

DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

Part 1: Letter of Appointment

Dear Sirs

Letter of Appointment

This letter of Appointment dated Thursday, 24th September 2020, is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier.

Capitalised terms and expressions used in this letter have the same meanings as in the Contract Terms unless the context otherwise requires.

Order Number:	CR20090
From:	The Department for Business, Energy and Industrial Strategy, 1 Victoria Street, London SW1H 0ET
To:	Market & Opinion Research International Limited, 3 Thomas More Square, London, United Kingdom, E1W 1YW ("Supplier")

Effective Date:	Monday, 28 th September 2020
Expiry Date:	Friday, 31 st December 2021

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: the Customer's Project Specification attached at Appendix A and the Supplier's Proposal attached at Appendix B of this letter of appointment;
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Key Individuals:	
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Contract Charges (including any applicable discount(s), but excluding VAT):	As per AW5.2 Price Schedule response highlighted within the RM6018 Contract Terms, section; Annex 1 – Contract Charges. The total value of this contract shall not exceed £ £227,686.13 Excluding VAT.
Insurance Requirements	<p>Additional public liability insurance to cover all risks in the performance of the Contract, with a minimum limit of £5 million for each individual claim</p> <p>Additional employers' liability insurance with a minimum limit of £5 million indemnity</p> <p>Additional professional indemnity insurance adequate to cover all risks in the performance of the Contract with a minimum limit of indemnity of £2 million for each individual claim.</p> <p>Product liability insurance cover all risks in the provision of Deliverables under the Contract, with a minimum limit of £5 million for each individual claim</p>
Liability Requirements	Suppliers limitation of Liability (Clause 18 of the Contract Terms);
Additional Clause	<p>There will be a break clause in the contract at the end of March 2021 for BEIS to review whether a third survey wave is required.</p> <p>If the break clause is initiated, we would expect the project to complete by the end of March 2021 and if the break clause is not initiated, by the end of December 2021.</p>
Customer billing address for invoicing:	All invoices should be sent to should be sent to finance@services.ukpbs.co.uk or Billingham (UKPBS, Queensway House, West Precinct, Billingham, TS23 2NF).

FORMATION OF CONTRACT

BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) the Supplier agrees to enter a Contract with the Customer to provide the Services in accordance with the terms of this letter and the Contract Terms.

The Parties hereby acknowledge and agree that they have read this letter and the Contract Terms.

The Parties hereby acknowledge and agree that this Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of this letter from the Supplier within two (2) Working Days from such receipt For and on behalf of the Supplier: For and on behalf of the Customer:

Name and Title:

Name and Title:

[Redacted]

Signature:

Signature:

[Redacted]

[Redacted]

Date: 09/10/2020

Date:

APPENDIX A

Customer Project Specification

1. Background

Project Context

The coronavirus (COVID-19) pandemic and the lockdown measures implemented by Government to control the spread of the virus has had significant impact across the economy and our everyday lives. The coronavirus pandemic will have implications for all areas of policy making and it is vital that evidence is available to inform decisions in this new context. BEIS are commissioning this research to build understanding of the impacts of the coronavirus pandemic (COVID-19) on household's behaviours, attitudes and experiences in relation to Net Zero, green recovery measures and implications for energy consumers. Evidence gathered through this research will support the development of high-priority policy products in these areas, where understanding how the public's behaviours and attitudes have evolved will be vital to successful policy design.

Understanding behavioural and attitudinal change for Net Zero and green recovery

There is no doubt that climate change is one of the greatest global challenges we face, and that action is urgently needed in the UK and across the world. The UK is determined to continue to lead the world in tackling climate change. In June 2019, following advice from the Committee on Climate Change, the UK Government set a legally binding target to achieve net zero greenhouse gas emissions from across the UK economy by 2050 (Scottish Government have committed to net zero greenhouse gas emissions by 2045). In doing so, the UK became the first major economy to legislate for a net zero target. This will bring an end to the UK's contribution to climate change. The UK has already made progress; between 1990 and 2018 we have reduced emissions by more than 40% whilst growing our economy by three quarters, and decarbonised our economy faster than any other G20 country since 2000.

In order to reach the goal of net zero, significant societal change is required; for example, the CCC estimate that the majority (62%) of emission reductions will require some form of behaviour change¹. The requirement for significant behaviour change for Net Zero needs to be considered within the context of the coronavirus pandemic in which circumstances have led many to change their behaviours at least in the short-term. There is evidence that since lockdown measures were announced in March 2020, individuals have changed a whole range of behaviours such as those relating to how we travel², work³, shop⁴ and use energy at home⁵. Alongside these changes in behaviours, there is also evidence that public attitudes relevant to the environment, climate change and Net Zero have changed: this includes appetite to see some of the personal or social changes they have experienced

¹ Carmichael, R. (2019) Behaviour change, public engagement and Net Zero. A report for the Committee on Climate Change. Available at <https://www.theccc.org.uk/publications/> and <http://www.imperial.ac.uk/icept/publications/>

² DfT, 10th June 2020, <https://www.gov.uk/government/statistics/transport-use-during-the-coronavirus-covid-19-pandemic>

³ Between 18th and 21st May 2020, 41% of those who are employed reported working from home in the last week due to COVID-19 (ONS, 2020). For comparison, the Annual Population Survey (2019) found that 12% of the workforce reported working from home in the week prior to the interview.

⁴ <https://www.thersa.org/discover/publications-and-articles/rsa-blogs/2020/04/finding-the-road-to-renewal>

⁵ <https://octopus.energy/blog/domestic-energy-usage-patterns-during-social-distancing/>

<https://www.jajusolar.co.uk/2020/05/15/how-has-behaviour-changed-under-covid-19-lockdown>

continue after the pandemic⁶ and substantial support for tackling the climate crisis as part of the economic recovery⁷.

As lockdown measures ease and society adjusts to the “new normal”, it is vital to understand how behaviours and attitudes evolve in relation to existing BEIS emission reduction policies and to support the development of new Net Zero policy and green recovery measures. Evidence is also required to understand whether changes vary across households with different characteristics and pandemic experiences.

Understanding Implications for Energy Consumers

The economic impact of the coronavirus pandemic has been significant, with an estimated reduction in GDP of 19% between March 2020 and May 2020.⁸ Whilst the easing of lockdown measures alongside support measures for businesses will help employers retain staff and help the economy recover, there is still uncertainty around the shape and the speed of the recovery and how different sectors will be affected.⁹ In the light of this uncertainty, it will be important to understand how household finances are affected, whether there are any impacts on households’ ability to pay energy bills and household energy consumption behaviours.

In April 2020, 17% of households reported that they were worried about falling behind on energy bills due to lost income during the pandemic⁹. There is a requirement to continue to track households’ concerns around energy bill payments during the coming months of economic uncertainty (particularly during the Winter heating season). Moreover, there is a need to develop a detailed understanding of whether there are behavioural consequences of economic uncertainty, such as the foregoing of other essential items or insufficiently heating homes, which may have health impacts.¹⁰ Research is also needed to identify the characteristics, experiences, impacts and associated behaviours of households who struggle to pay energy bills and heat their homes in coming months.

The ongoing risk of future Covid-19 outbreaks and subsequent local lockdown measures, as seen in Leicester and Greater Manchester, highlights potential challenges ahead. Research is needed to proactively develop evidence for support measures for domestic energy consumers which may be required if future lockdown measures are needed. This should include developing a detailed understanding of challenges faced by domestic energy consumers in the current context and how lockdown measures and economic uncertainty impact energy consumption behaviours for different types of households.

What behaviours and attitudes are within the scope of this project?

Throughout this brief, “behaviours and attitudes relevant to Net Zero, green recovery and household energy consumption” are mentioned. There is not a pre-defined list of behaviours and attitudes which we will be asking data to be collected on, as part of the role of contractors will be to engage with the current evidence-base and work with BEIS and other stakeholders to identify these. There are also ongoing projects within BEIS which will feed into this research and outputs from these projects will be shared with contractors once they are available. Below some guidance is provided on the broad scope of behaviours and attitudes of interest to this project which should be factored into bidders’ research designs: **Attitudes of interest are expected to include (but not limited to):**

⁶ <https://www.thersa.org/discover/publications-and-articles/rsa-blogs/2020/04/finding-the-road-to-renewal>

⁷ Ipsos MORI for Conservative Environment Network – Conducted online 24-26 June, <https://www.cen.uk.com/polling>

⁸ <https://www.ons.gov.uk/economy/grossdomesticproductgdp/bulletins/gdpmonthlyestimateuk/may2020> ⁹ <https://obr.uk/fsr/fiscal-sustainability-report-july-2020/>

⁹ <https://www.ofgem.gov.uk/publications-and-updates/what-are-consumers-experiences-energy-during-COVID-19-emergency>

¹⁰ https://fingertips.phe.org.uk/documents/Fuel_poverty_health_inequalities.pdf

continue after the pandemic⁶ and substantial support for tackling the climate crisis as part of the economic recovery⁷.

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In April 2020, 17% of households reported that they were worried about falling behind on energy bills due to lost income during the pandemic⁹. There is a requirement to continue to track households’ concerns around energy bill payments during the coming months of economic uncertainty (particularly during the Winter heating season). Moreover, there is a need to develop a detailed understanding of whether there are behavioural consequences of economic uncertainty, such as the foregoing of other essential items or insufficiently heating homes, which may have health impacts.¹⁰ Research is also needed to identify the characteristics, experiences, impacts and associated behaviours of households who struggle to pay energy bills and heat their homes in coming months.

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⁸ <https://www.ons.gov.uk/economy/grossdomesticproductgdp/bulletins/gdpmonthlyestimateuk/may2020> ⁹ <https://obr.uk/fsr/fiscal-sustainability-report-july-2020/>

⁹ <https://www.ofgem.gov.uk/publications-and-updates/what-are-consumers-experiences-energy-during-COVID-19-emergency>

¹⁰ https://fingertips.phe.org.uk/documents/Fuel_poverty_health_inequalities.pdf

- To proactively develop evidence for support measures for households who struggle to pay energy bills in the event of future lockdowns and economic challenges.

These research objectives have been designed to enable BEIS to address evidence gaps emerging from the coronavirus pandemic and will support work in a wide range of areas, with a number of these summarised below:

- **Evidence on how behaviours have changed will inform planning and policy design.** Net Zero pathways require the public to make significant changes to lifestyles, habits of consumption and use of technology. Behaviours of interest are likely to include (but not limited to) travel, homeworking, home energy use, purchasing / consumption patterns, food and diet behaviours, waste/ recycling, leisure activities and use of greenspace. An understanding of relevant behaviours that have emerged and changed will be critical for effectively designing policies that require behaviour change (e.g. energy demand, technology adoption and usage). It will also be important to assess awareness and perceptions of green recovery policy initiatives (many of these will have their own evaluations so this would likely be only a small part of this study).
- **Inform and shape engagement activities on climate change.** Understanding how perceptions of risk and attitudes towards climate change have changed during the pandemic can ensure appropriate Government engagement with the public on climate change.
- **Inform building and heat decarbonisation policy:** developing understanding of impact of the coronavirus on households' attitudes towards key technologies, products and services anticipated to play a role in the decarbonisation of household energy use.
- **Evidence collected in this project will develop understanding of how the coronavirus pandemic has impacted energy consumers.** This will include understanding changes to home energy consuming behaviours and impacts and consequences of changes to households' ability to afford energy bills. Evidence may also support the development of potential support measures for households struggling to pay energy bills in the event of future lockdowns and economic challenges.
- **Evidence collected in this project will support the refinement of behavioural and attitudinal assumptions** affected by the pandemic in BEIS' energy consumption & emissions projects models.

Research Questions

RQ1: How are households' behaviours and attitudes of relevance to Net Zero, green recovery and energy consumption affected by the coronavirus pandemic (COVID-19). How are households with different characteristics and pandemic experiences affected differently?

- What behavioural and lifestyle changes have consumers made during the pandemic?
- What have been the experiences and impacts of the changes made?
- What have been the impacts and experiences of those that have been heavily affected by lockdown measures (e.g. shielded/ vulnerable, furloughed, those who have lost jobs)

- What have been the impacts and experiences across BAME communities?
- How have barriers to the uptake and maintenance of pro-environmental behaviours been impacted?
- What behavioural changes would consumers like to maintain in the long-term?
- How have perceptions of the importance of tackling the climate crisis changed?
- How do consumers rank Government's priorities in the short, medium and long-term? (e.g. economy, levelling-up, health, social care, trade, climate change)
- How have consumers reprioritised their lives (e.g. family time, spending time in the outdoors, UK holidays, resolving social/ environmental issues, closer to nature, working-life, career choices etc)?
- How have behaviours and attitudes relating to green space and home growing been changed?

RQ2: How do changes to households' behaviours and attitudes evolve over- time and how do changes vary across households with different characteristics and pandemic experiences?

- What types of new low carbon behaviours are most likely to persist?
- Why and for whom are low carbon behaviours likely to persist?
- What types of new high carbon behaviours are most likely to persist?
- Why and for whom are new high carbon behaviours most likely to persist?
- What are the inter-dependencies of behaviours across different domains (e.g. heating, transport, diet)?
- What attitudes and values are associated with the uptake and maintenance of pro-environmental behaviours and environmentally damaging behaviours?

RQ3: What policy interventions can support the maintenance and uptake of low carbon and pro-environmental behaviours during the green recovery?

- What are households' views of proposed behavioural interventions?
- How can negative behaviours be reverted?
- How can interventions be designed with consideration of distributional impacts?

RQ4: How supportive are the public of green recovery measures and what is the perceived impact of these measures on households?

- What are the levels of awareness of green recovery schemes?
- What are the perceptions towards green recovery schemes?
- How and why do views vary across groups?
- How do consumers' environmental attitudes affect support for a 'green recovery'?
- How open are the public to career changes into "green jobs" if these were created?

RQ5: How has the coronavirus pandemic impacted household's attitudes towards key technologies, products and services anticipated to play a role in the decarbonisation of household energy use? (e.g. smart meters, smart devices, installing new building energy efficiency measures and low carbon heating technologies).

- What impact have behavioural changes associated with lockdown measures such as increased teleworking affected attitudes towards key technologies, products and services anticipated to play a role in the decarbonisation of household energy

use? (e.g. smart meters, smart devices, installing new building energy efficiency measures and low carbon heating technologies).

- How have households' attitudes towards smart meters been affected?
- To what extent might households invest in improving their home and living conditions (e.g. loft conversion to give them space for home office) which could be partnered with home energy efficiency interventions?
- How willing are households to allow tradespeople in their homes during the coronavirus pandemic?
- How are changes to incomes or fears of future lost income affecting uptake of new heating and energy efficiency technologies? What is driving decisions to postpone (e.g. health, financial)?
- How aware are households of Government's "Working safely during coronavirus (COVID-19)" guidance for people working in other people's homes?
- Do the public feel that these guidelines are sufficient to protect them from coronavirus whilst works are taking place in their homes? What additional measures may be required?

RQ6: What are the experiences and impacts of lockdown measures on households in relation to domestic energy consuming behaviours and the ability to pay energy bills?

- What are the experiences and impacts on households who have struggled to pay their energy/heating bills during the pandemic?
- What are the characteristics of households at risk of being unable to pay energy bills during the recovery?
- What have been the experiences of shielded/ vulnerable groups?
- What trade-offs are households making? (e.g. heat vs food vs rent?)
- What support measures could help households at risk of being unable to afford energy bill payments?
- To what extent have smart meter owners used them to manage their energy use?

3. Suggested Methodology

Methods

Bidders should set out in detail their proposals for developing and delivering this research project alongside discussion of how their research design will answer the research questions. Significant engagement with the existing evidence-base, BEIS and Cross-Government stakeholders (via a project steering group) will be required to develop effective data collection materials and to ensure this research adds value; bidders should outline their approach to this engagement process.

Please note that bidders are invited to outline alternative approaches to those suggested if they feel there are more effective designs to answer the research questions. It is important that piece of work provides a robust, authoritative and 'state-of-the art' overview of how energy/climate related behaviours have, and are, being affected by COVID-19 and the recovery process. Bidders are encouraged to ensure sufficient academic expertise / knowledge of the existing academic evidence base around pro-environmental behaviours.

In order to meet the objectives of this project, it is expected that a mixed methods approach will be required. We expect the primary method of data collection for this study

to be two/three waves of representative quantitative surveys tracking changes to UK households' behaviours, attitudes and experiences relevant to Net Zero, green recovery and home energy consumption. This is required to provide generalisable evidence to inform policy making in the context of COVID-19 recovery. Depth interviews will build a detailed understanding of the diverse experiences of households, providing opportunity to further explore findings from the first survey wave and to inform subsequent survey waves. Data collection materials will need to be developed in a way that reflects devolution in Scotland and Wales. A more detailed outline of the research requirements and a possible design is provided below:

Quantitative surveys with UK households (repeat cross-sectional)

- Two waves are required between October 2020 and March 2021, with a potential third wave occurring in October 2021 (subject to a break clause after wave 2 on March 31st 2021).
- These surveys are required to track changes to behaviours, attitudes and experiences in relation to the concepts outlined in the research questions, over-time as the coronavirus pandemic and recovery progresses.
- A nationally representative UK random probability sample of at least 1500 households is needed with additional sample boosts for vulnerable households, Scotland and Wales to be included – this is discussed in more detail in the sampling section below.
- It is anticipated that telephone surveys will be the most suitable mode to ensure representativeness and to minimise bias. However, consideration will be given to alternative approaches such as online interviewing as well as consideration of using multiple modes if this can improve access to groups often excluded from telephone surveys, such as younger adults.
- It is expected that the first wave of the survey will be launched in October/ November 2020. It is anticipated that the second survey wave will need to be completed by the end of February 2021 to allow sufficient time for analysis and reporting prior to the break clause on March 31st 2021. The third wave expected for October/ November 2021 will enable us to understand changes over a full 12 month period, though this wave will be subject to a break-clause and will only progress if it is expected to add additional value after the previous two waves.
- Flexibility in timing of the surveys will be required if events necessitate the survey being deployed at different times.
- We welcome suggestions on survey wave timings to maximise participant recall of key behaviours such as Winter home energy use, so please propose alternative scheduling if more effective timings exist. Note that it is essential for two survey ways to be completed prior to the break clause on 31st March 2021.
- Consideration should be given to how self-reported behavioural changes could be verified within the survey or with other sources (e.g. energy/ water bills).
- Questionnaires will need to be flexible so that data can be collected on any emerging priorities developing during the study period.
- Interviews are expected to last 20-30 minutes.

Qualitative interviews with UK households

- Interviews are expected to take place after the first survey wave and should be used to explore survey findings in more detail and inform subsequent survey

waves. Interviews will need to be completed prior to the break clause on 31st March 2021. Bidders should outline in their project plan when these interviews will occur and provide justification for these timings.

- These interviews should provide a detailed understanding of how household’s behaviours, attitudes and experiences in relation to the concepts outlined in the research questions, have been impacted by the pandemic.
- It is anticipated that at least 30 interviews will be required to capture a range of experiences of different UK households. At least 12 of these interviews should be with vulnerable households.
- Households will be purposively sampled to achieve a range of views and experiences. Sampling requirements are discussed in further detail in the sampling section below.
- We anticipate telephone/video interviews will be the most suitable mode but we are open to alternative suggestions.
- Interviews are likely to last 45-60 minutes

Synthesis of emerging COVID-19 behavioural impacts evidence and triangulation of findings

In addition to the primary research outlined above, we expect contractors to stay on top of the relevant evidence emerging throughout the study period. This will include triangulating interview and survey findings with secondary data (e.g. official statistics on certain behaviours) and consideration of findings in relation to other literature/evidence. Bidders are invited to set out how they will provide this comprehensive assessment of evidence, but at a minimum this will be expected to be covered during the final report.

Sampling

Bidders should outline their strategy for developing and recruiting an appropriate sample for this research. This should include considerations of ethical and reliability issues.

There are a number of sampling requirements that bidders need to factor into their proposals. An overview of these sampling requirements is provided in Table 1 and is discussed in more detail below:

Data Collection Sample Sizes	UK		Scotland	Wales
	UK Representative	Vulnerable Boost	Boost (cost separately)	Boost (cost separately)
Quant Wave 1	1500	300	350	Bidder to outline options
Quant Wave 2	1500	300	350	Bidder to outline options
Quant Wave 3	1500	300	0	Bidder to outline options

Qualitative	18	12	0	Bidder to outline options
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Table 1: overview of minimum sampling requirements

Vulnerable Households

This term is used flexibly to refer to a range of characteristics of households under-represented in survey research and whose input will be essential to understanding of the distributional impacts of the coronavirus pandemic and mitigation measures.

Bidders are invited to outline a potential sampling frame and recruitment approach for vulnerable households based on variables including (but not limited to):

- Income
- Employment status
- Rural/urban
- Age
- Gender
- Race
- Disability / long-term illness / shielding status
- Internet access

Quantitative survey requirements

There are four elements that should be addressed when developing the sampling approach for this research:

1. There should be a UK representative sample of 1500 for each survey wave (random probability sample).
2. There should be a UK sample boost of 300 vulnerable households. Bidders should outline their approach to sampling this population, this could include over-sampling of areas scoring highly on index of multiple deprivation (IMD).
3. Scottish Government has confirmed that they will work with BEIS on this and have agreed to boost the sample size in Scotland to 500 for Waves 1 and 2 (subject to pricing). The maximum budget for the Scotland sample boost is excluding VAT. We anticipate that around 150 Scottish households will be included in the UK wide representative sample of 1500, therefore a sample of 350 Scottish households (nationally representative for Scotland) will be required for both Waves 1 and 2. A sample boost for Scotland is not required for Wave 3. When completing "AW5.2 Price Schedule", costings for this sample boost should be provided separately as an additional extra and not within the total costs of the rest of this project.
4. Welsh Government are interested in boosting the sample size for Wales but require additional information. Bidders should outline their suggested approach and required sample size for Wales that would be large enough to produce statistically reliable regional estimates (North, South, Mid, West). When completing "AW5.2 Price Schedule", costings for this sample boost should be provided separately as an additional extra and not within the total costs of the rest of this project. For more information on Welsh language requirements see Annex 2.

Qualitative interview sampling requirements

1. At least 30 interviews with a range of households across the UK are required.
2. 12 of these interviews should be with vulnerable households.

3. Bidders should provide a breakdown of their sampling and recruitment approach as well as a suggested sampling frame to achieve broad coverage across a range of UK households.
4. Welsh Government are interested in boosting the sample size for Welsh households but require additional information. As a separately costed extra, bidders should outline options for conducting additional interviews in Wales. This should include a recommendation of sample size required, sample characteristics and Welsh language interview and translation costs. For more information on Welsh language requirements see Annex 2.

Ethics

Bidders should outline ethical considerations for this research project, considering any ethical risks and options to mitigate these risks. This is of importance to this project as vulnerable populations are being purposively sampled and due to the current pandemic context.

4. Deliverables

Deliverables

- **Survey questionnaires:** to be revisited after each survey wave (including Welsh Language translation if required)
- **Interview topic guides** with relevance to the diverse study population and research questions (including Welsh Language translation if required)
- **Raw survey data** to enable secondary analysis. A suitable data set will also need to be prepared and uploaded to the UK Data Service.
- **Publishable survey data tables**
- **Interim findings slides and/or short written report** outlining findings following each round of data collection. These will be presented by contractors to BEIS and other stakeholders.
- **Final written report** (including technical annex including methodologies, sampling approach, topic guides and questionnaires). Annex 1 outlines report writing guidance.
- **Final presentation of results:** presentation of slides outlining findings from the final report.

Timings

Bidders should outline a clear timetable and approach to delivering this research within the project timelines. Contractors will need to have sufficient resource to set-up quickly due to tight timelines. Bidders should be aware that flexibility in timings may be required if events require survey timings to be changed.

Indicative timings for this project are outlined in the table below:

Start contract	September 2020
Quantitative Wave 1 research	October-November 2020
Quantitative Wave 1 reporting	November-December 2020
Qualitative research	November-January 2020
Qualitative research reporting	January 2020
Quantitative Wave 2 research	February 2021

Quantitative Wave 2 reporting	February-March 2021
Break Clause & Final Report if break initiated	March 31st 2021
Quantitative Wave 3 research	October 2021 - November 2021
Quantitative Wave 3 reporting	December 2021
Final Report	December 2021

There will be a break clause in the contract at the end of March 2021 for BEIS to review whether a third survey wave is required. We will aim to provide as much notice on this decision as possible. If the break clause is initiated, we would expect the project to complete by the end of March 2021 and if the break clause is not initiated, by the end of December 2021.

As highlighted in the methods section, bidders are able to suggest alternative timings for data collection but will need to ensure that two survey waves, the qualitative interviews, subsequent analysis and reporting is completed by the break clause on 31st March 2021.

Working Arrangements / Emerging Findings

It is important that BEIS are kept informed of emerging findings and project progress. 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.

Weekly progress updates with the BEIS project manager will be required throughout the project and will take place via MS Teams and e-mail. These calls may be used to work with stakeholders to develop topic guides and questionnaires during set-up of the project. During fieldwork this should include reporting on recruitment, response rate, risks etc.

A stakeholder steering group will be set-up which is likely to meet on a quarterly basis with the contractors expected to attend to discuss project progress and upcoming milestones.

All research tools and sampling methodologies will need to be agreed by BEIS.

BEIS will own the intellectual property rights of any and all intermediate products, including the final deliverables, and in particular including presentation slide packs, reports and data.

Interim reporting and presentations

Bidders should outline their proposed approach to reporting and disseminating results. After each wave of data collection, contractors will be expected to provide a presentation of the results, which may also be supplemented by a short-written report.

Contractors will also be expected to provide a presentation at the close of the project on the final report. Attendees are likely to include BEIS stakeholders and stakeholders from the Devolved Administrations and other Government departments.

Contractors should expect to produce a number of drafts before outputs are signed-off. Presentations are likely to take place online via MS Teams, however depending upon social distancing requirements at the time, this may change.

Reports

At the end of the project (after the final presentation) we require a finalised, fully quality assured report will be provided. The report must be written in plain English. From

experience we expect that 2-3 drafts will be needed to reach the finalised report and these drafts should be delivered well in advance with sufficient time built in for review and comments. Each draft must be proof-read and delivered at a professional and publishable standard. Clear, precise and succinct language is essential. We expect this to be costed and accounted for in the timeline.

Peer Review

BEIS may wish to appoint an external peer reviewer for the project. If we do this then we will endeavour (though cannot guarantee) to align timings of this of this with the first set of comments from BEIS on the first draft of the report.

Publication

The final report for this research project must be formatted according to BEIS publication guidelines, using the Research paper series template and adhering to BEIS accessibility requirements for all publications on GOV.UK. The publication template will be provided by the project manager. Please ensure you note the following in terms of accessibility:

Checklist for Word accessibility

Word documents supplied to BEIS will be assessed for accessibility upon receipt. Documents which do not meet one or more of the following checkpoints will be returned to you for re-working at your own cost:

- document reads logically when reflowed or rendered by text-to-speech software
- language is set to English (in File > Properties > Advanced)
- structural elements of document are properly tagged (headings, titles, lists etc.)
- all images/figures have either alternative text or an appropriate caption
- tables are correctly tagged to represent the table structure
- text is left aligned, not justified
- document avoids excessive use of capitalised, underlined or italicised text
- hyperlinks are spelt out (e.g. in a footnote or endnote)
- Please see Annex A for BEIS Social Research Report Writing Guidelines.

Terms and Conditions

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

The contract is split into phases with a break clause at the end of March 2021 where BEIS will have the right to terminate the contract should a third survey wave be deemed unnecessary.

The price schedule allows for bidders to cost the Scottish and Welsh requirements separately, so that costs are displayed clearly for scenarios with and without the additional research. BEIS will only pay for the work completed.

- Attitudes towards climate change and the environment (e.g. levels of concern, perceptions of risk)
- Willingness to make behavioural and lifestyle changes
- Perceptions of responsibility for achieving Net Zero (e.g. Government, individual, corporate)
- Attitudes towards adopting key technologies, products and services anticipated to play a role in decarbonisation (e.g. smart meters, smart devices, installing new building energy efficiency measures and low carbon heating technologies).
- Attitudes towards COVID-19 green recovery measures (e.g. Green Homes Grant).

Behaviours of interest are expected to include those with both positive and negative implications for carbon emissions as well as other pro-environmental and environmentally negative behaviours. Examples include: ○ **Short-term/ ongoing behaviours** of interest are likely to relate to (but not limited to) travel, homeworking/ working patterns, home energy use, purchasing / consumption patterns, food and diet behaviours, digital socialising/ appointments, waste/ recycling, use of greenspace.

- **Longer-term /one-off behaviours** of interest are likely to relate to (but not limited to) home energy efficiency measures, low carbon heating, electric vehicle purchasing, e-bike purchasing, UK-holidays, green jobs, career changes and moving house.
- **Energy consumer challenges:** this project is also seeking to understand behavioural impacts of consumers who have faced problems affording energy bills during the pandemic. These behaviours of interest are likely to relate to heating/ energy use (e.g. using less heating / hot water than required, lowering thermostat temperature) and any steps taken to deal with inability to pay energy bills (e.g. seeking help, defaulting on payments, making trade-offs with other bills and purchases).

2. Aims and Objectives of the Project

Research Aims and Objectives

This project aims to consolidate and provide vital evidence of the behavioural and attitudinal impacts of the coronavirus pandemic (COVID-19) in relation to high-priority policy work relating to Net Zero, green recovery and energy consumption for different types of households.

Specifically, this project has the following objectives:

- To understand how UK households' behaviours and attitudes relevant to Net Zero, green recovery and household energy consumption have changed during the coronavirus pandemic and how they evolve during the recovery, with consideration of variation across UK households with different characteristics and pandemic experiences.
- To support the development of innovative policy recommendations which promote low carbon and pro-environmental behaviours as part of the green recovery.
- To understand the impact of the coronavirus pandemic on household's attitudes towards adopting key technologies, products and services anticipated to play a role in the decarbonisation of household energy use (e.g. smart meters, smart devices, installing new building energy efficiency measures and low carbon heating technologies).
- To understand the experiences and impacts of the pandemic and lockdown measures on UK households in relation to household energy consumption behaviours and the ability to pay energy bills,

Part 2: Contract Term



Contract Terms v6.0