**SCHEDULE 20**

**THE SPECIFICATION**

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ABBREVIATIONS

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|---|---|
| **AY** | Academic year |
| **DA** | Devolved Administration |
| **DCMS** | Department for Digital, Culture, Media and Sport |
| **DfE** | Department for Education |
| **FCDO** | Foreign, Commonwealth and Development Office |
| **FE** | Further Education |
| **GDPR** | General Data Protection Regulations |
| **HE** | Higher Education |
| **OT** | (British) Overseas Territory |
| **PASS** | Professional Assurance Process and Reporting |
| **SR** | Spending Review |
| **VET** | Vocational education and training |

DEFINITIONS

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| Application Form | The form used by Education Providers to seek funding for mobility(ies) funded under the Turing Scheme. |
| Beneficiary(ies) | Education providers who have been assessed as being entitled to funding by the Supplier and the Buyer pursuant to the Programme Funding Claim Process. |
| Cabinet Office Model Grant Funding Agreement | The form of grant agreement to be used by the Supplier to enter into with Beneficiaries and set out at Appendix 4 to Order Schedule 25 (Programme Funding). |
| Call for Bids | Used to describe the period between the start of the application process for Turing Scheme funding and the deadline for receipt of applications. |
| Charges | The prices (exclusive of any applicable VAT), payable to the Supplier by the Buyer under the Order Contract, as set out in the Order Form, for the full and proper performance by the Supplier of its obligations under the Order Contract less any Deductions. |
| Contract Year | A consecutive period of twelve (12) Months commencing on the Start Date or each anniversary thereof. |
| Deliverables | Goods and/or Services that may be ordered under the Contract including the Documentation. |
| Education Providers | All higher education providers, further education and vocational training providers, and schools in the UK and British Overseas Territories which are eligible to apply for funding under the Turing Scheme. |
| Exit Plan | Means a plan to manage the Supplier's exit and handover or wind down of Services (as applicable) at the end of the Contract, to be prepared in accordance with Order Schedule 10 (Exit Management). |
| First Funding Period | The period 1 September 2021 to 31 August 2022 (inclusive) in respect of the Turing 1 Cohort. |

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| Grant Funding Agreement(s) | The Turing One Grant Agreements and/or the Turing Two Grant Agreements, as applicable. |
| Grant Management Tool | The online functionality which enables Education Providers to bid for applications and request funding. |
| Issues Register | Contains new issues, matters for escalation, and resolution progress, and should update the Buyer of any major risks or issues arising outside of the normal monthly reporting cycle. |
| IT Service | The IT infrastructure required to deliver the Turing Scheme. The current Turing Scheme IT Service comprises a website and Grant Management Tool. |
| Key Performance Indicators (KPIs) | Quantifiable measures used to monitor the performance of the Supplier in meeting defined objectives and set out in Order Schedule 14 (Service Levels) |
| Mobility(ies) | The term used to describe a period of learning or work experience overseas |
| Monthly Performance Management Report | A report produced by the Supplier on a monthly basis which indicates its performance against all of the Key Performance Indicators (KPI's). |
| Operational Plan | A forward looking review of all planned activities during the annual cycle of the Turing Scheme. |
| Participant(s) | Students, undertaking a placement under the Turing Scheme. |
| Programme Guide | The document provided to Education Providers considering applying to the Turing Scheme. The guide sets out information relating to all aspects of the Turing Scheme and the application process. |
| Programme Fund | The monies made available by HM Government to fund mobilities under the Turing Scheme. The Programme Fund for the AY 2022/2023 will be determined and confirmed in the departments financial |

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| | settlement following the Spending Review (SR) in the Autumn 2021. |
| Programme Policy Principles | The policy principles to guide the Turing Scheme as further set out in Paragraph 2 of this Specification. |
| Project | Means a set of mobility activities undertaken by an organisation that has successfully bid for funding from the Turing Scheme. |
| Project Assessment Board | The forum at which the Buyer reviews and, where applicable, approves the Supplier ’s recommendations for grants to be awarded under the Turing Scheme. |
| Quarterly Performance Report | A report produced by the Supplier every three months which indicates its performance against all of the Key Performance Indicators. |
| Residual Turing One Services | Services as specified in Paragraph 3.1 of this Specification. |
| Resources Plan | Includes an organisation chart detailing the resources allocated to each component of the Supplier's delivery model deployed for delivery of the Services to ensure sound governance, strong leadership and effective operational management. |
| Risk Plan / Register | A document which identifies risks to the success of the Turing Scheme, assesses their severity and identifies measures to counter each risk. |
| Second Funding Period | the period from 1 September 2022 to 31 August 2023 (inclusive) in respect of the Turing 2 Cohort |
| Services | Services made available by the Supplier as specified in this Specification and in relation to an Order Contract as specified in the Order Form. |
| Students | Includes students, learners, pupils and anyone studying with an eligible organisation. |
| Supplier Performance Management Information | The performance management information to be provided by the Supplier to the Buyer, |

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| | as set out in Paragraph 4.12.2 of this Specification. |
| Turing One Grant Funding Agreement(s) | the agreement(s) between the Supplier and Beneficiaries in respect of the First Funding Period, the template of which is attached at Appendix 5 of Order Schedule 25 – Programme Funding. |
| Turing Scheme | The scheme to provide funding for education providers and organisations across the UK and British Overseas Territories to deliver education mobilities that enable their students, learners and pupils to go on structured study and traineeships around the world. |
| Turing Two Grant Funding Agreement(s) | The agreement(s) to be entered into between the Supplier and Beneficiaries agreed in accordance with paragraph 8.2 of Order Schedule 25 (Programme Funding) in respect of the Second Funding Period. |
| Turing Two Services | Services as specified in Paragraph 3.2 of this Specification. |

# 1 Introduction

1.0 This document sets out the services the Supplier will be required to deliver for the Turing Scheme. The Supplier will be required to administer all aspects of the Turing Two Services needed to administer all aspects of the second programme year of the Turing Scheme, which will provide grant funding for mobilities starting in September 2022 and run for the 2022/23 academic year and include finalisation activities up until December 2023. The Supplier will also be required to deliver the Residual Turing One Services, which include supporting ongoing activities required under the Turing Scheme. This will start in September 2021 and conclude in August 2022.

1.1 **Background to the Turing Scheme**. On 24th December 2020 the Prime Minister announced that the UK would be introducing the Turing Scheme. Spending Review 2020 provided funding for the UK-wide Turing Scheme of £110 million inclusive of delivery costs for the first year**.** The first Mobilities (the term used to describe a period of study or work experience overseas) under the Turing Scheme are expected to commence in September 2021. The UK Government is working with the Devolved Administration governments (DAs) in Northern Ireland, Scotland and Wales to deliver the Turing Scheme.

1.2 The Turing Scheme provides funding for Education Providers across the UK and British Overseas Territories (OTs)[1] to support education mobilities for their students, learners and pupils ('Participants') to go on structured study and traineeships around the world. This includes organisational support funding to help with administration costs, as well as funding to support Participants with the cost of living. Higher education (HE), further education (FE), vocational education and training (VET) organisations, and schools across the UK and OTs are eligible to apply for funding to support their students to undertake mobilities.

**1.3** The Turing Scheme is a grant funding scheme which eligible organisations bid into on a competitive basis. **From April 2022, the Supplier will deliver the remainder of the Academic Year (AY) 2021/22 programme until December 2023 and, if funding is granted at SR 2021, commence delivery the programme for AY 2022/2023. The Supplier must be able to accept bids for funding no later than February 2022, to ensure that providers across the education sector will be funded to deliver mobilities from 1 September 2022.**

**1.4** More specifically, the Turing Scheme currently offers funding as set out below, and the Buyer's current intention is that it will continue to do so in future years, subject to future spending review(s).

[1] Anguilla, Bermuda, the British Indian Ocean Territory, the British Virgin Islands, the Cayman Islands, the Falkland Islands, Gibraltar, Montserrat, the Pitcairn Islands, Saint Helena, Ascension and Tristan da Cunha, South Georgia and the South Sandwich Islands and the Turks and Caicos Islands.

1.4.1 Mobilities covering study abroad periods and traineeships for HE students;

1.4.2 Mobilities of FE/VET learners in vocational training organisations and/or companies; and

1.4.3 Mobilities covering learning abroad periods for school pupils.

1.4.4. Funding is provided for accompanying staff only to chaperone Participants where this is necessary as part of safeguarding or duty of care.

**1.5** The Turing Scheme will not provide funding for inward mobilities as part of exchanges or staff mobilities in its first programme year. The £110 million budget for the first year of the Turing Scheme was allocated through the Spending Review (SR) 2020. Funding for future years of the Turing Scheme will be subject to SR 2021,

1.6 This Specification uses the £110 million budget granted for the first year of the Turing Scheme (Turing One) for the academic year (AY) 2021/22 as an indicative model only and is in no way a commitment to levels of grant funding for Turing Two and/or any future years of the Turing Scheme. The Supplier will be required to ensure systems and processes delivering the services are sufficiently responsive to manage a higher or lower budget for the future Turing Scheme. The Programme Fund for the AY 2022/2023 will be determined and confirmed in the Department's financial settlement following the Spending Review (SR) in the Autumn 2021.

1.7 The Turing Scheme provides flexible options to offer short- and long-term placements. It is intended that organisations will continue to have flexibility to set the duration of a mobility with minimum and maximum durations being dependent on the sector. The table below presents the current minimum and maximum duration for each mobilities across each sector, allowed for under the first year of the Turing Scheme. These durations may change in future years.

**Table 1. Turing Scheme Durations by Sector**

| Sector | Category | Duration |
|---|---|---|
| HE | Student | 4 weeks - 12 months |
| FE/VET | Learner | 2 weeks - 12 months for work and study placements. For Participants with special educational needs and/or disabilities, placements can start from five days, where duly justified in the application form.<br><br>1-10 days for skills competitions abroad. |
| SCHOOLS | Pupil mobility | 3 days - 2 months for short-term |

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| | | 2-6 months for long-term (permitted for pupils aged at least 14) |

1.8 The Supplier should anticipate around 600 live applications at the peak of the application window with around 450 of those submitted. The Supplier should plan to be able to manage an additional 5% completed applications. The Supplier should ensure that its systems and processes are capable of dealing with a larger number of applications which may not complete through to completion/submission. Future programme years may invite bids for multi-year Projects, but a Call for Bids must be run each year by the Supplier. An indicative breakdown of applications by sector area is detailed below, but there may be some variation over future programme years as Education Providers and organisations consider their mobility plans following disruption due to Covid-19.

## 2 2.1 Programme Policy Principles

The following 'Programme Policy Principles' form the initial basis for the Turing Scheme. These policy principles may be revised in subsequent years. These principles should form the basis of all services delivered under this Specification by the Supplier.

**Global Britain**

In line with the UK Government's vision of a global Britain, Turing Scheme Projects will support high-quality placements, enhance existing partnerships and encourage the forging of new relationships across the world.

**Levelling Up**

Turing Scheme Projects will support social mobility and widen participation across the UK. They should help and promote equal access and opportunities to all Participants regardless of their background.

**Developing key skills**

Projects will offer unique, career-building opportunities. They will give Participants the hard and soft skills sought by employers and bridge the gap between education and work.

**Value for the UK taxpayer**

Projects should optimise social value in terms of potential costs, benefits and risks.

**Eligibility, Participant, Providers and Mobilities**

## 2.2 Participants

**The following criteria set out the eligibility requirements for mobilities, Participants and Education Providers.**

2.2.1 The programme offers funding for mobilities for those undertaking a course of study at an education or training provider, or, in the case of Higher Education (HE) and Further Education (FE) and Vocational Education and Training (VET), have graduated within the last 12 months.

2.2.2 There are no Participant nationality restrictions. The minimum age for Participants to take part in the Turing Scheme is four years old in line with the minimum compulsory age for a child to enter full time formal education across the UK. For school pupil mobilities longer than 2 months, the Participant should be aged at least 14.

2.2.3 No maximum age limit is imposed on applications for Turing sponsored mobilities.

2.2.4 The Supplier must ensure that these requirements are met. All communications, programme guides, application forms and other marketing materials must make it clear that for Participants under the age of eighteen, appropriate safeguarding principles must be adhered to and that it is the responsibility of the education provider to assure adherence to the relevant statutory and non-statutory safeguarding guidance relating to their sector and nation. [2]

## 2.3 Education Providers

2.3.1 Applications to the Turing Scheme must be open to public and private Education Providers in the UK and Overseas Territories.

2.3.2 The Supplier must complete eligibility checks on Education Providers including ensuring that they can demonstrate robust financial health. The financial health status of successful providers that receive funding will need to be kept updated on a regular basis by the Supplier.

[2] Organisations will need to consider the safeguarding requirement of the relevant devolved nation. Examples of statutory guidance which the Buyer expects to be followed include: 'Keeping Children Safe in Education' for schools and colleges in England; and 'Keeping Learners Safe' for maintained schools in Wales;

## 2.4 Length of Time on Mobilities

2.4.1 Under existing arrangements, the Supplier will ensure that no mobilities sponsored under the Turing Scheme exceed their allowed for length, in line with the table at 1.7 above. Please note the Buyer reserves the right to alter the allowed duration of mobilities at any time during the term of the Contract.

## 2.5 Location of Mobilities

2.5.1 For the first year of the Turing Scheme, there have been no restrictions on the country in which the mobility sponsored under the Turing Scheme takes place, except that foreign travel advice provided by the Foreign, Commonwealth and Development Office (FCDO) must be observed.

2.5.2 The Supplier will ensure that all communications, programme guides and application packs make clear that Education Providers must adhere to FCDO travel guidance.

## 2.6 Number of Participants per mobility Project

2.6.1 Under the first year of the Turing Scheme, there have been no minimum or maximum number of Participants per mobility Project. The Buyer expects this to remain the same for the second Funding Period.

## 2.7 Visa and Residency Permits

2.7.1 Where appropriate, visa and residency permits may be necessary for an individual to participate in a mobility. It is the responsibility of the Participant with support from the education provider to comply. The Supplier is not expected to provide visa and immigration advice although, funding to cover the cost of a visa can be provided to Participants with special educational needs and disabilities, and Participants from disadvantaged backgrounds.

## 2.8 International Engagement

2.8.1 The Buyer has designed a strategy for international engagement. The overall purpose of this is to plan for how the UK Government will encourage overseas countries and sector stakeholders to engage with the Turing Scheme and form reciprocal partnerships with their UK counterparts.

2.8.2 The Supplier will offer information to UK Education Providers to support them establishing overseas partnerships. This will include but is not limited to signposting relevant bodies such as the British Council and sharing best practice with UK and Overseas Territory institutions on making overseas relationships.

## 2.9 Tuition Fees

2.9.1 It is expected that Beneficiaries will make arrangements for tuition fees to be waived for reciprocal mobilities. The Turing Scheme does not provide funding for tuition fees. The Supplier is responsible for communicating this expectation to Education Providers and Participants.

## 2.10 Grant rates and rules for Grant Funding

2.10.1 The Buyer will set the grant funding requirements. The Supplier will be responsible for the administration and delivery of funding to Education Providers including entering into the appropriate Grant Funding Agreement.

2.10.2 The Buyer reserves its right to make adjustments to the Grant Funding Agreements, including (but not limited to) to support its aims of social mobility, facilitating a Turing Scheme with more global reach and to provide a more consistent and fairer funding regime.

# 3. The Services

## 3.1 Residual Turing One Services

3.1.1 The Supplier will be required to take over the delivery of the first programme year of the Turing Scheme (supporting mobilities in the 21/22 academic year) from the incumbent supplier in April 2022 and ensure that the on-going services conducted by the current supplier continue effectively until the end of the programme year.

3.1.2 To minimise the risk of disruption to those participating in the first programme year of the Turing Scheme, the Supplier shall use the existing Grant Management Tool, which provides the functionality for participating organisations to request funding and report on activities. The Grant Management Tool is based on Outreach, an off-the-shelf software product supplied by Equiniti Toplevel. Note that the Supplier may provide its own IT Service to deliver Turing Two Services.

3.1.3 The Supplier will begin preliminary work during the implementation phase which will begin November 2021 and run until April 2022 for the delivery of the AY 2022/2023 programme. The Supplier will be expected to use this period to prepare to take over the delivery of the Turing Scheme from April 2022.

3.1.4The Supplier will:

- work with the incumbent contractor to novate from the incumbent to the Supplier, by 1st April 2022, all Turing One Grant Funding Agreements;

- work with the supplier of the Outreach software to use the existing Grant Management Tool to deliver services and support participating organisations from April 2022 until the end of the first year of the Turing Scheme;

- Ensure that grant payments for on-going Projects are paid on time and in line with their agreed Project plans;

- Continue the management of Beneficiary reporting and compliance checks including the management of final reporting and the provision of monthly Supplier Performance Management Information on the progress of the compliance checks;

- Ensure that the remaining 20% payment following final reporting is paid accurately and on time;

- Ensure that any recovery action commences by 31st November 2022, should there be any unused grant funds and completed by end March 2023; and

- Agree with the Buyer all communication plans to about the change from the incumbent contractor to the Supplier, and ensure that these plans are implemented by the agreed date .

- Deliver any contingency arrangements defined by the Buyer to manage the impact of Covid 19 upon Turing Scheme activities. This is expected to include the provision of reports which will be delivered according to the format and frequency requested by the Buyer.

**3.2 Turing Two Services**

3.2.1 In addition to the delivery of the programme, the Supplier will be required to work with the Buyer to continue the development and progression of the Turing Scheme, administer a high quality innovative responsive and flexible programme to enable funding of mobilities to the HE and FE/ VET sectors, and schools. The Supplier will be responsible for managing the administration of the Turing Scheme on behalf of the UK Government across all of the UK and its Overseas Territories, subject to and in accordance with the available funding.

3.3 The Supplier shall deliver the following services (as further set out in relevant headed sections at Paragraph 4 of this Specification):

3.3.1 promoting the Turing Scheme;

3.3.2 Turing Scheme delivery updates and enhancements;

3.3.3 Professional Assurance (PASS) Process and Reporting

3.3.4 managing and delivering the Call for Bids;

3.3.5 the assessment of applications;

3.3.6 Grant Agreement and funding;

3.3.7 financial control, payment of funding to Beneficiaries and recovery of funds;

3.3.8 support the evaluation of Turing Projects;

3.3.9 undertake a customer satisfaction survey;

3.3.10 deliver continuous improvement;

3.3.11 data processing and security;

3.3.13 Supplier Performance Management including Key Performance Indicators;

3.3.14 business continuity;

3.3.15 implementation and resourcing;

3.3.16 demobilisation and exit planning;

3.3.17 delivery infrastructure (including IT and Website); and

3.3.18 governance, audit & risk management of the Turing Scheme.

3.4 The Supplier will deliver the required Services to the following timescales for AY2022/23:

3.4.1 promotion of the Turing Scheme, from November 2021;

3.4.2 Call for Bids to commence no later than February 2022;

3.4.3 Call for Bids window to be open for at least six weeks but ideally eight weeks;

3.4.5 the assessment of applications at a date to be determined by the Supplier and agreed with the Buyer;

3.4.6 Project Assessment Board/s at a date to be determined by the Supplier and agreed with the Buyer;

3.4.7 communication of application outcomes to Beneficiaries no later than end May 2022;

3.4.8 putting in place the Turing Two Grant Funding Agreements no later than June 2022;

and commencing funding to Beneficiaries by July 2022;

3.4.9 Participants to commence exchanges from September 2022 onwards; and

3.4.10 Deliver a second Call to Bids in September 2022if the first Call for Bids does not generate sufficient applications, or applications of insufficient quality, to fully utilise sectoral budgets. If a second Call to Bids is required, the timing shall be determined by the Supplier and is subject to Buyer approval.

**4. Detailed specification of requirements for the Turing Scheme**

4.1 **promoting the Turing Scheme**: To prepare for the second Funding Period, where the first mobilities are expected to start in September 2022, the Supplier shall:

4.1.1 develop and implement a communications and marketing strategy to promote the Turing Scheme nationally to attract applications from eligible Education Providers.

This includes the development of a Programme Guide for providers and an Application Form;

4.1.2 ensure the approach, products and processes to promote the Turing Scheme are ready to commence at the point of the Turing Scheme launch, which shall occur no later than February 2022;

4.1.3 ensure the use of online solutions is maximised, emphasising user self-service and access to information online;

4.1.4 host, maintain and update a Turing Scheme website. The website should provide information for potential applicants, student-facing content, access to the application form and programme guide, Beneficiary-facing content such as Project administration access, reliable points of contact, and Welsh language content as needed in compliance with the Welsh Language Act 1993. The Supplier will be required to manage the Turing Scheme domain name and website on behalf of DfE. The domain name remains the intellectual property of the Buyer;

4.1.5 ensure that the website and other online systems needed to promote and deliver the Turing Scheme are designed and developed in accordance with: the UK Government's Service Standards criteria; the UK Government's security policy framework; the Buyer's data protection and security[3], and accessibility standards. The Supplier shall be required to demonstrate that all these mandatory standards have been met as part of the Buyer's internal assurance processes before they can go live. Further information is provided at Paragraph 4.17 of this Specification;

4.1.7 develop and deploy communications and marketing strategies to reach and prepare targeted audiences, identifying barriers to participation and working with stakeholders to address these ahead of future application rounds;

4.1.8 ensure the marketing of the Turing Scheme targets audiences to meet programme priorities, encouraging applications in year as well as building interest and capability in target audiences for future application rounds;

4.1.9 ensure that there is sufficient promotional activity across all four nations of the UK, to avoid under-participation in any one nation;

4.1.10 ensure that there is sufficient promotional activity to attract good quality applications to be taken to the Project Assessment Board (PAB) in the first year of the contract, and to achieve additional increase in applications year on year;

4.1.10 positively contribute towards the Buyer's wider aims of widening access to international mobilities, to increase the number of under-represented Participants taking part in the Turing Scheme, increasing the overall appeal of Turing mobilities and facilitate flexible options to offer short and long term placements;

[3] As set out at Annex A.

4.1.11 positively contribute towards the Buyer's Programme Policy Principle of 'Global Britain' by driving promotional activities to increase the number of mobilities to non-European countries; and

4.1.12 develop and increase stakeholder and potential applicant knowledge of the Turing Scheme and its participation and eligibility criteria via information to support applicants both as Beneficiary organisations and for individual potential Participants; and raise awareness of the application process and timescale.

**4.2 Turing Scheme delivery updates and enhancements**

4.2.1 In accordance with Contract Schedule 3 (Continuous Improvement), clause 2.3, the Supplier shall produce at the start of each Contract Year a plan for improving the provision of Deliverables and/or reducing the Charges (without adversely affecting the performance of this Contract) during that Contract Year ("Continuous Improvement Plan") for the Buyer's Approval.

**4.3 PASS Process and Reporting:** The Supplier will:

4.3.1 follow the Cabinet Office approvals process for the approval of all marketing spend under the Contract. The spend will be submitted to the PASS by the Buyer. The Turing Scheme requirements will be jointly written by the Buyer and the Supplier.

4.3.2 As part of this process the Supplier shall consult with the Buyer's marketing and communications team during the development of its marketing proposals and submit them to the Buyer in an OASIS plan on an annual basis for how the budget requested is to be spent – this should include a proposed budget profile for the year. Suppliers should be aware that marketing spend is approved via PASS on a financial year basis and therefore will likely span application cycles, this will need to be taken into account in the Supplier 's planning.

4.3.3 not commit any marketing budget for the next financial year prior to receiving PASS approval, for example booking media without approval for the new financial year being in place. The PASS process is subject to change and there is no guarantee that levels of marketing spend approved under the Contract will remain the same year to year.

4.3.4 adhere to Cabinet Office guidance on procuring communications services for approved spending including but not limited to paid for media. All new contracts for the supply of any communications services must be procured through government frameworks approved by the Cabinet Office. For guidance on procurement through approved frameworks please refer to the Crown Commercial Service website; and

4.3.5 report to the Buyer regularly against the performance indicators included in the PASS submission for submission to Cabinet Office. The Supplier shall also submit to the Buyer a quarterly update on marketing spend against budget.

4.3.6 The cycle of approvals and reporting will be agreed before the contract commences based on the phases of the proposed campaign activity.

**4.4 Managing & Delivering the Call for Bids:** the Supplier will**:**

4.4.1 raise awareness with interested Participants and applying Education Providers that the opportunity to submit applications for Turing Scheme programme funds ('the Call for Bids') is planned to open or open;

4.4.2 ensure interested Education Providers can engage with and can access the detail on the application process, including the application requirements and timescales;

4.4.3 have a robust system and process in place to ensure that the Call for Bids is undertaken in a way that is fair, open, and transparent, promotes equality of opportunity, avoids discrimination and aligns with the eligibility criteria for the Turing Scheme;

4.4.3 ensure all interested Education Providers are able to submit their application(s) for access to Turing Scheme funds to the Supplier with sufficient notice for providers to adapt to the new Turing Scheme and prepare applications;

4.4.4 ensure all systems, processes, programme guidance, applications forms and websites are ready to deliver activity associated with the Call for Bids in good time to meet the deadlines set on in Paragraph 3.4 above;

4.4.5 ensure there is sufficient time available for Education Providers to prepare, review and get sign off on applications that the provider considers to be of a good standard;

4.4.6 ensure that Education Providers wishing to submit a bid for funding can do so electronically through the Supplier's Turing Scheme website. Where the Supplier provides a separate grant management system to manage all aspects of the funding process, it must ensure that applicants can access the Grant Management Tool from the website;

4.4.7 ensure that the website is accessible to all users, including those with disabilities and complies with Web Content Accessibility Guidelines (WCAG) 2.1;

4.4.8 provide Education Providers with clear and accurate information regarding the available funding, the application process and assessment criteria;

4.4.9 provide supporting materials to assist Education Providers to better understand the application process requirements;

4.4.10 ensure that use of the use of online solutions is maximised, with an emphasis on user self-service access to information;

4.4.11 ensure all elements of the IT services used in the delivery of the Services, including those used to raise awareness, the Turing website and Grant Management Tool utilised by the Supplier in the delivery of the services are developed, and maintained in accordance with the UK Government service standard, HMG's security policy framework, NCSC guidelines and Buyer 's data protection and security standards set out under the list of Non-Functional Requirements at Annex A – IT Service Requirements;

4.4.12 ensure the Buyer can access all elements of the IT Service used in the delivery of the services in order that it can assess compliance against these standards referred to in Annex A – IT Service requirements;

4.4.13 ensure that the application guidance, website and other online solutions direct and enable interested Education Providers to submit all necessary information and data required to allow a complete assessment of their application;

4.4.14 ensure IT systems used to deliver the Services provide the ability to receive, consider and respond to queries about the Turing Scheme the eligibility criteria and the application process from Education Providers and interested Participants and applicant queries about the Turing Scheme, which may include the provision of a support helpdesk to manage any enquiries;

4.4.15 ensure that necessary systems, processes and products are prepared and maintained, and the right resources in place, to support and deliver the Call for Bids phase; and

4.4.16 provide to the Buyer on a weekly basis the progress of the Call for Bid phase, providing analytics of the interest in the Turing Scheme, submission rates, which can be broken down by characteristics of the applicant organisation, for example which education sector or which region they are in, and the planned Participant demographics set out by applicants with a focus on widening access to mobilities.

**4.5 the Assessment of Applications:** The Supplier will:

4.5.1 manage the receipt of all applications, in a safe and secure manner, having due regard to General Data Protection Regulation (GDPR) and as set out Paragraph 4.11;

4.5.2 ensure that the assessment of applications is completed in sufficient time to issue Grant Funding Agreements and allocate funding in the timescales required and as set out at Paragraph 3.4 above;

4.5.3 ensure that the assessment of all applications is in accordance with the assessment criteria agreed by the Buyer

4.5.4 establish for Buyer consideration findings, reports and recommendations, for consideration by the Buyer at the Project Assessment Board (PAB);

4.5.5 ensure that all applications are assessed against the relevant Turing Scheme participation eligibility criteria set out at Paragraph 2.2 above;

4.5.6 ensure the process of application assessment, decision, notification of decisions, and relevant next steps, is transparent to interested applicants making an application;

4.5.7 ensure the outcome of the Project Assessment Board, and relevant next steps, is efficiently and accurately communicated to the applicant in line with timescales required and set out at Paragraph 3.4 above;

4.5.8 ensure that all data necessary to enable an informed and justified assessment and decision regarding an application is collected, stored in compliance with statutory requirements, and easily processable (see Paragraph 4.11 'Data processing and security' and Annex A – IT Service Requirements);

4.5.9 ensure that quality control systems are in place to ensure;

4.5.9.1 a high level of consistency in the application of the assessment criteria and assessment outcomes;

4.5.9.2 there are appropriate controls to ensure initial assessment and approvals are separated

4.5.10 establish a single stage appeals process that can be accessed by unsuccessful applicants if they chose; and

4.5.11 provide to the Buyer on a weekly basis the progress of the application assessment phase. This will include, but is not limited to, analytics regarding the volume of applications assessments and data on progress of assessments (assessments to start/in progress/complete).

**4.6 Grant Agreement and funding:** The Supplier will:

4.6.1 ensure sufficient controls are established and maintained to effectively manage and control programme funding;

4.6.2 manage the process of establishing Grant Funding Agreements with successful Beneficiaries and subsequently releasing relevant programme funds, ensuring that Beneficiaries are made aware of the terms and conditions to which they are entering into in good time before signature;

4.6.3 ensure that in all cases grant terms and conditions are explicit and clear regarding Participant obligations, to deliver against the stated objectives for the mobility and financial objectives, and including their compliance against the contractual objectives will be monitored and checked by the Supplier;

4.6.4 ensure that terms and conditions are based on the Cabinet Office Model Grant Funding Agreement for all mobilities;

4.6.5 ensure the correct amount of funds are released after the relevant Grant Funding Agreement has been signed by the relevant parties and at the point of need;

4.6.6 ensure the correct amount of funds are only released in line with the payment schedule;

4.6.7 ensure that a signed Grant Funding Agreement from the relevant Beneficiary is completed in sufficient time that permits the award of funding in line with the key milestones outlined at Paragraph 3.4 above;

4.6.8 ensure that signatories to the Turing Two Grant Funding Agreements will be the Supplier and the Beneficiary;

4.6.9 ensure that where physical (or wet) signatures are used, this process must ensure the Beneficiary signs a copy of the agreement first, before signature by the Supplier;

4.6.10 ensure that where digital signatures are provided both signatories should retain a copy of the agreement for their records;

4.6.11 ensure that the final signed versions of the Grant Funding Agreements held by the Supplier are securely stored and can be easily accessed to support (for example) record management; Project monitoring; programme reporting; audit activity; and to enable effective transition as part of any necessary exit delivery;

4.6.12 ensure that the Grant Funding Agreements are stored with any supporting documents and evidence relating to the application, assessment and decisions relating to the grant award;

4.6.13 ensure that the accounting processes and mechanisms necessary to facilitate the timely and accurate payment and re-payment of relevant programme funds to and from the Beneficiary's nominated bank account are in place;

4.6.14 establish performance and monitoring regime for funded mobilities which are proportionate and provides the necessary assurance to the Buyer throughout the life of the mobility that in all cases Participant compliance against the contractual objectives to deliver against the stated objectives for the mobility and financial objectives are being met; and

4.6.15 provide the Buyer on a weekly basis Supplier Performance Management Information on the progress of the Grant Funding Agreement and funding phase to include analytics regarding the volume of grant agreements signed; number of outstanding Grant Funding Agreements sitting with the Supplier or Beneficiary. To be broken down by characteristics of the applicant organisation, for example which education sector or which of the four nations of the UK. These reports should form part of the monthly performance review reports.

## 4.7 Financial control, payment of funding to Beneficiaries and recovery of funds

4.7.1 The Supplier is responsible for establishing a proportionate and appropriate financial control environment for managing the process of establishing Grant Funding Agreements with successful Beneficiaries and subsequently releasing relevant programme funds, ensuring:

4.7.2 The Supplier complies with Managing Public Money guidance. Payment from the Buyer to the Supplier will not take place in advance of need.

Payment of programme funding to Beneficiaries:

4.7.3 The Supplier will work with Beneficiaries to determine the actual point of funding needed in a Project ensuring payments to Beneficiaries are made based on up-to-date data of ongoing and expected mobilities.

4.7.4 The Supplier will pay the Beneficiaries close to start of mobilities, ensuring individual Participants or the Beneficiary itself are able to receive funding to cover costs incurred in association with the mobility, or with setting up the mobility, whilst ensuring these payments are not made in advance of need.

4.7.5 The Supplier will enter into Turing Two Grant Funding Agreements with successful applicants. Signature of the agreements will not automatically trigger a

payment as payments will be made according to information and data collected in the application.

4.7.6 The Supplier will ensure that all payments take into account the absorption of funds of previous payments. The Supplier will understand and reconcile what has been paid already to the Beneficiary, what has been reported as completed mobility, and what the Beneficiary is forecasting for the next reporting period.

4.7.7 The Supplier will ensure that more funding than is needed is not paid to the Beneficiary.

4.7.8 The Supplier will establish reporting requirements that facilitate a payment process based the expectations set out in paragraphs 4.7.3 to 4.7.7. The reporting and payment process should ensure that payments are received by the Beneficiary as closely as possible to their actual point of need. Reporting and payment processes, including obligations upon Beneficiaries to submit requests for payments, should be set out clearly to all Beneficiaries.

4.7.9 The Supplier will only pay 80% of funding requested to the Beneficiary, regardless of the type of funding requested. The remaining 20% will be paid after Beneficiaries submit their final report within twenty-eight (28) days of the end of a Project.[4]

4.7.10 The Supplier will ensure that before a first payment is made, necessary financial capability and verification checks have been concluded and there is a Grant Funding Agreement in place.

4.7.11 The Supplier will ensure that sufficiently trained resources are deployed to deliver the Services in an efficient and timely manner, to avoid delays in the Beneficiary being able to commence delivery of their Project as intended;

4.7.12 The Supplier shall ensure that the correct amount of funds are only released in line with the payment schedule agreed with Beneficiaries as set out in Order Schedule 25 (Programme Funding).

4.7.13 Should there be a need to transfer budget across sectors or within sectors, that the transfer is submitted to the Buyer for approval and procedures are followed as agreed with Buyer.

<u>Payment of fund from the Buyer to the Supplier</u>

[4] Project means a set of mobility activities undertaken by an organisation that has successfully bid for funding from the Turing Scheme

4.7.14 The Buyer will make payment to the Supplier at the point of need, that is, the point at which the Supplier needs to make payments to Beneficiaries as set out in Order Schedule 25 (Programme Funding).

Recovery of Funds

4.7.15 Should there be a need for recoveries to be made, such as in the event of early termination of Grant Funding Agreement(s), changes in the financial position of the Beneficiary or a breach of the relevant Grant Funding Agreement, the Supplier will ensure that timely and appropriate actions will be taken to recover any funding. Such actions shall include notifying the Beneficiary in writing of the reasons for the recovery and setting out the actions that the Supplier and Beneficiary shall take.

4.7.16 The Supplier will take the necessary measures to ensure that unspent funds are recovered within thirty days following a request for repayment.

## 4.8 support the evaluation of the Turing Scheme projects

4.8.1 Monitoring and evaluation of the Turing Scheme will be required to gather evidence about the Turing Scheme and assess the extent to which the Turing Scheme is meeting its objectives.

4.8.2 The evaluation process and the data which will be required to support it will need to be scrutinised and approved by the Buyer's Research Board and the Buyer's data protection team.

4.8.3 The Turing Scheme will be evaluated to determine the impact of the Turing Scheme upon Beneficiaries and Participants, whether and how the Turing Scheme has delivered value for money overall. Value for money should be based on impact and will be evaluated at a programme level.

4.8.4 The evaluation of the Turing Scheme and Projects will be conducted by an independent third party contractor appointed by the Buyer.

4.8.5 The Supplier shall cooperate fully with any evaluation of the Turing Scheme that is undertaken by the Buyer and/or a third party acting on behalf of the Buyer.

4.8.6 The Buyer will require access to identifying records for providers /individuals so that the Buyer may contact them for evaluation purposes.

4.8.7 The Buyer will require access to programme data collected as part of the application process and Project reports.

4.8.8 The Supplier will share programme data from applications required for evaluation purposes with the Buyer and the third party contractor within four weeks following the Call for Bids deadline and within four weeks following the Project Assessment Board.

4.8.9 For each Beneficiary and for each Project, the information required is as follows:

4.8.9.1 organisation name;

4.8.9.2 organisation type;

4.8.9.3 mobility destinations;

4.8.9.4 number of Participants;

4.8.9.5 number of Participants from a disadvantaged background;

4.8.9.6 mobility duration;

4.8.9.7 category of activity (e.g. education placement or work placement);

4.8.9.8 expected numbers of reciprocal (inward) students; and whether the Project is a new or existing Project, as applicable.

**4.9 customer satisfaction survey:** the Supplier shall;

4.9.1 Conduct an annual satisfaction survey with all Beneficiaries, the survey will measure Beneficiary satisfaction with all aspects of their experience of the Services, including:

4.9.1.1 Turing Scheme Promotion

4.9.1.2 The Application Process

4.9.1.3 Receipt of Grant Funding Agreement and Payment

4.9.2 provide the Buyer with a report which sets out the findings of the Satisfaction Survey along with proposals to improve outcomes and for inclusion in the Supplier's Continuous Improvement Plan.

**4.10 deliver continuous improvement**

4.10.1 The Buyer is committed to the continuous improvement of the Services. The Supplier shall:

4.10.2 undertake regular reviews after each application cycle of each element of the Service and record and evidence that it has acted on lessons learned;

4.10.3 have processes in place to gather and action feedback and satisfaction rates from Participants and partners;

4.10.4 benchmark and learn from other grant administration programmes; and

4.10.5 identify and capture best practice, emerging trends and insights from supply chain partners and stakeholders during the contract term.

4.10.6 The Supplier shall, as set out in Order Schedule 3(Continuous Improvement) of the Contract, abide by the requirement to identify new or potential improvements to the Services with a view to:

4.10.6.1 reducing the cost to the Buyer; and

4.10.6.2 improving the quality and efficiency of the Services.

4.10.7 The Supplier shall submit, within three (3) months of the Order Start Date, a Continuous Improvement Plan (CIP) that is to be agreed with the Buyer. The Supplier shall update the CIP on a quarterly basis.

## 4.11 data processing and security;

4.11.1 The Supplier shall:

4.11.1.1 comply with the Security Requirements set out in Schedule 9 (Security); and Schedule 26 (Buyer's Security Policy).

4.11.1.2 comply with the processing data requirements set out in Schedule 11.

4.11.1.3 acknowledge that for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor;

4.11.1.4 provide all reasonable assistance to the Buyer in the preparation of a Data Protection Impact Assessment;

4.11.1.5 ensure that it has in place protective measures to protect against a data loss event and ensure that staff who have access to personal data are adequately trained in the handling of personal data and are aware of their duties to process personal data in accordance with GDPR requirements;

4.11.1.6 not transfer personal data outside of the UK without the prior written consent of the Buyer;

4.11.1.7 ensure that Turing Scheme data is separated from all other data on the Supplier's or sub-contractor's own IT equipment to protect the data and enable it to be identified and securely deleted when required;

4.11.1.8 have in place and maintain physical security to premises and sensitive areas in line with ISO/IEC 27002 including, but not limited to, entry control mechanisms (e.g. door access), CCTV, alarm systems, etc.; and

4.11.1.9 have in place and maintain an appropriate user access control policy for all ICT systems to ensure only authorised personnel have access to Turing Scheme data.

## 4.12 Supplier Performance Management including Key Performance Indicators

4.12.1 The Supplier shall monitor its own performance and that of its supply chain, against the Key Performance Indicators outlined in Annex A to Part A Order Schedule 14 (Service Levels) and Order Schedule 25 (Programme Funding), Clause 4.3. The Supplier will capture and retain evidence for contractual and performance purposes. Management information shall initially be provided weekly, during implementation and unless otherwise stated. The Buyer reserves the right to amend the frequency of reporting.

4.12.2 In addition to the Supplier Performance Management Information specified at 4.12.1, the Supplier will also provide performance management information to the Buyer, which shall include, but not be limited to:

4.12.2.1 progress of Grant Funding Agreements and funding to include the volume of Turing Two Grant Funding Agreements signed; the number of Grant Funding Agreements which have not been signed by the Supplier and/or Beneficiary for Turing One and Turing Two grants. To be broken down into educational sector and by nation;

4.12.2.2 progress of the Call for Bid phase, which shall include, but not be limited to, analytics of the interest in the Turing Scheme, submission rates, budget requested and the characteristics of the applicant organisations, for example, education sector, UK region, and the planned Participant demographics;

4.12.2.3 progress of assessment (assessments to start/in progress/ complete);

4.12.2.4 timely provision of other management information, such as those set out in Paragraph 4.17 (Governance, Audit & Risk Management of the Turing Scheme)

4.12.2.5 provide annually by 31st July a report detailing the outcome of the compliance review including recommendations for inclusion in their Continuous Improvement Plan;

4.12.2.6 provide annually by 31st July an Annual Review Report (ARR) to support the Annual Contract Review process (ACR) this will include all aspects of supplier and sub-contractor performance and delivery taking account of all of the above and including but not limited to:

4.12.2.7.1 an Operational Plan
4.12.2.8.2 a Risks and Issues Log
4.12.2.9.3 a Resource Plan
4.12.2.10.4 a Quality Management Plan

4.12.2.11 supply to the Buyer the Quarterly Report and End of Funding Report in accordance with Order Schedule 25 – Programme Funding.

**Provision of Supplier Performance Management Information**

4.12.3 The Supplier will be required to act in a flexible, responsive, and timely manner to provide the requested data within reasonable timescales specified by the Buyer, without additional cost to the Buyer.

4.12.4 The Buyer may amend/supplement the Supplier Performance Management Information it requires at any time including but not limited to amendments to cover the Supplier's organisational structures/mechanisms for delivery of the Services.

4.12.5 The Buyer reserves the right to validate the Supplier Performance Management Information, reports or claims made in reports, in whole or in part, independently or directly with providers, Beneficiaries and/or partners.

4.12.6 The Supplier will attend monthly performance review meetings with the Buyer and will be required to present relevant/requested Supplier Management Information. Supplier Performance Management Information should be submitted to the Buyer 5 days prior to the monthly performance review meetings.

**4.13 business continuity;**

4.13.1 The Supplier shall provide within 4 weeks of Contract Award a Business Continuity Plan that ensures essential and time-critical business pertinent to the delivery of the Services can be continued in the event of foreseen or unforeseen disruption, including disaster recovery.

4.13.2 The Contract, at Order Schedule 8, sets out the obligations of the Supplier in delivering effective Business Continuity.

4.13.3 In addition to the business continuity plans set out above, the Supplier will deliver any contingency arrangements defined by the Buyer to manage the impact of Covid 19 upon Turing Scheme activities. This is expected to include the provision of reports which will be delivered according to the format and frequency requested by the Buyer.

**4.14 implementation and resourcing;**

4.14.1 The Supplier shall plan and execute all activity through rigorous and robust contract management across the set-up and delivery of the Turing Scheme to secure the best value for money in accordance with the requirements of Schedule 13 – Implementation Plan and Testing]. This shall include but is not limited to:

4.14.1.1 Developing an **Implementation Plan (IP**) covering the entire Initial Contract Period including the Implementation Period. The IP shall show key milestones, a critical path and critical dependencies and contingency arrangements. The plan will be updated weekly during the Implementation Period and at least monthly from the Service Commencement Date.

4.14.1.2 **Risk and issues management (Risk Management Plan):** the Supplier shall identify and monitor the key risks to these Services, their impact and proposed mitigations via a risks and issues log. Risks and issues logs will be shared with the Buyer on a regular and agreed basis; and

4.14.1.3 **Resource plan**: the Supplier will maintain an organisation chart detailing the personnel to be deployed to ensure sound governance, strong leadership and effective operational management of the Services. The plan will be updated at least monthly and submitted to the Buyer upon request.

**4.15 demobilisation and exit planning;**

4.15.1 The Supplier shall submit an Exit Plan that is to be agreed with the Buyer within 2 months of the Contract Award in accordance with the requirements of Order Schedule 10 (Exit Management)]-

4.15.2

4.15.2 The Exit Plan must include, but it is not limited to, the following areas:

4.15.2.1. Exit management structures and processes
14.15.2.2. Assets
14.15.2.3. Systems and Software
14.15.2.4. Data
14.15.2.5. Subcontracts
14.15.2.6. Training and knowledge transfer; and
14.15.2.7. Employment Data (TUPE).
14.15.2.8. Costs of Exit
14.15.2.9 All intellectual property associated with the Turing Scheme website, including the www.turing-scheme.org.uk domain name
14.15.2.10 Programme Guide and Application Forms;
14.15.2.11 Grant Funding Agreements;
14.15.2.12 Call for Bids process;
14.15.2.13 Assessment Criteria;
14.15.2.14 Monitoring and Evaluation regime;
14.15.2.15 Financial Control Framework in operation;
14.15.2.16 Supplier Performance Management Information relating to the delivery of the services;
14.15.2.17 Governance and Oversight regime including audit; and
14.15.2.18 All change control records for the duration of the contract.

4.15.3. The Supplier must:

4.15.3.1 implement its Exit Plan in accordance with the Contract;

14.15.3.2 notify the Buyer that the Exit Plan has been implemented and provide a weekly update on progress against the Exit Plan;

14.15.3.3 attend meetings with the Buyer relating to the demobilisation of the Contract; and

14.15.3.4 arrange for all data, relevant to the Services to be handed over to the Buyer in the format agreed with the Buyer.

### 4.16 Delivery infrastructure (including IT Service);

4.16.1 The Supplier will develop, implement and maintain the infrastructure and IT systems ('the IT Service') needed to administer the Turing Scheme.

4.16.2 The IT Service provided by the Supplier will:

14.6.2.1 enable users and other interested parties to access all relevant information and guidance about the Turing Scheme

14.6.2.2 enable users to submit applications for funding
14.6.2.3 collect and store data provided by applicants
14.6.2.4 enable applications to be assessed against the defined criteria
14.6.2.5 maintain a record of assessment marks and outcomes for each application
14.6.2.6 facilitate the provision and storage of communications to applicants in relation to their applications
14.6.2.7 maintain accurate records of activities taking place through the Turing Scheme
14.6.2.8 facilitate the process of entering into Grant Funding Agreements with applicants and provision of funding
14.6.2.9 provide the Buyer with data on the Turing Scheme programme.

4.16.3 The IT Service must be developed in accordance with the UK Government's Service Standards criteria. The Service Standard ensures that the UK Government provides good, effective digital services to users. The Supplier will be required to provide evidence to service assessment panels that it has met these criteria at appropriate points in the development and delivery of the IT Service (for example, at the end of the discovery, alpha, beta and live phases). The IT service must be assessed as meeting the requirements of the public beta phase before it can go live.

4.16.4 Additionally, and in accordance with National Cyber Security Centre (NCSC) guidelines, the Supplier shall ensure that the IT Service and hosting environments that are used to handle, store or process Turing Scheme data shall be subject to independent IT Health Checks (ITHC) using an NCSC CHECK Scheme ITHC provider before go-live and periodically (at least annually) thereafter. The findings of the ITHC relevant to the Turing Scheme shall be shared with the Buyer and remedial work carried out as required by the Buyer. In the event of significant security issues being identified, a follow up remediation test may be required.

4.16.5 The functional and non-functional requirements for the IT Service are provided at Annex A of this Specification. These include (and are not limited to) requirements relating to users' access to the accessibility of the system; the usability and performance of the system; the collection and security of the system data hosted by the service provider; and the Buyer's access to the data hosted by the service provider.

4.16.6 The key dates associated with programme activity delivery are set out in Paragraph 3 of this document. The Supplier must ensure that the IT Service necessary to support the

delivery of the programme activities is developed, tested and in live status so that these dates can be met.

4.16.7 The Supplier must work with the Buyer throughout the system development and implementation stages, so that the Buyer can determine compliance with the requirements set out in Annex A of this Specification.

4.16.8 The Supplier must ensure that there is sufficient time for any amendments required following service assessment to be completed and re-tested where necessary and according to the dates specified by the Buyer.

**4.17 Governance, Audit & Risk Management of the Turing Scheme.**

4.17.1 The Supplier shall implement and maintain the following:

4.17.1.1 Governance Arrangements – covering the Supplier's governance arrangements, systems for tracking and reporting performance and their anti-fraud measures;

4.17.1.2 Service Delivery – includes the Supplier's systems for starting, ending and moving Participants through programme and generally looks to ensure that the Buyer is getting the service it is paying for. This Paragraph also covers management of the supply chain; and

4.17.1.3 Claim Procedures and Payments oversight systems and processes to ensure that the Supplier has effective systems to support their claims for payment, including segregation of duties.

4.17.2 The Supplier shall implement and deliver the following:

4.17.2.1 arrangements to monitor, manage and record its own and its supply chain's performance to ensure success achievement of the KPIs and set out in Annex A , Schedule 14 (Service Levels) of the Contract and to fulfil its contractual obligations;

4.17.2.2 maintain the quality of the delivery of all Services provided by the Supplier and that of its supply chain;

4.17.3. have financial management processes and governance arrangements in place to ensure that costs and financial transactions:

4.17.3.1 are managed and distributed appropriately (including those transferred to the supply chain); and

4.17.3.2 secure best value for money, with particular reference to the Open Book Data requirements as set out in the Core DPS Terms of the Contract.

4.17.4 To provide the Buyer with assurance that the Supplier 's systems of internal control are robust, the Buyer will undertake Contract Assurance Reviews (CAR) to test Supplier's systems to establish how effective the Supplier is at managing and providing assurance over delivery of the Turing Scheme programme including managing risk to the Buyer in relation to expenditure and service delivery and management of the programme funds.

4.17.5 The Supplier shall fully participate in CARs in accordance with the requirements set out in the Contract.

4.17.6 The Supplier will establish, maintain and provide to the Buyer on a quarterly basis unless otherwise stated the following:

4.17.6.1 an Operational Plan: that provides an up-to-date forward look of all planned activities across the whole programme delivery, including supply chain and key milestones during the lifetime of the Contract, including any dependencies between these activities; the Operational Plan shall include achievement of the Key Performance Indicators and will be proved to the Buyer on a monthly basis; the agreed Operational Plan will form the basis for tracking the performance of the Supplier over the duration of the contract;

4.17.6.2 a Risks and Issues log: that embeds robust risk and issue management in programme management, planning, delivery and decision making. Controls will identify the key risks to programme delivery, their impact, owners, and the proposed mitigations via a risk register;

4.17.6.3 an issues log will contain new issues, matters for escalation, and resolution progress, and should update the Buyer of any major risks or issues arising outside of the normal monthly reporting cycle;

4.17.6.4 a Resource Plan: that includes an organisation chart detailing the resources allocated to each component of the Supplier s delivery model deployed for delivery of the services to ensure sound governance, strong leadership and effective operational management of the requirements;

4.17.6.5 a Quality Management Plan: setting out the standards, procedures and responsibilities to plan and control delivery quality, including ~(but not limited to) meeting the requirements in relation to continuous improvement as set out in Paragraph 4.10 above;

<u>Audit Requirements</u>

4.17.7 The Supplier shall ensure that all workflow processes, procedures and systems pertaining to the delivery of the Services are fully auditable. The Supplier shall ensure the report for the audit includes all element of its delivery including that of its sub-contractor(s) and complies with the transparency requirements of Managing Public Money

4.17.8 The Supplier shall be subject to an independent external audit performed in accordance with accepted standards by an audit service that is functionally independent. The Supplier shall appoint and manage an external supplier to carry out a full audit on an annual basis, the full audit report including the recommendations and any subsequent response to be supplied to the Buyer every year of the Contract in accordance with Paragraph 4.12.4 above. The Supplier will ensure that recommendations from the Audit are included in the Supplier's Continuous Improvement Plan.

4.17.9 The Buyer may at any time and up to five (5) years after the expiry date of the Contract conduct additional audits or ascertain additional information where it is considered necessary. The cost of any additional external audit fees will be paid by the Buyer.

Compliance

4.17.10 The Supplier is responsible for establishing proportionate and appropriate environment for managing the delivery of compliance checks in all areas of programme delivery. Compliance checks will be carried out by the Supplier's staff and will include but will not be limited to Supplier compliance with:

4.17.10.1 receipt of all applications;

4.17.10.2 assessment of all eligible applications against the assessment criteria;

4.17.10.3 that grants are awarded in accordance with the grant rates; and

4.17.10.4 that grant agreements are in place to support all mobilities.

4.17.11 The Supplier will carry out compliance checks on 15% of all applications each year with at least 70% targeted at high value or Supplier assessed as high risk applications.

4.17.12 The Supplier will provide the Buyer with the outcome of the compliance review by 31 July 2022 for Turing One Projects and 31st July 2023 for Turing Two Projects.

Annex A – IT Service Requirements

**User needs**

There are a number of categories of users who will interact with the IT Service needed to administer the Turing Scheme. The Supplier will be required to work collaboratively with the Buyer and its users to discover and understand their needs, as it develops and implements the IT Service.

**Functional requirements**

It is expected that the IT Service developed to support the Turing Scheme will perform the following functions:

| ID | Area | Description | Priority |
|---|---|---|---|
| FR01 | Usability/ User Experience | Collect information required to create a user account, for example:<br>• Username<br>• Password | Must have |
| FR02 | Data provision | Collect details of the organisation applying for funding, for example:<br>• Unique Reference number<br>• Address<br>• Establishment type<br>• Bank details<br>• SRO details<br><br>This information will be used to verify that an organisation is eligible to apply. | Must have |
| FR03 | Data provision | Collect information about the proposed activity, for example:<br>• Name of hosting organisation<br>• Nature of activity<br>• Country in which the activity will take place<br>• Number of expected Participants<br>• Type of Participant (e.g.<br>• Duration<br>• Funding required | Must have |

| | | | |
|---|---|---|---|
| | | This information will be used to verify that the proposed activity and those participating in the activity are eligible. | |
| FR04 | Usability/ User Experience | Ensure that the application form will be accessible to all users, including those with specific accessibility requirements | Must have |
| FR05 | Availability | Ensure that the application form will be available to applicants at all times during the period that the application process is open. | Must have |
| FR06 | Usability/ User Experience | Ensure that the application form will be clear and easy for users to navigate. | Must have |
| FR07 | Usability/ User Experience | Allow applicants to access the application form, regardless of which browser they use | Must have |
| FR08 | Interoperabilit y | Allow applicants to complete the application form from any device (e.g. PC, Mac, tablet, smart phone, etc) | Should have |
| FR09 | Usability/ User Experience | Enable applicants to save their progress when completing the application form | Must have |
| FR10 | Usability/ User Experience | Ensure that mandatory fields in the application form are clearly identified | Should have |
| FR11 | Usability/ User Experience | Notify applicants if they have not completed a mandatory field on the application form | Should have |
| FR12 | Usability/ User Experience | Provide drop down lists on core fields in the application form to ensure that core data is provided and collected in a uniform manner. | Should have |
| FR13 | Usability/ User Experience | Allow applicants to upload documents in a variety of formats [for example Word documents, Google Docs, Spreadsheets, PDFs) to support their applications if necessary. | Should have |
| FR14 | Usability/ User Experience | Verify that an application has been submitted before the deadline | Should have |
| FR15 | Data access | Provide levels of access rights so that users who need to access, monitor or assess the information on the system can only view the information that is | Must have |

| | | | |
|---|---|---|---|
| | | necessary for them to perform their job. | |
| FR16 | Interoperability/ Data provision | Ensure that all assessment scores, decisions and supporting comments can be recorded against each application. | Must have |
| FR17 | Data provision | Ensure that scores, decisions and any comments relating to applications are recorded in such a way that they may be easily understood by approved members of staff so that they can establish which applications have been successful and which applications have not been successful | Should have |
| FR18 | Usability/ User Experience | Enable bespoke communications regarding applications (for example, requests for further information, confirmation that applications have been successful) to be sent to applicants. | Could have |
| FR19 | Management information | Provide a function which tracks the total amount of funding bid for by each sector. | Could have |
| FR20 | Data export capability | Enable the provision of reports and statistics to the Buyer. The scope of this data and the frequency with which it will be provided will be defined by the Buyer once the functionality of the IT Service is known. | Must have |
| FR21 | Data export | Provide a function which allows data to be downloaded and provided to the Buyer so that it can migrated to a new platform if needed | Must have |

**Non-functional requirements**

| ID | Area | Description | Priority |
|---|---|---|---|
| NFR01 | Assessment and Assurance | When developing and implementing the IT Service, the Supplier must<br>• work within guidelines set out in the Government's Service Standard<br>• demonstrate a good understanding of technical standards and contact design,<br>• conduct research with users to ensure that the IT Service is built to meet users' needs<br>participate in service assessments at the end of the alpha and beta stages (or equivalent) of development so that compliance with the Service Standard can be determined. | Must Have |
| NFR02 | Accessibility | • Compliance with WCAG 'AA' Standard<br>• Compliance with ISO 9241-171:2008 (Ergonomics of human-system Interface)<br>• Compatible with the latest versions of the following software: JAWS, Zoomtext, Dragon NaturallySpeaking and Dolphin SuperNova, and able to be used without a pointing device such as a mouse | Must have |
| NFR03 | Availability | • Average uptime above 99.5% for the front-end system. | Must have |

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|---|---|---|---|
| | | • Above 99.5% for the back-end system<br>• Where down-time is required, this must take place outside of core hours (Monday – Friday 08.00 to 18.00) | |
| NFR04 | Interoperability | • User interfaces (UI) built using responsive components, suitable for viewing on a range of device types (PC, Mac, tablet, smart phone, etc)<br>• UI compatible with all major desktop and mobile browsers (Chrome, Firefox, Safari, Edge, etc) | Must have |
| NFR05 | Data export | • Supplier contract states indicative costs (if applicable) of data extraction on termination of contract/service | Must have |
| NFR06 | Capacity and Performance Management | • User interfaces must respond to data requests and process events / responses in a time commensurate with modern digital services, such that user experience is not impaired | Must have |
| NFR07 | Reliability, Resilience and Disaster Recovery | • System data backed up daily in one or multiple separate physical locations and retained for at least 90 days.<br>• Separate environments available for development/testing, staging and production<br>• Adequate disaster recovery protocols in place that enable the front and back-end services (including live data) to be | Must have |

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| | | fully restored within four hours following a disaster | |
| NFR08 | Security | The system must meet or exceed the expectations set out in:<br>• The relevant Departmental Special Clauses for Business Services and ICT Contracts, as in Order Schedule 26 (Buyer's Security Policy)<br>• The UK Government's security policy framework<br>• The National Cyber Centre Security Centre Guidelines ISO 27001:2013 certification<br>• UK General Data Protection Regulations<br>• The Buyer's security assurance model (DSAM) process, which considers the vulnerabilities of the IT Service, remedial action to address these and any residual risk. | Must have |
| NFR09 | Testing and Change Management Approach | • Documented approach to various forms of testing and related processes<br>• Planned changes must be conducted in a controlled manner and communicated to the Buyer at least 24 hours in advance of the change taking place.<br>• Documented test results and mitigations | Must have |