**KEY INDIVIDUALS**

1. **INTRODUCTION**
   1. The tenderer must provide the following information in respect of key individuals as part of their 2.0 LADs2 Document 2: Supplier Questionnaire - Quality Questions – Declarations - Quality Question 2.3
   2. The tenderer must provide role-specific job descriptions for each of the Delivery Organisation management roles identified in paragraph 2 of this Document 8. Where the tenderer has combined or split roles differently from those set out below, the tenderer must clearly identify the lead role which most closely corresponds to each of the Delivery Organisation management roles.
   3. The tenderer must, for each role, identify a named individual and provide a list of relevant professional skills, experience and qualifications, making clear how the cited skills, experience or qualification is relevant to the role under this Contract. A personal CV for each named individual must also be provided.
2. **DELIVERY ORGANISATION MANAGEMENT ROLES**
   1. The Delivery Organisation’s contract manager for this Contract.
   2. The Delivery Organisation’s senior responsible manager for this Contract, being the point of escalation for the Authority in respect of poor performance by the Delivery Organisation against the terms of the Contract.
   3. The Delivery Organisation’s supply chain manager, responsible for managing the supply chain and any subcontractors and ensuring delivery to the requirements of the Technical Specification and PAS 2030.
   4. The Delivery Organisation’s finance manager, responsible for delivering the financial management and control processes through to invoicing.
   5. The Delivery Organisation’s customer manager, responsible for management and delivery of the end-to-end customer journey.
   6. The Delivery Organisation’s marketing and communications manager, responsible for developing the marketing strategy and customer referral process.
   7. The Delivery Organisation’s health and safety manager, responsible for the safety of staff, customers and any subcontractors undertaking work under the Contract.
   8. The Delivery Organisation’s Transition Manager, responsible for delivery of the Mobilisation Plan.

**MONITORING AND EVALUATION – EXTERNAL REQUIREMENTS**

1. **INTRODUCTION**
   1. The funder has indicated they wish to collect in-use data on a certain number of properties to support other monitoring across a variety of projects.
   2. The funder will be procuring partners to provide support with the monitoring and evaluation required through this programme. These will not be appointed until April 2021. Every effort will be made by the Authority to get detailed information to supplement the provision made here once the Funders contractors are in place.
   3. The research falls into two groups:
      * **Group 1:** Remote monitoring – nothing will be installed in the home

* Participants must already have a Smart meter with a minimum of 1 year’s data
* Participants must give their consent for the Smart Meter data to be used to analyse any changes in energy use since the installation of the energy saving measure
* Participants are likely to be offered a voucher to the value of £10
* **Group 2:** In house monitoring – there are two categories within this group
* All participants must have an installation between mid-October 2021 and end December 2021
* These must be in properties that have had fabric measure upgrades
* Participants must agree to have monitoring equipment installed for at least a month prior to the installation. (monitoring equipment will be provided by the Funders contractor)
* Participants may be interviewed (probably via telephone)
* Participant may be required to have an air-tightness test prior to an installation and after installation (to be carried out by a specialist organisation)
* Participants must already have a Smart meter with a minimum of 1 year’s data
* Participants in this group are likely to be offered a voucher for the value of between £50 - £100 (likely dependent on whether having an air-tightness test)
  1. There is no minimum number of participants required for group 1. The Delivery Organisation should try to recruit any Customer who qualifies with a Smart Meter.
  2. A total of 40 participants are required for group 2. This will be split into a further two categories;
     + **Category 1** – will have data loggers sent to them to install in their home that will record temperature. A total of 30 participants are required from across the region.
     + **Category 2** – will have data loggers sent to them to install in their homes, as well as having air-tightness tests before and after installation. A total of 10 participants are required from across the region.
  3. To ensure an appropriate number of participants are involved in the research monitoring and evaluation the Delivery Organisation must add this specific information to their Privacy Policy and Data Sharing Agreement that is provided to Customers at the outset of the customer journey.
  4. The Delivery Organisation will use their judgement to propose the most appropriate customer’s and property installations for Option 2 monitoring. This is a relatively small number of households to recruit.