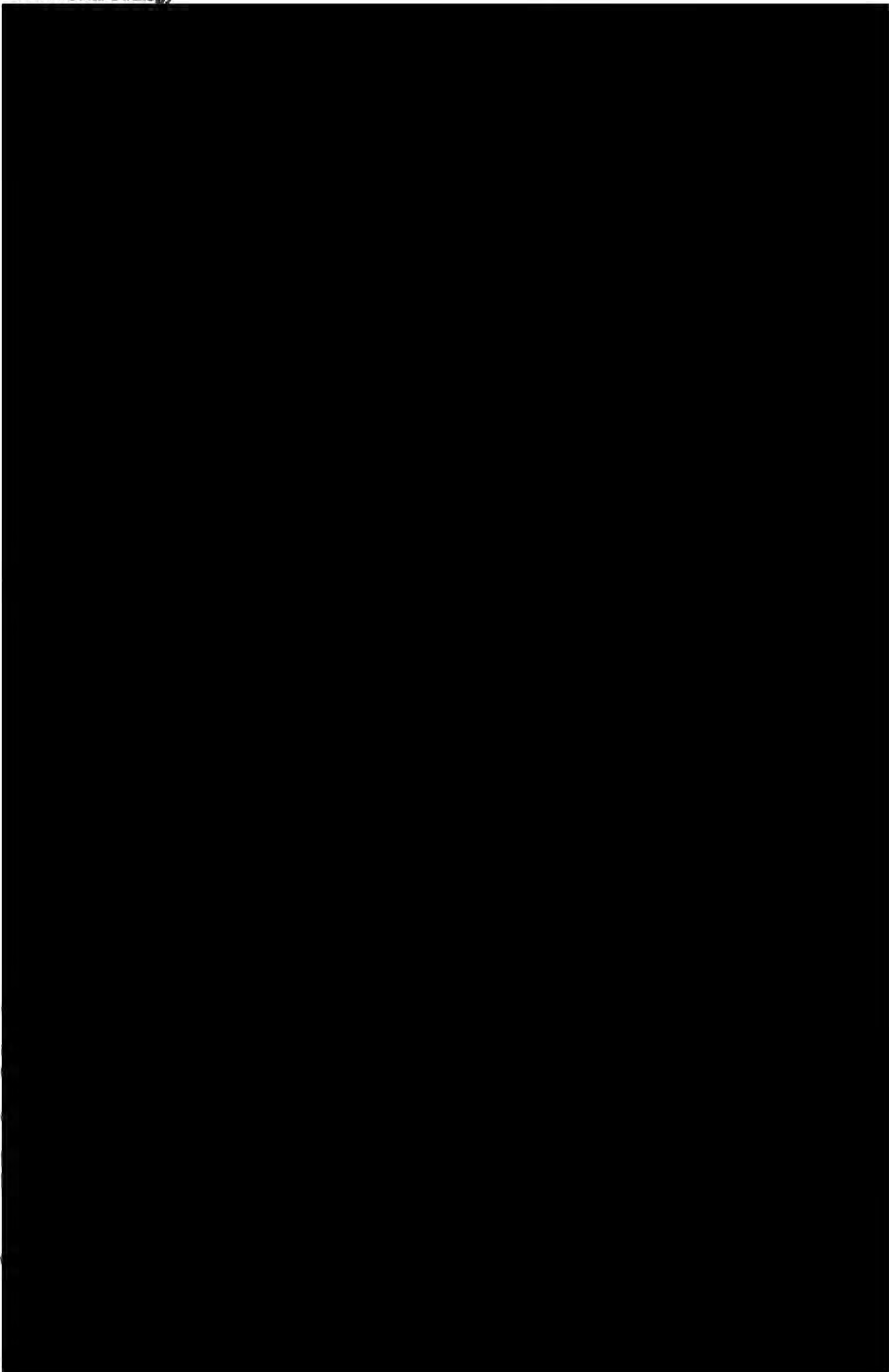


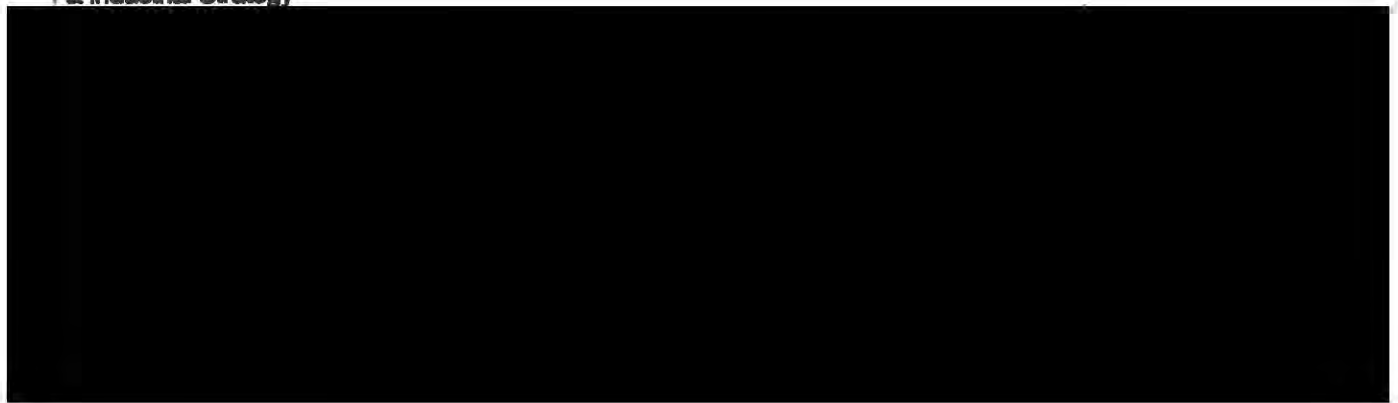


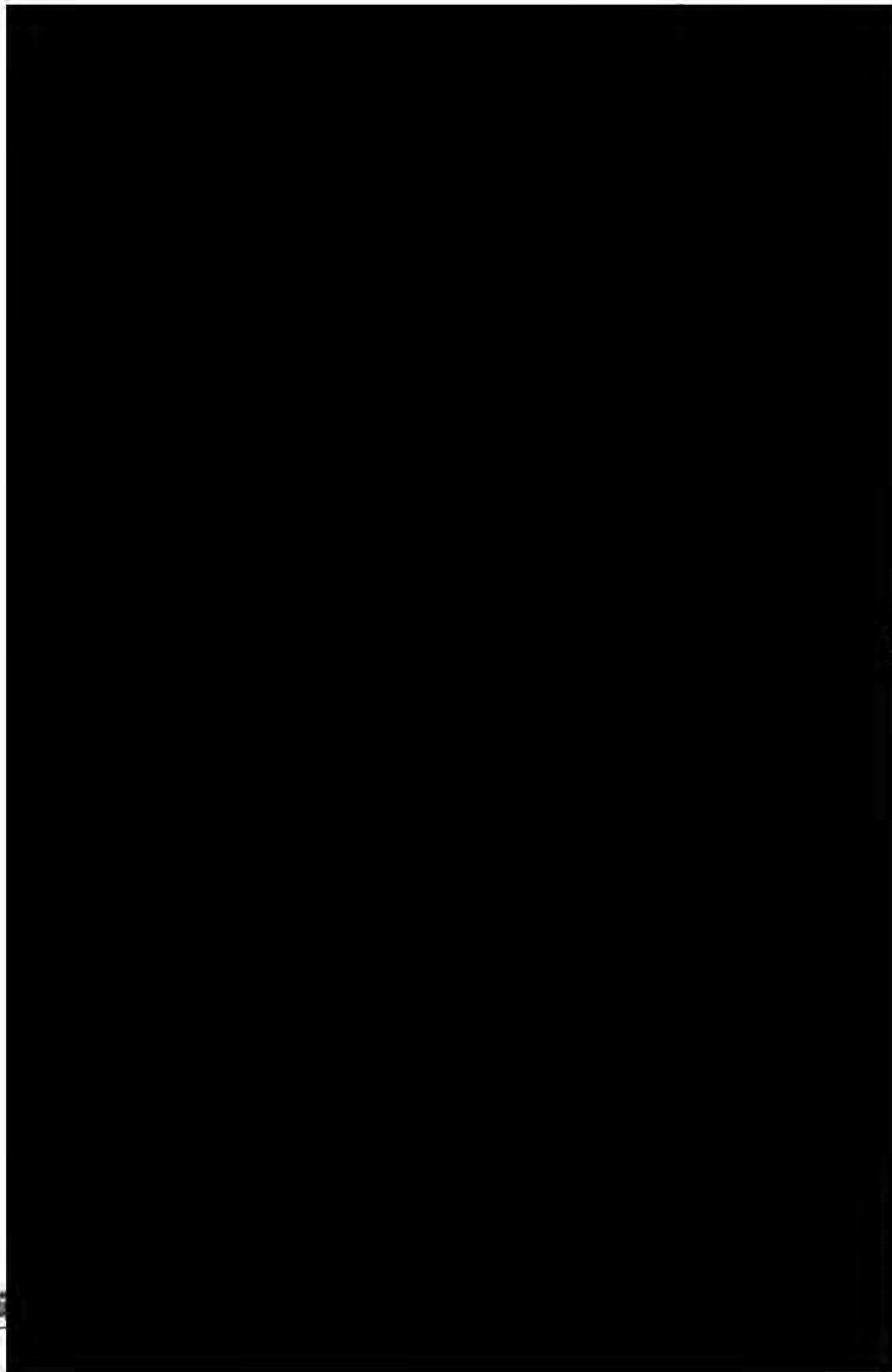


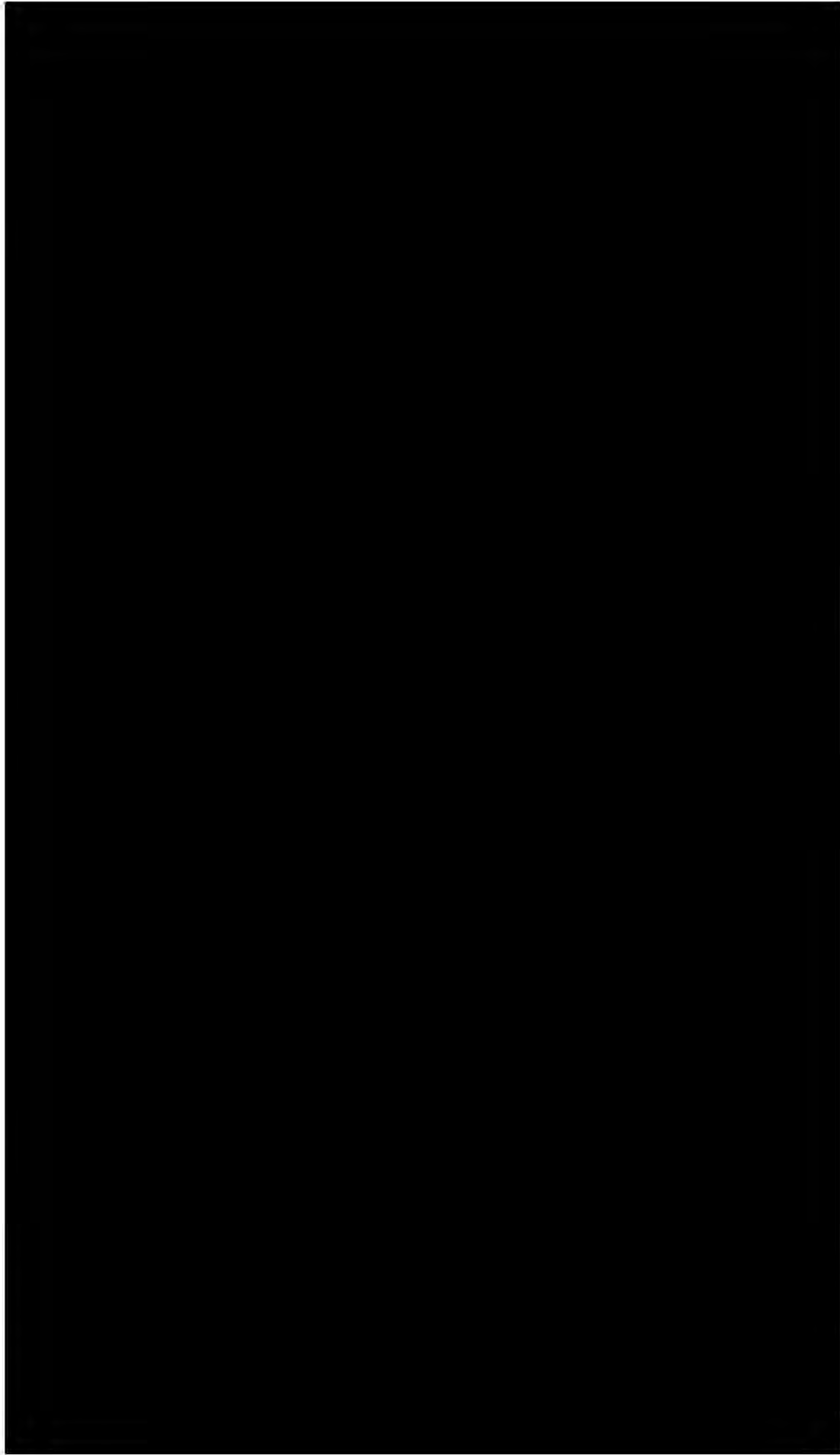


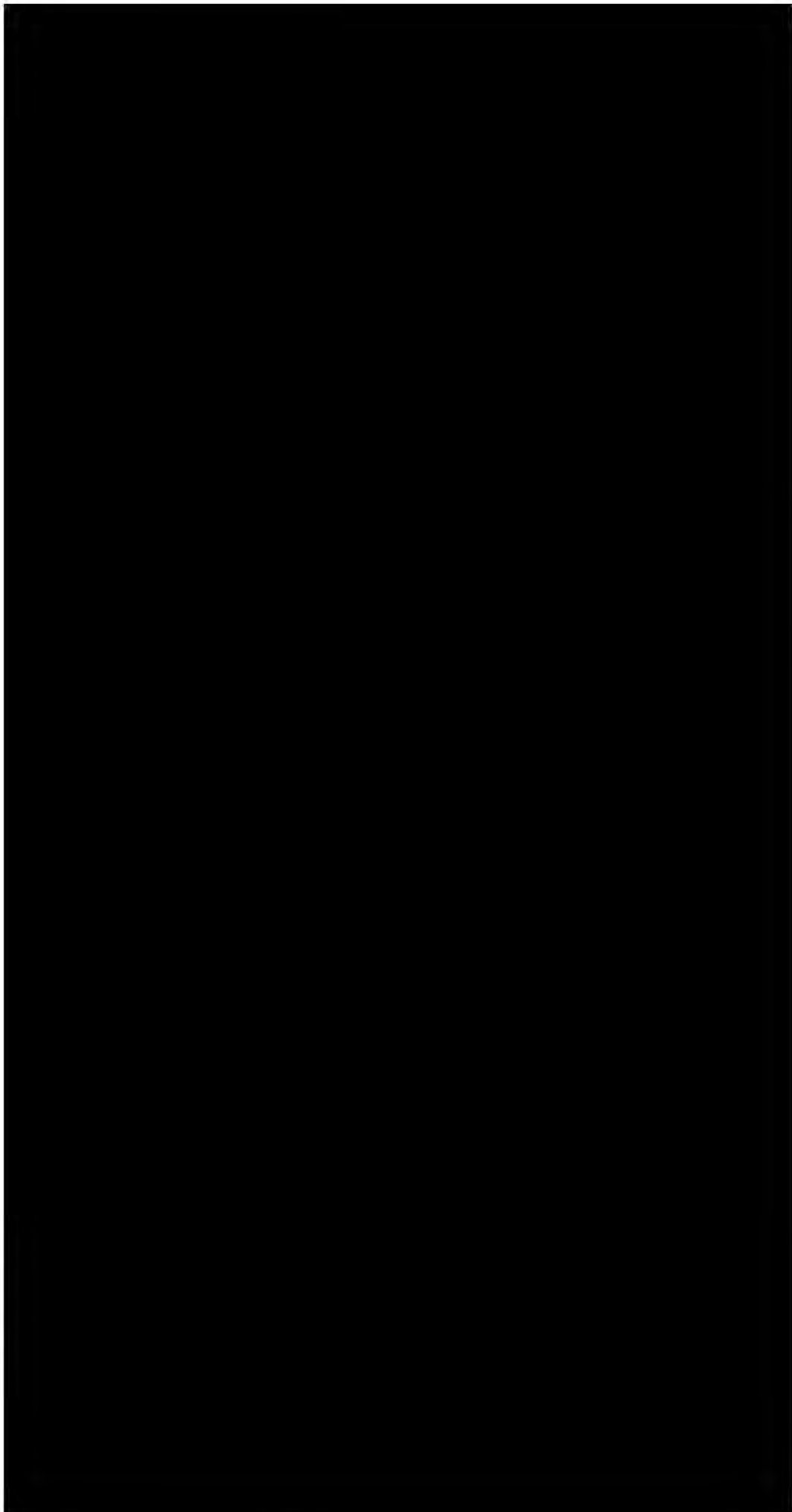
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Price Schedule



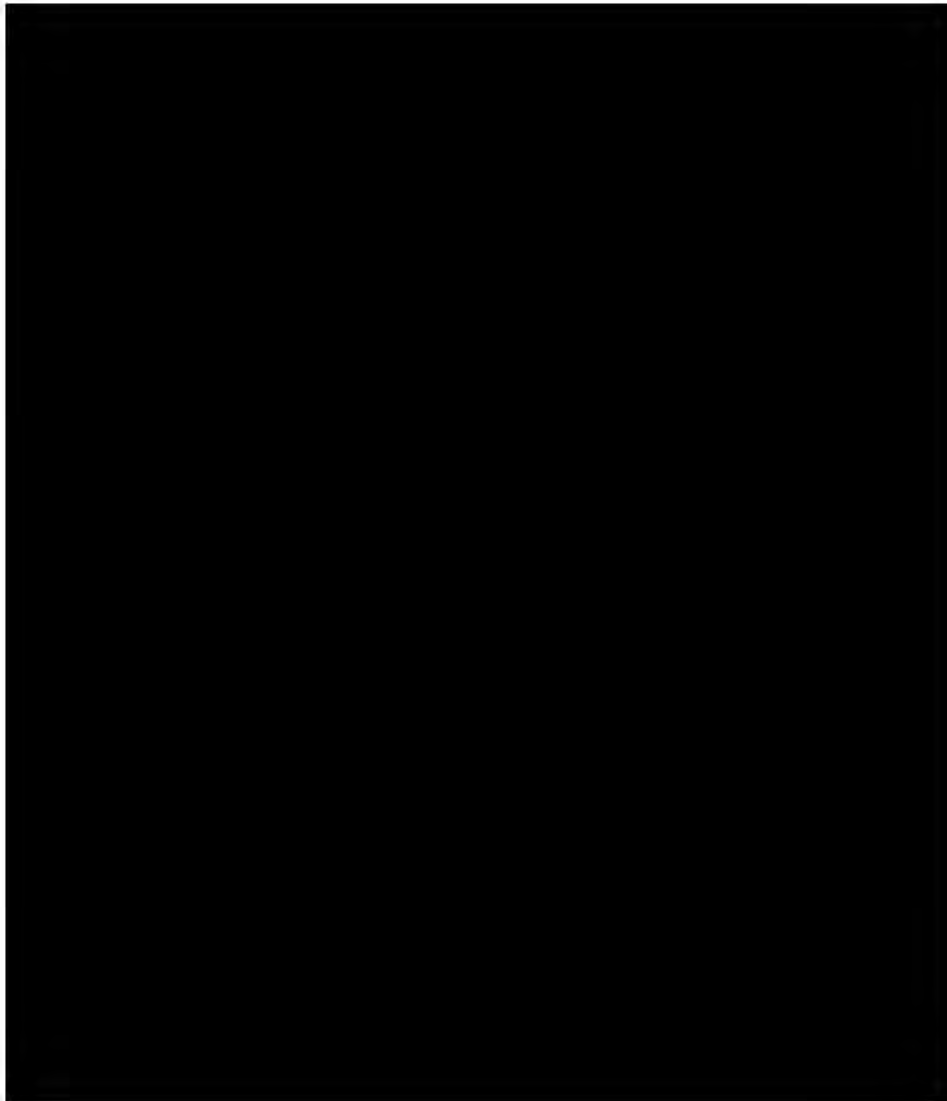
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Contract offer letter



Invoice Schedule





Department for
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& Industrial Strategy

Schedule 3 - The Authority's Standard Terms & Conditions of Contract for Supplies/Services



PS21118 - DPF31
Terms and Conditions

Schedule 4 - Data Processing

The Supplier shall comply at all times with all data protection legislation applicable in the UK.

Data Protection

The Supplier will be compliant with the Data Protection Legislation, as defined in the terms and conditions applying to this opportunity. A guide to the UK General Data Protection Regulation (UK GDPR) published by the Information Commissioner's Office can be found [here](#).

The only processing that the Supplier is authorised to do is listed in Annex A by the Contracting Authority and may not be determined by the Supplier.

Annex A: Processing, Personal Data and Data Subjects

(1) The contact details of the Contracting Authority Data Protection Officer are:

The Contracting Authority Data Protection Officer
Department for Business, Energy and Industrial Strategy
1 Victoria Street
London
SW1H 0ET

Email: 

(2) The contact details of the Supplier Data Protection Officer (or if not applicable, details of the person responsible for data protection in the organisation) are:

(3) The Supplier shall comply with any further written instructions with respect to processing by the Contracting Authority.

(4) Any such further instructions shall be incorporated into this Schedule 4.

Description	Details
Subject matter of the processing	The processing is needed in order to ensure that the Contractor can effectively deliver the Cost of Domestic and Commercial Heating Measures project. Given the wide ranging nature of the project, the processing of the names of individuals working in other governmental department as well as third-party industry contacts (e.g. installers and manufacturers) is required to ensure a success of the project.



	The processing of names and business contact details of staff of both the Authority and the Contractor will be necessary to deliver the services exchanged during the course of the Contract, and to undertake contract and performance management. The Contract itself will include the names and business contact details of staff of both the Authority and the Contractor involved in managing the Contract
Duration of the processing	Processing will take place from 04/10/2021 for the duration of the Contract (6 months) plus a 5-month retention period.
Nature and purposes of the processing	The nature of the processing will include collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data. Processing takes place for the purposes of research. This will include sharing (between BEIS and the contractor) of the contact details of relevant contacts in other governmental departments as well as third party researchers and companies that have interests and expertise in the cost of domestic and commercial heating measures space. The engagement of these individuals is expected under the terms of the ITT in order to ensure all possible sources of information are explored to generate robust outputs. The nature of processing will include the storage and use of names and business contact details of staff of both the Authority and the Contractor as necessary to deliver the services and to



	undertake contract and performance management. The Contract itself will include the names and business contact details of staff of both the Authority and the Contractor involved in managing the Contract.
Type of Personal Data	Names, email addresses, office location, position, and telephone numbers (which for sole traders may be their personal telephone number as well as business telephone number). Names, business telephone numbers and email addresses, office location and position of staff of both the Authority and the Contractor as necessary to deliver the services and to undertake contract and performance management. The Contract itself will include the names and business contact details of staff of both the Authority and the Contractor involved in managing the Contract.
Categories of Data Subject	Staff of the Authority or the Contractor (including volunteers, agents, and temporary workers), customers/clients, staff of other governmental departments and the devolved administrations (including non-UK Government officials), academics working the fields related to the project, manufactures of heating technologies, installers of heating technologies and companies that are involved in the supply chain of domestic and commercial heating and cooking technologies.

	Staff of the Authority and the Contractor, including where those employees are named within the Contract itself or involved within contract management.
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	The Contractor will provide the Authority with a complete and uncorrupted version of the Personal Data in electronic form (or such other format as reasonably required by the Authority) and erase from any computers, storage devices and storage media that are to be retained by the Contractor after the expiry of the Contract. The Contractor will certify to the Authority that it has completed such deletion. Where Personal Data is contained within the Contract documentation, this will be retained in line with the Department's privacy notice found within the Invitation to Tender.



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